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BUS400

Internship Report on

Effectiveness of Selection and Recruitment process:

Beximco Pharmaceuticals Limited(BPL)

Submitted to:

Zaheed Husein Mohammad Al-Din

Senior Lecturer, BRAC Business School

BRAC University

Submitted by:

Tanjila Jahan, ID:14304009

BRAC Business School

BRAC University

Submission Date

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Effectiveness of Selection and Recruitment process of BPL

Letter of Transmittal

29rd November, 2018

Zaheed Husein Mohammad Al-Din

Senior Lecturer

BRAC Business School

BRAC University

66 Mohakhali, Dhaka.

Subject: Submission of Internship Report

Sir,

It is a pleasure for me to submit my internship report on “**Effectiveness of Selection and Recruitment Process of Beximco Pharmaceuticals limited Bangladesh**”. To make this report proficiently I try to follow your instruction and also my supervisor instruction while maintaining their company policy. I hope my learning from this internship will reflect on my report also. Without your support, I could not complete it properly. Thank you so much for your consideration and time.

Lastly, I would be thankful if you give your comment and advice on my effort for this report.

Sincerely Yours,

Tanjila Jahan

ID:14304009



Letter of Endorsement

The Internship report titled “Effectiveness of Selection and Recruitment process of Beximco Pharmaceuticals limited” has been submitted for fulfillment of the requirements for the degree of Bachelor of Business Administration (BBA), to the Senior Lecturer of BRAC university, Zaheed Husein Mohammad Al-Din. The report is submitted by Tanjila Jahan, major in Human Resource Management, ID- 14304009. This report has been accepted and may be presented to the Internship Defense Committee for evaluation.

Zaheed Husein Mohammad Al-Din

Senior Lecturer

Internship Supervisor

BRAC University.



Acknowledgement:

First of all, I would like to give my gratitude to Almighty Allah for generous his blessing on me and giving me the strength, ability and opportunity to successfully complete my undergraduate program and this report on the given time.

I would also like to thank my internship supervisor and honorable faculty of BRAC University Mr. Zaheed Husein Mohammad Al-Din for his support and instruction to complete this report. I was provided with suggestions and feedback time to time by him that help me to enhance the report efficiently and properly. Without his valuable suggestions and advice, I would not be able to complete with in a proper way.

I want to thank my organizational supervisor, A.I.M Moniruzzaman, Assistant manager of Beximco Pharmaceuticals Ltd. for giving me this opportunity of becoming a member of this diversified Human Resource team and learn new things. He is such a great leader and a mentor who assigned me different tasks and be there to help me and teach the proper way to deliver the best outcome. Without his support, time and valuable suggestions it would not be possible to complete this internship so professionally. I would like to thanks other Seniors and members of HRD team who helped me by sharing their experiences and providing information to complete my report in precise way.

Lastly I would like to thank Office of Career Services and Alumni Relations(OCSAR) and grateful to BRAC University for giving me support to learn and reach out to the real corporate world.



Executive Summary:

Beximco Pharmaceuticals limited is one of the leading pharmaceuticals company in Bangladesh which is a part of Beximco group. Beximco Pharma Became the first pharmaceuticals company in Bangladesh to export medicine to world's largest pharma market of USA and approved by US Food and Drug Regulatory Authority(FDA). So far the company expanded their footprint to more than 50 countries and has earned the reputation of producing quality medicine. For my internship program, I got the chance to work for the leading pharmaceuticals company. I was placed at the corporate head office of Beximco pharmaceuticals limited as a HR intern. Beximco pharma was founded in 1976 and it started its journey in1980, manufacturing products under the licenses of Bayer AG of Germany and Upjohn Inc. of United States. The company holds a strong position in the pharmaceuticals industry because of their innovation and successful performance.

The report is mainly based on the topic of “Selection and recruitment process of Beximco Pharmaceuticals Limited (BPL)”. This three months’ internship program has given me the opportunity to learn new things and gather experiences for future. The human resource department of BPL is the key to all success. For any company HRM department is valuable as they always try to cope up with the continuous changing environment. One of the most important process in HRM is selection and recruitment of right people for the right position in the company.

The company’s growth plans for the future is strengthen operations in domestic market and increase market share internationally. Beximco is very much concern about their Selection process and try to hire the capable person for the right position in this competitive industry. In this report I try to portray the selection and recruiting process of BPL, effectiveness in the HRM process, how it works by taking help of human resource department members. So, after my observation and research I had few recommendations on the improvement of some step of the process that can make BPL more efficient in terms of Hiring new people.

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PART-01

1.1. Background of the organization:

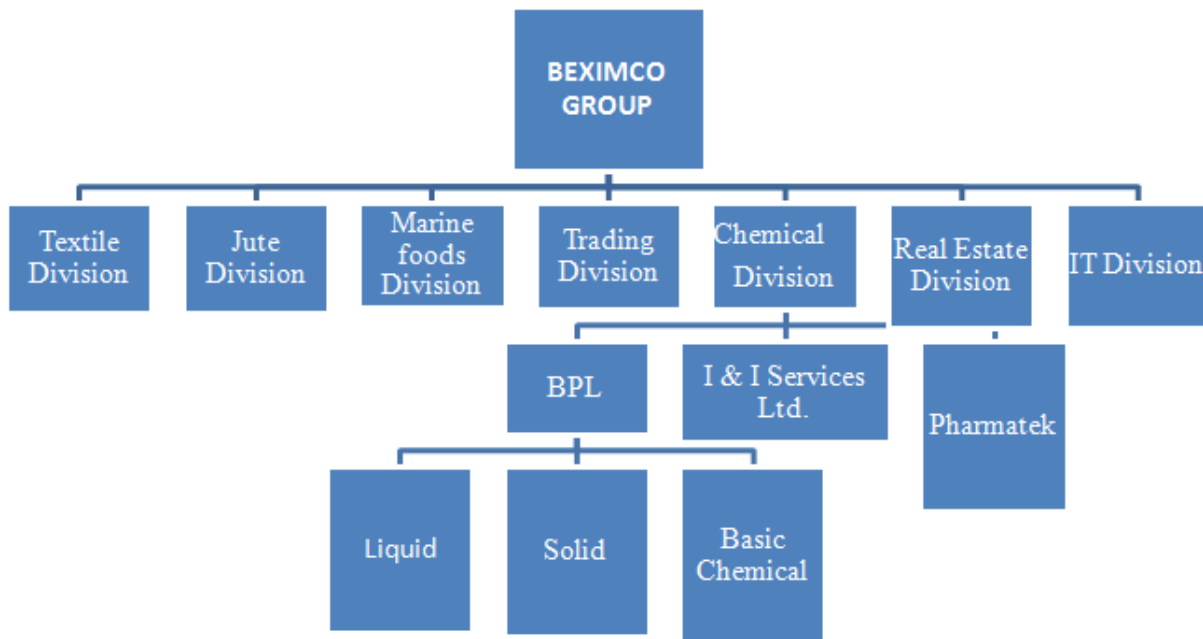
Pharmaceuticals industry in Bangladesh is the most potential hi-tech sectors in the economy of the country. This companies are directly or indirectly contributing towards the standard of healthcare and also to new drug information. This industry grown in the last two spans. Bangladesh Pharmaceuticals industry have that potential to grow 15 percent for the next five years riding on the expanded domestic market according to London based research.

