



**Recruitment & Selection Process at Oponin Pharmaceutical Ltd**

**An Internship Report**

Bus 699: Internship

**Submitted For**

Assistant Professor

Shamim Ehsanul Hauqe

**Submitted By**

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## Letter of Transmittal

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Dear Sir

I have the pleasure in submitting you the Internship Report on Opsonin Pharmaceuticals Ltd based on projects carried out within the period of last three months, as part of fulfilling the requirements for Masters of Business Administration (MBA) program at BRAC University.

The report provides a brief introduction of the Pharmaceuticals Company and focuses on my responsibilities as a worker at Human Resource Division. The MBA program has immensely helped me in solving problems as I have related academic knowledge into practice. This report presents how I have adapted and applied some of the core tenets in business administration into my area of practice.

The report links academic concepts with practitioners problems and is structured according to the requirements of the course BUS 699.

Sincerely,

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Samiul Gani Neel      Date

## **Executive Summary**

This report on Opsonin Pharmaceuticals Ltd focuses on application of theories and concepts discussed in business administration and how some of those concepts were applied in the Human Resource Division at Opsonin Pharmaceuticals Ltd, a Pharmaceutical company in Bangladesh. Taking the working period of the author as a scope to apply business knowledge into practice, this report provides key insights on how a Human Resource Division more emphasize on Recruitment & Selection Process and additionally how HR people can gain valuable knowledge from the MBA program.

The objective of the report is to identify how theories and concepts discussed in the MBA program can be applied in the context of Recruitment & Selection Process at a Pharmaceuticals organization in Bangladesh.

Number of secondary sources like text books, academic journals and web resources were adopted in preparation of the report. Primary data came from the author's day to day practice at the organization as a worker in Human Resource Division. Therefore, some bias on the views expressed in the report cannot be ruled out. Yet, effort was given to minimize the bias and produce an unbiased account of the project.

The Opsonin Pharmaceuticals Ltd is one of the top listed Pharmaceutical in Bangladesh. The Pharmaceuticals industry faces severe competition within the oligopoly and as a result organizations are highly performance driven. The often ruthless and competitive HR practice at Pharmaceuticals organizations requires the HR expert to be able to understand performance matrices and organizational issues. Hence, the management development programs are often introduced within organizations and trainings are facilitated. The author gained valuable insights on how and why organizations must be more adding values in terms Recruitment, HRIS, HR Transaction, Performance Appraisal, Healthy & Safety Issues and how Human Resource Division become a business partner.

The report provides recommends for both academia and practitioners. It recommends that management training can also take the time constrains in industry into consideration and train students to conduct academic projects like marketing plan within a specific number of hours and thus introduce performance matrices at the early stage of training. Additionally, it recommends that how Opsonin Pharmaceuticals Ltd can run as a more HR driven firm.

Finally, the report concludes that although the scholarly domain focuses on theory development, the Masters in Business Administration program allows professionals to apply business knowledge into practice, as was in the case of the author's work at The Opsonin Pharmaceuticals Ltd.

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## **1.1 Introduction**

### **1.2 Origin of the Report**

This internship report is prepared to make a study on “Recruitment & Selection Process at Opsonin Pharmaceuticals Ltd.” It is part of the fulfillment of internship project required for the completion of MBA program at BRAC University.

The preparation of the report was supervised by Mr. Shamim Ehsanul Haque, Assistant Professor at BRAC University and the author is thankful to him for assigning this project.

### **1.3 Aim and Objectives of the Report**

The main aim of the report is to identify how theories and concepts discussed in the MBA program can be applied in the context of Recruitment & Selection Process at a Pharmaceuticals organization in Bangladesh.

Thus the objectives of the report are:

1. Describe the organization and the scope of work in Recruitment & Selection Process.
2. Identify key academic theories covered in the MBA program that can be applied in how to improve Recruitment Selection Process.
3. Make recommendations for the practitioners and academia that can further enhance the management based practices of Human Resource Division in the Pharmaceuticals industry in Bangladesh.

### **1.4 Methodology**

The report is prepared using both primary and secondary data. At first, secondary sources were evaluated to gain valuable knowledge about the Pharmaceuticals industry and the organization. Additionally, academic sources like text books and journal articles were used to gain knowledge on key concepts relating to Recruitment Selection Process and best HR Management Practice.

Primary data includes the observation of the author while working in Human Resource Division of Opsonin Pharmaceuticals Ltd. The project is carried out over the last three months.

