



Internship Report on ‘Recruitment and Selection Practices of Meghna Group of Industries (MGI) ltd.’

Submitted to

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Submission Date

May 12th, 2016



Letter of Transmittal

May 12th, 2015

Mr. Feihan Ahsan

BRAC Business School.

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Bangladesh.

Subject: Submission of the Internship Report on “Recruitment and Selection Practices of MGI Ltd”.

Dear Sir,

To complete a part of the course requirement for the BUS 400 course I have written this final internship report on ‘*Recruitment and Selection Practices of MGI Ltd*’. In my 12 weeks of internship, I had the opportunity to work in HR Department of MGI Ltd under the direct supervision of Mr. Sana Ullah, Deputy General Manager, MGI Ltd. This internship program enabled me to integrate the knowledge which I gathered from the all the years of academic course work.

I therefore, tried to imply this knowledge accordingly in this internship report. I would also be delighted to provide you with any details, if needed.

Yours Sincerely,

Sakib Afsari ID: 08304094



Acknowledgement

First of all, I will thank The Almighty Allah for giving me such strength and ability to complete my internship report successfully in due time. Then, I would like to thank my intern faculty supervisor Feihan Ahsan for the priceless assistance, advice & supervision that he provided me in completing this report on *“Recruitment & Selection process of MGI Limited”*

Additionally, I must thank my organizational intern supervisor in MGI Ltd. Mr. Sana Ullah, who has a great kind mind to place all types of cooperation to educate me practically the functions of the HR Dept. of MGI Ltd. Moreover, HR management operations affiliated knowledge & other know-how possessions of HR managers were candidly shared with me at MGI. He also taught me how vital the role HR plays in making the employees in the organization more efficient & competent in their work. He has enlightened me throughout my entire internship and had been very much supportive in giving me meaningful task which contributes to the effectiveness of the department.

Besides, I would also like to thank my family, friends & seniors who had been very much helpful and supportive for me when I was assigned to complete the task of making this report. Nevertheless, I would like to thank my colleagues and co-workers who have motivated me throughout my internship days to make this internship program an efficient one.



Executive Summary

To fulfill a mandatory part of my BBA academic requirement, I have joined Meghna Group of Industries (MGI) Limited, one of the most renowned domestic company of Bangladesh, in a twelve(12) weeks internship program. Based on my internship experience, I have prepared an internship report on the “*Recruitment & selection process of MGI Limited*”. I was assigned to Human Resources department of MGI Ltd. as an intern under direct supervision of Mr. Md. Sana Ullah, Deputy General Manager (DGM), Human Resources, MGI Limited.

Recruitment & selection of MGI Ltd. is imperative for HR dept. of the organization while other functions also bear almost equal significance. Here, HR Dept. thrives for excellence in executing HR functions for the entire company with remarkable efficiency.

In this report I have briefly provided the overview of the company. Then I have pointed the HR functions & practices of the company. After that I have described my internship activities at MGI Ltd. in detail. I wholeheartedly tried to integrate the knowledge I gained through my academic course curricular with my internship work as an intern of HR Dept. of the company.

I have also conducted a survey that was powered by the employees and the staffs of HR & Admin Dept. of MGI. The output of the survey is included with this internship report. Most importantly, analysis of the survey is also shown in this report. Next, I discussed on the findings of the survey regarding the employee perception of the company.

To conclude I have provided some of my own recommendations in the final part of this report which I believe would help the employees who are currently working for the optimum outcome from this HR Department.

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Chapter 01

Chapter 1.1: Introduction

To complete the Bachelor of Business Administration requirement of BRAC University I Have prepared this internship report. This report was designed to correlate the theoretical knowledge I have extracted from the course works of the BRAC University BBA program with the practical works that naturally takes place in a well operated business organization. I have joined MGI Ltd. which is a giant in our domestic FMCG (First Moving Consumer Goods) industry in Bangladesh as an intern in order to use the knowledge I acquired in my course works and integrate all those effectively with my intern tasks.

My internship period started from 9th February, 2016 and will be continued till 12 successive weeks are completed. I was assigned in HR Dept. of the company where my organizational supervisor was Mr. Sana Ullah (DGM, HR of MGI). This report is based on the “Recruitment & Selection process” of the company along with the knowledge and real life experience I have gathered working in the Human Resource department of the organization.

Chapter 1.2: Background of the Study

Background of the study:

Human Resource Division plays a key role in taking an organization in the first lane to the road of prosperity. In this internship report I have provided information in a detailed manner with my experience of working in HR department of Meghna Group, which currently possesses leadership with number of brands around countrywide FMCG market. In addition, I have initiated a survey on the recruitment & selection process to bring out the facts behind their efficiency of working at HR department.

Chapter 1.3: Significance of the Study

The primary reason for preparing this report is to understand the importance of this function in any organization and to integrate theoretical concept with practical work experience. Having the best employee in the organization can boost the performance of any organization. This is why recruitment & selection process of an organization is very much important to ensure that the best employees work for the organization.

According to Gary Dessler- “Recruiting refers to find & attract applicants for the employer’s open positions”.

On the other hand- “Selection means whittling down the applicant pool by using screening tools “

An HR manager is the responsible person for accomplishing organization’s goal by managing the efforts involved with the employees of the organization. Management process involves five (5) functions:

1. Planning.
2. Organizing.
3. Leading.
4. Staffing.
5. Controlling.

The most important thing to do for starting the recruitment process is to do the job analysis. This analysis produces information for writing the job description which consist list of what the job entails as well as for job specifications that enlist what kind of people to hire for the job.

Therefore, it is mandatory for every HR manager to have adequate knowledge for doing the job analysis to launch the recruitment process. This also makes HR people understand the duties & set

the standards for recruiting.

After identifying the duties, the next step is to decide how many of these jobs are needed to fill.

The best way to envision recruitment is a series of steps that includes respectively:

1. Personnel Planning & forecasting.
2. Building a pool of candidates.
3. Screening the pool of candidates.
4. Use selection tools like written & oral tests, background investigation, physical test etc.
5. Decide who to make an offer to.

Recruitment & selection ideally starts with personnel planning which is in other words called employment planning. This planning ends up by deciding what positions to be filled & what will be the procedure to complete the recruitment. To fill the executive level jobs organizations does the succession planning.

