Internship Report

On

Recruitment and Selection Process of Standard Bank Limited.

Submitted to:

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Program: BBA

Major: Human Resources

Letter of Submission

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Subject: Submission of the report on Recruitment and Selection Process of standard Bank limited.

Dear Madam,

Respectfully, I'd like to let you know that I'm pleased to turn in the report on "The Recruitment and Selection Process of Standard Bank Limited," which is a requirement for the BBA program. The internship program I was in was my first time working, and it taught me a lot about a lot of different things. I did my very best to compose a complete report, carefully considering all of your needs.

I'm thankful for the chance to write this report following your instructions. I would appreciate it if you could take the time to read the report and review my work. If you need me to, I'll be pleased to give you my full answer.

Faithfully yours ,

Natasha Islam

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Department of Business Administration

Program: BBA

Major: Human Resource

Acknowledgement

First, I want to thank God for being patient and strong with me so that I can finish my job report on time. The renowned Dr. Khadiza Rahman Tanchi supervised me during my organisational attachment at Daffodil International University, and I am deeply grateful for her guidance.

I'd like to thank everyone at Standard Bank Limited (SBL), but especially Mr. Ferozur Rahman, who is the head of SBL, for giving me the chance to gain real-world experience. In addition, this internship program has taught me how important it is to work with others as a team. It's also given me new experience in the workplace, which pushes me every minute.

Next, I'd like to thank the bank's staff and top officers for providing us with useful information about the bank. We should honour certain individuals for their contributions. The senior executive vice president, Alkona K. Choudhuri, connected us with different kinds of information and helped us learn from each other.

Statement of the Student

Natasha Islam is here. The title of this internship report is "Recruitment and Selection Process of Standard Bank Limited," and I'd like to make it public. After working at the Standard Bank Limited for three months, I made a report just for them.

Additionally, I ensure that the report serves solely for school-related purposes and not for any other purpose. You must obtain my signed permission before using the report for any other purpose.

Natasha

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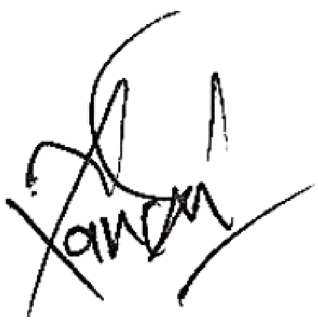
A certificate from the supervisor

Natasha Islam (ID: 173-11-5681), a human resources major in the department of business administration, actually wrote the internship report "Recruitment and Selection Process of Standard Bank Limited". According to internship report, statistics and results are real. Consequently, she can submit her job report for use in the defence.

Wishing her the best life.



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Summary for executives

Finding and hiring the right people is an important part of running a business. It has the power to make or break the business and its processes.

In a typical bank, the process begins with a job analysis, which determines the nature of the job, its size, and the necessary skills, experience, and qualifications. Following this, we create job posts and distribute them to potential candidates. Interviews, screenings, tests, and background checks may all be part of the hiring process. The hiring process formally offers the chosen candidate the job, leading to the formation of a contract.

The hiring and selection process, a crucial aspect of the business's operations, must ensure the selection of the best candidate for the job. A strict and well-organized method for hiring and choosing people can facilitate this process.

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Chapter 1

Introduction

1.1 Introduction:

Standard Bank limited is one of the most respected banking brands in Bangladesh. In SBL was established a recruitment and selection process for HRM planning activities. since Standard Bank Limited founded they have goal to contribute into the national economy also same time they have to maximize the shareholder’s wealth. Requirement and selection practice depends on the financial province in SBL to ensure sufficient application for HR affairs. This process represents data, gathering, recording, analyzing to effective recruiting qualified applicants to ensure that selection performing to SBL can be successfully accomplished.

