



Internship Report

“Recruitment & Selection Process of Grameen Bank”.

Supervised By

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Date of Submission: ____/____/____

Letter of Transmittal

Date:

To,

Mohammad Shibli Shahriar

Associate Professor

Department of Business Administration

Daffodil International University

Subject: Submission of Internship Report.

Dear Sir,

With all due respect, I would like to submit my internship report on the "Recruitment and Selection Process of Grameen Bank.". As required by the MBA program's course requirements, I have finished my internship report under your guidance. I appreciate your advice and direction. Under your kind guidance, I did my very best to prepare this report in accordance with best practices. I sincerely hope you will accept my report and comply as a result by doing this. Please accept the report; I would appreciate it. It would be extremely beneficial for my academic career if you took positive action in this regard. Any questions you might have about this report, please feel free to ask.

Yours sincerely,

.....

Md. Jahid Hasan

ID: 191-14-2888

Daffodil International University

Declaration

I'm Md. Jahid Hasan, a Master of Business Administration (MBA) student at Daffodil International University with the major in Human Resource Management (HRM) and ID:191-14-2888. I hereby declare that the document titled "Recruitment and Selection Process of Grameen Bank" is original.

I further declare that this report is entirely my own creation and was written specifically for MBA academic requirements.



Md. Jahid Hasan

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Major in HRM

Program: MBA(R)

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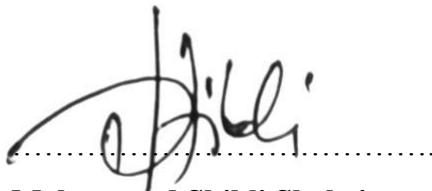
Faculty of Business & Entrepreneurship

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Certificate of Supervisor

This is to certify that Md. Jahid Hasan is a student of MBA, ID No. 191-14-2888, successfully completed his internship report on the "Recruitment and Selection Process of Grameen Bank" as a requirement for the MBA Degree at DIU. He has completed his work under my supervision and direction, and he has made every effort to successfully prepare this report. I believe it will benefit his future career. He is therefore allowed to submit his report for presentation during the internship defense.

I wish him success.



Mohammad Shibli Shahriar

Associate Professor

Department of Business Administration

Daffodil International University

Acknowledgement

First of all, first of all, I would like to express my gratitude to Almighty Allah for enabling me to complete my internship report in a methodical manner. A report requires a lot of information, time, effort, links, and other resources. This report's primary goal is to examine Grameen Bank's hiring and selection procedures. The dedication of many peoples, especially those who donated their own time and suggestions to make this report—led to its successful completion. I would especially like to express my gratitude to my supervisor and faculty member, Associate Professor **Mohammad Shibli Shahriar** from the Department of Business Administration at DIU, who provided me with ongoing constructive advice and guidance for finishing my report. The successful completion of this report might not be possible without his recommendations.

I also want to express my gratitude to Md. Humayun Kabir and all the other officers and workers at Grameen Bank for creating a setting in which I felt at ease finishing my studies.

Finally, I would like to express my sincere gratitude to my friends who helped me during the course of my internship program by providing support, information, and encouragement.

Executive Summary

This study is the result of my internship program run for the past three months at the Grameen Bank, International Program Department, and Head Office. The main purpose of the study is to understand the **“Recruitment & Selection Process of Grameen Bank”**. Likewise, therefore; I demanded to pick up the viable territory of obligation of the workers so I could communicate with them legitimately to comprehend their perspectives and their connection with their association. Occupation Satisfaction depicts how content an existent is happy with their exertion. The more joyful individuals are inside their exertion, the further satisfied they are supposed to be. This examination shows the worker of occupation fulfillment immensely depends upon work advancement, preparing programs, profession enhancement opportunity, input from master, relationship with elderly administration, adaptability to adjust among work and home and so on. The populace for this examination was the current workers of Grameen Bank. Printed polls were conveyed among 10 respondents and the entire survey have been gathered and taken as the information for the investigation. The information has been broken down by MS dominate. In this examination, many issues were respectable, which demonstrated that the effects of pates are proper with this disquisition. Not with standing contrasts in assessments made by the association on what the examination was led, the disquisition shows that they are happy with their exertion.