Personnel plans require estimates of three (3) things:

- Personnel Needs.
- Supply of inside candidates.
- Supply of outside candidates.

Personnel analysis tools often used by organizations are:

- Trend Analysis: Study of a firm's past employment needs to predict future needs.
- Ratio Analysis: A forecasting technique for determining staff needs by using ratios.
- Scatter plot: A graphical method used to help identify the relationship between two(2) variables.

The 3rd one has some drawbacks which are:

- They generally focus on historical sales/personnel relationship and assume that firm's existing activities will continue as it is.
- They tend to support compensation plans that reward managers for managing ever-larger staff however irrespective of the organization's strategic needs.
- They tend to institutionalize existing ways of doing things, even in the face of change.

Chapter 1.4: Objective of the Study

Objective of the report:

The basic objective of this report is to analyze & evaluate the recruitment & selection process practices of MGI Ltd. Following are the specific objectives of the report:

1. Discuss in detail the recruitment and selection procedures of various types of employees and workers in MGI Ltd.
2. Determine the employee's perception of the recruitment & selection practices in MGI Ltd.
3. Identify the weakness, existing problems & flaws in the recruitment and selection procedures of MGI.
4. Explore improvements & development opportunities that can be exploited to upgrade the current efficiency of the department.

Chapter 1.5: Limitations

The limitations I found while working my internship report in MGI Ltd were as follows:

➤ **Classified Information:**

Highly classified state of information was a practical hurdle that I faced while working on this internship report. All of the large organization has their confidential information to be kept apart, as opening access of sensitive information to others may prove detrimental for the business. While preparing this report, I often faced limited access from my supervisor regarding the declassification of acute information of the company.

➤ **Time Shortage:**

Time shortage was a decisive fact in completing this internship report. Mining data inside a short timeframe to accomplish an internship report based on the outcome of the analysis was time consuming. Besides, I had to work 8 hours office work every day.

Chapter 02

Chapter 2.1: Methodology

In order to prepare this report both types of data sources are used for analysis.

Chapter 2.2: Data Collection Method

- Candid interview took place with my organizational supervisor Mr. Sana Ullah to gather information to include in this report.
- I have provided survey questions to 10 employees from both HR & Admin department, to get to know the opinion of the employees of the company.

Chapter 2.3: Primary Sources

- Non-managerial employees
- Coordinators
- Managers

Chapter 2.4: Secondary Sources

- Articles
- Websites
- Journals
- HRM Books

Chapter 03

Chapter 3.1: Overview of the Company

Meghna Group of Industries (MGI) is one of the biggest & leading conglomerates of Bangladesh. With a turnover of USD 2 billion & asset of USD 1 billion, MGI is currently operating in 32 companies, 30 Industries with more than 15000 employees, 3000 distributors & 1000 suppliers under its umbrella.

The history of Meghna Group of Industries dates back to 1976 when its predecessor Kamal Trading Company was born. The group humble debut occurred with the inception of Meghna Vegetable Oil Industries Ltd in 1989 on a small chunk of land at Meghnaghat in Narayanganj. Now, the group is running 30 Industrial units on over 350 acres of land. Meghna Group of Industries has been marketing various Fast Moving Consumer Goods (FMCG), Cement, Commodities, Chemical, Seed Crushing, Fish and Poultry feed, Power Plant, other bulk and industrial products under the brand name of 'Fresh', 'No.1' and 'Pure'. Moreover, the group has Ship Building Dockyard, Shipping, Securities, General Insurance, Media, Aviation and many other businesses.

The Group has more than 35 years of national & global experience. In Bangladesh, one in every three households uses MGI brands and products. MGI has started to spread its footprints outside Bangladesh, especially in the Middle East, Southeast Asia, Europe, North and South America through migration of its various products.

MGI has been very aggressive in its expansion plan & emerged as the largest investor in industrial development of Bangladesh for three consecutive years.

Meghna Group's ambitious business expansion is designed and driven by a visionary yet very humble person Mr. Mostafa Kamal. Mr. Mostafa Kamal is not only a far sighted entrepreneur but also known for his patriotism, contribution towards development of industrial, health, education, sports, social welfare and various other sectors. His philanthropy, honesty, sincerity and dedication fetched the group to today's lofty achievements.

Meghna Group has already invested USD 1 Billion for setting up new lines of business and great expansion programs such as chemical complex, power, salt, seed crushing, cement and media.

Meghna Group has contributed almost 75 million US Dollars as Tax to the state exchequers in Fiscal year 2012-2013.

This is undoubtedly a glaring example of passionate initiative and a pioneering leadership role by a private sector investor in country's economic and industrial development.

Chapter 3.2: Owners and Management

Chairman and MD	Deputy Managing Director	Sr. GM
Mr. Mostafa Kamal	Md. Jashim Uddin	Abu Mohammad

Chapter 3.3: Number of Employees

The number of employees in MGI Ltd is 1500. There are more than 30 industries. They have 5 core departments, which are as follows:

- HR & Admin Department
- Cost & Budget Department
- P&P Department
- Vat & Customs Department
- Marketing Department
- Finance & Accounts

Chapter 3.4: Customers or Buyers of the Company

MGI Ltd. is a fast-moving consumer goods (FMCG) manufacturing company. Customer groups from every sphere of the society use to buy its products. This company also has a cement production unit. Renowned housing companies as well as individual builders also prefer to buy Fresh cement. In addition, a good number of cafés, restaurants & dining hotels use its FMCG products in their everyday life. Besides, this company has an aviation business; normally rich people use this service for their personal use.

Chapter 04

Chapter 4.1: HR Functions and Practices:

The company's HR Process and Practices are crucial for its combined achievements. The HR department of MGI Ltd generally conducts the followings –

➤ **Recruiting Candidates:**

MGI does its best to recruit the candidates from different sources. The company merely recruits employees through inside reference. They generally place recruitment notice via online to apply, then candidates go through written test and viva voce to final appointment. The company also outsources head hunters to find the most efficient candidate for the higher position of the organization. The company usually posts its vacant jobs notice in the BD Jobs website.

