



Report on
Recruitment & Selection Process of Omera Petroleum Limited

Course: BUS400

Prepared For

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Subject: Submission of report of BUS 400.

Dear Sir,

I am very pleased to submit my internship report on “Recruitment & Selection Process of Omera Petroleum Limited” as a requirement of completing my bachelor’s degree.

Since “Omera Petroleum Limited” is my first work place at starting my career, from here I have learned how a corporate culture flavors and how to cope with this culture. Moreover, getting the opportunity to work as a team member of Human Resources (HR) department, I have learned how to deal with the people of different department and how to resolve issues dynamically. This organization has not only provided me hand on experiences but also it improves communication skills and confidence as well. In this report I have tried to shed light on all the advantages and disadvantages to work in this organization.

Most importantly, I am very grateful to you for your continuous time, patience and guidance whenever I have needed you. I am looking forward to getting accepted my report and giving advice in my future career life.

Sincerely Yours,

Tamima Hassan Nudrah

ID No- 15204086

BRAC University

Acknowledgment:

In preparing this report and completing my all university courses, there are some people towards whom I would like to show my gratitude. Firstly, I am very much thankful to the Almighty Allah who has blessed his kindness upon me and made me eligible to build up my career path. Then I am grateful to my beloved parents' who have given me opportunity to build up my career on my own choice. Secondly, I am very much obliged to my respected supervisor, Imtiaz Alam Nayeem sir to give me proper guidance and understand my situation.

Furthermore, I am grateful to the Assistant Manager of "Omera Petroleum Limited" of Human Resources department Suman Sutradhar and Executive of Omera Petroleum Limited" of Human Resources department Sarah Taskin to give me information to complete my report and give me chance to gain hands on experience. In addition to, I am very much grateful to the HRBP (Human Resources Business Partner) of Chevron Bangladesh M. Mushfiqur Rahman to share information about their recruitment & selection process.

Apart from that I am grateful to my coworker Mr. Zaoaduzzaman, my friends and other people who have guided me & helped me a lot throughout completion of my report.

Executive Summary:

In this report basically, I have tried to focus on the improvements of “Recruitment & Selection Process of Omera Petroleum Limited”. Firstly, I have given a glimpse of idea about the organization. Not only about OPL but also, I have explained about its two wings OCL & OGL. Then I have focused in which type of work I was involved and about which type of work I was assigned to. I have highlighted the obstacles I have faced in the organization as well. Moreover, I have explained their recruitment & selection process from top to the bottom. Then I have shed light on the recruitment & selection process of a renowned MNC (Chevron Bangladesh). After that I have gone to the comparison between Omera & Chevron since they are operating in the same industry & found out in which areas Omera is lagged behind. Then I have highlighted the lacking in the recruitment & selection process of Omera Petroleum Limited and provided some recommendations about how they can improve it. Lastly, I have drawn a conclusion about the whole report.

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Organization Overview:

Omera Petroleum Limited is a part of Omera group which is the subsidiary company of Mobil Jamuna Bangladesh. Apart from Omera Petroleum Limited (OPL), there are two more parts of Omera- Omera Gas One Limited (OGL) which is the joint venture of a renowned Japanese company- Sainsan Group & Omera Cylinder Limited (OCL) is the subsidiary of Mobil Jamuna Limited as well.

Vision of Omera Petroleum Limited:

Making the best use of the organization's power to contribute in the energy sector of Bangladesh

Mission of Omera Petroleum Limited:

Become the best company by 2020

Omera Petroleum Limited is one of the leading LPG (Liquefied Petroleum Gas) companies where they import Propane & Butane from Singapore and Malaysia, convert them into LPG (Liquefied Petroleum Gas), bottle it up & send it to the market for selling. Since they have three large barges- Princess, Glory & King, bringing raw materials from outside of Bangladesh has become very easy for them. Princess is the first barge of Bangladesh which is used to bring the raw materials of LPG using waterways. Apart from their Dhaka Head Office which is at Gulshan, Omera petroleum has 4 plants- Ghorashal Plant, Sherpur plant, Mongla Plant and Mirsarai Plant. Furthermore, they do have 4 sizes of cylinders among which number 4.4 & 12 are used in household & 12, 35 & 45 are used in commercial. Omera Petroleum Limited performs

