Internship Report

On

An Analysis of Recruitment and Selection Process of BASIC Bank Limited.

Submitted to

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

Submitted by

Masud Hasan
Id: 201-11-957
Program: BBA
Batch: 55th
Major: HRM
Faculty of Business and Entrepreneurship

Date of Submission: 09.11.2024

LETTER OF TRANSMITTAL

Date: 01.06.2024
Md. Alamgir Hossan
Assistant Professor
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University

Subject: Submission of the Internship Report on the "BASIC Bank Limited Recruitment and Selection Process.

Dear Sir,

Respectfully, I am going to present my report from my internship for my BBA degree that focused on the subject "Recruitment and selection processes of BASIC Bank Ltd: A Study on Savar Branch, Dhaka." I am pleased to inform you that I have already completed my internship at the renowned BASIC Bank Ltd. This would be a great opportunity to gain knowledge and experience in the operational duties, processes, and responsibilities related to any field other than my field of study. This report is an integral part of my BBA course, in which it has been emphasized that our educational background is considered important when seeking a job. While preparing this report, I have tried to obtain relevant information from all the sources that were at my disposal. Consequently, I humbly request that this Intern Report be accepted.

As a result, I genuinely hope that you would value my work, and I would be extremely appreciative if my report were approved for the challenging assignment.

Sincerely Yours

Masud hasan

Masud Hasan
Id: 201-11-957
Program: BBA
Batch: 55th
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University

DECLARATION

I hereby state that I wrote the report "Recruitment and Selection Process of BASIC Bank Ltd." for this internship. I finished this by assessing how well the company's current operations stack up against one another following a three-month internship at the BASIC Bank Ltd. branch in Savar. I also hereby declare that this paper is completely original and free from any reference to outside sources, which is a requirement of Daffodil International University for my Bachelor of Business Administration degree.

Sincerely Yours,

Masud hasan

Masud Hasan
Id: 201-11-957
Program: BBA
Batch: 55th
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University

CERTIFICATE OF APPROVAL

Masud Hasan, Student ID 201-11-957, a student of Daffodil International University, BBA, has prepared the internship report under my supervision. He has completed a report on "Recruitment and Selection Process of BASIC Bank Ltd." as one of the requirements for DIU BBA degree. He used to work with BASIC Bank Limited. The data and findings of this internship report seem reliable. He is therefore allowed to provide her internship report at the defense.

I wish him the best of luck in life.

Supervisor

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

ACKNOWLEDGEMENT

I would like to take this opportunity to express my deepest and sincerest appreciation to my parents, who have always been there to love, support, and encourage me through the avenues of academia and beyond. Their constant belief in my capabilities, coupled with endless encouragement and sacrifice, has formed the foundation of my success that I am truly grateful for. I would like to extend my deep sense of gratitude to my supervisor at BASIC Bank Limited, sir Md. Alamgir Hossan, for giving me the opportunity to fulfill my internship and for ongoing guidance and support throughout my internship. Their advice, criticism, and ideas have deeply influenced this study. I am deeply grateful to the entire Human Resources department at BASIC Bank Limited for their cooperation, support, and for sharing their knowledge and experience with me. Their enlightening opinions and valuable contributions have enriched my understanding of the organization's recruitment and selection process. I would also like to extend my appreciation to the teachers and staff of Daffodil International University, who, through encouragement and support during my academic career, provided me with the knowledge and skills necessary to engage in this internship and to produce this report. Lastly, I would also like to thank my family and friends, who have been so understanding, encouraging, and supportive during this effort. Their encouragement and belief in me have always inspired me, and I am truly thankful to have them in my life.

EXECUTIVE SUMMARY

This internship report offers a comprehensive analysis of "the recruitment and selection process at BASIC Bank Limited." The paper also aims at providing useful insights into the bank's procedures, highlighting points of strength and weaknesses, and making strategic recommendations toward strengthening the entire recruitment and selection function. A brief overview of BASIC Bank Limited is provided at the beginning of the report, focusing on its values, mission, and organizational structure. After that, it dwells on the hiring and selection procedure in detail, covering every step right from the advertisement of the job to the ultimate hiring decision. Among the key deliverables are a robust recruitment structure that is consistent with the bank's goals and the gold standard of industry best practice. The research acknowledges the bank's commitment to diversity and inclusion as manifested in hiring practices supportive of candidates' equal opportunities. These encompass the bottlenecks that may occur in a selection process, as well as areas where the infusion of technology can further enhance efficiency. In addition to the emphasis on the importance of continuous development, the paper recommends projects to include regular training for hiring managers, along with the application of modern candidate assessment methodologies. These recommendations focus on smoothing the process of recruitment and selection, using innovative technologies in candidate evaluation, and enhancing employer branding for attracting better talent. The report emphasizes the need for flexibility and dynamism in the hiring approach, considering the ever-changing nature of the banking industry. Overall, this internship report will benefit BASIC Bank Limited significantly by offering a critical assessment of its recruitment and selection process with pragmatic recommendations for improvement that are aligned with the best practices in the industry.

TABLE OF CONTENTS

List of Figures

List of Tables

List of Abbreviations

Acronyms	Abbreviations
HR	Human Resource
HRM	Human Resource Management
NCB	National Commercial Bank
TNB	Trans Nation Bank
SPB	Specialized Banks
SSTs	Small Scale Industries
NGOs	Nongovernmental Organizations
LAN	Local Area Network
WAN	Wide Area Network
DIAC	Department Of Immigration & Citizenship
CV	
AI	Artificial Intelligence
R&D	Research & Development
T&D	Training & Development
BBA	Bachelor Business Administration

Chapter: 1

Introduction

1.1 Introduction

The recruitment and selection process refers to the systematic steps organizations use to identify, attract, evaluate, and hire qualified individuals to fill job roles. It includes two main phases:Recruitment: The process of attracting a pool of candidates for a job position. This involves advertising the job, sourcing candidates through various channels (e.g., job boards, social media, recruitment agencies), and encouraging them to apply.
Selection: The process of assessing and evaluating candidates from the recruitment pool to determine the best fit for the job. This involves screening applications, conducting interviews, administering tests, performing background checks, and ultimately making an offer to the selected candidate.
Together, these processes aim to ensure the organization hires individuals with the skills, qualifications, and cultural alignment needed to contribute effectively.

This internship report provides a comprehensive analysis of the goals, objectives, and organizational structure of BASIC Bank Limited in addition to a detailed examination of the bank's hiring and selection procedures. This internship report provides a comprehensive analysis of the goals, objectives, and organizational structure of BASIC Bank Limited in addition to a detailed examination of the bank's hiring and selection procedures. By examining the numerous steps in the hiring process, the document seeks to clarify the nuances of the bank's approach to talent acquisition and selection. The goal of the study is to improve the overall effectiveness and efficiency of the recruiting and selection function by identifying strengths, highlighting areas for development, and offering this internship report offers a thorough review of BASIC Bank Limited's organizational structure, mission, and strategic recommendations based on a thorough analysis of present practices. As a major participant in the financial sector, BASIC Bank Limited is aware of how important human capital is to accomplishing company goals. Because of this, this research explores the bank's dedication to creating a diverse and inclusive workplace, making sure that the hiring practices used are consistent with the bank's BASIC beliefs as well as industry norms. Positive features of BASIC Bank Limited's recruitment strategy, like its commitment to providing equal opportunities for all candidates, are highlighted throughout the study. But difficulties are also mentioned, highlighting the necessity of a proactive and flexible strategy to meet changing industry expectations. The subsequent sections of this report will provide an in-depth exploration of BASIC Bank Limited's recruitment and selection process, detailing each stage, assessing its effectiveness, and proposing strategic recommendations for refinement. The aim is to equip the bank with actionable insights that contribute to elevating its talent acquisition practices in a competitive and dynamic banking landscape. Any type of organizational setting necessitates actual expertise in financial operations. One of Bangladesh's most competitive businesses for hiring and selecting new employees is the banking sector, which has experienced rapid, long-term expansion in recent years. The widespread distribution of investment can be used to convey a bank. While a bank constantly has to maxim the banking industry is one of Bangladesh's main sectors and a major driver of the national economy. The number of banks in the banking business can be divided into four main categories: Specialized Banks (SPBs), National Commercial Banks (NCBs), Trans-National Banks (TNBs), and Private Commercial Banks (PCBs). BASIC Bank Ltd. is one of the most well-known private commercial banks in Bangladesh. The three main divisions of a single bank are Investment, Foreign Exchange, and General Banking. Investment is one of the most significant departments within banks because of its efficient distribution, collection division, and processing of the increasing amount of cash entering the institution. It is crucial to look into each individual customer's proposal throughout the waiting period. A bank's expansion is dependent on investment. In order to stay up, we must possess the appropriate practical understanding of banking for potential job advancement in the banking industry. I have chosen the BASIC Bank Ltd, one of the most prominent private commercial banks in Bangladesh, as my company to learn from and work for since the internship program is created and organized to collect practical knowledge in various areas of our economy. In the dynamic landscape of modern banking, characterized by rapid technological advancements, evolving customer preferences, and stringent regulatory requirements, the recruitment and selection process stands as a critical linchpin for organizations seeking to thrive amidst relentless competition and uncertainty. In this ever-changing milieu, the ability to attract, retain, and develop top-tier talent emerges as a strategic imperative, ensuring not only the fulfillment of immediate operational needs but also the alignment with overarching strategic objectives that steer the organization towards sustainable growth and enduring success. According to this paradigm, BASIC Bank Limited prominence in Bangladesh's financial industry as a result of its steadfast dedication to excellence, morality, and client-centeredness. Founded in the context of Bangladesh's socioeconomic environment, BASIC Bank Limited has distinguished itself as a reliable provider of financial services, meeting the varied requirements of an expanding populace dispersed over both rural and urban areas. With its foundation in the values of empowerment and inclusivity, the bank serves as a symbol of hope and opportunity, making banking services more accessible and promoting financial literacy in formerly underprivileged or neglected groups. BASIC Bank Limited, an organization that is intricately woven into Bangladesh's economic development, understands the inherent value of its hiring and selection procedures in fostering the talent pipeline required to maintain organizational growth and promote revolutionary change. This acknowledgment is rooted in a deep understanding of the impact that human capital has on fostering innovation, reshaping company culture, and providing customers with exceptional service. Essentially, BASIC Bank Limited sees its hiring and selection procedures as strategic facilitators that build future success and resilience in an increasingly competitive environment, rather than just as administrative tasks. To fulfill its objective of offering banking services to a wide range of people, BASIC Bank Limited is unwavering in its resolve to use morally and socially responsible hiring and selecting procedures in addition to being productive and efficient. Through adherence to principles of meritocracy, fairness, and transparency, the bank aims to establish an equitable environment in which talent is identified, developed, and rewarded according to abilities, potential, and alignment with organizational values. Furthermore, knowing that varied viewpoints and experiences serve as catalysts for innovation, creativity, and long-term growth, BASIC Bank Limited understands the value of cultivating a culture of diversity and inclusion within its workforce. In essence, the recruitment and selection processes at BASIC Bank Limited are imbued with a sense of purpose and vision that transcends mere transactional activities. They represent a strategic imperative through which the bank endeavors to shape its future trajectory, forge enduring partnerships, and make meaningful contributions to the socio-economic fabric of Bangladesh. By aligning recruitment and selection practices with its overarching mission and values, BASIC Bank Limited not only strengthens its position within the financial sector but also reaffirms its commitment to serving as a catalyst for positive change and progress in the communities it serves. In summary, BASIC Bank Limited's hiring and selection procedures are evidence of the company's steadfast commitment to quality, honesty, and diversity. They represent the spirit of an innovative organization that understands talent as the foundation of its operations and future success. The recruitment and selection practices of BASIC Bank Limited are unwavering in their pursuit of excellence, innovation, and customer-centricity as it navigates the intricacies of the contemporary banking landscape. This is helping the organization move toward a future characterized by growth, resilience, and long-lasting impact.

