



Inspiring Excellence

**BRAC UNIVERSITY**

**INTERNSHIP REPORT**

**ON**

**"Recruitment & Selection Process of  
Min Sheng Lines Bangladesh Ltd."**

**Supervised By:**

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**Submitted By:**

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**Date of Submission: 25<sup>th</sup> May, 2016**

## **Letter of Transmittal**

Date: May 25, 2016.

Md. Tamzidul Islam  
Assistant Professor  
Brac Business School

**Subject:** Submission of Internship Report.

Dear Sir,

This is to inform you that with great pleasure, I have prepared by internship report on **“Recruitment and Selection Process on Min Sheng Lines Bangladesh Limited.”** that you have assigned to me to mark the completion of my internship in the company and to express my knowledge from the experience in writing on recruitment and selection process of a shipping company namely Min Sheng Lines Bangladesh Ltd. I have tried my level best to prepare an effective report given the extreme time constraints and immense work pressure.

I have made this report keeping in mind the technical aspects of the industry and provided detailed description of processes to make it convenient for anybody who might read it for reference. However, I will try my best to explain anything if necessary, for any sort of discrepancies that may arise. All of my efforts will be successful if the report can serve its purpose.

Yours Sincerely,

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**Sharmin Shultana**  
ID No: 13264068  
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## **Acknowledgement**

I would like to show my sincere thanks to Almighty Allah for giving me the opportunity to complete my internship from Brac University. I would also thank to my faculty, Md. Tamzidul Islam for providing me his knowledge and sharing his experience with me, and provide full support during this semester.

I would also take this opportunity to thank my parents for giving unconditional support. In addition, I would thank Min Sheng lines Ltd for giving me the opportunity to work with them. And also providing me useful information and knowledge needed for my internship.

I would like to take this opportunity to thank my supervisor, Ms. TanzinaZubaida for providing me invaluable cooperation and unconditional support for completing this and sharing her experience with me. In Addition, I would thank my colleagues Mr. Shah Mohammad Minhaz for providing constant hospitality and cooperation, regarding my Internship.

I would also like to thank my friends who have also given a lot of information and help regarding completion of the report.

## Executive Summary

The report is originated in result of my internship program which I have done as a requirement of MBA program. This report is completed based on my three months internship in Min Sheng Lines Bangladesh Ltd. The objective of this study is to analyze the Recruitment & Selection Process of Min Sheng Lines Bangladesh Ltd.

**Min Sheng Lines (Bangladesh) Limited** is a multinational company, headquartered in Dhaka, Bangladesh, providing Bangladesh flag transportation, ship management and maritime technical services to government and commercial customers.

The report includes the activities of Recruitment & Selection Process in Min Sheng Lines Bangladesh Ltd. which is managed by the HR Department at Min Sheng Lines Bangladesh Ltd.. I have gathered practical knowledge about the Human Resource Department through working .This experience has served as a real-life demonstration of work at an organization and it has given me the opportunity to get experience about the corporate culture which would be a milestone in my career. This is a report on the topic “**Recruitment & Selection Process of Min Sheng Lines Bangladesh Ltd**” done as a requirement of my department as a course study. I have shared my experiences and findings from this internship and other related information.

In the report, I have introduced the topic, objectives of the report, and has been discussed the company profile with brief history and objectives. The main body is containing information about Recruitment & Selection Process of Min Sheng Lines Bangladesh Ltd.and that is the most important part of this report. Finally I have given the findings and recommendations based on the experience that I had on the period of my internship.

## List of Abbreviations

This report aims to help increase theoretical Knowledge cross-border trade in shipping & logistics services. This internship programmed gives also the knowledge about various shipping services.

<b>Abbreviations</b>	<b>Elaborations</b>
B/L	: Bill of Lading
BAF	: Bunker Adjustment Factor
CU	: Cubic Feet
C/O	: Certificate of Origin
CFS	: Container Freight Station
CH	: Custom House
CIR	: Container Inspection Report
CY	: Container yard
CAF	: Currency Adjustment Factor
COC	: Carrier Owned Container
Com	: Commission
DO	: Delivery Order
ETA	: Estimated Time of Arrival
ETD	: Estimated Time of Departure
FTP	: Foreign Trade Policy
FOB	: Free on Board
FOS	: Free on Ship
FI	: freight Invoice
ICD	: Inland Container Port
LIC	: Local Import Control
LOD	: Load of Discharge
PDA	: Port Disbursement Accounts
SOB	: Ship on Board
SID	: Sailed
SI	: Shipping Instruction
SOA	: Statement of Accounts
SOC	: Shipper's Own Container
THC	: Terminal Handling Charge
TS	: Transshipment
V.A.T	: Value Added Tax
VSL	: Vessel

