# Internship Report

# on

## An analysis of Recruitment and Selection process of Social Islami Bank Limited

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### Date of Submission:07/05/2024

# Letter of Transmittal

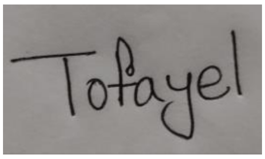
07/05/2024
Md Alamgir Hossan
Assistant Professor
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University
Ashulia, Savar, Dhaka

Subject: Submission of Internship Report
Sir,

Permit me to announce the completion of my internship report titled **"An Analysis of the Recruitment and Selection Process of Social Islami Bank Limited."** under your extraordinary supervision. Without your direction and help, I would have struggled to finish this paper. This report reflects the completion of my internship.

I, sincerely, hope that you will find the report satisfactory. I appreciate your direction and support through this journey. Thanks for your reviews and time.

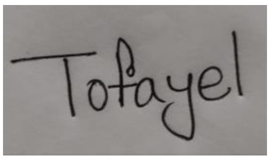
Sincerely Yours,




Tofayel Ahmed
ID: 201-11-1008
Major: Human Resource Management
Program: BBA
Daffodil International University

# Student's Declaration

My name is Tofayel Ahmed and my ID number is 201-11-1008. I certify that the internship report I submitted is a product of my own effort, it was about "An analysis of recruitment and selection process of Social Islami Bank Limited" To meet the requirements for my business administration degree at Daffodil International University, I had to submit the report.
I wrote it with the help of Md Alamgir Hossan, Assistant Professor at Daffodil International University. With great care, I worked hard on this report, and I made sure that it wasn't using any information that was already out there.




Tofayel Ahmed
ID No: 201-11-1008
Batch: 55th
Major: Human Resource Management
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# Supervisor’s Certification

I certify that the report **" An analysis of recruitment and selection process of Social Islami Bank Limited"** was sent to Daffodil International University as part of the university's internship program is a true record of work that was done by "Tofayel Ahmed," ID: 201-11-1008. Under my supervision he worked with Social Islamic Bank Limited and prepared this report.

I wish him all successs in life

Md. Alamgir Hossan
Assistant Professor
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University

# Acknowledgement

I am expressing my thanks to Allah, who made us and cares for us in this moving world. Additionally, I want to say thanks for letting me finish the study and the BBA program. Firstly, I am willing to declare my heartfelt recognition to my supervisor, Assistant Professor **Md. Alamgir Hossan**, for helping me and being there for me. Sincerely, I appreciate him giving me useful advice that helped me finish the whole report successfully. I couldn't have finished this study without his help. **Abdullah Al Mamun,** Branch manager of Social Islami Bank Limited, deserves extra praise for letting me in. Additionally, I want to thank all of my teachers, friends, and coworkers who helped me write this report by giving me helpful instructions and details. Throughout my job, I was very close to them. I couldn't have finished this job without them. Regarding this long process, I want to thank my parents and some friends who were always there for me and offered support. As a final note, I'd like to thank everyone who helped me with this report.

# Executive Summary

The report is about the internship proficiency I have gathered during my internship in SIBL. My internship topic is “An analysis of recruitment and selection process of Social Islami Bank Limited” I have tried my level best to complete this report. The goal of the study is to comprehensively investigate SIBL's hiring and selection procedures, pinpoint related issues, and offer doable suggestions for enhancement. In the theoretical aspect section, I have described the recruitment and selection procedure of recruiting talents and selecting them, the goals, the steps, and the elements of recruitment and selection. The report will provide crystal clear information on the history, vision, mission, and code of conduct of Social Islamic Bank Limited (SIBL). The following section outlines the thirteen-step recruitment and selection procedure used by Social Islamic Bank Limited (SIBL). The study's findings indicate areas for improvement, such as lengthy process, expenses, offline based advertising system, limited chances for external candidates. Recommendation are proposing the possible way to overcome those issues. The report is aimed at helping refine the talent hiring and screening procedure, match it with the bank's goals, and create long-term success.

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# List of Abbreviations

| Abbreviations | Elaborations |
|---|---|
| SIBL | Social Islami Bank Limited |
| Sr.GM | Senior General Manager |
| HRD | Human Resource Department |
| ACWD | Al-Wadeeah Current Deposit |
| MTD | Mudaraba term deposit |
| BBA | Bachelor of business administration |
| SWOT | Strengths, Weakness, Opportunities, Threats |

# Chapter: 01

# Introduction

## 1.1 Introduction

The recruitment and selection process is an important part of human resource management since it involves identifying, attracting, evaluating, and selecting people to fill open positions within an organization. This process is frequently separated into numerous stages, each of which is designed to ensure that the most eligible applicants are picked to meet the needs and objectives of the company. An organization must follow a worthy recruiting strategy that will help them identify the most promising candidates for a position. Organizations begin by evaluating their staffing needs and creating job descriptions that are specific and outline the roles, responsibilities, and necessary skills. They next use a variety of tactics to attract candidates, such as career fairs, employee recommendations, recruiting agencies, and job advertisements. Following application reception, a thorough selection procedure takes place that includes interviews, a review of resumes, and an assessment of candidates' fit for the position and culture of the firm. Notwithstanding its importance, recruiting and selection present difficulties such as finding qualified candidates, handling a high number of applications, and guaranteeing fairness and diversity in the selection procedure. A disciplined approach to recruitment and selection helps firms avoid a number of potential problems. First of all, it lowers the possibility of employing people who are not a good fit for the company or the role. Organizations can reduce the possibility of making poor hiring decisions that could lead to high turnover rates or decreased productivity by carefully examining candidates' abilities, qualifications, and fit with the corporate culture. Furthermore, a rigorous selection procedure can aid in preventing hiring prejudices by guaranteeing that each candidate is evaluated equally on the basis of their qualifications rather than arbitrary elements like gender, ethnicity, or personal ties. This encourages inclusivity and diversity in the workplace, which can boost employee happiness, innovation, and creativity. Additionally, adhering to an organized. A key aspect of human resource management for any organization, including financial institutions like Social Islami Bank Limited (SIBL), is the recruitment and selection process. Social Islami Bank Limited prioritizes making sure that its recruiting and hiring procedures align with its core values and beliefs. The organization was founded with the objective of conducting banking operations in line with Islamic principles. The primary goal of the selection process is to assess the suitable candidate for each position. Social Islami Bank Limited is a prominent player in the Islamic banking industry, and as such, it recognizes the critical role that its recruitment and selection process plays in maintaining its market presence and promoting operational excellence. I have been set up at Social Islami Bank Limited (SIBL), Ashulia Branch, Dhaka. Throughout my internship tenure, my primary focus will be on general banking and HR functions, wherein I commit to dedicating my utmost diligence to understanding the variations of HR operations. Subsequently, I aim to contribute my insights by presenting a detailed overview of recruitment and selection mechanisms within Social Islami Bank Limited (SIBL), specifically addressing the recruitment and selection process.

