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***Internship Report On Recruitment, Selection  
and Decision Making Process of UNITED  
AYGAZ LPG LTD.***



United International University  
QUEST FOR EXCELLENCE

**Internship Report on  
Recruitment, Selection and Decision Making Process of United Aygaz  
LPG Ltd.**

**Prepared By:**

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**Submitted To:**

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**Report Submission Date:**

24.06.2024

## Letter of Transmittal

24<sup>th</sup> June, 2024

Nasrin Akter

Assistant Professor

School of Business and Economics

United International University

**Subject: Submission of Internship Report**

Dear Ma'am,

I am hereby submitting my Internship Report, which is a part of BBA Program curriculum. It is a great honor to work under your active support and supervision.

This report is based on, "Recruitment, Selection and Decision Making of Process Of United Aygaz LPG Ltd.". I have got the opportunity to work in United Group in "Human Resource Department" under the supervision of Mrs. Tahsin Nabila, Deputy Manager, Human Resources, and Corporate Division, United Enterprises & Co. Ltd.

I have gathered the most pertinent data to construct this report, which will increase its rationality and dependability. My coworkers and supervisors are the main sources of information I used for my report. I hope that my efforts will be fruitful in accomplishing the report's goals, for which I have done my best.

I would appreciate it if you could provide me with some insight into this report and share your insightful perspective. Sharing an evident perspective on the matter would be appreciated if you found this article to be educational and helpful. Your patience and commitment are much Valued.

Sincerely Yours,

Kazi Mohammad Ali

ID: 111 191 009

School of Business and Economics,

United International University

# ACKNOWLEDGEMENT

First of all, I wish to express my gratitude to the almighty ALLAH for giving me the strength to perform my responsibilities as an intern and complete the report within the stipulated time.

I am deeply indebted to my University Advisor Nasrin Akter, Assistant Professor of School of Business & Economics, for her whole-hearted supervision during my organizational attachment period. I am also grateful to Mrs. Tahsin Nabila, as my organizational supervisor. It would have been very difficult to prepare this report up to this mark without their guidance. My gratitude goes to entire United International University- School of Business & Economics for arranging Internship Program that facilitates integration of theoretical knowledge with real life situation.

Last but not the least; I would like to convey my gratitude to Kazi Zakirul Huq- Assistant Manager UG, Rawda Safir Ahmad- Assistant Manager UG, Ahmed Shamim Ahsan- Executive UG, and Asif Ahmed Rohan-Executive UG for helping me in furnishing the report. Moreover, I would also like to express my gratitude to my United Group fellow Senior and colleagues who gave me good advice, suggestions, inspiration and support. I must mention the wonderful working environment and group commitment of this organization that has enabled me to deal with a lot of challenges.

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# EXECUTIVE SUMMARY

Competing with other organizations, an organization ought to utilize its human assets in an efficient & successful way. There's no way to maintain within the completion without the proper utilization of human assets. Within the time of globalization, it is as well much troublesome for an organization to maintain within the competitive advertise competing with others. To induce the high productivity or tall execution from each worker an organization must do superior human resources administration honestly, I chose this subject based on the experiences I gained while working at United Aygaz LPG Ltd. The report is titled "Recruitment, selection and decision of United Aygaz LPG Ltd. UALPGL. United Group is one of the largest investment-based companies with a broad portfolio that includes investments in many different sectors. United Aygaz LPG Ltd. It was established as a joint venture in 2021. United Aygaz LPG Ltd. recruitment, selection and decision process, as the basis of this study. Understanding recruitment, selection and decision making is the purpose of this article. After understanding the recruitment, selection and decision of United Aygaz LPG Limited, many suggestions emerged. In this report the issues, scope, impediments and different examinations are moreover examined. In this report, I have moreover attempted to analyze the benefits of these administrations as well as my learning from the organization. In suggestions, how the industry can progress conjointly donate some suggestions. From my individual see, the learning perspective was productive and the encounter there will help me within the future.

## **Chapter One:**



## **1.1 Introduction**

In this corporate world, you have to use extra caution when using our method. Every business in every field uses a distinct set of tactics to thrive in this fast-paced environment. Currently, the majority of businesses use various HRIS to run their operations more profitably and efficiently. Some businesses even launch initiatives to transform their businesses in an attempt to outperform their rivals. This report is a study of the recruitment process, supportive management, and working environment in the context of United Aygaz LPG Ltd.

With the competent supervision of Nabila Tahsin, the on-site supervisor, I have carried out my research on the "Recruitment, Selection, and Decision Making Process of United Aygaz LPG Ltd." As part of the internship requirement, my supervisor, Ms. Nasrin Akter, an assistant professor at United International University, authorized me to create this report and approved the topic. Over time, she also provided me with the necessary direction and support.

