INTERNSHIP REPORT
On
“Recruitment & Selection process of Premier Bank PLC”

SUPERVISED BY

Dr. Mohammad Shibli Shahriar

Professor & Director MBA Program

Department of Business Administration

Faculty of Business and Entrepreneurship

Daffodil International University

SUBMITTED BY

Anjuman Ara Meghla

ID: 241-14-063

Program: MBA

Batch 35th

Major in Human Resource Management

Department of Business Administration

Faculty of Business and Entrepreneurship

Daffodil International University

Submission Date: 28 December, 2025

This Internship Report is presented to the Department of Business Administration at Daffodil International University to satisfy the partial requirements for the Master of Business Administration (MBA) degree.

Letter of Transmittal

Date: 28 December, 2025

To

Dr. Mohammad Shibli Shahriar

Professor & Director

MBA Program Department of Business Administration

Faculty of Business and Entrepreneurship

Daffodil International University

Dear Sir,

I am delighted to present my internship report, which is an essential requirement of our BBA program. This experience has granted me a significant opportunity for practical application. The report centers on the "Recruitment & Selection Process of Premier Bank PLC." I had the honor of working at Premier Bank PLC, Savar Bazar Bus Stand Branch, situated in Savar Bazar Bus Stand, Dhaka, under your esteemed guidance. This internship has provided me with both academic and practical insights.

To begin with, I acquired an understanding of the organizational culture of one of the nation's foremost banks. Additionally, the program allowed me to adapt to the corporate environment effectively. I would be extremely grateful if you could kindly accept this report and provide your esteemed feedback. It would be a pleasure to learn that you find this report both beneficial and informative, offering a clear perspective on the subject matter.

Sincerely Yours

Meghla

Anjuman Ara Meghla
Id: 241-14-063
Program: MBA
Batch: 35th
Department of Business Administration
Faculty of Business and Entrepreneurship
Daffodil International University

Declaration

I, Anjuman Ara Meghla, hereby formally declare that the report regarding the internship program titled "Recruitment & Selection Process of Premier Bank PLC" has been solely authored by me after the successful completion of a three-month internship at Premier Bank PLC, Dhaka.

I hereby confirm that this report has been generated exclusively for my academic needs and is not meant for any other use. It may be relevant to the opposing party of the corporation. Additionally, I guarantee that this report has not been submitted in any other context within Bangladesh before this submission.

Meghla

Anjuman Ara Meghla
Id: 241-14-063
Program: MBA
Batch: 35th
Department of Business Administration
Faculty of Business and Entrepreneurship
Daffodil International University

Approval Certificate

This document is intended to certify that Anjuman Ara Meghla, who is identified by ID: 241-14-063, has produced the internship report entitled "Recruitment & Selection Process of Premier Bank PLC, Savar Bazar Bus Stand Branch, Dhaka." This work was carried out under my supervision and guidance. It serves as a partial fulfillment of the requirements for the four-year Bachelor of Business Administration degree, majoring in Human Resource Management, at Daffodil International University.

I have thoroughly reviewed the final paper and can affirm that she has independently completed the report under my supervision.

I wish her every success in life.

…………………………………………
Dr. Mohammad Shibli Shahriar
Professor & Director MBA Program
Department Of Business Administration
Faculty of Business and Entrepreneurship
Daffodil International University

Preface

The internship program serves as a component of the requirements needed to complete the Bachelor of Business Administration (BBA) degree. Throughout my internship at Premier Bank PLC, located at the Savar Bazar Bus Stand Branch, I was immersed in a practical working environment that greatly enriched my learning experience. Although university education mainly emphasizes theoretical knowledge, it is clear that this knowledge by itself is inadequate for practical applications in the real world. The internship offered me a significant opportunity to close this gap and develop practical skills.

At Premier Bank PLC, I was assigned a project focused on the "Recruitment and Selection Process of Premier Bank PLC." This task provided me with the opportunity to engage deeply with the practical elements of the corporate setting and mentally equip myself for upcoming professional challenges. Through this endeavor, I collected a wealth of information essential for my report, thus enhancing my comprehension of the operations at Premier Bank PLC.