## **1.5 Limitations**

The limitations of the report arise from the inherent limitations of the methodology and methods adopted. Firstly, the secondary information is often outdated and many web resources cannot be verified and thus lack authenticity. Additionally, first hand observation of the author introduces bias in the report that can minimize credibility of the findings. Attempts are made to minimize these biases and prepare a credible report on the project.

## **1.6 Structure of the Report**

The report discusses the organization under study, Opsonin Pharmaceuticals Ltd. and focuses on the tasks related to Recruitment & Selection Process. It then provides insights on some academic concepts that were applied to enhance the performance of the engineering tasks to let the organization gain greater customer satisfaction.



## 2.1 The Organization

### 2.2 Introduction:

The pharmaceutical industry of Bangladesh is one of the most developed hi-tech sectors within the country's economy. In 2000, there were 210 licensed allopathic drug-manufacturing units in the country, out of which only 173 were in active production; others were either closed down on their own or suspended by the licensing authority for drugs due to noncompliance to good manufacturing practices or drug laws. The industry manufactured about 5,600 brands of medicines in different dosage forms. There were, however, 1,495 wholesale drug license holders and about 37,700 retail drug license holders in Bangladesh. Due to recent development of this sector, the industry is exporting medicines to global markets, including the European market. This sector is also providing 97% of the total medicine requirement of the local market.

Top 10 pharmaceutical companies:

1. Square Pharmaceuticals Ltd.
2. Incepta Pharmaceuticals Ltd.
3. Beximco Pharma Ltd.
4. Bio-pharma Ltd.
5. Opsonin Pharma Ltd.
6. Eskayef
7. Renata Pharmaceuticals
8. Acme Pharmaceuticals
9. ACI Pharmaceuticals
10. Aristopharma

### 2.3 Organization History:

Industrial development in this country by the Founder chairman late Abdul Khaleque Khan and his successors have already established a number of innovative & import substitute industrial units mainly in the pharmaceutical and related sectors; the seed that was planned in the year 1956 now has become a tree. The way they walked through was not a smooth and plain one. After a thousand miles walking the plant of distilled water has now opened a new horizon in Bangladesh pharmacy industry. From the inception they always believed in nation building activities. Their cherished dreams had served the mankind and the man behind the mankind. This dream has come into reality as a result of thousand miles throbbing walk of thousand people.

1956- Partnership business started

1962- Manufacturing of injectable

1976- Enlisted as private limited company

1980- Expanded nationwide marketing & Distribution

1982- Manufacturing of antibiotic capsules

1985- Exports of products to South East Asia & the Middle East

1996- Manufacturing of suppositories first time in Bangladesh

1997- Manufacturing of soft gelatin capsules

2000- ISO 9001 certification

2003- Site development and planning for new factory

2005- Company name has changed from "Opsonin Chemical Industries Ltd." to

"Opsonin Pharma Ltd."

2010- Company was changed from "Opsonin Pharma Ltd" to "Opsonin Group" in the month of June

### **2.2.1 Vision**

Opsonin's vision is to achieve significant business in prescription products by 2020 with a strong presence in domestic and international market. Considering the above vision, under the umbrella of OPSONIN group, Opsonin Pharmaceuticals Ltd. is an innovative and vision driven company designed to confirm global standards like WHO cGMP, UK-MHRA and US-FDA. The finest and largest solid dosage forms manufacturing facility is under construction by active guidance of European Consultants.

Facilities and processes are of the highest quality which has been designed to achieve quality products with vision to export in global market.

### **2.2.2 Mission**

Their holistic approach is to ensure Health, Vigor and Happiness for all by manufacturing ethical drugs and medicines of the highest quality at affordable prices and reaching out even to the remotest areas by proper distribution network. They view themselves as partners with doctors, their customers, their employees and their environment.

### **2.2.3 Company's Goals**

Opsonin Pharmaceuticals Ltd. is committed to maintain state of the art manufacturing facilities for ensuring best quality products to the customers. The company is devoted to increase sales growth, increase productivity, increase profit margin, improve company image & customer satisfaction and ensure continual improvement.

#### 2.2.4 Strengths

The largest Solid Dosages Form facilities in Bangladesh. Total facility area is 2, 19162 sft and clean class –100000 area is 43,726 sft.

Dedicated building for non-penicillin, non-cephalosporin and non-steroid products.

More than three billion tablet manufacturing facility per year considering single shift.

Designed the facility to meeting the requirements of WHO cGMP, UK- MHRA and US-FDA.