## **1.2 Origin of the Report**

The United International University Internship Program is a prerequisite for BBA graduates. The UIU School of Business & Economics' internship program requires completion of this course. Exposing students to the workforce is the primary goal of the internship program. The biggest obstacle I had as an intern was applying the academic knowledge to practical situations. An internship serves as a sneak peek at the actual work. This report was written as a prerequisite for the BBA program at the UIU School of Business & Economics. It is the outcome of a three-month internship program that was held at United Aygaz Ltd. I must thus turn in this report, which is based on United Aygaz Limited's "Recruitment, Selection & Decision Making Process." The report encompasses details on United Aygaz Ltd offerings, a synopsis of the company, and amenities provided to ensure employee satisfaction.

## 1.3 Objective of the Report

For this report, I have created two objectives:

### **Primary Objectives:**

This report's primary goal is to give the essential details on the recruitment, selection, and decision-making processes that United Aygaz LPG Ltd. uses in its HR Department, along with recommendations.

### **Secondary Objective:**

- a) To be able to see clearly what is going on in the chosen corporate organization's HRM department.
- b) To gather data and understanding on the organization's decision-making, selection, and recruitment processes.
- c) To become familiar with the various recruitment, selection, and decision-making processes that UALPGL uses.
- d) To connect the theoretical understanding with the practical knowledge of United Aygaz LPG Ltd.'s recruitment, selection, and decision-making process.

## 1.4 Scope of the Study

This report serves as an illustration of the actual circumstances faced by the chosen organization—akin to a real-life case study. Thus, this report's scope is constrained. This report's primary goal is to provide readers with firsthand knowledge of how research is conducted in commercial organizations. The report's breadth allows it to address various HRM topics, including recruitment and selection procedures. My education program required me to study Square Toiletries' HR procedures to comprehend a real-world organizational environment. So this report does not go deeply into the HRM operations of the chosen organization; it is not intended to do so. Instead, it

focuses on presenting the observed data and drawing conclusions, while offering particular advice or suggestions.

## **1.5 Significance of the Study**

The United Aygaz LPG Limited HR Department, the staff, the business, and the community at large will all find value in this study. What are United Aygaz LPG Ltd.'s current HR policies, and what might be done to strengthen their approach? I'm going to make several recommendations, some of which may help the business operate more effectively and identify internal problems.

## **1.6 Methodology**

The study is carried out methodically, from choosing the topic to writing the final report. Finding and gathering data was a crucial component; the important points were then found through methodical classification, analysis, interpretation, and presentation of the data. There is a greater explanation of the methodology's basic phases in the research.

### **Sources of Data:**

Data are collected from both primary and secondary resources.

#### **1.6.1 Primary Sources**

- Observation of the Organization.
- Discussion with officials and concerned experts.

#### **1.6.2 Secondary Sources**

- Annual Report
- Newspaper
- Internet
- Text Book

### **Collection of Data:**

Original data I gathered information through direct connection with the officials and observation. Secondary data was gathered from the websites of United Aygaz LPG Ltd. as well as other relevant websites and papers.

## **1.7 Limitations**

This report has been developed based on input from the Human Resource, Sales, and Commercial departments. Even though United Aygaz Ltd. might benefit from the research, several respondents expressed reluctance to offer input. There is a possibility that some individuals may believe their personal information is sufficiently private to share with the public. The passage of time was another issue. Because of time constraints, it was not able to analyze a big sample in this research, so the sample size was rather limited. My work took place over the course of about three months. But this time frame is insufficient for a thorough and comprehensive investigation. There were certain assumptions made as a result of the information's limitations. Therefore, the report can contain a few personal errors. Considering multiple states' constraints, I made every attempt to deliver the report.

## **Chapter Two:**

## **2.1 Literature Review**

## **2.2 What Is Talent Acquisition**

The process of finding, evaluating, and hiring new personnel for a business is known as talent acquisition. Talent acquisition is a carefully selected method that companies rely on to identify the very best match for their company, unlike generic recruiting, which occasionally prioritizes number above quality. Within an organization, talent acquisition experts are frequently found whose main responsibility is to find people with the precise skill set required to support an organization's growth and accomplishments.

## **2.3 Why It is Important**

In every organization managers are strictly bound to follow the importance of talent acquisition. From a professional point of view, talent acquisition managers are professionals who are employed by corporations, healthcare organizations, educational institutions, and school districts. These specialists possess the requisite expertise in identifying and hiring the most qualified personnel in a given sector or industry by conducting comprehensive analysis, consulting with stakeholders, and overseeing the recruitment process. Beyond simply filling available roles, their primary objective is to identify prospects who possess the requisite skills and experience to serve as long-term organizational assets.

