

Report On
Recruitment and Selection Practices at Omera Petroleum Limited

By

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An internship report submitted to the Brac Business School in partial fulfillment of the
requirements for the degree of
[Bachelors of Business Administration]

Brac Business School

Brac University

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Declaration

It is hereby declared that

1. The internship report submitted is my/our own original work while completing degree at Brac University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I/We have acknowledged all main sources of help.

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Letter of Transmittal

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Subject: Recruitment and Selection Practices at Omera Petroleum Limited

Dear Sir,

It is a pleasure of mine to submit the internship report on “Recruitment and Selection Practices at Omera Petroleum Limited” which is one of the main requirements of my Bus400 course.

As a part of the completion of the BBA program of the Department of Business Administration, BRAC University, Bangladesh it is a privilege to work at Omera Petroleum Limited for the period of three months. The experience will help me to develop professionalism and have positive attitude towards business world.

I have tried my best to accumulate information that I believe relevant and insightful. I genuinely hope that my work will come up to the level of your desire. Any recommendations or inquiries are constantly welcome. I will be grateful to you if you acknowledge the report and oblige thereby.

Sincerely

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BRAC Business School

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January 16, 2021

Non-Disclosure Agreement

This agreement is made and entered into by and between Omera Petroleum Limited and the undersigned student: Md. Sadat Ahmed ID - 14104196 at BRAC University. The agreement ensures that any exchange of information between Omera LPG and the assigned student remains confidential and will not be disclosed to any third party.

Acknowledgement

Firstly, I would like to extend my deepest gratitude towards Allah, for blessing with the opportunity to work at “Omera Petroleum Limited” and hence finish by BUS400 course at BRAC University.

I would like to express my heartfelt gratitude to my esteemed supervisor, Mr. Suman Sutradhar (Assistant Manager) and Sarah Taskin (Executive- HR). It would have been especially troublesome for me to finish the study without his guidance and lucrative recommendation.

In addition I would like to express my gratitude to the entire Omera Petroleum Limited crew for their phenomenal cooperation and well-disposed assistance in collecting information and disclosure. Finally, for their assistance and well-disposed help in finishing my BBA, I am also grateful to each of my companions and relatives.

Executive Summary

In order to analyze the corporate culture and appreciate the different roles of the company's Human Resource department, this research includes a detailed study carried out on Omera Petroleum Limited. This research provides a summary and background, including a description of OPL's landmark years and a detailed description of my delegated subject, comprising my observations and learning based on my work experience, external sources of knowledge and personal understanding along with interviews with my respective line manager who extended their support to me during my internship period with comprehensive discussion. Considering the growing demand of customers in Bangladesh Omera Petroleum Limited (OPL) Launched Omera LP gas as a subsidiary of MJL Bangladesh limited. Having the largest bottling and storage container in Bangladesh Omera has a competitive advantage in meeting the growing demand of LPG in the country. By meeting their industrial and domestic energy needs, Omera Petroleum Limited aims to improve the lives of people and also have an effect on the entire country. In this report I have focused on my 3 month working experience in the HR department in selection, recruitment, compensation and incentive management.

A company grows because of the involvement and proactive initiatives of its personnel; to that end the recruiting committee is the most critical component of the human resources department. Omera Petroleum Limited's mission is to hire energetic, proactive individuals who can accept responsibility for the rapidly changing economy and help the growth of the company. The experience of the internship has helped me to appreciate the improvements that workers want to make in order to maximize productivity and the certain variables they are worried for. A healthy atmosphere with a solid team member will improve employee morale, so the study looks at different factors influencing employee efficiency and employment conditions. The paper reports of the existing recruitment and selection process processes and directions to increase the quality of the process in order to improve the performance of employees. The objective is to study the present recruitment process paradigm and also the difficulties related with it. In addition, the report also deals with recommendations and how Omera Petroleum Limited needs to focus on some aspects which will enhance the effectiveness of employees in the future.

Contents

Chapter 1- Overview of Internship	1
1.1 Internship Information.....	1
1.2 Responsibilities as an Intern	2
1.2.1 Scheduling Interviews.....	2
1.2.2 Assist in organizing orientation program for the newly recruited employees	3
1.2.3 Acquire gift cheque for newly married employees.....	3
1.2.4 Assisting with office relocation.....	4
1.2.5 Maintaining and updating employee databases.....	6
1.3 Challenges faced during the internship	6
1.3.1 Lack of coordination.....	6
1.3.2 Changes brought forth by the pandemic	6
1.3.3 Office relocation.....	7
1.4 Recommendations	7
1.3.5 For future interns	8
CHAPTER 2 - Company Profile of Omera Petroleum LTD.....	9
2.1 Historical Background of Omera Petroleum Limited	9
2.2 MJL Bangladesh Limited	10
2.3 Omera Petroleum Limited	10

2.3.1 Organogram.....	12
2.3.2 Plant Locations of Omera Petroleum Limited.....	13
2.3.4 Distribution Channels	13
2.3.5 Supply Chain	14
2.3.6 Products.....	14
Chapter - 3 Recruitment and Selection Practices of Omera Petroleum Limited	16
3.1 Recruitment Method.....	16
3.1.1 Selection Process of Omera Petroleum Limited.....	18
3.1.2 CV Sorting	18
3.1.3 First Interview	18
3.1.4 Final Interview	18
3.1.5 Recruitment & Selection Process of Omera Petroleum Limited:	19
3.2 Recruitment Policy of Omera Petroleum limited.....	19
3.2.1 Responsibilities of HR Management	20
3.2.2 Basis of Recruitment.....	20
3.2.3 Background Checking.....	22
3.2.4 Objectives of Recruitment.....	22
3.2.4 Verification of certification:.....	22
3.2.5 Verification of past service records:	22
3.2.6 Internal Recruitment Process:	22

3.2.7 On-Discrimination:	23
3.2.8 No Objection from Current Employer	23
3.2.9 Other Interest outside Employment	23
3.3 Interview	23
3.4 Salary Negotiation:	24
3.5 Reference Checks:	24
3.6 Working Hours:	25
3.7 Public Holidays:	25
3.8 Probation:	25
3.9 Confirmation:	25
3.10 Confidentiality	25
3.11 Assessing Training needs.....	26
3.11.1 Training Responsibilities	26
Chapter 4 – Internship project details	27
4.1 Origin of the report.....	27
4.2 Background of the report	27
4.3 The aims of the research	27
4.5 Scope of the study	27
4.6 Methodology of the study	27
4.7 Limitations of the study	28

