

Internship Report On

Recruitment and Selection Process of Advanced Chemical Industry (ACI) Limited

Submitted By:

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Program: BBA

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Department of Business Administration

Sonargaon University (SU)

Submitted To

Department of Business Administration

Sonargaon University (SU)

**Submitted for the partial fulfillment of the degree of
Bachelor' of Business Administration**



Sonargaon University (SU)

Dhaka-1215

Date of Submission: 13th January, 2022

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Supervised To

Abul Kalam

Associated Professor and Dean

Department of Business Administration

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Letter of Transmittal

13th January, 2022

Abul Kalam

Associated Professor

Department of Business Administration

Sonargaon University (SU)

Subject: Submission of Internship report on “**Recruitment and Selection Process of Advanced Chemical Industry (ACI) Limited**”

Dear Sir,

With humble honor and respect, I am submitting my Internship report on “Recruitment and Selection Process of Advanced Chemical Industry (ACI) Limited” As per partial accomplishment of the requirements for the BBA degree, this Internship has been carried out under the supervision.

This report is an integral part of our academic courses in completion of the BBA program which has given me the opportunity to have an insight into Recruitment and Selection Process of Sector of Bangladesh specially real scenario of ACI Consumer Brand hope this report reflects on the contemporary issues on the (Major Area) that are being practiced in our country.

In completing the report, I tried my best to blend all my knowledge and imparted every available detail and also attempted to avoid unnecessary amplification of the report.

I humbly request you to accept this report for your kind evaluation.

Sincerely,

Romana Akter Ranu

ID: BBA-1801013052

Major: HRM

Department of Business Administration

Sonargaon University (SU)

Authorization of Supervisor

Certified that this project report titled: “**Recruitment and Selection Process of Advanced Chemical Industry (ACI) Limited**” is the bona fide work of Romana Akter Ranu, who carried out the research under my supervision Certified further that to the best of my knowledge the work reported herein does not form part of any other project report or Internship on the basis of which a degree or award was conferred on an earlier occasion on this or any other candidate.

.....

Abul Kalam

Associated Professor & Dean
Department Of Business Administration
Sonargaon University (SU)

Student Declaration

I, Romana Akter Ranu, a student of Bachelor of Business Administration, bearing ID No BBA1801013052 from Sonargaon University would like to solemnly declare here that this report on : **“Recruitment and Selection Process of Advanced Chemical Industry (ACI) Limited”** has been authentically prepared by me. While preparing this report, I didn't breach any copyright act internationally. I further declaring that, I did not submit this report anywhere for awarding any degree, diploma or certificate.

Sincerely Yours

.....
Romana Akter Ranu
ID: BBA-1801013052
Department of Business Administration
Sonargaon University (SU)

Acknowledgement

I would like to mention some people with due respect and honor who assisted us, without any hesitation to complete our Internship report within the due time. Therefore, I would like to thank them all from the bottom of my hearts.

In this procedure, at first I would like to thank All Mighty Allah for making it possible for us to complete our work properly within the given time. Most importantly I would like to thank my Internship Supervisor Abul Kalam Sir, who was always ready to guide me and solved all the difficulties that I faced during preparing my Internship of the report.

Most importantly, I would also like to thank my friend and other members who helped me by providing informative instructions. Without their help this project would have been difficult to complete.

Your faithfully

Romana Akter Ranu

ID: BBA-1801013052

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Executive Summary

As a part of the report, with the help of my respective supervisor of internship program, I have chosen the topic “Recruitment and Selection Process in ACI Limited”. The recruitment and selection process is one of the most important yet critical tasks of an organization. Recruitment and selection process helps to get a proper candidate by attracting them towards the organization. Through a proper recruitment and selection process an organization can get good employee which increases success rate and development of an organization. Recruitment and selection process reduces the cost of training and development, helps to increase organizational and individual effectiveness. It reduces turnover rate of an organization and it also helps to reduce legal complexity.

The whole report consists of six chapters. The first chapter is all about Introduction, Scope of the Study and Objectives of the Report, Methodology of the Report and lastly the Limitations of the report. In the second chapter, I have given the overview of ACI Limited, corporate information of ACI Limited, products and services, mission and vision, so that the reader can get a clear idea about the organization. I have given the literature review of the report which includes recruitment and selection process, their importance and how this process can help to develop an organization and so on. In the third chapter

The fourth chapter is all about the whole process of Recruitment and Selection, how they do it, which way they do it, after how many days later they do it, sample of job advertisement, challenges the employees face during the process etc. In this chapter I have also given my recommendation, solutions to the problems, and then come the conclusion, which includes overall remarks and experience of mine during my internship period. The last chapters consist reference and link used in the internship report.

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Chapter-One

Introduction

1.0 Introduction:

Recruitment and Selection is one of the most important aspects of Human Resource Management. In this report I will see how ACI Limited accomplishes their Recruitment and Selection process. I will also get to know the problems and challenges regarding this process.