Voy

: Voyag

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# Chapter – 1

## **1.1 Background of the Study**

As a mandatory part of MBA program, all the students have to complete a course under an intern program in any organization with a view to get practical knowledge. Theoretical knowledge is not enough for a business student. There is a gap between the theoretical knowledge and practical knowledge. Our intern program has been launched mainly to bridge the gap. The company offers students the perfect opportunity to gain on-the-job experience by supporting and guiding them during their intern program in the business areas. Through intern, students become aware of organizational culture and learn how to show professional excellence to a great extent. This learning helps me when I finally enter into practical field.

In this report I express my knowledge that I gained from my Internship career at Min sheng lines Ltd. More over the report consist of all the detailed basic information of entire shipping business, HR activities and recruitment & selection process. In addition to that, the report also illustrates all the good and bad experience I have faced. And also all constraints I have faced during my work in the organization. I would really hope that this report will help others get a perspective of this industry. Especially if someone have interest in this sector. I truly believe this industry has a promising future, and I hope my report is going to be a small part of it.

## **1.2 Introduction:**

The Shipping sector is considered to be an important source of financing for most businesses in many countries. The common assumption, which underpins much of the financial performance research and discussion, is that increasing financial and operational performance will lead to improved functions and activities of the organizations. The subject of operational performance and research into its measurement is well advanced within shipping and management fields. It can be argued that there are three principal factors to improve transshipment and operation performance for Main line shipping company; the company size, its asset or containers management, and the operational efficiency. To date, there have been little published studies to explore the impact of these factors on the Shipping Company's performance, NVO and Main line shipping companies.

Generally by the words 'Main Line shipping and NVO', we can easily understand that the company deals with ships and exporting containers. Main line shipping companies are those companies, which owns both vessel and containers. And Non Vessel Operators are those companies, which only owns containers.

The exported products are called Cargo. The Steel Boxes with which Cargo is exported are called Container. The Container ship with which the containers are carried from one port to another port are called Vessel.

There are many Main line Shipping Company and NVO around the world. But Min sheng lines Ltd is the first Main line shipping company in Bangladesh.

### **1.3 Objectives:**

#### **Primary Objective:**

The primary objective of this report is to fulfill the partial requirements of Master of Business Administration (MBA) degree and have a sound knowledge about corporate culture, specifically about the Human Resource activities & mainly recruitment & selection process of Min Sheng Lines Bangladesh Ltd.

#### **Specific Objectives:**

- The main objective of this report is to find out the recruitment & selection process of “Min Sheng Lines Bangladesh ltd.”
- To gather comprehensive knowledge on overall the recruitment & selection process and the expectations of the employees & practice in this company.

### **1.4 Methodology of the Study:**

For achieving the specific objectives of this study were gathering from both primary and secondary sources.

#### **Primary Source:**

- My supervisor help me a lot to prepare this report. She gave me different types of information regarding recruitment and selection process of Min Sheng Lines.
- I work in Min Sheng Lines as an HR executive and this experience help me to prepare this report.

#### **Secondary Sources:**

- Website of Min sheng Lines.
- Personal files of the employee.
- Using different website for the theory part.

## **1.5 Scope of the report:**

There are various aspect of HR department. Among them recruitment & selection process is crucial for any organization. To understand how recruitment & selection process works I have chosen this topics for my internship repot. I had to spend most of the time working in this department and thus, I acquired a competitive advantage of knowing how recruitment & selection process works in the organization. This motivated me to prepare the internship report on recruitment & selection process of a shipping line.

## **1.6 Limitation of the Report**

I obtained whole-hearted co-operation from employees of MSL. All the day, they were so busy, but they gave me much time to make this report properly. But they were not able to give all the documents and information that I would require, on the way of my study; I have faced the following problems that may be terms as the limitation of the study.

### **Data insufficiency:**

Since all the officers were very much busy, they were not always able to provide me much time, I received co-operation from the officials. And Min Sheng Lines Bangladesh is a new set up in Bangladesh. Moreover, all strategic information is not possible to collect.