Environment controlled and monitored by integrated building management System (IBMS) through introducing Zoning concept in all manufacturing areas.

Room to room automated differential pressure monitoring system to avoid cross contamination.

In manufacturing area every airlock, pass box and doors containing interlocking system.

Fully automated production machineries from renowned sources incorporate with latest technology for maintaining strict cGMP compliance in everywhere.

Each machine meets the requirement of 21 CFR part 11 compliances.

Introduce world renowned PW (Purified Water) generation system including loop to meet up high standard water quality in everywhere.

Independent R & D Lab for developing new products, which containing sophisticated lab trial equipment. Separate analytical lab also available here.

Separate QC Lab equipped with modern machineries like FTIR, TOC analyzer, HPLC, GC, Atomic absorption spectroscopy etc.

Independent microbiology department to perform microbiological tests.

Strict safety profile is maintained throughout the plant. In view of this world renowned safety devices are introduced for fire detection and fire protection.

Environment friendly modern ETP & Incinerator are available for managing solid and liquid waste disposal.

### 2.2.5 Quality policy of Opsonin

- Absolute commitment to the highest standard quality product and service.
- Improve market share and productivity.
- This organization has adopted ISO 9001 and CGMP standards.
- The quality management system shall be resourced with competent personnel, suitable premises and up-to-date technology.

