

Report On
“The Recruitment and Selection Process of SMC Enterprise Ltd”

By

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Id: 17304136

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

BRAC Business School
BRAC University
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Declaration

It is hereby declared that

1. The internship report submitted is my original work while completing my 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 that 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.

Student's Full Name & Signature:

Sinthia Mozumder Oyshi
17304136

Supervisor's Full Name & Signature:

Mr. Feihan Ahsan
Lecturer, BRAC Business School
BRAC University

Letter of Transmittal

Mr. Feihan Ahsan
Lecturer,
BRAC Business School
BRAC University

66 Mohakhali, Dhaka-1212

Subject: Submission of the Internship Report on “The Recruitment and Selection Process of SMC Enterprise Ltd”

Dear Sir,

With due respect, it's a pleasure and honor to present the internship report entitled "Recruitment and Selection Process of SMC Enterprise Ltd," which was given to me as a significant prerequisite for the fulfillment of the program "Bachelor of Business Administration."

It is a great opportunity for me to work in the HR Dept. with a very passionate and devoted HR team who work diligently to serve SMC Enterprise Ltd with the greatest human resources. During my internship, I attempted to obtain a comprehensive understanding and firsthand experience of the company's complete recruitment and selection process. Following the insightful guidance and ideas, I also tried my hardest to gather as much information as possible regarding the entire process and significant concerns and present it thoroughly with vital facts.

I have attempted my best to finish the report with the essential data and recommended proposition in as significant compact and comprehensive manner as possible. I appreciate your continued support, assistance, and counsel, as well as your generous collaboration during this report's production. If you could please take some time to review my report and assess my performance, I would be extremely thankful.

Sincerely yours,

Sinthia Mozumder Oyshi

17304136

BRAC Business School

BRAC University

Date: Month Day, 2022

Non-Disclosure Agreement

This agreement is made and entered into by and between SMC Enterprise Limited and the undersigned student at BRAC University Sinthia Mozumder Oyshi (ID: 17304136).

Acknowledgment

First and foremost, I am so thankful to SMC Enterprise Ltd. for giving me the chance to fulfill my internship program at their company for 3 months. In addition, I am grateful to the HR Department for their assistance and collaboration in my educational endeavors. They have guided and encouraged me greatly throughout my internship; they have assisted me in identifying my flaws and errors, as well as how to address them properly. The members of the HR Dept. have patiently tried to teach me what I need to know in order to accomplish my internship learning process. Throughout my internship, every single person of the HR Team was extremely helpful and supportive.

I'd like to convey my insightful admiration and warm respect to Mr. Feihan Ahsan Sir, my internship mentor, for his helpful guidance, mentorship, and unwavering assistance throughout my internship. He has provided me with direction, assistance, and support in a number of circumstances, which has aided me in completing my internship report correctly.

I'd like to express my gratitude to **Mr. Rana Kaiser Ahmed (GM, HR & Admin)**, **Mr. Md. Hafiz Imtiaj (Sr. Manager, HR)** and **Ms. Romana Sanjida Akter (Sr. Officer, HR)** for their timely responses, instruction, support, and motivation during my internship, as well as for providing me with important information regarding the company's systems and processes that the HR department uses. They've also offered me helpful advice on a range of work-related matters at different times, which has helped me better understand the company's standard operating procedures.

Finally, I would like to thank OCSAR at BRAC University for initiating the internship program and allowing us to put our knowledge into practice.

Executive Summary

This internship report is being written to complete a requirement for my BBA degree. This paper is an overview of my research on SMC Enterprise Ltd.'s "Recruitment & Selection Process"

The purpose of this report is to determine how ideas and concepts covered in my educational program can be applied to the organization's recruitment and selection process, as well as its flaws, through my everyday actions and responsibilities. Observing my supervisors has also taught me how to overcome my weaknesses. I have learned how they attract the best candidates from the job market to their organization, their screening processes and strategies at every stage of the process, their persuasion techniques, how they overcome difficulties or deficiencies, and so on. I am very familiar with how their entire HR department operates. I've also been through every step of the recruitment and selection process firsthand. Secondary data was gathered from the staff's experiences, the company website, the annual report, and related documents. I've done my best to make this report as nice as possible by incorporating all the essential and relevant data from primary and secondary sources.

