

**Internship Report**  
**On**  
**Recruitment & Selection Process of**  
**Paragon Group**





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**Recruitment & Selection Process of**  
**Paragon Group**

**Submitted To:**

Shamim E. Haque  
Assistant Professor, BRAC Business School  
BRAC University

**Submitted By:**

Tahmid Jarif  
ID: 11104021

**Date of Submission: September 7, 2016**

## **Approval of the Supervisor**

This is to certify that Mr. Tahmid Jarif (ID: 11104021) is a student of BRAC Business School of BRAC University. He has prepared his internship report under my supervision which is a basic requirement of his B.B.A degree. He is active, sincere, dutiful and amiable.

I wish his success at every step of his life.

.....

**Shamim E. Haque**

**Assistant Professor**

**BRAC Business School**

**BRAC University**

**Dhaka**

## Letter of Transmittal

September 7, 2016

Shamim E. Haque

Assistant Professor

BRAC Business School

BRAC University

Dhaka

Subject: Submission of Internship Report.

Dear Sir,

It is a great honor to submit the report prepared for my 3 months long internship program in Paragon Group. The report is the final outcome of successful completion of my internship program at the organization. In this endeavor, my report seeks to identify and describe the recruitment and selection process of Paragon Group.

It has been a joyful and enlightening experience for me to work in the organization and prepare this report. I would like to express my profound gratitude for your kind and conscious guidance in preparing the report. It would be a great achievement for me if you find this report informative enough to fulfill the requirements.

Thank you.

Yours sincerely

Tahmid Jarif

ID: 11104021

## **Acknowledgement**

First of all I would like to acknowledge with gratitude the blessings of Almighty Allah for giving me physical and mental strength for successfully carrying out the internship program and preparing the report.

I am deeply indebted to my internship advisor Mr. Shamim E. Haque, Assistant Professor, BRAC Business School, BRAC University for his whole-hearted supervision during the preparation of the report. His valuable suggestions and guidance helped me a lot in preparing the report in an organized manner.

I would like to thank,

Major M. Bazlul Karim (Retd.), General Manager (People & Organization)

Mr. Mohammad Tuhirul Islam, Sr. Manager (HR & Admin) of Paragon Group.

Mrs. Husne Jahan Arzu, Asst. Manager (HR & Admin) of Paragon Group.

Mr. Md. Samsul Arefin, Officer (HR & Admin) of Paragon Group.

All members of Human Resource Division team for providing me guidance and with proper information that was very much needed in order to successful complete of this report.

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## **Executive Summary**

Paragon group is one of the largest agro based company in Bangladesh. In Bangladesh it has successful financial turnover. This report mainly deals with the existing recruitment & selection process of Paragon Group.

This specific report is mainly based on the prime responsibilities that were needed to do during the internship period at Paragon Group, Bangladesh. Since the internship was in the recruitment and selection process of HR department, the report has been prepared mainly considering the theme of Talent Acquisition or recruitment process. This report is a descriptive one; no quantitative analysis has been done here. In the very beginning of the report, the background of Paragon Group, Bangladesh has been described. Then the job responsibilities that were needed to be accomplished during the internship tenure in the head office have been jotted down. After that the process of recruitment of the organization has been elaborated.

Based on my knowledge & practical experience, I have made this report. I have prepared my report based on information & data supplied by Paragon group. I have also personally tried to collect information regarding this particular topic. I have tried to use various source like internet & face to face interviews with HR department.



# CHAPTER-1

## ORGANIZATION PART



## 1.1. Background of Paragon Group

Established in the year 1993, Paragon Group is one of the leading Agro-based companies in Bangladesh. It is engaged in producing broiler and layer parent chicks, commercial broiler and layer chicks, poultry, etc. It is also into the businesses of fish, shrimp feed, table eggs, tea, mushroom, rubber, organic fertilizer, bio-electricity, PP woven bags, solar panels, LED lights and poultry care services. The Managing Director & Chairman is Mr. Moshir Rahman. The head office of the company is located at 5, Mohakhali C/A, Dhaka-1212, Bangladesh.

Paragon Group started its journey with Paragon Poultry Ltd. from 1993. Since then it has been able to come up with additional 35 sister concerns of the poultry business. The list of 36 sister concerns of the group is tabled below:

1. Paragon Press Ltd.	17. Jessore Feed Ltd.
2. Paragon Poultry Ltd. (Hatchery)	18. Chittagong Feed Ltd.
3. Paragon Poultry Ltd. (Chamiadi Project)	19. Paragon Feed Ltd.
4. Paragon Poultry Ltd. (Layer Division)	20. Parasol Energy Ltd.
5. Paragon Poultry Ltd. (Shagordighi Project)	21. Poultry Care Lab
6. Paragon Poultry Ltd. (Haluaghat Project)	22. Paragon Plast Fiber Ltd.
7. Usha Poultry Ltd. (Commercial Boiler)	23. Farmhouse Publication
8. Usha Poultry Ltd. (Beron Project)	24. Hajinagar Tea Estate
9. Paragon Agro Ltd. (Grand Parent)	25. Rahmania Tea Estate
10. Paragon Agro Ltd. (Consumer Food)	26. Fatehbagh Tea Estate
11. Chittagong Chicks Ltd.	27. Kanun Valley Dairy
12. Denm Poultry Complex (Pvt.) Ltd.	28. Maize Purchase Centre
13. Rangpur Poultry Ltd.	29. Malek Spinning Mills Ltd.
14. Aqua Breeders Ltd.	30. Asia Pacific General Insurance Co. Ltd.
15. Paragon Poultry Ltd. (Feed Division)	31. Titas Spinning & Denim Co. Ltd.
16. Rangpur Poultry Ltd. (Feed Division)	

**Table a: Sister Concerns of Paragon Group**

Paragon diversified into poultry business in 1993. Over the past 30 years Paragon has expanded its operation both vertically & horizontally and become one of the leading Agro-based companies in Bangladesh. Paragon has been successful in establishing strong brand image by maintaining a rapid market growth and gaining buyer confidence. Udayan Press Ltd” was founded by Mr. Mizanur Rahman, father of Mr. Moshir Rahman (MD Paragon Group). From the very beginning Mr. Moshir Rahman has enough enthusiasm in business and entered in printing business in 1989. Soon after that Mr. Rahman launched his own printing & packaging “Paragon Press Ltd” and never had to look back. Today Paragon

is a pioneer in agro based business in Bangladesh.