## 1.2 Literature review

One of the most important parts of human resource management is recruitment, which is the first step in finding talent for businesses (Mathis & Jackson, 2018). Attracting competent applicants who share the organization's objectives and culture requires the use of effective recruitment tactics (Breaugh, 2013). Recruitment utilizes internal referrals as a deliberate strategy for sourcing candidates within an organization's network. Leveraging existing employees' connections enhances the likelihood of finding suitable candidates who fit the company culture and job requirements (Stone, 2015). Job analysis, sourcing, screening, interviewing, and selection are sequential components of the recruitment & selection process (Cascio, 2016). Applicant tracking systems are frequently used by businesses to handle candidate data and expedite the hiring process (Agarwal & Shaw, 2015). A strategic recruitment approach involves analyzing workforce needs and developing employer branding to attract top talent. By aligning recruitment efforts with long-term organizational goals and fostering a positive employer reputation, companies can proactively attract and retain skilled employees (Schuler & Jackson, 2007). Optimal recruitment practices contribute to improved organizational performance and increased market competitiveness (Boxall & Purcell, 2016). The capacity of the hiring process to precisely match candidates' preferences and skill sets with job needs is critical to employee retention. When candidates are well-matched to their roles, they are more likely to feel fulfilled, engaged, and committed to staying with the company's long-term process (Allen et al., 2015). Recruitment methods evolve to meet the unique skills, qualifications, and cultural fit requirements of various industries and organizational environments. Tailoring the process ensures that candidates are screened and chosen based on criteria particular to their roles and the unique needs of their various sectors and organizations (Rynes et al., 2004). In recruitment, adherence to Equal Employment Opportunity (EEO) laws is crucial to uphold fair treatment and prevent discrimination based on protected characteristics such as race, gender, and age (Taylor et al., 2018). For successful recruitment outcomes, hiring managers and HR professionals must collaborate effectively (Campion et al., 2011).

The adoption of international recruitment strategies by multinational corporations reflects the evolving nature of global talent acquisition practices (Sparrow & Scullion, 2013). Metrics like time to fill and cost per hire let companies assess how productive and economical their hiring processes are, which helps them allocate resources more wisely and improve their tactics (Kehoe & Wright, 2013). Organizations need to give ongoing assessment and improvement of their recruitment processes top priority if they are to effectively traverse changing talent marketplaces (Collins & Smith, 2006). Optimizing recruitment outcomes requires integrating recruitment with other HR operations, such as talent development and onboarding. By ensuring a consistent employee experience from hiring through different phases of development, this integration helps recruit, develop, and retain elite talent (Ployhart & Moliterno, 2011). Organizations can improve overall organizational effectiveness by anticipating future talent requirements and proactively addressing workforce difficulties by coordinating recruitment activities with strategic workforce planning (Bechet, 2008) For companies looking to improve recruitment efficiency, making good use of vendor management practices and recruiting outsourcing services are essential tactics (Dickmann et al., 2016).

## 1.3 Origin of the report

I was selected for an internship at Social Islami Bank Limited (SIBL). This report was written after I completed my internship. Social Islami Bank Limited (SIBL) invited me to engage with them and learn from their real-world experiences. They assign interns to many departments in the internship program so that students can learn about all areas of selection rather than focusing on one.

## 1.4 Objectives of the Study

**Broad objectives:** The main objectives is to analyze the recruitment & selection process of Social Islami Bank Limited (SIBL)

**The specific objectives are:**

- To understand the recruitment and selection process at SIBL
- To analyze the employee recruitment and selection process at SIBL

## 1.5 Methodologies of the Report

My data collection methodology encompasses both primary and secondary sources.

**Research Design:** An essential component of any study is the research design. There, we found further information. In this instance, the study is conducted using both primary and secondary data sources. All of the primary data were gathered through a survey. Also information provided by SIBL's personnel has been added when deemed appropriate to ensure the report's clarity and conciseness. During my three-month internship, the data mentioned in this report is from that period. I gained personal knowledge by attending to several desks.

**Populations:** Data collected from people, places, or objects is referred to as "populations." It represents the larger group to which researchers aim to apply their findings in a broad manner. This could be whatever the researcher is interested in, such as people, objects, events, or anything else that has something in common. All members who are part of SIBL is counted as Population.

**Sample technique:** A sample is a portion of a larger population. A sample is the set of things or portions of bigger populations that are used to draw conclusions about the total.

I have picked Random sampling technique.

**Sample size:** SIBL employs people at all levels of the firm, including officers, HR executives, and managers. 108 respondent participate in questionnaire survey.

**Sources of Data:** My data collection methodology encompasses both primary and secondary sources.

- **Questionnaire Survey:** Primary information has been collected through survey questionnaires. Where the respondence are collected based on their opinion
- **Personal observations:** The primary information I have mentioned based on my own personal observation.
- **Communications with bank employees:** The primary information has been collected from the employees, bank officials, HR personnel.

**Secondary Data:**

- **Yearly Report of Social Islami Bank Limited (SIBL):** SIBL provides their organizational information, services, product, mission and vision on their yearly report. So I've collected information from there.
- **Articles and Journals:** The secondary data is collected from various journals & articles.

- Websites of SIBL: There are lots of essential information they have provided on their websites.

## 1.6 Scope of the study

Students pursuing a Bachelor of Business Administration (BBA) degree at Daffodil International University must complete an internship as a requirement. Following a three-month internship in an organization, all students are required to present a practicum study relevant to their area of specialty. During my journey at Social Islami Bank Limited (SIBL), I gathered knowledge about general banking and human resources processes, including recruitment and selection, as well as everyday operations. My internship at the Ashulia Branch allowed me to work in various departments of the bank, boosting my experience. Based on my focusing area, my interest was in how they pick out a worthy applicant for the job and their issues with staff recruiting.

## 1.7 Limitations of the report

When gathering information and writing the report for my internship, I ran into a few limitations. Below are a few of the main limitations:

- Time is the first limitation because it was quite tough to gather all the essential data as the program is relatively short in length.
- Each organization has its own secret that cannot be shared with others.
- Lack of adequate books and articles hampered proper analysis.
- This study was centered on annual reports and official papers.
- I have no superior research expertise, and I am conducting this short report for the first time. That’s why I have faced various difficulties.

# Chapter: 02

# Organizational Overview

## 2.1 History of the Organization

Social Islami Bank Limited (SIBL) was formed in 1995 as a public limited company engaged in Shariah-based banking in the country, and its business model differs significantly from that of other conventional banks. SIBL is the nation's second-generation Islamic bank to provide internet-based banking services. The head office is located at City Center, 29 90/1, Motijheel Commercial Area, Dhaka-1000. Bangladesh now has 179 branches across the country, along with two other organizations, "SIBL Securities Ltd." and "SIBL Venture Ltd.", which represent a modern-era concept of a tri-sector banking model, a money-saving participatory model for the 21st century. SIBL operates formally as an Islamic participatory entity, conserving funds through compassionate credit management, strategic deposit placement, and equitable risk sharing. With a primary focus on reducing poverty, SIBL is a banking philosophy designed for the democratic world of the twenty-first century. Within the formal Industrial Area, this institution provides state-of-the-art banking services that include a variety of deposit and investment accounts, industrial funding, letter transportation, letter of credit issuance, invoice collection that facilitates both domestic and international transactions, equipment and durable goods leasing, social housing investments, and asset management. It also encourages democratic investments in a range of fields, including business, agriculture, transportation, healthcare, and education. Initiatives like Waqf coin certificates and the improvement of their related funds are examples of what falls under the informal, non-corporate sector.

## 2.2 Mission and Vision

### 2.2.1 Mission

- Building a three-sector banking framework
- Provide prompt, accurate, and acceptable customer service.
- The highest possible return on stock for shareholders.
- SIBL’s mission is introducing advanced Islamic financial offerings.
- Recruit and retain high-quality employees.
- Sustainable and well-balanced growth plan.

### 2.2.2 Vision

SIBL's vision of "working together for a caring society" encapsulates its commitment to Islamic banking principles, social responsibility, and community development. By fostering collaboration, empathy, and ethical practices, the bank aims to create a more by providing financial products and services that are not only Shariah-compliant but also customized to fit the various needs of individuals and enterprises, SIBL places a high priority on the well-being of its clients.