4.8 Summary and Conclusion.....	28
Reference.....	30

Chapter 1- Overview of Internship

1.1 Internship Information

My internship period at Omera LPG lasted for 3 months and I was assigned to the HR department under the supervision of Assistant Manager Suman Sutradhar and Executive Sarah Taskin. The first goal of preparing this report was to focus attention on my knowledge and expertise that I gained from my work experiences and job functions that I have been entrusted as an employee as a Human Resources Department intern at Omera Petroleum Limited. The second goal of writing this report was to obtain a better understanding of the Human Resource department's workplace environment and to examine how it performs its basic functions under each department of OPL. I was assigned to work under the supervision of the Head of Human Resources (HR), Assistant Salary & Benefits Review & Executive Manager (HR). Essentially, I served in the Human Resources division of recruiting. I was delegated to do all the tasks in this section, from the beginning of the hiring process to the end. I was tasked to do all the work under supervision, from advertising online to writing appointment letters. In addition, I had to review medical claims on a regular basis to compile attendance reports and update multiple databases - (Recruitment Status, Master Database of Employees and Interns, Medical Reimbursement Database etc.). On occasion when senior management were occupied with some other activities I was asked to sit in on interviews to ask HR related general questions to candidates and moderate the interview progress.

I had to interact with several applicants who were handpicked for interviewing during this internship time. I was also given the task to evaluate and shortlist from hundreds of CVs and choose eligible candidates who would be shortlisted for Google meet interview. As a consequence, it has motivated me to develop my communication skills.

1.2 Responsibilities as an Intern

As an intern I am expected to perform various tasks that would provide assistance to the OPL HR team and enhance my knowledge and experience in the process. I mainly assisted with the recruitment and selection process while working on other tasks that would help the HR team improve their efficiency and provide support with day to day activities.

1.2.1 Scheduling and coordinating Interviews

After confirmation for a vacancy by a department I had to consult with the interviewers about their confirmation, depending on the particular time and date, whether they would be participating on the interview panel. Then I would go on to schedule and prepare the rooms on the day of the interview. I would also coordinate and organize the interviews. Before the start of the interview I would distribute the recruitment assessment and attendance sheet. The interviewers were also given the CV of the applicants so that they could review and familiarize with the applicants. For certain high level positions like Head of Internal Audit I had to create a Candidate Summary Profile that would be used by the management to review the applicants. The summary sheet would contain deciding information like current job description, past job details, salary expectations, educational qualifications and professional qualifications. The summary sheet is generally made after an initial first interview and candidates short listed from that pool.

Due to the storm brought about by the Covid- 19 some systematic changes had to be made like instead of written exams a Google Meet interview is conducted which consists of 5 members in the interview panel. The panel members would consist of 3 individuals from the relevant department and 2 from the HR department. Apart from organizing the panel I also had to schedule the online meetings with the shortlisted candidates. I would typically call them and ensure that they are available for the post they applied for and schedule the Google meet interview. After setting a suitable time and date I would inform them that they would be contacted 10 minutes before the start of their interview and that they should be ready 15 minutes beforehand with a good internet connection. Usually the HR Executive Sarah Taskin would coordinate the online meetings but on occasion when she was occupied elsewhere I would have to organize the online meetings during which I would introduce the candidate to the panel members and ask some general questions related to HR evaluation purposes. This was a very educational and enlightening experience. I got a first-hand glimpse at how interviews are

coordinated and managed. I also learned how to effectively engage with an applicant and make him feel relaxed and comfortable which is necessary for evaluating the candidate. During the interview I would fill out an evaluation form and note down the expected and current salary of the applicant. After the interview I am given a list of the candidates who have been shortlisted. For each of the shortlisted candidates I would create a file that would contain the CV of the applicant and the candidate evaluation forms filled out by all the panel members. I would also create a scanned copy of the file that would be kept as record for later use. The shortlisted candidates are reviewed once again and called over for a physical interview at the head office. This interview is typically conducted by the CEO, head of HR and relevant department. After the interview the finalist is selected and HR department starts the appointment procedure which is led by the assistant manager.

1.2.2 Assist in organizing orientation program for the newly recruited employees

After a candidate has been selected for a vacant position the assistant manager calls the candidate and negotiates the terms of the salary. After a mutual agreement has been reached I would schedule an appointment for the candidate with Evercare Hospital for a medical background check. Once the medical check has been conducted the results would be delivered to the head office where it is evaluated by the senior management. Provided that the candidate is in proper health he would receive the offer letter and begin his transition as an employee into Omera Petroleum. The HR department discusses some key company policies and confidentiality agreements with the newly appointed employee. I would open a new employee file and generate a new employee ID. On the file I am tasked to gather the documents for the employee CV, medical clearance, last job's release letter, copies of educational certificates, and the offer letter. With time, this file gathers further future documents like training certificates, appraisals and promotions. I would often have to update current employee files by updating them with necessary documents. All these tasks helped me familiarize with the process of making a new employee feel welcome to an organization.

1.2.3 Acquire gift cheque for newly married employees

As a congratulatory gift Omera Petroleum provides every newly married employee with a gift cheque of the amount Tk. 7,000. The cheques are purchased with cash from midland bank and for any newly married employee I would have to physically go to the bank and buy the cheques.

For one such purchase I noticed the bank took an unusually long amount of time to process 2 gift cheques of the amount tk. 14,000. The primary cause for this delay was inefficiency in the gift cheque processing system and poor customer service. I reported this observation to the head of the HR department who asked me to find a better alternative bank that would bring down the delay and free up the designated personnel with other essential task. After researching and contacting several different banks with reputed customer service I selected Dhaka Bank who issued a similar gift cheque service. The head of HR accepted my proposal and asked me to buy 4 gift cheques of the amount Tk. 28,000. I then contacted the branch manager of the Dhaka Bank Gulshan Branch and acquired the details of the paperwork necessary for the purchase. Along with the necessary documents and the cash I went to the bank and purchased the cheque. I observed that Dhaka Bank's customer service was much better and proactive. They processed and released the cheques to me in a minimal amount of time with far better efficiency. As a result I was able to return with the cheque faster and assist my colleagues with other tasks. The HR department accepted the findings and decided to purchase all future cheques from Dhaka Bank. I then convinced the bank manager to deliver cheques for larger amount directly to the head office which was very much appreciated by my head of department. Negotiations regarding other financial deals are also being discussed based on these findings.