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Chapter -1

Introduction



Background of the study: All MBA students at Daffodil International University must complete an internship program. Exposure to practical situations is beneficial. Growth in a professional capacity. My report is based on "Recruitment and Selection Process of Grameen Bank" and I have chosen the bank "Grameen Bank" to International University, Mohammad Shibli Shahriar, guided me as I prepared this report. Nowadays, there is no cover for practical work experience in job requests, as most students only acquire theoretical knowledge during their study period. As a result, before beginning a job, students should have some real work experience in the main area of study related to their desired career.

1.1 Significance of the study:

A prerequisite for the BBA program is the externship report. Reclamation and Selection Process of Grameen Bank is the subject of the suggested content. Mohammad Shibli Shahriar, an associate professor in the Daffodil International University's department of business administration, is in charge of the content.

1.2 Scope of the study:

Due to some limitations, the study's scope is constrained because I was sent to the head office of Grameen Bank. Instead of covering all human resource functions, this report only focuses on the recruitment and selection process at Grameen Bank. My internship program over the past three months led to the completion of this study.

1.3 Objectives of the study:

There are two different types of objectives:

- **Broad Objectives.**
- **Specific Bank.**

Broad Objective:

The Broad objective of the study is to evaluate recruitment and selection process of Grameen Bank.

Specific Objective:

The specific objectives of the study are as follows:

1. To examine the recruitment and selection process of Grameen Bank
2. To evaluate the recruitment and selection process of the bank
3. To find out some problems of the recruitment and selection process of the bank
4. To make some suggestions to overcome the problems

1.5 Methodology of the study: The brief description of the methodology

parts are given below: -

Research design:

This research is a descriptive investigation. Primarily based on primary and secondary data, the report was developed. I have discussed the GB selection and recruitment process in this report.

Population

The workers who are employed in GB were the target population.

Sample size

Ten respondents made up the sample:

Table1.1: Sample Size

Designation	No. of the respondents
Senior Officer	6
Officer	4
Total	10

Sampling method

The non-probability convenience slice system was used to collect data

Questionnaire Design

Questionnaire was prepared with close concluded questions. Some of them were anatomized by five-point Liker scale.

Data collection: Two sources of information and data have been heavily consulted in order to improve the report's presentation and meaning. Those ares-

- Primary data
- Secondary data

Primary Data: Primary data are those that are directly gathered by the experimenter through check, observation, and experience.

Secondary Data: The term "secondary data" refers to information obtained by an experimenter from secondary sources, either internal or external, meaning information that was initially gathered for one purpose but is now used for another.

Sources of Primary Data:

It includes:

- Through Questionnaire Survey
- Face to face discussion the officials and workers.

Sources of Secondary Data:

The secondary sources include:

- Different reports about their recruitment policy.
- Various papers that are related to the study
- The main website of Grameen Bank

1.6 Limitations of the study:

- Since the time was limited, it is not possible to collect huge amount of data about Grameen Bank.
- They do not update their information that is why it's difficult to collect current information
- Their information was confidential according to their policy.
- Due to lack of experience in this type of work, I had faced some problems communicating with them properly.
- They didn't want to disclose some information because of the strict policy of Grameen Bank.

Chapter -02

“Overview of Grameen Bank”



Grameen Bank

2.1 Introduction of Grameen Bank:

The Grameen Bank is an award-winning microfinance organization and community development bank developed in Bangladesh. It offers very poor people small loans—also referred to as microcredit—without first requesting payment. The word "Grameen" means "gram" or "village.". The Grameen Bank offers loans to people who have skills but lack the financial means to engage in employment or business. The majority of the loans are given to women. Women's emancipation is a constant focus for Grameen Bank. Grameen Bank is crucial to reducing poverty in Bangladesh.

