

Report On

Employee Recruitment and Selection as A Means to The Attainment of
Company Objectives: A Study of The ACME Laboratories Ltd.

By

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An internship report submitted to the BRAC Business School in partial fulfillment of the
requirements for the degree of
Masters of Business Administration

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Declaration

It is hereby declared that

1. The internship report submitted is my 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 have acknowledged all main sources of help.

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Letter of Transmittal

Mr. Saif Hossain

Assistant Professor,
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BRAC University

66 Mohakhali, Dhaka-1212

Subject: Submission of the Internship Report regarding the employee recruitment and selection as a means to the attainment of company objectives from the point of view of The ACME Laboratories Ltd.

Dear Sir,

I would like to extend my heartfelt thankfulness and gratitude to you for your active cooperation. Moreover, it is an honor for me for having received the opportunity of working with The ACME Laboratories Ltd and having experiences so as to submit an internship report.

With all the essential data, I have attempted to finish this study and believe that it will successfully meet the academic requirements.

Sincerely yours,

Syeda Nazli Zahan

Student ID: 19264037

BRAC Business School

BRAC University

Date: 05-12-2022

Non-Disclosure Agreement

I do not have such agreement with my organization.

Acknowledgement

I want to begin by thanking the almighty, Allah, for giving me the ability to successfully complete this report regarding the employee recruitment and selection as a means to the attainment of the company objectives from the point of view The ACME Laboratories Ltd. In addition, a heartfelt and special gratitude deserves to be given to my academic supervisor, Mr. Saif Hossain, for properly guiding me on my way to completing this report.

I am very grateful to The ACME Laboratories Ltd.'s HR & Admin Division for giving me the chance to participate in this amazing three-month internship. I also appreciate the Recruitment and Selection Team's aid and cooperation in facilitating my learning about the standard operating procedures of the company.

I would like to express my gratitude to Mr. Ashik Hasan (Deputy Manager, HR & Admin), Mr. Belayet Hossain (Assistant Manager, HR & Admin), and Mr. Ishtiaque Ahmed Khan (Senior Executive, HR & Admin). who provided me with proper guidance while doing the internship at the company and aided me by offering relevant information regarding the operation of the company with reference to the HR activities.

Executive Summary

In this study, the researcher aimed to explore the employee recruitment and selection as a means to the attainment of the company objectives from the point of view of The ACME Laboratories Limited. The purpose of this study is to determine how theories and concepts mentioned in my educational program might be applied to the Recruitment and Selection Process in Bangladeshi pharmaceutical companies. This report was prepared using data from several primary data sources. My daily actions and observations provided the primary data for this study. I also conducted interviews in order to get primary data. The approach of the report is a descriptive review of the recruitment and selection process of The ACME Laboratories Limited. The findings of the report revealed that The ACME Laboratories Limited conducts a diverse range of recruitment and selection practices to ensure that the right persons in right place at the right place.

Keywords: Recruitment; Selection; and Core Values

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List of Acronyms

CNS	Central Nervous System
HRM	Human Resource Management
ISO	International Organization for Standardization
NSAID	Non-Steroidal Anti-Inflammatory Drugs
QMS	Quality Management System
WHO	World Health Organization

Glossary

Core values	The core values of a company are the fundamental ideals and beliefs that guide the firm and its employees.
Pharmaceutical	A pharmaceutical company, often known as a drug company, is a firm that is licensed to research, produce, sell, and/or distribute medications, most typically in the healthcare industry.
Recruitment	The process of identifying, sourcing, screening, shortlisting, and interviewing people for vacancies inside a company is referred to as recruitment.
Selection	The process of finding an individual with the required qualities and abilities from a pool of job applicants to fill positions in an organization is known as selection.

Chapter 1

My internship at Acme Laboratories Ltd

I got the opportunity to do an internship in the human resource management of The ACME Laboratories Limited, as a part of the completion of the Masters of business administration (MBA) degree. I completed this internship starting from the 2nd of February,2022 to 2nd of May, 2022. Since I major in the human resource management (HRM), I worked as an intern of the human resource management department of The ACME Laboratories Limited in order to gain practical knowledge regarding the practices of human resource management. During the internship at The ACME Laboratories Limited, I was entrusted with the responsibility of doing the following tasks.

- Collecting and screening resumes
- Performing system entry
- Preparing call list for written and viva test
- Making attendance for written and viva test
- Making candidate profile summary for viva test
- Making top sheet and exam paper
- Monitoring written exam hall
- Checking answer scripts
- Input final result in CPS
- Preparing the final results
- Preparing Approval note
- Managing the rejected resumes

Collecting and screening resumes

Applicants submit their applications in two methods for various positions such as Microbiologist, Assistant Sales Manager, Assistant Manager-R&D, and so on. Some applicants prefer to send their resumes via mail, while others prefer to send them over the internet. I collected and printed all the resumes received through the process. And, a considerable number of resumes were sent to The ACME Laboratories Ltd. When I was looking for screening resumes, I focused on a few key factors. For instance, there was a job post for an accountant. That circular had requirements. As a result, I examined resumes based on criteria such as age, experience, and educational background. According to their advice, I sometimes distinguished resumes based on public and private universities. And, in case of the CV sent through reference, I highlighted those CVs in the first page.