their CSR (Corporate Social Responsibility) as well- they distributed a lot of books among poor people recently. Moreover, recently they have distributed sarees on the occasion of 'Pahela Boishakh' among the poor women. Omera Petroleum Limited has a very good & culture oriented working environment. Every year they celebrate 'Pahela Falgun', 'International Women's Day', 'Pahela Baishakh' etc. Omera Petroleum Limited is safely serving in the LPG sector of Bangladesh. Though it has giant competitors in the market like- Bashundhara, Navana , Petromax etc. Already it has achieved the Best LPG Company award from Government's Power & Energy Sector consecutively two times.

Introduction:

My Responsibility As an Intern:

From my very first semester of my University life I always want to start my career in an energy sector. Since I have got to know about the good work environment of Omera Petroleum Limited and for my passion to work in energy sector, I chose this company over others. As an Intern I was assigned to work in the supervision of Head of Human Resources (HR), Assistant Manager of Compensation & Benefits Analysis & Executive (HR). Basically, I work in the recruitment section of Human Resources. In this section I was assigned to do all the work from starting of recruitment process to ending. From posting advertisement to preparing Appointment Letters, I was assigned to do all the work under the supervision. Moreover, I had to check medical claims on a regular basis prepare attendance reports & update various databases- (Recruitment Status, Master Database of Employees and Interns, Medical Reimbursement Database etc.)

Challenges I have Faced:

Although Omera Petroleum Limited is the best workplace to learn at the edge of starting career, I faced some challenges during my Internship period. I have learned a lot from this organization & got a lot of cooperation from all of them. In spite of having these privileges, I have faced some challenges during my Internship. Firstly, there is no proper guideline how to do the work properly and how to coordinate everything. As a result, I needed some time to get everything in mind & work properly.

Secondly, there are some mistakes in their databases which sometimes created problem for me. However, I have worked on it and corrected all the information given in the Databases.



Literature Review:

There various journals have been published on “Recruitment & Selection Process”. A lot of renowned researchers have already discussed about it. According to Anosh, Hamad & Batool (2014), primary and most important work which should be done with integrity with the use of statistical tools. Moreover, Anosh, Hamad & Batool (2014) described recruitment as a process where candidate’s skills, experiences etc. matches with the responsibility of the role in which the candidate might assign to and they differentiated recruitment process from selection process that selection process includes influencing candidates with diversified candidates to become interested in the company.

According to Gusdorf (2008), selection process is the part of the recruitment process which includes from the scratch like encouraging candidates to apply to onboard them to their position. Moreover, Gusdorf (2008), emphasized on prohibiting favoring the relatives or closed ones in the recruitment process by ensuring laws, regulations, rules and maintaining transparency.

Pooja Khanna (2014) identified that recruitment includes a process to identify open positions and start activities to fill up the positions. Furthermore, Pooja Khanna (2014) describes selection process as a various steps to judge the most suitable candidate for the vacant position.

Objectives:

The report wants to highlight the following things:

- Overall Recruitment Process of Omera Petroleum Limited- The overall recruitment process of Omera Petroleum Limited from getting requisition to accepting appointment letter.
- Limitations of their Recruitment Process- There are some sectors which they need to be developed for a flawless recruitment process.
- Comparison with a renowned MNC's Recruitment Process- The gaps between an MNC's Recruitment Process & Omera's one.
- Recommendations- Some ways to get over the limitations.

Methodology:

In this paper I have used primary information which I have gathered during my internship period from Omera Petroleum Limited. Moreover, secondary information I have used as well which I have gathered from various articles, websites & journals.

Limitations:

Here I want to shed light on some lacking this report. First of all, I am not able to give exact figure of some data because of confidentiality issue of the organization (Like Exact Salary). Moreover, some employees of Omera Petroleum Limited were not that much willing to share their perspective about the recruitment process of this company. Although, a few of the employees shared their perspective, were not interested to share.

Recruitment Process of Omera Petroleum Limited:

Omera Petroleum Limited has a structured recruitment process with some limitations. They have a certain timeline for their each activity of recruitment process. However, sometimes it takes a lot time in certain activity. They maintain a sequence as well.