SMC Enterprise Ltd (SMC EL) is a subsidiary company of Social Marketing Company (SMC), which is a for-profit company to separate the profitable activities from non-profitable activities to effectively manage a growing and complex operations of a for-profit entity. Their prospective HR team assists them in achieving their objectives by delivering the best fit for the job. Furthermore, the organization offers many development programs to help employees improve their performance as well as their personal growth. In this paper, I have attempted to highlight all of the advantages and disadvantages of SMC Enterprise Ltd.'s whole recruitment and selection process.

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Chapter – 1: Overview of the Internship

1.1 Student Information:

Name: Sinthia Mozumder Oyshi

ID: 17304136

Program: BBA

Major: Human Resource Management

1.2 Internship Information:

1.2.1 Organizational Information:

Company Name: SMC Enterprise Ltd

Period: 3 months

Department: HR Department

Address: SMC Tower, 33, Banani C/A, Dhaka – 1213, Bangladesh

Fax: +88-02-9821957

1.2.2 On-Site Supervisor's Information:

Name: Md Hafiz Imtiaz

Designation: Sr. Manager, Human Resources

Mobile: 01741300333

E-mail: hafiz.imtiaz@smc-bd-org

1.2.3 Job Scope – Job Description/Duties/Responsibilities:

The following are my particular tasks and duties as an intern in this division:

1. Receiving employee requisition documents from the desired department for the required positions based on the yearly budget for employee requisition. Also take the signs of, Supervisor, Dept. Head, Divisional Head, Deputy Managing Director, GM, HR & Admin, and Managing Director for approval.
2. Based on the approved employee requisition form, prepare a job circular for posting in the organization's internal mail, SMC website, and job sites.
3. CV shortlisting based on the required criteria for the position.
4. After that, the interview date will be decided by the HR. Dept. in consultation with the Hiring Dept.
5. Before one day of the interview, make phone calls and SMS to the candidates regarding the interview schedule and documents that they need to bring with them.
6. Preparing exam paper for the written test after receiving the question paper from the hiring dept.
7. Preparing attendance sheet and assessment sheet
8. Attendant candidates fill up the attendance sheet
9. Collecting documents from the attendant candidates on the interview date
10. Conducting the written test
11. Providing pre-interview data form to the candidates during the written exam
12. After the written test needs to separate the first page and need to put the code number before handing over the scripts to evaluators.
13. After the interview session collects assessment sheets from interview board members
16. Collecting evaluated written exam copies from the invigilator

17. Checking marks of both written exam copy and assessment sheets.
18. Preparing tabulation sheet based on the total 100 marks of each candidate.
19. Proposing salary structure for comparing with current salary with the expected salary
20. Making the phone call to the selected candidate for salary negotiation
21. Preparing pre-employment medical checkup form for the confirmed candidate
22. Contact with two references of the candidate and send the reference checking form for collecting their feedback
23. Preparing Approval memo with the signs of
24. Confirming the joining date from the candidate and preparing the appointment letters

1.3 Internship Outcomes:

1.3.1 Contribution to the Company:

As an intern in SMC Enterprise Ltd.'s HR Dept., I have carried out all of the above tasks and responsibilities with dedication and performed each task carefully. I assisted the entire HR team with several recruitments for various roles ranging from management to the lowest level of the organization. From the beginning to the end of each recruitment process, I provided the recruitment and selection team with all relevant documents and other requirements. I did my best to obey my supervisor's and mentor's orders and instructions, and I did my best to assist them in every way and at every stage.

1.3.2 Benefits to the student

The opportunity to work for an organization, that provides quality health care and diagnostic services at an affordable price to all economic segments of the population in our society, is the first and greatest learning benefit I have received. During my internship, I've identified the recruitment and selection processes for practically all of the company's roles, which has allowed me to learn about the many methods for recruiting and selecting the best individual for the job. During my internship, I also got the opportunity to observe some of the interview sessions for various career openings. From those interviewing sessions, I learned how an interview is conducted, what the interviewers look for in a candidate, and how they assess each potential candidate, how they try to measure the capabilities and KSAs of each candidate in the limited time available during their interview, how they choose the best candidate for the job, or how they make a decision on whom to select, and so on. I've listed the advantages of this internship opportunity below:

i) The Recruitment Process:

The recruitment process entails attracting qualified people to fill open positions. To do so, the recruitment staff of SMC Enterprise Ltd works hard to create job adverts that appeal to the widest range of potential candidates. They list the job qualifications, such as who is eligible to apply for a specific job, and what are the duties and responsibilities of a specific job. Then they post their job circular on their internal mail with internal employees, BD Jobs, and SMC Website, and the circular will be available on these platforms for 15 days after publishing. Along with information on how to apply for the position for those applicants who are interested.