1.2 Rational of the report:

As a HRM student I always had the interest to learn more about a consumer brand. In my 3 months of work experience at ACI Limited I have worked for different consumer brands. From which I got more interest on and information about ACI's consumer brand. Besides, ACI's flagship brand is as well recognized elsewhere in the world as it is in Bangladesh. Although ACI is the undisputed market leader in its respective segment that said but, in Bangladesh ACI Limited is still on the expansion phase of their flagship brand. For which ACI's HRM strategies in terms of plays the biggest roles.

1.3 Objective of the study:

Based on two objectives I have prepared this report.

Primary Objective:

The primary objective of this report is to describe the "Recruitment and Selection process of ACI Limited" and differentiating the theoretical knowledge from practical application while attempting to complete the internship as a requirement for BBA program.

Secondary objective:

- To get to know the "Recruitment and Selection" process of ACI Limited.
- To experience "Recruitment and Selection" process of ACI Limited.
- To identify problems regarding the system.
- To recommend suggestions according the problems.

1.4 Methodology of the study

Methodology is one of the most significant part in any study proposal. It explains the procedures and methods through which a particular study will be analyzed. It describes the methodology used completing my experience during Internship period. This chapter contains the research design used for the any research based, the various formulas and processes that I gathered information form the two major sources Primary and secondary sources.

Primary Sources

- Acquired knowledge from the practical knowledge o during my job responsibilities,
- Took interview of my supervisors who were directly monitoring the marketing activities in the company,
- Gained knowledge by communicating with various vendors.

Secondary Sources

- Collected information from company web sites.
- Gained information from the companies' journal publications and brushers and note books.
- Gathered more information from the interview season of our CEO at "Future startup" official web site.

1.5 Limitations of the study:

I have tried heart and soul to achieve the objectives of this report and make this report feasible and informative. Although there are some limitations that made obstacle in acquiring my goals these are:

- Time limit to gather more information of the company,
- The employees are too much busy to share their experience related with my study,
- The company web site had not enough information to collect data for my study,
- Though I'm not their permanent employee, so I could involve in their HRM decision making process,
- Couldn't get opportunity to talk with higher level employees to get more information to complete my study

Though there were lots of limitations to complete this report but I tried my best to gathered and input more information from the various sources.

Chapter-Two

Company Profile

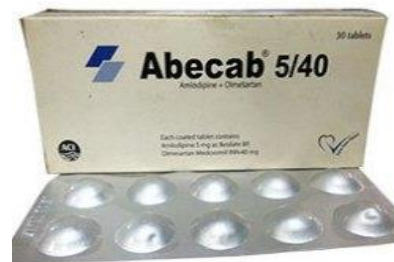
2.1 Company Profile

ACI was established as the subsidiary of Imperial Chemical Industries (ICI) in the then East Pakistan in 1968. After independence the company has been incorporated in Bangladesh on the 24th of January 1973 as ICI Bangladesh Manufacturers Limited and also as Public Limited Company. This Company also obtained listing with Dhaka Stock Exchange on 28 December, 1976 and its first trading of shares took place on 9 March, 1994. Later on 5 May, 1992, ICI plc divested 70% of its shareholding to local management. Subsequently the company was registered in the name of Advanced Chemical Industries Limited. Item with Chittagong Stock Exchange was completed on 22 October 1995. Advanced Chemical Industries (ACI) Limited, being one of the main conglomerates in Bangladesh with a multinational inheritance functions across the country through its four expanded strategic business unit. ACI Pharmaceuticals is dedicated to progress the health of people of Bangladesh through overview of innovative and dependable Pharmaceuticals products.

ACI Consumer Brands is addition value to the regular life of consumers through its Toiletries, Home Care, Hygiene, Electrical, Electronics, Mobile, Salt, Flour, Foods, Largest integrator in Bangladesh in Agriculture, Livestock, Fisheries, Farm Mechanization, Infrastructure Development Services and Motorcycles. ACI retail chain is the largest retail chain in the nation functioning through its 73 SHAWPNO outlets crosswise the country by moving the lives of over 35000 households each day. The corporation donated Taka 3,625 million to the National Exchequer during FY 2017-2018 in form of corporate tax, custom duty and value additional tax.

Strategic Business Units:

- Pharmaceuticals
- Consumer Brands & Commodity Products
- Agribusinesses



Pharmaceutical Product



Agribusinesses Product

ACI has the following subsidiaries:

- ACI Formulations Limited
- Apex Leather crafts Limited
- ACI Salt Limited
- ACI Pure Flour Limited
- ACI Foods Limited
- Consolidated Chemicals Limited
- Premiaflex Plastics Limited
- Creative Communication Limited
- ACI Motors Limited
- ACI Logistics Limited



ACI Food

a) Joint Ventures:

- ACI Godrej Agro vet Limited
- Tetley ACI (Bangladesh) Limited
- Asian Consumer Care (Pvt.) Limited
- ACI Consumer Electronics



ACI Electrical Product



Antiseptic Product

2.2 ACI's Mission

ACI's Mission is to enrich the quality of life of the people through responsible application of knowledge, skills and technology. ACI is committed to the pursuit of excellence through world-class products, innovative processes and empowered employees, to provide the highest level of satisfaction to our customers.