2.2 Background of Grameen Bank:

Dr. Muhammad Yunus, who was also Head of the Economics Department at the University of Chittagong, began work on the Grameen Bank design in August 1976. Yunus attributes the genesis of his vision to a chance encounter in Jobra with Sufia Begum, a 21-year-old woman who had borrowed about 25 cents from money lenders who charged exorbitant interest rates of around 10 percent per day because she was unable to support herself. As a requirement of the loan, Ms. Begum used the plutocrat to produce bamboo droppings, which she then sold back to the money lenders for a profit of about 2 cents at a price significantly below the requested value (Yunus 2003). Ms. Clicked labor is the best way to describe Begum's hopeless situation. The Chittagong University's Professor Muhammad Yunus and his associates began offering microloans in 1976 through a system that would later become known as the Grameen Bank (GB). By abolishing the requirement for collateral, Grameen Bank (GB) has gone against conventional banking practice and established a banking system based on group trust, responsibility, participation, and creativity. Without any type of security, GB extends credit to Bangladesh's rural poorest. Credit serves as a catalyst in the overall improvement of the socio-profitable conditions of the poor who have been kept out of the banking system on the grounds that they are poor and therefore not unfavorable. Credit is a cost-effective weapon in the fight against poverty in the United Kingdom. The founder and managing director of the Grameen Bank, Professor Muhammad Yunus, argued that if financial resources could be made available to the underprivileged on terms and conditions that are appropriate and reasonable, "these millions of small. People can create the greatest technological marvel by combining their numerous, insignificant hobbies (Grameen Info, 1998). In Jobra (a village near Chittagong University in Bangladesh) and a few of the surrounding towns, the action exploration showed its strength between 1976 and 1979. The design was expanded to Tangail quarter (a quarter north of Dhaka, the Bangladeshi capital megacity) in 1979 with the support of the nation's central bank and the assistance of the nationalized marketable banks. Due to Tangail's success, the design was added to a number of other regions across the nation. The Grameen Bank Project was transformed into an independent bank in October 1983 as a result of legislative action. A significant provider of microcredit is Grameen Bank. It is bigger than a lot of Bangladeshi marketable banks. More than 100 nations around the world have carried it out. In 2006, Grameen Bank and its author, Prof. Muhammad Yunus was awarded the Nobel Prize for Peace.

2.3 Grameen Bank Vision:

“Banking for the poor people” is Grameen Bank’s vision.

2.4 Grameen Bank Mission: Grameen Bank's goal is to provide comprehensive financial services that will enable the underprivileged to realize their full potential and escape the cycle of poverty.

2.5 Core Business Principal:

- ❖ Micro Credit
- ❖ Micro Savings

2.6 Specialties of Grameen bank:

By their very nature, marketable banks advance at higher rates of interest than those on deposits and loans in order to credit fund and generate profits. In general, interest rates are based on the force and demand of available funds in free requests. This idea of money building up and profit maximization is one that the Grameen Bank also upholds. The Banks Companies Act governs Bangladesh's marketable banks, and they are required to abide by the central bank's rules and regulations. However, the Grameen Bank is governed by its own constitution. The marketable bank secures collateral before lending, but the Grameen Bank is progressing without any obvious collateral because, unlike other banks, it doesn't lend money to people who already exist. Prior to loan approval, a group of borrowers is formed. In contrast to many other financial institutions, Grameen Bank recovers the lending weekly in equal installments with interest. It is a group- based lending situation that is specifically designed to work with the pastoral poor.