1.2 Literature Review:

Two essential components of human resource management (HRM) that are vital in determining an organization's workforce composition are recruitment and selection. Effective hiring and selection procedures are crucial for BASIC Bank Limited, a well-known financial institution, in order to draw in, find, and keep qualified workers who can advance the bank's performance. The purpose of this review of the literature is to investigate different theoretical stances, real-world issues, difficulties, and solutions concerning BASIC Bank Limited's hiring and selection processes. The first step in acquiring talent is recruitment, which includes actions taken to draw in a pool of competent applicants to fill open positions in the company. To ensure they attract the greatest personnel in today's competitive employment market, firms need to implement strategic recruitment tactics (Dessler, 2017). Adopting a strategic recruitment framework that is in line with BASIC Bank Limited's corporate objectives, values, and culture might be advantageous. Using talent pipelines or talent pools is one method of strategic recruitment in which companies keep in touch with prospective employees even in the absence of open positions (Barber, 2019). BASIC Bank Limited can reduce the time and resources needed to fill positions as they arise by proactively identifying and engaging with possible applicants through the cultivation of talent pipelines. Additionally, luring top personnel to a company is largely dependent on employer branding (Backhaus & Tikoo, 2004). The primary objective of BASIC Bank Limited need to be to cultivate a robust employer brand that accentuates its distinct value proposition, organizational culture, and employee perks. A strong employer brand makes the bank more appealing to prospective employees and helps set it apart from rivals in the labor market. During the selection process, individuals are assessed to see if they are qualified for particular positions within the company. According to Gatewood et al. (2019), BASIC Bank Limited ought to implement a methodical and stringent hiring procedure to guarantee that the choices made regarding employment are founded on impartial standards and in harmony with the company's objectives. The "person-job fit" model, which emphasizes matching candidates' skills, talents, and traits with the criteria of the job function, is one model that can direct the selection process (Kristof-Brown et al., 2005). BASIC Bank Limited can enhance the probability of employing persons who are suitable for their designated positions and can make valuable contributions to the company by evaluating the person-job fit of candidates during the hiring process. Another useful technique in the hiring process is competency-based interviewing, which enables companies to evaluate applicants' actions, knowledge, and background in relation to particular job needs or competencies (Robertson & Smith, 2017). Interviews can be organized by BASIC Bank Limited on predefined skills, offering a uniform framework for assessing applicants' fit for the position. Psychometric evaluations and aptitude tests might be used by BASIC Bank Limited to enhance the interview process in addition to it (Schmitt, 2014). Through the objective evaluation of candidates' cognitive capacities, personality qualities, and behavioral inclinations, these assessment tools aid in the identification of people who have what it takes to succeed in the position. Effective hiring and selection procedures are crucial, but organizations frequently run into a number of obstacles that could prevent them from succeeding. Unconscious bias, or implicit preferences or prejudices that affect decision-making processes, is a prevalent problem (Cascio, 2018). It is recommended that BASIC Bank Limited conduct training programs aimed at increasing hiring managers' knowledge of unconscious bias and equipping them with techniques to reduce its influence on recruitment and selection processes. Ensuring diversity and inclusion in the hiring and selection procedures presents another difficulty. According to research, diverse teams are more inventive, creative, and capable of handling challenging situations (Cox & Blake, 1991). BASIC Bank Limited ought to use inclusive hiring procedures, like random resume screening and diversified interview panels, in order to foster diversity and guarantee that each candidate is treated fairly. When it comes to hiring and choosing candidates, legal compliance is also quite important. To stay out of trouble with the law and prevent accusations of discrimination, BASIC Bank Limited needs to abide by all applicable labor laws, rules, and equal employment opportunity (EEO) guidelines (Dessler, 2017). Conducting routine evaluations and audits of hiring and selection procedures can support legal risk reduction and compliance. BASIC Bank Limited might use a number of strategies and best practices to address the issues related to hiring and selection. Investing in diversity education programs is one way to inform hiring managers about the value of inclusion and diversity in the workplace (Dobbin & Kalev, 2016). BASIC Bank Limited may recruit a wider range of individuals and establish a more inclusive work environment by cultivating a culture of diversity and inclusion. Using technology to improve and expedite the hiring and selection procedures is another option. Applicant tracking systems (ATS) can be used by BASIC Bank Limited to automate the hiring process, monitor the development of candidates, and guarantee adherence to regulatory standards (Bondarouk et al., 2016). Morover, the use of data analytics tools can provide valuable insights into recruitment trends, candidate preferences, and hiring outcomes, enabling BASIC Bank Limited to make data-driven decisions and improve recruitment strategies over time. Furthermore, BASIC Bank Limited can establish partnerships with educational institutions, professional organizations, and industry networks to access a diverse talent pool and build relationships with potential candidates (Sullivan, 2016). By engaging with these external stakeholders, BASIC Bank Limited can tap into talent pipelines and gain access to candidates with specialized skills and expertise. In conclusion, effective recruitment and selection processes are essential for BASIC Bank Limited to attract, select, and retain top talent in a competitive job market. By adopting strategic recruitment approaches, leveraging employer branding, and implementing structured selection processes, the bank can enhance its ability to identify and hire individuals who align with its organizational goals and values. Addressing challenges such as unconscious bias, promoting diversity and inclusion, and ensuring legal compliance will further strengthen BASIC Bank Limited's recruitment and selection practices, positioning the bank for long-term success and sustainability in the financial industry. The main ideas, theories, best practices, problems, and solutions pertaining to hiring and choosing at BASIC Bank Limited are all thoroughly covered in this literature study. The bank can optimize its hiring and selection procedures and create a skilled and diverse workforce that can stimulate organizational growth and innovation by incorporating these findings into its HRM practices. In order to give readers a thorough grasp of the subject, this enlarged literature review incorporates a wider range of theories, models, best practices, problems, and solutions into its analysis of BASIC Bank Limited's recruiting and selection procedure. Processes for recruitment and selection are essential to the success of any firm, but they are especially important in the competitive and dynamic banking industry. In order to set the stage for an examination of BASIC Bank Limited's hiring and selection procedures, this literature review attempts to present a thorough summary of the most important ideas, theories, and best practices in the field.

To sum up, this study of the literature offers a thorough investigation of the major topics in hiring and choosing procedures in the banking industry. Key topics that come to light include the strategic significance of talent acquisition, the necessity of diversity and inclusion, the impact of technology improvements, and the need for ongoing improvement. Gaining an understanding of these ideas offers a foundation for assessing and improving BASIC Bank Limited's hiring and selection procedures.

1.3 Origin of the Study:

I need to complete the internship report in order to fulfill the criteria for my Human Resource Management major at Daffodil International University in Bangladesh, where I am pursuing a Bachelor of Business Administration (BBA). The primary objective of this paper is to provide readers with a thorough grasp of the hiring and selecting procedure. Throughout my internship, I've learnt about the roles of the human resources department and have had the opportunity to observe BASIC Bank Limited's hiring and selection processes in action. The primary goal of this internship program is to apply academic knowledge to real-world situations as the banking industry develops and grows. As a result, I have completed my report on the hiring and selection procedure at BASIC Bank Ltd.

1.4 Objectives of the Study:

The main objective of the study is to evaluate the programs and Recruitment and selection Process of BASIC Bank Limited. To achieve the main objective, the following specific objectives have been put forward.

- ❖ Broad Objective
- ❖ Specific Objectives

Broad Objective:

The purpose of this report is to fulfill the recruitment of the BBA program in Human Resource Management. This report aims to show the current employee’s job satisfaction level of BASIC Bank Ltd.

Specific Objectives:

- To understand about the recruitment and selection process of BASIC Bank Ltd.
- To analyze the recruitment and selection process of BASIC Bank Ltd.

1.5 Scope of the Study:

The scope of this report encompasses a thorough examination and analysis of the recruitment and selection processes employed by BASIC Bank Limited, one of the prominent players in the Bangladeshi financial sector. The report delves into various stages of the recruitment journey, starting from the initial job posting and advertisement phase. It evaluates the effectiveness of the channels and methods utilized by the bank to attract potential candidates, ensuring maximum reach and visibility of job vacancies among the target audience. Furthermore, the report scrutinizes the application screening process, aiming to assess the criteria and procedures implemented by BASIC Bank Limited to filter incoming applications. This includes an evaluation of the methods used for qualification checks, experience assessment, and skills evaluation, with a focus on identifying strengths and potential areas for improvement in the screening process. Moreover, the report conducts a detailed analysis of the interview and assessment phase of the recruitment process. It examines the methodologies employed by BASIC Bank Limited to evaluate candidates' suitability for various positions within the organization. This includes an assessment of interview techniques, assessment tools, and criteria used for selection decisions, aiming to identify best practices and areas for enhancement in the candidate evaluation process. In addition to the recruitment phase, the report also explores the selection processes at BASIC Bank Limited, with a focus on the onboarding procedures for newly recruited employees. It evaluates the effectiveness of the onboarding programs and initiatives implemented by the bank to integrate new hires into the organizational culture and facilitate their transition into their respective roles. Furthermore, the report examines the feedback mechanism in place for gathering insights from both recruiters and newly recruited employees. It analyzes how this feedback is utilized to improve the selection process and enhance overall recruitment effectiveness, highlighting the importance of continuous feedback loops in driving organizational excellence. Moreover, the report considers BASIC Bank Limited's compliance with relevant labor laws, regulations, and ethical standards throughout the recruitment and selection processes. It assesses the bank's adherence to principles of fairness, transparency, and equal opportunity in employment, ensuring ethical and legal compliance in all aspects of talent acquisition. Additionally, the report takes into account the organizational context and culture of BASIC Bank Limited, evaluating the alignment of recruitment and selection processes with the bank's core values, mission, and strategic objectives. It examines the cultural implications of recruitment practices and their impact on candidate selection and retention, emphasizing the importance of fostering a culture of diversity, inclusion, and innovation within the organization. In conclusion, the scope of this report encompasses a comprehensive analysis of BASIC Bank Limited's recruitment and selection processes, with a focus on identifying strengths, weaknesses, and areas for improvement. The report provides actionable recommendations for enhancing recruitment effectiveness, driving organizational performance, and fostering a culture of continuous improvement within the organization, while also highlighting potential areas for further research and exploration in the field of talent acquisition and management.

1.6 Methodology of the Study:

Methodology refers to a systematic approach that includes defining the research problem, formulating hypotheses, collecting relevant data, analyzing the information, and drawing conclusions that may offer solutions to the issue at hand or provide theoretical insights. It involves a critical examination of the research question and employs a structured process to gather, record, and analyze essential data, aiming to uncover relevant facts and insights into any area of inquiry. This systematic procedure extends from selecting the research topic through to the preparation of the final report.

In conducting this study, it was essential to identify and collect data from reliable sources, classify and analyze the findings, and interpret the information to present it in an organized format, ensuring key points were clearly highlighted. The following section outlines the overall methodology applied in this research.

Research Design:

Population: Those who worked at the BASIC bank savar, branch, particularly those who dealt with HR rules and process, were the subjects of the study. This comprised members of the HR department, workers with practical job experience, attends at internal meetings, and participants in debates. The targets demographics consisted of BASIC bank employees, and twenty five were selected at random from a group of thirty five.

Sampling Technique:

A purposive simple random selection technique will be used by the research to pick important personal who have in depth inside knowledge of the HR policies and procedures. Because of the focused approach, the data collected will be precise and representative of the HR environment within the company.

Sample Size:

Twenty five randomly selected individuals from pool of thirty five make up the sample. Based on these twenty five individuals, the research must make judgments about the group as a whole. Covering current BASIC bank personnel is the aim of this page. The total number of staff at that branch was roughly 35. Twenty five individuals were carefully selected from the bank. The work I feature frequently originates from that demographic.

Analysis Tools:

Several analysis tools were utilized to examine the recruitment and selection process at BASIC Bank Limited:

A comprehensive synopsis of the BBL and growth initiatives is provided, derived from data gathered from primary and secondary sources. In the study, word and numerical analyses were conducted. Scaling up was done in the process of standardizing numerical problems. I conducted my research using computer program including Keynote, Microsoft Word, and Microsoft Excel.

Sources of Data: The sources of data or information for my report which have been gained are divided into two sections, which are listed below.

Primary Sources of Data:

- Questionnaire Survey
- Conversation with the bank officers or staff.
- Practical experiences in the internship program

Secondary Sources of Data:

- Journal
- Internal meeting notes
- Annual report of BASIC Bank Ltd, articles
- Different' sector manuals of BASIC Bank ltd
- Using several published books on recruitment and selection
- Online websites of BASIC Bank Ltd

1.7 Limitations of the Study:

Throughout the study, I struggled a lot to integrate my extensive theoretical knowledge to the real-world responsibilities of the bank. The following key restrictions had a significant and more severe impact on the current study:

- The program lasted only 12 weeks, or 3 months, which makes it extremely difficult to gather all the information in a short amount of time.
- The staff's responses during interviews or talks simply based on their own backgrounds.
- Higher management is unwilling to provide an intern with enough information.
- Aiming to prevent more sophisticated and more management from giving information to its department.