## 1.2. Company History

SL	Company Name	Establishment Year
01	Paragon Press Ltd.	1989
02	Paragon Poultry Ltd.	1993
03	Sports Zone Ltd.	2001
04	Usha Poultry Ltd.	2002
05	Usha Feed Ltd.	2002
06	Jessore Feed Ltd.	2002
07	Chittagong Feed Ltd.	2003
08	Paragon Agro Ltd.	2003
09	Hazinagar Tea Estate	2003
10	Grand Parent Breeding Farm	2004
11	Rahmania Tea Estate	2006
12	Chittagong Chicks Ltd.	2007
13	Paragon Plast Fiber Ltd.	2007
14	Rangpur Poultry Ltd.	2008
15	Paragon Layer Grand Parent Breeding Farm	2009
16	Fatehbagh Tea Estate	2009
17	Organic Fertilizer & Bio-electricity	2010
18	Paragon Feed Ltd.	2010
19	Parasol Energy Ltd. (Solar Plant)	2010
20	Paragon Agro Ltd. (Consumer Food)	2014

**Table b: Company establishment.**

## 1.3. Size of the Company

**Manpower:** Paragon group has manpower strength of over **4,000 employees**, including over **200 professional**.

**In Head office:** 150 employees

## 1.4. Mission & Vision of Paragon Group

Excellence in Agro-based businesses integrating innovative and proven technologies, teamwork, research and services diverted to work for food security of our country.

The business decisions of the management of Paragon Group for capacity expansion & integration are to be one step forward to achieve self-sufficiency in animal protein requirement. Those will also ensure food

safety as well as food security.

## 1.5. Core Values of Paragon Group

For almost a century, Paragon Group has gained the trust of societies locally and abroad. The organization remains committed to improving the livelihood and well-being of the people and aims to play its part in strengthening the growth and sustainability of the economy, society and environment.

- **Three benefits to sustainability:** The sustainability of businesses is based upon people, society and the country and cannot be achieved independently. To behave with responsibility for department and not to against ethics and rules of law of the country, perform task assigned, deliver and contribute result in time for benefit of company. To behave with responsibility, build conscious mind for team work, department and company according to rules and regulations. Participate public social activities in department, business and outside company.
- **Speed & quality:** The world of today is without borders and for businesses to survive and sustainably growth, speed and quality are key factors to help cope with constantly changing circumstances, technology, information, consumer behaviors, trade regulations and so forth. Therefore, the Paragon Group places great importance on efficiency and effectiveness that is practiced by all its employees. Speed and quality is to understand own target of both efficiency and effectiveness, to conduct assigned task according to plan and process completely, appropriately and timely, make proper decision based on methodology and process or ask recommendation before making decisions, eager to learn new things improve work quality and concentrate on product quality.
- **Simplification:** Simplification focuses on the development and improvement to reduce the unnecessary working processes. Innovation and technology is utilized for the ease and convenience at work, resulting in effective and efficient management. Having positive attitude, plan and improve work methodology. Systematically thinking for easy proceeds and implementation. Thus, simplification is an important value for the practice of everyone working for the Paragon Group as it has greatly contributed to the organizations success.
- **Adopt to change:** As the world is full of challenges, businesses continually face a wide range of changing circumstances, from the transformation of social conditions, economy, politics,

technology, consumer behaviors etc. Therefore, the key strategy supporting the Paragon Group growth to become a leading company to this very day involves its ability to accept changes in order to readily cope with the changing circumstances. Ability to cooperate with others, encourage and advocate others, adapt new work procedures and ability to convert organizations objectives into concentrate personal and developmental plans. The uncertainty greatly motivates everyone at the Paragon Group to accept change and adapt accordingly.

- **Innovativeness:** Creativity is a driving force that advances every level of the business operation from methods to processes, products and services. The development of innovation is what thousands of Paragon Group employees seek to achieve in order to become an innovative organization where the best products and services can be created for consumers. Innovativeness means develop new ways of thinking, search new ways to create added value for organization and customers, evaluate the efficiency of new methods and result that will lead to achieving the organizational objectives , evaluate risks and prepare for risk that may occur during the implementation of new innovations.
- **Integrity, Honesty & Reciprocity:** The Paragon Group has for almost a century operated its business based on the value of integrity and honesty. Integrity, honesty and reciprocity mean respect and abide by the policy, relevant rules and code of ethics. Ability to exhibit honesty and integrity in one's work, motivate team members and influence colleagues to conduct their work with honesty, integrity, devoid of bias or for personal gain.

## **1.6. Some Pioneering Features of Paragon Group**

Set-up both broiler & layer Grand Parent (GP) farm. Climate control poultry sheds. Modern animal feed manufacturing plant well structured & equipped lab for poultry disease diagnosis. Largest commercial poultry based power plant.

## 1.7. Management

Paragon has very dynamic & efficient management team led by Mr. Moshiur Rahamn, aged 55, educated in Europe, has 35 years of business exposure & expertise in related businesses. Under his direct supervision the following technical experts carry out the day-to-day operational activities:

**Managing Director:** Mr. Moshiur Rahman

**Director:** Mrs. Yasmin Rahman

**Director:** Mr. Mehran Rahman

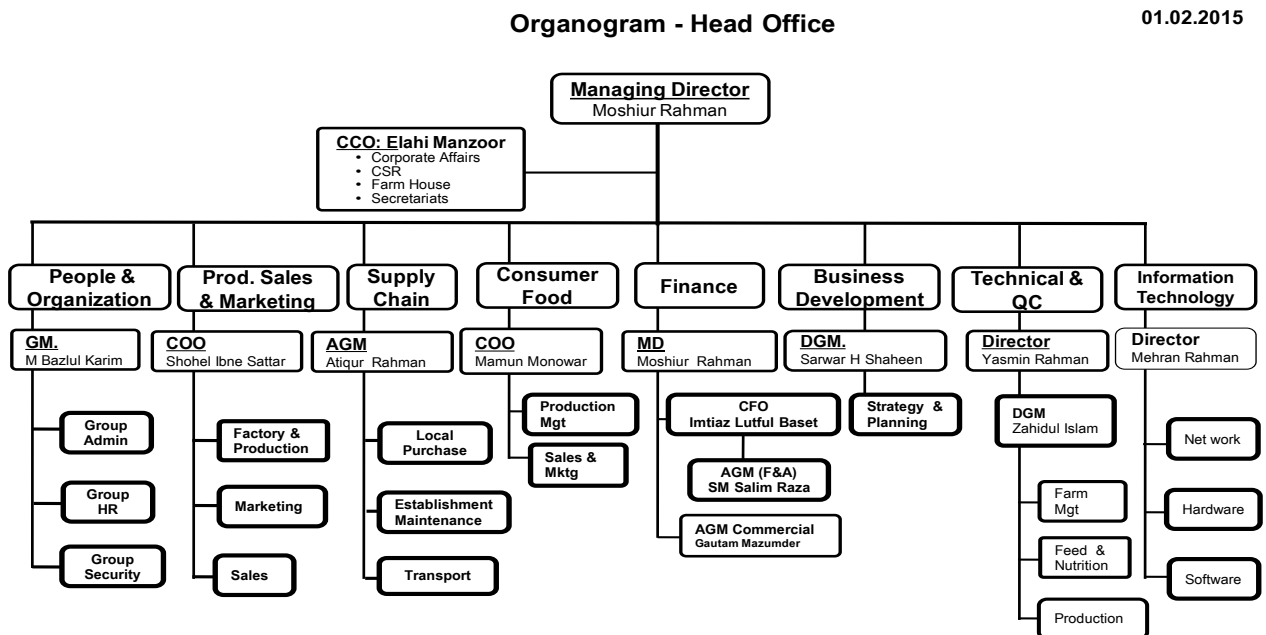
**Consultant:** Mr. Mr. Peter Ramgolam (Canada), Mr. Santos (Hubbard)