2.3 ACI's Vision

ACI considers these few points as its organizational vision.

- Endeavour to attain a position of leadership in each category of our business.
- Provide products and services of high and consistent quality, ensuring value for money to our customers.
- Attain a high level of productivity in all our operations through effective utilization of time and adoption of appropriate technology.
- Develop our employees by encouraging empowerment and rewarding innovation.
- Ensure superior return on investment through judicious use of resources and efficient operations, utilizing our core competencies.
- Promote inclusive growth by encouraging and assisting our distributors and suppliers in improving efficiency.
- Promote an environment for learning and personal growth.

2.4 ACI's Values

These are ACI's core values. These values are stated at different levels of the organization and ACI employees and managers alike are asked to abide by them. The values are openly stated on the walls of all the floors of ACI's offices.

- Quality
- Customer Focus
- Fairness
- Transparency
- Innovation
- Continuous Improvement

2.5 Strategic Business Units and Subsidiaries of ACI

The figure below illustrates the different strategic business units of ACI Ltd. The Savlon brand exists under the Personal Care of the ACI Consumer Brands Department.

The next figure illustrates the sales contributions from different SBUs of ACI. As it can be seen, most of the sales are seen by ACI Pharmaceuticals. The next greatest share of sales comes from Consumer Brands Unit.

2.6 Sales Contribution of Business Units by Percentage in 2019

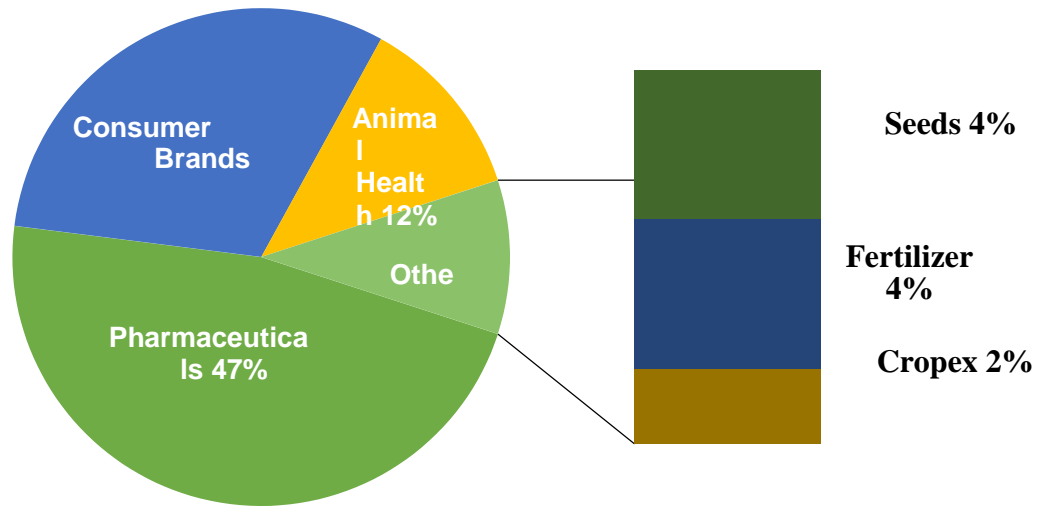


Fig: Sales Contributions of ACI SBUs

Source: ACI Corporate Sales Presentation

The data presented in the figure was collected from ACI sales reports. ACI consumer brands is rapidly growing. There are a number of brands such as ACI Pure Salt and Savlon that contribute significantly to the sales growth. The next figure lists the different subsidiaries of ACI Ltd.

Chapter- Three

Literature Review

3.0 Human Resource Department

ACI is one of the main multi producer organization in Bangladesh with countless. ACI HR works with a dream for making a workplace to cultivate innovativeness, development and efficiency for accomplishing business perfection through powerful and committed individuals. ACI trust that Human Resources are the most imperative resource of the association. It recognizes the preparation needs and give trainings as needs be to build up the learning and abilities of the HR. Thought Leadership and Team Building gatherings are directed all the time. ACI gives an empowering working condition to release the maximum capacity of the representatives and an execution based vocation movement. ACI have an esteem based culture where pride of the individual is the most astounding need. ACI has confidence in strengthening and appointment. We compose diverse get-togethers like Family Day, Cricket Tournament, Badminton Tournament and so forth with a target to fortify the servitude among the representatives. ACI rehearses present day HR Policies and systems for Recruitment and Selection, Manpower Planning and progression arranging. ACI is utilizing a mix of subjective angles and Balanced Score Card for execution evaluation. ACI has appealing arrangements with respect to auto credit, tip, provident store and hospitalization. It offers execution reward, leave toll helps, and celebration reward and specialists benefit support finance amid various circumstances inside a year. The practice of HRM must be viewed through the prism of overall strategic goals for the organization instead of a standalone tint that takes the unit based or a micro approach. Hence, the organization that takes the HRM policies seriously will ensure that the training is based on focused and topical method.