Beximco Pharmaceuticals limited is the biggest corporation in recent time in Bangladesh. It established in 1976 and started its journey back in 1980 with, manufacturing and marketing licensee products of Bayer AG, Germany and Upjohn Inc. of USA. It always tries to maintain a proper standard that will help BPL in future as the market is full of competition. By their performance BPL tried to win their customer, shareholders, business partners, patients and society's mind. It is the first company in Bangladesh to go beyond the national boundary and exporting its quality product to other international markets in Asia, Europe and Africa. It crossed other company's record by entering in more than 88 countries. In the initial stage of their business it failed to operating and launch its products such as Napa, Lactameal, Arisovit-B complex in 1983. On that time BPL face ups and down but they deal with the situation, it faced all the challenges and overcome the problems that help BPL to transfer from then to what it is at present.

Beximco pharma has been granted a sub-license by UN's medicines patent pool to manufacture Daclatasvir a new drug for Hepatitis C. This sub license will be enhancing the capabilities of BPL image in the global stage. Today BPL holds 10% of shares in domestic market after competing with other big companies. BPL issued its share publicly in 1985, and the name of the company in Dhaka and Chittagong stock exchanges of Bangladesh in 3rd July 1985 and 11th June 1995. The Total number of employees of BPL are around 3,800 and the number of shareholders are around 70,000 and its authorized capital is more than 2,000 million.

Beximco pharma markets and manufactures high quality and cost effective variations of 85 plus formulations covering all major Beneficial group. Beximco is the company who achieved export trophy in 1995, which was the first year of introducing this type of award by the Bangladesh

government. This is the highest national recognition for excellence in export for any company. The main thing is BPL is awarded by this same award for back to back two years 1988-1999 and 1999-2000. After that they get this award for another two years. BEXIMCO is the company who achieved this prestigious award for five years in a row that is a great recognition for any company. It has different division that operate different business.



BPL committed to ensuring health and wellbeing of people by providing access to affordable medicines and these initiatives help them to achieving their mission and objectives. The main moto of BPL is expanding the business line, improving the R&D productivity and also improving cost competitiveness. In recent time Beximco pharma Offers a broad line up for more than 300 medicine namely antibiotics, analgesics, anti-diabetics, dermatology etc. The company has sound expertise with specialized and advanced drug delivery systems created strong differentiation. Many of its brands remain consistent leaders in their respective field where they know for its image and quality. The company certified by the regulatory authorities of USA, Australia, Brazil, Gulf Nation, Canada and some other countries.

In recent time, Beximco Pharma won the super brands of Bangladesh award for 2018-2020. With five product approvals in the United States by a Bangladeshi company along with a portfolio of more than 500 products in the overall global market, the country's increasing influence in

affordable medicines sector is impossible to overlook. Beximco always tried to maintain a good position in the market and changes in their style of operation when needed. They also focus on the culture, strategies and pattern of market and try to balance with that new market environment. The manufacturing facilities of Beximco have been approved by following global agencies:

- ❖ **FDA, U.S.**
- ❖ **TGA, Australia**
- ❖ **GCC (Gulf Nation)**
- ❖ **Health, Canada**
- ❖ **TFDA, Taiwan**
- ❖ **AGES (European Union)**
- ❖ **ANVISA, Brazil**

BPL have that environment that encourage employees to work efficiently, uphold the company's image, enhances growth and encourages innovation that will help the organization to achieve its goals and objective.

1.2. Mission:

BPL dedicated to improving human health and society's wellbeing by providing up-to-date and affordable medicines, manufacturing these medicine by using global standards. They believe that they need to accountable to everyone who is involved with their business including their valuable customer. They focus on improving their capabilities to meet the medical needs of the patients and giving best performance to their stakeholders.

1.3. Vision:

Beximco pharma's vision is to maintain their excellence in their variation of work by focusing on the development capabilities, creating new ideas, building partnerships and expand their business all over the world that can give them sustainability. They have a clear vision to make the world clean and better for living and have a contribution in making a wealthy economy with different strategies.



They try to maintain their product quality and think about the people's wellbeing as they are the ones who help them to reach in a good peak. So they focus on their own vision as well as try to do something good for the society.

1.4. Goals:

Beximco Pharma try to maintain their position in the market by their skills and upgraded formula of medicine and enter into new market. The main goal is to do their business internationally and get attention of the global market by using their brand value and good image. Moreover, they also try to maintain the balance of the returns of the shareholder that will be beneficial for them financially.

1.5. Core Values of BPL:

The core values of Beximco defined who they are and help to take decision which will go with their goals and objective. This also give them realization of their employees and corporate environment. The core values of Beximco Pharmaceuticals are given below

Commitment to quality:

They try to maintain the standard and quality of their products by adopting new policies and strategies that ensure their capabilities.

People Focus:

Beximco pharmaceuticals give high priority to enhance the capabilities of their employees and motivate them to realize their actual potential.

Customer Satisfaction:

Customer satisfaction is important for BPL as it is a pharmaceuticals company. They try to focus on the needs and wants of their internal and external customers.

Accountability:

Beximco pharma encourage answerability to every aspects and strictly follow the ethical standards that helps them to know their own actions and responsible for filling corporate reputation in others mind.

Corporate Social Responsibility (CSR):

They take part on the CSR activity that contribute to the society and also beneficial for the people. They maintain their operations in a way that will not hamper the safety of the environment.

1.6. Product and Services:

Beximco pharmaceuticals currently products more than 300 medicines which are available in well over 500 different presentations and the big portfolio encompasses all key categories including analgesics, antibiotics, Anti-infective, dermatology, respiratory, allergic disorder, endocrine and diabetes, hormones and steroids, skin care, vitamins and minerals suppliers etc.

Napa	<ul style="list-style-type: none"> ▪ Highest selling drug in Bangladesh in terms of Unit
Neoeptin-R	<ul style="list-style-type: none"> ▪ Highest selling drug in Bangladesh in terms of value.
Tofen	<ul style="list-style-type: none"> ▪ Highest selling anti-asthma drug of Bangladesh.
Bextrum	<ul style="list-style-type: none"> ▪ Most admired and highest selling nutritious supplement
Amdocal	<ul style="list-style-type: none"> ▪ Highest selling cardiovascular in Bangladesh in terms of value.