After procuring the cheques I would either deliver them to employees who are positioned at the head office or courier them to employees who are stationed at out of town plant locations.

This whole endeavor has helped me realize the importance of time management and relevance of good customer service.

1.2.4 Assisting with office relocation

During the term of my internship Omera Petroleum was in the process of relocating their offices from Omera House Gulshan to Mobil House Gulshan. This move would enable OPL to operate while being closer to the parent concern MJL (Mobil Jamuna limited.)

This move was a massive undertaking for the organization which was being spearheaded by the HR and Administration Department. The key roles of the HR for which I had to provide assistance was –

- **Digitizing old retired personnel files** – All of the paper files containing data regarding old and retired personnel was being sent to a storehouse and digital copies of the files were being made for backup and emergency purpose. I was tasked with creating an excel sheet that contained retired employee relevant data. With help from my colleagues we digitized over 100 retired employee files and boxed them to be shipped to a storehouse.
- **Assisting with the organization of relevant file transfer** – The key step for any large scale move is being organized. Everything that is being packed at the current office must reach their target location at the new office. To that end every box must be properly labeled and packed. I created a labeling template containing information like employee name, file status, shipping location, file type and special remarks. The labels were color coded where green indicated important active files that are to be shipped to the head office while yellow and red were meant for less important files being shipped to the storehouse. Yellow labeled boxes would have faster access compared to the red labeled boxes. This labeling template and system was used by the whole office for the purpose of this shifting. The labels were firmly attached to the respective boxes containing files and other miscellaneous items and then shipped off before the move. I also had to assist in the move of some file cabinets to the head office.
- **Assigning new seats and SMART ID cards for new office** – The new offices for OPL are equipped with state of the art security systems that required SMART ID cards for any employees to access any part of the office. I had to coordinate with brand department in the design and development of the new ID card. After the designs were approved by the senior management we had to order the printing and assembling ID cards. For that I had to create an ID card database which a third party vendor would use to print on the card. After the cards were printed I had to ensure that they were all working and had proper information without any errors. I then distributed the cards to the respective personnel for use at the new office.

A new placement chart had to be developed which would assign individual employees to their respective office space. I assisted in the placement of seats for personnel who dealt with confidential information so that they could maintain their privacy.

Offices are often relocated and having been involved with the move of such a massive organization has prepared me for a future where I will be able to contribute to any sort of operational shift in a positive manner.

1.2.5 Maintaining and updating employee databases

Omera Petroleum maintained an excel database for their employees which would contain employee details. Any changes to employee status would have to be immediately updated. This would often be my responsibility where I would access the database and input any changes or updates and have it verified by my supervisor.

1.3 Challenges faced during the internship

While Omera Petroleum Limited is the best employment to learn at the edge of my aspiring career, during my internship time I faced some challenges. I have learned a lot from this company and all my colleagues have given me a lot of cooperation. In spite of getting these advantages, during my internship, I faced some difficulties such as -

1.3.1 Lack of coordination

While working as an intern I discovered that there is no adequate instruction on how to effectively do the job and how to organize it. There is often delay and miscommunication within the senior management that creates confusion and a sense of instability. This hurts employee morals and as a consequence, I needed some time to properly orient my work and operate.

1.3.2 Changes brought forth by the pandemic

The biggest challenge I faced was because of the prevalent pandemic of Covid- 19. Due to the pandemic there has been a massive overhaul in almost every existing business. And no doubt the pandemic has greatly affected the OPL activities. A lot of OPL personnel were working from home and coordinating this new work dynamic was a first time experience for the OPL HR so undoubtedly there were some hiccups. I was sometimes tasked with organizing online zoom or Google Meet sessions which often faced technical difficulties and had to be rescheduled. There was also a glaring lack of personnel in the HR department which they are actively trying to solve.

1.3.3 Office relocation

The offices of OPL are being moved to a different location which is a massive undertaking for any business and has caused quite a bit of chaos in the operations. Managing a shift in the offices can cause quite a bit of panic and requires a lot of management effort. Errors in communication and delays in decision making have pushed the relocation by 2 months. This caused a lot of employees to be stuck in a state of limbo with their work.

1.4 Recommendations

To attract and retain high-quality workers and to give the other adversaries tough competition, Omera Petroleum Limited needs to enhance their recruitment process. They need to strictly follow the timetable to optimize their recruiting process, which will help maximize productivity. Then they need to post it on a website that has quality CVS, such as Bdjobs.com, when they upload work advertisements. In addition, they need to focus the processing of the CV less and give it less time. Since CV profiling is a time-consuming task, the actual professional skills are not specified by the educational qualifications. In addition, taking the aptitude test is a must because it allows to prove the technical ability, IQ, basic knowledge, etc. of one person. They need to incorporate new and high-end technologies in addition to the procedure, which will help to make things simpler. While it is a question of a big budget to incorporate new and high-end technology, they ultimately need to incorporate it. However, choosing and hiring workers is not the only thing. Staff background screening is a must. In the past, they may be involved in criminal trials or terrorism that would be very dangerous for the company. Security tests can, therefore, be performed rigorously. In addition, by ensuring transparency, Omera Petroleum Limited could stop reference recruitment. Reference selection kills both the efficiency and the reputation of the organization. In addition, they need to determine an applicant in a very efficient way to maximize performance, so that all applicants are not thrown out in the final interview and they do not need to start the interview from beginning. As a consequence, they can save the upper level management time and make it productive. They should also inform the candidates about the interview at least 3 days before if it is held in Dhaka and 7 days before if it is held outside Dhaka. Sometimes due to unavoidable circumstances shortlisted employees are unable to join the interview because they are called 1 or 2 days before the interview. They should be more

open about other benefits or compensation so that no applicant who has made it to the final selections drops out because they are unhappy with the wage offer. Most importantly, the health concerns of one individual should not affect the other person. They need, therefore, to incorporate tests such as Hepatitis B, Tuberculosis, etc. Finally, it can be said that if the recruitment & selection work is organized and dispersed among the workers, it would be possible to improve the overall process.