Performing system entry

I offer system entry to the selected CV after screening all resumes and matching them with the predefined parameter for each vacancy.

Preparing call list for written and viva test

After selecting the final applicants, I entered their names, father's names, and phone numbers into Microsoft Excel. After that, I printed the excel document twice more. Following that, I forwarded the papers to the PBX department.

Making attendance for written and viva test

Preparing attendance sheet is similar to preparing call list sheet. After adding just the signature box, I forwarded the attendance sheet to the reception before the exam date.

Making candidate profile summary for viva test

I created a candidate profile summary before the written, viva, or practical test. I listed the candidates' names, fathers' names, phone numbers, last education, university, birthday, and experience in this section. After that, I printed it and handed it to the viva board.

Making top sheet and exam paper

My job is to prepare the top sheet and exam paper for the recruiting exam. I stapled 5 or 6 sheets and one top sheet together. The top sheet has names, father's name, phone number, email, CV serial, date, and signature.

Monitoring written exam hall

During exam time, I keep an eye on the exam room to ensure that no students are acting unfairly. I also supply exam papers, questions, and additional paper to applicants as needed.

Checking answer scripts

I checked the MCQ section of the answer script the majority of the time. I was not permitted to examine the description section. I counted total marks after verifying the script and stapled the top page with the answer script.

Input final result in CPS

I then entered exam numbers into CPS. I separated the applicants who had failed the written exam. These scripts were separated.

Preparing the final results

I prepared and forwarded the final results to the supervisor after the viva process has completed.

Preparing Approval note

When an employee is finally chosen, I prepare an approval note that includes the person's name, address, and joining area.

Managing the rejected resumes

I also keep a dossier of rejected resumes. Applicants from rejected resumes were occasionally phoned.

Observations

During the period of internship at The ACME Laboratories limited, I have come to make the following observations regarding the recruitment and selection functions of the company.

Proper utilization of internal sources of employees: The HR department keeps a close check on internal sources. When a recruiting process was underway, the HR division placed a recruitment advertising on every branch's notice board. This advertisement is also posted on their intranet. As a result, this organization's employees will be able to see the advertising. The HR division also keeps touch with employees from other divisions so that they may refer others to apply here. However, they do not promote on their own website.

Workforce limitation: for completing daily functions of the HR & Admin department, the business organization lacks an optimum number of employees.

Huge paperwork: The ACME Laboratories Ltd.'s HR department has utilized a lot of paper. Paper is employed in every phase of the process, from the requisition form to the final result publication, which produces a lot of wastage.

Standardization of HR functions: I find the practices of recruitment and selection of the business organization to be similar to what I have learned from the theories in the classroom. hence, the practices of recruitment and selection of The ACME Laboratories limited are highly standardized.

Lessons and skills learned from the internship program

Stress management: While doing the internship at The ACME Laboratories limited, I had to maintain a diverse range of tasks with having a determined deadline in mind. it increased my ability to cope with stressful situation.

communication skills: To perform my job, I had to communicate with a variety of individuals, including candidates, supervisors, interns, and new hires. As a result, it aids in the development of my communication abilities.

Teamwork: In The ACME Laboratories Ltd, I was constantly surrounded by a supportive team. Here, I realized that as for the functions of the HR & Admin department, collaboration is an important component of completing tasks in the business.

Punctuality and time management: Over the period of my internship at The ACME Laboratories limited, I had to comply with the arrival and the departure time. In addition, I was given tasks with deadlines to complete.

Chapter 2 Organization Background

2.1 Company Overview (The ACME Laboratories Limited)

The ACME Laboratories Limited is one of the leading business organizations operating in the Pharmaceutical industry of Bangladesh. This business organization is officially authorized to produce ethical drugs and market them in the market. At the time of the inception of The ACME Laboratories Limited, it used to produce a few products of oral liquid. Late Hamidur Rahman Sinha founded this business organization. Since the inception of the company, he has played the main visionary role of leading the company out of the inception of its operation. The The ACME Laboratories Limited started its journey since 1954. At the time of inception back in 1954, late Hamidur Rahman Sinha founded this business as a sole proprietorship. however, later on, this business was converted into a private limited company back in 1976. At the end of 1983, with modernized operational facilities, a new plant of the business organization was established in Dhamrai, a near area of Dhaka. The top management of this business organization always focused on enhancing the production facilities and adding employees, thus boosting sales and the marketing efforts of the company. With the current capacity and technology, The The ACME Laboratories Limited is producing more than 800 products. As a part of the plan of exporting products abroad, The ACME Laboratories Limited strived to strengthen its network of international marketing operation. The ACME Laboratories Limited provides high quality medicine solutions in various dosages. The medicines produced by the company provide solutions of therapeutic categories inclusive of anti-diabetics, cardiovascular, gastrointestinal, respiratory diseases and others. Having succeeded in the Bangladeshi market, The ACME Laboratories Limited is gaining a good level of momentum in the operation in Southeast Asia, Africa, and Central America, thus enabling the company to help meet the global challenges at an unprecedented pace

The employees of The ACME Laboratories Limited are equipped with outstanding knowledge and the skills. The employees also show an optimum level of professionalism in work, thus shaping a good corporate culture, which also entices the potential candidates of the company.