1.7. Major Achievement of Beximco Pharmaceuticals limited:

BPL has achieved lot of successes since it was working on pharma industry. Among them some of the milestone are given below:

2016-2017	<ul style="list-style-type: none"> • Become the First Pharmaceuticals company that export medicine to the USA. • Formed the country's first overseas collaboration with the joint venture with BioCare Sdn Bhd based in Malaysia. • Received approvals for two ANDAs from the US food and Drug Administration.
2015-2016	<ul style="list-style-type: none"> • Received GMP approval from the U.S. FDA as the first Bangladeshi company. • Launched generic version of revolutionary hepatitis C drugs. • Won National Export Trophy for the 5th time.
2014	<ul style="list-style-type: none"> • Received GMP authorization from Taiwan Food & Drug Administration (TFDA) and Health Canada as the first Bangladeshi company. • Exported medicine to Australia and Romania as a Bangladeshi Company.
2013	Launched export of ophthalmic products to Europe.
2012	Launched Salbutamol HFA inhaler in Singapore as the First Bangladesh company.

2011	Received GMP endorsement from AGES, Austria.
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1.8. Details of the Management:

In Beximco pharma the management monitor every single effort of the employees. The Company consists of three layer of management division who work for the company. They are Board of Directors, Executive Committee and the Management Committee. The Higher level of the authority is the Board of Directors who mainly constitute as the non-executive directors and the Broad meets with Executive committee, those have six directors. In this meeting they conduct a full review of the company's operations.

1.9. SWOT Analysis for BPL:

SWOT analysis is a technique for knowing the strengths, weaknesses and for identifying both the opportunities and threats that organization can face in future.

Strengths	Weakness
<ul style="list-style-type: none"> ➤ Strong brand value and favorable corporate image. ➤ Decentralized decision-making structure ➤ Loyal Customer 	<ul style="list-style-type: none"> ➤ Excessive overhead cost and low profit margin. ➤ Fragile share market images to customers. ➤ Lack of Proper integration between functional units.

Opportunity	Threats
<ul style="list-style-type: none"> ➤ Government regulations are in favor of local manufactures ➤ Faster market growth ➤ Opportunity to enter in the biggest market (USA) 	<ul style="list-style-type: none"> ➤ Higher competition ➤ Highly regulated market.

Figure: SWOT Analysis

PART-02

2.1. Introduction to the Report:

This report is completed based on my three months' internship program. Internship is the investment for the future as it helps me to learn and work in the real corporate world. It is basically a short term experience that help me to understand the workplace environment, how organization works, what they want from their employees. In this internship period, intern get the opportunity to work with professionals, gather knowledge from them that will help them in their coming future. In my internship period, I work as a HR intern in BEXIMCO Pharmaceuticals Limited where I learn how the Human Resources Department works and become a part of Recruitment and selection process.

2.2. Rationale of the study:

The report is done to understand the Human Resource practices and policies of **Beximco Pharmaceuticals Ltd.** mainly the part of the selection and recruitment process. We all know that there no alternative of practical knowledge and learning and it is more helpful and constructive than theoretical knowledge. Though Beximco Pharma has other major department, their Human Resource department is one of the most important as like other company. They need to hire right person for the right job as there is a necessity to learn new skills, advance their knowledge and cope up with the challenges in achieving high performance. These new hired employees become the permanent and experienced employees for the organization after a time being. For this reason,

BPL always focus on their recruitment and selection process but they need some improvement on that process. That is the reason, I have given emphasis on the Selection and Recruitment Process and its effectiveness in the organizations in my internship program as there need to have some improvement in some steps.

2.3. Problem Statement:

Beximco Pharmaceuticals frequently need more employees for their office, plant and factories so they need to give advertisement for selecting the right candidates from more than hundreds of applicants. So there are few problems in some steps of the selection and recruitment process, which can hamper the effectiveness of the process. When HRM employers work for selecting new employees they need to go with a long process which have several steps. It is more time consuming and not that much cost effective and also it is a mental pressure for the employers who work in this process.

2.4. Scope of the Study:

To complete this study efficiently, researcher collect information based on the observations and also take help from the employers of Human Resource department as they are supportive to give the information that I needed without the sensitive and confidential one. As Beximco is a leading company I get help from the secondary sources to understanding the company profile and their services. In this paper researcher focus on the selection process, how the HR departments works, what are the wings of the department, how they deal with the whole process when they face any problems.

2.5. Objective of the study:

The main objectives of this research it to understand the Human Resource Practices and Policies of Beximco Pharmaceuticals limited and analyze the effectiveness of the selection and recruitment process.

Beside of the main objective there are some Specific objectives that is given below:

Specific Objectives:

- To understand and investigate the recruitment and selection process that will need to be improved.
- To study the various steps of selection and recruitment process.
- To identify the recruitment and selection process problems.
- To learn more about the Human resources department of BPL.
- To propose some improvements regarding the problems of long selection process.

2.6. Limitation of the study:

The Limitation of the report are given below:

Time limitation:

Due to time constraints it is not possible to collect more information. Three months is not enough to get an in depth knowledge of a corporate environment and the overall information of the organization.

Sample Size:

For my report the sample size is too small. As I work in HR department so I only got the HR personnel as my respondent. I cannot access to other department and the employees are busy with their work so I cannot get my desired respondent.

Access to Information:

As Beximco is a reputed company every employee of this organization maintaining confidentiality of their work. They don't disclose the sensitive information like salary structure, employee portfolio and also the turnover rate of the employee to an intern. So, I only get that information that Beximco pharma permits me to publish in my report.

Reliability:

As many information was collected from the primary sources such as face to face interview so the reliability and validity depend on the person who gave me the information and all my respondent were from HR department. I could not collect information from other department so the final decision may not be drawn based on the whole organization.

Literature review:

To conduct any research or study there are different literature that can be used as a references.

According to Bhattacharyya, (2010) selection is the second step in manpower planning, and help to choose the right candidates which matches the skills and job requirement that is needed for the jobs. Nartey, (2012) said in his report that selection and recruitment process should be done at every sector for fulfilling the organizational goal in an effective way.

Burack, (1980) says that recruitment sources are closely linked to the organizational activities as performance of employees, employee turnover, employee satisfaction, employee commitment towards the organizations.

Michael D. White and Glipsy Escobar, (2008) states in their study that Recruiting and selection is important in every organization and without it quality employees cannot be easily find.