1.3.5 For future interns

Omera petroleum has a very engaging internship program. However certain aspects of the program could use some improvements. Often amidst work load and confusion among employees interns are unable to contribute because the management is failing to direct them properly. More precise and specific guidance needs to be provided to the interns. Due to the lack of experience interns are unable to initiate any work by themselves so OPL should point them in the proper direction to get started. I also observed that interns are not often familiarized with the other departments and there is lack of inter departmental communication. This should be properly addressed and interns should be integrated with other departments as well up to some extent.

CHAPTER 2 - Company Profile of Omera Petroleum LTD.

2.1 Historical Background of Omera Petroleum Limited

A very recent and fastest growing business conglomerate in Bangladesh is the east Coast Group. One of the flagship businesses of the group is focused on trades in the oil and gas sector which the company started out with and is still booming due to never ending consumer demand. The group has been involved in various business fields, from the trade of bulk goods to investing in sectors such as manufacturing, financial intermediaries, real estate, banking and insurance. Later on, its areas of trade were further widened to include the aviation industry and the development of power stations.

Subsequently, an investment arm with a merchant banking license was authorized to handle the in-house asset management functions of groups, including expanding its market as an independent financial intermediary. A distribution company has newly been launched for the import & distribution of brand goods in the high-end business segment in order to capitalize on bulk trading activities in the liberated customer base. The high ethical standards and best operating practices have been followed since the beginning of the company. With concepts such as its philosophy, the company has consistently evolved to focus on business in the energy sector, followed by investments in sectors such as tea, insurance, finance and banking. Its corporate vision is to make a vital contribution to the development of the energy sector in the country, contributing to the development of a sustainable future. It has diversified into niche market fields, and it has positioned itself with flexibility and determination out of the box. It survived the adverse market conditions and looked forward to achieving milestones that everyone believes can be accomplished by retaining and sustaining its own corporate legacy and enhancing it with lucrative synergies. In enabling its collective social obligations, it has also taken crucial decisions and initiatives to reduce its carbon footprints so that it can leave open opportunities for the future generations behind.

2.2 MJL Bangladesh Limited

The very first joint venture founded by ExxonMobil in the oil refining industry of Bangladesh is MJL Bangladesh Limited, known as Mobil Jamuna Lubricant Limited. East Coast Securities Ltd, the East Coast Group's investment wing, which manages the significant stake after the divestment of ExxonMobil. In May 2003, MJL Bangladesh Limited established a state-of-the-art Lube Oil Blending Plant (LOBP), the first and only business in its field. Ever since, the development of this plant and the marketing initiatives of MJL Bangladesh Limited have seen extensive growth. As mandated by the Quality Integrity Management System (QIMS) of ExxonMobil, zero emissions in the quality programs are strictly adhered, starting with the receipt of ExxonMobil base oils and additives from other external vendors, as per the guidance and composition of ExxonMobil. The plant is ISO 9001-2000 accredited by ExxonMobil QP&G, QIMS, and Germinischer Lloyd (GLC). The plant is run by a skilled team of expert and trained staff with a guarantee of 100% product quality control.

The business has provided direct employment opportunities for 120 people, 2000 affiliated jobs, substantial economic benefit in lube mixing and the development of world-class lubricants in Bangladesh as a leading beacon of technology transfer in the nation.

2.3 Omera Petroleum Limited

Omera Petroleum Limited (OPL) is an affiliate of Mobil Jamuna Lubricant Bangladesh Limited (MJLBD), which began commercial sales on 9 March 2015 as one of the largest LP Gas Companies in Bangladesh. In view of the increasing demand for LP Gas in the world, OPL began with the aim of increasing the simplicity, maximum safety and understanding of the accessibility of LP Gas. OPL has four plants located in Mongla, Ghorashal, Bogra and Mirasharai with European quality bottling and storage facilities with a capacity of 1 metric ton per year to ensure availability across the world. There are also Regional Distribution Centers (RDC) for efficient distribution across 13 locations across the world. By constructing three LPG carrying barges called, "M.T Omera Princess," "M.T Omera Glory," "M.T Omera King," based on Japanese navigation & communication devices and European technology, Omera has also brought about a revolution. This is the first time waterways have been used to transport inland

LPG, which is a clear example of how Omera Petroleum Limited uses its power and innovation to improve Bangladesh's coastal gas industry.

For the domestic and industrial gas market, Omera Petroleum offers 5.5 KG, 12 KG, 35 KG AND 45 KG cylinders. Omera has its own cylinder production plant called "Omera Cylinders Limited" to guarantee state-of-the-art quality control (OCL). OCL produces DOT4BA 240 and DOT4BW 240 Feature Code world-class LPG cylinders with European technology & European robotic machinery. Omera Petroleum has also negotiated an agreement with the Government of Bangladesh for the establishment of a designated import terminal for the distribution of LPG and fuel to its economic zones. The terminal has concluded its construction at the end of 2019. In recognition of the company's immense contribution to the Nation's Energy Diversity, Omera Petroleum (OPL) was awarded as the Best Private Company in National Energy Sector by Her Excellency Sheikh Hasina, Honorable Prime Minister of the People's Republic of Bangladesh in December 2016 and September 2018.