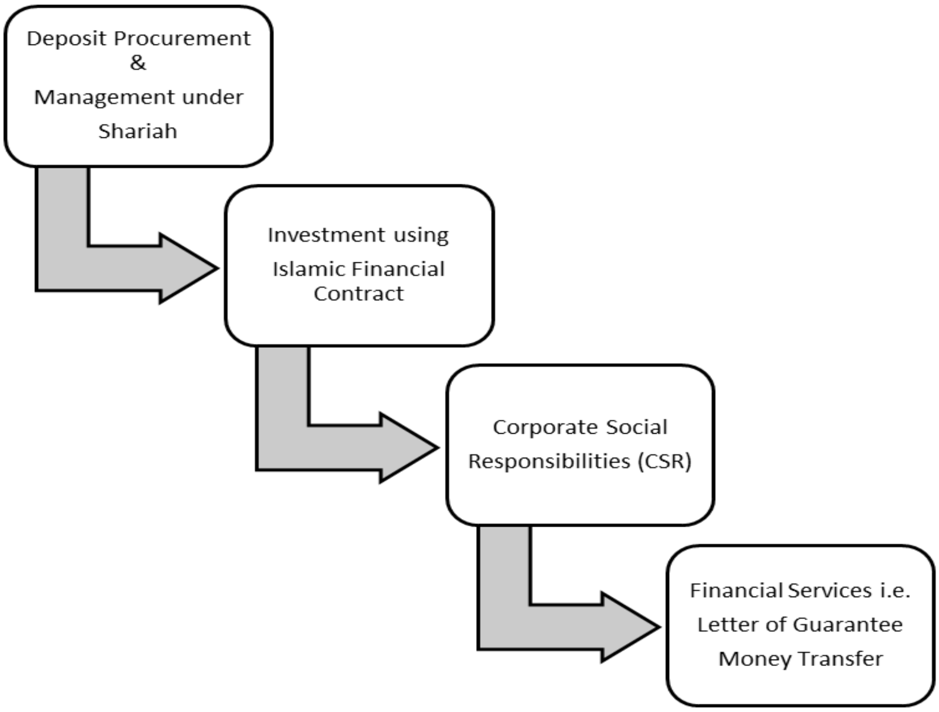
## 2.3 Corporate profile:

| | |
|---|---|
| Company Name | Social Islami Bank Limited (SIBL) |
| Location | 90/1 Motijheel C/A, Dhaka-1000 |
| Incorporation date | 22nd November 1995 |
| Chairman | Belal Ahmed |
| Managing Director & CEO | Zafar Alam |
| Business Description | Conducting banking operations in line with Islamic principles |
| Services | Providing Profitable banking system following Islamic Shariah |
| Paid up Capital | 10,341,542,860/- BDT |
| Number of Shares | 1,034,154,286 |
| Employee Headcount | 4039 |
| Branch Count | 179 |
| Logo | SIBL Social Islami Bank Limited উৎকর্ষে অবিরাম |

## 2.4 Products and Services of Social Islami Bank Limited

- **Al-Wadeeah Current Deposit Account (Awcd):** The Al-Wadeeah Current Deposit Account (AWCD) is a kind of deposit account that Islamic banks offer. It functions in accordance with Islamic Shariah principles and permits the bank to use funds however it pleases with the depositor's consent, without anticipating a profit or loss from the depositor.
- **Mudaraba Savings Deposit Account:** In obedience to Islamic Shariah, these accounts provide a means of saving money and maybe making a profit for people and organizations. They are made to uphold the fundamentals of Islamic banking.
- **Mudaraba Term Deposit Account:** Mudaraba Term Deposit (MTD) accounts are based on Mudaraba Islamic finance principles and provide profit/loss bearing features. The MTD account is meant for fixed-term deposits with a notice period.
- **The Mudaraba Notice Deposit Account**: This account satisfies Islamic financial rules by allowing account holders to take advantage of returns on their investments while forbidding the payment or receipt of interest (riba).

## 2.5 Functions of SIBL



- **Deposit procurement & Management under Shariah:** Shariah-compliant deposit management guarantees that money are handled ethically and without interest, in accordance with concepts such as Mudarabah and Wakalah, which promote profit sharing and responsible stewardship.
- **Investing using Islamic Financial contract:** Islamic finance invests using contracts such as Mudarabah and Musharakah, which adhere to Shariah standards while sharing profits and risks in ethical businesses.
- **Corporate social responsibilities:** In Islamic finance, CSR includes zakat, sadaqah, and ethical corporate practices that are consistent with broader Islamic concepts of social justice and communal welfare.
- **Letter of guarantee money transfer:** A letter of guarantee is a document issued by SIBL on behalf of a customer that promises to carry out a contractual obligation if the customer fails to do so. Shariah-compliant letters of guarantee, based on contracts such as Kafalah and Wakalah, ensure interest-free fund transfers while conforming to Islamic financial rules.

## 2.6 Organogram of Social Islami Bank Limited

Chairman

Vice chairman

Board of director

Deputy Managing Director

Senior Executive Vice President

Executive Vice President

Senior Vice President

Vice President

First Assistant Vice President

Senior Executive Officer

Executive Officer

Senior Officer

Officer

Junior Officer

# Chapter: 03

# Recruitment and Selection process of Social Islami Bank Limited (SIBL)

## 3.1 Overview of Recruitment and selection process

**Recruitment:** Considering employees as the core asset of an organization, recruitment is the first step in constructing an organization's human capital. The recruitment process is committed to identifying and hiring the most qualified candidates while considering both time and budget The recruitment process involves steps such as identifying the hiring need, identifying the position, collecting CVs, reviewing applicants, inspecting for references, selecting candidates for interviews, etc., which an organization should follow to hire the appropriate candidate for a desirable position

**Selection:** The selection process is the process of eliminating unfit candidates & discovering the appropriate candidates for a position among multiple potential candidates. Screening the applications is the first step in the selection process, which doesn't end until the candidate accepts an offer of employment and starts working there. The purpose for this is that the selection process, like any other management function, is concerned with evaluating an employee's performance potential

## 3.2 Difference between recruitment & selection

Recruitment is the practice of actively seeking, enticing, and encouraging potential people to apply for open positions inside an organization. It focuses on creating a pool of qualified candidates. Selection, on the other hand, is the process of analyzing and selecting the best candidate from a pool of applicants established during the recruitment phase. It entails screening, interviewing, and evaluating candidates to identify the greatest match for the job and the organization's requirements. In summary, recruitment is about attracting candidates, while selection is about choosing the right candidate for the job.

## 3.3 SIBL's Recruitment policy

In order to achieve the company's purpose, SIBL's managements follows a hiring policy. Make certain that suitable individuals are getting proper position.

- A fusion of talents and resources is vital.
- There shall be no discrimination against the applicant based on gender, race, age, any other reason. SIBL's policy is always obey to the law.
- If a person is currently employed by another company, whether temporarily or permanently, in any capacity, they will not be hired.

- The HRD inspect which qualifications are needed for specific position.
- The qualification of an applicant should satisfy the required criteria.

## 3.4 Objective of following a structured recruitment and selection process

An organized talent identification and screening process aimed at finding, attract, and hire the best individuals for a job position. Adopting a structured approach ensures fairness, consistency, and transparency throughout the employment process, lowering the risk of bias and discrimination. This organized process allows for the evaluation of candidates based on predetermined criteria, resulting in the selection of persons who best match the job requirements and corporate culture. Furthermore, it aids in resource optimization, recruiting cost reduction, and company branding enhancement by offering a favorable experience for both candidates and hiring managers. Lastly, a systematic approach helps to develop a qualified staff that is aligned with the organization's goals, promoting productivity, innovation, and long-term success.

**3.5 Stages of recruitment and selection process followed by SIBL**

**Recruitment process**

Identifying the Position

Sr.GM approval of requisition

Internal & external announcement

CV collection

**Selection Process**

CV screening and short-listing

Invite the applicant for interview

Shortlisting candidates for interview

Interview with Sr.GM

Transmission of Appointment Letter

Candidate joining

Orientation

Entering information into HRIS database

Figure: Stages of Recruitment and Selection process

## 3.6 Explanation of the stages

SIBL follows some important processes when they need to recruit a candidate for any kind of post. They follow these stages to ensure that the candidate they are selecting for their organization is qualified and fulfills their criteria of expectation.