**Hatchery Operation:** Mr. A.K.M. Habibur Rahman Biplob (Bangladesh) & Mr. Amjad Iqbal (Pakistan)

**Feed mill Operation:** Mr. Shohel Ibne Sattar

**Consumer Food Operation:** Mr. Molla Mamun Monowar

## 1.8. Organogram of Paragon Group



**Table c: Organogram of Paragon Group**

## 1.9. Products of Paragon Group

- Broiler & layer parent chicks
- Commercial Broiler & Layer Chicks
- Poultry-Fish-Shrimp Feed
- Omega 3+ & Kids Egg
- Tea
- Mini grid Power
- Plant Rubber
- Poultry Meat
- Bio-Electricity
- PP Woven Bags
- Solar Panel



## 1.10. Business Operations in Bangladesh

Paragon Group business is spreading its business operations all over Bangladesh. Currently more than 4000 (Approximately) employees are working in around Bangladesh and conducting various types of agro and food business operations. Details are as follows:

<b>Business Operation</b>	<b>Total</b>	<b>Description</b>
Feed	5 Feed Mill	Produces broiler, layer, breeder, fish & cattle feed at five different location like-Jessore,Chittagong, Rangpur, Savar&Gazipur.
Poultry Hatchery Business	6 Poultry Hatchery	Produces DOC (Day Old Chicks) at six different locations to Business Operation expand the business for its customer's like-Jessore, Chittagong, Tetulia, Savar, Kapasia&Gazipur.
Breeder Farm Business	More than 14 breeder farm	Supplies the hatching eggs to the hatchery Business from different regions of Bangladesh.
Aquaculture Business	3 FishHatchery	Paragon Group has three fish hatcheries. Those are: Jessore, Rangpur and Sylhet fish hatchery.
Integration Business	2 CommercialLayer &Boiler Farm	There are 12 layer and broiler firms under integration business of the company and there are more than 18 sales branches in Bangladesh.

**Table d: Business Operations in Bangladesh**

## 1.11. Product Line of Paragon Group

Paragon Group is offering three types of product line in Bangladesh. Those are: Feed, Farm, Food products. This product line consists of Livestock, Business Line and Aquatic Business Line. Details are as follows:

### 1.11. a. Feed Production Business

- **Livestock Business Line**

Paragon is the leading company to produce various types of livestock feed. They have 5 Feed mills those are: Gazipur, Savar, Chittagong, Jessore and Rangpur feed mill. Paragon pays attention to continuous improvement on their production efficiency, product quality and keeps up-to-date on international requirements and standard. High quality feed with low feed conversion ratio to help farmers lower their farming costs. Paragon formulated pellet feed to meet the nutrition requirements appropriate to each stage of animal rearing and growth. Production processes are computer controlled to ensure consistency in quality and specified standard our procurement policy is to purchase quality raw material meeting the required nutrition standard with priority given to domestic suppliers to support our local farmers as well as minimize transport cost.



- **Aquatic Business Line**

Paragon Group is also a leader of Producing & Distributing of various forms of shrimp and fish feed through agents/distributors located in shrimp farming areas. Paragon is always concern about the customer satisfaction so that production processes are monitored and ingredients tested to ensure quality, provide technical knowledge through seminars and academic





service centers, printed materials to ensure sustainability.

### **1.11. b. Broiler farm Business, Hatchery & Breeder farm**

#### **Business**

- **Livestock Business Line**

Paragon is the leader in the research and development field of natural genetic selection. The objective is to produce quality breed that is healthy, sturdy and suitable to the farming condition. Paragon produces parent stocks (PS) of chicken broiler, duck and swine as well as broiler chick, layer chick, layer, duck.



- **Live Animal, Fresh Eggs and Processed Livestock Meat**

It emphasizes on continuous research and development in farming technology and techniques suitable to domestic growing condition, effective disease prevention, fast growth and low feed conversion ratio for high productivity and low production cost. Products in this category include live chicken, layer egg, live duck, duck egg, live swine, and processed livestock meat. These products are distributed to end consumers by our agents/distributors. Products are also distributed and sold to wholesalers, retailers and company-owned food processing plants. Prices of product fluctuate depending on the supply and demand.

- **Aquatic Business Line, Shrimp Fry and Fish Fry**

Quality shrimp fry is an important factor to ensure success in shrimp farming. Paragon invests in research and development to produce quality fry that are disease resistant and suitable for growing in different climatic condition.

- **Fresh Shrimp and Frozen Shrimp**

Fresh shrimp raised and harvested from Paragon farms are supplied to company-owned processing plants. Paragon employs closed farming system which is environmental friendly and bio-secure.

## 1.12. Quality Policy of Paragon Group

Commitment to places highest importance to Product quality to meet up the standards, serve verity needs of customers & most important is safe for consumption Paragon use a system to randomly check the quality of raw materials and products throughout the production process. The organization has adopted ISO 9001 & 2008 production & management system & British retail consortium standard a production process and human resource management system.



## 1.13. Corporate Culture & CSR

Company’s policy is to bearing green business that does not carriage ecological effects on communities and sustainably manages production resources to guarantee food security. Paragon is strictly maintaining the pure corporate culture for their employee. In terms of CSR, Paragon is helping the poor & energetic student to continue their education and the organization named “**HOPES**” (Helping Organization for Promising & Energetic Student). Honorable Managing Director of Paragon Group, Mr. Moshir Rahman is the President of this nonprofit organization which is working for the betterment of the society.



There are another CSR program organized by Paragon Group like “**School Feeding Program**” where Paragon is providing Egg for the student of five primary school of Gazipur on every month to develop their nutrition and help the student to increase their productivity. In corresponding with research and development, the company focuses on personnel development, applying CSR standards, good governance

and risk management to guarantee a strong business that enjoys sustainable growth and is able to compete at the international level. Paragon includes CSR as one of its strategies for sustainable growth. It is determined to conduct business with morality and transparency while maximizing benefits. This topic covers human rights, labor rights, fair business practices, manufacturing high-quality and safe products for consumers, creating and spreading innovation, community and social development, environmental management, providing a safe and pleasant work environment for its personnel, and abiding by laws and regulations regarding safety, health, and environment.