Human Resource Management is an essential domain within any organization, as it includes the recruitment, training, and development of personnel.

In conclusion, I wish to convey my appreciation to Allah for bestowing upon me the strength to successfully complete this internship.

Meghla

Anjuman Ara Meghla
Id: 241-14-063
Program: MBA
Batch: 35th
Department of Business Administration
Faculty of Business and Entrepreneurship
Daffodil International University

Acknowledgement

I would like to start by conveying my sincere gratitude to Almighty Allah for providing me with the chance to complete the entire internship process and to prepare this report. I am also profoundly grateful to my internship advisor, Dr. Mohammad Shibli Shahriar, Professor & Director of the MBA Program in the Department of Business Administration at Daffodil International University, whose guidance and support were crucial in the development of this report. It was an honor to work at Premier Bank PLC, Savar Bazar Bus Stand Branch. I would like to express my appreciation to all the staff for their warmth and cooperation. Their attentive assistance enabled me to acquire many important lessons during my internship. I wish to convey my deep appreciation and special thanks to Mr. Shafiqul Anwar Khan, Head of the HR Department at PBPLC, along with Mr. Sonaullah, Assistant Manager of the HR Department; Mr. Mainul Haque, Senior Executive at PBPLC; and Mr. Abu Zahid, Assistant Admin Officer at PBPLC. Their invaluable advice, guidance, and information were of great help to me throughout my internship. Finally, I must recognize the exceptional environment and collective dedication of this bank, which afforded me numerous opportunities to participate in and observe developmental activities during my internship. I also want to express my heartfelt thanks to my friends, whose encouragement in various forms inspired me to finalize this report.

Dedication

Every action performed by a person is frequently influenced by a source of inspiration. In particular, I would like to dedicate this report to my cherished parents, whose prayers, love, and steadfast support have continually inspired me to reach my objectives. Additionally, I wish to express my dedication to my respected supervisor, Dr. Mohammad Shibli Shahriar. Her guidance and faith in my capabilities have provided me with the confidence required to carry out this work. Without her support and mentorship, the successful completion of this report would not have been achievable.

May Allah bless all of them.

Executive Summary

Premier Bank PLC, which operates under the motto "Your commitment partner in progress," encourages individuals to explore the world of dynamic banking in Bangladesh. As a state-owned commercial bank, it serves a substantial number of business clients. Premier Bank PLC occupies a crucial role within the nation's financial sector. It was founded as a corporate entity on November 15, 2007, with the aim of delivering customized banking services that cater to the diverse financial needs vital for the country's planned economic development. Ranking as the second largest public commercial bank in Bangladesh, Premier Bank PLC follows other public banks. Referred to as "Janatar Bank" in Bengali, it is widely recognized as the most popular and trusted banking institution in the nation. The bank has set a new standard in financing across various sectors, including modern trade, agriculture, and foreign trade. This comprehensive approach enables the bank to engage with all facets of financial activity within the country. Its extensive array of store and credit products has drawn both corporate clients and individual customers, who value the convenience of banking with Premier Bank PLC. Acknowledging the increasing importance of marketing in the banking sector to succeed in today's competitive environment, Premier Bank PLC diligently executes its marketing strategies and incorporates suitable elements of the marketing mix. Premier Bank PLC consistently prioritizes understanding the financial needs and requirements of its customers through rigorous testing and analysis. Drawing from these insights, the bank offers a variety of highly specialized products and services designed to fulfill those needs. The offerings encompass various deposit products, credit cards, international business solutions, remittance services, loan and advance products, as well as additional online services. Over the years, the bank has positioned itself as one of the leading banking institutions.

Table of Contents

CHAPTER ONE

INTRODUCTION

1.1 INTRODUCTION

Recruitment and selection are fundamental human resource functions that directly affect the efficiency and productivity of an organization. The process involves attracting, screening, and choosing qualified candidates for job positions. Premier Bank PLC, a leading financial institution, follows a systematic recruitment and selection process to ensure the acquisition of skilled and competent employees. This report focuses on analyzing how Premier Bank PLC manages its recruitment and selection to meet organizational goals and maintain a competitive workforce.