### **Lack of records:**

Insufficient books, publications, Facts and figures narrowed the scope of accurate analyses.

### **Sensitivity of data information:**

Another limitation of this report is company policy is not disclosing some data and information for obvious reasons.

Because of the limitation of information, some assumptions were made. My perception about some observation may not be correct.

## Chapter – 2

### 2.1 Background of the Company:

**Min Sheng Lines (Bangladesh) Limited** is a multinational company, headquartered in Dhaka, Bangladesh, providing Bangladesh flag transportation, ship management and maritime technical services to government and commercial customers. Min Sheng Lines uniquely combines unparalleled experience, maritime expertise and global intermodal capability.

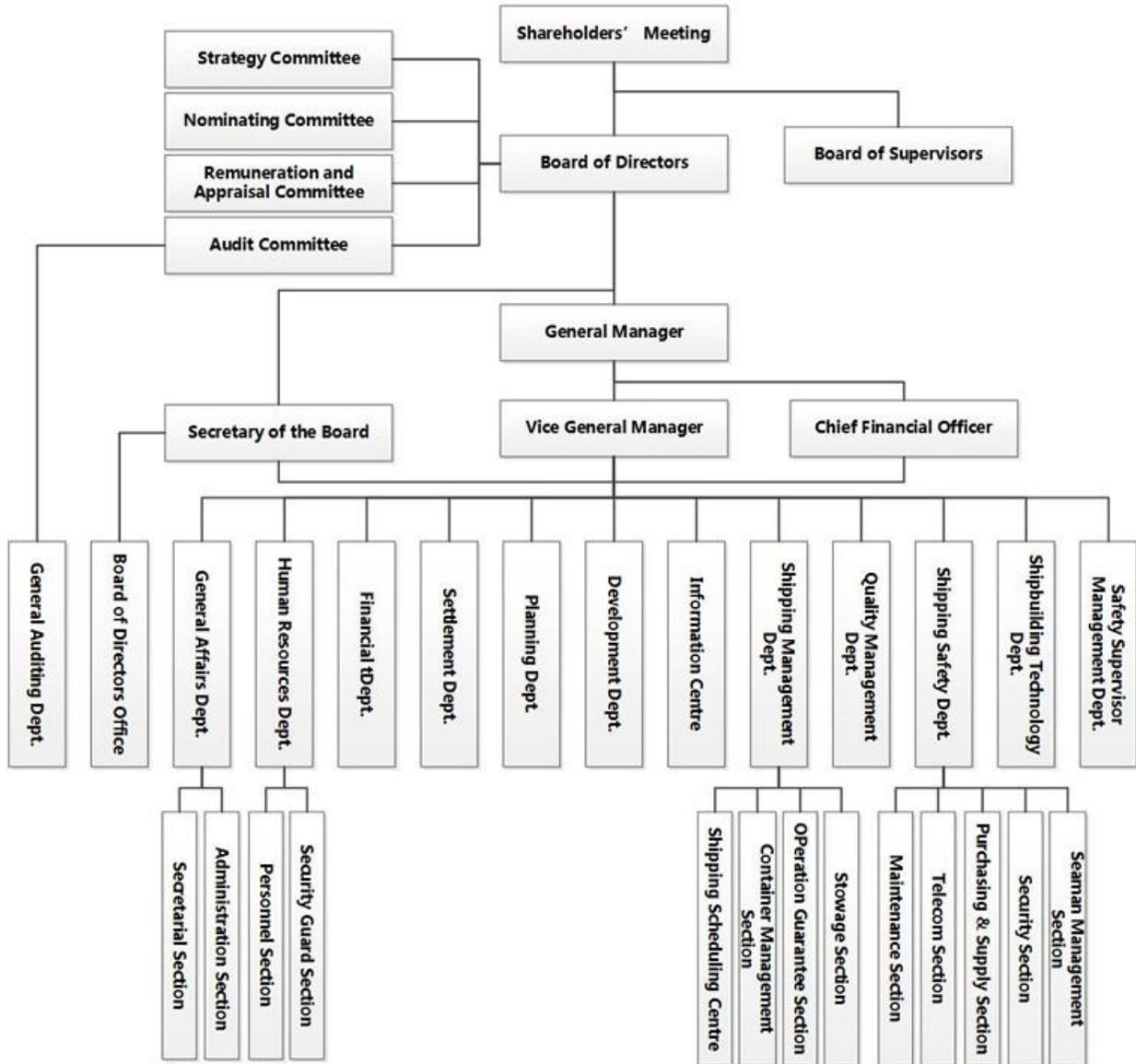
Minsheng Shipping Co., Ltd. engages in inland and maritime shipping activities. The company provides shipping-related international freight forwarding, shipping agency, warehousing and distribution, and logistics services, as well as river, sea, and land transportation services. It primarily operates container seagoing vessels, trailers, sedan transport vehicles, and delivery vehicles. The company was founded in 1925 and is based in Chongqing, China. Minsheng Shipping Co., Ltd. operates as a subsidiary of Minsheng Industrial (Group) Co. Ltd.