ii) Selection Process:

In comparison to the recruitment procedure, the selection process is relatively extensive. The first and most important stage in the selection phase is to gather all of the CVs received from the sources on which the HR team posted job circulars and go over each one individually. Then the HR team matches the CVs with the criteria and sorts them accordingly. During the sorting process, the shortlisted candidate will get phone calls and SMS before one day of the interview date regarding the interview time schedule, interview process and some documents which are candidate should bring with them on the interview day. On the day of the interview, at first, there will be held a written test and during the written test the examiner will take the documents from the candidate and provide pre-interview data forms to the candidates for filling up. Also, take the signatures on the attendance sheet from the candidates. After that, the recruiter will prepare the salary structure for comparing with current salary with the expected salary. Then the recruiter contacts with the candidate for salary negotiation. After salary negotiation, if the candidate agrees for joining then the recruiter will send the candidate for medical checkup. Also, check the reference by contacting and sending reference checking report to the reference through e-mail. After that, prepare approval memo for taking approval from the higher officials. In the last step, the recruiter will know the joining date and prepare the appointment letter. And this is the whole selection procedure of SMC Enterprise Ltd. But during the Covid-19 pandemic, the selection process become more time-consuming and complicated according to HR team members.

1.3.4 Personal Development:

Learning how to work under pressure is one of the key learnings of my internship program. I have observed it when I am working with HR team members. At the same time they are doing different multi-tasks by maintaining the deadline and I think this learning helps me later to plan my working activities under pressure. I have also learned how to prioritize my workload effectively by keeping my nerves calm.

1.3.5 Communication and Interpersonal Skills:

Throughout the internship, I interact with a variety of people, some of whom are workers and others who are employees of the organization. I also have to talk with random candidates about the recruitment process during interviews. So, as a result of this internship program, I've gained a variety of interpersonal skills, such as effective verbal and nonverbal communication, listening, decision-making, assertiveness, and so on.

1.3.6 Problems or Limitations During the Internship Period:

Throughout the internship, there are some limitations I have observed as an intern. First of all, supervisors are understandably apprehensive about disclosing sensitive company information to interns in order to protect confidentiality. As a result, obtaining the exact image is always a challenge. For example, salary structure, promotion increment, etc. are confidential information, which is the HR officials did not want to disclose. Another limitation I have found is a lack of time management between the internship program and the report writing.

1.3.7 Recommendations:

After a great three months as part of the internship program, I've observed certain areas for improvement that I'd want to offer to the firm. First and foremost, the HR Dept. should give access to the intern in HRIS as many entry-level positions require this as extra expertise. Secondly, I think the HR dept. should give chance to HR interns to manage whole recruitment and selection process by their own self so that they become more expertise on it. HR dept. can offer lower-level position's recruitment task to interns for making them expert.

Chapter-2: Organization Part:

2.1 Introduction:

SMC is the largest and the most successful partner of the Government of Bangladesh in its effort to reduce the population growth rate in the country. Social Marketing Company (SMC), has successfully applied social marketing principles in providing health and social services in several areas such as family planning and reproductive health, diarrheal disease management, child health and nutrition, female hygiene, HIV/STI prevention, referral of suspected TB cases, etc.

SMC shaped a for-profit subsidiary known as SMC Enterprise Limited (SMC EL) in 2014 to separate its for-profit activities from its non-profit-making activities to assist strengthen a growing and complex operation. SMC Enterprise would be governed by a Board of Directors made up of members of the SMC Board, ensuring that the two businesses' goals and general governance are aligned. SMC Enterprise manages its own core operations - prompting, distribution, manufacturing, services, and support functions of the supply chain, accounts and finance, and human resource management - but it may be able to use some of the current facilities that already exist at SMC under a standard services agreement.

SMC has grown from an initiative to a thriving social business enterprise, and it is now one of the Government of Bangladesh's (GOB) leading partners in the health, nutrition, and family planning sectors. Both SMC and SMC EL are making traction in their efforts to diversify their portfolio of public health and consumer products while maintaining a high level of quality and offering the value of "living better" through continual improvement.