According to M.N. Malhotra (2014) and Terpstra.D, (1996) that the importance of seven issues relating to recruitment, selection and training practices in the organizations. That there are many factors that are to be considered when an organization hire new employees.

Some of the research professional says in their paper that there is a linkage between the recruitment, selection, employee satisfaction and HR practices (Gorter,1996). There is an importance of using technology in the recruitment and selection process for updating the organizational resources.

Decker & Cornelius say that compared to the traditional recruiting sources the modern sources like referrals, casual applicants and direct approaches will benefit at. Selection procedure also should use the modern techniques for better outcome.

According to, SHRM (Society for Human Resource Management) says that 15% joined in the organizations are placing false resume and some of the employers select the candidates with discrimination that was not supposed to be done in the organizations.

PART-03

Methodology:

It is an important part of any study and helps to achieve the objectives of the report. Basically it includes research design, sample area, sample size, data collection process and analysis of the data.

3.1. Research Design:

To preparing the report, **Exploratory research** is being followed. Exploratory research describes there is a problem that is not clearly identified and in future this need to be solved by using different methods.

In this report I used qualitative method for data collection, for this I used a survey form with some questions that help my research to be more effective and reliable. For collecting data, I talked with my supervisors and seniors who are involved in the selection and recruitment process.

3.2. Sample Area:

For my survey questions, the sample Area is not that big as it only covers the **Human Resource department** of Beximco Pharmaceuticals limited.

3.3. Sample Size:

For conducting the survey, I had selected 10 respondents as my sample size and they are my seniors from HR department. I asked them to fill up the forms. Due to time limitation it is not possible to collect large number of employees as my sample size. As my study is on Selection and recruitment process and some improvements, I could not collect information from other departments as they are busy with their job responsibilities.

3.4. Data Collection:

This study covers the selection and recruitment process of Beximco Pharma and some improvement in their selection process that is needed. For collecting data, I talked to my supervisor and also take help from the secondary sources.

The information was collected by using both primary and secondary sources.

Primary data:

Following methods are used to collect primary data:

- Practical Observations and Experiences of the workplace
- Face to face interviews of my supervisors and seniors
- Survey Form

Secondary Data:

For assembling better quality information, I also used secondary data. The sources are given below:

- Annual Reports
- Various web sites
- Business magazines
- Different Articles and Journals

PART-04

4.1. Job Description:

As a HR intern I work in human resource department of Beximco Pharmaceuticals limited. It was a pleasure for me to work in such a big company and also it was my fortune that I got selected as they don't take intern frequently like other organizations. This internship helps me to publish the report by using practical knowledge.

The human resource department handles all the employees of the organization. The department try to maintain the quality of the human resources they recruited that will help the organization to achieved its goals. I got the opportunity to work closely to learn different types of activities of Human Resource.

4.2. Jobs that I have done during my Internship Program:

- CV Sorting:

As I work in the HR department, my work is mainly related to selection and recruitment. I was given the responsibility of sorting bundles of CVs that will help to selecting new candidates. I have worked to sorting out CVs of different positions such as MPE Selection, Assistant Officer, Data entry operator etc. There I was asked to give emphasis on the age limit, educational qualifications, working experiences and sometimes relevant training program which will needed to perform the given job responsibilities.

- Script Evaluation:

The Evaluation process of Beximco pharma is simple that they prefer mostly MCQ questions which is divided into four to five parts. In my internship program, I have assessed scripts for different positions a had to Evaluate the MCQ parts where I was given an answer sheet.

- **Invigilate a Written Test:**

It is a pleasure for me to be a part of the HR team in Beximco pharma that help me to gather new experiences. I got a chance to take part as an invigilator in the Written test of Medical Promotional Executive (MPE). There were five to six batches and in every batch there was Almost 60 candidates. I noticed that every selected candidate has passed the written test successfully and they were called for their Viva where they can be sure if they become a part of the company or not.

- **Call for Interview:**

I was given the responsibility to call the candidates to give a reminder that they have an interview in Beximco Pharma Factory, Tongi. Mainly I have to asked them if they are attending the interview or not.

- **Prepare Result Sheets:**

I have also work in preparing result of the selected candidates by using excel sheets. In results sheet I need to input the necessary information that will help to find the candidates in short time. The information was Name, Fathers name, contact number, marks of the written test. In some cases, the Viva marks need to be included.

Moreover, I have done some other tasks and responsibilities that I was given by my supervisor and seniors.

PART-05

5.1. Human Resource Activities of Beximco Pharmaceuticals:

Beximco Pharma upholds its human resource management process by planning, managing the employees, organizing, controlling its different functions and motivate its manpower to work efficiently. In HR department different person assigned for specific work regarding managing the human resource of the organizations. There are several process that followed by Human Resource team of Beximco Pharma.

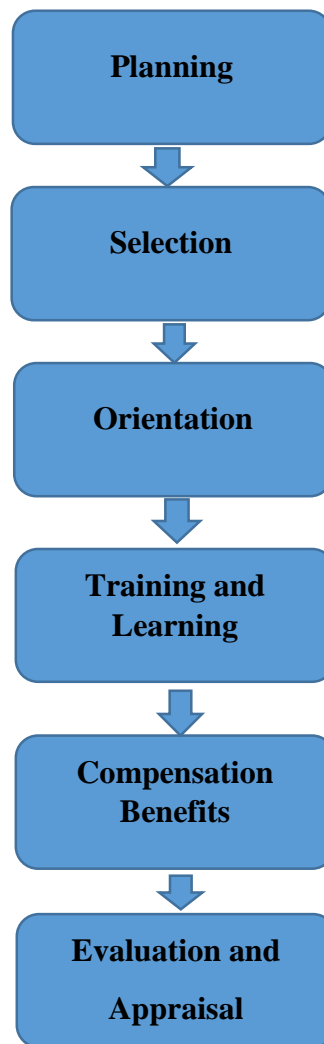


Figure: HR Processes

Human resource of Beximco Pharma ensures the role to implement and develop the HR policy guidelines for ensuring operations and necessary participations to archive organizational objective and goals and also motivating and fulfilling employee requirements.

The major functions that implemented by HR department:

- Job description formation
- Selection and Recruitment policies and procedures
- Performance management of employees and evaluations
- Talent retention strategies
- Salary and benefits determinations
- Training facilitations and management
- Orientation and socialize new recruits
- Managing and updating database s of manpower
- Facilitating career development of employees
- Maintaining HRIS properly
- Main relationship with former and present employees and many more.

Managerial Job Selection:

Managerial post is important post for each and every organization, an organization choose a candidate for managerial job he need to be established himself accurately for that position. They have to go through the mental ability tests as well as personality tests by assessment center. Beximco pharma follows the characteristics very carefully, it evaluates the managers by giving them specific job tasks, role playing, group discussion etc. It is a high validity and may predict each long and short success and advancement in management position. BPL does not recruit fresh graduate for this position, here they prefer at least five years of experiences.