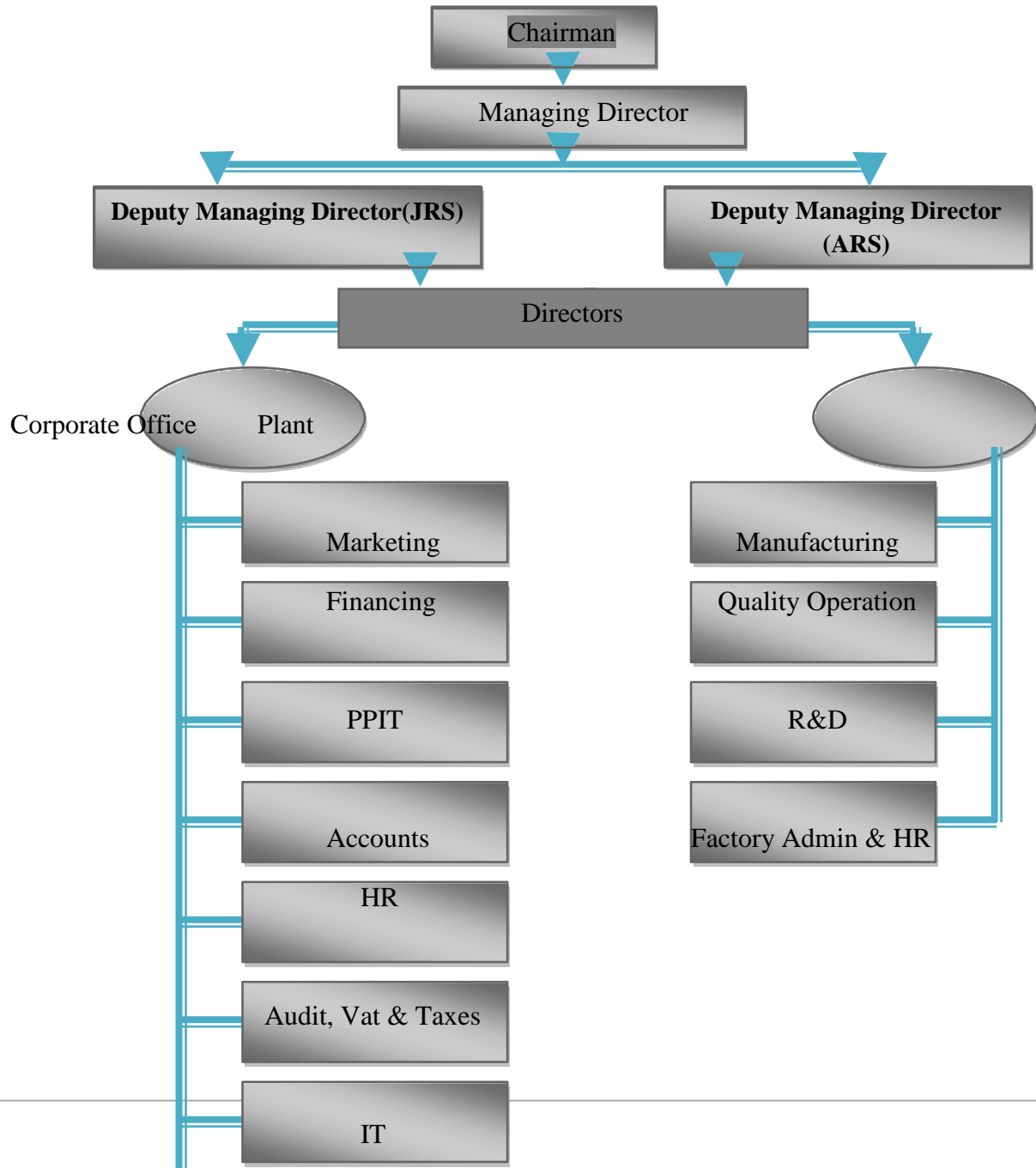
### 2.2.6 Quality Assurance

Opsonin's stated belief that, "No compromise on quality can be made in a business that involves human lives," is the cornerstone of the company's Quality Assurance program.

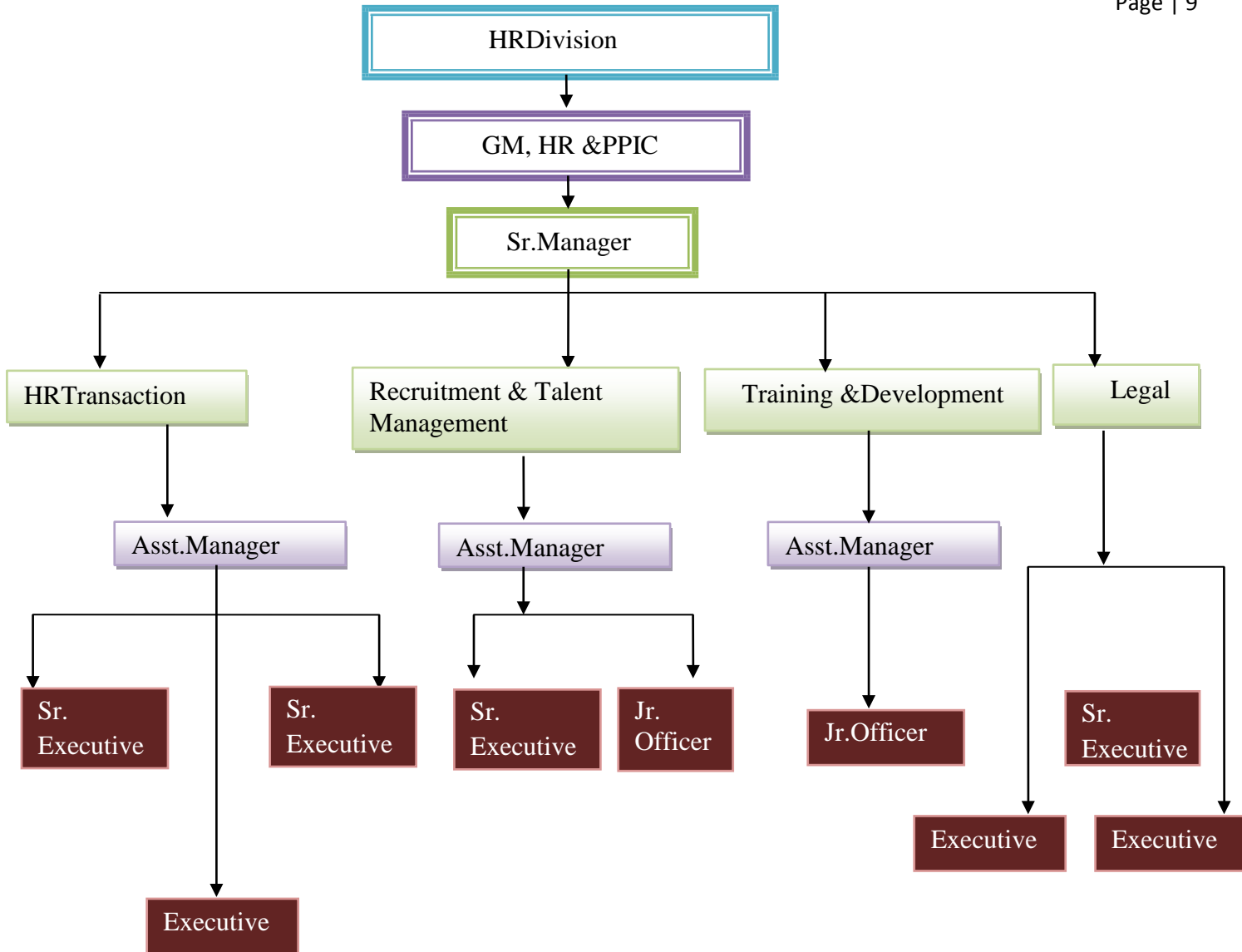
The Company has adopted ISO-9001 and WHO CGMP (Current Good Manufacturing Process) Standards and has been accredited with ISO-9001 certification in 1999. The entire manufacturing procedure, starting with the incoming raw materials, through stringent intermediate manufacturing process and packaging of products, to the dispatching of finished goods, requires that analysts, pharmacists and instructors monitor and control each step. Even after the release of finished goods, the quality control lab tracks post-distribution spot checks of all batches.