2.2 Overview of the company:



The Social Marketing Company (SMC) continues on its successful path while continuing to play an important part in Bangladesh's national health and family planning programs. The company began in 1974 as a USAID-funded Family Planning Social Marketing Project (FPSMP) in response to the country's fast population expansion. The project was later changed into a not-for-profit corporation in 1990, with a volunteer Board of Directors. In 2012, SMC achieved complete sustainability by recovering more than 100% of its non-program costs. In 2014, it established SMC Enterprise Limited (SMC EL), a wholly-owned subsidiary firm, to segregate profitable from non-profit activities and to properly manage a growing and complicated for-profit entity. SMC marched toward its purpose with the concept that "profit must first contribute to social betterment." SMC EL's Pharmaceutical Division was established in 2017 with the goal of "no one should suffer, especially the poor, owing to a shortage of affordable, high-quality medicine." Antibiotics, anti-ulcerants, non-steroidal anti-inflammatory medications (NSAIDs), anti-histamines, anti-asthmatics, anti-spasmodics, and mineral supplements are among the 33 goods it currently pushes on the market.

SMC has been running the 'SMC Niltara Clinic' from 2018 with the provision of a model pharmacy at Dhaka Uddan, Mohammadpur, Dhaka, in order to deliver quality health care and diagnostic services at an accessible price to all economic segments of the population in the community. SMC constructed another clinic named 'SMC Clinic' at SMC Tower-2, Darussalam, Mirpur, Dhaka in 2021 to expand excellent medical services at low prices, based on the great experience of the current clinic operation. These clinics are one-stop health service centers that provide specialists' consultations, high-quality diagnostic services, and affordable drugs.

SMC's flagship brand 'ORSaline-N,' with a market share of 61 percent, has made a significant contribution to lowering the child death rate owing to diarrheal disease during the last three and a half decades. Since 2008, SMC has been supplying Zinc pills as an additional medication for treating child diarrhea. The 'MoniMix' SMC branded micronutrient powder (MNP) helps to prevent iron deficiency Anemia in children aged 6-59 months. SMC has recently launched 'MoniMix Plus,' a UNICEF and WHO-developed formula aimed at improving nutritional status among 5-12 year old children and adolescents in the country.

'Femicon,' the most popular low-dose oral contraceptive pill (OCP), topped the list in the OCP category with the most users and is the second-most utilized brand in the country. Millions of women love Femicon because of its ease of use, comfort, and effectiveness. Due to its quality and cost, SMC's sanitary napkin 'Joya' has gained widespread acceptance among low-income women and teenagers in the female hygiene market.

In 2020, SMC launched the 'Vermicid' deworming tablet to help children and their families around the country improve their nutritional state. In 2021, SMC will launch 'FullCare,' a public health solution that will significantly broaden the company's portfolio. FullCare is a pregnancy-safe multi-micronutrient supplement. It contains 15 micronutrients, including iron and folic acid, which are important for the mother's, fetus', and newborn's health. SMC EL also introduced new generation birth control pills 'SmartPill' and 'SmartPill Lite,' a healthy and tasty fortified confectionary 'Super Kid,' ready-to-drink electrolyte beverage 'SMC Plus,' and flavored saline 'SMC Fruity,' to strengthen children's immunity.

SMC's nationwide behavior change communication efforts to enhance rural people's health behaviors were a huge success. Family planning, child health, nutrition, adolescent health, maternal health, hygiene, and tuberculosis and clinical contraception referral services are all part of the ongoing effort.

[Contribution to the National Economy:](#)

SMC has significantly contributed to the Contraceptive Prevalence Rate (CPR) at the national level, according to the Bangladesh Demographic and Health Survey (BDHS) 2017-18, by distributing 47 percent of pills, 62 percent of condoms, and 33 percent of injectables. It represents a 38 percent contribution to the overall CPR in the United States. SMC is today regarded as one of Bangladesh's most important and valuable partners, assisting and supporting the government's efforts to achieve the national goal.

SMC

Blue Star Program: A network of 9,000 private sector non-graduate providers.

Green Star Program: A network of more than 4,300 drug sellers.

Pink Star Program: A network of 450 active graduate providers mostly Obstetricians and Gynecologists.

Gold Star Program: 2,700 community level rural women entrepreneurs disseminating health information and selling health products.

Clinical & Injectable Contraceptives: Promotes Relax, i-plant, SOMA-JECT.

Public Health Products: Promotes MoniMix, Safety Kit, SMC Zinc, Vermicid, Easy Clean, Quick Test, MoniMix Plus, FullCare.