5.2. Selection and Recruitment Process:

In Beximco pharma HR department is associate with the selection and recruitment tasks. It works to identify the qualified workforce for the organization from more than hundreds of applicants and candidates. It is an organized way designed by the management to select the right candidate for required position. There are some steps in the selection process of Beximco that they follow when there is a need for new employees. The steps are given below:

- Manpower planning
- Defining the job description.
- Advertisement
- CV sorting
- Written test
- Selection interview
- Medical checkup
- Issuing appointment letter
- Orientation program
- Preparation of personal file
- Placement in respected field
- Follow up and Evaluation

This steps are follow when the HR department performing Selection and Recruitment tasks to hire suitable candidates. But sometimes some steps can be skipped based on the position of the job.

Manpower Planning/Identify Need:

In this step the HR team focus on the demand of workforce in the organizations. Company's employees are the most important asset for the company as they are the whom who try to achieve the organizational goals and objectives.

In this stage Beximco pharma try to putting right employees in the right position and if any position is vacant then they try to fill up the position by qualified candidates by selection and recruitment.

Defining the Job Description:

After finding that there is a vacant position that need to fill up in the organization HR team of Beximco pharma define the job nature of the job. Job description and specification would be made for the particular position and the human resource department would be notified by this. Provide accurate and complete job description is a key step in selection process.

It is a general and written statement of a specific job based on findings from the job analysis. It describes the job nature, purpose, duties, scope, responsibilities along with the job title and sometimes the name of the person to whom the candidates will reports.

Advertisement:

When there is a vacant position in use to provide information in the newspaper regarding their job vacancies. They publish both in English and Bengali newspaper, they also post their job notices in the online job sites such as bdjobs.com. They do not use social media (Facebook, LinkedIn) for their advertisement, they believe they get the desired candidates by putting their ad in the newspaper. They don't publish their vacancies in the LinkedIn where most of the leading company do so. As they have sufficient responses because of the newspaper ad so they don't really need social media at this time.

Advertisement should be prepared by HRM team and send to publications in the national newspaper and post in the online job site. HR uses the pre-approved format for the advertisement and check it properly before publishing.

When there is vacancy in the organization employee referrals get some benefits while they apply for that position.

Employee Referrals:

Employee referrals means conducting personal contacts and links to identify job possibilities and opportunities. It is a references from the employees concerning a job applicant. In Beximco pharma reference gets some priority when there is written test or interview. As the employee knows about the person the recruiter can easily reliance on his employee who is currently work in the organizations.

CV Sorting:

In this step the collected CV's are going through a screening process where every single details of the candidates are observed carefully. There are some criteria that is considered in this step such as the language, format, educational background for that particular position, any experiences in the related field and so on. Some important matrix that followed when the CV's are screening is the institution where they completed their education, degree/results, CGPA and sometimes the references.

After screening the CV's very carefully and sincerely the candidates are shortlisted for the written test.

Written Test:

After the CV screening the shortlisted and qualified candidates are called for written test. This written test is more or less followed for every recruitment. There are Four to Five part that need to be answered. The last part contains of a free writing where the candidates need to answer a paragraph or an essay. The questions are basic general knowledge, Mathematical part, Analytical parts, Situation or logical questions, academic knowledge, current affairs etc. IF a candidates get 20 in written test then he or she will have called for viva/ interview.

Interview:

The candidates who are passed in written test called for interview. The interview done by the HR department but sometimes other admin people can be a part of it. The interview can be designed



in different rounds or just one face to face interview where the employer notices the communication skills of that candidates.

In Beximco pharma they followed the structured, semi structured or the unstructured method depending on the designation or position of the Job.

Pre-Employment Medical Check-Up:

In Beximco pharma, the applicants who are selected in interview must go through a medical checkup. This checkup is done by the specific medical center that is assigned by the company. The fees of this checkup is paid by the candidates, company will not bear the cost of medical checkup for the candidates. This medical check-up is done to see the physical fitness of the candidates.

Appointment Letter:

After the medical checkup an offer letter is given to the selected candidates if he/she is physically fit. This letter contains all the details about the basic salary, compensation benefits, duties and responsibilities, other allowances and so on. This letter is the written document of the candidate's final selection as an employee in Beximco pharmaceuticals limited.

Orientation program:

In Beximco Pharma, when the employees get the offer letter they need to attend the orientation program where they can learn and know the policies and rules of the organizations. It is a warm up session for new hired people. After all the steps of this process employee gets to know how their new journey in this organization will start and also gets the introduction of existing employees, their coworkers and the job environment.

Prepare Personal Document:

After the orientation program, who are agree to work with the organizations and accept the specific conditions that are given by the organizations, their information need to include into personal database of the employee. The employee needs to fill some important information in a form and that will have included in the company Personal Information system (PIS). Based on this employee will be getting their salaries and other benefits provided by the company.

Placement in respected field:

In this step human resource will prepare the important document of the employees and then send the selected candidates to his or her respected department or respected place where he or she need to work in the coming future. The HR team introduce new employees with their departments.

Follow-up:

After the placement of the employees the HR team need to follow-up the new employees. They need to identify if the employees are comfortable with their work and responsibilities. New recruits need to follow up and get feedback on their job that their performance is improving or not. In the organization HR should following up the candidates at least twice during their first year on the job. Also they should evaluate the employee’s performance in every year that will help them to improve their performance

Time Chart for Recruitment

Process	Days
Requisition	1
Advertisement	2
CV screening, Database preparation	14
Written test, Script checking, Result publication	4
Interview-1	4
Final Interview and result publication	3
Placement	3
Total	31

5.3. Effectiveness of Selection and recruitment process:

Every company looks for skilled and qualified employees who can support the company in future in a required way. Beximco wants to maintain a long term relationship with their employees and take care of them accordingly. To make sure that they get the best employee possible, they go through a process that help them to find out the best candidates who will help them in future, they sometimes prefer personal references as they can trust the person who refers that candidates. All these things are very important to increase a corporation's effectiveness of the selection process. As the selection process of Beximco Pharma is mentioned and defined above, now it comes to the effectiveness of selection process. The effectiveness of this process reveals after the process gets over and the selected candidates start to work for Beximco. If the process works well, the effectiveness will be good but if the process does not work that good, the selected candidates might not perform up to the mark. There also might be a failure if the wrong candidate gets chosen. The efficiency also depends on the sets of skill required that Beximco might look for. The mixture of right skill sets can also make a company's selection process efficiency stronger. Beximco always looks after to fill up the gaps with the right mixture of the selected employees. They do not use the social networking sites to recruit and still uses more conventional method by posting their job offering in newspapers. Beximco Pharma has several steps to ensure a candidate's worth and suitability for the organization. This makes the selection process more effective and results to a very low turnover rate. Orientation training is one of them and they even set up trainings for their present employees but an effective selection process can reduce the amount of time and expenses invested. At the end, the result of selecting candidates through an effective process brings an overall good working experience. The employees stay self-motivated and work to make the corporation better as a whole.