➤ **Selecting Candidates:**

After collecting the CVs, the HR personnel conduct short listing of the CVs for qualified candidates to call them for the interview or written exams. The screenings of the CVs are done on need the job requirements of the company. Experience is most important base in recruiting candidates as well as their education level, and finally their institution of study.

➤ **Orientation:**

The HR department initiates the orientation program to meet the new employees with the current staffs and management of the company. Moreover, the newcomers are described shortly about the company and got to know the different rules & regulation of the organization.

➤ **Training:**

Training is executed accordingly for new employees of the company. Organization authority very often sends various persons to outside training providers like BD jobs training etc. Usually different workshop & seminars are organized for the improvement of employee's ability.

➤ **Compensation:**

The HR department is responsible to finalize an inspirational compensation plan for the employees. Job analysis is effectively done by the HR department to have the employees motivated with maximum employee retention.

➤ **Attendance:**

The HR & Admin reviews the daily attendance data whereas attendance is taken by biometrics source. This was done with security & confidentiality.

➤ **Communication:**

The HR department maintains effective communication and liaison with the existing, previous, as well as potential candidates.

Chapter 05

Chapter 5.1: Internship Activities in MGI Ltd

➤ **Sorting CVs:**

As an intern I was involved with different tasks such as sorting CVs in accordance with company needs. I had to put experience as the most weighted determinant factor in sorting the CVs. Secondly, the level of education and the institution the candidate's studied was important in the selection of the candidates. Moreover, candidates with proper previous training were also sorted for the written test and interview. When the sorting of the CVs were completed, I had to complete a detailed CV chart of every candidates and upload the candidates data in the HRM database. Additionally, very few times I made calls to different candidates to inform them about the written test and interviews. Sending email to them was also assigned task for me as intern.

➤ **Written Test Invigilation:**

I invigilated two of the written tests of the company. Both the written tests were for the marketing department. The written tests were one and half hour long and candidates had to complete the written test within this time. Moreover they were needed to attain certain number to be called for an interview with the management.

➤ **Interview Coordination:**

Within my internship, I took part in coordinating the interview process for the recruitment. I was provided with the attendance sheet with the names of the candidates and my job was to maintain the serial of entrance into the interview room.

➤ **Script Score Checking:**

I also rechecked the scores of the candidates after it was evaluated by the senior managers of the respective departments.

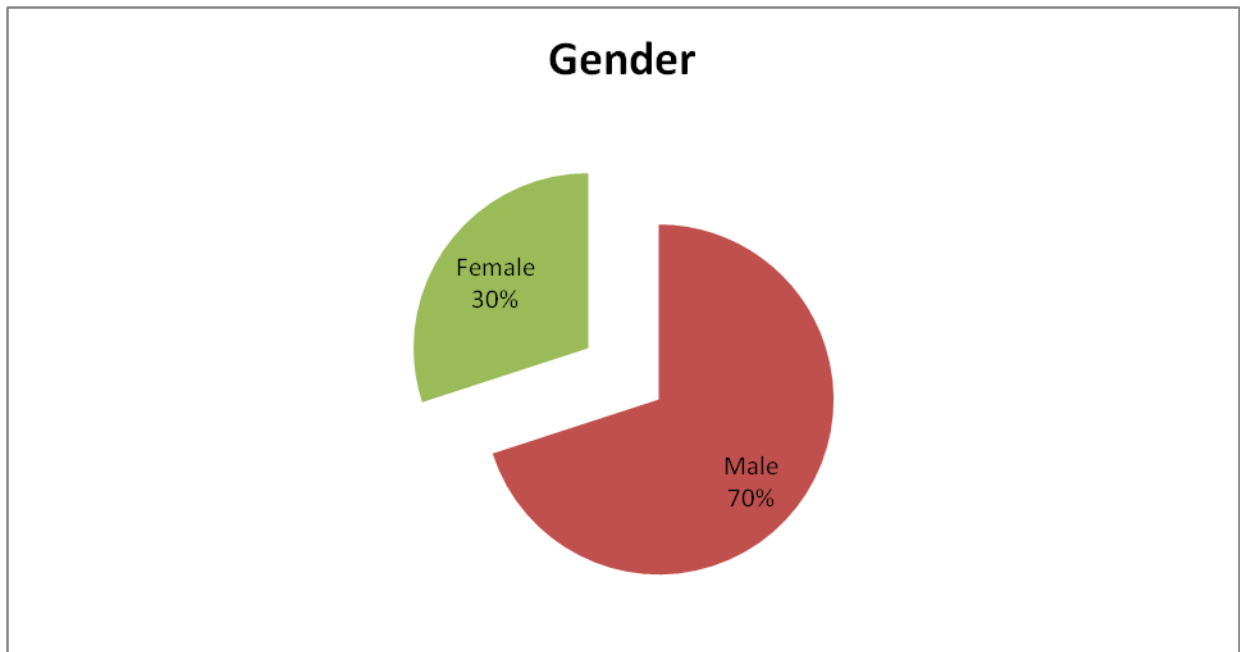
Sending letters: Another task for me was to get the inside and outside bound letter be enveloped with proper writings concerning the senders and receivers.

Chapter 06

Chapter6.1: Analysis of the Survey

I have conducted a survey where I have included some questions to 10 random employees from HR & Admin departments to disclose employee's opinion of the recruitment and selection practices of MGI Ltd. The following are the analysis and findings of the survey:

1) Gender:

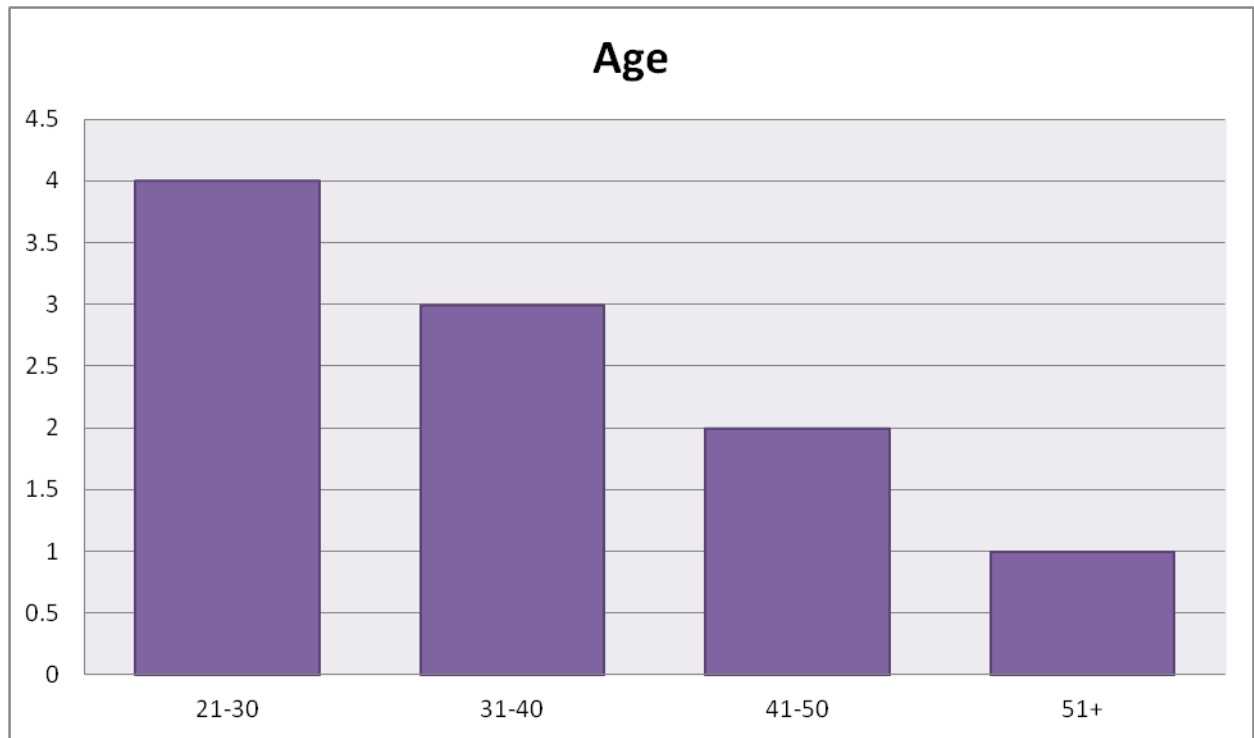


Analysis:

The pie chart above illustrates gender of employees I have surveyed in MGI Ltd. The green part shows the number of female employees I have surveyed in my sample and the red portion shows

male employees from the department participating in the survey.

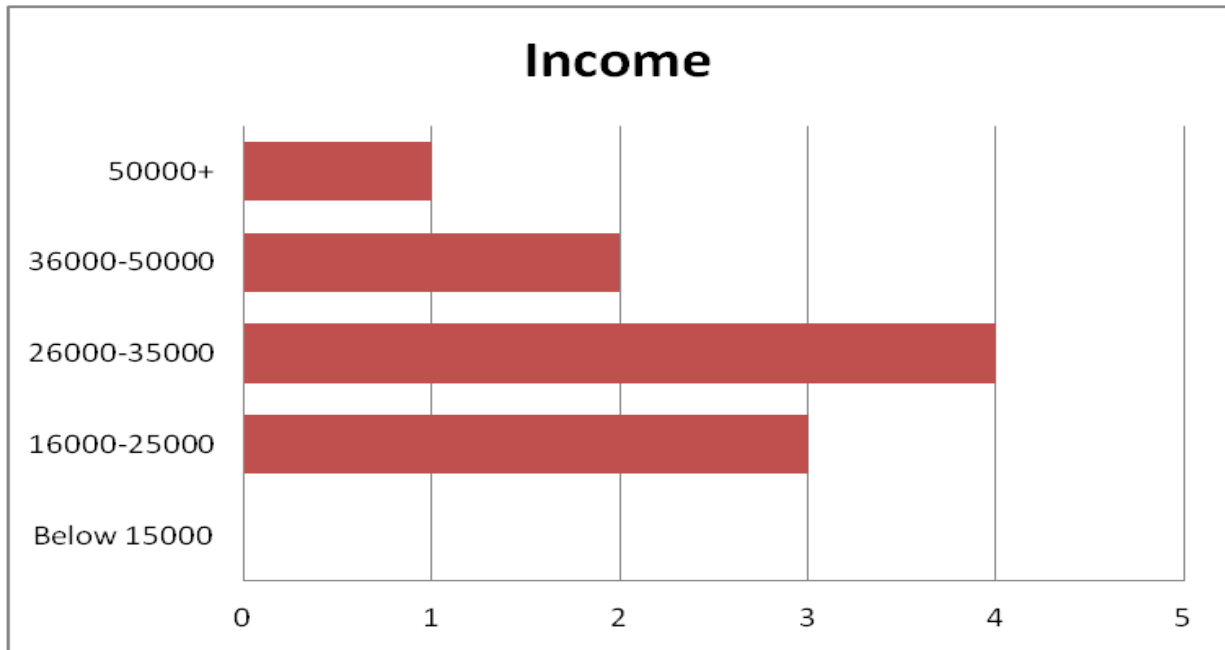
2) Age (in years)



Analysis:

The bar chart above shows the age of the employees I have surveyed in MGI Ltd. The Y-axis shows the number of employees I have surveyed in my sample and the X-axis shows their response to the question. From the chart, it can be seen that 40% employees are between 21-30 years of age, 30% employees are between 31-40 years of age, 20% employees are between 41-50 years of age, and lastly 10% employees are 50+ years of age in the survey.