## **2.4 Relationship with Talent Acquisition with Recruitment and Selection**

Talent acquisition is responsible for hiring new people. They search for suitable candidates and evaluate them to fill job vacancies. Recruitment is a critical part of talent acquisition as it helps to identify potential candidates. The selection process involves evaluating and selecting the most suitable applicant for the position. Effective talent acquisition ensures that recruitment and selection procedures are aligned with the organization's goals, culture, and long-term talent requirements. Having the right people in the right positions is crucial for any company to successfully achieve its goals. Recruiting and selection are the operational parts that help match the most qualified individuals to open job positions. On the other hand, talent acquisition provides a strategic direction and long-term planning to ensure that the company finds, selects, and retains the best people. By combining these three elements, a company can ensure that it has the most qualified individuals to help it meet its objectives. It's vital to prioritize talent acquisition as it offers a more comprehensive approach to hiring and helps the company achieve its long-term goals.

## **2.5 The Role of Talent Acquisition and Selection in Organizational Development**

Efficient talent acquisition and selection processes play a vital role in organizational development by ensuring that the right people are placed in the appropriate roles. Such procedures significantly impact an organization's performance, drawing in top talent, promoting a culture of innovation, and increasing overall productivity. When a company needs to fill positions, there are two important processes to go through: selection and recruitment. Selection involves choosing the best people for specific jobs, while recruitment involves finding and attracting potential candidates. Companies must get these processes right because the quality of their workforce affects how well the organization performs. By selecting the best candidates and attracting the right people, companies can achieve success. When recruiting talent, organizations should ensure that their selection process aligns with their strategic goals and objectives. The recruitment strategy should

be developed by HR managers who understand the organization's current and future needs. Schuler and Jackson (2019) emphasized the importance of reflecting on the organization's future orientation in the recruitment and selection of talent.

It's important to consider the target audience when writing. Different audiences require different information. For clarity, sentences should be short and only include necessary information. Avoid using jargon, acronyms, and legal language. Instead, use everyday language and simple vocabulary. Using the verb form of the word instead of the noun form can also increase clarity. Use the active voice, in which the subject does the action of the verb.

## **2.6 Decision Making Process**

Decision-making is one of those things that's portion craftsmanship and portion science. You will likely have a few intestine sentiments and instinctual that are worth taking under consideration. But those ought to moreover be complemented with bounty of prove, assessment, and collaboration. The decision-making prepare may be a system that makes a difference you strike that adjust. It's enticing to think that choices will work themselves out once they're made. But especially in a group setting, it's significant to contribute fair as much thought and arranging into communicating the choice and effectively rolling it out.



## **2.7 Impact of Decision Making Process on Organizational Development:**

Choice making is an age-old wander embraced by private or open people, either in their person capacities or at authority positions in organizations. This consider set out with the essential objective of evaluating the nexus between compelling administration decision making and organizational brilliance with a see to moreover giving basis for future inquire about on the talk. Because continuous decision making or changing could be a great barrier for organizational development. And especially if it is related to recruitment and selection process. When an employee is recruited or terminated, several paper work needs to be done. Which costs time and money both and it is a barrier for organizational growth. Sometimes decision making process could affect employees' salary or leaves, even motivation at work. Even it impacts long-planned projects or mission. Especially in HR department, each of the HR executives, including Chief HR officer must be concerned about taking any kind of work or employee related decision because it will make a big impact on organizational outcome.

## **Chapter Three:**

## 3.1 Organizational Overview

### 3.1.1 History of the Organization

These days, United Group represents a name and a mindset. However, it has sometimes been challenging to develop and succeed. United Group is an industrial business based in Bangladesh. In 1978, a group of close friends embarked on a voyage to leave a lasting legacy. As one of the biggest socioeconomic infrastructure-based corporate conglomerates today, United Group has a broad investment portfolio that spans several industries. United Enterprises & Company Limited, known as United Group, is a major industrial conglomerate in Bangladesh that was founded in 1978. The group has established a wide range of businesses across various sectors, including Power Generation, Real Estate and Properties, Retail, Healthcare and Education, Travel, and additional manufacturing and service sectors. United Pharma and Healthcare is one of the more promising businesses under the United Group, although it isn't the flagship business of the conglomerate. The group's commitment to excellence and innovation is evident in their varied range of national businesses and their focus on meeting the needs of their diverse customer base.

Medical Services	Power and Fuel	Real Estate	Retail Services	Education
United Hospital	United Energy Trading PTE.	United Property Solution Ltd.	Unimart	United International University
United Medical College	Aygaz LPG Ltd.		Wellbeing Pharmacy	Sir John Wilson School

**Figure 1. Some of the Different Concerns of United Group.**

## **3.2 Introduction United Aygaz LPG Ltd.**

These days, United Group represents a name and a mindset. However, it has sometimes been challenging to develop and succeed. United Group is an industrial business based in Bangladesh. In 1978, a group of close friends embarked on a voyage to leave a lasting legacy. As one of the biggest socioeconomic infrastructure-based corporate conglomerates today, United Group has a broad investment portfolio that spans several industries.

Aygaz is a Turkish LPG company that serves 81 cities through 2,259 cylinder petrol dealers and 1,789 auto gas outlets. They are the most popular LPG brand in Turkey, delivering their products to more than 40,000 households daily. Additionally, almost 200,000 cars use Aygaz Otogaz+. Koç Holding, the largest industrial company in Turkey, established Aygaz as its first energy company. Koç Holding is one of the world's 500 largest companies.