Now Min Sheng Lines (Bangladesh) Ltd. has established a joint venture company with Min Sheng Lines Shanghai as a main Liner company. The business scope is covering all over the world. Min sheng insist and follow the value of “Min sheng’s final meaning is not assist itself, but assist society” and the philosophy of “utilizing the quality work to serve society, influencing society with fine work style and contributing to society with distinction” to contribute the country and society, respectively.

At present Min Sheng Group are the owners of 3 ocean going container vessels and 3 chartered ocean going container vessels. Min Sheng currently operating with their own 10,000 containers and 20,000 leased containers all on lease from major leasing companies Cronos, Tax tainer and Seago. Most of these containers been on lease since many years.

Min Sheng established its headquarter in Bangladesh from December 2014 & starts their export-import since December,2014.In Bangladesh it has 4 offices one is GHQ (Global Headquarter),corporate office & city office, three offices situated in Dhaka & one office situated at Chittagong.

# The Organization Structure of MS



## 2.2 Core Services:

In 2014, as China poised itself to surpass the USA as the World's Largest Economy, the Minsheng Group conceived the idea of flying the Chinese Flag in the High Seas and embarked upon its latest Venture of becoming an International Main Line Operator (MLO) with Vessels and Containers using its own offices dotted all over China, Singapore, Malaysia, Bangladesh with a multitude of Strategic.

Partners and an Agency Network in a phased manner:

- Linking the Bay of Bengal and Southeast Asia with China-Far East
- Linking the Bay of Bengal Region with the Middle East including Persian Gulf Region
- Linking all the Services with Europe, America, Austral, Asia and Africa under CCA – Cross trade.

# Chapter - 3

## **3.1 Introduction to Human Resource Management:**

Human Resource (or personnel) management, in the sense of getting things done through people, is an essential part of every manager's responsibility, but many organizations find it advantageous to establish a specialist division to provide an expert service dedicated to ensuring that the human resource function is performed efficiently.

The market place for talented, skilled people is competitive and expensive. Taking on new staff can be disruptive to existing employees. Also, it takes time to develop 'cultural awareness', product / process / organization knowledge and experience for new staff members.

## **3.2 Function of Human Resource Management:**

Following are the various functions of Human Resource Management that are essential for the effective functioning of the organization:

1. Recruitment
2. Selection
3. Induction
4. Performance Appraisal
5. Training & Development

### **1. Recruitment**

The process of recruitment begins after manpower requirements are determined in terms of quality through job analysis and quantity through forecasting and planning. Recruitment is the process of finding and attracting capable applicants for employment. The process begins when

new recruits are sought and ends when their applications are submitted. The result is a pool of applications from which new employees are selected

## **2. Selection**

Employee Selection is the process of putting right men on right job. It is a procedure of matching organizational requirements with the skills and qualifications of people. Effective selection can be done only when there is effective matching. By selecting best candidate for the required job, the organization will get quality performance of employees.

## **3. Induction**

Induction programs should be structured to ensure that each employee receives the information they require when they start work. Some organizations have a documented induction process that includes induction manuals and copies of relevant policies and procedures.

## **4. Performance Appraisal**

Performance Appraisal is defined as the process of assessing the performance and progress of an employee or a group of employees on a given job and his / their potential for future development. It consists of all formal procedures used in working organizations and potential of employees. According to Flippo, "Performance Appraisal is the systematic, periodic and an important rating of an employee's excellence in matters pertaining to his present job and his potential for a better job."