Moreover, the selection process of Beximco is effective but there is still a chance of improvement. As some of these steps are not cost effective and as they need to go through so many steps it is also time consuming.

5.4. Importance of Effective Recruitment and Selection:

Recruiters of the organization plays an important role in the success of the organizations. The business world is changing drastically, company's need to hire people who are adaptable,

knowledgeable, creative, loyal and confident who have the ability to create the foundation for success.

Retention:

If the recruitment and selection practices is inappropriate, then it can result in high turnover and employee separation. In the recruitment process sometimes employer is not careful when sorting the CV's and conducting interview as a result a weak work ethic employee may got the chance of selection but he has a tendency to move quickly from one job to another. So, recruiters should pay close attention to the lengths of time at each previous job and check the references carefully.

Cost:

Cost is a major reason in effectiveness of selection and recruitment process. There are many ways in which poor recruitment practices can result in financial losses. Sometimes the steps are so lengthy that can need more time to do so and it will not be cost effective. Another thing is if the candidate's competency is not properly evaluated, he may make errors that can hinder productivity and needs to be replaced, this takes up more company cost that could be invested toward others field to achieve sustainability. The poor choice of candidates can prove expensive for the organizations.

Maintain Competitive advantages:

An organization may have the best technology and the best physical resources but if it does not have the right people it will struggle to achieve the desired outcome that is required. Qualified and skilled employees can create competitive advantages for the company. So if the selection and recruitment process is effective company will get a competitive advantage over its competitors.

Productivity and Loyalty:

Productivity and loyalty are associated with selection and recruitment of new employees. Employees who are committed to the organization will work hard to help it flourish. In the recruitment time recruiters need to ask the candidates about his or her strengths and weaknesses, and also interviewers should inquire about the achievement throughout his or her career. Loyal

and productive employees will have a track record or references about his past performance that will help the organization to hire him.

Part-06

Findings:

After spending three months in Beximco and examining the human resource practices and the selection and recruitment process it can be said that their workforce is quite effective and efficient to compete in this competitive growing market. Their management control is very strong, flexible workplace and they have an organized recruitment and selection process to hire qualified candidates for the organization. Their selection and recruitment process is quite effective as they hire people through a long process. They also have organized orientation program for new employees and a fair evaluation process that help to make the appraisal plans and they offer their workforces some attractive benefit bundles. In Beximco the HR team focuses both on the external and internal employees which is a part of effective recruitment process. They also work as a team when there is any interview or written test, as one person cannot handle all the part of the selection process. They divide their work to perform efficiently that make the selection and recruitment process to be more effective.

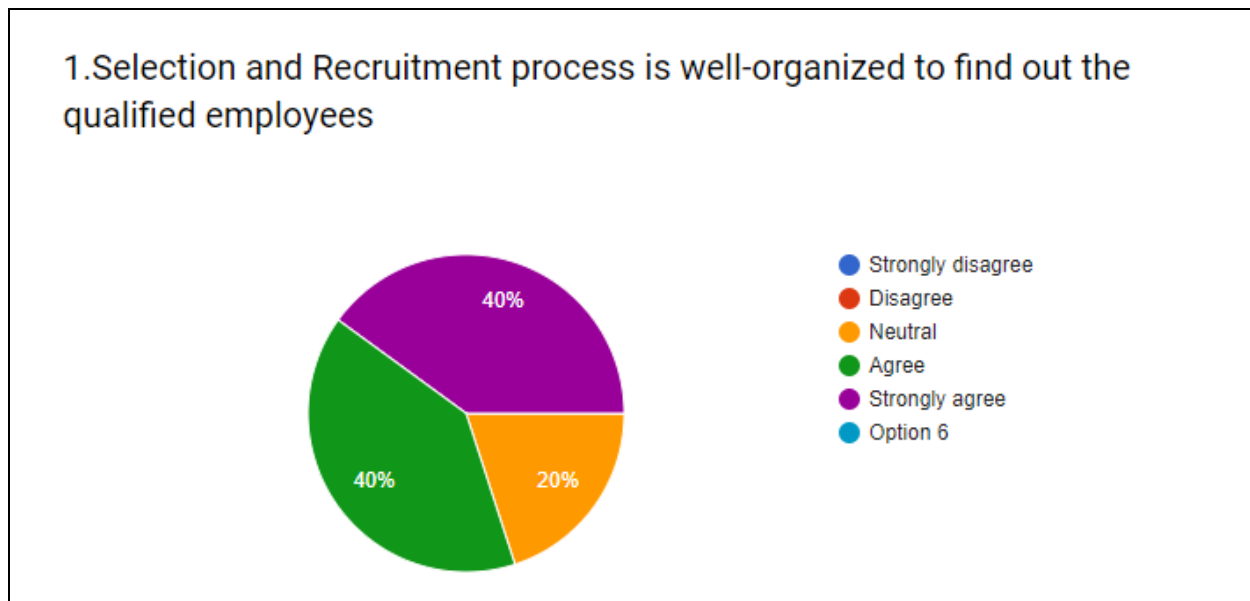
The findings of the study are given below:

- The recruitment and selection process is going through a long procedure that is time consuming and sometime it can be pressure for the employees. As there are limited number of employees in HR department who deals with this section. As they need to hire more people for factory or the plant so they need to arrange the exam paper and other documents frequently for more than hundred people.
- The selection and recruitment process of BPL is well-organized and effective to find out the qualified employees as there are different steps. It will help to know the person's mentality and personality towards the work more accurately, communication skills, time management, how he behaves with other co-workers and seniors.

- HR team of Beximco focus on the selection of the candidates who will be best fit with the long term goals of the organization. They try to identify if the candidates will be beneficial for the company in two, three or five years. They choose the person with good qualification, positive references and also has the experiences to serve the organization effectively in future.
- Beximco pharma hire employees based on skill, education background, age, experiences in the related field. It has a structured and standard selection process and it is strictly followed by the selection team that is monitor by the organization to avoid any unfair activities during hiring employees.
- The process is effective to reduce the turnover as there are several steps and the candidates need to have patience and passed all the steps properly. So, if a candidates don't have that time and patience to wait he or she can try in another company. As a result, those who got offer letter after so many steps they don't leave the company easily and try to committed with their work.
- The work environment of Beximco pharma is flexible and the co-worker are helpful towards each other that creates job satisfaction of employees. BPL always give a warm welcome to its employee during the orientation and training program that make the recruitment and selection process effective. They show a polite attitude towards their employees and the employees can get the vibe of working in a good environment and can easily adjust with work norms and policies.
- Another finding is that they give emphasized on personal references and links when there is any opening in the organization. But they are not biased during the recruitment and selection process. All candidates should give the written test and qualified for Viva to be a part of Beximco Pharmaceuticals limited.