Figure 1 The ACME Laboratories Limited

The ACME Laboratories Limited is always committed to the values of the company, which has been inculcated by the founder. The core value is to produce high quality medicines with integrity, customer focus, excellence, team spirit, and the desire to win and responding to social and environmental needs. The ACME Laboratories Limited follows high quality formulations for catering to the health care needs. The ACME Laboratories Limited is an ISO 9001:2015 certified company. The slogan for quality of the company is “Perpetual Quest for Excellence”. The ACME Laboratories Limited brings new brands to the local and the international market with a view to ensuring health, vigor, and happiness for the people across the globe.

2.2 History of The ACME Laboratories Limited

Years	Achievements
1954	The business organization was founded
1976	Conversion into a private limited company
1983	Commercial operation started in Dhamrai
1995	Beginning of the international operation by exporting medicines to Bhutan
1999	ISO 9001:1994 certification for its Quality Management System
2009	Up-gradation of QMS as per latest version of ISO 9001:2008
2011:	Establishment of Modern state of the art facilities
2012	Certification of ISO 9001:2008 received
2013	Company raised paid up capital amounting BDT 2,060 million through ordinary shares
2016	Being enlisted in the Dhaka Stock Exchange Ltd. and Chittagong Stock Exchange Ltd
2017	Up-gradation of ISO standard from 9001:2008 to 9001:2015 version
2018	Received certificate on outstanding contribution to the mitigation of Climate Change from Global Climate Partnership Fund and The City Bank Ltd.
2019	Receipt of the Certification of GMP Compliance from UK-MHRA (Medicines and Healthcare Products Regulatory Agency of UK)
2020	Received certification from TGA Australia (Therapeutic Goods Administration). Launching of Zolpidem IR Tablet in US Market.
2021	Received the prestigious WHO Prequalification approval for Zinc Dispersible Tablet.

Table 1 History of The ACME Laboratories Limited

2.3 Vision, mission, and core values of The ACME Laboratories Limited

Vision

The ACME Laboratories Limited aims to ensure Health, Vigor and Happiness for all (ACME Laboratories Ltd, 2022).

Mission

The organization's comprehensive strategy is to secure everyone's Health, Vitality, and Happiness by producing ethical medications and medicines of the best quality at an accessible price and expanding in the local and global market. The firm considers itself to be partners with the government. The organization's comprehensive strategy is to secure everyone's Health, Vitality, and Happiness by producing ethical medications and medicines of the best quality at an accessible price and expanding in the local and global market. The organization sees itself as a collaborator with physicians, healthcare professionals, all other clients, and their staff, as well as being environmentally conscious (ACME Laboratories Ltd, 2022).

Core values

The values of ACME are the yardstick by which they think and behave. They are the foundation of the company's past, current, and future success. They do business based on shared ideals. Customer focus, team spirit, passion to win, proactivity, honesty, and quality are the keys to their success. These principles guide their interactions with consumers and business partners on a daily basis, as well as their cooperation and collaboration with one another.

2.4 Major products of The ACME Laboratories Limited

ACME conducts business over 541 branded generic products in various dosage forms such as Tablet, Capsule, Oral Liquid, Injectable, Dry Powder Inhaler, Metered Dose Inhaler, Large Volume Parenteral, Cream, Ointment, Suppository, Ophthalmic, and so on, covering a wide

range of therapeutic categories such as Anti-infectives, Anti-ulcerents, Cardiovascular, Antidiabetics, CNS, NSAIDs.

Tablet Don-A Domperidone Maleate	Tablet Limbix Amitriptyline Hydrochloride + Chlordiazepoxide
Capsule (Delayed Release) Maxima Esomeprazole	Capsule Fix-A Cefixime Trihydrate
Tablet Famiclav Cefuroxime Axetil + Clavulanic Acid	Tablet TPC Vitamin B1, B6 & B12
Tablet Monas Montelukast Sodium	Inhalation Capsule Salflu Salmeterol + Fluticasone Propionate
Capsule (Delayed Release) PPI Omeprazole	Tablet Azin Azithromycin Dihydrate

Table 2 Major products of The ACME Laboratories Limited

2.5 Departments of The ACME Laboratories Limited

The ACME Laboratories Limited conducts business by maintaining cooperation as well as coordination among various departments in order to compete sustainably in the market.