Chapter: -2

Company Profile

2.1 Background of BASIC bank Limited

Bangladesh has a state-owned bank called Small Industries and Commerce Bank Limited, or BASIC Bank Ltd. It is not, however, a nationalized bank. It functions similarly to a private bank and is a bank-company. The bank's nature is implied by its name, Bangladesh Small Industries and Commerce Bank Limited. Originally founded on August 2, 1988 as Bangladesh Small Industries and Commerce Bank, BASIC Bank Limited was created with the intention of providing financial support to small businesses. The bank was founded on January 21, 1989. At first, the government of Bangladesh held 30% of the shares, while the BCC Foundation held 70% of the original shares. But on June 4, 1992, the government assumed total ownership of the BCC Foundation after the BCCI, which owned it, closed. Over the years, BASIC Bank has experienced difficulties, such as large loan defaults totaling more than 45 billion taka, with a large percentage of these loans going to nonexistent businesses, purportedly with former chair Sheikh Abdul Hye Bachhu's cooperation. Due to the mismanagement, a number of personnel, including the former managing director and deputy managing directors, faced harsh criticism and were sued for irregularities and theft. Even though BASIC Bank's original goal was to assist small and medium-sized businesses, corruption among senior officials cast doubt on the bank's viability. Due to criticism from foreign banks, such as Sonali Bank UK Ltd., regarding irregularities, BASIC Bank was barred from conducting business internationally. The officials who had engaged in malpractice were fired as part of the attempts to correct the issue, but problems remained. Controversies have dogged BASIC Bank in recent years; staff members have demonstrated against proposed salary structure adjustments and merger talks with Bangladesh Development Bank Limited. Despite being owned by the state, BASIC Bank behaves much like a private bank. Its goals blend commercial activities with developmental goals, with a major emphasis on aiding small and medium-sized businesses. In spite of its turbulent past, attempts are still made to enhance its functioning and tackle the obstacles it encounters.

2.2 Timeline of BASIC Bank:

2.2(1) Functions of BASIC Bank:

- Term loans are given to businesses, particularly small ones.
- Full-fledged commercial banking services, such as the taking of deposits, provision of short-term trade financing, provision of working capital financing for processing and manufacturing facilities, and facilitation of international trade.
- Offering technical assistance to Small Scale Industries (SSIs) to help them manage their businesses successfully.
- Offering microcredit to the urban poor by forming connections with non-governmental organizations (NGOs) in order to make it easier for them to gain access to the formal banking system and raise funds.

2.2(2) Corporate Strategy of BASIC Bank Limited:

Financing establishment of small units of industries and business and facilitate their growth Small Balance Sheet size composed of quality assets.

- Steady and sustainable growth.
- Investment in a cautious way.
- Adoption of new banking technology.
- To employ funds for profitable purposes in various fields with special emphasis on small scale industries.
- To undertake project promotion on identify profitable areas of investment.
- To search for newer avenues for investment and develop new products to suit such needs.
- To establish linkage with other institutions which are engaged in financing micro enterprises.
- To cooperate and collaborate with institutions entrusted with the responsibility of promoting and aiding SSI sector.

2.2(3) Mission of BASIC Bank Limited:

The mission of BASIC Bank Limited revolves around several key objectives:

- Providing innovative and competitive financial products and services to meet the diverse needs of its customers.
- Contributing to the economic development of Bangladesh by supporting entrepreneurship, SMEs, and various sectors of the economy.
- Building shareholder value through sound corporate governance practices, prudent risk management, and sustainable growth strategies.

2.2(4) Vision of BASIC Bank Limited:

To offer excellent banking services to a variety of customers and aid in Bangladesh's economic development.

2.2(5) Services of BASIC Bank Limited:

BASIC Bank Limited offers a comprehensive range of banking products and services tailored to the needs of its customers, including:

- Deposit accounts such as savings accounts, current accounts, and fixed deposit schemes.
- Various types of loans and credit facilities, including SME loans, consumer loans, and corporate financing.
- Trade finance services to facilitate domestic and international trade transactions.
- Remittance services for facilitating the transfer of funds domestically and internationally.
- Other financial services such as ATM services, debit and credit cards, and foreign exchange transactions.

2.2(6) Branch Network of BASIC Bank Limited:

- Over the years, BASIC Bank Limited has expanded its branch network across Bangladesh, aiming to reach customers in both urban and rural areas.
- This expansion strategy enables the bank to enhance its market presence, improve accessibility for customers, and support financial inclusion efforts.
- By establishing branches in various locations, BASIC Bank Limited can effectively serve a diverse customer base and cater to the specific needs of different regions and communities.

2.2(7) Technology of BASIC Bank Limited:

In order to improve customer service and operational efficiency, BASIC Bank Limited has embraced technology. The bank has put in place a number of digital banking solutions, such as electronic cash transfer services, mobile banking apps, and internet banking platforms. With the help of these technological advancements, clients may access financial services whenever and wherever they choose, enjoying easy and secure banking experiences. BASIC Bank owns the software, which was developed in 1991. Local area networks, or LANs, are implemented in all 15 locations and the central office of the BASIC bank. A wide area network (WAN) has been established between the corporate office and the branches using BTTB's X.28 leased line. Because of the rapid growth of technology, a few years ago the branches in Savar, Dhaka, Zindabazar, Sylhet, Rangpur, and Rajshahi became online.7) Technology of BASIC Bank Limited:

2.2(8) Regulatory Compliance of BASIC Bank Limited:

- As a regulated financial institution, BASIC Bank Limited adheres to the regulatory guidelines and directives issued by the Bangladesh Bank, the central bank of Bangladesh, and other relevant regulatory authorities.
- The bank maintains robust compliance and risk management frameworks to ensure the safety, soundness, and integrity of its operations.
- Compliance with regulatory requirements helps BASIC Bank Limited mitigate risks, maintain trust and confidence among stakeholders, and uphold its reputation as a responsible financial institution.

2.2(9) Corporate Social Responsibility (CSR) of BASIC Bank Limited:

BASIC Bank Limited is actively engaged in various CSR activities aimed at contributing to the social and economic development of Bangladesh. These CSR initiatives may include:

- Educational support programs, such as scholarships, school infrastructure development, and vocational training initiatives.
- Healthcare initiatives, including medical camps, health awareness campaigns, and support for healthcare infrastructure.
- Environmental conservation efforts, such as tree plantation drives, waste management initiatives, and renewable energy projects.
- Community development projects focused on improving livelihoods, infrastructure, and overall well-being in disadvantaged communities.

- By investing in CSR activities, BASIC Bank Limited demonstrates its commitment to corporate citizenship and sustainable development, thereby making a positive impact on society beyond its core banking operations.

2.2(10) Risk Management of BASIC Bank Limited:

The management team of BASIC Bank has designed a methodical program for managing directors on the business risk the bank faces. Before being approved, authorities have carefully evaluated each loan proposal. The Board of Directors must approve any proposal for a significant number of loans. The internal audit and recovery teams thoroughly monitor each loan transaction. The management team regularly assesses the bank's overall asset and liability structure and modifies the asset/liability mix on the balance sheet as needed. Moreover, the BASIC Bank upholds a liquidity strategy to offer financial flexibility.

BASIC Bank Limited at a Glance:

Name: BASIC Bank Limited Date of Incorporation August 2, 1998

Date of Inauguration of Operation: January 21, 1989

Head office: Sana kalian Brabant (6th floor), 195, , Dhaka – 1000, Bangladesh

Number of Branches: 68

Service provided Deposit scheme, credit facility and foreign exchange service

Authorized capital Tk. 5000.00 million

Paid up capital Tk. 2946.98 million

Ownership: Government of Bangladesh

Banking software used KASTLE core

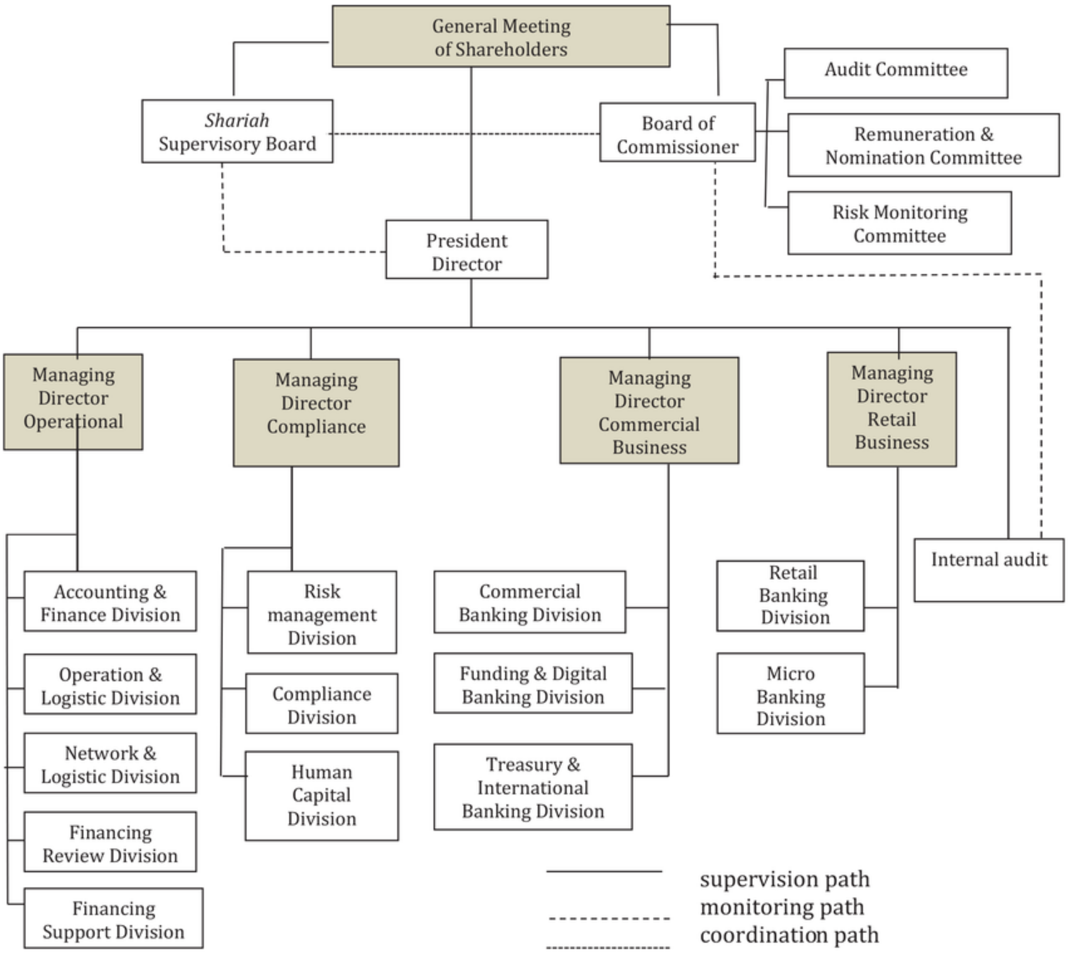
Technology used Members of SWIFT

SWIFT BKSIBDDH

Email BASICho@citeecho.net

Website www.BASICbanklimited.com

Organizational chart:



Chapter:-3

Recruitment & Selection Process of BASIC Bank Limited

3.1 Recruitment Process of BASIC Bank Limited:

One of Bangladesh's top banks, BASIC Bank Limited, is dedicated to offering trustworthy and effective banking services. In order to fulfill organizational goals, BASIC Bank Limited's recruitment process is an essential component of its human resource management strategy. Its goal is to draw in, evaluate, and keep the best personnel. This paper examines BASIC Bank Limited's hiring procedure, examining its different phases, approaches, and difficulties.

3.1(1) Recruitment Policy of BASIC Bank Limited:

Because BASIC Bank Limited understands that its workforce is the key to its success, the bank has a recruitment policy that aims to draw in, vet, and keep people who share its values and support its objective of offering top-notch financial services. BASIC Bank Limited's recruitment strategy includes a number of guidelines and practices designed to maintain equity, openness, and effectiveness in the hiring process. An enlarged summary of the main elements of the hiring policy is provided below:

1. Equal Opportunity and Diversity: BASIC Bank Limited is committed to providing equal employment opportunities to all individuals regardless of race, color, religion, gender, sexual orientation, age, disability, or any other characteristic protected by law. The bank values diversity and believes that a diverse workforce fosters innovation, creativity, and inclusivity. Recruitment decisions are made solely based on merit, qualifications, and suitability for the job role.

2. Legal and Regulatory Compliance: BASIC Bank Limited's recruitment policy complies with all relevant laws, rules, and industry guidelines on hiring procedures. This covers adherence to hiring practices standards, anti-discrimination statutes, and labor laws. The bank makes sure that there is no bias or discrimination of any kind during the hiring process, and it keeps correct records to show that it complies with regulatory obligations.