In conclusion, the practice of HRM needs to integrate with the overall strategy to ensure effective use of people and provide better returns to the organization in terms of (ROI) Return on Investment. Unless, the HRM practice is designed in this way, the firms stand to lose from utilizing people fully and this does not bode well for the success of the organization.

HRM is a strategic approach to handling employment relations which highlights that leveraging people's capacities is thoughtful to reaching competitive advantage, this being accomplished through a distinguishing set of combined service policies, programs and practices. (Bratton and Gold, 2007). "I highlight this - no matter how good or actual you are or how ingenious or cunning, your commercial and its future are in the pointers of the people you employ". - Akio Morita (Late) (Businessman and co-founder of Sony Corporation. Japan) Ref: The Book : MADE IN JAPAN. Page.No.145 In other words, Human Resource Management (HRM) is a process through which personnel are hired, taken, developed as assets to the success of organizational goals. Personnel are the key element in the structural mix. Without personnel there is no organization, so development them is one of the most momentous tasks of any association. There are different branches of HRM that donates to the overall operative management.



3.1 Human Resource Planning

Human Resource Planning or manpower planning is the system which accurate persons are appointed at the accurate place at the accurate time.

Manpower planning is the technique by which a firm approves that it has the accurate number of people and the accurate kind of people, at the correct places, at the correct time, responsibility things for which they are economically post beneficial.

In order to design the human resource, HR Forecasting is directed. Human resource forecasting is a procedure through which an organization approximations its necessity in terms of personnel to reach its strategic goals. HR forecasting includes creating the places the corporation wants to fill, what categories of skills personnel necessitate for places and what challenges the company will appearance as it works to understand its staffing wants.



Factors Affecting HRP

3.1.1 Importance of HRP

- Human resource planning encounters the organization essential for precise type of people in precise number at precise times.
- By keeping a balance between demand for and supply of human resources, human resource planning creates optimum use of human resources, on the one hand, and reduces labor cost considerably, on the other.
- Cautious deliberation of likely future events, through human resource planning might main to the discovery of superior means for managing human resources. Thus, foreseeable drawbacks might be escaped.
- Manpower deficits and excesses may be avoided, to a large amount.
- Human resource planning aids the organization generate and progress training and succession planning for personnel and managers. Thus, it provides enough lead time for internal succession of employees to higher positions through promotions.
- It also delivers multiple gains to the personnel by way of promotions, rise in emoluments and other perquisites and fringe benefits.
- Some of the problems of handling change may be predicted and their significances mitigated. Consultations with affected groups and individuals can take place at an early stage in the modification process. This may evade resistance for change.
- Human resource planning forces management to asses critically the strength and weaknesses of its employees and personnel guidelines on constant basis and, in turn, take corrective measures to progress the situation.
- Through human resource planning, repetition of efforts and conflict among efforts can be evaded, on the one hand, and coordination of worker's efforts can be enhanced, on the other.
- Last but no means the least, with rise in skill, knowledge, potentialities, productivity and job satisfaction, association becomes the main recipient. Association is helped in terms of rise in prosperity/production, growth, development, profit and, thus, an advantage over its contestants in the market.

3.2 The function of Human Resource Department: Human Resource Department called the backbone of the organization. The whole company is operated by the direction of HR team. From declaring job circular to providing release letter to the employee is job of HR people. A strong HR policy is one of the reasons behind the success of the company. There have different employee layer in different organization. In terms of ACI, the given employee layer is being followed:

3.3 Forecast labor requirements: Forecasting labor indicates the pre-awareness of HR people about the company. Generally forecasting the of employees need for the company is not an easy job. In that case, there should have probable data about the number of employee who show their interest to leave the job. However, newly introduced sector which needs employees to run the new sector also gives the idea about demanded employee.

So, the forecasting of manpower specifies:

- Jobs or operations for which the person should be available
- Duration of their employment
- Salary to be offered and terms of the employment
- Necessity qualification and experience

3.4 Recruitment and selection: Selecting is the way toward finding the potential possibility for topping off the organizational opportunities. From another perspective Recruitment goes about as a connection between the businesses and the employment searchers and guarantees the situation of right competitor at the right put at the privilege time. A part of watchful arranging and thought are required for determination exercises to be fruitful. The choice procedure is made by a number out of steps. Each of theories steps give data to the leader that will help them to foresee about whether ran applicant will end up being the effective employment entertainer. In the event that error exists amid the procedure of enrollment and choice association neglects to get the best one and lost the appropriate competitors. Subsequently this procedure ought to be exceptionally orderly.