Finance & Accounts Department
Marketing Department
HR & Administration Department
Supply Chain Department
International Business Department
Sales & Distribution Department
Legal, Regulatory & QMS Department
Information Technology Department
PPIC Department
Production Department

Table 3 Departments of The ACME Laboratories Limited

2.6 Board of directors of The ACME Laboratories Limited

Names	Positions
Nagina Afzal Sinha	Chairman
Mizanur Rahman Sinha	Managing Director
Dr. Jabilur Rahman Sinha	Deputy Managing Director
Jahanara Mizan Sinha	Deputy Managing Director
Tasneem Sinha	Director
Tanveer Sinha	Director
Sabrina Juned	Director
Fahim Sinha	Director
Md. Abul Hossain	Nominee Director
Das Deba Prashad	Independent Director
Ehsan Ul Fattah	Independent Director
Evana Hoque	Independent Director

Table 4 Board of directors of The ACME Laboratories Limited

2.7 Sister concerns of The ACME Laboratories Limited

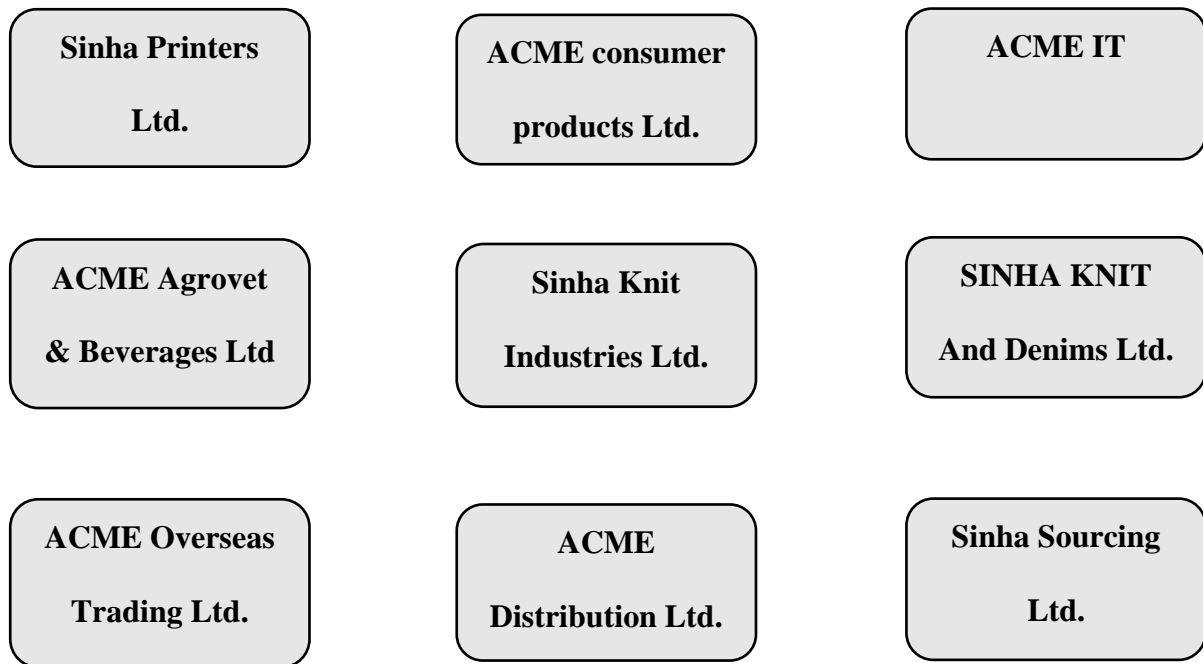


Figure 2 Sister concerns of The ACME Laboratories Limited

2.8 Porter's Five Forces Model of The Acme Laboratories Ltd

Rivalry in the industry

The level of rivalry in the pharmaceutical industry of Bangladesh is moderate to high. There are approximately 150 product categories in the industry, and the price limit of the products is set and controlled by the government. So, companies operating in the pharmaceutical industry of Bangladesh have to focus on non-price factors in order to differentiate the brand in the market, such as brand preference, product quality, etc. In this industry, 150 competitors compete with one another and the top 30 companies capture 90% of the total market share. However, competition is not extreme for the product categories for which there is no government control for product pricing. Also, entry into this industry is very complex for foreign companies because the government does not give permission to enter the market without resorting to a joint venture with the Bangladeshi company which should possess at least 50% of the total share of the venture.

The threat of new entrants

The barriers are high for the pharmaceuticals industry of Bangladesh, because of various factors such as customer loyalty, brand preference, heavy capital requirement, government rules and regulations, etc. However, the threats of new entrants are also high because of the increased rate of industry profitability and the alluring growth of the pharmaceutical industry of Bangladesh. The factors that act as barriers to entry to the pharmaceutical industry of Bangladesh are listed below.