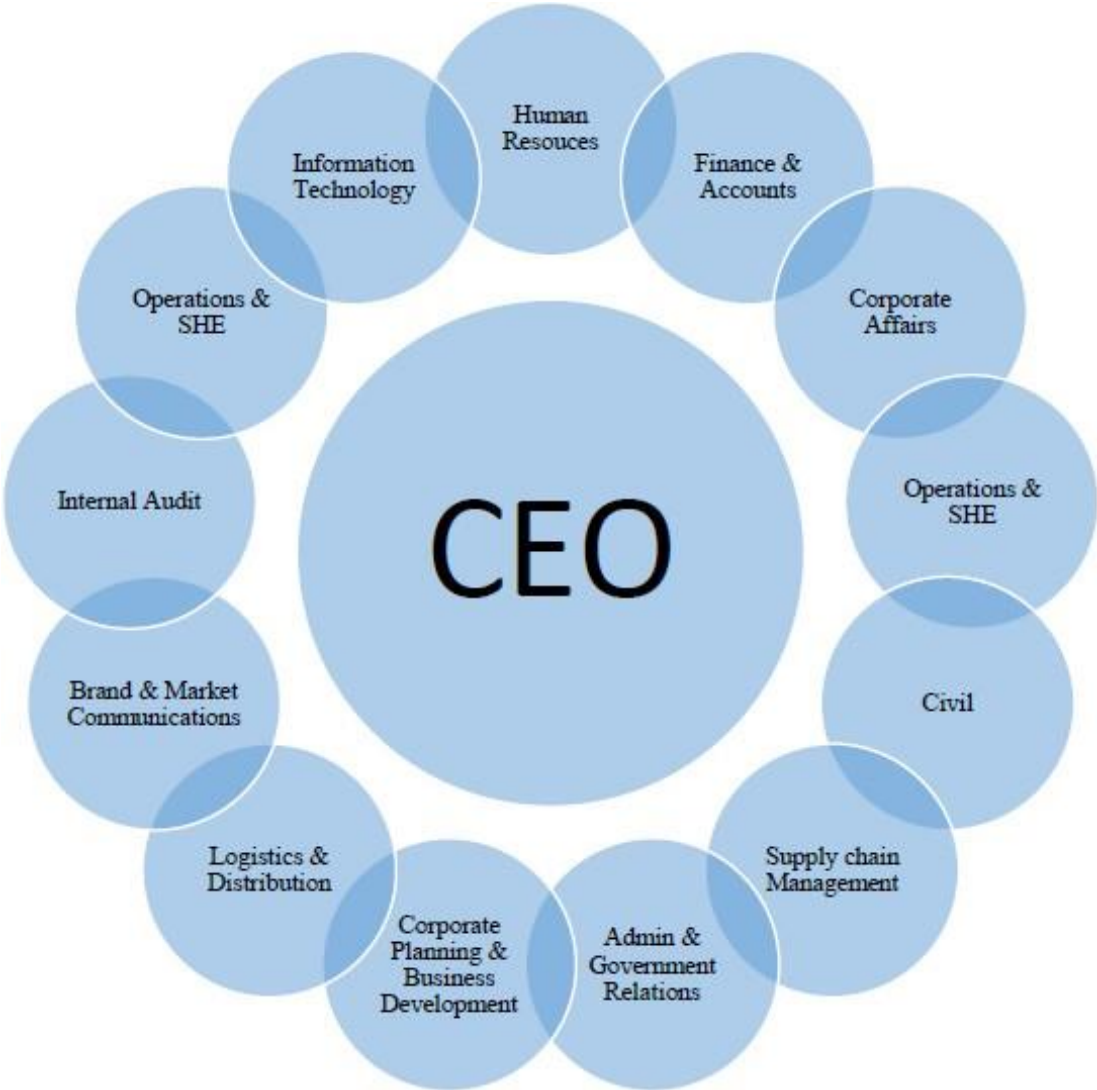
Mission: To be the market leader within 2020 and remain the role model LPG operators of Bangladesh. To retain market leadership, focusing on long-term business sustainability and selling productivity with consistent growth potential.

Vision: Utilizing the company capacity and technology to strengthen the downstream gas industry and contribute to the nation's energy diversity. To be the leading brand in the growing LPG industry in Bangladesh. Seeking to promote their services while maintaining their products' performance and long-term sustainability with respect to the best performance & well-priced goods. Objective: To provide its clients with their mission and vision, Omera LPG aims to:

- Attract, cultivate and preserve the best talent that is relevant.
- Identify and seize the most significant and growing prospects faced by the company.
- Maintain reputation for distribution and logistics as a market pioneer in the potentially lucrative LPG sector in the short term.
- Optimize production by good optimization of properties.
- Through continuous improvement, deliver cost-effective, quality goods.
- Leading the protection market and running responsibly.

Their head office is in Dhaka (Omera House). They presently have a total of more than 500 staff and 144 in their head office. There are 13 departments in their headquarters, and their major purposes run here. Any operation and role is the responsibility of the CEO of the business and all HOD departments. Omera outsources all their contractual employee management to NKN Securities & Employee Services Limited who handles the hiring and management of all contractual and support staff.

2.3.1 Organogram



2.3.2 Plant Locations of Omera Petroleum Limited

Omera Petroleum Limited (OPL) is an enterprise that complies with protection, health, and the ecosystem that has built a reputation in the industry as the largest and most advanced LPG Storage and Distribution Facility, including LPG Storage, LPG Cylinder Filling Centre, and LPG Truck Loading Bays. Together with three satellite stations located at Bogra (Sherpur), Dhaka (Ghorashal) and Chittagong (Miressharai), the main import terminal is located at Khulna (Mongla). This guarantees the quickest distribution to your doorstep via our trade partners to all regions in Bangladesh.

Rivers are plentiful in Bangladesh, creating enough opportunities and risks for river-route distribution services by conventional infrastructure. With this in mind, OPL has heavily invested in constructing of an LPG carrying barge based on European and Japanese technologies named “Omera Princess”. “Omera Princess” is a business revolution.

Omera Petroleum Limited has its state-of-the-art cylinder manufacturing plant in Habiganj, branded as "Omera Cylinders Limited" to ensure product quality. OCL retains international quality management standards for its tubes, DOT4BA 240 and DOT4BW 240, which are authorised by the Bangladesh Department of Explosives. Omera LPG was released in March 2015 and, as of July 15, it has already captured about 9 percent market share, which is an impressive result. The business has a highly skilled team that is empowered to harness abilities from diverse backgrounds from different industries. It has set an optimistic goal for the next three years to be the industry leader and to be very positive in delivering such a view. Omera Petroleum Limited (OPL), a subsidiary of MJL limited, is the largest operator in the LPG sector of Bangladesh. It has the fastest growth than any other company in Bangladesh. Omera started its commercial operation in March 2015.

By owning 62.5 percent stocks, MJL Bangladesh is the parent company of Omera Petroleum Limited, and other companies such as BB Energy Asia Limited (European Company) own 25 percent shares and FMO (Netherland Growth Finance) owns 12.5 percent shares of OPL.