## **5. Training & Development:**

Training and development is a function of human resource management concerned with organizational activity aimed at bettering the performance of individuals and groups in organizational settings. Training and development can also be described as 'an educational process which involves the sharpening of skills, concepts, changing of attitude.

# CHAPTER - 4

## **4.1 Work- Related:**

I have started my internship program in Min Sheng Lines Bangladesh Limited. As my topic of internship report is Recruitment & Selection Process of Min Sheng Lines Bangladesh Ltd. at corporate office, I am going to describe about Recruitment & Selection Process. I had plenty of opportunity to work and understand the sectors.

Recruitment is one of the most important part of any organization, especially as a new company in Bangladesh market its difficult & challenging job.

Min Sheng start their journey in Bangladesh from 7<sup>th</sup> September, 2014 and HR department monitor all the recruitment & selection process.

1. Maintain and Updating Employee Information.
2. Maintain of Attendance, Leave register & Entry into database.
3. Assist in recruitment process, joining formalities, and providing ID card to the employee.
4. Any other task assigned by the Management for the betterment of the Organization.

## **4.2 Organization Wide:**

### **4.2.1 Concepts of Recruitment**

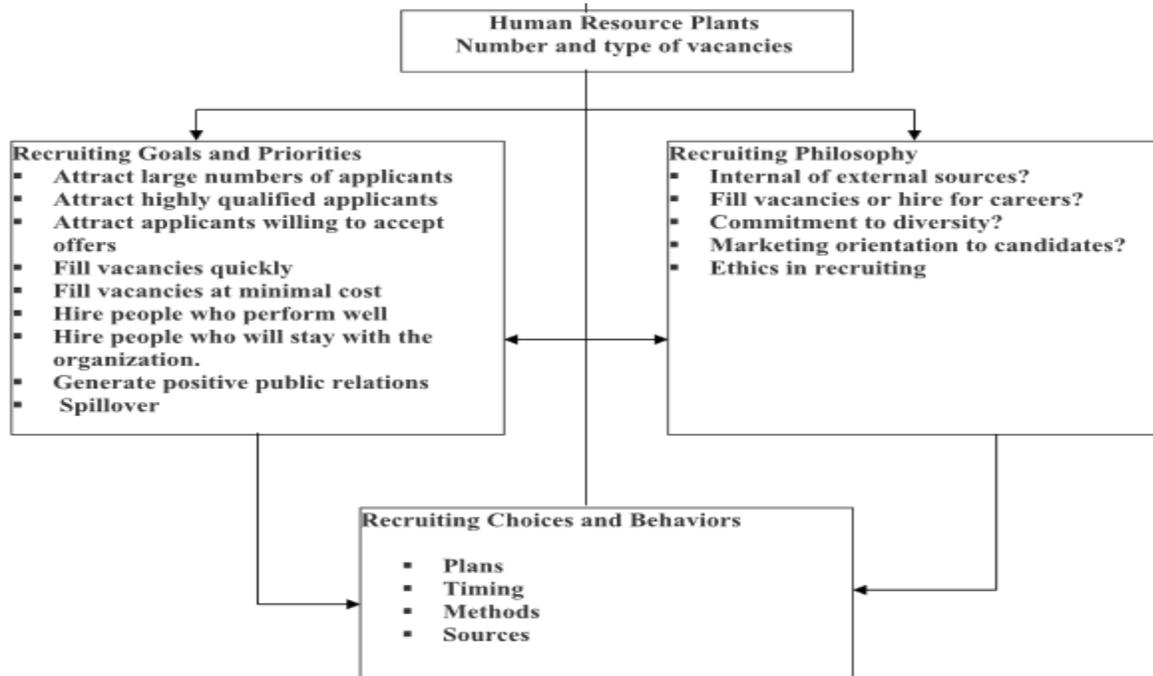
Recruitment is the process of finding and attracting capable applicants for employment. The process begins when new recruits are sought and ends when their applications are submitted. The result is a pool of applications from which new employees are selected. In large organizations specialists in the recruiting process, called recruiters, are often used to find and attract capable applicants. The HR plan can be especially helpful because it shows the recruiter both present openings and those expected in the future. Figure presents an overview of the ' recruitment process from the perspectives of the organization and the candidate. This flow chart displays the process as it unfolds over time. When a vacancy occurs and the recruiter receives authorization to fill it, the next step is a careful examination of the job' and an enumeration of the skills, abilities, and experience needed to perform the job successfully. Existing job analysis documents

can be very helpful in this regard. "In addition, the recruitment planner must consider other aspects of the job environment for example, the supervisor's management style, the opportunities for advancement, pay, and geographic location in deciding what type of candidate to search for and what search methods to use. After carefully planning the recruiting effort, the recruiter uses one.