- Brand preference and customer loyalty
- Economies of scale
- Heavy capital requirements
- Access to distribution channels

The threat of substitute products

The substitutes in the pharmaceutical industry of Bangladesh are not easily available for all products. However, there are some substitutes in some product categories. Some factors like the performance, quality, and the pricing of the substitute products play a vital role in the customers' decision to choose substitutes. However, in rural areas, due to superstitions and wrong beliefs, people often go for organically produced medicines in exchange for pharmaceutical products, which reduces the acceptance of pharmaceutical products among them.

Bargaining power of suppliers

In the pharmaceutical industry of Bangladesh, the bargaining power of suppliers is low because almost all of the manufacturers in the industry import raw materials directly from foreign countries, thus cutting out the dependency on raw material suppliers. Also, the number of suppliers in this industry is very high, which reduces the pricing ability of suppliers, accompanied by the big purchase volume of companies. The bargaining power and switching costs to other suppliers are low in this industry.

Bargaining power of buyers

Unlike other consumer products, the decision-makers of the use of pharmaceutical products are different. Chemists, physicians, and retailers are the primary decision-makers for pharmaceutical products. Many products in this industry are identical to one another, and the number of competitors in the industry is also high, so the bargaining power of the buyers is high. In some cases, physicians may share the mutual benefits of pharmaceutical products and affect brand establishment in the market, which further increases the bargaining power of buyers.

2.9 SWOT analysis of The Acme Laboratories Ltd

Strengths

- High brand recognition in the pharmaceutical industry as the pioneer
- The presence of decentralized decision-making and information inputs come from every level of the organization
- A strong corporate culture with an increased emphasis on customer responsiveness, quality, and environmental sustainability
- Efficient R&D department
- Skilled human resources
- Strong collaboration with foreign companies

Weaknesses

- The underutilized capacity of the plant in Pabna
- Higher dependency on traditional distribution channel
- Deficiency in integration between functional and divisional units
- Centralized decision-making of manufacturing plants
- Expensive distribution and manufacturing
- Higher dependency on its external environment and input suppliers

Opportunities

- The growing popularity of ethical practices in the industry
- Increasing demand in the local and international market
- Globalization enabling the company to diversify its business

Threats

- Extreme promotional activities of competitors

- High fluctuation rates in exchange
- Higher probability of entry of new competitors
- Increasing bargaining power of buyers
- Unpredictable technology potentials in the industry

2.10 Functions of The Acme Laboratories Ltd

Purchase of supplies and inbound logistics

The Acme Laboratories Ltd buys a large bulk of supplies which gives the opportunity to the company of minimizing the cost in the inbound logistics. This company also purchases a relatively large volume of supplies in comparison to other pharmaceutical companies, which also enables the company to get a favorable rate of the price compared to other competitors

Distribution and outbound logistics

As the operation department is finished with the production of products, the finished products are stored and sent to various departments by means of the company's own delivery units. After that, the company distributes the products all over the country. The company utilizes its own delivery vans to send products to the needed areas with the minimum time. The Acme Laboratories Ltd also export products to various countries including Europe, Asia and African nations.

Research and development

Bangladesh has no patent law for medicines which enables any company to copy the product of another company and market it. The Acme Laboratories Ltd has a full-time dedicated to research and development team which is entrusted with the responsibility of finding new ideas and introducing new products to the market. The team has always a watch over competitors in order to find the gaps in new products for the customers. The team is also focused on adding

new dimensions to the existing products in order to create more value for the customers. The Acme Laboratories Ltd is the leader in this field which allows them to enjoy a sustainable competitive advantage by developing new products and selling them in the market.

Operations/production

The Acme Laboratories Ltd is highly committed to ensuring product quality and standards while the production of the products. The company always focuses on establishing the benchmark for high productivity and lower cost per unit. The state-of-the-art technology is used by The Acme Laboratories Ltd, which enables the company to gain the advantages of higher production at the minimum time. In the production, The Acme Laboratories Ltd never compromises the quality of products. The company follows the international standards of the quality management system to produce quality products to cater to the needs of customers more effectively.

Sales and marketing

The sales and marketing team of The Acme Laboratories Ltd always tries to capitalize on the opportunities for competing in the local and international markets. The Acme Laboratories Ltd has been successful in achieving a higher market share and brand image in this extremely competitive pharmaceutical industry of Bangladesh. The company utilizes various marketing techniques such as public relations (PR) activities, and sales promotion to doctors, which acts as a source of differentiation for the company. The sales activities for the company include the following:

- In light of past performance and future predictions, sales targets are set.
- Customer wants are recognized
- Recognizing different market segments and their demand trends to forecast sales using historical data and current trends.

- Regular evaluation of the sales representatives, area sales manager's, and regional sales manager's performance is necessary to achieve the goal.
- Decide on the marketing objectives.
- Portraying the company as a high-quality commodities importer and maker.
- To assist the sales staff and any other sales-related activities, develop market approaches such as trade marketing and distribution.