2.7 Goals and objectives of Grameen bank:

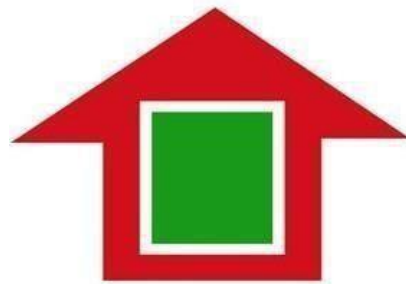
The objectives of Grameen Bank are given below-

1. Grameen Bank provide loans to the poor people to make them financially stable.
2. Their goal is to reduce poverty by giving loans to people.
3. Create opportunities for self-employment because there is a large amount of people are unemployed in our country.
4. In order to help disadvantaged individuals use credit and income more wisely, they develop organizational support strategies.
5. Arranging programs to ensure the education, health and nutrition of their clients.
6. To provide ideas how to make business and investigate during a certain period of time.
7. Extend banking facilities to poor women and men.
8. Provide services to the different ages people.
9. Encourage people to take loans for improving their business.

2.8 Grameen Bank at a Glance:

Name of the company	Grameen Bank
Founder	Prof. Muhammad Yunus
Chairman	Prof. Muzammel Haque
Acting Managing Director	Ratan Kumar Nag
Date of Inauguration	In October, 1983
Number of Branches	2568
Number of Employees	22000 (Approx.)
Number of Members	7.07 million US \$
Registered Office	Grameen Bank Bhaban, Mirpur-2, Dhaka
Authorized Capital	Tk. 10000000000
Paid up Capital	Tk. 734049100
Phone	+88 02 9031138 , +88 02 9007596
Fax	+880-2-9033559
E-mail	g_iprog@grameen.com
Website	www.grameen.com

Chapter -03 “Theoretical Aspects”



Grameen Bank

3.1 Recruitment:

Recruitment is the process of attracting qualified candidates to fill up vacant positions. It helps to find out the potential candidates for a specific position or job. It is a positive process of searching employees and attracts them to apply for the jobs in an organization

3.2 Purposes and importance of Recruitment:

The importance and purposes of recruitment are given below-

- Recruitment helps to determine the labor condition of an organization.
- It encourages the large number of candidates to build up their career.
- It focuses on lowering the total costs on finding better candidates.
- It helps to improve the credibility of the organization.
- It helps to increase success rate of hiring by selecting the right candidates for right positions.
- Help for reducing the time spent on finding suitable candidates.
- It focuses on increasing the organizational reputation.
- Provides the process of searching qualified employees for increasing the organization's effectiveness.
- Increasing the ability to get long term benefits from the individuals.
- It helps to select the proper candidates from different areas to meet the organizational needs.
- It helps to achieve the organization's short term and long-term goals.

3.3 Factors Affecting Recruitment Process:

There are some factors that influence the recruitment process. The factors can be internal and external.

External Factors:

Supply and Demand: The gap between supply and demands affects the recruitment process of an organization. If an organization needs more professional and there is limited supply in the market, then the organization have to focus on internal sources and train them in a way that they can develop their employees.

Labor Market: The labor market frequently has an impact on the hiring process. Employers must make more of an effort to hire workers if the skills demanded are lower than those of the available workers. On the other hand, it will be simpler to hire workers if supply exceeds demand.

Political-Social-Legal Environment: The recruitment policy may be directly impacted by various government rules and regulations.

Unemployment Rate: If the unemployment rate is high then it will be easier to hire candidates. On the other hand, if the unemployment rate is relatively low then it will be difficult to hire potential candidates.

Competitors: Competitors may affect the recruitment process. If any organization in the same industry are competing for the suitable candidates the organization should offer more suitable packages to the employees to attract them.

Internal Factors:

Recruitment Policy: An organization's recruitment policy should be specific. It should set the objectives and provide a proper framework to recruit new employees.

Human Resource Planning: Human resource planning is the most important factor that influences the recruitment policy. If they can plan effectively then it will be easy to implement the recruitment programs.

Size of the firm: The size of the firm determines whether an organization should expand the business or not. If the organization needs to expand their business recruitment planning is necessary for hiring more employees.