1.2 BACKGROUND OF THE STUDY

Premier Bank PLC has established itself as a reputable bank with a strong commitment to customer service and innovation in the banking sector. In the banking industry, human capital is a critical asset, and the recruitment and selection process plays a vital role in building a capable workforce. This study explores the procedures and strategies Premier Bank employs to recruit and select candidates effectively. Understanding these processes will provide insights into best practices in human resource management within the banking sector.

1.4 SCOPE OF THE STUDY

This study primarily focuses on the recruitment and selection process within Premier Bank PLC. It covers various stages such as job advertisement, application screening, interviews, testing, and final selection. The report examines the effectiveness of these processes and their alignment with organizational objectives. The scope is limited to the bank’s HR practices related to recruitment and selection and does not extend to other HR functions such as training or performance appraisal.

1.5 OBJECTIVE OF THE STUDY

Broad objective:

To analysis the Recruitment and Selection process of the Premier Bank PLC Ltd

Specific objectives:

The main objectives of this study are:

- To understand the recruitment and selection process of Premier Bank PLC.
- To analyze the effectiveness of the methods and techniques used by the bank.
- To identify challenges faced during recruitment and selection.

- To provide recommendations for improving the recruitment and selection process.
- To gain practical knowledge and experience in human resource management through internship exposure.

1.6 METHODOLOGY

The methodology used for this study involves qualitative and descriptive research methods. Data collection was conducted through observation, interviews, and review of official documents related to the recruitment and selection process of Premier Bank PLC. The study focuses on gathering both theoretical and practical insights during the internship period to analyze the effectiveness of the bank's human resource practices.

Research Type:

This research is primarily descriptive in nature, aiming to provide a detailed account of the recruitment and selection process as practiced by Premier Bank PLC.

Data Collection Methods:

- **Observation:** During the internship period, direct observation of the HR department's daily activities related to recruitment and selection was conducted. This helped in understanding the practical application of policies and procedures.
- **Interviews:** Informal and semi-structured interviews were conducted with HR personnel, recruitment officers, and selected candidates to gain insights into the recruitment process, challenges, and effectiveness.
- **Document Analysis:** Official documents such as recruitment guidelines, job descriptions, selection criteria, and policy manuals were reviewed to understand the formal framework governing recruitment.

The collected data were analyzed qualitatively by organizing information according to themes such as recruitment methods, selection criteria, challenges, and overall effectiveness. The findings were then compared with theoretical concepts from HR management literature.

1.7 SOURCES OF DATA

1.7.1 Primary Sources of Data

- Direct observation of recruitment activities and HR procedures at Premier Bank PLC.
- Interviews and informal discussions with HR personnel and recruitment team members.
- Interaction with newly recruited employees to understand their experience during the selection process.

1.7.2 Secondary Sources of Data

- Official documents, policy manuals, and reports related to recruitment and selection from Premier Bank PLC.
- Relevant books, articles, and journals on recruitment and selection processes.
- Internet resources and publications on HR best practices and banking sector recruitment trends.

1.8 LIMITATIONS

Despite efforts to conduct a comprehensive study, some limitations were encountered:

- The internship period was limited, which restricted the depth of data collection and analysis.
- Certain HR documents and internal processes were confidential and not accessible.
- Information gathered from interviews and observations could be influenced by the respondents' subjective views.
- The study focused only on recruitment and selection processes and did not cover other HR functions that could have impacted recruitment outcomes.

CHAPTER TWO

ORGANIZATIONAL PROFILE OF PREMIER BANK PLC

2.1 HISTORY

Foundation and Incorporation

Premier Bank PLC was established in Bangladesh as a banking company on June 10, 1999, under the Companies Act, 1994. The central bank of Bangladesh, Bangladesh Bank, granted it a banking license on June 17, 1999, under the Banking Companies Act, 1991. The bank's head office is situated in Banani, Dhaka, a prominent commercial area of the city.