Human resources

The aim of the human resource activities conducted by The Acme Laboratories Ltd is to ensure that the right people are at the functional level and business level of the organization. The company also properly ensures that the employees are motivated and properly compensated to perform their respective duties. The practices of human resources of The Acme Laboratories Ltd are very hard to imitate for other competitors. For the employees working in the marketing and sales department, exceptional rewards in individual level, team level, and department level are available. The company uses performance appraisal systems that aid the company in appraising the performance of employees on a periodical basis, based on which the bonus system is conducted. The company also practices an immediate reward system in order to elicit new ideas in the company. The Acme Laboratories Ltd also conducts cash reward system for motivating employees upon successful completion of the targets.

The Acme Laboratories Ltd also provides training for employees because adequately trained employees contribute to the growth of the company. The company also conducts strategic human resource development programs, which aids the company in reaching the zenith of success in the pharmaceutical industry of Bangladesh.

Chapter 3

Employee recruitment and selection at The Acme Laboratories Ltd

3.1 Background of the study

All over the world, business organizations are significantly focusing on the recruitment and selection processes. In addition, business organizations operating in different industries now resort to innovative practices for recruitment and selection of employees in order to ensure that the right employees are recruited in a particular business organization at the right time (Murdock, 2022). As the global economy moves forward with an unprecedented pace, the focus of business organization has also increasingly shifted on the enhancement of the practices of recruitment and selection of employees (Tyfting, 2020). This is getting more compounded when viewed from the perspective of the currently extremely competitive business environment. In this business world, business organizations may get a significant competitive edge over the other similar competitors by having a better qualified set of employees (Sikora et al, 2016). In addition to this, employees play a significant role in ensuring the sustainability of a particular business organization.

Over and above, it has to be noted that by resorting to innovative practices of recruitment and selection of employees, business organizations can significantly reduce the costs to be incurred in training and developing of new employees. In other words, by following effective and properly designed practices of recruitment and selection of employees, business organizations can significantly reduce the rate of employee turnover. As a result of this, employees tend to stay in a business organization for a long time, thus contributing to the operational effectiveness of a particular business organization. On a different note, it has to be noted that many business organizations have also been accused of being biased during the selection process of employees (Giles, 2018). However, many approaches have come out to reduce the effects of the bias

commonly encountered in the selection process of employees for a particular business organization.

3.2 Rational of the study

The overall dynamics and the patterns of the practices of recruitment and selection of employees of a particular business organization significantly contributes to the overall sustainability as well as the growth of that business organization. This relationship can be better understood when viewed from the perspective of modern business organizations. Nowadays, business organizations in Bangladesh focus on innovative practices of recruitment and selection of employees for reducing the future problems. Among those business organizations focusing on improved practices of recruitment and selection of employees, The ACME Laboratories Limited is one of them (ACME Laboratories Ltd, 2022). The objective of the recruitment process is to attract as many potential candidates for the vacancies as possible. But before this, business organizations are acquired to identify the needs of employees and advertise the job vacancies in public platforms. In other words, recruitment process brings match between those having vacancies and those seeking jobs. On a different note, good practices of recruitment do not attract unsuitable candidates. Therefore, business organizations put an optimum level of information regarding the vacancies in the job advertisement.

I am currently on the brink of the completion of my Masters of Business Administration (MBA) degree. In order to officially complete this degree, I am required to do an internship. I am very lucky to have got a chance to do my internship in this leading business organization in the country, The ACME Laboratories Limited. As a part of my internship, I am conducting this report regarding the employee recruitment and selection as a means to the attainment of company objectives from the point of view of The ACME Laboratories Limited. I believe that the completion of this report will carry immense significance for my future.

3.3 Objectives of the study

The primary objective of the study is to explore the role of employee recruitment and selection in attaining organizational objectives of The ACME Laboratories Limited.

Research objectives

- To Explore the extent of work of recruitment and selection of The ACME Laboratories Ltd.
- To explore the objectives of the Recruitment and Selection process of The ACME Laboratories Ltd.
- To explore the drawbacks of current Recruitment and Selection practices of The ACME Laboratories Ltd.
- To recommend some points to overcome the problems in the Recruitment and Selection Process of The ACME Laboratories Ltd. And other pharmaceutical companies as well.

Research questions

- What is the extent of work of recruitment and selection of The ACME Laboratories Ltd?
- What are the different objectives of the Recruitment and Selection process of The ACME Laboratories Ltd?
- What are the drawbacks of current Recruitment and Selection practices of The ACME Laboratories Ltd?
- What are the recommendations to overcome the problems in the Recruitment and Selection Process of The ACME Laboratories Ltd and other pharmaceutical companies as well?

Scope of the report

This report deals with the employee recruitment and selection as a means to attain the organizational objectives of The ACME Laboratories Limited. It has to be noted that the effectiveness of the existing practices of recruitment and selection in fulfilling the objectives of recruitment and selection has been investigated in this study. In other words, the role of the practices of recruitment and selection of employees in achieving the ultimate organizational goals of The ACME Laboratories Limited has not been investigated in this study. This report provides a review of the practices of the recruitment and selection of The ACME Laboratories Limited, along with the areas of bringing improvements in the existing practices of recruitment and selection.