**CHAPTER- 2**  
**MY INTERNSHIP**  
**EXPERIENCE**  
**AT**  
**PARAGON GROUP**

## 2.1. My Internship Activities AT Paragon Group

I had an opportunity to work as an intern at Paragon Group which was a 3 months internship in the head office located at Paragon House, 5 Mohakhali C/A, Dhaka-1212. I worked in the People & Organization Division (P&O), where the internship program provided me with remarkable opportunities and scopes to learn about the practicality of HR practices, which will help me to develop my future career. Through the internship program, I have learned regular corporate work experience that could not be learned from classroom experience. From the regular work experience, I have learned about the whole recruitment and selection process. I have learned about the challenges, limitations, corporate culture, and behavior of the corporate world. Since my first day, I had the chance to handle a multitude of tasks and responsibilities.



## 2.2. Job Description and Responsibilities

I have performed different responsibilities that are conducted by the Human Resource Division. I was assigned to the following jobs on a regular basis. Those were:

- Taking approval for new manpower requisition from Managing Director & Directors.
- Collecting resumes
- Screening resumes

- Preparing candidate profile summary for examination
- Preparing call list for written , viva and practical test
- Preparing top sheet and exam paper
- Preparing attendance sheet for candidates
- Allocating questions and exam papers
- Checking answer scripts
- Making list of finally selected candidates and call them for final interview
- Maintain E-CV bank regularly
- Maintaining rejected resumes
- Photocopy and scanning important papers
- Taking all signatures

### **2.3. Observations**

- 1. Constant Recruitment and Selection Process:** Recruitment is a continuous process of Paragon Group, People & Organization division has done recruitment and selection tasks chronologically almost every week
- 2. Proper use of Recruitment Management Policy and Procedure:** Human resources all about policy and procedure. Paragon Group strictly follows their recruitment management policies during recruiting process. There is no unfairness or unethical practices in screening and selection.
- 3. Documentation Process:** Recruitment is very important process for an organization. Before starting the process till employee joining they do lots of discussions, query and documentation.
- 4. Exceptional Environment for Intern:** In Paragon Group interns are directly put on process. The

company train interns and teach them perfectly so that they can practice and use their learning effectively and efficiently and develop themselves to build up future career.

5. **Recruitment process and academic learned:** From my observation Paragon Group recruitment process is an ideal process. It is correlates with my learning from book and HRM course.

## 2.4. Learning Outcomes

- Learning the team work to complete task in organizational aspects
- To maintain time management strictly to arrange, organize, schedule and finish my task in exact time.
- Maintain the respective Corporate culture & decorum of the organization
- Learn the work under pressure to complete task and deal with stress.
- Maintaining communication with colleagues and superiors appropriately
- Behaving like professionally and ethically.
- Monitoring, correcting and improving my performance
- Working, identifying, and understanding with professional standards.

# **CHAPTER – 3**

# **RECRUITMENT & SELECTION**

# **PROCESS**

# **OF**

# **PARAGON GROUP**



### 3.1. Introduction of Human Resource Management

Human Resource Management (HRM) is an extremely important area in organization, because today's management concept are increasingly become people oriented in character. human resource management involve all managerial decisions and practices which directly effects and influence the person or human resource who works for the organization.

HRM is a process of hiring and developing employees to an organization development and enable organization to achieve its vision successfully. Company follows an enthusiastic policy for recruitment, training and development, motivating, organizing and retaining and maintaining the existing human resources on the basis of quality education, training and operating experiences Human resource department is concerned with the “people” dimension in management into a company. HRM is helping employees to achieving their services, developing their skills, motivating them to high levels of performance, essential to achieving organizational objectives and ensuring that they continue to maintain promise to the organization.

Human resource department of Paragon Group strictly follows its policy and procedures that practices best approaches with legal and ethical consideration. The main purpose of human resource department is to establish organizational policy and Procedure that related to employees of Paragon Group. It provides specific guidelines of operation of human resource division with a vision that the expected standards that are maintained. It also provides specific direction regarding the assessment, evaluation, reward system and long term benefits of employees of the company.

### 3.2. Terminology of HRM

Although there are some terminology of HRM that must be follows by managers before recruitment process. Those are as follows:

- **Job Analysis:** Job analysis is to classify the nature of the job, the knowledge and skills that is required to accomplish the job effectively and the circumstances under which the job is performed. It's a systematic process for gathering, recording and scrutinizing information in

order to define jobs and sometimes the job responsibilities, employee's necessities, and the job framework or working circumstances.

- **Job Description:** It is a brief written statement of job holder's duties, the process, the conditions etc. Job description plays a very important role in the field of human resource management. Job description explain the work duties and responsibilities concerned, the skill or training requirements, the conditions under which the work is done and the type of person is required for the vacant post.
- **Job Specification:** In job specification, manager will point out those skills that are needed to perform. Here, he will describe about educational qualification, experience, and age limit. If experience is not needed, manager will write that experience is not mandatory but preferable." If needed manager can add other requirements.

### **3.3. Human Resource Functions of Paragon Group**

Human Resource Division Paragon Group has classified into three teams. Those are Human Resource Sourcing and Selection team (HRSS) for perform recruitment and selection process, Training and Development team for providing all training and employees development, Human Resource Service Center (HRSC) for providing employee compensations and benefits facilities. Details of functions of Human Resource Division are as follows:

<b>HR Departments of Paragon Group</b>	<b>Responsibilities</b>
<b>Human Resource Sourcing &amp; Selection Department (HRSS)</b>	<ul style="list-style-type: none"> <li>• Job announcement</li> <li>• Internship Program</li> <li>• Provide applications</li> <li>• The preliminary interview</li> <li>• The final interview</li> <li>• Singing up joining documents</li> <li>• Background verification</li> <li>• Placement</li> </ul>
<b>Training &amp; Development</b>	<ul style="list-style-type: none"> <li>• Basic training (orientation)</li> <li>• On the job training</li> <li>• Functional training</li> <li>• Leadership training</li> <li>• Scholarship training</li> <li>• Talent and successor planning</li> <li>• Training evacuation</li> <li>• Performance development plan and career path</li> <li>• Competencies</li> </ul>
<b>Human Resource Service Centre</b>	<ul style="list-style-type: none"> <li>• Employee welfare</li> <li>• Medical reimbursement</li> <li>• Maternity benefit</li> <li>• Accidental insurance claim</li> <li>• Employee bank account</li> <li>• Leave and attendance procedure</li> <li>• Employee ID card management</li> <li>• Payroll and benefits</li> <li>• New employee joining</li> <li>• Employee salary approval</li> <li>• Employee transfer</li> <li>• Merit salary increase</li> <li>• Promotion of employees</li> <li>• Salary allocation</li> <li>• Employee data management</li> <li>• Resignation</li> <li>• Layoff</li> <li>• Transfer</li> </ul>