Milestones and Growth

Since its inception, Premier Bank PLC has achieved significant milestones:

- 2003: Introduced real-time online banking and commenced Islamic banking services.
- 2004: Launched the first VISA credit card among local banks.
- 2006: Introduced SMS banking and central bank's cheque processing system.
- 2007: Listed on both Dhaka and Chittagong Stock Exchanges.
- 2010: Incorporated Premier Bank Securities Limited as a subsidiary.
- 2012: Established Premier Money Transfer Company Ltd. in London, UK.
- 2013: Incorporated Premier Bank Foundation for corporate social responsibility initiatives.
- 2016: Upgraded to EMV chip card technology.
- 2017: Launched Premier Agent Banking Services.
- 2018: Introduced Premier Fast Track, a digital banking service center.
- 2023: Celebrated 24 years of service and success.

Recent Developments

In 2025, Premier Bank PLC expanded its services by launching bancassurance offerings in collaboration with Life Insurance Corporation (LIC) of Bangladesh and Pragati Insurance Limited. This initiative aims to provide integrated financial solutions to customers.

Digital Transformation

The bank has been focusing on digital banking, introducing mobile applications and expanding its digital infrastructure to offer convenient banking services to customers.

2.2 MISSION

Premier Bank PLC is committed to delivering superior banking services through innovation, integrity, and customer-centric approaches. The bank's mission focuses on:

- Providing comprehensive, reliable, and accessible financial solutions to individuals, businesses, and institutions.
- Building lasting relationships with customers by ensuring transparency and trust.
- Enhancing shareholder value through sustainable growth and operational excellence.
- Promoting financial inclusion and contributing to the economic development of Bangladesh.
- Developing a skilled and motivated workforce dedicated to maintaining the highest standards of professionalism.

2.3 VISION

Premier Bank PLC envisions becoming the most trusted and preferred bank in Bangladesh by:

- Excelling in customer service and satisfaction.
- Leading the way in innovation and technology in the banking sector.
- Upholding strong ethical values and corporate governance.
- Supporting community development and social responsibility.
- Expanding its reach to cater to a diverse range of financial needs through a modern and efficient banking network.

2.4 PRODUCT AND SERVICE OFFERED BY ORGANIZATION

Premier Bank PLC offers a wide range of banking products and services to meet the diverse financial needs of its customers. These include:

Retail Banking Services:

- Savings Accounts
- Current Accounts
- Fixed Deposit Accounts
- Personal Loans

- Home Loans
- Auto Loans
- Credit Cards and Debit Cards
- Mobile and Internet Banking
- SMS Banking and ATM Services

Corporate and SME Banking:

- Business Loans
- Working Capital Financing
- Trade Finance
- Cash Management Services
- Corporate Deposits
- SME Loans and Support Programs

Islamic Banking:

- Shariah-compliant savings and investment accounts
- Islamic home financing
- Islamic business financing

Digital Banking:

- Premier Mobile App for easy access to banking services
- Online fund transfers and bill payments
- Digital wallets and agent banking services

Other Services:

- Foreign Exchange and Remittance Services
- Bancassurance products (in partnership with insurance companies)
- Investment advisory services through subsidiary Premier Bank Securities Limited

Premier Bank PLC continually updates its product portfolio to adapt to changing customer preferences and technological advancements, maintaining its competitive edge in the banking industry.

2.5 VISION FOR THE FUTURE

Premier Bank PLC aims to build on its strong foundation to become a pioneering financial institution both nationally and regionally. The bank envisions:

- **Digital Leadership:** Expanding and enhancing digital banking platforms to provide seamless, secure, and innovative financial services that cater to evolving customer needs.
- **Sustainable Growth:** Pursuing sustainable banking practices that balance profitability with social and environmental responsibility.
- **Financial Inclusion:** Deepening outreach to underserved communities, SMEs, and rural areas to promote inclusive economic development.
- **Customer-Centric Approach:** Continuously improving customer experience through personalized products, faster services, and proactive engagement.
- **Global Partnerships:** Strengthening collaborations with international financial institutions to facilitate cross-border trade and investments.
- **Talent Development:** Investing in employee training and development to build a highly skilled, motivated, and agile workforce capable of driving future growth.

Premier Bank PLC aspires to be recognized not only as a bank but also as a socially responsible institution that contributes meaningfully to Bangladesh's economic progress.