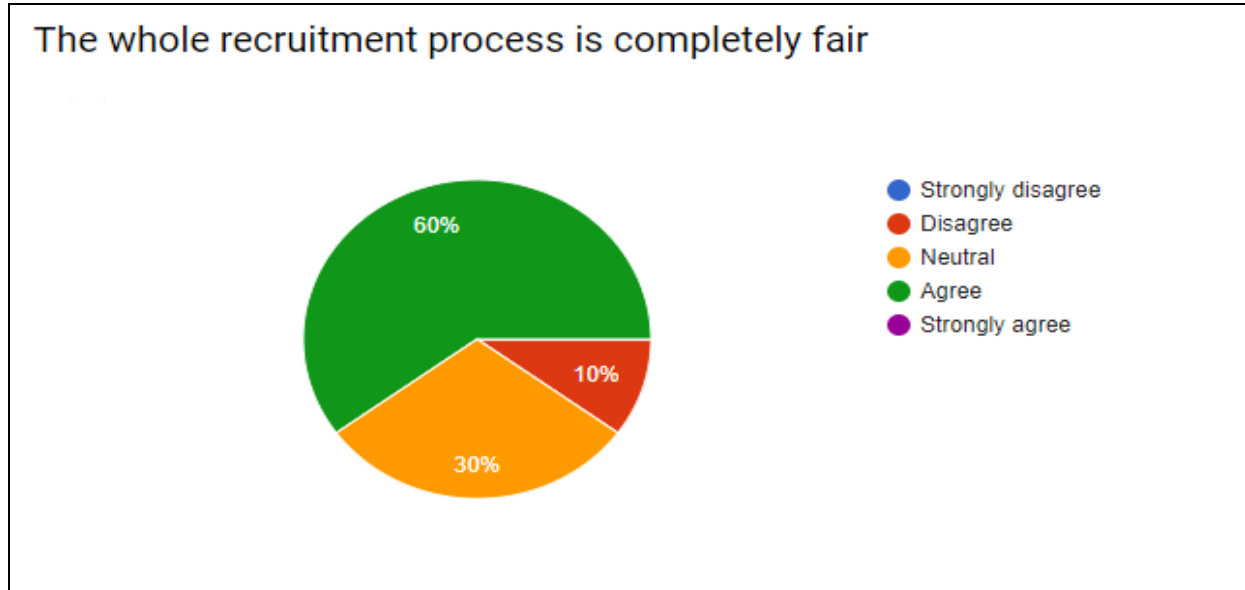
- The candidates go through a medical test in BPL selected diagnostic center after the selection. Company will not bear the cost; it is the candidates responsibility to pay the fees for this checkup. It is mandatory for every candidate who wants to work in Beximco Pharmaceuticals limited.
- Another finding is the employees of HRM department have positive attitude towards the job and co-worker makes it more comfortable to work in. There is a good interaction between the Head of HR and all the employees that make the team stronger to operate effectively.

Graph-01



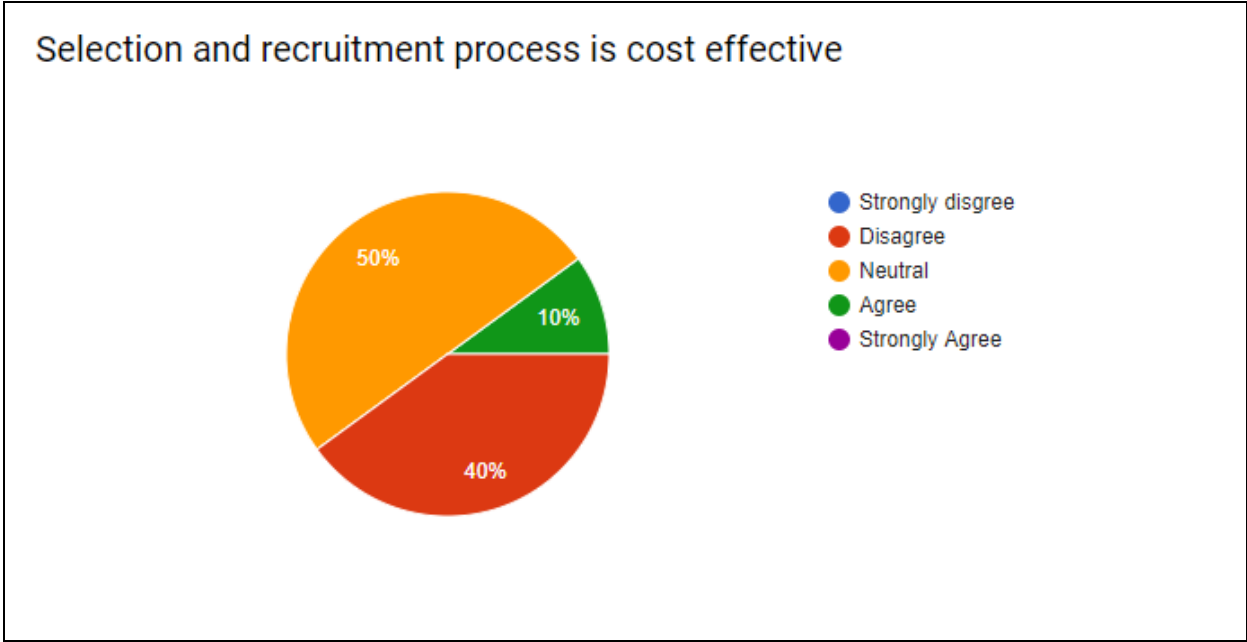
This graph shows that, above 40% of HR employees strongly agree that their selection and recruitment process is well-organized to recruits skilled and qualified employee and also the same percent agree with this statement. Thus it shows that they believe in their process which helps them to create a better image in the market by their skilled workforce.