Limitation of the study

The researcher has investigated the role of employee recruitment and selection practices of The ACME Laboratories Limited in achieving the organizational objectives. In doing this report, researcher has put utmost efforts possible to avoid limitations, but encountered some limitation in the report.

- The data was gathered from one deputy manager working in the Human Resource Management department of The ACME Laboratories Limited. The data was collected through interviews. As data was collected from only one respondent and through qualitative method, the extent of the collected data may not be properly sufficient to reach a conclusion.
- While working as an intern at The ACME Laboratories Limited, I also had to focus on the preparation of the report, which was very difficult for me to manage. Therefore, lack of undivided attention may deteriorate the quality of the report to little extent.

The number of respondents for interview is very low due to time constraint.

3.4 Methods

The topic for this report is employee recruitment and selection as a means to attain the organizational objectives from the point of view The ACME Laboratories Limited. This topic has been finally selected after little modification of the topic, as instructed by the supervisor.

Research design

The empirical research design has been followed to conduct this study. This research design has been used because the study is based on the observation and measurement of phenomena, as has been directly experienced by the researcher.

Data collection sources

In order to collect data for conducting the study, the researcher has collected only primary data.

Primary data

Two primary sources of data collection have been used in this study, which are as follows.

- Self-observations
- Interview

The researcher has made self-observations on the basis of the experiences gathered throughout three months of the internship period. The researcher has made self-observations regarding the role of employee recruitment and selection of The ACME Laboratories Limited in attaining the organizational objectives.

In addition, the researcher has also conducted interview with one Deputy Manager in the HR & Admin Department of The ACME Laboratories Limited. This interview has been conducted through mobile phone. Questions regarding the role of employee recruitment and selection of

The ACME Laboratories Limited in attaining the organizational objectives were asked during the interview for getting in-depth insights regarding the research issue.

Sample size

One deputy manager of the HR & Admin department has been interviewed for collecting in-depth information.

3.5 Data analysis of the study

The researcher has analyzed data collected through interview regarding the recruitment and selection practices of The ACME Laboratories Limited. The researcher has analyzed data regarding the extent of work of recruitment and selection of The ACME Laboratories Limited. In addition to this, the researcher has also collected data regarding the objective of the recruitment and selection process of the business organization, along with the various drawbacks of the existing practices of recruitment and selection process of employees of The ACME Laboratories Limited.

The extent of work of recruitment and selection of The ACME Laboratories Limited

The respondent has replied that the practices of recruitment and selection of employees of The ACME Laboratories Limited involve a diverse range of activities. The business organization has to follow a predetermined process in order to properly perform the practices of recruitment and selection of employees for a particular vacancy. The respondent said that the needs of employee recruitment have to be identified and justified as well before moving on to the next steps of recruitment and selection of employees for a particular position. The respondent also said that after getting proper justification regarding the manpower demand raise, the decisions regarding vacancy and consequent replacement of the position are made.

In addition to this, the respondent also said that CV sourcing is a very important task under the recruitment and selection practices of The ACME Laboratories Limited. In this case of CVs sourcing, the business organization uses a diverse range of sources which include online page, Bdjobs, LinkedIn, company website, newspaper, and etc. The respondent said that after sourcing the CV, the screening of the CV is made according to the predetermined criteria. In the CV screening phase, the potential candidates are listed according to the qualifications and skills of the candidates.

The respondent has also said that after completing the CV sourcing and screening phase, the final steps of selection of employees for the company start. According to the respondent of the study, in the final steps of selection of employees, written tests and viva are conducted. It has to be noted that viva is taken on two steps. After passing the initial viva, potential candidates are required to face the final viva for the final selection in the organization.

The respondent said that Internal Promotion Assessment is a significant practice of recruitment and selection of The ACME Laboratories Limited. In the Internal Promotion Assessment of The ACME Laboratories Limited, case analysis and IT test are conducted. In addition to this, the respondent also said that in this assessment, problem solving session is conducted where potential candidates are required to solve a particular problem regarding the work. After providing solution to the problem, the potential candidates are required to present their solution to a panel of judges. The respondent also noted that potential candidates are engaged in group discussion for solving the problem. Also, role playing of potential candidates is used by the business organization as a selection tool of employees.

Objective of the recruitment and selection process of The ACME Laboratories Limited

As has been noted by the respondent, the main objective of the practices of recruitment and selection of employees of the business organization is to ensure that *right persons are in the*

right place at the right time. The respondent also noted that the business organization designs that recruitment practices in such a way that attracts the attention of the most suitable potential candidates for the asked positions. In addition to this, the respondent also noted that the business organization designs the selection practices in such a way that reduces the possible biases to the barest minimum.