3.4.1 External and Internal recruitment: ACI is an organization with enormous number of worker where almost consistently the human asset division needs to take meet for its empty position. In each one week at least two representatives join ACI. It is huge and occupied chain of ACI Ltd. There have two types of recruitment and selection process:

I. External recruitment:

In terms of external recruitment and selection the HR team gives job circular to different platform. For example; bdjobs.com, chakri.com, Facebook, News-paper advertisement, linkdin job portal etc. The interested candidates apply and drop their CV's. However, the ACI recruitment team selects best candidates among the applier according to the preferable criteria of the vacant position and calls them to sit for a written test. Among them, the highest marks achievers get call to face interview. For the higher level position, the interview can be two or three times and it depends on the recruitment team.

II. Internal recruitment:

In the case of internal recruitment the recruitment team does not provide job circular to the social media. They pick them up from their current employee. In that case, the Job Enlargement theory can relate or sometimes the promotion.

3.5 Training and Development: Preparing exercises of ACI is centered on changing its human money to accomplish business brilliance by expanding the transmission capacity of ACI workforce. To win present and future difficulties ACI distinguishes information and rang of abilities that are significant variables and we plan an assortment of projects with the goal that making such progress by utilizing inventiveness, deftness, adaptability, expertise decent variety and IT innovation turns into a custom. ACI check outside condition for contrasting industry rehearses benchmark best practices and executes competency administration projects to offer extraordinary administrations to our esteemed clients. Colossal and unconstrained shared endeavors are made with the key plan of accomplishing perfection in conveying altered administrations to meet the regularly changing advancement needs of the HR. ACI plan key learning guide comprising custom fitted learning methodologies for each of our representative groups of the business divisions, in light of a mutual vision, to make us a pleased individual from a learning association. ACI embrace best innovation based modules, procedures, offices, in-house and outside resources/coaches to guarantee the best come back from human advancement ventures. Corporate Values of ACI are inserted during the time spent planning, creating and conveying every action of Training Department all through the association.

3.5.1 The trainee selection: Training is not provided all employees at a time. There are some groups of people who are selected as to have training session. The training is provided according to the company necessity. There have two kinds of two kinds of training session.

I. **Newly joined employee:** When a huge number of employee join the company for field job, all of them have to join training session for around 1 month. They have to stay under the company provided shelter, food etc.

II. **Employee needs:** When company feels any gap within employees on special qualification during any execution, the training and development team select them and inform them to attend the training session which is organized accordingly. Sometimes, employees have demand on specific topic for training to enrich the execution quality and the training and development team has to organize those sessions on special demand.

3.6 Performance appraisal: After joining the company, employees have to perform according to the company need. The compensation and benefits is a related point here. The compensation and benefit package is designed according to the job profile. But festival bonus is provided equally to the all employee. The HR of ACI continuously keep update about employee's performance.

3.6.1 KPI (Key Performance Indicator):

KPI is the measurement tool of employee performance. Each employee has KPI set and at the end of the year HR team compares their performance with the selected KPI. But there is not same type of KPI set for each employee. It differs from department to department and job profile to job profile. Moreover, KPI adds value at the end of the year for promotion in terms of salary or in terms of position.

3.6.2 Performance:

Attending regularly in the office is part of performance. There have quarter period to measure whether the employee is performing well or not. However, all the HR employee of ACI has to send a mail to the supervisor about the last day performance at the first hour of the office. In this way, supervisors can operate properly to their line employees and regular feedback helps to stay communicated with line managers.

3.7 MIS (Management Information System):

MIS bureau of ACI guarantees the general IT related backings for the organization. With the MIS department, the KPI regulation of supervisor becomes easy. The regulatory of an employee, attendance per month or year can easily identify. This division deals with a smooth operation of software's, equipment investigating and business databases identified with deals and stock. The MIS office comprises of proficient and talented developers and programming designers. MIS gives modified report and information examination to the administration to encourage viable basic leadership.

3.8 Competitors Analysis:

ACI is not the only multi manufacturing company in the market. There have also different company who produce same product for the sake of customers. In that case, to hold the market share ACI needs to analyze its competitors. So, here the competitors detail-

- **Pharmaceuticals:**The major competitors of ACI pharmaceuticals are-

| Company | Share (%) |
|-------------------------------------|-----------|
| Square Pharmaceuticals Limited | 20.6% |
| Incepta Pharmaceuticals Limited | 7.53% |
| Beximco Pharmaceuticals Limited | 7.09% |
| The Acme Laboratories Limited | 5.25% |
| Eskayef Pharmaceuticals Limited | 4.64% |
| ACI Limited | 4.52% |
| Opsonin Chemical Industries Limited | 4.30% |

Source: 20% Convertible Zero Cupon Bond Prospectus

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- **Cropex:**

| Company | Share(%) |
|----------------------|----------|
| Chowdhury Enterprise | 20% |
| M.S. Trading | 10% |
| Madina enterprise | 10% |
| ACI Limited | 5% |
| Trade excel Agro | 5% |

Source: 20% Convertible Zero Cupon Bond Prospectus

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Chapter-Four

(Recruitment and Selection Process of ACI Ltd)

4.1 Recruitment source of ACI Ltd.

ACI Ltd are recruited to employee in both side

- a) Internal – This contains personnel now on the payroll of an institute somebody within the organization fills in or is upgraded when there is a vacancy
- b) External – Outside the organization is source of external.