**Table e: Terminology of HRM**

### **3.4. The Structure of HR Division**

#### **Insight of HR & Admin Department of Paragon Group**

The department of HR & Admin is under the guidance of the division “People & Organization.” HR & Admin department has 6 distinct wings, and each wing is separated from the other according to its functional activities. Each wing is named numerically and has both HR group task and Admin group task. A brief elaboration of the 6 wings has been given below:

##### **Wing 1:**

The employee who usually handles this wing is entrusted with certain tasks like- transfer and re-designation of the employees throughout the organization, maintaining payroll calculations of the employees and workers, maintaining the attendance of employees of all the levels, preparing the Annual Employee Appraisal report, handling the resignation and retirement of the employees, etc. All the above mentioned tasks are performed and maintained in the ERP of the organization. These are the group HR related tasks of this wing.

Besides, the group admin related tasks include-file management and Documentation & others for Supply Chain.

##### **Wing 2:**

The group HR related tasks for this particular wing are- TNA, yearly training schedule maintenance, conducting of training sessions and managing the disciplinary issues of the organization. The issues of discipline are maintained and recorded in the company ERP. Moreover, the group admin related tasks include- managing the legal documentation of the organization, managing the ISO certification and SOP management of the organization.

Another distinctive task of the employee managing this wing is that, the person needs to act as the Head Office coordinator besides managing the regular day to day activities.

##### **Wing 3:**

This wing has some distinctive tasks of group HR to be managed. These include-recruitment and selection of employees and workers, managing placement of new employees, maintaining the motivation of the

employees throughout the organization, preparing and generating the monthly HR report, generating the Manpower Report using the ERP software and also handling the leave management by updating the ERP.

The group Admin related tasks include- labor management of the organization, event management, arranging the Ramadan milad and also the zakat distribution throughout the organization.

Not only these, the employee managing this wing acts as the coordinator of PPL, ABL, DPCL, UPL, PAL (GP), RPL, Jessore Hatchery, CCL, PCL, Chamiyadi, and Beron Commercial Project.

#### **Wing 4:**

This wing only needs handling of one group HR related task and that is the loan management but it needs handling of diverse group admin related tasks. These involve-paying off the group mobile bill, office management, housekeeping, disaster management of the organization, central store management (stationary) using the ERP software, distribution of Ramadan gift, handling CC camera monitoring, managing the sales agreement & bank guarantee for sales & marketing department, and maintain the transport related documentation & others for supply chain department.

The employee responsible for all the above tasks also acts as the coordinator of PPL (Feed Division), PFL, JFL, CFL, and RPL (Feed Division).

#### **Wing 5:**

The group HR related task of this wing includes managing and handling the employee performance records. The group admin tasks are visa/work permit, passport and ticketing handling works of the employees, managing the security clearance, managing the yearly scholarship distribution for Paragon employees' children, etc.

Another important task of the employee handling this wing is a CSR activity. He needs to look after all the activities related to HOPES. Besides, he needs to act as the coordinator of PPFL, Plastics, PAL (CF), Kanun Valley Dairy Farm, Usha Dairy Farm, MPC (Rangpur& Patgram).

#### **Wing 6:**

The 6<sup>th</sup> wing is entrusted with only group admin tasks. The tasks are store management (parasol), maintaining petty cash, preparing and managing the invoice/challan, managing the weekly administrative checks and also handling the monthly lunch meal.

The employee engaged in the above tasks needs to coordinate Parasol Energy Limited, Paragon Press, and Bistro Central.

### **3.5. Recruitment and Selection Process of Paragon Group**

#### **3.5. a. Introduction**

Recruitment is the process of identifying organizations needs screening and selecting to eligible personnel for specific job. Recruitment and selection process refers to the chain and sequence of activities that refers to recruitment and selection of employable candidates and job seekers for an organization. Each and every organization has some well-defined employment and recruitment policies and hiring procedures. Paragon Group believes that employees are the most valuable resource that is truly a key to the company's success. In other words, employees are views as the "Human Capital" which needs to be continuously invested for creating value-added to company and their own.

### 3.5. b. Recruitment Process



**Table f: Recruitment Process**

### 3.5. c. Receiving Manpower Requisition Form

**Step-1.** At first, vacancy created in concerned business department. There are two types of vacancy:

- i) Replacement
- ii) New position

If vacancy is against replacement, managers must mention previous employee's name and resigning date. If the vacancy is against new position, then managers must show the judgment. This judgment is about why new position is raised.