3. Job Analysis and Position Requirements: BASIC Bank Limited performs a thorough job analysis to precisely identify the roles, responsibilities, and requirements for each position before beginning the recruitment process. This entails determining the abilities, credentials, and work history required for effective job performance. Based on the job analysis, job descriptions are created to help in recruitment efforts by giving prospective candidates a clear understanding of what is expected of them.

4. Recruitment Channels and Strategies: To find possible applicants and draw in top talent, BASIC Bank Limited uses a range of recruitment channels and tactics. Online job portals, newspapers, social media, professional networks, career fairs, and recruiting firms are a few examples of these channels. The bank actively engages with varied talent pools and uses focused recruitment tactics that are suited to the particular requirements of each employment role in order to maintain a strong candidate pipeline.

5. Selection Criteria and Assessment Methods: Candidates are evaluated in accordance with preset selection standards that are in line with the demands of the position and the objectives of the company. A few examples of assessment techniques are competency-based interviews, written exams, aptitude tests, resume screening, technical evaluations, and behavioral assessments. The goal of the selection process is to pick the most qualified candidates for each post by evaluating candidates impartially and fairly.

6. Confidentiality and Data Protection: Protecting candidate privacy and confidentiality is a top priority for BASIC Bank Limited during the hiring process. Candidates' personal information is gathered, processed in compliance with applicable privacy regulations, and utilized only for hiring.

The bank makes sure that only authorized workers have access to applicant data and that it upholds stringent confidentiality rules to protect sensitive information.

7. Continuous Improvement and Feedback: BASIC Bank Limited is always reviewing and refining its recruitment policy to make it more effective and in line with changing organizational requirements. In order to identify areas for improvement and apply best practices, feedback from stakeholders—including hiring managers, candidates, and HR specialists is requested and integrated into the recruitment process.

8. Onboarding and Integration: Following a successful hiring process, BASIC Bank Limited offers thorough integration and onboarding programs to help new hires settle into their positions with ease. This entails onboarding workshops, on-the-job training, mentorship initiatives, and continuous assistance to facilitate workers' adjustment to the company's procedures, culture, and values.

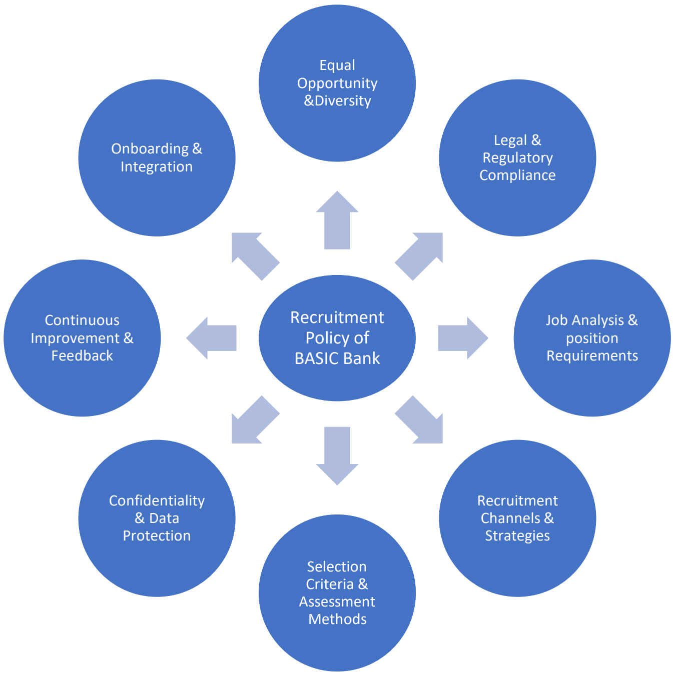


Figure 2: Recruitment Policy of BASIC Bank Limited

The recruitment policy of BASIC Bank Limited functions as a framework for attracting, choosing, and keeping skilled workers who support the bank's ongoing development and prosperity. Through adherence to the values of equity, impartiality, and conformity, the bank guarantees that its hiring procedure is stable, open, and helpful in developing a staff of top performers.

3.1 (2) Recruitment Process of BASIC Bank Limited:

1. Identifying Vacancies:

BASIC Bank Limited uses a variety of methods to find open positions, including workforce planning, departmental needs analyses, and manager alerts of impending openings. In order to ascertain the precise positions that must be filled in light of variables such as workload, project requirements, or organizational reorganization, the HR department works in conjunction with department heads or managers.

2. Job Analysis and Description:

To determine the main duties, responsibilities, and qualifications needed for the open post, HR performs a thorough job analysis. The job title, responsibilities, reporting structure, necessary credentials (training, experience, and abilities), and any other relevant information are outlined in a comprehensive job description. To ensure clarity regarding the expectations and responsibilities of the post, the job description acts as a guide for both the recruitment team and possible candidates.

3. Recruitment Strategy:

BASIC Bank Limited creates a hiring plan to draw in suitable applicants for the open roles. Choosing the right recruitment channels, such as job portals, social media sites, professional networks, employee recommendations, or recruitment firms, may be part of this strategy. The bank might also use its career page and website to promote job openings and draw in applicants.

4. Application Screening:

HR and recruitment specialists review incoming applications to determine which individuals fit the job description's fundamental needs and qualifications. Examining resumes, cover letters, and any other materials that candidates may have provided in order to determine if they are qualified for the position may be part of the screening process. Applicants are shortlisted for additional evaluation if they satisfy the first screening requirements.

5. Assessment:

Shortlisted candidates may undergo various assessment methods such as aptitude tests, technical assessments, or personality assessments. These assessments help evaluate candidates' skills, knowledge, competencies, and suitability for the position. Depending on the nature of the role, candidates may also be required to complete case studies, presentations, or simulations to demonstrate their capabilities.

6. Interviews:

Candidates that make the cut are invited to take part in one or more interview rounds. Recruiting managers, HR representatives, and occasionally senior executives make up the interview panel. Interviews can take place via video conferencing services, over the phone, or in person. The purpose of interview questions is to evaluate a candidate's technical proficiency, capacity for problem-solving, interpersonal skills, and organizational fit.

7. Reference Checks:

Reference checks are carried out by BASIC Bank Limited to confirm the details submitted by applicants and to learn more about their character, work ethic, and prior performance. The candidate may submit references from previous employers, coworkers, or other professional contacts. Reference checks support the validation of applicants' credentials, background, and fit for the position.

8. Final Selection:

The hiring team determines which applicant is best fit for the role after conducting interviews, tests, and reference checks. A candidate's qualifications, experience, talents, cultural fit, and likelihood of long-term success inside the company may all be taken into account during the final selection process.

9. Job Offer:

The chosen applicant receives a formal job offer from BASIC Bank Limited that includes all the terms and conditions of employment. Salary, benefits, start date, job title, reporting structure, and any other pertinent information are all included in the job offer. Candidates have a deadline to study the offer, let the other know whether they accept it, and, if not, negotiate the terms.

10. Onboarding:

Upon accepting the job offer, the candidate must go through an onboarding procedure in order to seamlessly become part of the team.

Completing required paperwork, going to orientation courses, getting training on corporate policies and procedures, and meeting important stakeholders are some examples of onboarding activities. In order to prepare new hires for success in their new roles, the onboarding process tries to familiarize them with the organization's culture, values, expectations, and resources.

11. Probation Period:

A probationary term is commonly observed in firms, such as BASIC Bank Limited, wherein the performance of a new hire is evaluated. During the probationary term, any performance or behavioral concerns can be addressed and the employer and employee can assess how well the candidate fits the role. Upon completion of the probationary period, an assessment is conducted to determine whether to confirm the employee in the role, extend probation, or terminate employment in the event that performance standards are not fulfilled.

This detailed breakdown illustrates the step-by-step process involved in recruiting candidates for vacant positions at BASIC Bank Limited, emphasizing the importance of thorough assessment, selection, and onboarding to ensure the hiring of suitable candidates who can contribute effectively to the organization.

3.0 Differences between Recruitment and Selection

1. Enrollment is the process and decision of finding the candidates who are best suited for the job and motivating them to apply for positions inside the project. It entails a number of steps with the guidance of using the candidates are evaluated for the same and choosing the most suitable individuals for vacant positions in the framework.

2. With the intention of employing a rising number of workers to operate inside the remote endeavor, the main objective of recruitment is to establish a candidate talent pool that will facilitate the selection and enrolment of exceptional applicants for the project. The selection of the most ethically qualified

applicant to occupy the various roles within the project is the main objective of the enrollment and selection framework.

3. The finest structure is the enrollment and decision framework. Giving more professors the authority to make judgments and increasing their number is a particularly bad system since it also excludes the common participant who makes poor decisions.

4. Enrollment is related to using human resources, whereas selection is related to choosing the most qualified opponent after holding many interviews and examinations.

5. If every stipulation of enlisting is met and the decision-making process results in a supplier agreement between the company and the employee of choice, there is no agreement.

Basis for Comparison	Recruitment	Selection
Meaning	Alludes to the act of identifying and motivating possible candidates to submit an application.	An action that entails picking the top candidates from a pool of applications and extending a job offer to them.
Approach	Positive: The major purpose is to expand the talent pool's size.	Negative: Development is to reduce the number of candidates in the talent pool until just one qualified candidate remains.
Objective	Use web-based recruitment to promote the job opening, encourage applicants, and create a talent pool.	To fill open positions in a business, identify the most qualified applicant from the talent pool.
Key Factor	Job promotion.	Candidate engagement.
Sequence	First.	Second.
Process	Recruitment is a BASIC process where the hiring team members do not consign themselves to scrutinize candidates. They show that there are openings and urge intrigued work searchers to apply.	In selection, your employing staff should know every detail of the up-and-comers who applied for the opening. It is a substantially more perplexing interaction than recruitment.
Authoritative Relation	A firm's job openings are advertised as part of the recruitment process, and prospective employees are not obligated to maintain a customary connection with the employing company.	Candidates who were considered qualified for the position will become a part of the hiring organization. As a result, they will need to contract with their new job.
Technique	Economical: Recruiters only need to post job advertisements on job portals, which are often free or cheap.	Costly: During the selection process, you may have to spend a lot of money on personal investigations, pre-business evaluation tests, and other decision-making instruments.

Table 1: Differences between Recruitment & Selection

3.1(3) Recruitment Strategies of BASIC Bank Limited:

1. Internal Recruitment:

Internal recruitment involves filling job vacancies with existing employees within the organization. It promotes employee development, boosts morale, and fosters loyalty by offering advancement opportunities.

- **Promotion Opportunities:** BASIC Bank Limited regularly communicates internal job openings to employees through internal job postings or announcements. This ensures that existing employees are aware of potential career advancement opportunities within the organization.
- **Talent Development Programs:** The bank invests in talent development programs such as training, workshops, and leadership development initiatives to equip employees with the necessary skills and competencies for higher-level positions.
- **Succession Planning:** BASIC Bank Limited implements succession planning strategies to identify and groom high-potential employees for future leadership roles. This involves assessing employees' performance, potential, and readiness for advancement.
- **Performance Recognition:** Employees who demonstrate exceptional performance and potential are recognized and considered for internal job opportunities. This encourages a culture of excellence and motivates employees to strive for career advancement within the organization.

2. External Recruitment:

To fill employment openings, external recruitment entails luring applicants from outside the company. It broadens the pool of potential employees and provides the company with new insights and knowledge.

- **Targeted Job Advertisements**: In order to access a wide range of competent applicants, BASIC Bank Limited carefully posts job openings on a number of platforms, including professional networks, industry forums, online job portals, and recruiting firms.
- **Networking and Referrals:** The bank encourages employees, clients, and industry contacts to refer potential candidates for open positions. Employee referral programs incentivize employees to recommend qualified candidates, thereby leveraging their networks to attract top talent.
- **Campus Recruitment:** BASIC Bank Limited partners with educational institutions to recruit fresh graduates and entry-level talent. The bank participates in career fairs, campus events, and internship programs to engage with students and recent graduates and promote career opportunities in banking.
- **Industry Engagement:** In order to establish connections and expand its network with seasoned experts in the banking and financial services business, the bank actively participates in industry associations, professional organizations, and community groups. Attending conferences, forums, and events in the sector offers chances to network with possible prospects.

3. Social Media Recruiting:

Using social media platforms to draw in, interact with, and hire prospects is known as social media recruiting. The bank can use it to communicate with candidates in real time, reach a wide audience, and increase employer brand awareness.