## 3.6.1 Stages of Recruitment:

The process of actively seeking out and luring suitable applicants to occupy open positions inside a company is known as recruitment. SIBL starts their recruitment process by identifying the position which needs to fill up.

**1st stage: Identifying the Position**

The next step is to identify which position to fill. Before hiring new or replacement staff, conduct an inquiry to confirm the vacancy.

**2nd stage: Approval of requisition**

The department head notifies the candidate by application that there is a vacancy in the post before the hiring process begins. The Human Resource Administration forwards the request to the DGM representative, who grants it. The HRD then starts putting the announcement in the relevant sources. HR selects a source depending on the requirements of the available position.

**3rd stage: Internal and external announcements**

**Internal sources:** Within the organization, some people may be capable of this position. If there are available personnel, the selector is assigned to the newly established position.

- **Promotion & Transfer:** SIBL may promote individuals from lower to higher levels based on their performance, skills, and experience. This internal advancement promotes loyalty, raises morale, and drives employees to succeed. Transfers also allow SIBL to fill openings with talented internal candidates from various departments or sections, decreasing the requirement for external hiring. This technique provides employees with a variety of experiences and skill sets, expanding their understanding of the bank's operations.
- **Previous individuals:** Individuals who have left the company and are considering rejoining for reduced hours, as well as those who have left and want to return for a higher salary.
- **Rehiring of retired employees:** It can be difficult to find a worthy individual who has resigned. Considering current circumstances, SIBL may decide to rehire supervisors who have quit in order to expand.

- **Intern Recruitment:** Those who are going to graduate can apply for internship programs offered by Social Islami Bank Limited. They offer the chance to interact with their corporate environment and gain experience in the workplace.

In the absence of individuals within the company, management goes to the next level.

**External Sources:**

**1. Advertisements:** Advertisements must be filled with proper information about job details, working environment, working area, etc**.** SIBL publishes its advertisements through newspapers and Facebook posts.

**2. Website:** SIBL also searches for candidates through their website. To apply for a job, candidates can submit their CV on their website.

**4th stage: CV collection**

Following the successful completion of the job announcement and advertisement, the entire applicant's resume is obtained, and copies are made for further processing.

## 3.6.2 Stages of Selection:

SIBL's recruitment process consists of multiple phases, the first of which is a comprehensive screening and shortlisting of applications. After written tests and interviews, the senior general manager conducts a final assessment of the candidates. After completing orientation and receiving appointment letters, successful applicants' data is entered into the HRIS. This thorough process guarantees that suitable applicants are chosen in line with the bank's goals and eases their integration into the company.

**1st stage: Application/CV screening and short-listing**

HR staff study resumes to check for any important factors that should be included but aren't mentioned. Following selection and shortlisting, candidates are invited to participate in a paper exam and viva voce.

**2nd stage: Invite the candidate to a written examination and an interview**

Considering "in-person examination" as one of the standard components, it forms an integral part of the hiring procedure. For many departments, SIBL has specific types of questions to examine a candidate.

**3rd stage: Shortlisting candidates for interview**

The Human Resource Department (HRD) analyzes all applicant data before selecting the final Viva-voce candidate. The results of the written examination are also essential in determining the most qualified individuals.

**4$^{th}$ stage: Joining the final interview with Senior GM**

The senior general manager conducts the last interview in the approval process. Their evaluation determines the final decision on the candidate's suitability. This pivotal step ensures alignment with the organization's goals and values before extending an offer.

**5$^{th}$ stage: Transmission of Appointment Letter**

When an applicant meets the qualifications, the Human Resources Department issues an appointment letter. This legal document verifies their selection for the job. It is the official start of their employment journey with the firm.

**6$^{th}$ stage: Candidate joining**

If a candidate agrees to the job specifications, they should confirm their commitment in writing. Applicants must submit a resume, academic and professional certifications, and proof of previous firm employment.

**7$^{th}$ stage: Orientation**

After joining, new workers go through orientation to acquire knowledge about the bank's policies, rules, and the expectations associated with their roles. In this program, they get the opportunity to interact with their co-workers and seniors, which helps the new employees feel comfortable in the bank.

**8$^{th}$ stage: HRIS Input**

HRIS integration includes entering employee personal information, attendance records, payroll figures, performance evaluations, and other HR-related data. This simplifies HR procedures and allows the bank to make informed decisions based on detailed data.

## 3.7 Benefits of following a structured recruitment and selection process

- **Quality Hires:** A organized process guarantees that candidates are rigorously examined using predetermined criteria, resulting in the selection of individuals who are a good match for the role and the organization.
- **Legal Compliance:** Using a structured approach reduces the danger of discrimination and ensures adherence to labor laws and regulations, lowering the likelihood of costly legal complications.
- **Consistency and Fairness:** A systematic process encourages consistency in decision-making by setting clear standards and evaluation criteria, as well as a fair and transparent environment for all candidates, which improves the organization's reputation.
- **Data-Driven Decision Making:** A structured process collects and analyzes data at each stage, allowing firms to make educated judgments, detect trends, and continuously improve their recruitment strategy for future recruits.
- **Enhanced Candidate Experience:** A well-organized hiring procedure guarantees open communication and transparency, which helps candidates feel appreciated and respected at every stage of the process and boosts company branding.
- **Enhanced Company Reputation:** Practicing of fair recruitment and selection methods demonstrate integrity and a dedication to fairness, which resonates positively with both potential hires and stakeholders. This reputation attracts great personnel seeking ethical workplaces while also instilling confidence and goodwill in investors, clients, and the community.

# Chapter: 04

# Analysis & Findings

## 4.1 Analysis and explanation

Previous research that I have examined focuses mainly on employees that are currently employed by the bank because they've gone through every procedure I've mentioned. Because of this, I created a questionnaire based on previous surveys that aimed to understand the experience and outcomes of job candidates.

## Descriptive Statistics

Descriptive statistics are methods for summarizing and describing the principal characteristics of a dataset. A descriptive statistic (in the count noun meaning) is a summary statistic that quantitatively characterizes or summarizes aspects of a set of data, whereas descriptive statistics (in the mass noun sense) refers to the practice of applying and evaluating those statistics.

**Descriptive Statistics Table**

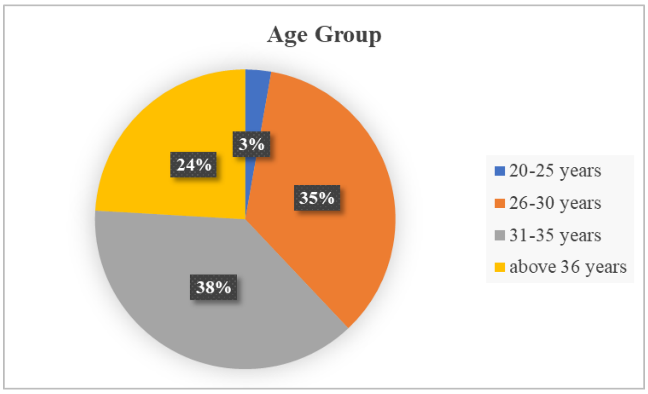
| | N | Minimum | Maximum | Mean | Std. Deviation |
|---|---|---|---|---|---|
| Gender | 108 | 1 | 2 | 1.25 | .435 |
| Age | 108 | 1 | 4 | 2.83 | .826 |
| Your Designation | 108 | 1 | 3 | 2.07 | .607 |
| Valid N (listwise) | 108 | | | | |

**Table: Descriptive Statistics**

## Visual Representation of Descriptive Statistics

### Gender & Age

| Particular | Respondent | Percentage |
|---|---|---|
| Male | 81 | 75% |
| Female | 27 | 25% |
| Total | 108 | 100% |