SMC Clinic & SMC Niltara Clinic: Provides quality health care and diagnostic services at an affordable price.

SMC EL

Contraceptives (Male): Markets Raja, Hero, Panther, Sensation, U&Me, Xtreme, Amore;

Oral Contraceptives (Female): Markets Femicon, Femipil, Noret-28, Minicon, Norix-1, Ovacon Gold, Mypill, SmartPill, SmartPill Lite.

Food and Beverages: Markets ORSaline-N, Taste Me, Bolt, SMC Purified Drinking Water, SMC Plus, Super Kid, SMC Fruity.

Health and Hygiene: Markets Joya Sanitary Napkin, Smile Baby Diaper, Germ Kill Hand Sanitizer, Germ Kill Hand Wash, SMC Pure Petroleum Jelly.

Manufacturing: Largest ORS Manufacturing Facility at Bhaluka, Food Manufacturing Division at Bhaluka, Health & Hygiene Factory in Cumilla.

Warehouses: Central Warehouse at Bhaluka, Regional Warehouse in Bogura and Cumilla.

SMC is constantly engaging its endeavors and expanding its basket of public health products for the wellbeing of women, children, and families in order to serve the nation with wide programming activities. SMC and SMC EL's entire operational process is evolving at the speed of modern marketing and communication methods in order to provide the population with high-quality products and services at an affordable price while taking into account every convenience, symbolizing SMC as a house of trusted brands.

Mission of SMC:

In partnership with the government, development partners and the private sector, SMC's overall mission is to improve the health and wellbeing of women, children and families through social marketing of products and services in family planning, maternal and child health, nutrition and other socially beneficial areas.

Mission of SMC Enterprise:

The mission of SMC Enterprise Ltd. is to support SMC to grow as a successful social enterprise by making surplus funds from profitable operations available for investment in program operations designed to enhance social good.

Vision of SMC:

SMC's vision is to be a world-class social enterprise recognized for its contribution to the advancement of social marketing thoughts, principles and practices that aim to better the health and wellbeing of women, children, families and the society.

Core Values:

- Their organizational interest is at the foremost
- They never compromise on quality and satisfying their customers' need
- They challenge themselves everyday to do better and achieve more
- They hold dearly their values of integrity, rest and fairness

Major Milestones:

1974: Family Planning Social Marketing Project (FPSMP) established under a tripartite agreement among Population Services International (PSI), GOB and USAID

1975: USAID-donated Raja condom and Maya contraceptive pill started distribution through private sector outlets

1985: FPSMP launched Oral Rehydration Salt (ORS) to address high diarrheal deaths due to dehydration

1990: FPSMP became Social Marketing Company (SMC), a private not-for-profit company under the Companies Act of 1913 with a voluntary Board

1997: SMC became a direct recipient of USAID funds with the departure of PSI

2000: Inaugurated Company's own headquarter building 'SMC Tower' in Banani, Dhaka

2004: ORS manufacturing facility started operation in Bhaluka, Mymensingh

2008: Central Warehouse inaugurated in Bhaluka, Mymensingh

2012: Became fully sustainable recovering more than 100% of non-program related costs

2012: Awarded USAID-funded MIH Project through a competitive bidding

2014: Formed SMC Enterprise Ltd, a fully-owned for-profit subsidiary company

2015: Inaugurated Bogura Regional Office and Warehouse

2016: Started construction of hygiene manufacturing plant in Cumilla

2016: Awarded the Marketing Innovation for Sustainable Health Development (MISHD) project by USAID

2017: Manufacturing of hygiene products at the Cumilla plant begins

2017: Started construction of 'SMC Tower - 2' in Mirpur, Dhaka

2017: Launched prescription pharmaceutical products in its own brand name

2018: Inaugurated SMC Niltara Clinic and Model Pharmacy in Dhaka

2019: Commercial production of MoniMix started from December 31, 2019

2019: Production line for commercial production of capsules and Monimix pouch started at Bhaluka plant in December 2019

2020: Awarded the Multiple Micronutrient Supplements (MMS) by CIFF

2021: Completed construction work of SMC Tower-2 and started operation of SMC clinic along with Pharmacy.