2.6 PBPLC'S CORPORATE SOCIAL RESPONSIBILITIES

Premier Bank PLC is committed to playing an active role in social development beyond its core banking operations. The bank's CSR initiatives focus on:

- **Education:** Supporting educational programs, scholarships, and infrastructure development to improve access to quality education for underprivileged children.
- **Health and Well-being:** Organizing health camps, awareness programs, and contributing to medical facilities to promote public health.
- **Environment:** Implementing eco-friendly policies such as reducing paper use, promoting green banking, and supporting tree plantation drives.
- **Community Development:** Engaging in projects aimed at poverty alleviation, disaster relief, and empowering marginalized groups through skill development programs.
- **Employee Volunteering:** Encouraging employees to participate in volunteer activities that support local communities.
- **Sustainability:** Aligning CSR efforts with the United Nations Sustainable Development Goals (SDGs) to ensure long-term positive impact.

Through the Premier Bank Foundation, the bank systematically manages its CSR activities, ensuring transparency and measurable outcomes in contributing to national growth and social welfare.

CHAPTER THREE

RECRUITMENT & SELECTION PROCESS OF PREMIER BANK PLC LIMITED

3.1 RECRUITMENT

Recruitment refers to the process of identifying, attracting, and encouraging individuals to apply for job openings within an organization. In large-scale companies like Premier Bank PLC, this process may involve internal HR professionals or be outsourced to specialized recruitment firms to streamline operations. The aim is to draw in a diverse pool of qualified candidates for various roles. This stage precedes selection and serves to build a reservoir of talent from which the best-suited individuals can be chosen. Ultimately, recruitment acts as a bridge between potential employees and the employer, with the core objective of hiring the right person at the right time to meet organizational needs.

3.2 PURPOSE & IMPORTANCE OF RECRUITMENT

The Purpose and Importance of Recruitment are given below:

- Get more people excited about applying to our institution.
- Create a solid group of applicants to help us pick the best candidates.
- Identify the current and future needs of the institution while working with our staffing plans and job analysis.
- Recruitment connects employers with potential employees. 5. Grow our applicant pool without breaking the bank. 6. Start figuring out who the right candidates are for our job openings.
- Develop the institution and explore various effective recruiting methods and sources for all kinds of job seekers.

3.3 SOURCES OF RECRUITMENT

As stated by Snell and Bohlander (2013), organizations have the choice to select candidates for their recruitment processes from two distinct categories of sources: internal and external. Internal sources of recruitment refer to candidates originating from within the organization, such as the reassignment of employees between departments. Conversely, external sources encompass applicants from all other origins, including outsourcing agencies and similar entities.

3.4 HUMAN RESOURCE PLANNING

Effective human resource planning plays a crucial role in identifying the deficiencies within the current workforce of the organization. Additionally, it aids in determining the number of employees required for recruitment and the qualifications they should possess.

- **Size of the Firm:**
  The scale of the organization plays a crucial role in the recruitment process. When a company intends to enhance its operations and broaden its business activities, it will consider the necessity of hiring additional staff to manage these operations effectively.
- **Cost:**
  Recruitment entails expenses for the employer; consequently, organizations seek to utilize recruitment sources that will minimize the cost associated with hiring each candidate.
- **Growth & Expansion:**
  The institution will consider hiring additional staff if it is in the process of expanding its operations.

3.5 EXTERNAL FACTORS AFFECT RECRUITMENT

The external factors influencing recruitment are those elements beyond the control of the institution. The primary external forces include:

1. Supply and demand
2. Labor market conditions
3. Institutional image and goodwill
4. Political, social, and legal contexts
5. Unemployment levels
6. Competitors in the market

3.6 THE RECRUITMENT PROCESS

The recruitment process encompasses the promotion of job openings and the communication of role details to prospective candidates.

Job Promotion

Promoting the job serves as a showcase that attracts potential candidates, prompting them to learn more about the position. It is essential to provide sufficient information to make the role enticing and motivate interested individuals to apply. Care should be taken to avoid imposing excessive obstacles to the application process; for instance, requiring a CV may deter some candidates from submitting their applications.

Crafting an Advertisement

Newspaper advertising remains the most prevalent method of recruitment; thus, this document will concentrate on this particular approach.