Acme's Quality Assurance Department is equipped with the most modern instruments and is staffed with well trained and qualified personnel. All procedures for testing, sampling and inspecting are clearly approved, implemented and documented. All instruments are regularly calibrated and processes, machinery and premises validated. Through training programs (in-house and abroad), the key personnel of the company remain abreast of the latest concepts of Quality Assurance.

**2.3.1 Organizational Structure of the OPSONIN Pharmaceuticals Ltd.:**



2.3.2 Human Resource Division of the Opsonin Pharmaceuticals Ltd.:



### 3.1 Activities Undertaken

Before joining Opsonin Pharmaceuticals Ltd., I thought that it will not be an easy task to work here. But after joining here I found that my perception was wrong.

### 3.2 Works Related

First day my supervisor Md. Samauzzoha introduced me with other people with whom I will do my work. Also he told me about the main works that I should work during my office hour:

Shouting CV according to the jobspecification given on circular-

When OPSONIN give a Circular in newspaper then interested candidates submit their CV through E-mail or Mail. Then at first we organize the CVs which candidates submit Hard copy through mail. Then some time print out the CVs which candidates submit through. Candidates can apply through [www.bdjobs.com](http://www.bdjobs.com) or from OPSONIN's web site

Preparing Call List to call the candidates for viva or written test-

Then we collect all candidates Name, Father's name and mobile number from their CV and Input those in a Microsoft Excel Sheet for calling them to let them know about exam date and other necessary information.

Preparing candidateprofile summary (CPS) for viva-

We also make Candidates Personal Summary where we input candidates Home District, Education, Date of Birth and Experience. Some excel sheet actually help to take the viva easily.

Preparing exam paper for written test-

Before the exam date our work is prepare the answer sheet for written test. In answer sheet there are 5 white pages and one top sheet. In top sheet there has candidates name, father's name, mother's name, contact number and signature of the examiner.

Preparing attendance sheet for the candidates-

Also we make an attendance sheet for the exam where the candidates whom attend the exam give their signs in the sheet. This sheet looks like the call list but in attendance sheet there just 3 fields. These are CV serial, Name & Father's Name and signature of the candidates.

Distribute exam paper and question to the candidates-

Some time we go to the exam hall where we give the answer sheet and question paper in the exam time. And also control the full exam hall till finish the exam.



Organize all the answer and questionsheet after taking examination-

After finishing the exam our work is differentiate the top sheet of the answer paper and other pages. So that no one can find the name of the candidates before marking the answer sheet. After the marking we organize all answer sheets.

We also check the exam scripts sometimes-

Some time we check the MCQ part of the exam. And count the total marks of candidates.

Reject the candidates whom failed the exam-

After checking scripts we find out those candidates who are failed in written test, keep their scripts separate.

Make a call list for Viva-

After that we make a call list again for Viva. This list actually makes for informing the candidates about their viva date and time.

Shout out who are failed in viva-

After viva we again shout out those people failed in viva & keep them in the fail bunch.

Make a final result

After all the formalities we prepare the final result and submit them to our supervisor.

So I can say that all important part which is so much important for recruitment and selection process we do in OPSONIN. And these are Shouting CVs, Preparing (Call list, CPS, Exam paper, Attendance sheet), Distribute exam paper and answer paper during exam and do all other important part of any exam in OPSONIN.

### 3.3 Organization-Wide

Also we do some works which are related with this organization but these works are not our major works.

Organizing employee files-

Taking all the important papers according to the organization policy and organizing a file for each of the employee during the joining time. After that we distribute joining letter.

Prepare joining letter for distribute in new employees-

Organize and staple the joining letter. And some time distribute this joining letter to the new employees.