Drawbacks of the current recruitment and selection practices of The ACME Laboratories Limited

The respondent has noted that there are some drawbacks of the current practices of recruitment and selection of employees of the business organization. The current practices of recruitment often lead to the waste of time. In addition to this, the current practices of selection are also very much time consuming. The respondent also noted that most of the practices of the recruitment and selection of employees of The ACME Laboratories Limited are based on paperwork. So the existing practices of recruitment and selection lack proper automation in the process, which is very important for bringing more productivity in the business. In addition to this, the respondent has also noted that The ACME Laboratories Limited has limited workforce for performing a diverse range of activities, pointing out that employees are often required to manage huge work pressure.

However, despite a few drawbacks of the current practices of recruitment and selection of employees of The ACME Laboratories Limited, the current recruitment and selection process is very effective for the company, according to the respondent of the study. The respondent has further noted that the current practices of recruitment and selection are effective since the potential candidates are judged on the basis of the performance. In addition, by implementing the existing practices of recruitment and selection of employees of the business organization, the company is getting the active and effective employees for its asked positions.

3.6 Findings of the study

Extent of recruitment and selection practice

The ACME Laboratories Limited utilizes both internal as well as the external sources of recruitment. The ACME Laboratories Limited focuses on the identification of employee needs before deciding on new employee recruitment. The ACME Laboratories Limited ensures that there is a justified manpower demand regarding the vacancy and consequent replacement of the position. CV sourcing is a very important practice of recruitment for The ACME Laboratories Limited. The ACME Laboratories Limited uses several sources for CV sourcing like online page, Bdjobs, LinkedIn, company website, newspaper, and etc. The ACME Laboratories Limited has no discrimination in the recruitment and selection process. The ACME Laboratories Limited initiates written tests and viva after completing the CV sourcing and screening phase. The ACME Laboratories Limited conducts final Viva after a potential candidate faced the initial viva. The ACME Laboratories Limited uses Internal Promotion Assessment. The ACME Laboratories Limited utilizes case analysis, problem solving, IT test, presentation, group discussion, and role playing for Internal Promotion Assessment of employees.

Objective of the recruitment and selection process

The ACME Laboratories Limited aims to ensure that the right persons are in the right place at the right time by conducting recruitment and selection practices.

Drawbacks of the current recruitment and selection practices

The ACME Laboratories Limited consumes more time in conducting recruitment and selection practices. The ACME Laboratories Limited has not any automated process in the recruitment and selection work. The ACME Laboratories Limited has limited workforce for conducting recruitment and selection work.

3.7 Conclusion and recommendations

Conclusion

In this study, the researcher has studied the role of employee recruitment and selection practices as a means to the attainment of the organizational objectives for The ACME Laboratories Limited. In order to conduct this study, the researcher has developed objectives of the study. The researcher has collected only primary data for conducting this study regarding the employee recruitment and selection practices as a means to the attainment of the organizational objectives from the point of view of The ACME Laboratories Limited. The researcher has used self-observations and interview method for collecting the primary data.

After the completion of the study regarding the recruitment and selection practices as a means to the attainment of organizational objective from the point of view The ACME Laboratories Limited, the researcher has been able to meet all the objectives of the study. In the first objective, the researcher wanted to explore the extent of work of recruitment and selection of The ACME Laboratories Limited. The researcher has found that the extent of work of recruitment and selection of the company is characterized with a diverse range of activities such as CV sourcing, Internal Promotion Assessment, manpower demand raise justification, etc. In the second objective, the researcher wanted to know the objective of the recruitment and selection process of The ACME Laboratories Limited. The research has also found that the objective of the recruitment and selection practices of the business organization is to ensure that the right person are in the right place at the right time. In the third objective, the researcher wanted to explore the drawbacks of current recruitment and selection practices of The ACME Laboratories Limited. The report has found that the existing practices of recruitment and selection are time consuming and lack automation process, along with a deficiency of optimum workforce for conducting the activities.

Recommendation

In the last objective, the researcher wanted to recommend The ACME Laboratories Limited some points for improving the existing practices of recruitment and selection. As a part of the recommendations, the researcher has recommended

- The ACME Laboratories Limited should introduce especially designated software for managing CV such as screening. This is how the business organization can save huge time.
- The ACME Laboratories Limited should include more employees in the workforce. It will increase the overall productivity of the employees working in The ACME Laboratories Limited.
- The ACME Laboratories Limited should communicate with the rejected candidates about their failure in a warm manner. This is how the company can increase the employment brand in the market.

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Appendix A.

Interview Questions

What is the extent of work of recruitment and selection of ACME laboratories Ltd.?
What are the different practices of recruitment and selection of ACME Laboratories ltd.?
What are different objectives of the Recruitment and Selection process of the ACME Laboratories Ltd.?
What are the drawbacks of the current Recruitment and Selection practices of The ACME Laboratories Ltd.?
Are this running Recruitment and Selection process effective for the company?