2.3 Management Practices:

The Human Resource Dept. has been working to improve job experience, transparency, and procedural justice for every employee. The department is in charge of the company's recruitment and training of personnel. They also keep track of performance and deal with issues like promotion and pay. They are also in charge of the company's rules and regulations. For employees' any type of medical issues the company provides medical allowances which is monitoring the HR dept. This dept. also works on car or motorbike loan of the employees. Attendance of every employee is strictly monitored by the HR Officer. The HR dept. is monitoring every employee's file and their documents very gravely. Besides, they work on the mobile allowances, lunch requisition, transport requisition, equipment requisition, holiday notices etc.

2.4 Sales & Marketing Practices:

Social marketing is the implementation of corporate marketing tactics to popularize and offer products and services that provide obvious advantages to people at affordable rates. The main feature of social marketing is ensuring high-quality health products and services easily accessible and inexpensive.

SMC is one of Bangladesh's most well-established, comprehensive, and effective distribution channels (both own and dealer). Under the direction of four regional offices, nationwide coverage is provided through twelve offices located in the country's principal division and district towns. This allows SMC's sales team of about 143 to distribute products to far-flung retailers on a timely and consistent basis. SMC can make its products widely available at retail outlets across the country because to its extensive sales and distribution network.

Market segmentation, effective positioning, brand development and brand promotion efforts continue to be a major part of SMC's strategies, and the company now provides a diverse range of pills and condoms targeted at specific market segments supported with brand-specific advertising and promotion. Bangladesh has become an example of best practices and has drawn international attention as a result of its amazing achievements and expanse.

2.5 Information System Practices:

The manager of the Information Technology Department will control and lead the department's activities, as well as guarantee that it delivers efficient and effective technical support to all departments of the company. The IT Department's responsibilities are listed below:

1. Provide necessary electrical equipment to all departments as per the requisition.
2. Setting up fingerprints of every employee for monitoring attendance, entry time, out time, short hours, and surplus hours.
3. Controlling and managing the company's HRIS System for updating employees' information and attendance.
4. Advise new technology users with IT assistance, training, and orientation.
5. Troubleshoots, supports, and repairs IT equipment and networks when they break down.

Chapter 03: Project Part

3.1 Introduction

3.1.1 Background:

SMC Enterprise Ltd's Recruitment & Selection Process is the main focus of this report. In this paper, I've discussed numerous HRM practices in relation to the ideas that I studied during my graduate program. In this paper, I attempted to connect and compare concepts with actual variables, as well as to demonstrate the similarities and differences between the two. Throughout the internship, I have also stated my actions, tasks, and jobs. I've attempted to highlight all of the material and experience I've accumulated so far. This report details the HR & Admin division's numerous practices. For many roles, there are extensive discussions of each step of the recruitment and selection process. I've also mentioned numerous challenges or problems that arose during the procedures, as well as how the HR team handled them.

3.1.2 Objective of the Report:

Broad Objective

In this report, I want to share the recruitment and selection process, as well as the training process, their HRIS system, Personal File Keeping Process and the activities that take place when candidates are hired for a certain role.

Specific Objective

- Ordering documents of personal files as per personal checklist
- Explain the recruitment process
- Present the selection process
- Joining steps of new faces

3.1.3 Significance of the Report:

This report will assist me in understanding the recruiting and selection process of any large organization, as well as the parameters and sorting features of eligible employees for a company. It will also assist me in understanding the learning requirements for various positions and offer me with information on various learning techniques that are employed in accordance with the requirements. This report will also assist me in gaining a good understanding of the organizational culture's communication and engagement system with people outside the organization. Furthermore, this paper will support me in learning about various aspects and regions of Human Resource Practices. On the other side, it will help me in preparing for the future recruitment and selection process that I would encounter when applying for a full-time position. It will also serve me in nourishing and preparing myself to effectively expand my career by employing the information I gathered while producing this report. I'll be capable to use the information of this report to have a better sense of what it's like to work in a real-world setting, and it'll also help me keep track of how I'm doing in my profession in the future. In the professional workplace, there are a variety of approaches to dealing with various task processes. All of those things cannot be learned solely through theory. When practical skills are linked to previously acquired theory, learning becomes smoother.

3.2 Methodology

This research is based on data from both primary and secondary sources. My daily actions and observations provided most of the information for this report. The secondary data was gathered from the company website, the notebook, and relevant literature. I have done my part to make

this report presentable by incorporating all of the essential and relevant data from primary and secondary sources.

3.3 Findings and Analysis:

Findings

SMC Enterprise Ltd.