4.2 Recruitment method of ACI Ltd.

The possible recruiting methods can be divided into three categories:

- a. Direct – Recruiters visit colleges and technical schools, it maintain continuous relationship with institutions to hire students for responsible positions.
- b. Indirect – This involves advertising in newspaper, website, online job site. Advertising can be very effective if its media is properly chosen.

➤ Newspaper Advertise

- i. Prothom Alo: The Daily Prothom Alo is a daily newspaper in Bangladesh, published from Dhaka in the Bangla language. It is the largest circulated newspaper in Bangladesh. According to National Media Survey 2018, conducted by Kantar MRB Bangladesh, Prothom Alo has more than 6.6 million daily readerships online

➤ ACI official website: <https://www.aci-bd.com>

➤ Online job site

- i. **BD jobs site** : bdjobs.com Ltd. is the first and leading career management site in the country. Eight young business and IT professional backed by strong command over e-business and in-depth understanding of the needs of job seekers and employers in the country's context started this venture on July 2000.
- ii. BD job career: This is a container category. Due to its scope, it should contain only subcategories. Biography portal · Classification: *Bangladesh*: People
- iii. CV Bank: CV BANK is a Online Job seeker CV Data Bank. Here Job seeker can drop there cv and we distribute this cv to the employer. We are developed a Special thanks for your Help in career.

- Internship program for university student
- This contain usage of commercial or private employment activities, placement officials of schools, recruitment companies etc.

4.3 Selection Process of ACI:

1. Advertising about the vacancy: Firstly HR department sends the circular to several ad assistances or newspapers and online portals.

2. CV collection and screening: After the company has accept the many CVs from several emails, they gather it all and screen through them for the ones that appear best appropriate.

3. Interview call: The applicants who's CVs has been eligible are called for interviews for additional process. 4. Initial interviews: These are basic interviews that let recruiter see the applicant in person and evaluator their personality.

5. Formal written exams: After the worker has effectively crossed interview, they have to be seated for written exam which will test their knowledge.

6. Viva: This interview is the core interview where recruiter really measures whether the applicant can actually carry something to the company

7. Verification and Appointment letter: Here the applicant drives through verification where rationality of his certificates are tested, his referrals are queried and if everything goes well appointment letter is agreed for a probationary period of 1 year.

8. Medical examination: Medical examination is a must for each worker as it will confirm their fitness and aptness to be able to work in the association.

9. Orientation program: ACI arranges a official orientation program for the newly recruited employees to inform well with the institute.

ACI ADVANCING POSSIBILITIES

Career at ACI Motors

ACI Motors Limited is one of the most growing concerns of ACI. We have Agricultural Machineries, Infrastructural Development Machineries and Automobiles in our Product line. We are leading the domain of Agricultural machineries for a long time with a vision to provide a complete farm mechanized solution to the farmers. We have largest dealer network across the country, Authorized Spare Parts Centers and sales & Service Centers to ensure highest quality after sales services.

For more information please Log on- <http://www.acimotors-bd.com/>

If you are enthusiastic and capable enough to build your career with us join our Team as **'Assistant Manager-Service'** for Motorcycle (Yamaha) unit.

Key Responsibilities:

- Ensure smooth and profitable operation of motorcycle service in field.
- Designing motorcycle service and maintenance training program to spread technical knowledge to local technician
- Monitor & Perform service & spares network expansion to spread motorcycle service availability at every corner of the country.
- Monitor service operation, network expansion, customer satisfaction ratio, promotional activity of service and daily service activity to ensure high quality standard of after sales service for service.
- Be able to effectively manage both people and processes of service.
- Manage proactive follow up with current and previous customers, local work shop, local parts and dealer.
- Establish 3S centre, Authorized Service Centre and Parts Centre as per company service VI policy.
- Assesst and motivate department personnel to achieve maximum productivity, efficiency and profitability.
- Lead continuous improvement efforts that support annual goals for service and cost control
- Visit the Field frequently to ensure customer as well as field forces satisfaction.
- Submit all scheduled report, tour report and expense bills on time.
- Accept any special tasks outside normal duties and uphold image of the Division as well as of the Company.
- Perform any other duties assigned time to time by the supervisor.

Education & Experience:

- B. Sc. in Mechanical Engineering
- Minimum 3 years of experience in the relevant field.

We Offer:

- Professional working environment
- Competitive compensation package
- Performance based career path

Job Level:

- Mid Level

Job Location:

- Dhaka

[Apply Online](#)

**Application deadline: 4 May, 2017.
(Any sort of persuasion will disqualify the candidature.)*

Our Values....