HRIS data entry-

Give the data entry like personal information management system (PIMS) through HRIS software.

Sill and sign from top Level-

Sometime we sill the exam scripts and other important document & take them to the top level people for sign.

## 4.1 Challenges & Proposed course of action for improvement

After joining this organization I faced some challenges. I think it is very simple matter for everyone. Because everyone needs some time to adjust new environment. This was totally new for me as working in a corporate level. But I took a little bite time to adjust here. Also there are some problems for working hours.

## 4.2 Identified and Observed in the Organization

Totally a new environment for intern -

In OPSONIN there is no training for the new internee. But if they provide any training program for them then it will be so much easy for to adjust new environment.

Recruitment and selection is a long term process -

Every organization should sufficient employees in recruitment section if they need good and sufficient employees for their organization. And if the organization is mostly dependent on market development. But OPSONIN doesn't have sufficient employees in recruitment and talent management section. So I suggested them to increase more employees in this section.

Another thing they can do is if they implement new software for online apply. Though interested candidates can apply by e-mail. But most of the candidates send their CVs thorough By Mail. That time shouting CVs is so much difficult.

Lots of paper documentation as well as soft copy have to prepare -

Though they have own HRIS and SQL software but they take lots of papers and bonds from the new employees before joining. I think it is one of the harassment for the new employees. And also it is difficult when at a same time many new employees come to submit their papers for joining.

Recruitment and Selection is a continuous process so same activities need to be repeated -

Every day new CVs come to the office and every day shouting the CVs. So I think if every day they exchange their job duties then all intern can learn everything from HR division.

Short span of time where intern could not widen in the study -

Internship is very short time. In this sort time we don't have enough opportunity for learn. But if they give some training regarding the activities of the organization then that will be helpful for all whom do intern here.

Sometimes organization construct limit to get information -

My supervisor of the company was so much friendly so I have opportunity to get much more information. As a worker that's sufficient I think. But all interns don't get that opportunity. I think the information about the organization is so much important for internee in future life. I think if OPSONIN provide full prospectus about their works then we can earn much more knowledge about their full organization.

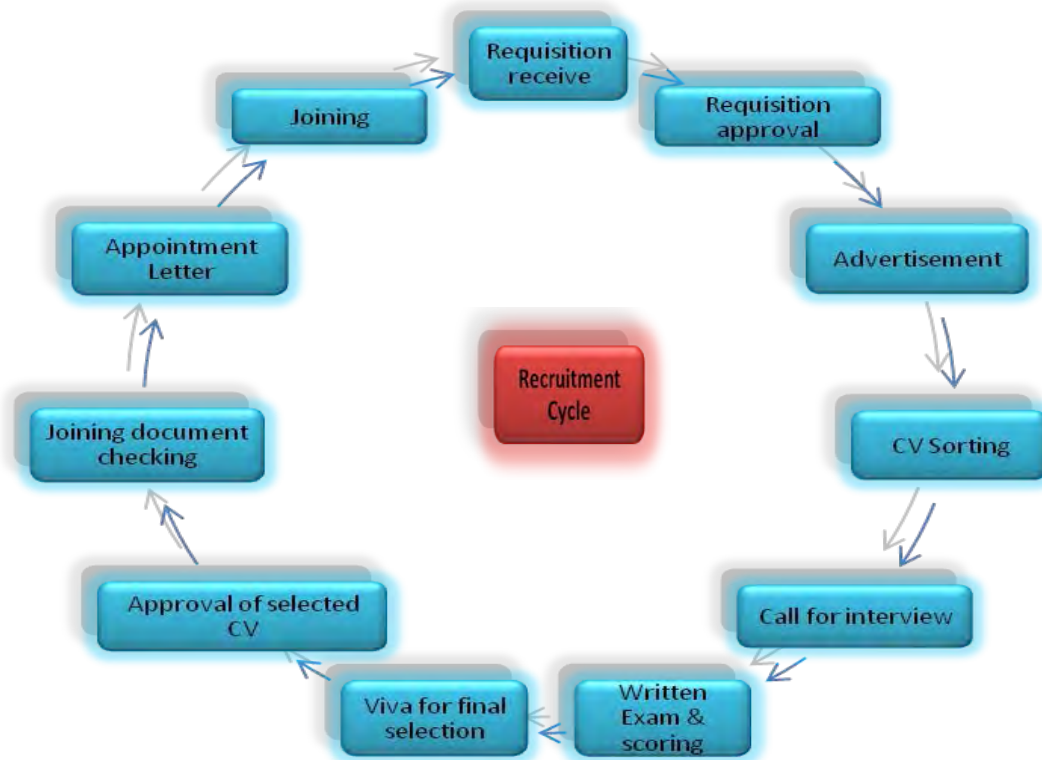
Strong health and safety in the office -

OPSONIN has strong health and safety equipment. They have emergency stair, fire extinguisher, fire alarm, fast aid box and other safety equipment. Also every 6 month later they do drill for emergency fire exit or emergency exit. But in that drill not all employees participate. So this drill is not so much effective for the employees.