2.3.4 Distribution Channels

Marine Fleet: Before M.T Omera Princess, no industry had ever pursued the river-routes of Bangladesh that carry vast possibilities of a smooth distribution channel. On behalf of Omera

Princess, OPL has focused on the development of this self-propelled LPG carrying barge based on European & Japanese technologies. A change in itself has been embodied by the sole usefulness and cooperation of such a system in the industry.

Following the tremendous versatility of M.T Omera Princess in the river path, OPL has launched two more barges named "M.T Omera Glory" and "M.T Omera King," also first in the industry, which is why Omera is the industry's largest transport system.

Each of these three barges can move 300 M.T (One Barge) and 350 M.T (Two Barge) of LPG across Bangladesh's river paths and coastal regions. These were constructed at Radiant Shipyard, Rupganj, under the oversight of Belgium-based DEC-Parlym.

2.3.5 Supply Chain

Omera Petroleum Limited, based on Japanese Navigation and European Communication Devices, has set up its terminal building at Mongla and three satellite stations transferring LPG gas to the main terminal at other satellite stations, Omera constructs a barge called 'M.T Omera Princess.' There are also nearly forty road tankers and fifteen trucks. They want to ensure continuous country-wide production and distribution.

2.3.6 Products

Omera produces and imports cylinders for its LPG process. OPL has made a solid contribution in regular European bottling and storage facilities. The sister concern company of Omera, known as Omera Cylinders Limited (OCL). Using European technology and completely automated equipment, OCL produces cylinders in total accordance with international standards. The cylinders come in four different sizes, with a volume of 5.5 kg, 12 kg, 35 kg and 45 kg, and are available in Glossy Lemon Yellow and Glossy Window Grey in two different colours.

Household: Omera LPG provides both households and restaurants with 5.5 KG & 12 KG Cylinders. OPL retains the European Manufacturing and Bottling Standard, which guarantees our promise to deliver high safety standards. Combined with our successful sales team, the efficient heating technology, functionality, and accessibility make it a convenient choice for customers.

Commercial: Omera LPG offers high-volume commercial use of 12 KG, 35 KG, and 45 KG cylinders, especially in hotels, restaurants & cafes that fall within the HoReCa project category. Within a short time, Omera LPG gained the largest market share in the retail sector. Inside its efficient heat transfer and perfectly weighted LPG, the dependence lies in factors that are crucial for advertisements purposes.

Chapter - 3 Recruitment and Selection Practices of Omera Petroleum Limited

The efficiency of a company's human resources depends on their employees' productivity. The method of identifying and hiring qualified job applicants is recruitment. The phase begins when new recruits are hired and ends with their applications being submitted. The effect is a list of candidates from which to choose new jobs. Managers are involved because they want the best workers they can get, and they also know where they can find skilled employees. The HR strategy can be particularly useful because it illustrates both the current and the potential gap in the future to the hiring manager.

3.1 Recruitment Method

Omera Petroleum has mainly one form of recruitment which is need based- recruitment and it is done whenever there is a sudden or expected vacancy.

Omera Petroleum's recruitment department is very imaginative, knowledgeable, hard-working, competent and committed to any position to which they are assigned. The job burden is very severe, as is the work load for this department. They do their best to manage this recruiting procedure at their level in an optimal Route. The entire department of human resources is split into two sectors, which are the HR core team and the HR relationship team.

With some constraints, Omera Petroleum Limited has a formal recruitment process. They have a certain timetable for their recruiting phase for operation. In certain tasks, however, it often takes a lot of time. They also retain certain employees who are critical to operations.

Next, when a specific department wishes to recruit a certain staff, they submit a request to Human Resources (HR). They need to announce in the requisition form whether it is a substitute or a new role that has been established. HR seeks approval from the CEO after receiving the requisition. After receiving the approval, they internally and externally post work ads. They typically allow 2 weeks for CVs to be approved. HR individuals then start sorting CVs and it takes 3 working days to sort CVs. After 2 weeks, they set a timetable for the first panel interview. Then they call the applicants chosen and schedule the interview. They compile a

summary of applicants for the final interview after the first interview. Then they set a final interview plan. They call the applicants and schedule the final interview.

They go for a pay agreement after the final candidate is picked. In the interview board, current salaries and anticipated wages are usually requested. Salary is negotiated on the basis of the actual & projected salary of the applicants. They cut an offer letter to the chosen candidate if wage bargaining goes right. They tell the participant to go to their chosen hospital, do some health checks and send a report to HR if the chosen candidate accepts the offer letter. In addition, they provide the applicant with a joining checklist and the candidate supplies the items according to the HR joining checklist. The joining checklist includes:

- All Educational Certificates (Photocopy)
- Candidate's Salary Statement
- NID Card (Photocopy)
- Passport Size Pictures
- Nominee's Pictures (For Bank Purpose)
- Passport (Photocopy)
- Last 6 Months' Electricity Bill's Photocopy

If everything is well, HR cuts an appointment letter to the applicant after sending the joining list & medical report articles. Then the nominee acknowledges the letter of appointment & is prepared to enter.

3.1.1 Selection Process of Omera Petroleum Limited

The following 3 steps are crucial to the selection process:

- CV Sorting
- 1st Interview
- Final Interview

3.1.2 CV Sorting

CV sorting occurs in the first level. The HR department combines the expertise, talents, educational credentials, etc. of applicants with their requirements. If all matches correctly, they call the applicants for the first interview.