- **Employer Branding:** BASIC Bank Limited showcases its employer brand, corporate culture, and career possibilities through active profiles on key social media sites like Facebook, Instagram, Twitter, LinkedIn, and Facebook. The bank is more visible and appealing to prospective employees when its branding is consistent and its content is interesting.
- **Targeted Advertising:** The bank utilizes targeted advertising features offered by social media platforms to reach specific demographics, locations, and interests relevant to the desired candidate pool. Sponsored job postings, targeted ads, and promoted content increase the visibility of job vacancies and drive candidate engagement.
- **Candidate Engagement:** During the hiring process, social media platforms are used as interactive means of communication with candidates. Inquiries from candidates are actively answered by BASIC Bank Limited, which also posts updates regarding the hiring process and helps candidates and recruiters communicate. This individualized strategy improves the hiring process for candidates and cultivates a favorable rapport with possible employees.
- **Employee Advocacy:** The bank encourages employees to participate in social media recruiting efforts by sharing job postings, company updates, and employee testimonials with their personal networks. Employee advocacy amplifies the reach of recruitment messages and reinforces the bank's employer brand authenticity.

The hiring and retention of qualified personnel—who are vital to BASIC Bank Limited's success—is largely dependent on the recruitment process. Through the implementation of a comprehensive recruitment strategy that is in line with its organizational aims and values, BASIC Bank Limited is fostering innovation and growth in the banking industry by strengthening its personnel.

3.2 Selection process of BASIC Bank:

The establishment of BASIC Bank Limited in 1988 as a public sector bank in Bangladesh has played a significant role in bringing banking services to the general populace. Any firm must ensure that its selection procedures are effective, but this is especially true for the banking industry, where professionalism, competence, and honesty are critical.

1. Application Submission:

Interested parties usually send their applications online via the bank's official website or via email to BASIC Bank Limited. Applicants may be required to submit a cover letter outlining their qualifications and interest in the role, along with an online application form, résumé, or CV, as part of the application process. Usually, the job advertising includes information about application deadlines and precise submission requirements.

2. Initial Screening:

The HR division or hiring team performs a preliminary screening of applications to determine applicants' qualifications and fit for the role. Minimum educational qualifications, appropriate work experience, and the abilities and competences listed in the job description are a few examples of screening criteria. Applicants are shortlisted for additional assessment if they satisfy the first screening requirements.

3. Assessment Tests:

Assessment tests may be given to shortlisted applicants in order to gauge their aptitude, cognitive capacity, and pertinent skills. Verbal reasoning tests, logical reasoning tests, numerical reasoning tests, and psychometric assessments are some examples of assessment exams. These exams are meant to evaluate a candidate's capacity for problem-solving, critical thinking, and role fit.

4. Interviews:

Those who score highly on the assessment exams are invited to take part in one or more interview rounds. Interviews can take place in person, on the phone, or through online video conferencing services. Depending on the role, the panel of interviewees may consist of HR representatives, recruiting managers, department heads, or other interviewers. Interviewers can evaluate a candidate's interpersonal, communication, and job-related skills as well as fit with the organization's culture during the interview process.

5. Technical Evaluation (if applicable):

Candidates may have to go through extra technical tests or exams in order to be considered for technical roles or positions needing specialized expertise. Practical exercises, code tests, case studies, or technical interviews with subject matter experts are a few examples of technical evaluations. Technical evaluations are intended to evaluate candidates' problem-solving skills, technical proficiency, and topic expertise.

6. Reference Checks:

Reference checks are carried out by BASIC Bank Limited to confirm the details submitted by applicants and obtain input on their prior performance and behavior at work. Usually, references are gathered from previous employers, managers, or coworkers that the applicant has identified. Reference checks support the validation of applicants' credentials, background, and fit for the role.

7. Background Verification:

After advancing past the interview and reference check phases, candidates may be required to submit to a background check in order to validate their employment history, educational background, and other pertinent information. Verifying one's educational background, work experience, professional certifications, and, if necessary, running criminal background checks are all examples of background verification. Ensuring the correctness of the data submitted by applicants and preserving the integrity of the hiring process are the goals of background checks.

8. Final Selection:

The hiring team determines which candidate is best suited for the job based on the results of the assessment tests, reference checks, background checks, and interviews. The final selection process may take into account a candidate's qualifications, experience, abilities, fit with the organization's culture, and likelihood of success there. The chosen applicant receives an offer for the job; but, before accepting, discussions on terms such as compensation, benefits, and other details may occur.

9. Job Offer:

The chosen applicant receives a formal job offer from BASIC Bank Limited that includes all the terms and conditions of employment. Salary, benefits, start date, job title, reporting structure, and any other pertinent information are all included in the job offer. Usually, candidates are offered a window of time to examine the offer, ask questions about any ambiguities in the conditions, and then announce their acceptance or, if needed, negotiate the terms.

10. Onboarding:

The chosen candidate goes through an onboarding procedure after accepting the job offer to ensure a seamless transition into the company. Completing required documentation, configuring IT and access credentials, going to orientation events, and getting training on business policies and procedures are some examples of onboarding activities. In order to prepare the new hire for success in their new role, the onboarding process tries to familiarize them with the organization's culture, beliefs, expectations, and resources.

BASIC Bank Limited's selection procedure is evidence of its dedication to professionalism and quality. By following strict guidelines and standards, the bank makes sure that people it hires not only have the necessary abilities but also share its BASIC beliefs. Continuous refinement and adherence to best practices are vital for sustaining the effectiveness of the selection process in meeting the bank's evolving needs and challenges.

Chapter: -4

Analysis & Findings

To create an analysis with graphs based on the provided questionnaire, we'll summarize the responses and present them visually for better understanding.

We can represent the data collected from each section using bar charts, pie charts, or other suitable visualizations. Here's a suggested graphical breakdown:

1. Gender

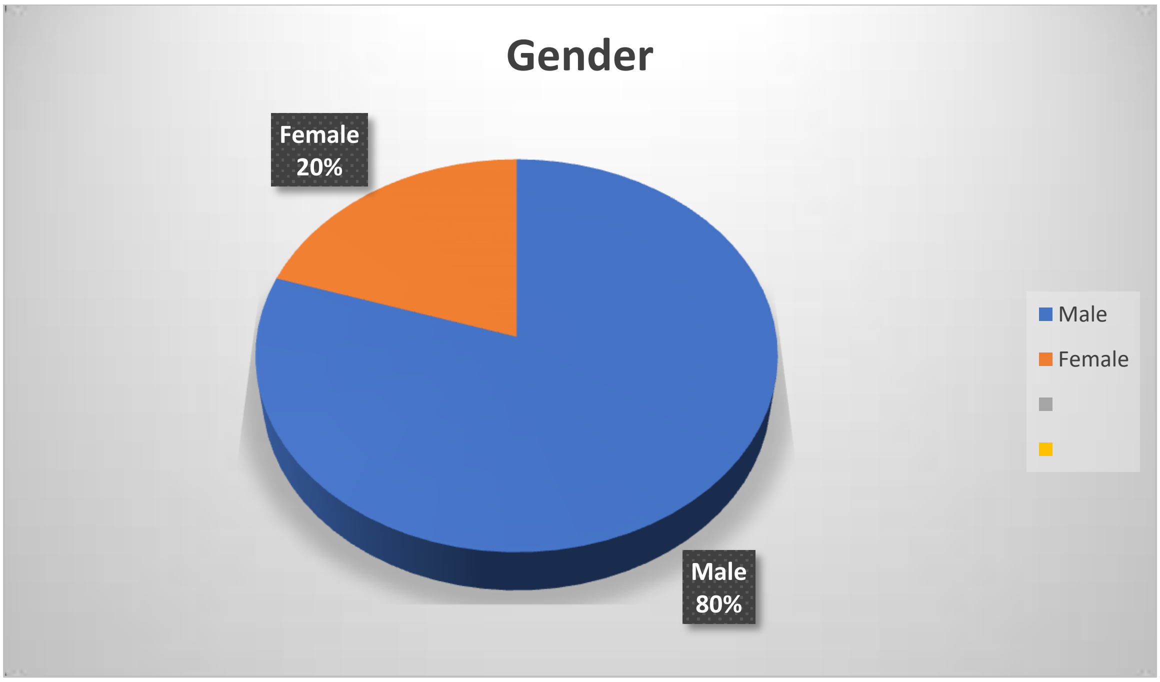


Figure 4: Gender

Explanation: Blue and Orange hues make up this gender pie chart. Blue means male, orange means masculine. The proportion gender pie chart shows Male 80% and Female 20%.

2. Age

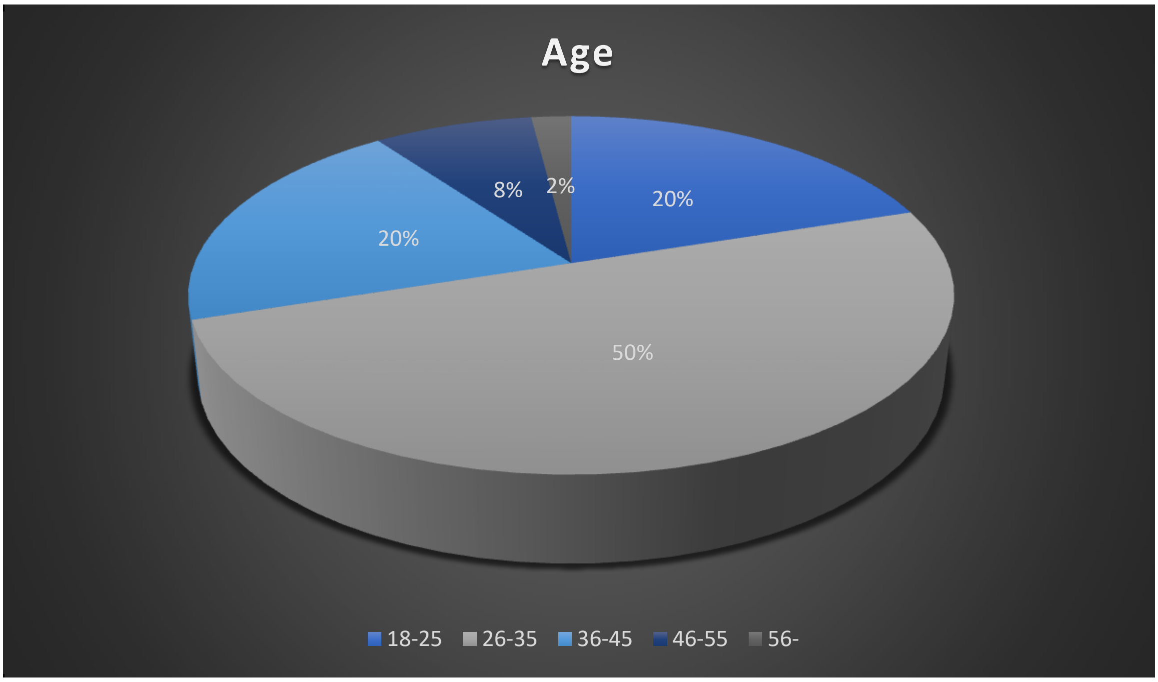


Figure 5: Age

Explanation: This Pie chart shows 5 age division. This proportion chart shows 18-25 years: 20%, 26-35 years: 50%, 36-45 years: 20%, 46-55 years : 8%, 56- above years: 2% of 100%.

3. To what extent do you agree that BASIC Bank Limited ensures the clarity of job descriptions during the recruitment process?

Table 2: To what extent do you agree that BASIC Bank Limited ensures the clarity of job descriptions during the recruitment process?