Firstly, when a particular department wants to hire a certain employee, they send requisition to Human Resources (HR). In the requisition form they need to declare if it is a replacement or a new position has been created. After getting the requisition, HR receives approval from CEO (Chief Executive Officer). After getting the approval, they post job advertisement internally and externally. They usually give 2 weeks for accepting CVs. Then HR people starts CV sorting and they take 3 working days for sorting CVs. After 2 weeks, they set a schedule for first interview with the panel. Then they call the selected candidates and arrange the interview. After the first interview, they make a shortlist of candidates for final interview. Then they set a schedule for the final interview. They call the candidates and arrange the final interview.

After the final candidate is selected, they go for a salary negotiation. In the interview board, usually current salary and expected salary is asked. On the basis of the candidates' current & expected salary, salary is negotiated. If salary negotiation goes right, they cut an offer letter to the selected candidate. If the selected candidate accepts offer letter, they tell the candidate to go to their preferred hospital, do some checkups & submit report to HR. Moreover, they provide a joining checklist to the candidate and candidate provide the things according to joining checklist to HR. The joining check list includes:

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

After submitting the items of joining list & medical report, if everything is alright, HR cuts an appointment letter to the candidate. Then candidate accepts the appointment letter & ready to join.

Selection Process of Omera Petroleum Limited:

In their selection procedure they basically follow three steps:

- CV Sorting
- 1st Interview
- Final Interview

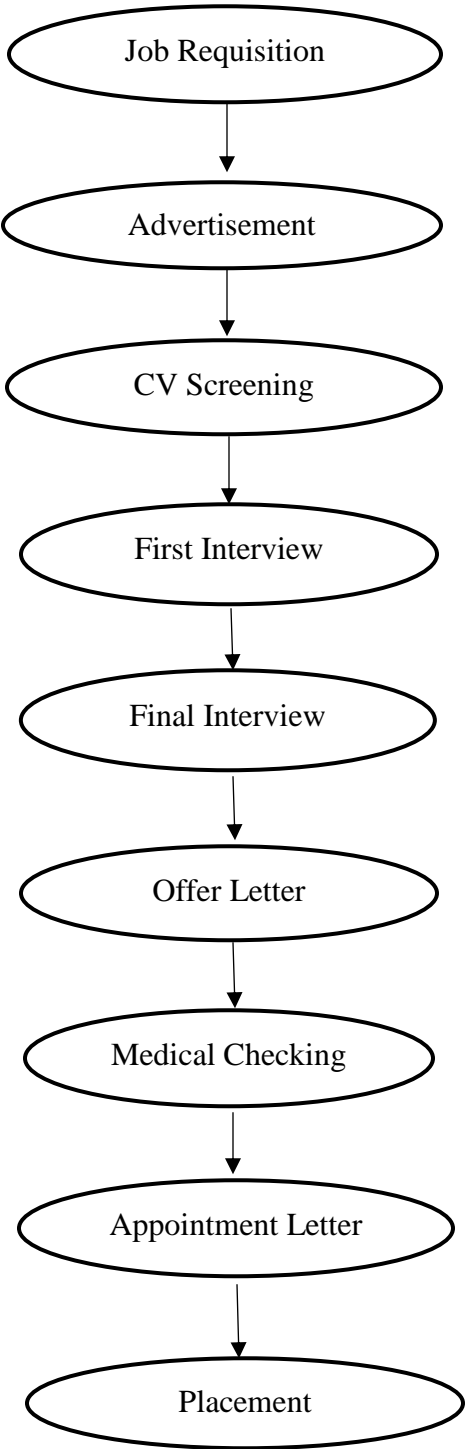
CV Sorting: In the first phase, CV sorting takes place. HR department matches candidates' experiences, skills, educational qualification etc. with their requirements. If everything matches perfectly, then they call the candidates for first interview

First Interview: In the first interview, a panel of 3-5 people sits to take the interview and this panel usually selects the final candidates who go to the final interview. In this stage, usually candidates share their current salary and expected salary.

Final Interview: In the final interview, CEO takes the interview. CEO selects the final candidate and joining procedure is started

These three steps place in the selection process of Omera Petroleum Limited.