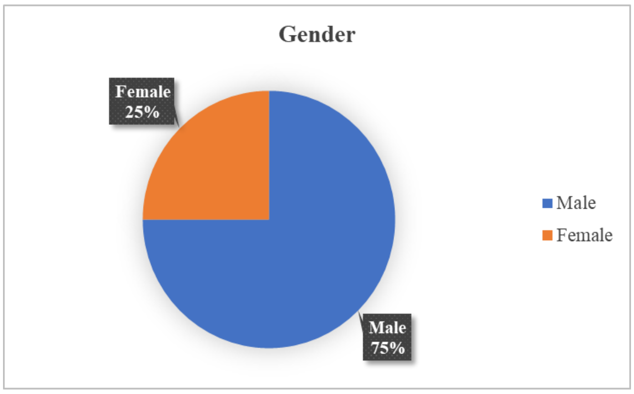




**Figure: Gender & Age Chart**

The data was obtained through all SIBL branches, and about 108 respondents completed the questionnaire that was presented to them. Among them, 3% are between the ages of 20 and 25, and 35% are between the ages of 26 and 30. Aside from that, around 38% of respondents are between the ages of 32 and 35, with the remaining 24% being beyond the age of 36. of the 108 responses, 75 percent are men and 25% are women.

**Designations of respondent's**

| **Designation** | **Respondent** |
|---|---|
| Senior Manager | 16 |
| Executive | 68 |
| Management Trainee | 24 |

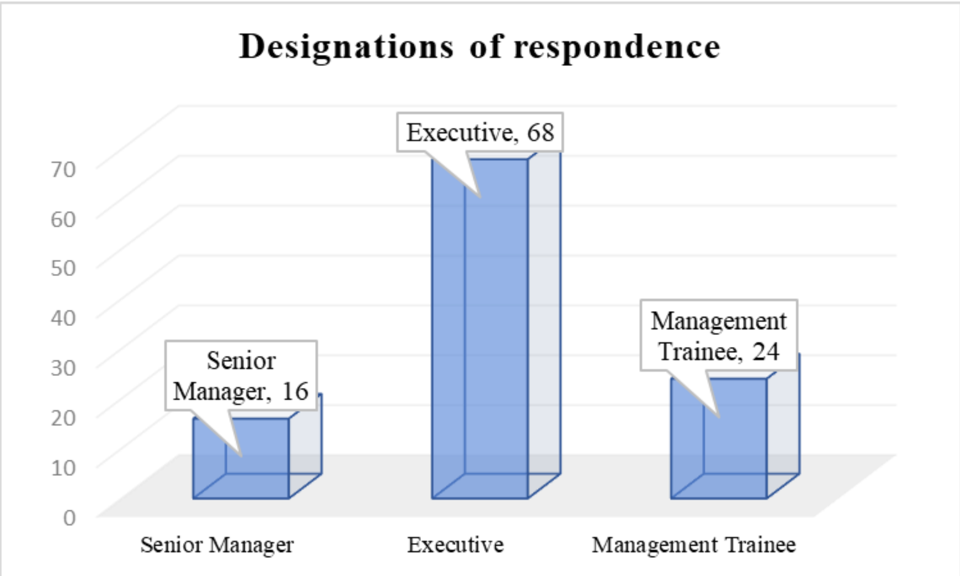



**Figure: Designations of the respondence**

The 108 responders include 68 executives, 24 management trainees, and about 16 senior managers. All data was obtained following their replies using a Google Form, which they freely filled out.

**A fair and transparent recruitment process**

| **Specific** | **Respondent** |
|---|---|
| Strongly Agree | 89 |
| Agree | 13 |
| Neutral | 6 |
| Disagree | 0 |
| Strongly Disagree | 0 |

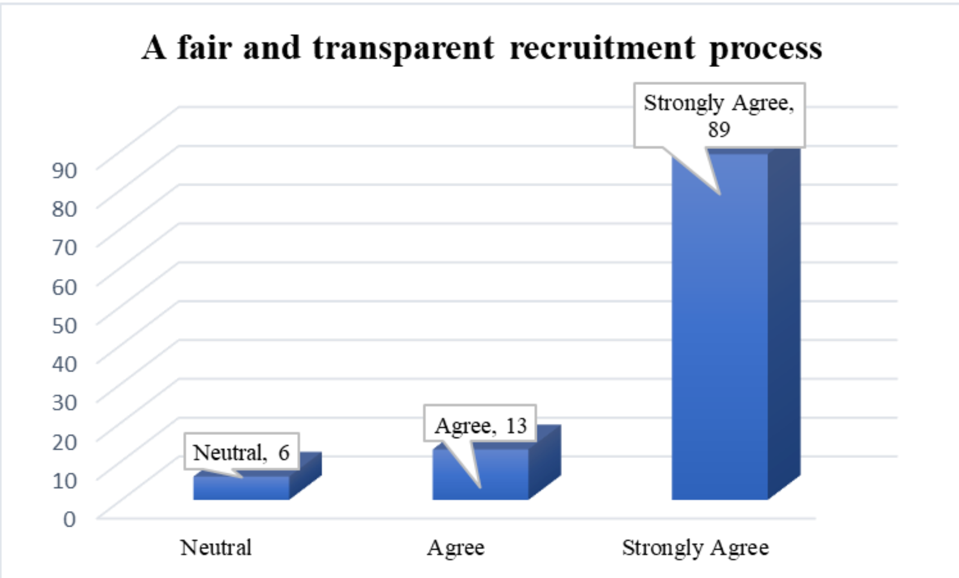



**Figure: Fair and transparent recruitment process**

The majority of respondents (about 89 people) strongly agreed, with around 13 people agreeing and just 6 remaining neutral in their statement that the SIBL recruiting system is fair and open. The responder made no negative comments in this area, suggesting that SIBL's hiring process is fair and open.

**Formal policy for the recruitment and selection process**

| Specific | Respondent |
|---|---|
| Strongly Agree | 89 |
| Agree | 11 |
| Neutral | 8 |
| Disagree | 0 |
| Strongly Disagree | 0 |

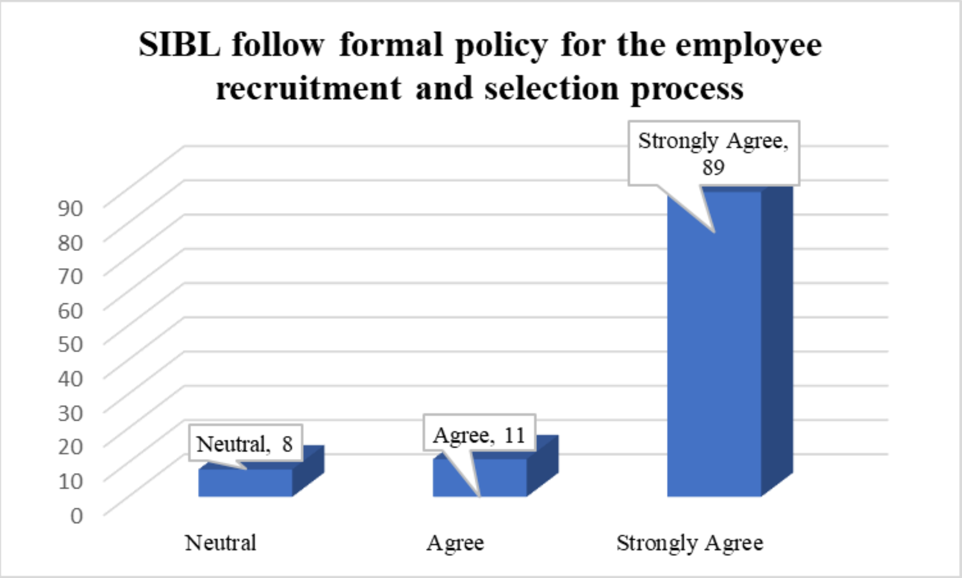



**Figure: Follow formal policy for recruitment and selection process**

According to the majority of respondents who agreed or strongly agreed, SIBL adheres to official recruitment and selection policies. Around 11 individuals agreed with the remark, while around 89 strongly agreed with it. Only 8 people are neutral. Finally, SIBL follows official policies in terms of recruitment and selection.