United Aygaz LPG Ltd. is a company that aims to provide a reliable and efficient source of LPG to the people of Bangladesh. The company is a result of a partnership between two major enterprises from Bangladesh and Turkey. They plan to import, store, bottle distribute and market LPG under the brand name 'Aygaz United'. The goal of the company is to offer a unique solution for the LPG business in Bangladesh.

### **Mission:**

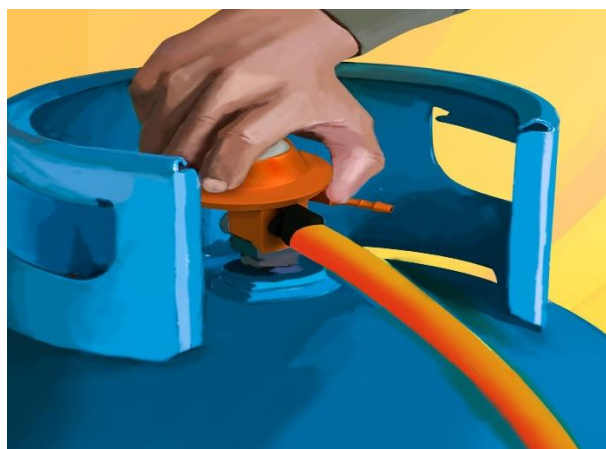
Our goal is to revolutionize the LPG sector in Bangladesh by offering innovative and safe energy solutions while prioritizing our responsibility to society and the environment. We believe in delivering high-quality services that meet stringent safety standards. We aim to make our message clear and concise, avoiding the use of specialized language or technical jargon. We will always strive to be direct and straightforward in our communication, and we will prioritize the use of active voice to keep the message simple and easy to understand.

## **Vision:**

We aim to lead the LPG industry by providing the cleanest, safest, and most responsible energy solutions to help the country progress and improve people's lives. We believe in using only the best means to achieve our goals.

## **Safety Issues:**

With natural gas becoming very scary, it's no wonder that people are now opting for LPG as their primary or alternate cooking fuel. As the number of households adopting this alternative grows, it is crucial to ensure proper safety measures are in place. Therefore, it is imperative to raise awareness among the public about the importance of safety precautions when handling LPG.



## **Safety Steps While Purchasing and Connecting LPG Cylinder:**

- If you are unaware of LPG cylinder connection, you must the deliveryman to explain how to do it.
- The LPG cylinder must be placed at ground level surface.
- To ensure the longevity and proper functioning of the cylinder, it is highly recommended that you handle it with care and avoid dragging, rolling, or dropping it. This will help prevent any potential damage and prolong its lifespan.

## **Here are the safety procedures to follow when separating the LPG cylinder:**

- Make sure the stove is off and no active connection of flame.
- Confirm carefully whether the stove's burner knobs are closed.
- Turn Off the regulator Knob.
- Pull out the rubber bush at its bottom while squeezing the regulator.
- Raise the regulator now. It may need to be rotated gently by hand.
- To reduce the possibility of any leftover gas leaks, the empty gas cylinder should be stored in an open space.

## **Chapter Four:**

## 4.1 My Job Responsibilities at United Group

### **Description of the Job:**

As an intern at United Group for three months, I had a chance to explore several HR roles, including recruitment, selection, and decision-making responsibilities. Although my exposure to the HR department's activities was limited because I only got the chance to work in specific sector of United Group which is United Aygaz LPG Ltd. And I gained some experience and developed confidence in performing various tasks. Typically, I was assigned the following responsibilities:

- Collecting CV
- Sorting CV
- Scheduling Interviews
- Calling for Interviews
- Collecting data of new employees
- Keeping Records of terminated employees or workers.

### **Collecting CV:**

While recruiting various executives, Sales Representatives, and others, CVs are gathered via the company's software, where there is a CV box where candidates can submit their CVs. applications for additional vacancies are collected through the bdjobs—UG website. Because I had largely worked in the recruiting and selection process, I was responsible for sorting those resumes and giving them over to my supervisor in the Human Resources Department for final review.



## CV Sorting:

As I was working for a specific sector which is United Aygaz LPG Ltd. I was only sorting the CV for this sector. If we were looking for marketing executive, area sales manager, territory sales officer or site-worker, requirements are different for each category. The main requirements are, educational background, previous company, experiences, etc.

## Scheduling & Calling for Interviews:

After analyzing and verifying the CVs, I tried to interview the selected individuals. I work with the Deputy Manager to schedule interviews for different groups on different dates when time allows. Then, according to time and date my task was calling those candidates to inform them about the interview date. And also calling them on the day of interview to make sure they are coming.