Recruitment & Selection Process of Omera Petroleum Limited:



Recruitment Process of Multinational Company (Chevron):

Chevron is the American company operating in Bangladesh. It is one of the leading Multinational companies of Bangladesh operating in the same industry (Energy) where Omera Petroleum Limited is operating.

In the recruitment process of Chevron, Human Resources (HR) department receives a requisition from the respective department which needs to hire employee. In the requisition form they declare whether the post is newly created or a replacement. Then the head of respective department approves the requisition form and sends to the HR. HR then posts job advertisements internally and externally (bdjobs.com). After getting the CVS, they call the candidates for appearing in an aptitude test. Then consecutively first interview and final interview take place.

After selecting one candidate, he/she is given an offer letter. Moreover, he/she is instructed to do the medical checkup and submit the report to the HR. After giving the offer letter, HR mails to the security department for the background check of the candidate. Then security department calls the candidate and asks for important documents (educational certificates, NID, passport, experience certificates etc.). After submitting the photocopies of all the important documents, they need to fill up a form in which all the information related to candidate has to provide. After verifying all the documents, a member of security office visits the candidate's house for security checking.

After getting clearance for medical checkup and security check up, candidate is given the appointment letter. However, if any candidate's close relative is a government service holder or works in Chevron or vendor of Chevron, he/she needs to go through compliance checking. The compliance department usually does this compliance checking.

Selection Process of Chevron:

There are four steps in the selection process of Chevron. They are:

- CV Screening
- Aptitude Test
- Panel Interview
- Final Interview

CV Screening: Chevron does not screen CVs rigidly. But they match the applicants' qualifications with their requirements. If basic requirements match with the candidate's profile, they call him/her for the aptitude test.

Aptitude Test: A competitive aptitude test takes place where the candidate needs to cross cut off score to become qualified for the next stage. Candidates, who cross the cut off score, get call from HR.

Panel Interview: Then the first interview, a panel interview, takes place where candidates' agility, skills and knowledge is judged.

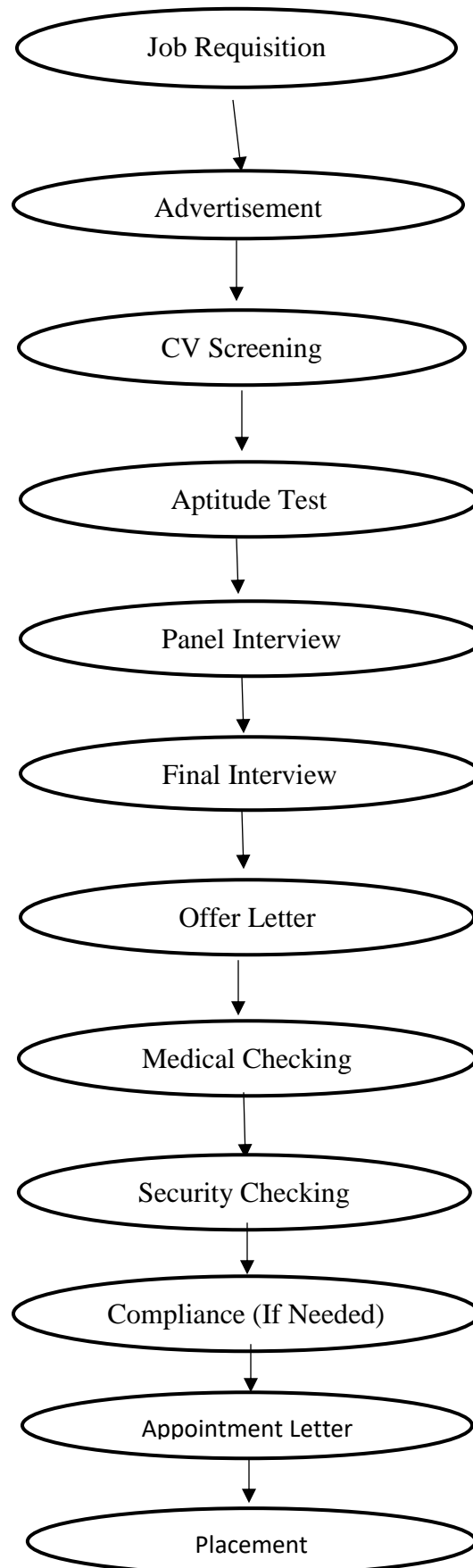
Final Interview: From that interview, three highest scorers are selected and their interview is taken by department head. Among three, one is finally selected.