**Lengthy Recruitment and Selection Process**

| Specific | Respondent |
|---|---|
| Strongly Agree | 85 |
| Agree | 19 |
| Neutral | 4 |
| Disagree | 0 |
| Strongly Disagree | 0 |

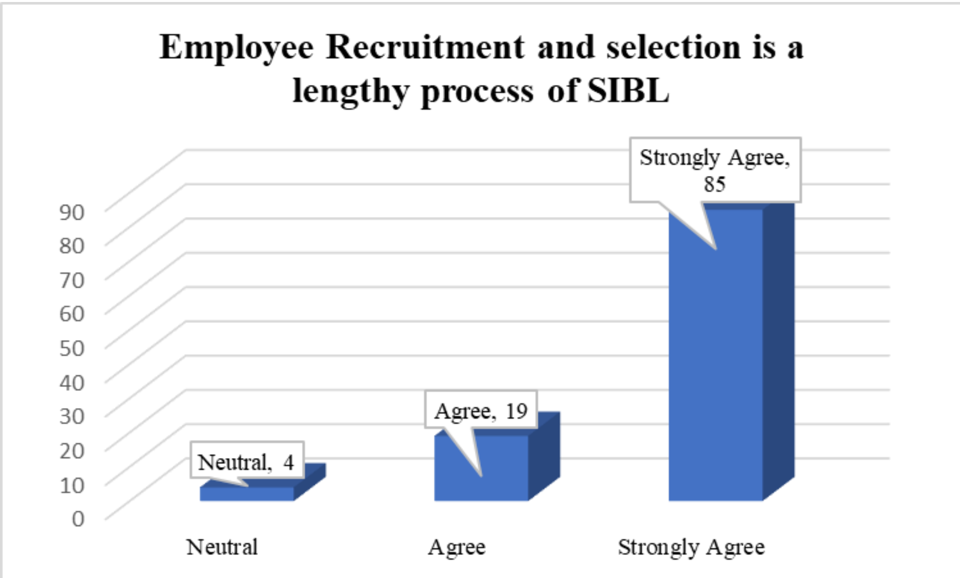



**Figure: SIBL's recruitment process is a Lengthy process**

According to the questionnaire poll on a specific issue, whether the SIBL recruiting process is lengthy or not, 85 persons strongly agreed, 19 agreed, and 4 reacted neutrally, indicating that the SIBL recruitment and selection process is lengthy.

**Ensuring equal opportunity for all candidates**

| Specific | Respondent |
|---|---|
| Strongly Agree | 80 |
| Agree | 20 |
| Neutral | 8 |
| Disagree | 0 |
| Strongly Disagree | 0 |

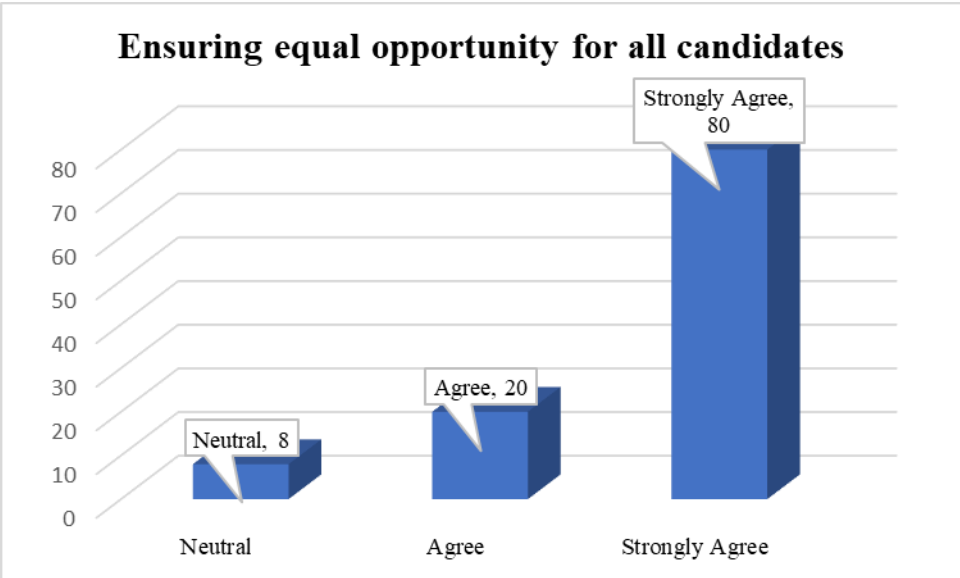



**Figure: Ensuring equal opportunity for all Candidate**

According to the responses to this specific point, SIBL provides equal opportunity to all candidates. The majority of respondents agreed or strongly agreed that general employees at SIBL had equal opportunities as other applicants nominated by top-level management from the recruiting board. Around 20 individuals agreed with the comment, with approximately 80 strongly agreeing with it. Only 8 people are neutral because their cognitive processes prevent them from taking sides.

## Fairness about the salaries of fresh candidates

| Specific | Respondent |
|---|---|
| Strongly Agree | 75 |
| Agree | 33 |
| Neutral | 0 |
| Disagree | 0 |
| Strongly Disagree | 0 |

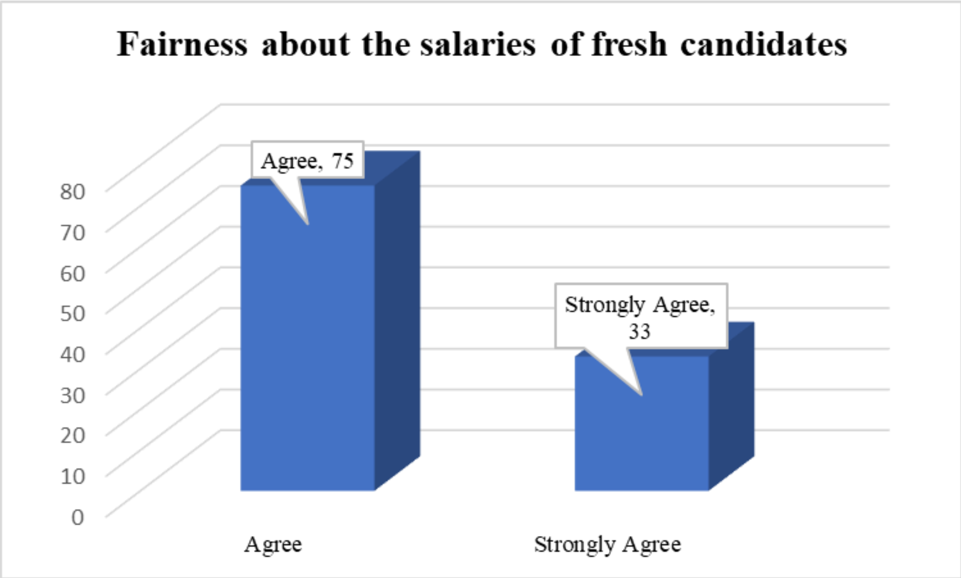



**Figure: Fairness of salaries of fresh candidate**

The majority of respondents, roughly 33, agreed; nevertheless, approximately 75 strongly agreed with the assertion. As a consequence, SIBL's compensation, wages practices are fair to new workers.