1.2 Background:

SBL Modern technology enhances banking tools and methods to ensure customer satisfaction and a clear understanding of the hiring and selection process. SBL is a bank in Bangladesh that helps both its customers and the country as a whole. It has 113 branches in 41 districts. During my internship, I wrote this document, "Recruitment and Selection Process of Standard Bank Limited," fulfill some of the requirements of BBA program. As I worked on this report, I had the excellent chance to learn everything there is to know about how Standard Bank Limited does business and how they handle HR.

1.3 scope of the study:

This report tries to find out about Standard Bank Limited's hiring and selection policies, procedures, and ideas. The well-known private banks in Bangladesh is Standard Bank Limited (SBL). They sent me to work at the Dhanmondi branch to collect data about the bank's hiring and selection process and to oversee the overall study's performance.

1.4 Objectives:

Broad Objective

The main objective of the study is to explore the recruitment and selection process of Standard Bank limited (SBL).

Specific Objectives:

1. To identify the current recruitment and selection system of Standard Bank Limited.
2. To know about the recruitment and selection strategy followed by Standard Bank Limited.
3. To identify the sources of recruitment of Standard Bank Limited.
4. To know about the recruitment process of SBL.
5. To diagnose the selection process followed by SBL.
6. To find out the problems regarding the recruitment and selection process of SBL.
7. To provide some recommendations for practicing the improvements of the recruitment and selection process in SBL.

1.5 Methodology:

We gathered and analysed data from both first-hand and second-hand sources for this report's study to obtain accurate information about Standard Bank Limited's HR department.

A list of data sources:

This report outlines the hiring and selection process strategy to identify the key components of SBL.

1.5.1 Primary Data:

- Get information on practical internship knowledge experience.
- Conversion with experts and stuff with bank officers.

1.5.2 Secondary Data:

- Moreover, all the collected data analysis presents information from text books,
- SBL website
- Internet
- The yearly report of Standard Bank Limited, among other things.

whole procedures of the methodology get information to followed by study.

1.6 Limitations:

- During 3 months' internship periods there have difficult to get proper full information.
- Collection of data about recruitment and selection process in SBL are not sufficient enough.
- The higher bank management has created some restriction for intern.
- The working process is busy environment.
- Time limitation for recruitment and selection activities.

Chapter 2

Company Profile

2.1 History of Standard bank limited:

Standard Bank limited (SBL) has been achieving continuous growth rate, adequate progress in a commercial activities SBL was established on May 11, 1999 under the companies act 1994 and It was an incorporated as public limited company where bank achieved satisfactory gross in commercial operation on June 3, 1999. The schedule of SBL have credit deposits to lunched s new product for represents a few items using a loan and store plan. likewise, corporate and retail banking etc. SBL contribution to the market via different bank for fund relationship where create positive effects in many operations.

2.2 Overview of the company:

The biggest private bank in Bangladesh is Standard Bank Limited (SBL). People use SBL's banking and financial services all the time, which are an important part of our daily lives. Individuals utilize this bank's transaction network to manage various business groups, including loans, bill payments, home purchases, savings, and income. This bank's authorised capital is now tk15 billion, and its paid-up capital market is tk5702 million. The bank intends to expand its financial services business in the future, so both its authorized capital and paid-up capital base have grown stronger. SBL has relationships with 22 foreign banks and financial institutions. These foreign banks assist SBL's domestic businesses. We needed SBL to keep our business going.

2.3 Vision of standard bank limited:

- To give customers what they want by giving them services they want.
- To vision dedicated to the development of a solid national economy
- To substantial contribution to the public efforts
- To encourage team work, more innovate.
- To create proper value chain and profession service delivery.

2.4 Mission of Standard bank limited:

- To most efficient and profitable private commercial bank.
- To capital adequacy and asset quality.
- To be a long-term market leader deposits and good loans among private bank in 2025
- To become more profitable bank.
- To enhance the value of shareholder's investment.