Image of organization: The image of the organization plays a vital role. If the organization's image is good, then it will be easier to attract employees. It also helps to enhance reputation in the market.

Image of job: If the job provides better remuneration, recognition, proper environment and promotions, then it will definitely attract the candidates.

3.4 Objectives of Recruitment Policy:

The primary goals of hiring process are:

1. It must find out the qualified candidates for vacant positions.
2. Organization should retain their highly potential employees.
3. Promising career opportunities should be offered to the candidates.
4. Organization should concentrate on the growth and development of employees.
5. They should plan a recruitment policy at a minimal cost.
6. The whole recruitment process should be fair.

3.5 Recruitment Process:

The recruitment processes are discussed below:

Recruitment Planning: The first stage of recruitment process is planning. In this stage, the Human Resource Management plans the whole recruitment program according to their needs. If they can plan effectively, then it will be easier to execute those plans. Without proper planning activities, an organization never finds suitable candidates for their vacant positions.

Strategy Development: After planning the recruitment process, organization should develop strategy which helps to fulfill the recruitment program. If they can develop proper strategy, then the organization can complete the recruitment program at lower costs in an effective way. So the strategy development is so important.

Searching: If the recruitment planning and strategy are worked out, the searching process can begin. In this stage, organization search potential candidates through different sources. The sources can be external and internal.

Screening: Candidates' applications are filtered at this stage to move on to the next phase of selection. The recruitment process includes a crucial step called screening. It aids in eliminating unqualified candidates.

Evaluation and Offer of Employment: This is the last step in the hiring process. They do a background check and reference check on the applicant's employers here. The time has come to draft an employment contract and extend an offer of employment to the candidates once the selection process is complete.

3.6 Sources of Recruitment:

There are two sources of recruitment. They are-

1. **Internal sources:** Internal sources includes-
 - a. **Promotions & Transfer:** Organization can recruit employees by promoting to greater position. They can also fill up a vacant position by transfer their employees.

- b. **Employee Referrals:** Employee Referrals: It can be an effective source of recruitment. Senior employees have good idea about their juniors. I f they refer someone, then organization should accept their proposal.
- c. **Former Employees:** Former employees can be a good source of internal recruitment if they want to rejoin in their former organization.

2. **External Sources:**

External sources includes-

- a. **Advertising:** Advertising is an effective way to search employees. Advertisement is very helpful medium to encourage candidates to apply.
- b. **Private Employment Agencies:** Private employment agencies provide skilled candidates to the organization bt training them effectively.
- c. **School, College and Universities:** Organization can recruit candidates from School, College and Universities by arranging job fair.
- d. **Recommendation of existing employees:** The existing employees have better ideas about organization. If they recommend someone, it should be considered in a positive manner.
- e. **Factory Gates:** Lots of workers appeared at the factory gates every day for employment. Itis a very popular method of recruitment in different countries.
- f. **Recruiting via the Internet:** In this modern world, people can apply and give interview through online. Organization can recruit employees through internet,

3.7 **Selection:**

Selection is the process of choosing the right people, in a position, at a right time. Selection helps to choose the suitable candidates for a vacant position of an organization. Selecting a perfect candidate can be an asset of an organization. A good selection process can lead the organization to achieve their goal. A fair selection policy can fulfill the requirements of an organization with the skilled individuals.

3.8 **The Selection Process:**

A good selection process helps selecting the best candidates for vacant position in an organization. Selection is very important to reduce costs and time. It helps to maximize the profits and reduce losses. The brief description of a selection process is given below:

Interview: The primary interview is a process where the interviewer discovers the qualities of candidates through asking different questions. The interviewer can test the ability of candidates by understanding their way of thinking,

Employment Tests: Organization may send the candidates to a workshop to test their ability to work. Here, the candidates can prove their ability to perform a job.

Aptitude tests: This test measures different kind of capabilities of candidates like learning, planning, executing, verbal, numeric etc.

Psychological tests: This test measures the emotional capabilities of a candidates. It also measures how a person can handle mental pressure.