Quality • Customer Focus • Fairness • Transparency • Continuous Improvement • Innovation

www.fb.com/acibdhr www.aci-bd.com

Here job circular by ACI Company Ltd

4.4 Training & Development:

There are many methods of providing training and development to workers. They provide:-

- On the job training
- Off the job training

On Job Training



a) **On the job training:** On the job training provide by personnel work and at the similar period learn. There's an insufficient ways to do that

i. Job rotation: There are two types of job rotation, vertical and horizontal.

1. Vertical Job rotation: It is the accurate of each worker. In this situations change in a straight line Where staffs are given fresh positions and with it fresh responsibilities, by handling which workers learn about their jobs.

2. Horizontal Job rotation: In this technique workers are referred to different departments other than their own to acquire how they effort. Here the level of work remainders the same just the ability fluctuations.

The difference has between vertical and horizontal job rotation. In vertical job rotation, employees obtain knowledge in only one area. In horizontal job rotation, they collect knowledge in several areas of the organization.

ii. Assistant to position: In assistant position, someone work under mentor, facilitator cum coach. Here, mentor is somebody straight explains and facilitator is somebody who offers support empathically or sympathetically.

iii. Committee Assignment: This technique contains construction a team with cross-functional memberships. This team must include 5 memberships and cannot beat 21 memberships.

b) Off the job training: Off the job training requires putting the right individual with the right technique for the right training. It includes:-

i. Classroom lectures: It is the most traditional method of training. It can be either

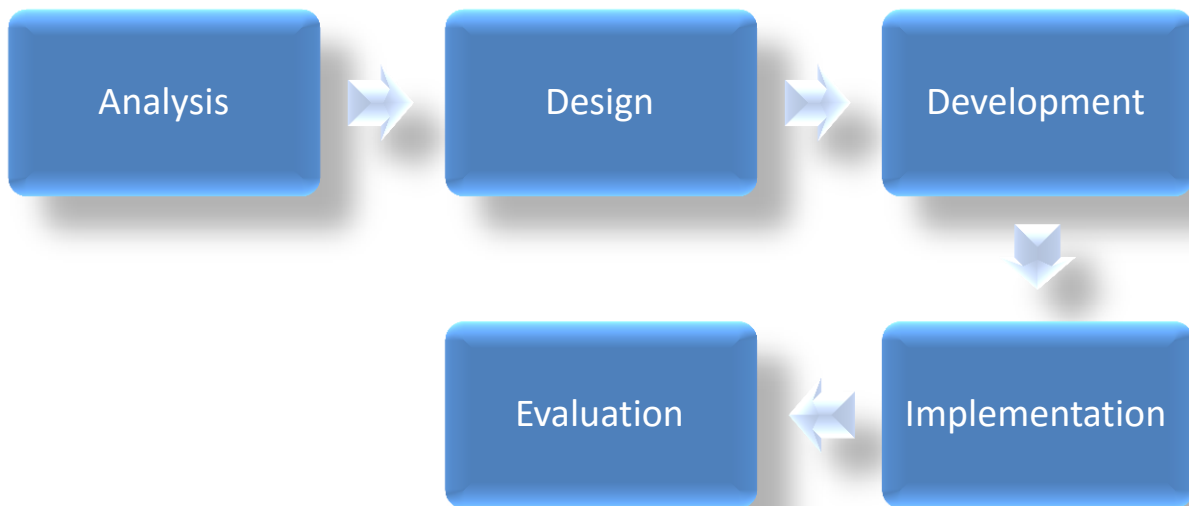
1. One way communication or
2. Interactive learning

ii. Simulation training: Here staffs emphasis on knowledge both practically and theoretically. It includes:

1. Case Analysis: Here actual circumstances are in front of the staffs to solve difficulties. It is how they collect knowledge to be more correct and detailed when it arises to result making.
2. Experimental experience: This method is for training for different mechanisms.

4.5 Training process:

When it arises to training process, ACI follows the ADDIE model. ADDIE stances for Analysis, Design, Development, Implementation and Evaluation phase.



Analysis phase:

Analysis phase is the gathering of information phase. Here employee training need is analyzed through training need form.

Design phase:

Design phase generally means as planning phase. Here how to train an employee that will be planned, what type of training should be delivered to them, what would be motivational for their effort life phase and such is taken into deliberation to come up with the best potential training program for each individual.

Development Phase:

It is a pilot study or experimental study is directed to understand how employees will respond to the plan and whether the plan is accurate, only then the plan will be applied in reality. If the result is negative then the procedure will drive to either design phase or back to analysis phase.

TNA Form

Name of the Employee:

Immediate Reporting Supervisor:

Position of the Employee:

Date of joining:

Department of the employee:

Year of Experience:

| Job Responsibility | Required job Skill & Competencies | Actual Job Skill & Competencies | Gaps | Remarks |
|-----------------------|---|---------------------------------------|------|---------|
| | | | | |

Employee

Head of Department

Head of HR

4.7 Compensation Management

1. Pay for work and performance:

- Base pay for an employee

2. Pay for time not worked:

- Employee at holidays
- Company give vacations.
- Give time for election official.
- Give maternity leave for women worker

3. Deferred income for employee:

- Give social security.
- Doing savings plans.