**Step-2.** Business units must be prepare employee requisition paper.

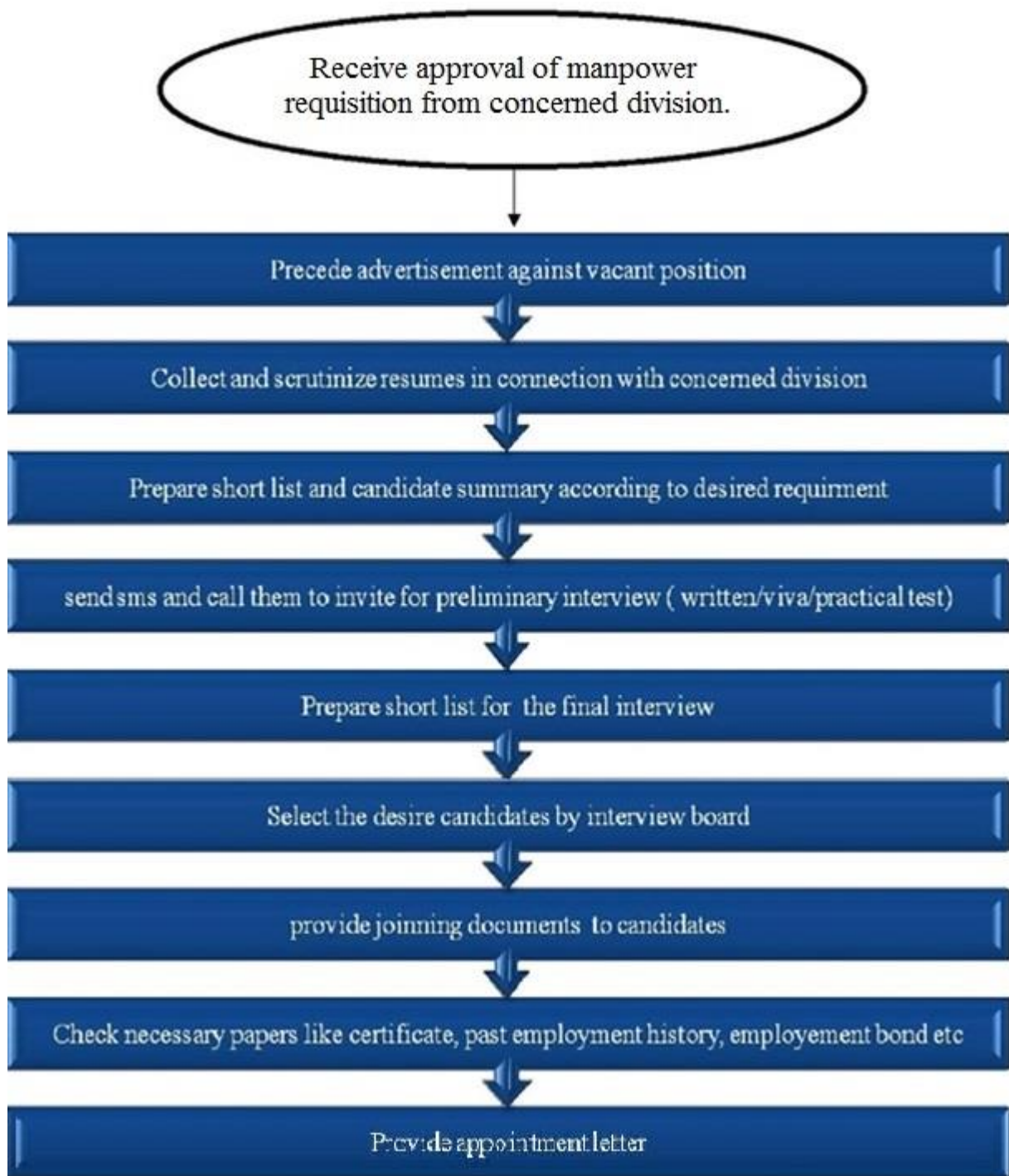
**Step-3.** Company budget is being checked by the Business units for startup new requisitions and recruitment process.

**Step-4.** Approval with the HR department is needed. If the requirement is over the desired budget then approval from the president is needed

**Step-5.** After approval of the manpower requisition Human Resource Sourcing and Selection Department (HRSS) starts the Recruitment and selection Process.



### 3.5. d. Screening and Selection Process of Paragon Group



**Table g: Screening and Selection Process.**

### 3.5. e. Preliminary Interview Process

#### 1. Process of Attract Applicants and Collecting Resumes

After approval of requisition, Human resource division will start their recruitment tasks. There are two sources for collecting resumes. These are:



- a) **Internal Sources:** Through internal sources Paragon Group collect resumes. Internal sources help HR division minimize the cost. There are some sources that are used to utilize internal resources. These are:
  - i. **Employee Referrals:** Paragon Group has vast number of employees. Employee referrals are great and strong source for Paragon Group for gathering resumes during vacancies. Here employee from Paragon Group will sign on applicant's resume and employee will contact with officer of HRSS team. They will write it down. Employees can also refer about internee.
  - ii. **Transfer and Promotion:** HR Division follows transfer and promotion system of employees if vacant position is immediately important.
- b) **External Sources:** Through External sources, Paragon Group gathers huge and good number of applicants. Those sources are as follows:
  - i. **Online Advertisement:** HRSS department of Paragon Group contact withbdjobs.com to post the job circular. Here, they advertise basically about entry level, mid-level job but sometimes for high level job .The job responsibilities are clearly mentioned in details in the job description.
  - ii. **Job Fair:** The organization participates every year in the career fair organized by universities. Students from Different educational background provide their resume and company save the resume for future job opportunities
  - iii. **Campus recruitment:** every year Paragon Group goes out for campus recruitment invited by various re-known universities all over in BD. Here eligible and interested candidates put their resumes. They collect those CV and keep filing according to the merits of students.
  - iv. **Interns:** Interns are one of the external sources. HRSS division collect interns 'resume from different educational institutions and universities. Sometimes students send their resumes to HR

division

- v. **CV Bank:** HR division of the Paragon Group always maintains CV bank both hardcopy and soft copy. In CV bank, there are two parts. First one is hard copy of CV's. Applicants send their CVs. Through post. Those are kept in specific CV bank file. Second one is some of the resumes are send in their carrier service mail. Those are recorded in the special software called ECV bank in computer about their details.

## **2. Sort out Applicants**

After collecting resumes, HRSS division of Paragon Group starts its resume shorting process. Resumes are justified strictly by the requirements based on the job. HRSS department selects preferred standard resumes based on educational requirements, experience, age, reputed universities, locations etc.

## **3. Preparing Candidates Profile Summary**

After shorting resumes HRSS department prepares candidate summary of selected candidates which is basically a summary of shorted resumes. This candidate's profile summary contains applicants' name, last education, educational institution, current employment position, previous organization, total year of experience, salary expectations. This will help the interviewer to understand applicants in a moment.

## **4. Make Call List and Informing Candidates**

Next stage of selection process is to inform applicants for attending exam. For this, HRSS division makes call list. This call list includes applicants' name, current position, previous organization, education, location, mobile number and remarks. HRSS division at first sends them text message to inform them about the job position, date of examination, company location and contact number so that applicants can communicate with them for further information. After sending SMS they call each and every applicant to let them remember about the exam.

## **5. Preparing Attendance Sheet**

Before examination, candidates' attendance sheet and application form are prepared by HRSS department. This attendance sheet includes applicants' name, address, mobile number and signature box. So that when candidates will come, they will sign there. Candidates also fill up the application form.

## **6. Written, Practical and viva Test**

### **i. Written Test:**

For selecting final employee, HR division arranges some examinations where candidates will give test. In written test, applicants must have to get 30 percent number. Written exam is divided on some categories. There are question about English, Math, General knowledge, analytical problems and job related questions. Then HRSS division checks the exam paper and attaches with resumes.

### **ii. Computer Test and English language Test:**

After qualifying written examination practical test is required for candidates. They must attend and pass the practical tests. Candidates are given some MS Excel problems and they have to solve that. Candidates also have to attend English language test. They must have to pass the computer test and English language test to qualify for the final interview.