## Cost of external recruitment is higher than the normal

| Specific | Respondent |
|---|---|
| Strongly Agree | 85 |
| Agree | 19 |
| Neutral | 4 |
| Disagree | 0 |
| Strongly Disagree | 0 |

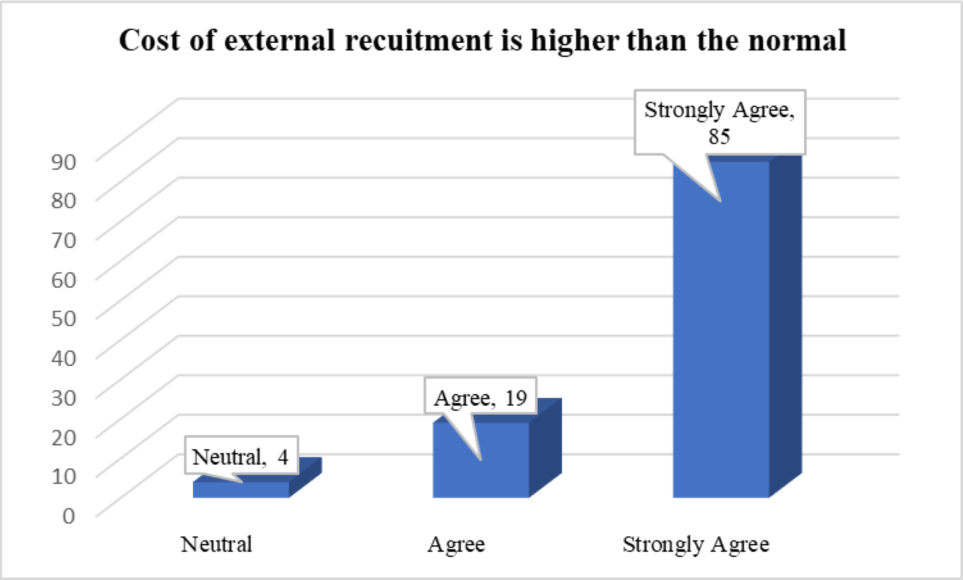



**Figure: Cost of external recruitment is high**

According to the questionnaire poll on a specific issue, whether the SIBL's external recruiting process is expensive, 85 persons strongly agreed, 19 agreed, and 4 reacted neutrally, indicating that the SIBL's external recruitment process is expensive than the internal one.

## SIBL always prefer internal recruiting

| Specific | Respondent |
|---|---|
| Strongly Agree | 89 |
| Agree | 13 |
| Neutral | 6 |
| Disagree | 0 |
| Strongly Disagree | 0 |

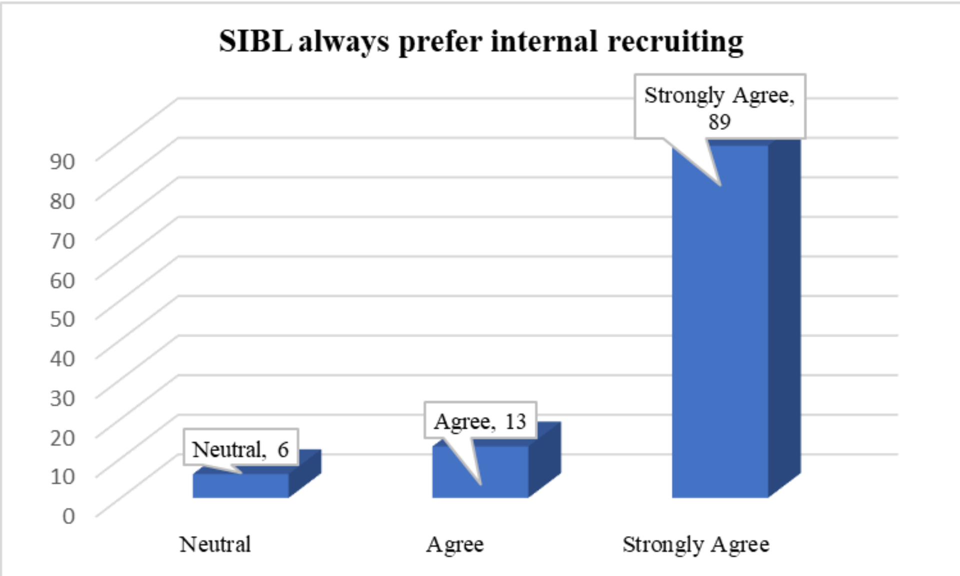



**Figure: SIBL prefer internal recruiting**

According to the responses to this specific point. The majority of respondents agreed or strongly agreed that SIBL prefer internal recruiting by giving them promotion, transfer. As they trust on their experience of working with SIBL for a long time. Around 13 individuals agree with the comment, with approximately 89 strongly agreeing with it.

## SIBL have online based job advertisement

| Specific | Respondent |
|---|---|
| Strongly Agree | 89 |
| Agree | 11 |
| Neutral | 8 |
| Disagree | 0 |
| Strongly Disagree | 0 |

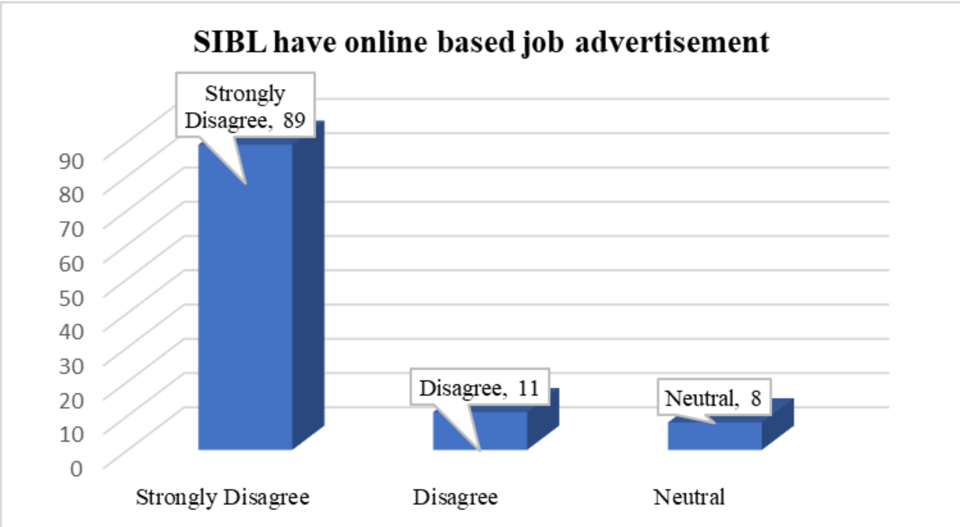



**Figure: SIBL have online based advertisement**

The majority of respondents, approximately 89 strongly agreed, 11 disagreed with the assertion. As a consequence, SIBL doesn't follow an online based job advertisement strategy to reach new talents. They usually follow traditional format such as advertising by Newspaper,

## Reliability Testing

**Reliability Statistics**

| Cronbach's Alpha | Cronbach's Alpha Based on Standardized Items | N of Items |
|---|---|---|
| .854 | .861 | 8 |

**Table: Reliability Statistics**

Because the Cronbach's alpha is greater than.7, data consistency is recognized, and it may be assumed that the research audience was completely aware of this technique while offering their valuable response, and there was no bias on their part.

## 4.4 SWOT Analysis of Social Islami Bank Limited

SWOT analysis stands for strengths, weakness, opportunities, threats, it is a simple process to identify these four aspects of an organization. SWOT analysis as a guide for companies looking to their competitive edge and succeed over the long haul.

### Strengths

- **Maintaining a favorable public perception:** In the era of commercial banks, where all the banks charged highly for their services, SIBL charges a minimum cost for their services, which makes them more popular in Bangladesh.
- **Consumers approval:** SIBL successfully gains people's trust and satisfaction by providing satisfactory services. The way they provide their services by following Shariah terms really touches people's hearts.
- **Experienced employee:** The bank has a competitive advantage because of its highly qualified, competent, and experienced staff, which also ensures brand reputation building, efficiency improvements, innovation, and enhanced risk management capabilities. Together, these elements support the bank's viability and success in a highly competitive market.