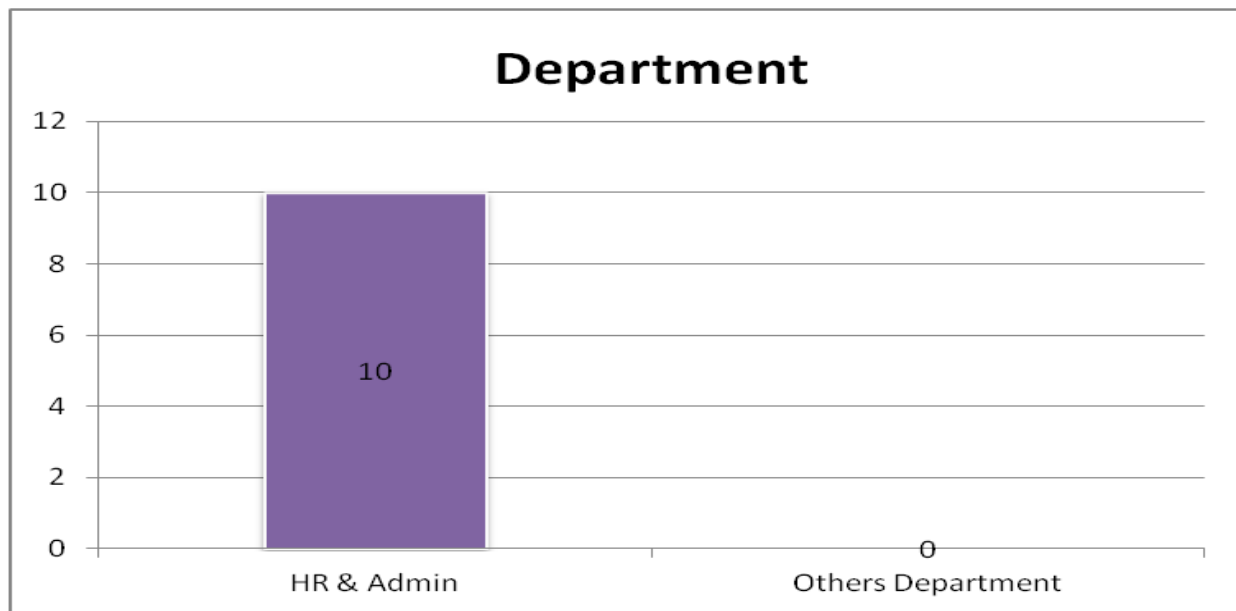
1) Income Range (Bangladeshi Taka)-



Analysis:

The bar chart above shows the income range of the employees I have surveyed in MGI ltd. From the chart, it can be seen that no employees have income range below Tk. 15000, 30% employees have income range between Tk. 15000 to Tk. 25000, 40% employees have income range between Tk. 26000 to Tk. 35000, and 20% in the range of tk. 35000 to tk. 50000 & lastly 10% employees have income range above Tk. 50000+ in the survey.

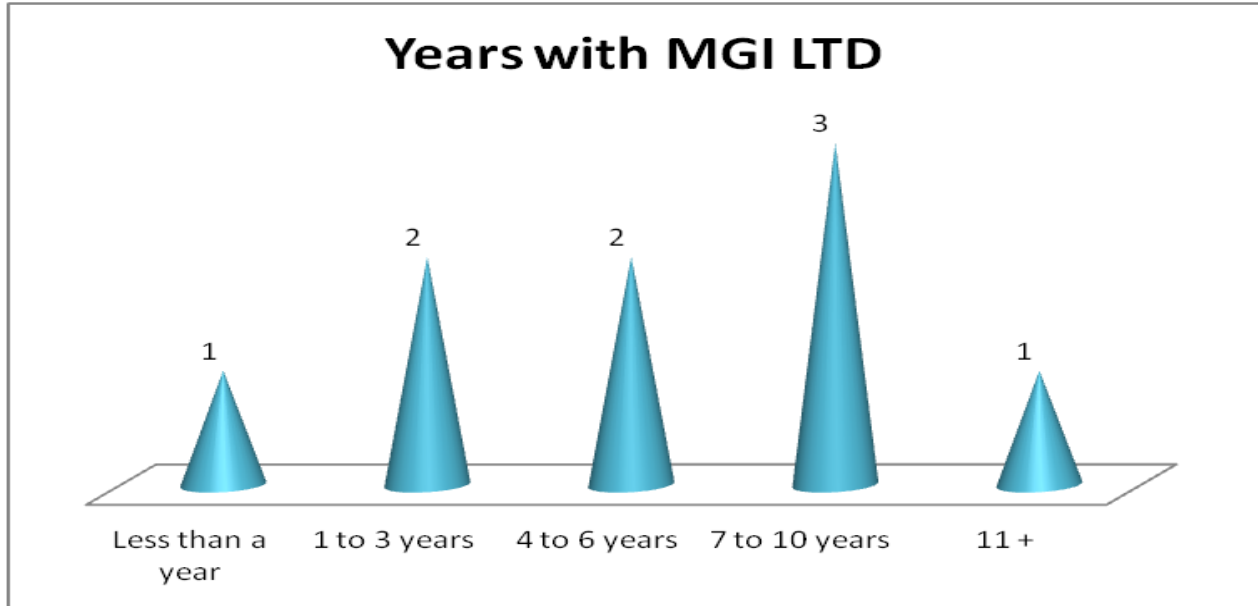
2) In which department do you work in?



Analysis:

The bar chart above shows the department of employees I have surveyed in MGI Ltd. The Y-axis shows the number of employees I have surveyed in my sample and the X-axis shows their response to the question. From the chart, it can be seen that all the participants of my survey is from HR & Admin department.

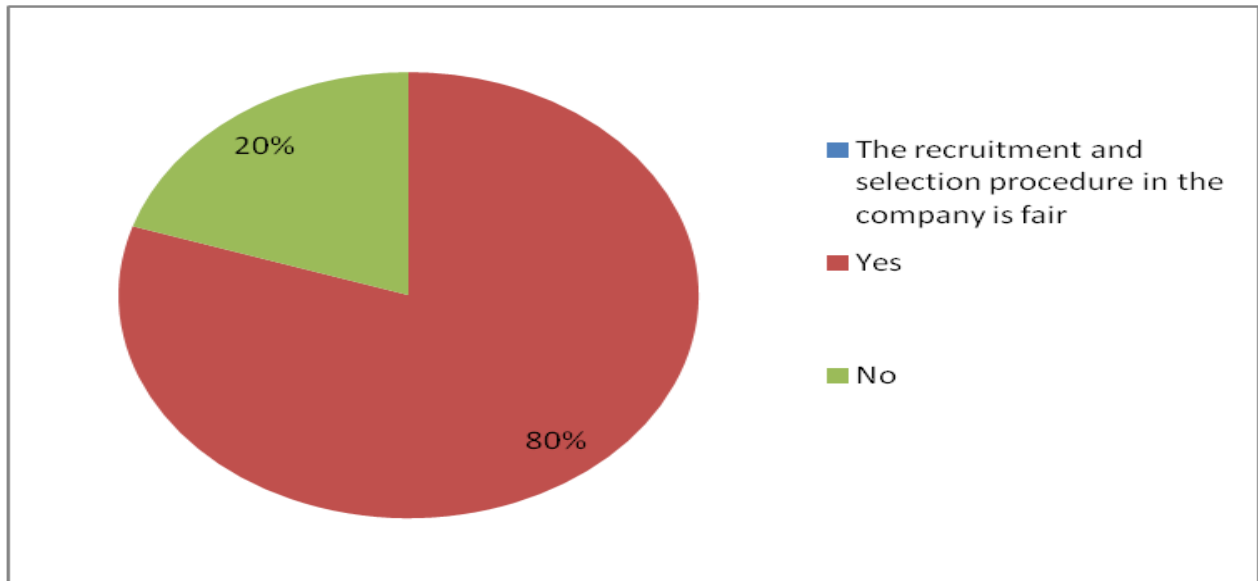
3) How many years have you been with MGI Ltd?