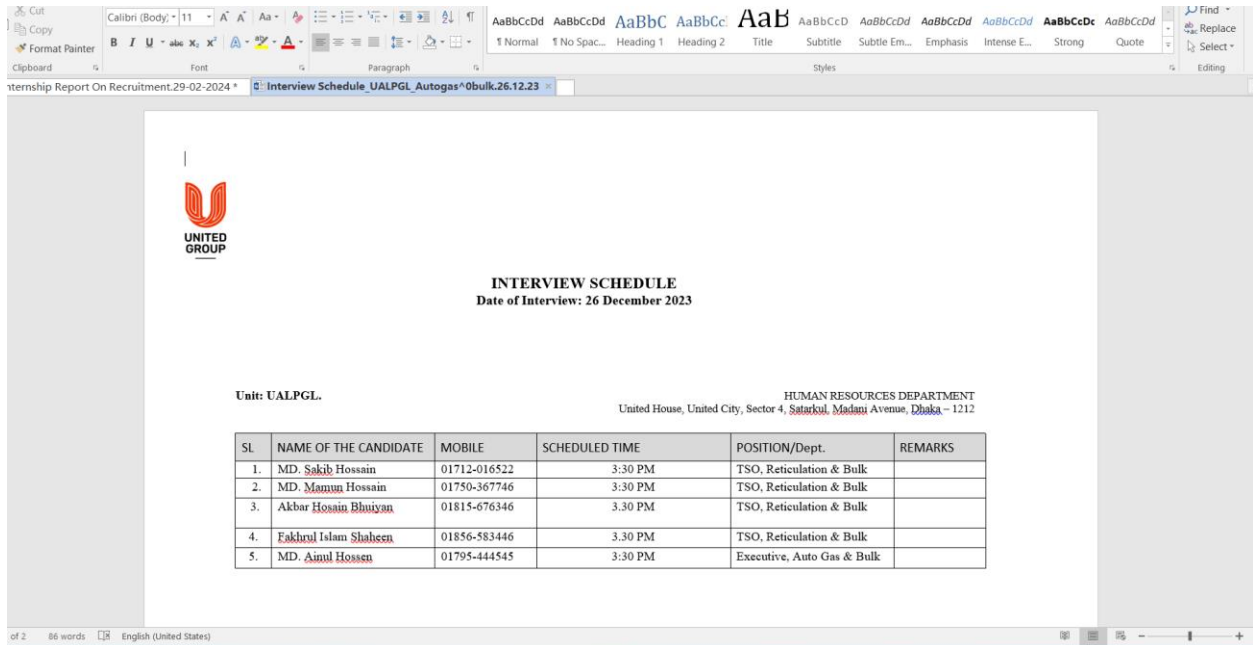
**UNITED GROUP**

**INTERVIEW SCHEDULE**  
Date of Interview: 12 October 2023

Unit: UALPGL. HUMAN RESOURCES DEPARTMENT  
United House, United City, Sector 4, Satarkul, Madani Avenue, Dhaka - 1212

SL	NAME OF THE CANDIDATE	MOBILE	SCHEDULED TIME	POSITION/Dept.	REMARKS
1.	Ahammad Ullah Rakib	01611018801	3.00 PM – 3.30 PM	Area Sales Manager, Sales department, LPG Cylinder.	
2.	Rabatul Islam	01715224279	3.00 PM – 3.30 PM	Area Sales Manager, Sales department, LPG Cylinder.	
3.	Akter Hossain	01723608514	3.00 PM – 3.30 PM	Area Sales Manager, Sales department, LPG Cylinder.	
4.	MD. Naimuzzaman Nayon	01743401040	3.00 PM – 3.30 PM	Area Sales Manager, Sales department, LPG Cylinder.	
5.	Muhammad Soleyman Sarkar	01722217609	4.30 PM – 5.00 PM	Area Sales Manager, Sales department, LPG Cylinder.	

Tahsin Nabila  
Deputy Manager  
Human Resources Department  
United Group



### **Collecting Data of new employees:**

After selecting through the interview, new employees are required to bring necessary documents such as releasing letter from previous company, all academic certificates, National ID card, Passport Size photo, TIN certificate, etc. My task was to create new file in both soft copy and hard copy to keep employee record.

### **Keeping Records of terminated employees or workers:**

As I was working for United Aygaz LPG Ltd., number of workers are huge there. Most of the workers qualification are class eight or HSC level. They don't even inform to their supervisor before terminate themselves. So keeping their record is very important. On the other hand employees of officer level in head office or outside Dhaka must inform their changes to head office every time.