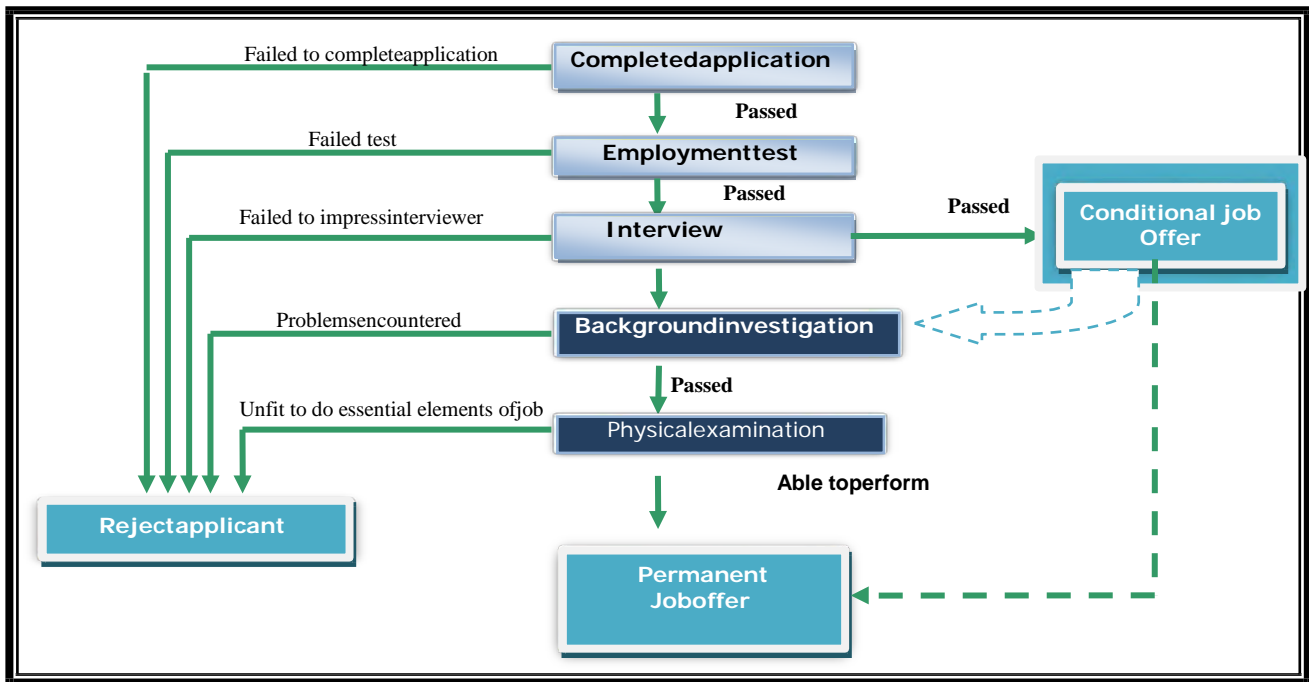
HR Practice -

OPSONIN has good HR Practice in their organization. They have good organogram in HR Division and all employees know their job descriptions very well.

4.3 Mismatch between assigned task & academic preparation recruitment cycle:



This is the recruitment cycle of Opsonin Pharmaceuticals Ltd. as well as the ideal format of recruitment cycle that we have learnt in the book. How far I have seen OPSONIN always try to follow this ideal format during the recruitment process going on. So, in this case I don't find that much of mismatch between academic process of recruitment that I have learnt in book and actual recruitment process that OPSONIN follow. More or less they are same.



This is the ideal Selection process as well as OPSONIN’s Selection process but because of shortage of time or any other reason OPSONIN cannot be able to follow this whole process during the selection time. Most of the time OPSONIN follow this selection process; first of all completed application then employment test then interview, after that either reject applicant or permanent job offer. OPSONIN never go for conditional job offer, sometime go for background investigation and physical examination but not for executive or high level jobs only for the lower level jobs.