To what extent do you agree that BASIC Bank Limited ensures the clarity of job descriptions during the recruitment process?	Frequency	Percentage
Strongly Agree	7	28%
Agree	13	52%
Neutral	5	20%
Disagree	0	0%
Strongly Disagree	0	0%
Total	25	100%

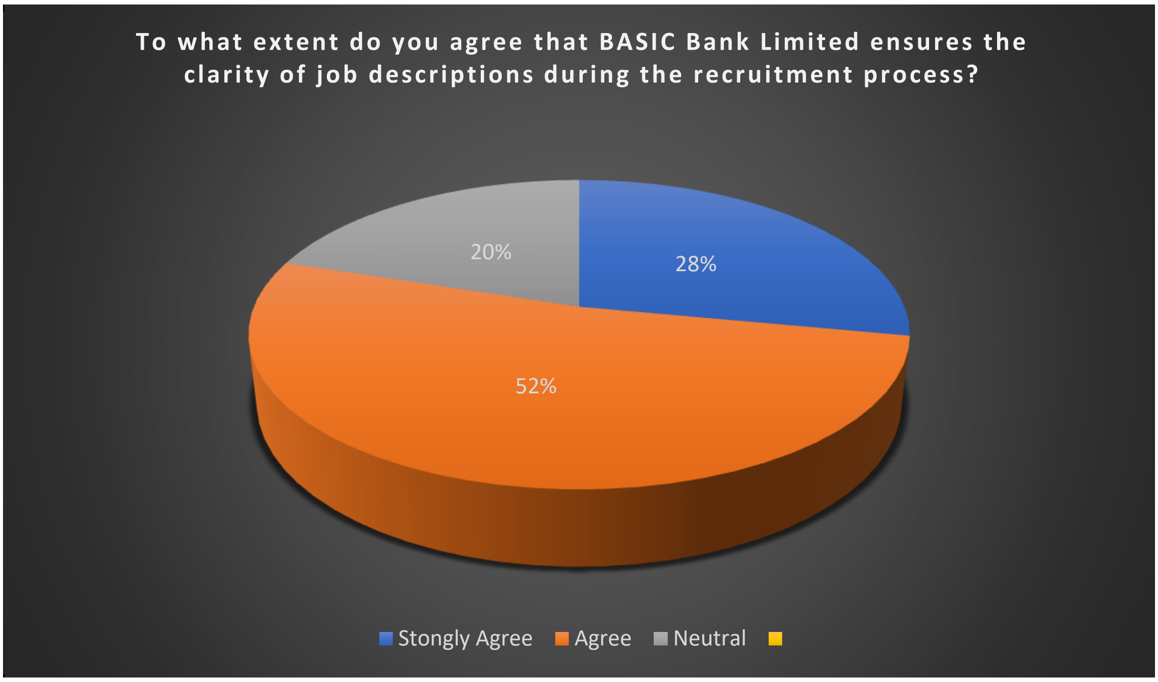


Figure 6: Respondents view on questionnaire No

Explanation: Strongly Agree, Agree, Neutral, Strongly Disagree, and Disagree are the five different shows on this chart. The data presented in this figure indicates that 28% of respondents strongly agree, 52% agree, 20% are neutral, 0% strongly disagree, and 0% disagree.

4. BASIC Bank Limited's recruitment processes in attracting qualified candidates are effective enough.

Table 3: BASIC Bank Limited's recruitment processes in attracting qualified candidates are effective enough.

BASIC Bank Limited's recruitment processes in attracting qualified candidates are effective enough.	Frequency	Percentage
Strongly Agree	3	12%
Agree	16	64%
Neutral	12	48%
Disagree	0	0%
Strongly Disagree	0	0%
Total	25	100%

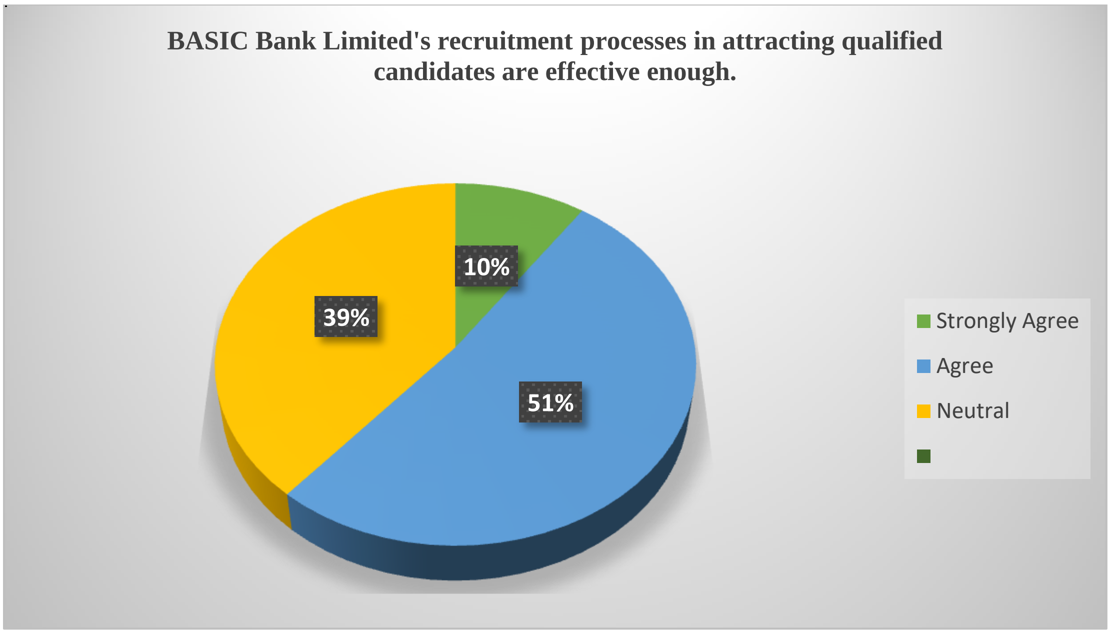


Figure 7: Respondent View on Questionnaire No 4

Explanation: This chart 5 different shows, these are: Strongly Agree, Agree, Neutral, Strongly Disagree, and Disagree. In this chart shows that: Strongly agree 10% out of 100%, Agree 51% out of 100%, Neutral 39% out of 100%, Strongly Disagree 0% out of 100% and Disagree 0%.

1. **BASIC Bank Limited's recruitment process adequately screens candidates for the required skills and qualifications.**

Table 4: **BASIC Bank Limited's recruitment process adequately screens candidates for the required skills and qualifications.**

BASIC Bank Limited's recruitment process adequately screens candidates for the required skills and qualifications.	Frequency	Percentage
Strongly Agree	1	4%
Agree	10	40%
Neutral	14	56%
Disagree	0	0%
Strongly Disagree	0	0%
Total	25	100%

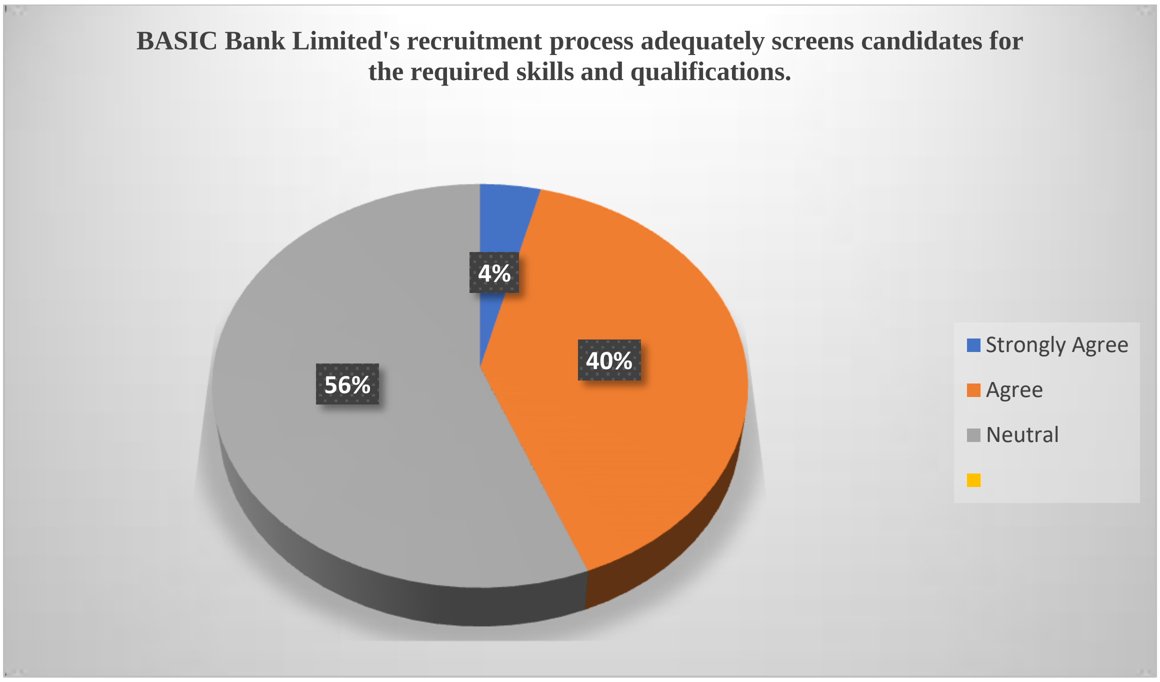


Figure 8: Respondent View on Questionnaire No 5

Explanation: This chart 5 different shows, these are: Strongly Agree, Agree, Neutral, Strongly Disagree, and Disagree. In this chart shows that: Strongly agree 4% out of 100%, Agree 40% out of 100%, Neutral 56% out of 100%, Strongly Disagree 0% out of 100% and Disagree 0%.

2. **The responsiveness and timeliness of communication from BASIC Bank Limited during the recruitment process are at within the stipulated time frame.**

Table 5: The responsiveness and timeliness of communication from BASIC Bank Limited during the recruitment process are at within the stipulated time frame.

The responsiveness and timeliness of communication from BASIC Bank Limited during the recruitment process are at within the stipulated time frame.	Frequency	Percentage
Strongly Agree	1	4%
Agree	9	36%
Neutral	10	40%
Disagree	5	20%
Strongly Disagree	0	0%
Total	25	100%

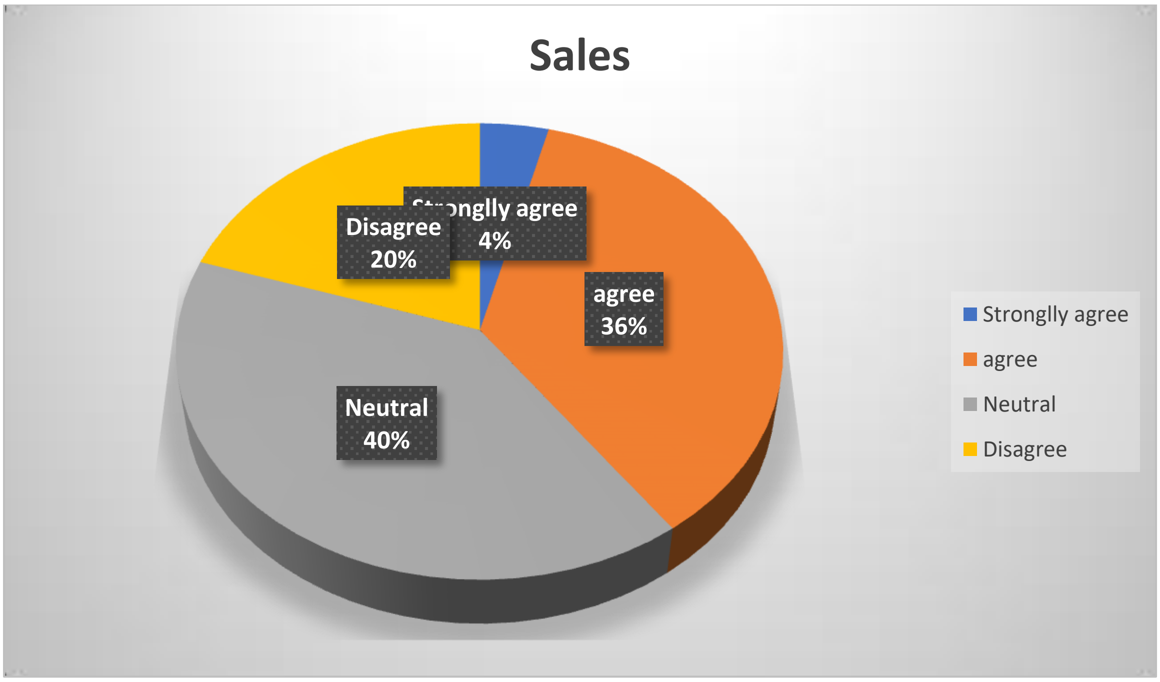


Figure 9: Respondent View on Questionnaire No 6

Explanation: This chart 5 different shows, these are: Strongly Agree, Agree, Neutral, Strongly Disagree, and Disagree. In this chart shows that: Strongly agree 4% out of 100%, Agree 36% out of 100%, Neutral 40% out of 100%, Strongly Disagree 20% out of 100% and Disagree 0%.

3. **I am satisfied with the interview process conducted by BASIC Bank Limited.**

Table 6: I am satisfied with the interview process conducted by BASIC Bank Limited.