2023-6-13 employee List\_UALPGL\_BGF2\_updated\_Existing\_Emp

A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	2120	Adar Chowdhury	Plant Manager	1	1	Interview Summary List							
2	2117	Mostofa All Amin Noor	Deputy Manager-F&A	2	2	Two reference letters from non-relative							
3	2174	Sumaiya Suhaila	Brand Manager	3	3	Clearance Certificate from previous employer							
4	2143	Showkat Osman Jamil	Head of Sales	4	4	Job Description							
76	2166	Ahmet Erçument Polat	CEO	5	5	Medical Certificate							
77	2165	Harun Ortac	CFO	6	6	Interview Summary List							
6	2285	Md. Salauddin Parvez	Area Sales Manager	7	7	Clearance Certificate from previous employer							
8	2307	Md. Sazzadur Rahman	Assistant Manager - SCM	8	8	Two reference letters from non-relative							

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Conditional Formatting: Table

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2023-6-13 employee List\_UALPGL\_BGF2\_updated\_Existing\_Employees

A	B	C	D	E	F	G	H	I
ID	Name	Designation	File no.	File Number	Missing Documents			
15235	Sanjid Boiya Faysal	Loading & Unloading Operator	BGF-2	56	NO NID Received copy of Appointment Letter /Contract Employment Approval Interview Evaluation Job Description Interview Summary List Copy of all Academic Certificates Medical Certificate Two reference letters from non-relative			
15096	Mohammad Nezam Uddin	Loading & Unloading Operator	BGF-2	57	Received copy of Appointment Letter /Contract Employment Approval Interview Evaluation Job Description CV Interview Summary List Copy of all Academic Certificates Experience, Training etc documents			
15091	Nur Akkas	Loading & Unloading Operator	BGF-2	58	Job Description Joining Letter Employment Approval Interview Evaluation Job Application CV Interview Summary List Copy of all Academic Certificates Experience, Training etc documents Clearance Certificate From Previous employer Two reference letters from non-relative			
15093	MD. Sumon	Loading & Unloading Operator	BGF-2	59	Joining Letter Job Description Received copy of Appointment Letter /Contract Employment Approval Interview Evaluation Job Application CV Interview Summary List			

## **4.2 Recruitment & Selection Process in United Group**

### **4.3 Human Resource Management Process**

Human Resources Management is a field of management that involves planning, organizing, directing and managing the activities of acquiring, creating, managing and promoting employees. High performance of employees.

### **4.4 Human Resource Planning in United Group**

All management work depends on planning. This is the basis for the development of our next region. Planning requires managing where the company's human resources are now and where they need to be in the future. Based on this, determine and use appropriate action plans to achieve the company's goals and objectives. Every business has a mission. United Group has its own business plan. They often expect what employees want in terms of goals, objectives and goals, as well as the use of technology and other improvements that can be made effective. Although there are many ways to estimate staffing needs, management decisions are preferred because it provides a more realistic picture of staffing needs. They argue that other methods cannot account for workers' needs. These are graphical tools in nature and cannot measure operator accuracy. However, management's decision-making process depends on changes in production, market and other factors.

### **4.5 Recruitment and Selection Process in United Group**

United Group is always looking for top talent who need flexibility and resources to grow in their careers. If someone is the type of person who always stands out, United Group will give you a place to thrive. No matter what field or interest, there is an openness that can be used and developed. At United Group, there are thousands of different people from different cultures and backgrounds, working in different fields and in different positions. Some prerequisites for the recruiting and selection procedure:

- Justify is the essential determination model.
- State of mind is esteemed as much as viable capacities.
- Board interviews with the head and HR head.
- Enlistment sources incorporate campus, experts, worker referrals, inside work promotions, and online stages.
- Officer Cadre, GET, and MT positions require composed examinations.
- We do predecessor checking as portion of our enlistment method.
- Therapeutic wellness is required for all work.
- We are in break even with opportunity boss and don't segregate based on race, community, religion, or sexual orientation.

#### **4.6 Recruitment Process and Sources**

Enlistment is frequently the work of the human assets office. This segment tries to distinguish and enlist qualified candidates. Work portrayals and details donate the essential data to start the selecting handle. The capacities of Joined together Group's enrollment office are as takes after:

- Require Appraisal Characterize the position portrayal.
- Checking the enlistment choices
- Applications are promoted, screened, and short-listed.
- Composed test, determination meet.
- Work choices, Pre-employment therapeutic screening, offer letter, orientation/induction, arrangement, and follow-up.

#### **4.6.1 Internal Source**

There may be somebody inside the association who is qualified for the position. In case there's, the existing workforce is moved to suit the selected person within the unused position. On the off chance that there's no such person inside the association, the administration continues to the moment stage.

#### **4.6.2 External Source**

After considering all of the above options, the company decided to hire external staff if necessary. People with the most skills, qualifications, knowledge and abilities should be considered for vacant positions. Therefore, if the candidates applying for Bangladesh UG are not suitable for the job, an external advertisement should be published to attract the attention of the candidates and then the selection process should be carried out.

##### **Advertisement:**

The company advertises in national publications (Bengali and English) for job opportunities. Bdjobs is one of United Group's resources for collecting resumes from qualified applicants. United Group uses two types of advertising on social platforms. Sometimes ads hide names and list only phone numbers. The purpose of hiding personas is to reduce the stress on those looking to hire their favorite candidates. However, doing so may put the company at risk of losing investment if they apply for the same job if they know the identity of the organization. This is why the organization has kept contacts open in its recent efforts; the main element of evaluation is thought to be the quality of the person. By publicly disclosing UG's identity, the company hopes to find the best talent among them.