### **iii. Viva Test:**

After passing written exam and computer test, HR Division organizes viva interview. This viva interview board consists of two types of people. Some are from HRSS Division, and from concerned department. Before starting interview, Recruitment and Talent Manager will give some overview about the vacant job and question. Then he provides candidates profile summary, particular job advertisement and resumes who pass in written exam. In viva, interviewer asks about applicants' study and job related questions. They want to know about job responsibilities from candidates and try to judge them whether they can perform his duties effectively and efficiently or not. Sometimes Interviewers give some situation to know that how candidates will response in given situation. They also ask candidates about their expected salary. If applicants have job experience, they also ask about job condition and reason of leaving that organization. Interviewers basically evaluate some aspects from candidates. Those aspects are:

- Job understanding /responsibilities
- Communication skill
- Intelligence & smartness
- Educational knowledge
- Leadership ability
- Decision making capabilities
- Judgment abilities
- Technical skill

### 3.5. f. Final Interview

#### Selection & Final Call to the Selected Candidates

After preliminary interview HRSS department prepare the final result. They select additional two or three applicants for final interview. HR division ensures that first choice candidate will attend their organization if first choice does not expect their condition, HR division will go for second best or third best choice. Then HR division calls finally selected candidates to invite for the final interview with the Head of HR, President and the Vice Chairman on fixed date to bring necessary papers.

### 3.5. g. Call Employment Check List for New Joiner

New joiner has to handover some important documents. These documents are:

- **Employee joining form:** Employee joining form is provided to new joiners. Here, new joiner will give details information about his/ her name, parents name, permanent and present address, phone number, email address, academic description, prior work experiences, emergency contact, etc.
- **Bank account form:** An employee bank account form that will be provided to joiner from the Paragon Group where their new account will be open for receive their salary and bank ATM card will provide them. For Paragon Group the payroll transaction held with “**NRB Bank Ltd.**”
- **Two security bond copy:** In security bond, two persons who is relative or familiar with new joiner will give security on behalf of the employee. He would be responsible for any kind of incidents or unethical practices if the joiner do.
- **Certificate and Transcript:** New joiner will show their original certificates and submit photocopy of all academic certificates. If they have any additional course or training certificates they have to submit also those photocopies. The photocopies must be attested.
- **Updated resume:** New joiner will give updated resumes in English with latest photograph
- **Release order:** If new joiner has previous job experience, he/she must get back release order from previous organization. Otherwise, he will not be able to join here.
- **Recent passport size and stamp size photograph:** New joiner will give four copy passport size colored photographs and two copy stamp size photograph for ID card with his/her name and signature at the back.

- **National ID card photocopy:** New joiner will give two photocopies of his/her Identity Card. He will also give one photocopy of nominees' and bond holders copy of Identity Card.
- **Passport photocopy:** Passport photocopy is required for employer, bond holders and nominees.
- **Nationality certificate:** New joiner will provide national certificate which is issued by union chairman/ward commissioner.
- **Joining letter:** Joiner has to draft a joining letter to HR manager to show his/her interest in the organization and thankful for the selection for the post and ask permission for join in the specific date here, new joiner will sign below the joining letter.
- **Nominee form:** In nominee form, new joiner will mention not more than two persons who will get benefits if employee dies.
- **Medical certificate:** New joiner will submit medical certificate from any Government medical officer or civil surgeon.

### 3.5. h. HR Division Justification

After submitting his/her necessary papers, HR division will also justify new joiner's papers and information's.

- **Educational certificate:** At first, HRSS Division will justify all educational certificates and they marked as verified on the certificates.
- **Bond holder & nominee verification:** HRSS dpt. Justify the information of employee bond holders and nominees. They also verify the copy of their passport and other documents.
- **Reference verification:** Reference which is provided in the resume of employer is investigated by the HRSS dpt. to confirm their existence and to gather information about the employee.
- **Past employer query:** HR Division will contact with past employer. They will try to get information from past organization about his past employment, education, character, personal reputation etc.

### 3.5. i. Appointment Letter

After completing all proceedings If HR division does not find any problem with submitted papers, they provide them appointment letter to congratulate him/her and ask to join at the particular date. In the appointment letter designation, salary particular date of joining etc. are mentioned.

# **CHAPTER-4**

# **FINDINGS AND ANALYSIS**

## 4.1 Findings and Analysis

During my internship program I have participated in various practices of HRSS Department for recruitment and selection process. I have observed the overall proceedings and come up with different findings and analysis. Those are as follows:



### a) **Strength**

- **Job Satisfaction:** Job satisfaction is very important factor for an employee. In Paragon Group due to their work environment, friendly communication of each dpt. salary structure, compensation and benefits, friendly management employee relationship creates job satisfaction among employees. They always are dedicated to the company.
- **High quality of Product:** The main target of Paragon Group is to provide high quality products to their customer. They places utmost importance to product quality that meets standards serves verity needs, tasty and hygienic food and most important is safe for consumption.
- **Improvement of Production Process:** main target is committed to continuous improvement in production process to meet internationally recognized standards certified by Good Manufacturing Practices (GMP) a production process system, ISO 9001 & 2008 for production and management system.
- **Brand Name:** Paragon Group is a well-known local organization consist of a high brand value with better environment where People are always be interested to work in a company like Paragon Group.
- **Safety, Health& Environment:** Paragon Group is highly concern about managing Occupational Safety and Health for every employees and worker.
- **Fair Recruitment Policy & Procedure:** The recruitment rules and regulations are strictly followed by the HRSS team during screening and selection process. No



prejudice is allowed here. Employees are being selected with fair evaluations.

## b) Weakness

- **Difficult to find out Right Candidates through Online Base Advertisement:** Online advertisement is one of the most useable tools to attract candidates for different job vacancies. But online advertisement takes long time to find out proper candidate for the position. It is very expensive way and sometime become unsuccessful to find out the right employee.
- **Lack of skilled manpower:** To find out skilled employee is a great challenge for Paragon Group to survive in today's business. Because the number of agro-based companies are increasing in Bangladesh. So as a new joiner skilled manpower is always preferable for those companies also. Most of the time it is very difficult to find out skilled manpower because lack of higher educational qualification, lack of corporate experience, lack of knowledge, lack of handle the situation properly, lack of intelligence etc.
- **Frequency of Labor turnover:** Paragon Group has a high employee turnover problem. It is found that employees left job after being well trained and gathering some experience if they got better job opportunities. As a result company is losing trained and skilled manpower and has to prepare again the recruitment process for that post.
- **Large no of applications against few no. of vacancy but most of them are non-qualified:** There are large number of job applications against one position but most of them are non-qualified and not appropriate for the post. So it is very difficult to screening and selection process to find out right candidates from the huge number of applications.
- **Floor space is limited:** Floor space is limited in Paragon Group for taking written examination for a large number of employees.