4. Health, Accident, Liability protection:

- Provide medical, Hospital and surgical insurance,
- Provide social security protection

4.8 Benefit plan of ACI limited

1. Short term benefits plan:

- Offer Leave Fare Assistance for Yearly
- Give two festival bonuses for Yearly

2. Long Term benefits plan:

- Provident Fund.
- Gratuity.
- Group Insurance Policy.
- Medical Benefits.

3. Provide various leave with pay

a) Casual Leave:

ACI Company is paid 24 days casual leave for a year. When he is joined, from that time he is applicable.

b) Earned Leave:

An employee is considered qualified for earned leave in ACI, when he/ she has operated in ACI at least for a year. Employees acquire 1 day earned leave for every 33 days. It is an entirely salaried leave that is not movable to the next year.

c) Festival Leave:

Festival leave rely on the Government approved official holidays.

d) Sick Leave:

Sick Leave in ACI is 15 entirely remunerated days. Similar casual leave, it is also appropriate from the joining date of a worker. In ACI, a woman must work for at least 6 months to be suitable for maternity leave. The maternity leave is of 4 months specified only once at the expediency of the employee. Employee must smear for such leave earlier to be fit for it. ACI Company follow the labor law of Bangladesh. Their organizational environment is suitable for employees. As a result they enjoy some benefit:

1) Defense of Employee

Employment Act are intended to balance out the relationship so that the employer cannot exploitation or differentiate against the employee. Under these and additional labor laws, workers have the right to fair compensation, an equal chance for hire and a safe work environment.

2) Defense of Employer

Employers don't have to hire someone they don't sense is qualified, and it is within the employer's rights to think that employees display on time and execute the duties for which they were hired. These laws ultimately defend the employer's productivity and, therefore, profits, as well as the capacity to continue competitive in the marketplace.

3) Economic Constancy

Labor laws reserve the right of the employer to profit and the right of the employee to compensation that can be expended and financed, labor laws are vital to a healthy economy.

Phases of economic growth reflect healthy businesses with employees who are getting enough to join as consumers.

4.9 Strategic human resource of ACI

ACI Company follow strategic human resource management. It think employee as an asset. It enjoy some benefit for following SHRM

- Enlarged job gratification
- Enhanced rates of customer gratification
- Effective resource management

This way which it follow as strategic human resource management

- Develop thorough understanding of company's objectives
- Evaluate your HR capability
- Analyze current HR capacity in light of your goals
- Estimate company's future HR requirements
- Determine the tools required for employees to complete the job
- Implement the human resource management strategy
- Evaluation and corrective action

Chapter-Five

Findings, Conclusion and Recommendation

5.1 Findings of Study:

After doing a careful analysis and interpretation of data earlier - here in this part of the report I would like to mention findings of my study through relating with research paper's stated problem, research questions and research objectives in following:

Major findings of the study:

- The HR team does not check properly the examination script of the candidates.
- They do not have as much space to co-ordinate interview properly; arrange sits for joining session etc.
- They recruit huge amount of employee every month which indicates whether the turnover ratio is very high or ACI is offering employment but they do not have control over the continuous turning over.
- ACI does not publish recruitment advertisement on its own website.
- The organization continuously tries to keep up great workplace, wellbeing and security strategy which is confirmed globally.

Conclusion

ACI Ltd. represents an organization that thrives for continuous learning and organizational development. For them, organizational development includes a creation of a strongly-bonded culture; maintaining discipline; continuously adapting to changes resulting from both internal and external environment; developing human resources through ongoing development and evaluation initiatives; and completing tasks and go within a given time frame. ACI continually focusing on corporate social responsibility and adapting to changes will automatically lead to successful company. Thus, developing a strong HR department for organization development is becoming an important aspect for the company.

To be fruitful, tireless commitment and devotion of the associations human asset administration is especially required. To contend in the worldwide and also in neighborhood advertise in antagonistic circumstance the HR supervisors work has turned out to be much more troublesome in the present

Regularly changing business condition Creating designs in a dynamic circumstance requests basic investigation of the circumstance and strictly holding fast to the center main of the association. As ACI Ltd is decentralized organization animation and center values are esteemed by everybody inside the association, working in unique circumstance is less demanding than it appears.

In this report, I tried my level best to identify the recruitment and selection procedure used by ACI Ltd. In this report I tried to implement my academic knowledge from all HRM course to real life working place.

Lastly, the company should focus more in quality rather the quantity in terms of recruitment and selection process. The company also should give priority to the potentiality rather than the representative look. The Bangladesh Govt. can help them to flourish their business worldwide.

Recommendations:

- ACI should utilize inventive versatility way which implies portability in the association toward any path, including up, down and from side to side.
- There is no legitimate rule in ACI enrollment spending which ought to be set up.
- ACI should use more structured process of recruitment and selection process to establish good planning.
- There should have continuous improvement process.
- ACI should accuse the medical report of the final candidate to have average idea about the candidate's health.

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