In the recruitment and selection process, the organization's and individual's objectives may conflict. The organization is trying to evaluate the candidate's strengths and weaknesses, but the candidate is trying to present only strengths. Conversely, although the candidate is trying to ferret out both the good and the bad aspects of the prospective job and employer, the organization may prefer to reveal only positive aspects. In addition, each party's own objectives may conflict. The organization wants to treat the candidate well to increase the probability of job-offer acceptance, yet the need to evaluate the candidate may dictate the use of methods that may alienate the prospect, such as background investigations or stress Interviews." Analogously, the applicant wants to appear polite and enthusiastic about the organization to improve the probability of receiving an offer, but he or she may also want to ask penetrating questions about compensation, advancement, and the company's financial health and future.

### 4.2.2 Strategic Issues in Recruiting:

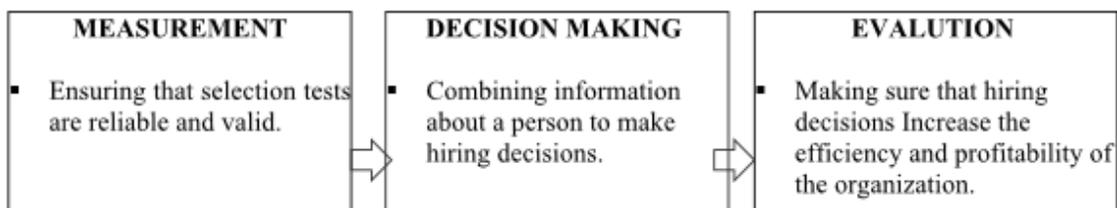
The nature of a firm's recruiting activities should be matched to its strategy and values as well as to other important features such as the state of the external labor market and the firm's ability to pay or the wise induce new employees to join.



### 4.2.3 Selection:

Selection is the process by which managers and others use specific instruments to choose from a pool of applicants a person or persons most likely to succeed in the job(s) given management goals and legal requirements. Personnel selection is a process of measurement, decision making, and evaluation. The goal of a personnel selection system is to bring into an organization individuals who will perform well on the job. A good selection system also should be fair to minorities and other protected groups.

The selection process:



**Internal Recruitment Process:** Current employees are a major source of recruits for all but entry-level positions. Whether for promotions or for "lateral" job transfers, internal Candidates already know the informal organization and have detailed information about formal policies and procedures. Promotions and transfers are typically decided by operating managers with little involvement by the HR department. As they open their business first time in Bangladesh so for higher position they prefer reference & for others they choose external recruitment process.

**Employee Referrals-**Employees may refer job seekers to the HR department. Employee referrals have several advantages. First, employees with hard-to-find job skills may know others who do the same work. For example, a shortage of welders on the Alaskan pipeline was partially solved by having welders ask their friends in the "lower forty-eight states" to apply for the many unfilled openings. TRW and McDonald's pay employees a referral bonus when qualified candidates are recommended at some locations. Second, new recruits already know something about the organization from the employees who referred them. Thus, referred applicants may be more strongly attracted to the organization than are referrals casual walk-ins. Third, employees tend to refer their friends, who are likely to have similar work habits and attitudes. Even if their work values are different, these candidates.

**Job-Posting Programs** HR departments become involved when internal job openings are publicized employees through job-posting programs, which inform employees at openings and required qualifications and invite qualified employees to apply.