Chevron does have modern technology and system to arrange distant interview. If candidates attend interview in the Dhaka office, assessors can connect with them through WebEx (A system where people can get connected to each other through telephone). Moreover, if assessors sit in the Dhaka Office and candidates in the plant, they use WebEx as well. Furthermore, they do have VC (Video Calling) rooms for see each other when taking distant interview. Moreover, if the candidate's any of the close relatives is Government Service Holder or Related to Chevron, the candidate needs a compliance checking. In compliance checking, it is examined that if there is any conflict of interest or not. After passing this compliance checking stage, the candidate is on boarded.

Furthermore, if any of the assessors of interview knows the candidate previously, he/she has to declare it and cannot be sitting as an assessor in the interview panel.

Finally, it can be said that Chevron provides all the advancement to make a systematic, accountable and smooth on boarding.

Recruitment & Selection Process of Chevron:



Comparison between Omera Petroleum Limited & Chevron:

Although, Omera Petroleum Limited & Chevron is operating in the same industry, there are some sectors in the recruitment & selection process where Omera Petroleum Limited is lagging behind from Chevron. The sectors are discussed below:

- **Posting Advertisement:** Omera Petroleum Limited posts the job advertisement in various Facebook pages or University groups where Chevron posts their job advertisement in Bdjob.com which increases the chance of getting quality CVs since most of the person upload their CVS in Bdjob.com and there is a diversity of CVS. Facebook pages or University groups usually do not have diversify and quality CVS at all, especially for upper level position.
- **CV Screening:** Omera Petroleum Limited spends too much time in the CV screening and focuses on educational result more. As a result, a person with lowest CGPA but good at work cannot get chance to proof himself. On the other hand, Chevron does not rigidly screen CVs and give all the candidates attend to the exam if the CVs match with their requirements. As a result, they can get employees who are good at work.
- **Skipping Aptitude Test:** Omera Petroleum Limited does not take aptitude test. After the CV screening they take two interviews. As a result, various skills of a candidate cannot be judged properly. But Chevron takes aptitude test where they judge a candidate's English Writing skill, Computer Literacy, Time Management skill, Wittiness etc.

- **Distant Interview Taking:** Omera Petroleum Limited does not have modern technologies to arrange distant interview where assessors can take interview from plant for the candidates who cannot go to the plant in a short notice. As a result, they have to call the candidates at least three days before the interview. Sometimes candidates deny traveling to the plant in a very short notice and they lose potential candidates. On the other hand, Chevron provides modern technologies to arrange distant interview as a result they do not lose potential candidates.
- **Security Checking:** Omera Petroleum Limited does not take much steps to ensure security where Chevron Bangladesh takes it very rigidly. In Chevron their security officers visit home and check the background very seriously. On the other hand, Omera petroleum Limited does not do anything like that.
- **Ensuring Accountability:** Omera Petroleum Limited does not take any step to check out the candidates have any reference or not. Moreover, they do not consider the matter of conflict of interest. On the other hand, Chevron does compliance checking to ensure that the candidate does not have any reference and there is no matter of conflict of interest.

Omera Petroleum Limited needs to improve the above discussed areas to sustain and compete in this competitive energy sector.

Other Improvement Areas in the Recruitment Process:

- **Inefficiency:** Since they do not take aptitude test and directly jump to the interview after CV screening, most of the time they do not find the suitable candidate for the vacant post. They even reject all the candidates even after reaching to the Final Interview with CEO. So, they need to start the whole process again from the scratch. As a result, they need to spend more time in taking interviews which is not efficient for the company at all. A mathematical calculation is given below to show the inefficiency:

Per Month Salary: 7, 00,000 Taka (7 Lac)

Time: 22 Days (Since 8 days are weekly holiday)

Hours: 198 Hours (9 Hours per Day. So, per month 198 Hours)

1 Hour Salary: 3535 (700000/198)

Say 15 recruitment is going on. On average if CEO spends 2 hour per recruitment, then –

Total Hours Spent -30 Hours

Total Salary for interview given- 1, 06,050

If he needs to repeat the interview for five position again, then waste of money is-

35350 Taka (5 position*2 hours*3535 Taka)

Above showed mathematical calculation clearly defines how inefficiently the recruitment process is handled.