2.5 Core values:

- Shareholders: for the investment to ensuring fair return into gathering stable profit.
- Customer: for provide efficient service and courteous to customer every area of their bank business
- Employee: for promote wellbeing of the member of the staff

2.6 code of conduct:

SBL values behavior and build a relationship to all their stakeholders, clients, employees, shareholders, communities and other to do business. It has great places on importance outstanding performance results to honesty, integrity, quality and trust. SBL code of conduct to values incorporates of integrity, to guide our day to day actions for providing the guidance's set of principles to help make decisions in day to work to create align behavior conduct of employees for desired by the management in achieving goal of the bank.

2.7 objectives of the company:

- To the financial market for offering innovative new products
- To Economic value (EVA) in each year give positive value achieve.
- To respect cost efficiency all, the commercial bank and SBL branches.
- To financial institution in Bangladesh becomes one of the top market share in the market segments.

2.8 management structure of the company

Figure 1 : organizational structure SBL (Dhanmondi Branch)

Board of Directors

Managing Directors

Vice President of the Executive

Vice President senior

Vice president

Assistant Vice President Senior

Vice President of Assistant

Chief Executive Officer

Officer in Charge executive

Officer in Charge Senior

Officer

Junior Officer

Assistant Officer

Chapter 3

Theoretical Background

3.1.1 Overview of Human Resoure of Management :

Hiring, training, evaluating, paying, and ensuring fair treatment and respect for labor relations are all part of managing human resources (HRM). The latest trends in human resource management affect what HR professionals do and how they do it. This year, Wilton More competition comes with globalisation, and more competition means more pressure to cut costs and make workers more productive and quality aware. (Wilton, 2019) Modern human resource management has a significant impact on the human relations movement. Human resources work using new distribution technology tools. As a result, there is more focus on building human capital, which includes the information, education, training, skills, and expertise of a company's workers. Planners for human resources help organizations figure out how many and what kind of employees they need.

3.2 Recruitment:

Recruitment is the process of identifying, interviewing, and hiring suitable individuals. The hiring process, which includes figuring out which people are best for the job, is part of human resource planning. Recruitment also plays a part in the selection process. The term refers to finding and hiring the best qualified person from inside or outside an organization for a job opening as quickly and cheaply as possible.

3.3 Selection:

The organization will develop a selection process based on job requirements and the organization' needs. The process will identify specific job requirements and expectations. the selection process should begin by developing position-specific job requirements by conducting interviews with staff members who will have job responsibilities in the future. The organization should develop a clear set of criteria for determining who will be the best person for the job. This process should include reviewing the qualifications of current staff members and looking for candidates who have the skills needed to meet those requirements. Using this information, the organization can develop a list of people who may be qualified to fill the position and develop interview questions that will focus on their skills and experience.

3.4 Comparison of Recruitment and Selection

Recruitment	Selection
1. recruitment focuses on attracting new people to your organization and making sure they are a good fit for the company.	1. Selecting the best candidates is critical; it sets the tone for the culture of your business, determines who will help you achieve your goals, and impacts your day-to-day operations
2. The choice between selection and recruitment depends on your company's needs. For example, if your business is rapidly growing and you have multiple positions to fill at once, you may be better off with a recruitment strategy	2. On the other hand, if your company is not growing and you need to fill just one position, then selection may be a better fit. With either method, you want to choose candidates who have the right skills and cultural fit for the position
3. recruitment methods such as job postings, networking events, and social media. However, some organizations may find it more efficient and effective to perform a background check on each candidate before they make a final hiring decision.	3. Background checks can be a valuable tool for hiring managers who want to make a more informed decision about who is a good fit for the company's culture and to help reduce costly employee turnover by selecting the right
4. In recruitment a great candidate has the right combination of skills and experience. They may have a degree, relevant certifications or licenses, years of experience, or technical skills that they are looking for the	4. And selecting they should have good work ethic and be passionate about the work they do. You also want candidates who are a good fit for your company's culture. This includes having a shared vision for the company,

right job. In addition, they should be able to communicate with their team effectively and work well with others	working well with others on the team, and following the company's core values. Lastly, you want someone with the right attitude they should be committed to the company and its mission.
5. This process entails finding qualified and appealing job candidates.	5. Procedure for selecting an individual with the necessary skills and qualifications to perform a job in the company