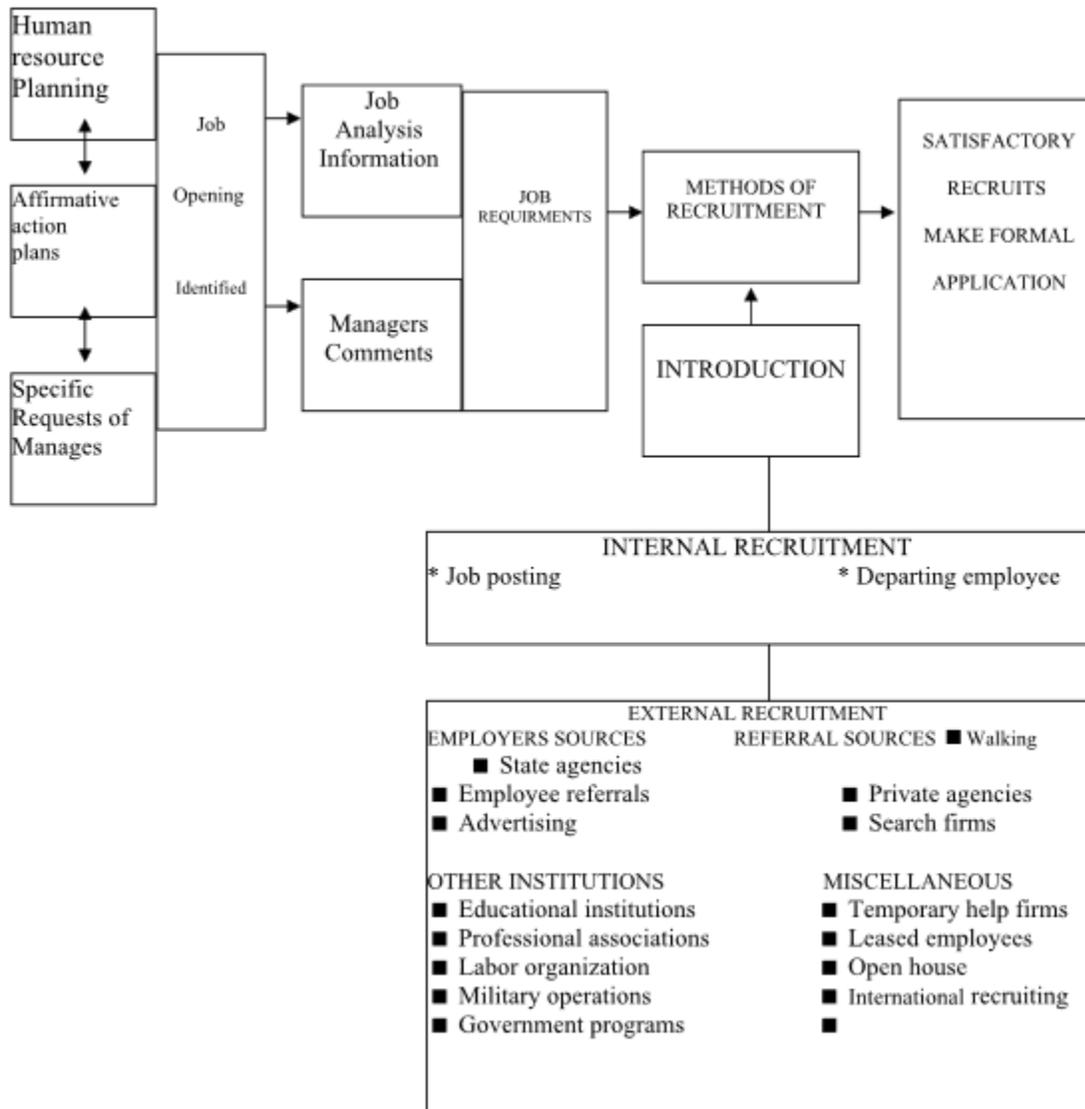
Self-nominations may even apply to management trainees. Many organizations hire recent college graduates for management training programs, and this may be little more than an extended job rotation through several departments. After this rotation is completed, some companies allow trainees to nominate themselves to fill posted job openings.

**External Recruitment Process:** When job openings cannot be filled internally, the HR department must look outside the organization for applicants. As company starts their business in Bangladesh so they need more employees for different position in different department.

**Walk-ins and Write-ins-** Walk-ins are job seekers who arrive at the HR department in search of a job; write-ins are those who send a written inquiry. Both groups normally are asked to complete an application blank to determine their interests and abilities. Usable applications are

kept in an active file until a suitable opening occurs or until an application is too old to be considered valid, usually six months.

### 4.3 A Summary of the Recruiting Process:



#### **4.4 The Selection Process:**

Selection activities typically follow a standard pattern, beginning with an initial screening interview and concluding with the final employment decision. The selection process typically consists of eight steps:

- 1) Initial screening interview
- 2) Completing the application form
- 3) Employment tests
- 4) Comprehensive interview
- 5) Background investigation
- 6) A conditional job offer
- 7) Medical or physical examination and
- 8) The permanent job offer.