Psychomotor tests: Psychomotor tests measures the physical abilities of candidates which needed to perform a job. The physical strength is important for every candidate to work in an organization. This test measures if the candidate has any psychological disabilities.

Job knowledge: It measures how much job knowledge the candidate has. A good knowledge about job can helps the employee to perform well.

Reference and Background Analysis: The background of candidates and the references they used are verified in this stage. Name, addresses; age etc. are verified.

Selection Decision: When candidates fulfilled all the previous activities then a they are selected for further functions.

Conditional Job Offer: The job offers given to the candidates through an appointment letter where all the duties and responsibilities are written.

Medical/Physical Examination: Medical checkup organized to test the stamina of candidates. It helps to find out if there is any disease in the candidate's body.

Contracts of Employment: After the candidates fulfill all the tests and agrees to accept the job offer, then the organization offers all the duties and responsibilities, benefits and working activities to complete the contract.

Evaluation of Selection Program: The selected candidates must be evaluated in their workplace after selected for a job. The evaluation process helps to attain better performances from the employees.

Chapter -04

“Recruitment and Selection Process of Grameen Bank”



Grameen Bank

4.1 Recruitment process of Grameen Bank:

Recruitment is the process of attracting qualified employees for vacant position. Grameen Bank always wants to recruit qualified employees for their organization. Grameen bank believes that skilled employees can help to achieve organizational goals. They always want to retain their best workers in vacant position. Grameen Bank recruit employees who can face international challenges. They always give preference to the employees who can works in the field level.

4.2 Recruitment policy of Grameen Bank:

Grameen Bank's top management has created a "Recruitment policy" to help the organization reach its objective." Their hiring policies are given below-

- ❖ They ensure the right candidates for the right place at a right time
- ❖ Candidates must have the proper skill to perform well
- ❖ Say no to racism. People from different cultures can work here.
- ❖ Top level management is loyal to local employees.
- ❖ Qualified people from branches can promoted to head office.
- ❖ Recruitment policy must be highly confidential.

4.3 Recruitment sources of Grameen Bank:

Grameen Bank recruits' employees from two main sources. They are-

Internal sources:

Internal sources are always prioritized by Grameen Bank. It includes-

- Grameen Bank recruits' employees from field level to head office.
- They offer promotion to their current employees to fulfill vacant position.
- Transfer employees from one branch to another.

External sources:

Grameen Bank also uses some external sources for recruitment. They are:

- Provide advertisement in daily newspaper which are very popular in our country.
- They also advertise on their official website.
- They accept reference from existing employees for recruit any person.

4.4 Steps in Recruitment at Grameen Bank

1. Assessment of the job: It includes-

- Establish the nature of the work. Is it challenging or not?
- Is previous experience required or not?
- What skills are required for the job? When will the work begin?

2. Requisition of manpower:

The HR department will provide the information about the availability of manpower in their organization. Then they will decide how many workers they need to fulfill their vacant position. The approval from the head is must before deciding the recruitment process.

3. Advertisement in Newspapers & Websites.

Grameen Bank always give circular to the daily newspapers in our country. They publish advertisement in both Bangla and English newspapers. They mention the number of positions available and the job positions. They use the mostly popular daily newspaper our country.

4. Receiving Applications & Short listing:

In the advertisement, they ask the potential candidates to apply within a specific period of time. After the application received, they shortlist the applications and call candidates for interview.

4.5 Selection and interview process of Grameen Bank:

The following is the Grameen Bank's selection procedure:

- ❖ **CV Evaluation and shortlist:** After receiving CV from many interested candidates, Grameen Bank make a shortlist among them and initially select some candidates
- ❖ **Conducting Written Test:** After CV evaluation, they call the candidates to attend a written test. There are some questions is given to the candidates to justify their knowledge. The written test includes multiple choice question and written part.
- ❖ **Primary Selection:** Candidates who passed the written test are primarily selected for the VIVA.
- ❖ **VIVA Test:** Candidates are called to attend a VIVA teat where the interviewer asks different type of question to test their intelligence power.
- ❖ **Medical Checkup:** After passing all the steps, candidates go for a medical checkup to find out their physical capabilities.
- ❖ **Final Selection:** At this stage, the final job offer is given to the candidates.