3.1.3 First Interview

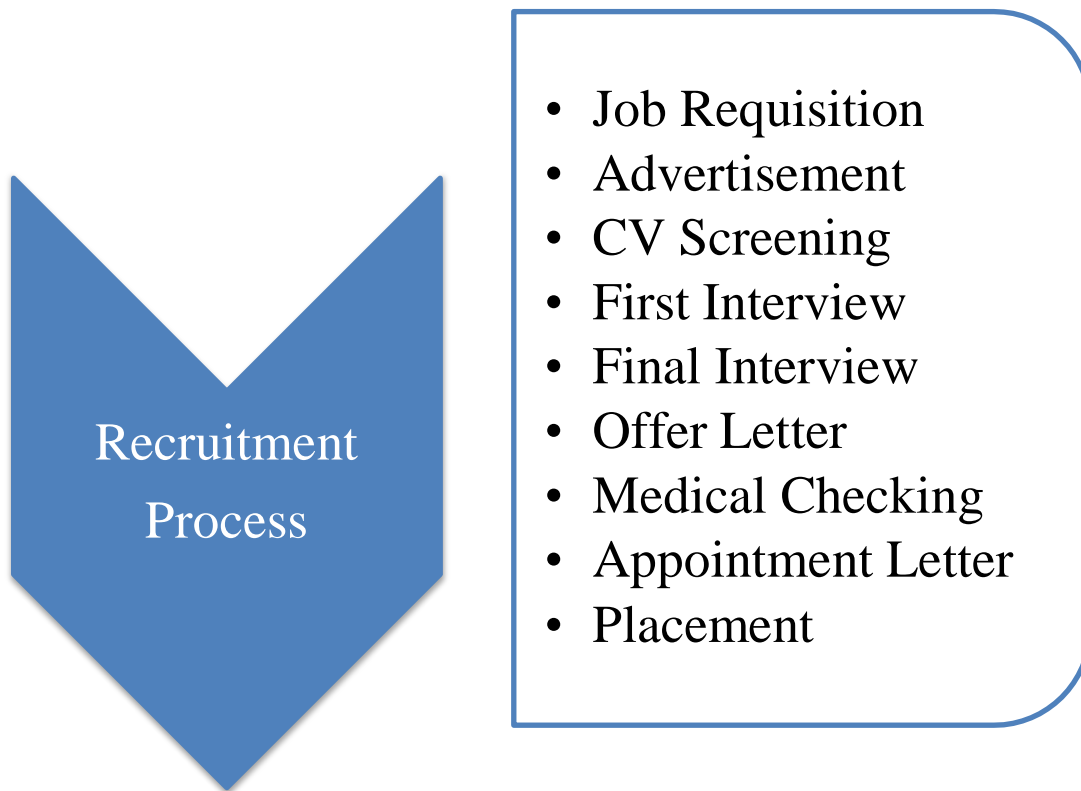
A committee of 3-5 people sits to take up the interview in the first interview, and this panel usually chooses the final applicants who go to the final interview. Typically, candidates discuss their current pay and anticipated compensation in this process.

3.1.4 Final Interview

In the final interview, the session is taken by the CEO. The final applicant is chosen by the CEO and the joining process begins

These three phases are part of Omera Petroleum Limited's recruitment process.

3.1.5 Recruitment & Selection Process of Omera Petroleum Limited:



3.2 Recruitment Policy of Omera Petroleum limited

- All regular personnel must be recruited by the CEO
- The Head of Human Resource Division appoints all HR contract and outsource personnel.
- The head of HR and department head will lead the selection board.
- Newly hired employee will be subject to a probationary period of six months.

3.2.1 Responsibilities of HR Management

- Staffing
- Training and development
- Motivation and maintenance

3.2.2 Basis of Recruitment

It would be appropriate to base selection on all grades. The following factors will be considered when assessing human resource needs, among others:

- Development in the LPG sector
- Possible growth of satellite plants
- Adding new obligation as a result of changes in the regulatory framework
- Vacancies resulting from promotion, resignation, death etc.
- Requirement of succession



Internship Opportunity

Apply
NOW!

If you believe that you have hunger to learn and want to develop your skill with enthusiasm and creativity, if you want to feel proud of what you do and make others proud too, Omera Petroleum Ltd. invites you to join us for a unique Internship (3 to 6 months) experience program.

Eligibility: Bachelor's /Master's Degree in Human Resources Management from any reputed university.

Take the opportunity to work with number one LPG brand that is well-loved across the country, that improves the lives of our consumers and the communities around us.

Send your CV

career@omeralpg.com

Application deadline: September 19, 2019

www.omeralpg.com

Figure 1 – Job Circular of Omera LPG

3.2.3 Background Checking:

Background screening involves checking the employees' educational and professional records as well as other necessary details. Before they go into the office, it should be done.

3.2.4 Objectives of Recruitment

- Garnering, attracting and retaining the most qualified and accomplished applicants.
- Maintain the hiring strategy of Omera Petroleum Limited
- When and where necessary, conduct all filtering steps.
- To ensure that the evaluation of choices is optimal, task-oriented, unbiased and merit-based.
- Determine the present and prospective needs of the company in line with its HR preparation and role evaluation activities by increasing the number of job candidates at the least potential expense.

3.2.4 Verification of certification:

The administration may verify the validity of any credential or testimonial from any education board / university / institution obtained by any employee.

3.2.5 Verification of past service records:

Management team may review the past service history of a lateral entrant or verify the validity of any certificate or testimonial provided by any lateral entrant with regard to his/her experience or competence, making him/her liable for penalty on the basis of any submission of fraudulent documents.

3.2.6 Internal Recruitment Process:

First preference will be given to internal nominees. Applicants can be listed within the company via a succession plan and it is important to validate the required profile and certificate of experience.

The primary screening of the applicants will be authorized by the human resources department and the recruited position's immediate manager.

Interviewing the final summary of applicants would be the HR boss or the department director. Based on this, the director of the department may make a final decision to choose the most qualified applicant. All applicants who have registered for internal advertisements should be aware of the final selection decision after fulfilling the vetting process.

3.2.7 On-Discrimination:

Omera Petroleum Limited is dedicated to equal opportunity for jobs and will not discriminate against the race, gender, physical impairment, age, etc. of an individual, unless this is specifically relevant to work requirements. However, in order to encourage gender and diversity, the religions, gender, and ethnicity of an individual should be taken into account in a healthy manner.

3.2.8 No Objection from Current Employer

Candidates must have resignation approval and release order in original forms from their previous company prior to an affiliation with OPL. HR must first verify on the official letterhead the original copy of the acceptance and release order and a verified copy of the 'No Objection' certificate will be deposited in the Personal Confidential Record along with the certificate of education and experience.

3.2.9 Other Interest outside Employment

The HR Department should be told if it has any sources of income before beginning the job. Certain sources of income (legal or illegal): OPL administration does not allow workers to have certain sources of revenue while they are members of the OPL.

3.3 Interview

Interview questions would focus on fields relevant to work results. Candidates must be asked the same basic set of questions, although the committee may, at its judgment, ask extra questions. Any question, scenario or situation provided to candidates during written or oral tests must be relevant to the requisite skills or abilities of the role. The statement shall present Omera

Petroleum Limited with a positive professional image and shall not call into question the reputation or competence of any individual or agency within the OPL or in any other organization. A candidate evaluation form should be followed during the interview process to look at the candidate's summary. A candidate assessment form should be followed during the interview process to look at the candidate's summary.