Analysis:

The graph above shows the experience of employees I have surveyed in MGI Ltd. From the graph, it can be seen that 10% employees have experience of less than a year, 40% employees have experience of 1-6 years, 30% employees have experience of 7-10 years, and lastly, 20% employees have experience of over 10 years in my survey.

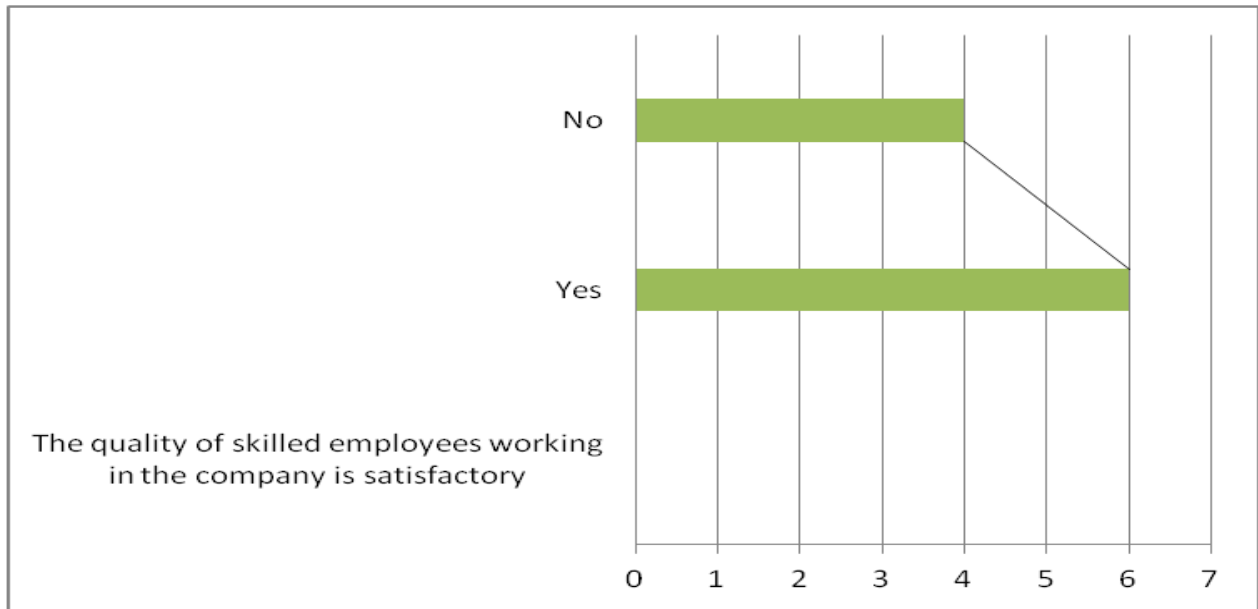
4) The recruitment and selection procedure in the company is fair.



Analysis:

The pie chart above shows the perception of employees I have surveyed in MGI Ltd. From the chart, it can be seen that the majority of the employees i.e. 80% of the employees feel that the recruitment and selection procedure in the company is fair and 20% of the employees feel that the recruitment and selection procedure is not fair in my survey.

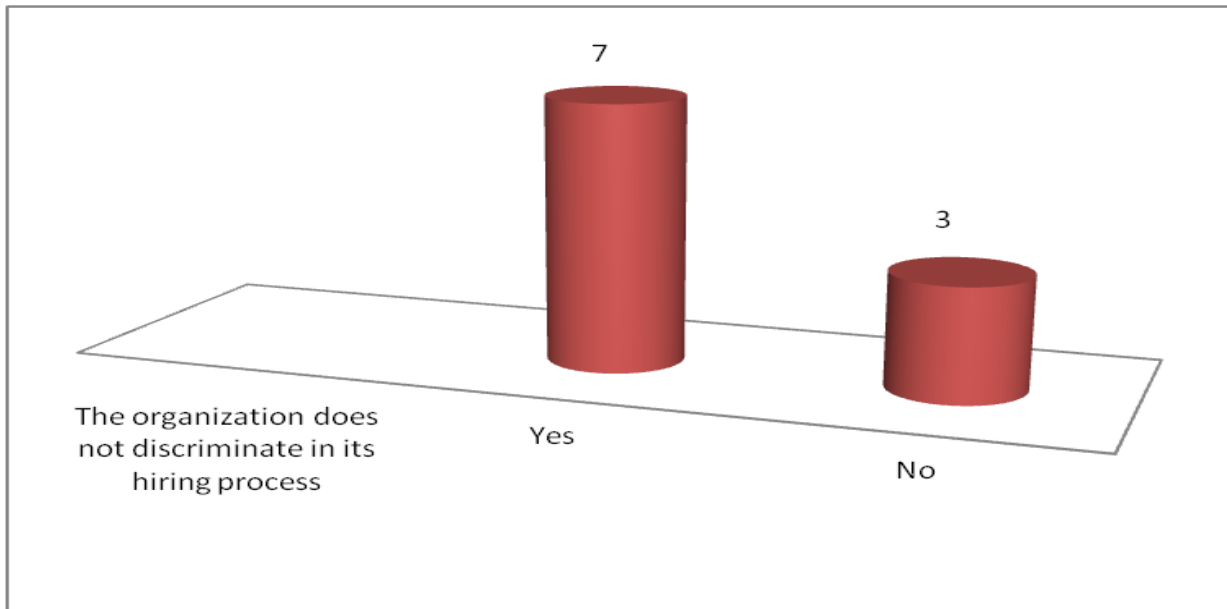
5. The quality of skilled employees working in the company is satisfactory.