3.5 Objective of Recruitment:

- Recruiting new staff is an essential part of a successful business. It is important for companies to identify potential candidates that possess the key skills and qualifications necessary for the job, and then to assess their suitability through a series of interviews.

- Recruitment should be approached strategically, as it can be an expensive and time-consuming process. (Eva, 2018)The employer should have clear goals and expectations in mind, and should create a job description that accurately describes the role and lays out the key responsibilities and desired attributes.
- The recruitment process should include a series of steps, such as advertising the opening, collecting applicant resumes, conducting interviews, background checks, and making the final hiring decision. The employer should also consider alternative recruitment methods, such as using social media or job boards, or attending job fairs and hiring events.
- A successful recruitment process should be tailored to the company's specific needs.
- Employers to consider the long-term benefits for both the employer and the employee when making any hiring decisions. This can include factors such as job satisfaction, job security, work-life balance, and a competitive salary and benefits package

3.6 Process of Recruitment:

This process typically involves a series of steps in order to identify and evaluate potential candidates for the role. This process can vary from organization to organization, but typically involves the following steps:

1. Define the role: The employer should create a job description that accurately defines the role and outlines the key duties and desired attributes.
2. Identify the candidates: The employer should use a range of methods to identify potential candidates. This can include advertising the opening on job boards or social media, attending job fairs, and using employee referrals.
3. Review resumes: Once the employer has identified suitable candidates, they should review the resumes and other documentation submitted by the applicants.
4. Conduct interviews: The employer should conduct a series of interviews to assess the suitability of the candidates and determine whether they possess the necessary skills and qualifications for the role.

. 5. Make a choice. Based on the interviews and other evaluation factors, the employer should choose the best candidate for the job.

6. Make the offer: Finally, the company should make the job offer to the person who got the job.

Following these steps can help the hiring process go smoothly and quickly, and the company can choose the best person for the job.

3.7 Recruitment methods :

There are a variety of methods that employers can use to recruit new staff, and each method has its own advantages and disadvantages. These methods include:

1. Advertising: Employers can advertise job openings in newspapers and on job boards and social media. This is a cost-effective method, but it can be difficult to identify the most suitable candidates.
2. Employee referrals: Asking existing employees for referrals can be a great way to find potential candidates who might not otherwise be found.
3. Job fairs: Attending job fairs and hiring events can provide employers with the opportunity to meet potential candidates in person and assess them.
4. Recruitment agencies: Employers can also hire recruitment agencies to help find suitable candidates. This can be a more expensive option, but it can save time and effort.
5. Networking: Employers can also use their own professional contacts and networks to identify potential candidates.

Using a combination of these methods can help employers to find the right candidate for the job.

3.8 selection process

The selection process typically involves a series of steps in order to identify the most suitable candidate for the role. This process can vary from organization to organization, but typically involves the following steps:

1. Review applications: Once the applications have been received, the employer should review them to identify the most suitable candidates.
2. Conduct interviews: The employer should conduct a series of interviews to assess the suitability of the candidates and determine whether they possess the necessary skills and qualifications for the role.

3. Test skills: As part of the selection process, employers may also test the skills of the candidates to assess their abilities. This could include practical tests or written exams.

4. Make a decision: The employer should make a decision on the best candidate for the job, based on the interviews, tests, and other assessment criteria.

5. Offer the job: Finally, the employer should offer the job to the successful candidate.

By undertaking these steps, employers can ensure that the selection process is efficient and successful, and that the right candidate is selected for the job.