### c) Opportunities

- **Paragon Group has the policy of Diversity & Inclusion (D&I) to "Combining the Divergence of Employees":** The company has policy of diversity because there are lots of employees have different backgrounds in terms of age, culture, experiences, ideas, and practices. The company is creating organizational environment so that these diversities would be respected and appreciated by the company, employees, and everyone
- **Discrimination Free:** The organization provides equal employment opportunity for both male and female candidates. Females are performing equal work and paid equally. There is also no age discrimination. Company always provides positive action targets for women and minorities. So qualified women are always encouraged to apply and create a discrimination free workplace.
- **Promoting programs for employee developments:** The company have the 'Gateway to Success' program to continuously train and develop employees; this includes their new- generation management; future leader, global executives including their employees in the production line. This is to promote and support systematic sustainable growth of the company.
- **Health consciousness:** People are getting more health conscious and concerned about food safety today. Demand of nutrition's and hygienic food is increasing. Paragon Group always gives more importance to valuable customers and adopted best methods to ensure hygienic, healthy and food safety than its competitors which will result a great opportunity for the company.
- **Product diversification:** Paragon Group is relatively diversifying its business. The company is enhancing its business all over Bangladesh. People will be able to know more about their business and brand image will increase day by day. People will be more interested to work with them & apply for vacant position. There are lots of opportunities for employment.

- **Opportunities for both public and private universities Students:** For large operation Paragon Group provides opportunities for both well-known public and private universities students for employment based on job requirements. The company believes to hire eligible candidate's selection from all over the country so that unemployment can be reduced and students can build up their career.

### c) **Threats**

- **Competitor:** There are already lots of strong competitors of Paragon Group. Those competing organizations are also willing to hire best employees and skilled manpower as Paragon Group wants. So there is a chance to lose skilled manpower for Paragon Group.
- **Political Problem:** Political conflict is a serious problem for running the business industry. Due to political unrest economic condition became weaker for the organization. As a result they couldn't hire employees as they need.
- **Advertisement only on Online base:** Paragon Group does not publish recruitment advertisement on own website and newspaper. But always online job circular is not an appropriate way to find out proper candidates. So lots of eligible candidates are unaware about the vacancies and could not apply.
- **Lack of Marketing:** There are lack of research and development and lack of marketing process of Paragon Group. People are not getting full info about the company and business units.

### 4.2. Findings from Analysis

1. Paragon Group has a well-structured human resource management team where HR department plays the key responsibility for building a group of effective and efficient work force for the organizations development.
2. The company is providing a prearrange salary structure that indicates to its competitors that the

company is using its manpower in a cost efficient way.

3. President is the sole authority to approve finally for any business or functional decision. After receiving approval from the president, HR Division starts all their functioning as per method.
4. Basically the personnel manager is responsible for manpower planning, but before taking any decision he consults with line managers
5. There are lots of training program which starts from its orientation program for whole day with various sessions and examinations.
6. Paragon Group Employment policies based on merit and fitness of candidates and free from gender discrimination and age limit.
7. There is friendly and helpful relationship among the employees.
8. Employee and boss relations are good.
9. The company always tries to maintain good working environment, health & safety procedure which is certified internationally.
10. They have to engage technologically sound people for their future project.
11. From the observation under it has seen that Paragon Group is fails to fulfill some requirements like transport, accommodation facility for all workers.

# **CHAPTER-5**

# **RECOMMENDATIONS &**

# **CONCLUSIONS**

## 5.1. Recommendations

After completing internship program, I have gathered some practical knowledge about the Human Resource practices in Paragon Group I have come up with some recommendations which will be helpful for the organizations future improvement.

1. Paragon Group should focus more on employee evaluation carefully before appointing employee. HR departments and respected department should judge and analyze more on employee's expectations, their willingness, interest of the job, working knowledge and capability, respect and loyalty on organization etc. during viva interview.
2. Paragon Group should increase their salary range. Most of the workers switch job because they are not satisfied with their basic pay though there has been a yearly increment in their overall pay and wage is comparatively less than its other competitors. Paragon Group should be satisfying its employees so that employees can always be motivated and loyal of the company and reduce absenteeism.
3. Paragon Group can post recruitment advertisement on their website. So that interested applicants can get proper information to visit their website and apply directly in the company website. They can also post advertisement on newspapers and minimize cost.
4. Paragon Group should increase their marketing strategy. Because most of the people doesn't know about their business. The company can invest more on advertising through TV channels, billboard, internet, magazines etc. To build up better brand image to public and attract talented people to join their group.
5. While recruiting the employees, Paragon Group management needs to think and give special attentions to certain things about the employees that who are in the positions they are just suitable for that position or not, if not then employees will always be difficult to motivate, and may never produce the quality of work and productivity as the management wants. Paragon Group should start training its managers and officers on better interviewing.
6. They should improve compensation system and also provide other facilities like transport, food

facilities, canteen facilities etc.

7. They should maintain proper job security of employees. They should introduce provident fund and regularity of promotion system.
8. They should be more conscious about employee screening and selection process. Company should increase recruitment and selection team member. For better selection line managers or section managers can be joining during viva exam to properly evaluate the right candidates.
9. The company can engage in benchmarking process with other competitors and can adopt the best practices to continuous improvement of recruitment and Selection process and for improving internal activities for better management of the organization.
10. Paragon should make the routine jobs more interesting and more pleasant by communicating to people and accomplish them for important contribution they make the company can introduce reward system for employee's valuable contribution and should motivate them. If the routine job is not interesting employee will feel bore and productivity will decrease.

# CONCLUSION



Paragon Group is the leading agro- business field in Bangladesh. The company is developing business day by day in this sector. Paragon Group has adapted expansion policy all over the country by providing better quality product to customer satisfaction according to their demand and choices. Human Resources is the most important factor which requires continuous development as well as adding value to the company. Human Resource Division at Paragon Group is enormous and elaborative which compromises the overall management process. The company always gives preference to employees and constantly educates, teach, challenge & strengthen the capabilities and potentials. This is to support employee's professional skills, ethical behaviors, and also self and social responsibilities. Strong recruitment and selection process and teamwork are the secrets of Paragon Group success. From my internship I can say that I have learnt practical knowledge of HR practices. I am very satisfied with working with the Human Resource Division. I believe my Internship experience will help me in build up my future career successfully.

### **5.3. References**

Websites:

[www.paragon-group.com](http://www.paragon-group.com)

[www.google.com](http://www.google.com)

### **5.4. Glossary**

PPL	Paragon Poultry Ltd.
PFL	Paragon Feed Ltd.
CFL	Chittagong Feed Ltd.
JFL	Jessore Feed Ltd.
RPL	Rangpur Poultry Ltd
JCL	Jessore Chicks Ltd.
CCL	Chittagong Chicks Ltd.
MPC	Maize Purchase Centre
UPL	Usha Poultry Ltd.
PPL	Paragon Poultry Ltd.
PAL	Paragon Agro Ltd.
PCL	Poultry Care Lab
P&FP	Process & Further Process-CF
PEL	Parasol Energy Ltd.
PPFL	Paragon Plast Fiber Ltd.