Analysis:

The bar chart above exhibits the perception of employees I have surveyed in MGI Ltd. From the chart, it can be seen that the majority of the employees i.e. 60% of the employees feel that the quality of employees working in the company is satisfactory and 40% of the employees feel that the quality of employees working in the company is not satisfactory in my survey.

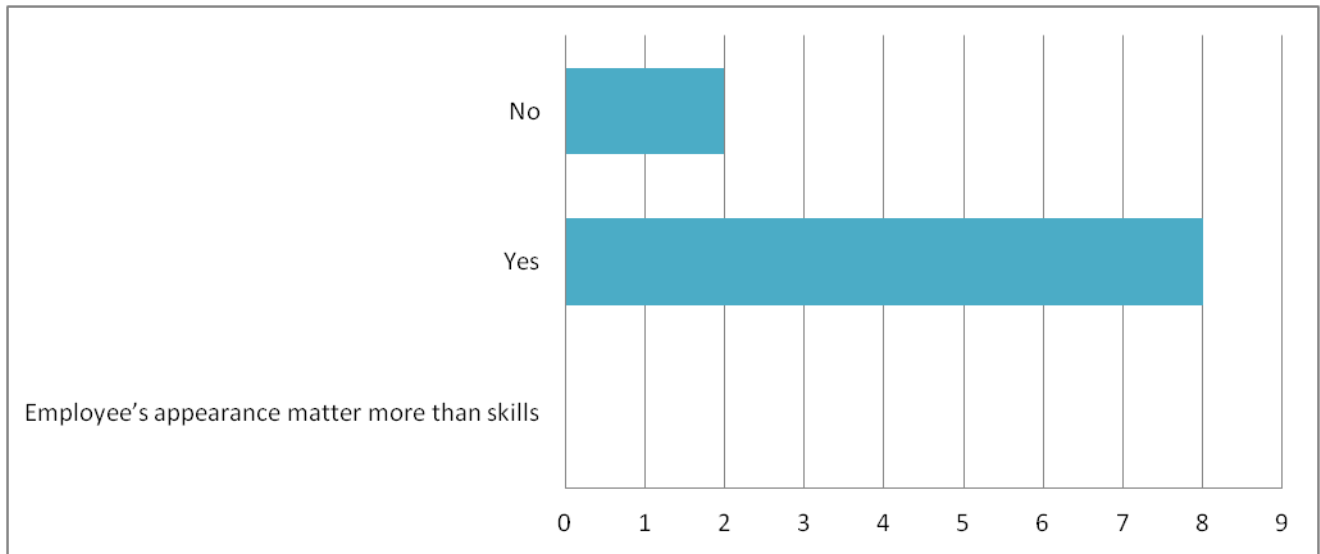
5) The organization does not discriminate in its hiring process.



Analysis:

The bar chart above exhibits the perception of employees I have surveyed in MGI Ltd. From the chart, it can be seen that the majority of the employees i.e. 70% of the employees feel that the organization does not discriminate in its hiring process and 30% of the employees feel that the organization discriminates in its hiring process in my survey.

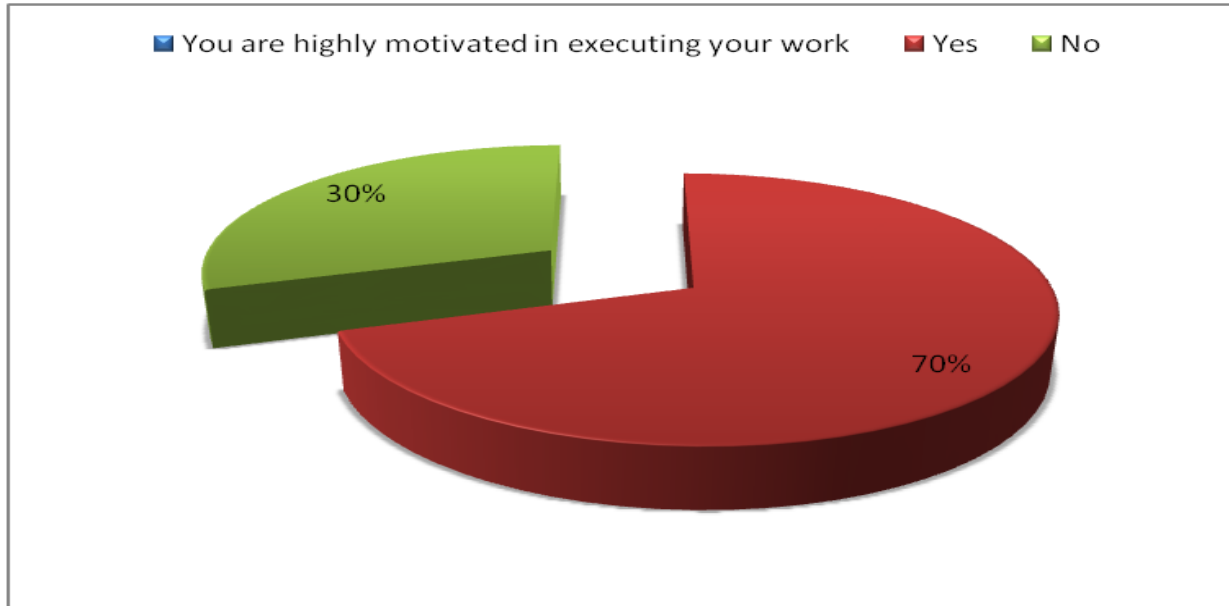
6) Employee's appearance matter more than skills.



Analysis:

The bar chart above exhibits the perception of employees I have surveyed in MGI Ltd. The X-axis shows the number of employees I have surveyed in my sample and the Y-axis shows their response to the question. From the chart, it can be seen that the minority of the employees I.e. 20% of the employees feel that the employee's appearance does not matter more than skills and 80% of the employees feel that the employee's appearance matters more than skills in my survey.