Chapter 4

Recruitment and Selection Process of Standard Bank limited

4.1 Current Recruitment system of Standard bank limited:

SBL that the outgoing year 2022 happens to be a watershed because current recruitment system aims to identify, attract and select the best candidates for a role. The recruitment process typically involves the use of a variety of methods, such as advertising, employee referrals, job fairs, recruitment agencies, and networking. Once the applications have been received, the employer should review them to identify the most suitable candidates. (SBL) also offer that the employer should then carry out interviews and tests to assess the suitability of the candidates, before making a decision on the best candidate for the job.

Employers can also use modern technologies to streamline the recruitment process and increase efficiency. The recruitment system is constantly evolving, and employers should be aware of the latest trends in order to ensure that their recruitment process is up to date and effective.

4.2 Strategy of SBL:

Standard Bank limited decided to bring more Recruiting and selecting the right employees for a company is a critical component of its success. An effective recruitment and selection strategy can help ensure the company has the best talent available and is therefore more likely to achieve its business goals those are:

- One of the first steps in developing an effective recruitment and selection strategy is to identify the company's needs.
- They also include determining the number of employees needed and the specific skills, experience, and qualities necessary for each position. Once this information is collected, the next step is to develop a plan for recruiting and selecting suitable applicants.
- The recruitment process typically starts with advertising the available positions, such as in job boards, websites, and local newspapers. It is important to provide clear information about the job responsibilities and the requirements.
- To reach a larger pool of potential applicants, companies can also use social media, job fairs, and other methods to find the right individuals.
- The selection process is designed to evaluate whether the applicant is suitable for the position. It typically involves several steps, such as conducting a telephone or video interview, assessing their work experience and qualifications, asking them to complete an

assessment, and evaluating their references. Depending on the position, the selection process may also include more specialized tests and interviews.

By following an effective recruitment and selection strategy, Standard Bank limited can find the best employees and ensure they are suitable for the positions they are being hired for. For this they can increase staff retention rates and help the company reach its goals.

4.3 Recruitment sources :

Standard bank ltd. has two sources, internal and external sources where they are several sources of recruitment that (SBL) can use to find candidates for their positions.

- As they allow companies to post job advertisements to a wide range of potential applicants. Social media is another great way to reach a larger pool of applicants.
- It allows companies to directly target potential employees through their networks. Employee referrals can also be beneficial; as current employees may be able to recommend suitable.
- SBL candidates who are already familiar with this Job fairs.
- As they enable to meet potential candidates in person and discuss available positions. Finally, local newspapers are still a great way to reach job seekers who may not be actively looking, but may be interested in the advertised positions.

4.4 Recruitment methods of Standard bank limited:

The recruitment methods used by a SBL depend on the type of position they are hiring for and their budget. However, some of the most common methods used by SBL .

1. Job recruitment: SBL Job boards are a popular and cost-effective method of recruitment, as they allow companies to post job advertisements to a wide range of potential applicants.

2. Advertising: In Social media SBL is another great way to reach a larger pool of applicants, as it allows companies to directly target potential employees through their networks.

Employee referrals: It can also be beneficial; as current employees may be able to recommend suitable candidates who are already familiar with the company.

4. Internship: Job fairs are a popular method of recruitment for internship in SBL, as they enable companies to meet potential candidates in person and discuss available positions.

5. direct advertising: finally, SBL placing job they direct advertise the local newspapers are still a great way to reach job seekers who may not be actively looking, but may be interested in the advertised positions.

4.5 Recruitment process of Standard bank limited:

Process of a SBL typically involves several stages and activities, from advertising available positions to selecting the most suitable candidate for the job. Generally, the recruitment process includes the following stages:

1. Job Analysis: Before the recruitment process begins, the company should conduct a job analysis to determine the essential skills and qualities required for the position.
2. Advertising: SBL identify the best sources of recruitment for the position and advertise the role accordingly.
3. Selection: SBL select suitable applicants from the pool of applicants and invite them to an interview.
4. Interview: SBL conduct interviews to assess the skills and suitability of the candidates.
5. Decision: The SBL select the most suitable candidate based on the interview results and make an offer of employment.
6. Onboarding: and SBL is also provide the successful applicant with the necessary onboarding and training to ensure their successful integration into the company.