## Weakness

- **Online Services:** SIBL is still unable to provide online services for their customers, whereas other banks have already introduced online services such as: Online account opening and registration, Mobile Banking. Also, they follow a traditional offline-based strategy to recruit new employees. They don’t have that much online advertisements of Job circular.
- **Limited use of digital HR tools:** SIBL's HR struggles due to outdated technology, forcing manual labor and hindering their ability to carry out essential tasks.
- **Other weaknesses:** The fundamental worry is the absence of a strategic plan within the banking institution. There aren't many programs that look forward, like putting retail banking first or switching to a corporate banking model.

## Opportunities

- **Introducing new individuals:** There are too many educated yet jobless people looking for work in Bangladesh. SIBL may make use of Bangladesh's highly educated unemployed labor force to fuel its expansion ambitions and meet increasing market demand.
- **Modern Technology and Equipment:** SIBL should be more careful about technology. "Boosting Staff Performance at SIBL via Access to Advanced Technologies and Equipment". Using smart tech tools will help them save time and provide faster services to their clients.

## Threats

- **Changed Regulations by the Central Bank:** "Changes in government regulations controlled by Bangladesh Bank and the Government of Bangladesh might cause cutbacks across SIBL's HR department as restrictions on human resources are imposed or increased."
- **Threats from the competitor:** Without a flexible compensation and reward system in place, Social Islami Bank may witness an exodus of its longstanding employees as they seek better remuneration options provided by rival banks.

## 4.5 Findings of the study

- **Lengthy process:** The recruitment and selection process at SIBL is commonly known to be time-consuming; for this reason, there is a higher possibility of losing the appropriate candidate because the candidates don’t want to wait long period for a job. During this time, they could easily find a new appointment for an interview.
- **Traditional Technique:** SIBL follows an offline-based advertising technique, as they have no advertisements for employees on the online platform. So it is a little bit tough for a candidate to know about the advertisement.
- **Formal policy:** SIBL follows formal procedures for recruiting and selection, assuring fairness and transparency throughout the process. These rules are likely to include criteria for job listings, candidate evaluations, and hiring procedures that are consistent with legal and ethical norms. By adhering to these criteria, SIBL hopes to attract qualified individuals based on merit, establishing a diverse and capable team.
- **Limited space for new talent:** There are fewer openings for outside candidates to join the bank when current employees are promoted internally. SIBL always prefers internal employees by giving them promotions and transfers. This decreases the opportunity for new talent to enter the organization, especially because most openings are constantly replaced through promotions.
- **The Cost of External Recruitment:** For a bank, external hiring might be expensive, mostly because of the costs related to the application and advertising processes. To reach potential candidates, banks must constantly publicize job openings through a variety of methods.
- **Fairness for new employee’s salaries:** SIBL's compensation, wages methods are satisfying and employees don’t have that much complain about it. Implying that process the bank's approach to new employee remuneration is generally regarded positively.
- **Equal opportunity for all Candidates:** Their recruitment process is designed to be fair and impartial, irrespective of the source of recommendation. All applicants, regardless of background, are evaluated based on merit and qualifications. SIBL provide same opportunity to ball candidate to prove themselves that they are equally qualified for the post.

# Chapter: 05

# Recommendations & conclusion

## 5.1 Recommendations

- **Utilize the time-saving process:** Use recruiting software and application tracking systems (ATS) to manage candidate pipelines and improve communication between recruiters and applicants. The bank should prioritize reducing employee selection duration.
- **Utilize Online Job Advertisement Platforms:** SIBL needs to be aware of the importance of using an online platform for tracking desired candidates and informing them about the job opening.
- **Balancing Internal and External Talent:** Organizations need to find a balance between hiring fresh talent from outside and promoting from inside. Maintaining this equilibrium guarantees that the company keeps developing, innovating, and competing in its sector.
- **Reduce Expenses:** SIBL should focus on finding the process that will help them reduce the expenses of advertising in the external recruitment process. They could use an online platform such as BD.jobs to effectively reach qualified candidates
- **Recommendation for Inclusive Recruitment Practices:** Consider implementing blind recruitment techniques where applicant identities are concealed during initial evaluations, focusing solely on skills and experience.
- **Motivate new employees:** Consider providing performance-based rewards tied to individual and team accomplishments to encourage staff even more. This can build a culture of continual development while rewarding extraordinary efforts, resulting in increased employee satisfaction and engagement with the remuneration system.
- **Employee retention:** SIBL trust on the capabilities of their old employees, so they should provide them more incentives to keep them with their organization. Offering possibilities for career advancement and skill development through training programs can help boost employee satisfaction. Furthermore, creating a healthy work atmosphere that includes acknowledgment for contributions and flexible work arrangements will help to increase employee retention.

## 5.2 Conclusion

SIBL is a well-known Islamic bank engaged in Shariah-based banking in this country. The bank has solidified its position as a key player in Bangladesh's banking sector. The analysis of Social Islami Bank Limited's (SIBL) recruitment and selection process has unveiled areas for improvement. The identified findings highlight opportunities for the company to enhance its recruitment practices, such as implementing standardized tests, addressing time management challenges, and improving communication through consistent offer letter provision. Social Islami Bank Limited (SIBL) can ensure a more solid and efficient recruitment process and acquire top-tier talent to support the bank's continued growth and development by addressing the highlighted areas of improvement. My internship at Social Islami Bank Limited (SIBL) provided valuable insight into the organization and real-world challenges. Throughout my experience, I noticed a clear contrast between theoretical academic knowledge and the practical reality of corporate operations. I have received every possible support regarding the requirements I needed. The hiring and selection process allows a business to locate the proper individual and choose the best candidate for each position.

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# Appendix

## Questionnaire Survey

Dear Respondent,

This is Tofayel Ahmed, and I am a BBA student at Daffodil International University (DIU). My area of expertise is human resource management. I am currently completing a 3-month internship as part of my BBA curriculum. Based on the study "**An analysis of recruitment and selection process of Social Islami Bank Limited**" I'd like to conduct a survey. Please feel free to complete the following survey questions as part of my research, with proper respect.

(All information you enter will be kept strictly secret and used for research purposes only.)

**Do you want to participate in this survey?**

- Yes
- No

**Select Your Gender:** ☐Male ☐Female ☐Other

**Select your Age (Years):** ☐20-25 ☐26-30 ☐31-35 ☐above 36

**Your Designation**

- White Collar
- Blue Collar

**1. The Recruitment process of SIBL is fair and transparent.**

☐Strongly Disagree ☐Disagree ☐Neutral ☐Agree ☐Strongly Agree

**2. SIBL follow formal policy for the employee recruitment and selection process.**

☐Strongly Disagree ☐Disagree ☐Neutral ☐Agree ☐Strongly Agree

**3. Employee Recruitment and selection is a lengthy process of SIBL.**

☐Strongly Disagree ☐Disagree ☐Neutral ☐Agree ☐Strongly Agree

**4. General employees get equal opportunity as other candidate gets who is referred by top level management from recruitment board**

☐Strongly Disagree ☐Disagree ☐Neutral ☐Agree ☐Strongly Agree

**5. Salary Level for the fresh recruit's candidate is in satisfactory level comparing with others.**

☐Strongly Disagree ☐Disagree ☐Neutral ☐Agree ☐Strongly Agree

**6. Cost of external recruitment is higher than the normal**

☐Strongly Disagree ☐Disagree ☐Neutral ☐Agree ☐Strongly Agree

**7. SIBL prefer internal recruiting**

☐Strongly Disagree ☐Disagree ☐Neutral ☐Agree ☐Strongly Agree

**8. SIBL have online based job advertisement**

☐Strongly Disagree ☐Disagree ☐Neutral ☐Agree ☐Strongly Agree