Graph-02



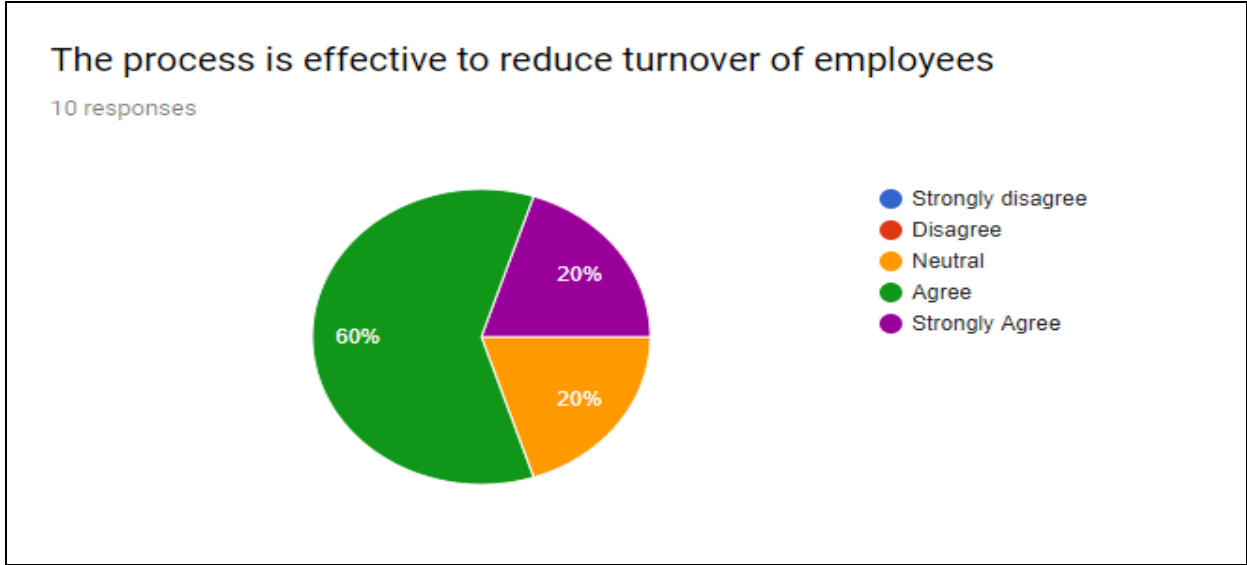
The above graph shows the level of fairness where 66.7 percent agree with the statement that their processes fair in term of recruitment and selection. Based on this result it can be stated that BPL follows their policy and procedure professionally. However, BPL should be more concern of the people who are neutral and ask them their opinion.

Graph-03



This graph shows that 50 percent are neutral that the recruitment process are cost effective and 40 percent disagree about this statement. They said that the process is quite long and it takes much time to conduct the whole process as a result more cost is needed to do so. So this process is not that much cost effective, if some of the steps are omitted then it can be more effective.

Graph-04



The above graph shows that the selection and recruitment process helps to reduce turnover of employees. 60% of employees agree with the statement and 20 % are strongly agree that turnover of employees in Beximco is reducing because of this process. As the company follow a structured and systematic policy, the employees are not leaving the organization all on a sudden.

After analyzing this findings, it can be said that the selection and recruitment process of Beximco pharmaceuticals limited is effective to hire skilled and qualified employees but there is always a scope for improvement. As the whole process is lengthy and that need more time and cost, so they can try to develop some strategies that can help them to reduce the time that allocated for this steps and focus on other area to provide more opportunity.

Part-07

Recommendations:

Beximco Pharma maintain its HR policies and practices in a systematic way so as an intern its quite difficult for me to recommend BPL, some changes on their selection and recruitment process. Since the internship period is too short to know all the details of selection process and other HR activities as Beximco is a large company. Though the selection process is effective in terms of hiring but there is always a chance for improvement. After analyzing the finding there are some recommendation that can be suggested to BPL for future growth and for more effective selection and recruitment process. The recommendations are given below:

- To make the recruitment and selection process more effective, top management as well as the executives should be aware of the whole selection and recruitment process and the time duration that is needed to complete all the steps.
- Beximco Pharma should give their job circular in social media that will help them to find more qualified and skilled candidates. Now-a-days everyone is more active on social media sites (LinkedIn, Facebook) so is they give advertisement on those sites, it will be easier for BPL to save their time and also the cost of publication in the newspapers.
- Progressive training and seminars can be arranged for the employees and the employees can be sent to attend important corporate seminars and workshops that help to gather more knowledge and for better experiences that can be use in future.
- Human resource often faces difficulties to provide accommodations to trainee as there is not enough room to conduct training session. Therefore, HR should ensure a number of new training rooms to conduct training smoothly in the head office.
- Beximco pharma should create a software to convey the messages of selection to all the selected candidates at once. That will help to reduce the time and energy that will needed to send those messages manually to everyone.

However, the report is made on the effectiveness of selection and recruitment process of BEXIMCO pharmaceuticals limited, there are some limitation to collect more information due to company policy. More data cannot be collected like other report those based on the customer services or point of view where there is more scope to research.

Conclusion:

Beximco pharmaceutical a is leading company in Bangladesh. Pharmaceuticals industry is booming and fastest growing sector in the market and has a great contribution towards the country's economy. BPL creating job opportunities for qualified people and has a good reputation in the business market. Its businesses are not limited in national boundary; also operating its operation internationally. So, it is very important for BPL to have qualified, creative and energetic workforce to compete with the highly competitive market.

The main objective of this report is analyze and understand the effectiveness of the selection and recruitment process of BEXIMCO Pharmaceuticals limited. I observed that the HR team maintain the policy and procedure in a systematic way that help them to select the right person for the right position in the right time.

The Human resource team of BPL working efficiently and uncompromisingly to select more capable person for the organization. So, be a part of such renowned company this means a lot to me. In this short period of internship, I learn new things and get the vibes of the upcoming corporate work place. The people of HR department were so much supportive and helpful during this time. They always try to motivate me to work harder and gained practical experiences. So, it is a pleasure for me to work with such wonderful and helpful team of Human Resource department.

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Appendix:

Survey Questions:

1.BPL hire employees based on their skills and abilities not on outlook

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

2.Selection and Recruitment process is well-organized to find out the qualified employees

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

3.The process is effective to reduce turnover of employees

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

4.Training can make a person capable for the job

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

5. Medical check-up is important in this process

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

6. The HR team of Beximco is able to match the right person for the Job

- Yes
- No
- Maybe

7. Employees are committed and engage with their work

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

8. Employees are motivated and satisfied working with their co-workers

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

9. Employees are satisfied with the organization policy and procedures.

- Strongly disagree
- Disagree
- Neutral
- Agree

- Strongly agree

10. Selection and recruitment process is cost effective

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

11. The whole recruitment process is completely fair

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

12. Do you think there is a scope of improvement in the process?

12. Opinion regarding Job satisfaction.

Gender profile:

1. Gender:

- Male
- Female

2. Age:

- 23-30
- 31-38
- 39-46
- 47-54