- **Process of informing candidates:** Sometimes they call the candidates for interview just 1 day before of the interview. Even the candidates who live outside of Dhaka sometimes informed 1 day before. As a result, many potential candidates cannot be able to attend the interview.
- **Not valuing the time of the candidates:** The most negative part of their recruitment process is they do not value the time of the candidate. They sometimes call the candidates and make them wait for 3-4 hours even for the position of upper level. Sometimes they

cancel the interview even after calling the candidates. It ruins the reputation of the company a lot and sometimes the candidates do not come again to attend the interview.

- **Salary Checking:** Usually, in the panel interview the candidates are asked to share their current and expected salary. In some cases, a highly qualified candidate goes to the final interview and candidate's expected salary does not match with the company's policy. So, they cannot hire the candidate and they have to start it again from the scratch.
- **Medical Check Up:** In the medical checkup, they usually check the sugar, blood pressure and do a chest x ray. But the diseases which are contagious are not checked. As a result, if any employee does have any contagious disease, it can be spread easily.
- **Do not make clear about other benefits:** Omera Petroleum Limited does not have the gratuity, leave in cash, provident fund etc. benefits. When they hire employees, they do not make clear about this. As a result, sometimes employees leave after knowing about this issue.
- **Do not divide the work properly:** In HR department the recruitment work is not properly divided among the employees. As a result, most of the time miscommunication takes place.

Recommendations:

Omera Petroleum Limited needs to improve their recruitment process to attract and recruit high quality employees and to give tough competition to the other competitors. To improve their recruitment process they need follow the timeline strictly which will help to increase efficiency. Then when they post job advertisement, they need to post it on the website which has quality CVS, like Bdjobs.com. Moreover, they need to less emphasize on the CV screening and give less time to it. Since, CV screening is a time consuming work and one's educational qualification does not define his actual professional skills. Furthermore, taking aptitude test is a must since it helps to prove one person's technical knowledge, IQ, general knowledge etc. Apart from process, they need to introduce modern and high end technology which will help to make things smoother. Although, introducing modern and high end technology is a matter of a big budget but eventually they need to introduce it. Furthermore, selecting and recruiting employee is not the only thing. Background checking of the employees is a must. They might involve in criminal cases or terrorism in the past which would be very risky for the organization. So, security checking should be done rigorously. In addition to that, Omera Petroleum Limited should stop reference recruitment through ensuring accountability. Reference recruitment ruins the company's quality and reputation both. Moreover, to increase the efficiency, they need to judge a candidate in a very effective way so that in the final interview all candidates are not knocked out and they do not need to start the interview from scratch. As a result they can save time of the upper level management and make it efficient. Then they need to inform the candidates about the interview at least 3 days before if it holds in Dhaka and 7 days before if it holds outside Dhaka. In a way, all candidates can attend the interview and they can find potential one. Apart from all of these, they need to do a salary negotiation in the first phase since it would be very inefficient if anybody knocks out because of salary from the final stage. Also they need to be very clear about other benefits as a result no employee will leave organization after joining because of other benefits. Most importantly, one person's health issues should not affect the other one. So, they need to introduce test like Hepatitis B, Tuberculosis etc. Finally, it can be said that if the recruitment & selection work is distributed among the employees in an organized way, the improvement will be possible.

Conclusion:

Qualified, potential & hardworking employees are the asset of the company. To ensure the onboarding of the company, a company needs to ensure quantity over quality of the employees. To ensure that the organization must follow a perfect recruitment & selection process and it must include transparency. Omera Petroleum Limited is the very rapidly growing in the sector but they must emphasize on their recruitment & selection process. If they focus on quantity over quality they will reach in the peak of the success soon. Moreover, they must do a market research to attract the qualified employees and to improve their process.

Appendix:

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