3.4 Salary Negotiation:

Once the candidate is selected, the Department of Human Resources should decide the salary to be compensated. The recruitment department should be kept fully aware of the progress and any problems that might occur.

In the talks, the following will be considered:

- Availability of abilities based on the market
- The candidate's existing benefits package.
- The intensity of the job market.
- In similar jobs with equivalent levels of experience and skills, outward equality between workers should be maintained.

3.5 Reference Checks:

The Human Resources Department must carry out reference checks on the candidate upon completion of the application. These reference checks will include background checks/reference enquiries: reference checks to verify the accurate details previously given by the applicants and to detect adverse information such as criminal records, suspended driving licenses, etc.

- Management may seek to ascertain the current (or former) status and compensation of the applicant by telephone with the current (or former) employer.
- Management can call the interviewee's current or previous employer to try to find out more about the applicant's commitment, specialized skills and ability to work with others.
- Verification of all educational credentials directly to colleges / organisations.

Unless the last two employers obtain completely appropriate recommendations and the last employer provides a letter of release, no candidate can begin work.

3.6 Working Hours:

Office hours last from 9 am to 6 pm. The lunch break begins at 1.30 p.m. and ends at 2.30 pm. In line with company objectives, working hours and planning of other activities will be coordinated and based on a 48-hour operating week.

3.7 Public Holidays:

As per the holiday list, the business must follow holidays as declared at the start of the year. As the basis for deciding the holidays that the company will accept as public holidays, the company will use the holiday list given by the MCCI (Metropolitan Chamber of Commerce & Industry). The company retains the right to make improvements or changes to public holidays as requested by the company.

3.8 Probation:

In OPL, all permanent personnel are expected to undergo a 6 month probationary period. If the output of an incumbent is not deemed satisfactory for the first 6 months, the probation period can be extended for a further 6 months with clear objectives. The duration of the probation period may vary at the discretion of management.

3.9 Confirmation:

HR must notify line managers two weeks before the date of their subordinate's approval. In the specified test form, all line managers will assess their workers and score their success during the probation period. Focused on performance ratings, HR will alter the compensation level for workers.

3.10 Confidentiality:

An employee must preserve strict secrecy about the company's business throughout the employment with head office and afterwards. He/she will not disclose his/her salary, promotions and benefits, and any business-related classified data of any kind that he/she has obtained while

in HRD or any other company to any person, organization or company, other than the directors of this company or its designated members, or, if necessary by law.

3.11 Assessing Training needs

Each unit shall, on a yearly basis, determine the training needs of personnel on the basis of the goals set out in the expected annual plan and the review of the individual training needs as identified in the individual operating plans emerging from the annual performance appraisal process. HRD will provide guidance and suggestions for how this planning should take place in the lead-up to these annual training activities.

3.11.1 Training Responsibilities

- Staffs members will, along with their supervisors, recognize abilities and areas that require development as part of the annual evaluation process.
- Supervisors must explore with their staff what fields can be effectively developed. The required support for the training must be provided by the coordinator and the coordination team (financial, time, logistics).
- The department wants its prospective plans and specifications to be assessed. From this planning process, education priorities will arise. It is important that senior managers are sincere and responsive when exchanging details about expected training events and initiatives.
- HRD must play a coordinator role. In addition to coordinating training plans, its function is to align priorities with planned initiatives.

Chapter 4 – Internship project details

4.1 Origin of the report

In order to acquire some theoretical and realistic knowledge about HR activities I was assigned this subject by my supervisor as part of an internship program and this analysis is mainly based on Omera Petroleum Limited. The internship program mainly aims to introduce the applicant to the real world challenges in a working environment. The act of applying theoretical knowledge gained over the period of my under graduation into real life knowledge was a major challenge.

4.2 Background of the report

The completion of the BBA program has a mandatory prerequisite that is to be attached to an organization. This report reflects my attachment at Omera Petroleum LTD and my work and analysis of the selection and recruitment process as an intern.

4.3 The aims of the research

The research aims to analyze, assess, evaluate and suggest constructive changes to the recruitment and selection practices at Omera Petroleum LTD.

4.5 Scope of the study

The system of hiring and evaluation is dealt with in details in this study from a practical and theoretical stand point. This approach will also help us perform analysis on this issue.

4.6 Methodology of the study

The study is comprised of a mixture of primary and secondary data. Different employees from the Omera Petroleum are the key source of information for the data I gathered and used. I attempted to the best of my abilities to include information that is appropriate and relevant by inquiring about different issues and recording their answers and responses.

Primary Data

- Personnel data analysis

- Exploring various issues with company executives and HR personnel.

Secondary Data

- Internet sources like articles, website and journals.

4.7 Limitations of the study

This report comes with some limitations and challenges such as:

- Inability to disclose confidential information like salary and increment policies.
- Reluctance of employees to share certain information about HR policies.
- Busy schedule of employees sometimes prevented them from providing detail information.

4.8 Summary and Conclusion

Omera Petroleum Limited has accomplished tremendous milestones and has always concentrated on meeting the aspirations of consumers. Only because of the people employed in the company was it feasible, because they are the one that does the planning, and implements new changes. It is essential that the right people actually work in the correct position to achieve the objectives of the company. Also, in order to endure its rivals in the existing economy, it is important that they keep enhancing their every mechanism from time to time. OPL could also become more productive and competitive if it implements new technological trends like implementation of the use of HRIS software to manage their employee database. The asset of the business is skilled, prospective & diligent employees. To ensure the organization's onboarding, a company needs to ensure the employees' quality over quantity. To guarantee that the employee pool is productive a perfect recruiting & selection process must be followed by the company and accountability must

be included. Omera Petroleum Limited is growing quite rapidly in the industry, but they must concentrate on their process of recruitment and selection. In addition, to recruit skilled workers and to optimize their operation, they need to do market analysis.

The research and experience managed to improve my realistic knowledge of the organization and the loopholes around which the organization needs to function and improve. It does, however, have several disadvantages, but in order to get the right people in the right place, the recruiting process is still successful.

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