7) You are highly motivated in executing your work.

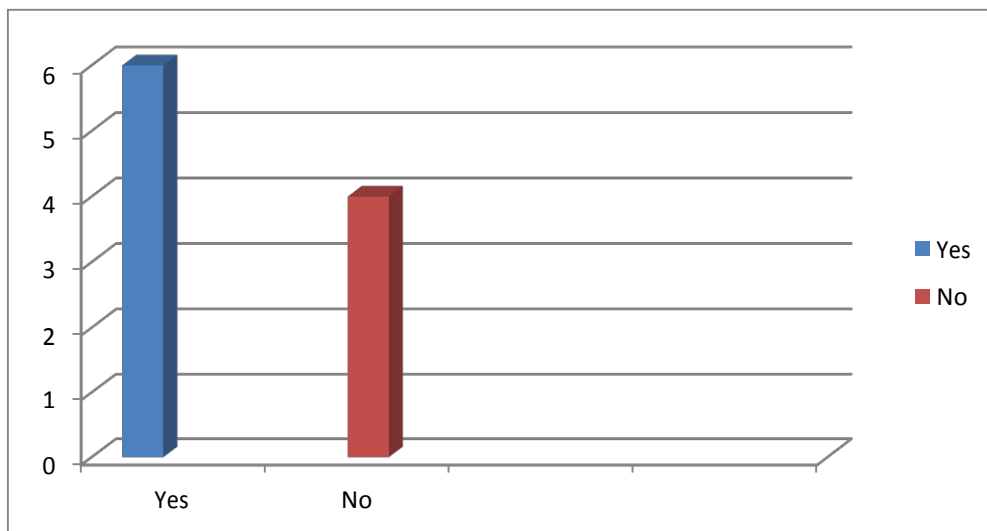


Analysis:

The pie chart above exhibits the perception of employees I have surveyed in MGI Ltd. From the chart, it can be seen that the majority of the employees

i.e. 70% of the employees are highly motivated in executing their work and 30% of the employees are not motivated in executing their work in my survey.

8) You are satisfied with the employees who are working in the organization.



Analysis:

The bar chart above exhibits the perception of employees I have surveyed in MGI Ltd. The Y-axis shows the number of employees I have surveyed in my sample and the X-axis shows their response to the question. From the chart, it can be seen that the majority of the employees

i.e. 60% of the employees are satisfied with the employees who are working in the organization and 40% of the employees are not satisfied with the employees who are working in the organization in my survey.

Chapter 6.2: Findings of the Survey

The findings of my survey are briefly stated as follows:

- MGI mostly employs male than female employees. This is mainly because the management prefers mostly male employees working in the organization.
- The majority of the employees are aged between 21-30 years who are self-inspired and possess the stamina to work hard.
- The compensation of majority employees is between Tk. 25000 – Tk. 35000 which is comparatively low in the job market which has created de-motivation in the employees.
- The majority of the employees think that the recruitment and selection procedure in the company is fair.
- The minority of the employees believes that the quality of employees working in the company is not satisfactory.
- The minority of the employees believes that the employee's appearance does matter more than skills.

Chapter 07

Chapter 7.1: Recommendation

Some recommendations I can suggest MGI Ltd are as follows:

- The HR department of the company should expand its current size to execute the HR duties of the company more efficiently and effectively.
- To motivate the employees, this dept. should review its compensation model and correlate it with the contemporary job market. This will enhance employee motivation and efficiency of the employees.
- The dept. may imply different employee benefits program and facilities to boost employees loyalty for the organization.
- The recruitment and selection procedure of the company should be restructured and a formal structured for selecting the right and qualified candidates can be implemented in order to avoid any discrimination in the process.
- The HR and Admin Personnel can be trained by outside trainers in order deal with employee grievance effectively.
- The unnecessary bureaucracy in the recruitment and selection procedure of the company can be eliminated in order to make the process more effective. The time to recruit and select a new employee can be lessened if management commits to the program.

Chapter 08

Chapter 8.1: Conclusion

My internship at MGI Ltd has been very inspirational for me. I got to know how the HR department of an organization operates and the knowledge that I was provided in my BBA course works assisted me to correlate theoretical knowledge with pragmatic functions.

During my internship, I have completed a survey to find out the “Employee’s opinion of the Recruitment and Selection Practices of MGI Ltd”. This survey helped me to understand the perception of the employees working. From analysis of survey and my acute observation in the workplace, the HR & Admin dept employees were efficient and skillful in their work however some of them were not happy with current recruitment & selection process.

To conclude, I would like to mention that MGI Ltd need to uphold their employee perception by upgrading the recruitment and selection process to motivate their employees and achieve optimum overall success for the company.

Chapter 09

Chapter 9.1: Reference

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Chapter 10

Chapter 10.1: Appendix

QUESTIONNAIRE

Dear Respondent:

I am a student of the BBA Program in BRAC University and I am conducting a survey for my internship report that contains finding out the **‘Employee’s Perception of the Recruitment and Selection Practices of MGI Ltd’**. Your kind cooperation will be highly appreciated.

Please Express Your Opinion By Putting (√) Marks:

- 1) Gender- (a) Male (b) Female
- 2) Your age (in years) (a) 21– 30 (b) 31 – 40 (c) 41– 50 (d) 50+
- 3) Income Range (Bangladeshi Taka)-
(a) Below 15000 (b) 15000 – 25000 (c) 26000 – 35000 (d) 36000-50000
(e) Above 50000
- 4) In which department do you work in?
(a) Cost & Budget (b) Marketing (c) HR & Admin (d) P&P
(e) Finance & Accounts (f) VAT & Customs
- 5) How many years have you been with MGI Ltd?
(a) Less than a year (b) 1 - 3 years (c) 4- 7 years (d) 7-10 (e) 10+ years

For the following questions, Please tick (√) your answer according to the statement provided.

	Statement	Yes	No
6)	Fairness is maintained in the recruitment & selection process.		
7)	Is the quality of skilled employee in the department in satisfactory level?		
8)	Is the hiring process gets discriminated most often?		
9)	Does appearance of the employee's matters more than skills?		
10)	Are you highly motivated in executing your work?		
11)	Are you satisfied with the employees who are working in the organization?		