#### **4.5 Min Sheng Lines Selection Process:**

**1. Advertising:** Advertising describes the job and the benefits, identify the employer, and tell those who are interested how to apply. They are the most familiar form of employment advertising. Min Sheng Lines published their job advertisement in online job websites & newspapers.

**2. Initial Screening:** When candidates drop their CV among them they call for the interview to those whom match company's requirements for the job. After the first interview they select who are deserved to sit for the written test.

**3. Employment Tests:** Organizations historically relied to a considerable extent on intelligence, aptitude, ability, and interest tests to provide major input to the selection process. Even handwriting analysis (graphology) and honesty tests have been used in the attempt to learn more about the candidate information that supposedly leads to more effective selection. It is estimated that more than 60 percent off all organizations use some type of employee test today. For these organizations there is recognition that scrapping employment test was equivalent to "throwing

out the baby with the bath water”. They have come to recognize that some tests are quite helpful in predicting who will be successful on the job.

**4. The comprehensive Interview:** The applicant interviewed by HR head, Managing Director, Executive Director within the organization. The comprehensive interview is designed to prove areas that cannot be addressed easily by the application form or tests, such as assessing one’s motivation, ability to work under pressure, and ability to “fit in” with the organization. However, this information must be job related. The question asked and the topics covered should reflect the jobs description and job specification information obtain in job analysis.

**5. Background Investigation:** The next step in the process is to undertake a background investigation of those applicants who appear to offer potential as employees. This can include contacting former employers to confirm the candidate’s work record and to obtain their appraisal of his or her performance, contacting other job-related and personal references, verifying the educational accomplishments shown on the application.

**6. Conditional Job Offer:** Those candidates who pass all the steps a conditional job offer to be made for them. Conditional job offer implies is that if everything checks out “Okay-passing a certain medical, physical, or substance abuse test-“ the conditional nature of the job offer will be removed and the offer will be permanent.

**7. Job offer:** Candidates, who accepted all the conditions of the job are selected for the job & give them appointment latter.

# Chapter - 5

## **5.1 Problems Identified in the Organization:**

There were some constraints or limitation inside the organization and they could be categorized as:

### **5.1.2 Limitations Observed in the Organization:**

Min Sheng Lines a new organization in Bangladesh for cost minimizing they didn't use HR software, to maintain employee's information, attendance checking manually which need more time & difficult to maintain properly, recruitment policy still unstructured, top managements reference effect the employee selection.

## **5.2 Suggestions:**

There are several recommendations have been realized from the whole internship program. Some of them mentioned below.

- The management of MSL need to approve a recruitment policy by the board of directors.
- MSL is a new company in Bangladesh for this reason here employee reference affect the recruitment and selection process and create a negative sense regarding the organization. For this reason management need to concern about it.
- Recruit the skillful and energetic person as an employee who is always ready to provide best performance in their work.
- Organization should use HR software to maintain employee's information.
- Should recruit externally rather than internally, because sometimes internal recruit creates conflict.
- Should use biometrics finger print attendance time recorder, so it helps to maintain attendance & time more easy way.
- The entire HR department should be well informed regarding the employment personal.

### **5.3 Conclusion:**

The report has attempted to point out recruitment & selection process in Min Sheng Lines Bangladesh Ltd. It creates different job position so as a new member in Bangladesh shipping market it's difficult to hire eligible employees. Recruitment & Selection process play the most important role.

The experience and learning I have gathered from my whole internship program with the Min Sheng Lines Bangladesh Ltd. was really important for me and I enjoyed the whole thing from the first day of my internship program. This internship program assisted me a lot to realize my further career for the coming future. Rather than drawing a conclusion, I would like to say that this study was utterly indicative for me for my future career.

During the long four months program, in fact most of the sections and departments have been observed by me and I had acquired plenty of understandings about those. I had a great scope to match my theoretical knowledge with practical HRD knowledge.

## **REFERENCES:**

### **Websites:**

- <http://www.minshenglines.com/>
- <http://www.bloomberg.com/>
- <en.wikipedia.org/wiki/Recruitment>
- <http://businesscasestudies.co.uk/business-theory/people/recruitment-and-selection.>

### **Books:**

*Fundamentals of Human Resource Management, 8th Edition*

*David A. DeCenzo and Stephen P. Robbins.*