5.1 Questionnaire Survey Analysis:

1. Which internal resources does Grameen Bank most frequently use for hiring?

Particular	Percentage
Promotion	55%
Demotion	0%
Transfer	33%
Others	12%
Total	100%

Explanation: As we can see from the chart, internal recruitment at Grameen Bank uses promotions 55% of the time, demotion 0%, transfers 33% and others 12% of the time.

Comments: When it comes to internal hiring, Grameen Bank uses transfer, promotions and other methods.

2. Do you believe there is any interference in internal recruitment?

Particular	Percentage
Strongly Agree	27%
Agree	35%
Neutral	15%
Disagree	23%
Strongly Disagree	0%
Total	100%

Explanation: According to the chart, 27 percent respondents are strongly agreed, 35%percent agree, 15% percent are neutral and 23% percent disagree that there internal hiring at Grameen Bank.

Comments: We infer say that there are interferences for internal recruitment because 62 percent of respondents expressed a positive opinion about them.

3, Who do you think interferes with internal recruitment, in your opinion?

Particular	Percentage
Board of directors	72%
Recruitment agencies	0%
CEO	0%
HRD	28%
Others	0%
Total	100%

Explanation: According to the chart, 72 percent of internal recruitment decision are made by the board of directors, and 28 percent are made by the HR division.

Comments: The vast majority of respondents claimed that Grameen Bank interferes with internal hiring.

4. Which outside sources are used by the company for hiring?

Advertisement	21%
Head-hunting	16%
Via Internet	63%
Total	100%

Explanation: According to the chart, it shows that Grameen bank uses external sources-advertisement21%, Headhunting 16%, and via internet 63% for recruitment.

Comments: So, we can say that they mostly use internet as their external source

5. What kinds of tests are used in the Grameen Bank to choose employees?

VIVA test	0%
Written test	0%
Other	0%
Both	100%
Total	100%

Explanation: The chart above demonstrates how Grameen Bank selects employees using both written and VIVA tests

Comments: Both tests are used by Grameen Bank to choose employees.

6. Do you consider Grameen Bank's hiring and screening process is systematic?

Particular	Percentage
Strongly Agree	70%
Agree	30%
Neutral	0%
Disagree	0%
Strongly Disagree	0%
Total	100%

Explanation: According to the graph above, 40% of respondents strongly agreed and 60% agreed with the statement that the recruitment and selection process at Grameen Bank is systematic.

Comments: So it is safe to conclude that Grameen Bank's recruitment and selection process is organized.

7. Do you think the Grameen Bank's hiring and selection process is fair?

Particular	Percentage
Strongly Agree	25%
Agree	30%
Neutral	20%
Disagree	25%
Strongly Disagree	0%
Total	100%

Explanation: According to the aforementioned graph, 25% of respondents strongly agreed with the statement that the recruitment and selection process at Grameen Bank is fair, 30% of respondents agreed, 20% of respondents were neutral, and 25% of respondents disagreed.

Comments: As 55 percent of respondents expressed a favorable opinion of the fairness of the recruitment and selection process, we can conclude that the Grameen Bank employs a fair recruitment and selection process. Some respondents who disapproved of the claim believed that top-level management meddled in the hiring and selection procedures.

8. Do you believe that hiring decisions are made based on job description and job specification?

Particular	Percentage
Strongly Agree	35%
Agree	30%
Neutral	35%
Disagree	0%
Strongly Disagree	0%
Total	100%

Explanation: According to the aforementioned graph, 35% of respondents strongly agreed with the statement, 30% agreed, and 35% were unsure.