##### **Employee referrals:**

This is another area of cooperation. Referrals are the use of personal connections to find work. This is the current employee's advice to the job candidate. The logic behind the roster advice is “know yourself and know your enemy.” Employees working in this situation are encouraged to

recommend the names of colleagues working in other organizations for possible future employment.

### **Employment Agency:**

An organization looks for and prescreens candidates, alluding those who show up qualified to the association for extra assessment and extreme determination. An organization can as it were screen appropriately in the event that it includes an exhaustive get a handle on of the position it is endeavoring to fill. Hence, it is basic for a boss to be as clear and correct as conceivable when portraying a position and its enlistment to a business organization. Joined together Bunch regularly contracts non-management representatives through work organizations.

### **Write-in:**

Write-ins are people that send a composed inquiry; both categories are ordinarily required to fill out an application clear to survey their intrigued and fitness.

### **Consulting the CV Bank:**

Spontaneous applications are put away within the information bank. On the off chance that a person's capabilities fit the necessities laid out within the post portrayal, he or she is welcomed to a composed exam or meet. In the event that candidate matches for another position, he or she will be called for the coordinating post within the future.

## 4.7 Decision Making Process

As I have worked for United Aygaz LPG Ltd., I didn't have the chance of working for the whole HR Department. All this time I was collecting and recording data only for Aygaz. So that, when any of the employee or field worker terminate themselves, no unnecessary acquisition can be made by them. Data were being used to grant their leaves, salary, joining date, previous Job experience, etc. Also if any of them will get promotion or transfer from head office or on district to another, these data are most important then. Because decision are made based on their data. For example, if any employee wants to switch their job then we do not remove their data from any index, rather we marked that employee and insert the release letter so that we can understand in the future that the employee is gone. The department always use those data that to make decisions like, promoting, transfer or increment. Along with Aygaz, Unimart, United Hospital, United Lube Oil, Sir John Wilson, United International University, etc. every sector has its employee record to make future decisions. If I'm to talk about Aygaz, I would like to mention that, the LPG plant in Anwara Chittagong, huge number of workers, technician, plant manager are working there. Picture of a recorded data is attached below:

2023-6-13 employee List_UALPGL_updated_Existing_Employees						
A	B	C	D	E	F	G
	ID	Name	Designation	File no.	File Number	Missing Documents
4						NO NID
5						Received copy of Appointment Letter /Contract
6						Employment Approval
7						Interview Evaluation
8						Job Description
9	15235	Sanjid Boiya Faysal	Loading & Unloading Operator	BGF -2	56	Interview Summary List
10						Copy of all Academic Certificates
11						Medical Certificate
12						Two reference letters from non-relative
13						Received copy of Appointment Letter /Contract
14						Employment Approval
15						Interview Evaluation
16						Job Description
17	15096	Mohammad Nezam Uddin	Loading & Unloading Operator	BGF -2	57	CV
18						Interview Summary List
19						Copy of all Academic Certificates
20						Experience, Training etc documents
21						Job Description
22						Joining Letter
23						Employment Approval
24						Interview Evaluation
25						Job Application
26						CV
27	15091	Nur Akkas	Loading & Unloading Operator	BGF -2	58	Interview Summary List
28						Copy of all Academic Certificates
29						Experience, Training etc documents
30						Clearance Certificate From Previous employer
31						



## **Chapter Five:**

## **5.1 Findings, Conclusion & Recommendations.**

### **5.2 Findings:**

1. Because of low pay-range and lack of enough facilities, turnover has increased among the manager and coordinator level employees. Yet some of them works over-time. Which causes several problems related to outcome of any work.
2. At the power plant of United Aygaz LPG Ltd. Low level workers terminate themselves before any notice period, as there were no proper contract signed.
3. Executive or Deputy Manager of UALPGL do not visit the power plant at Anwara, Chittagong every month, which causes a huge problem between the head office and power plant coordinators.
4. The employees they hire for UALPGL sometimes, are not suitable or enough knowledgeable for required position.
5. Employees at HR department do not get any promotion for a long time. So that, junior level employees terminate themselves easily for better opportunity.
6. They do not try to improve their core values and business objectives to sustain in the competitive market edge. They do not feel the need to use any social platform on regular basis to promote their brand.