4.6 Selection process of Standard Bank limited:

Process of a SBL involves evaluating job applicants on their skills, qualifications, and experience to ensure they are the right fit for the role. Generally, this process includes the following stages:

1. Application Review: The SBL review the job applications they receive to determine which candidates meet the requirements of the role.
2. Initial Screening: They conduct an initial screening of the applications, such as by phone, to narrow down the list of suitable candidates.
3. Interviews: SBL an interview the shortlisted candidates to assess their skills, qualifications, and experience.
4. Reference Checks: They also contact the applicants' references to learn more about their background and personality.
5. Assessment: They assess the applicants' aptitude and skills with tests such as psychometric or aptitude tests.
6. Decision: Even they select the most suitable candidate based on the results of the application review, initial screening, interviews, reference checks, and assessments

Chapter 5

Findings, Recommendations and Conclusion

5.1 Findings:

Finding the right people is an important part of Standard Bank Limited's hiring and selection processes. Some of the best opportunities are:

1. SBL does not use a variety of methods to source potential candidates, such as job boards, networking sites, recruitment agencies, and social media channels.

2. SBL does not create job postings that accurately describe the skills and qualifications required for the role. This job posting will help to attract the right candidates.

3. They do not consider reaching out to potential candidates directly, such as alumni of relevant universities or industry-specific organizations.

4. Standard Bank Ltd. fails to consider its values and culture to ensure that the person it selects is a good fit for the team and organization.

5. Standard banks should have to emergence of multinational banks for their read expansion to increased competition, which can help to drive innovation and improve the quality of services offered to customers.

6. Standard Bank Ltd. fails to create a diverse talent pool since this will encourage innovation, creativity, and better decision-making.

7. It is important for SBL to have a pre-selection process to identify potential candidates. This includes creating job descriptions, conducting job interviews, and evaluating candidates based on skills and qualifications.

8. SBL should also follow up with candidates after the recruitment and selection process to make sure they are receiving the right support and guidance.

9. SBL failed to provide constructive feedback to candidates during the recruitment and selection process

5.2 Recommendations:

Getting the right people to work for Standard Bank Limited is a key part of being successful. You can use the following suggestions to make sure that the hiring and choosing process works well:

1. To establish clear objectives, the first step should be to clearly define the job requirements. Once these requirements have been established, the employer should create a job posting that outlines the position and provides information about the company.
2. Developing a recruitment plan will help employers identify the best methods for attracting qualified and suitable candidates. This plan should consider the techniques that will be used for advertising the job, such as job postings, job fairs, and social media.
3. Once the job posting has been created at Standard Bank Limited their employers should screen the applicants to ensure that they are qualified and suitable for the position. This may involve pre-screening questions, such as educational background and experience.
4. To conduct interviews, the applicants have been screened, employers should conduct interviews to get a better understanding of their skills, experience, and personality. This can be done either in person or via video conference.
5. To make an offer after the interviews have been conducted, employers should make an offer to the most suitable candidate. The offer should include the salary and benefits package that is offered to the employee.

By following these recommendations, employers will be able to find the right candidate to fill their vacant position.

3 conclusion:

Employers can feel confident that their team has the skills and experience it needs to reach its goals by carefully choosing the best people for the job. Additionally, the hiring and selection process is significant for creating a positive work environment and culture, encouraging teamwork and harmony, and eventually contributing to the bank's success. Therefore, if executed correctly, the hiring and selection process can significantly contribute to the growth of any business.

Chapter 6

6.1 Bibliography

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