## 5.1 Concluding Statements

This report has been done based on my personal experiences, knowledge, understanding that I have gathered through working that I have done in Opsonin Pharmaceuticals Ltd. In this Affiliation report I have studied over the existing state of Recruitment and Selection process, practices at Opsonin Pharmaceuticals Ltd.

All the data that I have been plotted and discussed in this report, they are collected through my direct experiences and by talking with the people who are working in OPSONIN. So the data and information that I give in this report they are very much reliable thus the Recruitment and Selection process disclosed through this study are more accurate and reliable.

The strength of OPSONIN is product line that refers that it has diverse products. The growth of OPSONIN and their market is satisfactory not only in Bangladesh but also another country where they export. Availability and awareness of the brand OPSONIN is very good. There is a critical competition in the market of pharmaceutical products in nationally and internationally.

Since the starting of the operation OPSONIN was confident that they were quite capable to face challenge. Building good relationship all over the country segmented on the basis of price, quality and consumers satisfaction. So far OPSONIN presented their products and services in every part of Bangladesh to ensure promotion and distribution of its products at every level of consumers. Strong Recruitment and Selection process and Teamwork is the secret of OPSONIN's success, which has become a part of OPSONIN culture. The market condition of OPSONIN is excellent than others. At the present is one of the third largest pharmaceutical companies in Bangladesh. Now, they are exporting several kinds of product many countries in the world. People are getting more benefits as well as social help to use the OPSONIN's product. OPSONIN is also earning a huge foreign currency by exporting their products. Therefore, companies must take initiatives to produce raw materials and government should foster this industry with support and incentives to encourage the growth of domestic pharmaceutical industry in our country.

The study shows that effective Recruitment and Selection process is followed by The Opsonin Pharmaceuticals Ltd. and its activities successfully as well as sound HR practices are a source of sustainable competitive advantage for the company since it is devoted to both service and products delivery. That is why the study had a broad coverage of Recruitment and Selection issues and how it is aligned to have best output. This report also explore whether the organizational strategies, plans, policies and systems are well adjusted with Recruitment and Selection process and finally the report has recommended some policies for Recruitment and Selection process based on the real experiences.

## 5.2 Recommendations for Future Strategic Actions

Recommendation:

During my working period I have the opportunity to work within Human Resources Division in Recruitment and Selection. So I suggest the following points:

Recruitment procedure:

- The HR manager of Opsonin Pharmaceuticals Ltd. should be taken the right decision under the internal and external pressures and must be selected most qualified candidates for the battlement of the company.
- The HR manager of the company should try to conduct an ideal recruitment program. Because it stimulates qualified candidates and de-motivates disqualified candidates to submit their CVs in the organization. As a result, on the one hand, the manager may fill-up the vacant positions with the most qualified candidates but the other hand; the manager may reduce the hassles of the HR department.
- The HR department of the company should form a committee by the internal and external in order to conduct a standard recruitment program. This committee should be capable to select the most qualified candidates for filling the vacant positions of the organization.
- The HR manager of this company should up-to-date the recruitment process and practices. so that he/she can smoothly overcome the problems of recruitment and selection practices.



Selection process:

Since the company doesn't face any problem in selection procedure or there is no major weakness in their selection process, so all I can say that the company can update their selection procedure to find out more qualified personnel by following way:

Selection techniques:

- Leadership
- Problem solving
- Verbal communication
- Written communication
- Time management
- Decision making
- Negotiating & influencing skills
- Analytical ability

All these skills of a potential employee can be measured by conducting:

- Interview
- Group
- Presentation
- Written report

## 6.1 Suggestions for Improvement

- Opsonin Pharmaceuticals Ltd. is doing well in terms of following standard recruitment process but there is more scope to do better in HR planning. Because if better HR plan is implemented then the recruitment process will be expedited but it is not exist at the moment.
- Further it can be recommend that if the candidates those who influences in recruitment process, termed as disqualified then better recruitment would be easy.
- To select right persons at the right time by coordination among respective departments should be emphasized. In this case respective departments should be more cooperative.
- To create more potential pool of candidates, Opsonin Pharmaceuticals Ltd. should uplift their image by engaging themselves more in promotional activities as well as corporate social responsibility.
- If salary range of the company is increase, then more potential and prudential candidates would be interested to apply and sustain for longer period. Then ultimately the overall employee rate turnover will be decreased.