Comment: According to the majority of respondents, job descriptions and specifications are used to select employees.

9. Do you think Grameen Bank's methods or tools for choosing employees are appropriate?

Particular	Percentage
Strongly Agree	30%
Agree	50%
Neutral	20%
Disagree	0%
Strongly Disagree	0%
Total	100%

Explanation: According to the aforementioned graph, 30% of respondents strongly agreed with the statement, 50% agreed, and 20% were undecided.

Comments: Grameen Bank employs the right methods and tools for hiring personnel.

10. Are you happy with the Grameen Bank's overall hiring and selection process?

Particular	Percentage
Strongly Agree	45%
Agree	30%
Neutral	25%
Disagree	0%
Strongly Disagree	0%
Total	100%

Explanation: According to the aforementioned graph, 45% of respondents strongly agreed with the statement, 30% agreed, and 25% had no opinion.

Comments: The recruitment and selection process were well-liked by the Grameen Bank's employees.

Chapter -05

“Findings & Recommendations”



Grameen Bank

5.1 Major Findings:

1. Promotion, demotion, and transfer source are used internally by Grameen Bank.
2. 62 percentages of respondents had favorable opinions of interference in internal hiring. We can infer that there are obstructions to internal recruitment.
3. Internal interference by Grameen Bank's Board of directors and HR Division.
4. For the purpose of hiring new employees, Grameen Bank uses both VIVA and Written tests.
5. Grameen Bank's recruitment and selection procedure is systematic.
6. A large number of respondents had view that recruitment and selection procedure is fair so we can say that recruitment and selection procedure in Grameen Bank is fair. Some respondents who were disagreed with the statement; they think that top level management interferes in recruitment and selection process.
7. The job description and job specification are used to select the employees,
8. Employees are chosen using the proper methods and tools.
9. The recruitment and selection process met expectations of the Grameen Bank's staff.

5.3 Recommendations:

- Grameen Bank's recruitment and selection process is lengthy. They should shorten the length of the process.
- Banks should follow modern recruitment process.
- The top- l e v e l management should concern about the fairness of recruitment and selection.
- The interference of higher authority in internal recruitment should be reduced.
- Bank should use more external source for recruitment.

Conclusion

The goal that Grameen Bank had been aiming for is now realized thanks to the aforementioned human resource policies and the changes I suggested. In Grameen Bank, a hiring policy leads to unwarranted detention of progress. The delivery of top-notch human resource systems that are integrated into the association strategy and operations, as well as a sharp business focus from human resource management, are necessary for this. Workers are the most valuable resources for the advancement of the organization, according to the study "Recruitment and Selection Procedure of Grameen Bank under Human Resource."

Bibliography

Reference Books:

- Gray Dessler, "Human Resource Management" 14th edition, 2015 (page 36).
- Professor M.A. Akkas & Mohammad Bodiruzzaman, "Human Resource Management Theory and Practice" 2nd edition, 2015 (page 295-328)
- Stephen P. Robbins, "Organizational Behavior" 15th edition

- Website:

<http://www.grameen.com>

<http://www.grameeninfo.org>

www.google.com

Others:

- Various types of publication of Grameen Bank.
- Personal interview.
- Hand notes during class lecture.

Appendix

Questionnaire:

This is Md. Jahid Hasan, a student at Daffodil International University enrolled in the MBA program. On the subject of "Recruitment and Selection Process: A Study on Grameen Bank," I am doing research. I guarantee that your data will only be used for academic purposes and that it will be kept private.

Please enter the response you believe to be correct by placing a dash () region only. We sincerely appreciate your help in responding to the following questions. Thanks a lot.

General Information

Name:

Designation:

Department:

Service Length:

(Only for Internship Report Purpose) [Please tick (✓) your opinion about the following statements range from strongly satisfied to strongly dissatisfy as stated below:

1. Strongly Agree
2. Agree
3. Neutral
4. Disagree
5. Strongly Disagree