Here I am going to explain the findings and analysis that I have experienced throughout my internship period:

1. Job Requisition:

Every year SMC Enterprise Ltd prepares the budget for their employee requisition. Based on the yearly budget for employee requisition SMC Enterprise Ltd recruits and selects employees for required positions. For processing the recruitment and selection for particular position HR Dept. need to collect signs of higher officials. For the replacement of employees, the information is also mentioned in the requisition form.

2. Job Circular:

For publishing job circulars, the HR team uses three platforms: their internal mail, the Jobs website, and the website of SMC Enterprise Ltd. Before publishing the job post into their internal mail, the recruiter needs to take the sign of GM, HR & Admin. After signing the internal circular, all internal employees get the circular through the mail if anyone wants to apply for the position. Besides that, the job circular is available in BD Jobs and the website of SMC Enterprise Ltd for 15 days the day after publishing the circular.

3. Criteria for CV Shortlisting:

For CV shortlisting the recruiter follows some criteria which is the most important part of the recruitment. The recruiter checks the educational qualifications (Degree, University, CGPA), Designation, Present Organization, Age, and Total Experience.

4. Interview Date Fixing:

After cv shortlisting the Senior Manager of HR Dept. fixed the date of the interview by knowing the availability date of interview board members.

5. Interview Phone Calls and SMS:

Before one day of the interview date recruiter will make phone calls to the candidates regarding the interview date, time, and location. Also, update about some important documents which candidates must bring on the interview date.

6. Preparing Exam Copy:

For the written test copy of the question is provided by the department head to the HR Dept. Head or Senior Manager of HR and then the recruiter collects the question from them through the mail and prepares the number of exam copies based on the number of shortlisted CVs.

7. Preparing Assessment Sheets and Attendance Sheet:

Assessment sheets prepare for interview board members for evaluating candidates based on their performance, problem-solving skills, personality, etc.

Also, prepare an attendance sheet for the candidates whose CVs are shortlisted for the interview.

8. Attendance Sheet Fill-up:

Those CVs are shortlisted for the interview, and their names and phone numbers are updated in the attend sheet so that recruiter can take signs from candidates who present for the interview.

9. Collecting Documents:

During the written test, the examiner collects documents from the candidates which they are asked to bring on the interview date. Those documents are – Updated CV, NID Photocopy, Highest Educational Certificate Photocopy, and Passport Size Photo.

10. Written Test:

Before the written test, candidates collect pre-interview data form from the reception and fill the form. After filling up, the examiner will collect the form along with other documents. Then the examiner provides exam copies to the candidates. The maximum written test's duration is 30 to 40 minutes, and the question pattern is conceptual and MCQ combination.

11. Pre-Interview Data Form Fill up:

A pre-interview data form is a document where candidates update basic information about their own self. Suppose the Candidate's name, Position applied for, Last Education, Current/ last Experience, Reference, etc. Reference is the most important part of this form because if any candidate gets selected then the recruiter will contact with the references about those are mentioned in the pre-interview data form for verification about the candidate. Reference can be the previous or current organization's supervisor, colleagues whom are familiar to the candidate so that after the selection the recruiter can contact with the reference and send him or her Reference Verification Form.

12. Code Writing for Fair Evaluating:

Every first and second page of written test copy recruiter writes same codes so that after separating the first page of every written test copy, when script checking will be done the recruiter can recombine the paper based on the code.

13. Conducting Interview Board:

In the interview board laptop and projector should be ready for presenting CVs of candidates. The recruiter should keep separate assessments sheets for each interview board members. In each assessment sheet, there are candidate's name, years of experience, marks of evaluation criteria (job knowledge, problem solving, presentation skill, communication & presentation), strength, weakness. The assessment sheet contains 60% marks for the viva for each candidate.

14. Provide hard copy CVs in the interview board:

In the interview board, hard copy CVs need to keep beside the GM, HR & Admin's assessment files.

15. Checking marks of written scripts and assessment sheets:

After the interview session, the recruiter will collect the assessment sheets from each member of the interview board committee and will check whether the sign and marks are updated in the sheet correct form or not.

16. Preparing Tabulation Sheet:

Based on the assessment sheets and written test marks recruiter prepares the tabulation sheet. Through this sheet, the recruiter can easily update the average marks of each candidate who attended the interview.