I am satisfied with the interview process conducted by BASIC Bank Limited.	Frequency	Percentage
Strongly Agree	12	48%
Agree	13	52%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
Total	25	100%

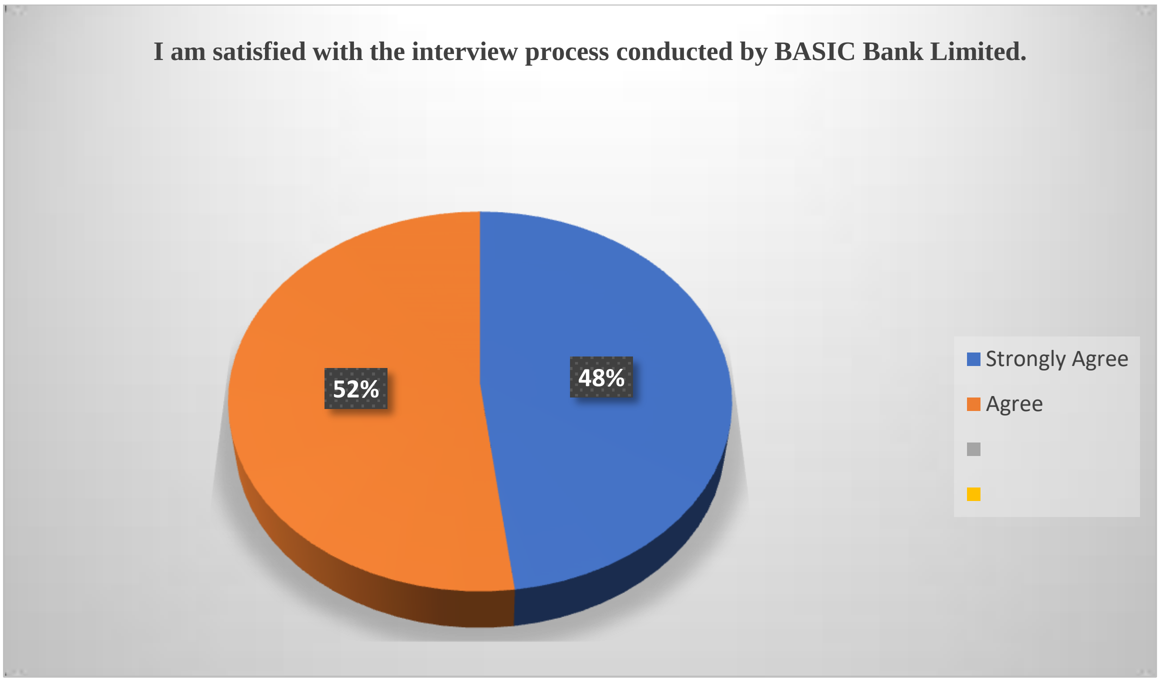


Figure 10: Respondent View on Questionnaire No 7

Explanation: This chart 5 different shows, these are: Strongly Agree, Agree, Neutral, Strongly Disagree, and Disagree. In this chart shows that: Strongly agree 48% out of 100%, Agree 52% out of 100%, Neutral 0% out of 100%, Strongly Disagree 0% out of 100% and Disagree 0%.

4. **Do you feel that the selection criteria used by BASIC Bank Limited effectively identify the most suitable candidates for the positions available?**

Table 7: Do you feel that the selection criteria used by BASIC Bank Limited effectively identify the most suitable candidates for the positions available?

Do you feel that the selection criteria used by BASIC Bank Limited effectively identify the most suitable candidates for the positions available?	Frequency	Percentage
Strongly Agree	7	28%
Agree	12	48%
Neutral	5	20%
Disagree	1	4%
Strongly Disagree	0	0%
Total	25	100%

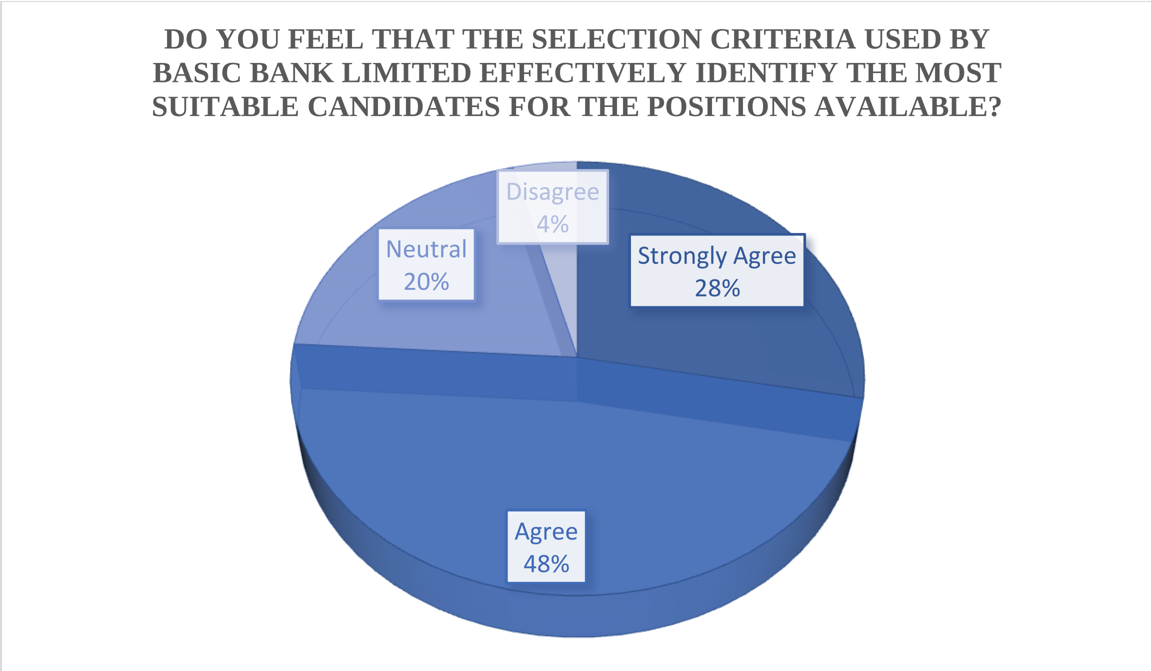


Figure 11: Respondent View on Questionnaire No 8

Explanation: This chart 5 different shows, these are: Strongly Agree, Agree, Neutral, Strongly Disagree, and Disagree. In this chart shows that: Strongly agree 28% out of 100%, Agree 48% out of 100%, Neutral 20% out of 100%, Strongly Disagree 4% out of 100% and Disagree 0%.

5. **Overall the recruitment and selection process at BASIC Bank Limited is fair enough.**

Table 8: Overall the recruitment and selection process at BASIC Bank Limited is fair enough.

To what extent do you agree that BASIC Bank Limited ensures the clarity of job descriptions during the recruitment process?	Frequency	Percentage
Strongly Agree	12	48%
Agree	13	52%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
Total	25	100%

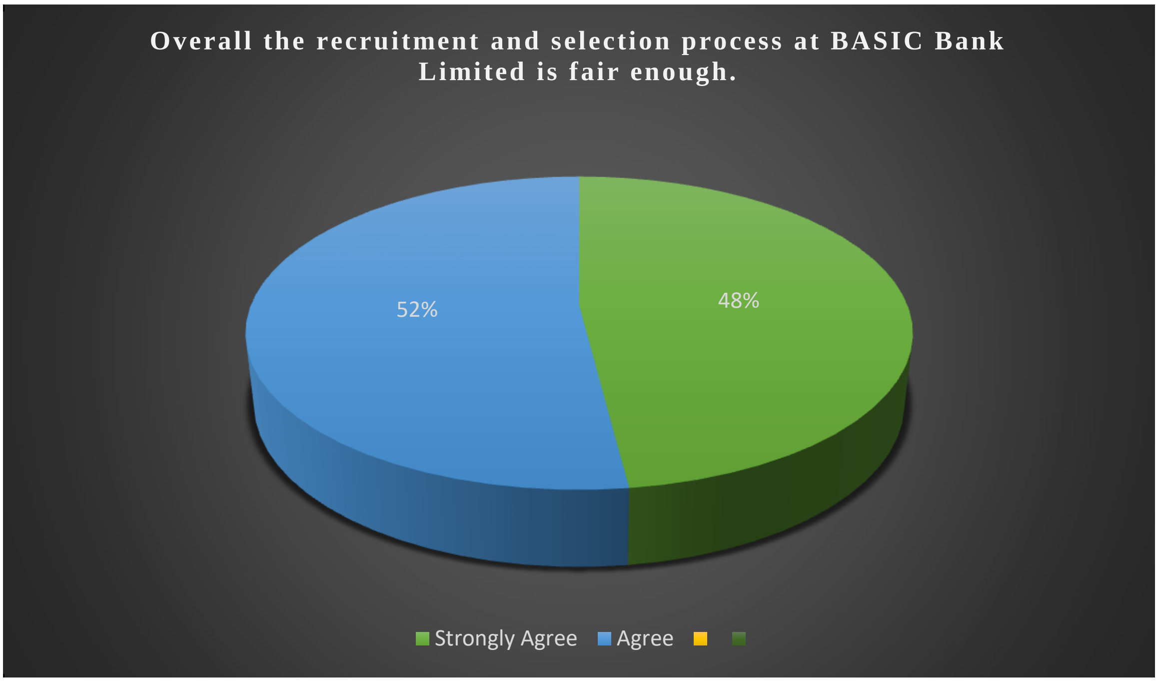


Figure 12: Respondent View on Questionnaire No 9

Explanation: This chart 5 different shows, these are: Strongly Agree, Agree, Neutral, Strongly Disagree, and Disagree. In this chart shows that: Strongly agree 48% out of 100%, Agree 52% out of 100%, Neutral 0% out of 100%, Strongly Disagree 0% out of 100% and Disagree 0%.

6. **To what extent do you agree that BASIC Bank Limited's recruitment and selection process aligns with the organizational culture and values?**

Table 9: To what extent do you agree that BASIC Bank Limited's recruitment and selection process aligns with the organizational culture and values?

To what extent do you agree that BASIC Bank Limited's recruitment and selection process aligns with the organizational culture and values?	Frequency	Percentage
Strongly Agree	7	28%
Agree	13	52%
Neutral	5	20%
Disagree	0	0%
Strongly Disagree	0	0%
Total	25	100%

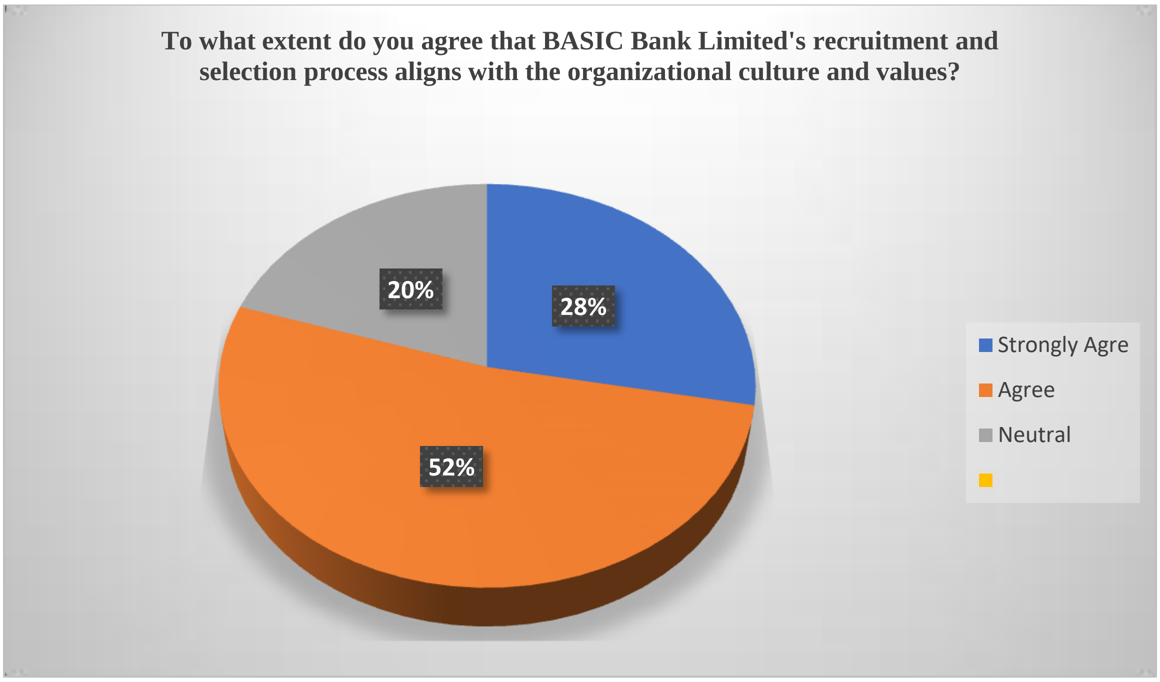


Figure 13: Respondent View on Questionnaire No 10

Explanation: This chart 5 different shows, these are: Strongly Agree, Agree, Neutral, Strongly Disagree, and Disagree. In this chart shows that: Strongly agree 28% out of 100%, Agree 52% out of 100%, Neutral 20% out of 100%, Strongly Disagree 0% out of 100% and Disagree 0%.