## 5.3 Recommendations

Taking after a three-month period of total inclusion within the day by day exercises of UALPGL, I have procured a modern comprehension of the association. After carefully observing the circumstance, I propose the taking after changes to move forward the general functioning of the division:

1. Advance arrangement that disheartens the practice of compelling representatives to work additional time. Over the top work hours can result in diminished generation, since workers may endure from burnout and fatigue. Keeping up a concordant harmony between work and individual life is fundamental for long-term efficiency and generally welfare, fair package should be paid with proper facilities.
2. Improve candidate experience by providing clear communication throughout the hiring process. This includes timely updates, post-interview feedback, and an effective onboarding process.
3. Provide employees with continuous learning and development. Learning and development. This not only helps retain talent, but also keeps employees informed about new business models and practices.
4. Advance a more versatile strategy of decision-making, allowing work force at distinctive levels more freedom. The appointment of decision-making control may quicken strategies, invigorate advancement, and move forward generally proficiency inside offices. Allowing representatives' independence to form choices inside their allotted obligations ordinarily leads to expanded engagement and commitment to their positions.
5. Center on differences and consideration in contracting to form a different workforce. This will be done by working with a assorted contracting group and utilizing an impartial screening prepare.

6. Invest in your employer brand to attract top talent. Presenting the company culture, values and employee references, United Aygaz LPG Ltd. is an attractive employer.

## 5.4 Conclusion:

Director's Report "Activities, Options and Decisions of United Aygaz LPG Ltd." United Aygaz LPG Ltd., as a joint venture, demonstrates its commitment to excellence through a rigorous recruitment and selection process designed to attract and retain the best talent in the competition. Values such as ethics have become central to human culture, ensuring that employees are not only competent but also aligned with company culture and long-term goals.

Identifying challenges such as the need to progress in a highly competitive industry in terms of skills and the need to adapt to the needs of the business have been addressed through continuous innovation and the desire to integrate new technology and data analytics into HR functions. The suggestions are aimed at improving the performance of United Aygaz LPG Ltd. recruitment and selection. By adopting these recommendations, companies can increase the power of qualified candidates, create a more diverse and inclusive workplace, and maintain their leading position in problem solving in the industry.

The recommendations highlight the importance of managing human resources to support business success. United Aygaz LPG Ltd.'s proactive and thoughtful approach to recruitment and selection sets an example for other companies seeking to develop human capital in a dynamic and developing business. The information gained from this internship report will lead to continuous improvement and improvement of HR practices not only at United Aygaz LPG Ltd. but throughout the company.

## **Reference:**

The following books and papers have been published on human resource management and employee recruitment:

1. The Comparative Human Resource Management Handbook of Research by P. Sparrow, published in 2019 by Edward Elgar Publishing.
2. Human and Strategic Resource Management by Jackson, S. E., and R. S. Schuler, published in 2019 by Wiley & Sons, Inc.
3. Work from Home, Remote Work, and the Workplace Revolution: The Future of the Office by Cappelli, P., published in 2019 by Oxford University Press.
4. A research paper titled "Extensive research has been conducted on employee recruiting; nonetheless, several questions remain" by Starke, M., and J. A. Breaugh, published in the Journal of Management in 2000. The paper can be found on pages 405-434.
6. A paper titled "Knowledge combination and exchange: How high-tech companies succeed is influenced by their HR strategies" by Smith, K. G., and Collins, C. J., published in the Journal of the Academy of Management in 2006. The paper can be found on pages 544-560.

These books and papers may be helpful for those interested in these topics.

## Appendix



UNITED  
ENTERPRISES  
& CO. LTD.

Date: October 01, 2023

Ref: UECL/HR/OCT-2023/ID-20319

**Kazi Mohammad Ali**

House – 68/1, Bardhan Bari  
Mirpur – 01, Dhaka -1216.

United International University  
Bachelor of Business Administration

**Subject : Offer letter -Internship.**

Dear Mr. Ali

With reference to your application and recommendation letter from your university and subsequently your interview with us, we are pleased to inform you that you have been selected for the internship program to our **United Enterprises & Co. Ltd. (UECL)** for 3(three) months. Your internship shall commence on October 01, 2023 and shall end on December 31, 2023.

The terms and conditions of your internship with the Company are set forth below:

1. Subject to your acceptance of the terms and conditions contained herein, your project and responsibilities during the Term will be determined by the supervisor assigned to you for the duration of the internship.
2. You are eligible for a stipend of **Tk. 400 (Four Hundred)** per day during the Term which shall be paid on completion of the tasks assigned to you during your internship to the satisfaction of the Company.
3. Your timings will be from 9.00 am to 5.00 pm, Sunday to Thursday. Please be sure to bring the required documents with you on your first day to complete your profile.
4. You will sign a confidentiality agreement with the company before you commence your internship.
5. The internship cannot be construed as an employment or an offer of employment with **United Enterprises & Co. Ltd. (UECL)**.

Please confirm your acceptance of the terms of this offer by **October 01, 2023** failing which, we have the right to cancel the internship. We look forward to having you on our team! If you have any questions, please feel free to reach out to us.

Sincerely,

Accepted by,

**Md. Hasibur Rahman**

Manager

Human Resources

Corporate Division

United Group

**Name: Kazi Mohammad Ali**

Signature:

Date: 01.10.23