17. Salary Structure:

When the recruiter gets the highest scorer based on the written test marks and viva marks through the tabulation sheet then the recruiter prepares the salary structure based on the company's salary scale. In the salary structure paper, the recruiter updates the new candidate's name, latest educational information, current organization information, total year of

experience, expected salary, the present salary of the desired organization, day of the notice period, and breakdown of salary grade. The recruiter prepares the salary structure for comparing with existing same designation.

18. Salary Negotiation:

Salary negotiation is an important part for both employee and organization. In this part recruiter informs to the candidates about their selection and also discusses salary as per company policy. Based on salary scale salary amount can be more or less but the recruiter needs to make sure the salary amount does not violate the salary grade as per company policy.

19. Medical Checkup:

Before the joining date candidates have to go to the medical center which is selected by the company. In all medical tests, candidates have to be fit. And the cost of the whole medical checkup is free for selected candidates.

20. Reference Verification:

After the medical checkup recruiter contacts with references of the candidate for the verification. Then reference gets a verification form through the mail from the recruiter and fill up it and again mails the filled-up file to the recruiter.

21. Approval Memo:

The recruiter prepares the approval memo for recruiting new employees in the required position. This is the type of document in which the recruiter collects higher officials' approval by taking their signs. Also, there mentions the overall recruitment process in brief.

22. Preparing Appointment Letter:

After confirming the joining date by discussing with the candidate recruiter prepares the appointment letter.

23. Joining Steps:

The day before joining recruiter sends some document file to the candidate which he or she has to fill up and bring the required documents along with his or her all educational certificates, TIN certificate's photocopy, NID photocopy, six passport size photos.

3.4 Summary and Conclusions:

SMC Enterprise Limited' (SMC EL), a wholly-owned subsidiary firm, to segregate profitable from non-profit activities and properly manage a growing and complicated for-profit entity. SMC marched toward its purpose with the philosophy that "Profit must primarily contribute to social good." SMC EL's Pharmaceutical Division was established in 2017 with the goal of "no one should suffer, especially the poor, owing to a shortage of affordable, high-quality medicine." The mission of SMC Enterprise Ltd is to support SMC to grow as a successful social enterprise by making surplus funds from profitable operations available for investment in program operations designed to enhance a social good.

SMC Enterprise Ltd.'s Human Resource Dept. leads the process of recruitment and selection, training and development, employee evaluation, performance-based rewards, compensation and benefits, and so on. The secret to having such hardworking and dedicated personnel who constantly works up to their full capacity and contributes to the company's success is a very solid and smart recruitment and selection process, as well as their teamwork. Their training and development staff is always working to improve and develop their employees' performance so that they may push themselves to achieve better results and contribute to the organization's growth.

To do their job, how to screen the applied candidates to find the best potential candidates for SMC Enterprise Ltd.'s Recruitment and Selection Process includes strategies such as how to attract the best market talents their job, how to evaluate them effectively, how to persuade them to join their company, how to overcome shortcomings and obstacles, and how to strategically handle any unexpected situation, among others. All of this information was gleaned from my own observations of daily events. To provide some information on the company, I also used secondary data sources such as the company website, annual general reports, and so on. Throughout the report, I have attempted to cover both the broad and detailed aims.

3.5 Recommendations:

After observing the whole recruitment and selection process I would like to recommend that something which can be a better initiative for the company.

Suppose for those positions recruiter needs to shortlist more than twenty CVs, before the physical interview the company can arrange the Online Aptitude Test like Bkash so that the recruitment process can become easier and less time-consuming with a few candidates who are enrolled in the online aptitude test.

Another thing I have observed is that every interview board is formed by the heads of different departments. But from my end, I think other officials suppose Sr. Officers and Principal Executives can also be the part of interview board because leading an interview board is also a learning for upcoming promotion holders who will one day take the position of manager and above.

Also, one thing I want to suggest to the HR Dept. as their pharmaceutical division has promoted 33 products in the market and they are distributing those products in different regions all over Bangladesh. So, for market research distributing and, promoting the products, they recruit candidates in different positions, suppose sales officer, medical information officer, etc. For those positions' recruitment, they conduct the interview in the head office which is difficult to attend those candidates who have to travel from outside of Dhaka. Sometimes, it has been seen that there are some qualified candidates who are unable to participate in the interview because of travel issues. So, I think this issue can be solved and also it will be beneficial for the company if they arrange the recruitment process for those positions regional wise. As a result, the company can reach the qualified candidates as area wise and candidates don't need to face any hassle of traveling from hundred miles away.

3.6 Sources:

<https://www.smc-bd.org/about-us>