4.8 SWOT Analysis of BASIC Bank:

SWOT analysis is a strategic planning technique used to identify and understand Strengths, Weaknesses, Opportunities, and Threats related to a business or organization. Here's a SWOT analysis for BASIC Bank Limited:

Strengths:

- **Strong Market Presence**: BASIC Bank Limited has established itself as a prominent player in the banking sector, with a significant market share in its operating regions.
- **Extensive Branch Network:** The bank boasts an extensive network of branches, allowing it to reach a wide customer base and provide convenient banking services.
- **Diverse Product Portfolio:** BASIC Bank offers a diverse range of financial products and services, catering to the varied needs of its customers, including savings accounts, loans, and investment options.
- **Experienced Management Team:** The bank is likely to have an experienced management team with expertise in banking and financial services, which can lead to effective decision-making and strategic planning.
- **Strong Capital Base:** BASIC Bank Limited may have a strong capital base, enabling it to withstand economic fluctuations and regulatory challenges more effectively.

Weaknesses:

- **Limited Technological Innovation:** If BASIC Bank Limited lags in adopting modern banking technologies, it might face challenges in providing efficient services and competing with technologically advanced rivals.
- **Customer Service Issues:** If there are consistent complaints about customer service quality, it could damage the bank's reputation and lead to customer attrition.
- **Regulatory Compliance Challenges:** Like many banks, BASIC Bank Limited may face challenges in keeping up with evolving regulatory requirements, which could increase compliance costs and operational complexities.
- **Concentration Risk:** If the bank relies heavily on a particular segment of customers or industries, it could be vulnerable to sector-specific downturns or adverse economic conditions.
- **Limited Geographic Presence:** Despite having a significant branch network, BASIC Bank Limited may have limited geographic coverage compared to larger competitors, which could constrain its growth opportunities.

Opportunities:

- **Digital Transformation:** Embracing digital banking solutions can enhance operational efficiency, attract tech-savvy customers, and expand the bank's reach beyond traditional brick-and-mortar branches.
- **Market Expansion:** BASIC Bank Limited can explore opportunities to expand its presence in underserved or untapped markets, both domestically and internationally.
- **Product Diversification:** Introducing new financial products and services tailored to evolving customer needs can help the bank attract more customers and increase revenue streams.
- **Strategic Partnerships:** Collaborating with finch companies or forming strategic alliances with other financial institutions can help BASIC Bank Limited leverage external expertise and resources for mutual benefit.
- **Focus on Customer Experience:** Improving customer service standards and implementing customer-centric initiatives can enhance satisfaction levels, foster customer loyalty, and differentiate the bank from competitors.

Threats:

- **Intense Competition:** BASIC Bank Limited operates in a highly competitive banking industry, facing competition from both traditional banks and emerging fintech players, which could exert pressure on margins and market share.
- **Economic Uncertainty:** Economic downturns, fluctuating interest rates, and geopolitical instability pose significant threats to the bank's financial performance and asset quality.
- **Technological Disruption:** Rapid advancements in technology and changing consumer preferences may disrupt the traditional banking model, requiring BASIC Bank Limited to adapt quickly to stay relevant.
- **Regulatory Changes:** Changes in banking regulations, compliance requirements, or government policies can impact the bank's operations, profitability, and growth prospects.
- **Cyber security Risks:** As digital banking expands, BASIC Bank Limited faces increased cyber security threats such as data breaches, phishing attacks, and ransom ware, which could compromise customer trust and financial stability.

This SWOT analysis provides a comprehensive overview of BASIC Bank Limited's internal strengths and weaknesses, as well as external opportunities and threats that may influence its performance and strategic direction.

4.9 Findings of the Study:

Employee Satisfaction with Recruitment Process: The study reveals that employees are generally satisfied with the recruitment and selection process at Basic Bank Limited. They appreciate the bank's structured approach and clear communication throughout the hiring stages, which enhances both candidate and employee experience. This satisfaction indicates effective internal processes and alignment with employee expectations.

Adaptability in Recruitment Practices: Basic Bank Limited demonstrates adaptability in its recruitment methods by adjusting hiring criteria and sourcing strategies to meet evolving organizational needs and industry standards. The bank's responsiveness to trends, such as the inclusion of digital assessments, helps ensure a competitive and modern approach to talent acquisition.

Collaboration Among HR Team Members: The HR team at Basic Bank Limited works collaboratively, ensuring a smooth and coordinated recruitment process. Effective communication and teamwork among HR personnel play a vital role in efficiently managing the high volume of applications and streamlining the selection process.

Efficiency in Screening and Interviewing: The bank's recruitment team shows efficiency in screening and interviewing candidates, with structured interviews and predefined selection criteria that facilitate objective and fair evaluations. However, certain limitations, such as a high volume of applications and limited technology use, present challenges to further streamlining these processes.

Focus on Budget-Conscious Recruitment: Basic Bank Limited is mindful of budget constraints in recruitment, balancing cost-effectiveness with the quality of talent acquisition. The HR department effectively manages recruitment expenditures while maintaining high standards, which is crucial for both operational efficiency and achieving organizational goals.

Investment in Employee Training and Development: The bank places a strong emphasis on employee training, ensuring that staff involved in recruitment are equipped with up-to-date knowledge of best practices and industry trends. Regular training programs enhance the team's recruitment skills, improving overall effectiveness in candidate selection and onboarding.

Risk Management in Recruitment: Basic Bank Limited proactively addresses potential risks in recruitment, such as hiring biases or skill mismatches, by implementing structured assessments and standardizing the interview process. This approach helps the bank minimize hiring risks and maintain a high-quality workforce.

Commitment to Continuous Improvement in Hiring Practices: The bank demonstrates a commitment to continuous improvement by incorporating feedback from both candidates and current employees to refine its recruitment process. This openness to innovation and enhancement strengthens Basic Bank Limited's ability to attract and retain top talent in a competitive job market.

Chapter:05
Recommendations and Conclusion

5.1 Recommendations:

Modernization of Recruitment Tools: Encourage the use of contemporary recruitment strategies and technologies, such as social media platforms, online job portals, and applicant tracking systems, to expedite the hiring process and draw in a varied pool of applicants.

Standardization of Selection Criteria: Suggest the development of standardized selection criteria and assessment methods to ensure fairness and objectivity in the hiring process. This may involve designing competency-based interviews, skills assessments, and psychometric tests.

Training for Hiring Managers: Propose training programs for hiring managers and interviewers to improve their skills in conducting effective interviews, evaluating candidates, and making data-driven hiring decisions.

Enhanced Employer Branding: Suggest ways to improve BASIC Bank Limited's employer branding campaigns in order to draw in top talent and establish the company as a preferred employer in the banking sector. This can entail putting employee endorsements on display, attending business gatherings, and encouraging a pleasant work environment.

Continuous Monitoring and Evaluation: Advocate for the establishment of regular monitoring and evaluation mechanisms to assess the effectiveness of the recruitment and selection process over time. This will enable the bank to identify areas for improvement and make necessary adjustments to optimize its hiring practices.

5.2 Conclusion:

Opportunities for improvement are highlighted by issues including the selection criteria's possible biases, the use of technology is restricted, and the dependence on conventional recruitment methods. In summary, the examination of BASIC Bank Limited's hiring and selection procedure has yielded insightful information about the company's HR procedures, including their advantages, disadvantages, and room for development. This paper has yielded several important discoveries. First of all, it is clear that BASIC Bank Limited has a strong basis for its hiring and selection practices, employing a methodical strategy to draw in and evaluate applicants. The bank's dedication to maintaining moral principles and encouraging diversity in the workforce is admirable and in line with modern HR best practices. In spite of this, Limited think about utilizing contemporary tools and approaches for hiring in order to increase productivity and connect with more competent applicants. Fairness and impartiality in the employment process can also be ensured by standardizing selection criteria and providing hiring managers with training programs. The bank should also concentrate on enhancing its employer branding initiatives in order to draw in top personnel and set itself out in order to establish oneself as a top employer in the banking sector, BASIC Bank Limited must actively engage with potential employees and cultivate a healthy work culture. BASIC Bank Limited needs to take the initiative to keep an eye on and regularly assess its hiring and selecting procedures. The company will be able to pinpoint areas for development and make data-driven choices to properly optimize its HR procedures with the help of regular assessments. In conclusion, BASIC Bank Limited can improve its recruitment and selection process to draw in, hold onto, and develop top talent, ultimately promoting sustainable growth and success in the constantly changing banking industry, by embracing innovation, promoting inclusivity, and placing a high priority on continuous improvement in a crowded market.

References

- Stone, R. J., & Dead rick, D. L. (2015). Human Resource Management (9th ed.). Wiley.
- Taylor, S., & Wood hams, C. (2016). Applying Critical Realism in Human Resource Management Research. Routledge.
- Society for Human Resource Management (SHRM). (2022). SHRM Human Resource Glossary. Retrieved from [insert URL]
- BASIC Bank Limited Annual Report.
- Dyer, L., & Shafer, R. A. (2015). Human Resource Management: Employee Recruitment and Selection. Reference for Business. Retrieved from [insert URL]
- Gate wood, R. D., Field, H. S., & Bar rick, M. (2015). Human Resource Selection (8th ed.). Engage Learning.
- Jackson, S. E., Schuler, R. S., & Jiang, K. (2014). An Aspirational Framework for Strategic Human Resource Management. The Academy of Management Annals, 8(1), 1-56.
- Annual Report 2015-2017
- David A. Dec Enzi and Stephen P. Robbins, (2010) Fundamentals of Human Resource Management, 12th edition for employee books.
- Fisher, SC hoe for equal, Shaw; (2007-2008) Human Resource Management, 5th edition, Dreamtech Press.
- McZee, Kenneth J. and Be counted, Monica.(2009) Strategic Human Resource Planning, Fourth Edition, United States, Nelson Education ltd,
- Robert L. Mathis; John H. Jackson, (2009) Strategic Human Resource Management, 14th edition.
- www.BASICbankbd.com more edition
- Armstrong, M., & Taylor, S. (2014). Armstrong's Handbook of Human Resource Management Practice (13th ed.). Kegan Page Publishers.
- Box all, P., & Purcell, J. (2016). Strategy and Human Resource Management (4th ed.). Palgrave Macmillan.
- Cassia, W. F., & Agonies, H. (2011). Applied Psychology in Human Resource Management (7th ed.). Pearson Education.
- Dressler, G. (2017). Human Resource Management (15th ed.). Pearson Education.
- Noel, R. A., Hollenbeck, J. R., Gerhardt, B., & Wright, P. M. (2016). Fundamentals of Human Resource Management (7th ed.). McGraw-Hill Education.
- Saks, A. M., & Halcion, R. R. (2016). Managing Performance through Training and Development (7th ed.). Nelson Education.

Appendix

An analysis of recruitment and selection process of BASIC Bank Limited

Thank you for participating in this survey. Your feedback is valuable for our research on the Recruitment and Selection Process of BASIC Bank Limited. Please answer the following questions to the best of your knowledge and experience.

1. What is your gender?

a) Male
b) Female

2. What is your age?

a) 18-25 years old
b) 26-35 years old
c) 36-45 years old
d) 46-55 years old
e) 56 years or older

Please rate the following statements on a scale of 1-5, where 5 = Strongly Agree, 4 = Agree, 3 = Neutral, 2 = Disagree, and 1 = Strongly Disagree.

3. To what extent do you agree that BASIC Bank Limited ensures the clarity of job descriptions during the recruitment process?

a) Strongly Agree
b) Agree
c) Neutral
d) Disagree
e) Strongly Disagree

4. BASIC Bank Limited's recruitment processes in attracting qualified candidates are effective enough.

a) Strongly Agree
b) Agree
c) Neutral
d) Disagree
e) Strongly Disagree

5. BASIC Bank Limited's recruitment process adequately screens candidates for the required skills and qualifications.

a) Strongly Agree
b) Agree
c) Neutral

d) Disagree
e) Strongly Disagree

6. The responsiveness and timeliness of communication from BASIC Bank Limited during the recruitment process are at within the stipulated time frame.

a) Strongly Agree
b) Agree
c) Neutral
d) Disagree
e) Strongly Disagree

7. I am satisfied with the interview process conducted by BASIC Bank Limited.

a) Strongly Agree
b) Agree
c) Neutral
d) Disagree
e) Strongly Disagree

8. Do you feel that the selection criteria used by BASIC Bank Limited effectively identify the most suitable candidates for the positions available?

a) Strongly Agree
b) Agree
c) Neutral
d) Disagree
e) Strongly Disagree

9. Overall the recruitment and selection process at BASIC Bank Limited is fair enough.

a) Strongly Agree
b) Agree
c) Neutral
d) Disagree
e) Strongly Disagree

10. To what extent do you agree that BASIC Bank Limited's recruitment and selection process aligns with the organizational culture and values?

a) Strongly Agree
b) Agree
c) Neutral
d) Disagree
e) Strongly Disagree