3.7 COMPONENTS OF A GOOD ADVERTISEMENT

There is substantial evidence indicating that qualified candidates are less inclined to respond to advertisements that are ambiguously phrased or poorly defined, while unqualified applicants tend to apply more frequently.

A typical structure for advertisements includes the following elements:

• Advertisement title

• Sales pitch

• Job title and location

• Description

• Job responsibilities

• Desired candidate profile

• Contact information and closing statement

• Date

3.8 GIVING THE JOB

Before extending a formal job offer, employers must carefully prepare to ensure a clear and professional hiring process. Key steps include:

- Reviewing and finalizing the terms and conditions related to the position
- Aligning the offer with the organization's budgetary constraints
- Preparing a comprehensive information package for the selected candidate, if necessary

This preparation helps present the opportunity in a structured manner and supports effective onboarding.

3.9 SELECTION

Selection is a critical phase in the recruitment process that involves evaluating and choosing the most suitable candidates for a given role. It serves as a systematic approach to decision-making, assessment, and placement.

- The primary goal of selection is to ensure that the organization hires individuals who can perform effectively and contribute positively to its objectives.
- A well-structured selection process helps align candidates' capabilities with organizational needs.
- Moreover, it is essential that the selection methods used are fair and inclusive, ensuring equal opportunity for minorities and other protected groups.

3.10 OVERVIEW OF SELECTION TECHNIQUES

Selecting the right candidate involves using a combination of evidence-based methods to ensure a fair and effective recruitment process. Below is an overview of best practices for three commonly used selection techniques:

1. Curriculum Vitae (CVs), Resumes, and Written Applications

CVs and resumes provide key information about a candidate's education, work history, and professional achievements. To maximize their effectiveness:

- Always verify the information presented, especially employment gaps or inconsistencies.
- Encourage candidates to address both essential and desirable criteria explicitly in their applications to streamline the shortlisting process.

2. Structured Interviews

Structured interviews are widely recognized for their reliability and objectivity. They involve asking each candidate the same set of standardized questions and evaluating responses based on predefined scoring criteria.

- These questions should be directly linked to the role's current job description and responsibilities.
- Two common types of structured interview questions include:
  - ➢ Situational questions (e.g., "What would you do if...?")
  - ➢ Experience-based questions (e.g., "Tell me about a time when you...")

Structured interviews ensure consistency and fairness, making it easier to compare candidates objectively.

3. Reference Checks

Reference checks help verify a candidate's work history, character, and performance. They can confirm or clarify information shared during the interview and in the CV.

- While reference checks are valuable, they should be used in conjunction with other selection methods, as they may not always provide enough differentiation between candidates.

Acknowledging Applicants

Professional courtesy includes acknowledging the receipt of applications. This can be done through an email, phone call, or formal letter, especially when CVs are requested as part of the application process.

The Selection Process: Step-by-Step

A typical selection process consists of the following key stages:

- Preliminary Screening – Initial review of applications to shortlist qualified candidates
- First Interview – Often used to assess general suitability and communication skills
- Reference Verification – Contacting referees to validate candidate information
- Follow-Up Interview – A more in-depth evaluation to assess technical or role-specific skills
- Job Offer – Extending an employment offer to the most suitable candidate

This structured approach helps organizations like Premier Bank PLC maintain a consistent, efficient, and fair selection process.

3.11 WHO SHOULD BE INVOLVED IN THE INTERVIEW?

Having two individuals conduct the interview is an effective approach, as each will bring distinct perspectives to the process. It is essential to clearly delineate the roles of the interviewers. Additionally, whenever feasible, the direct manager of the candidate should participate in the interview.

3.12 OBJECTIVE OF SELECTION

The primary objective of the selection process is to identify and appoint the candidate who best fits both the specific job requirements and the broader goals of the organization. To achieve this, Premier Bank PLC systematically collects and analyzes information related to each applicant's:

- Academic and professional qualifications
- Skills and competencies
- Work experience
- Personality traits and other relevant factors

By aligning individual capabilities with organizational needs, the selection process ensures that the most capable and compatible individuals are hired.

3.13 SELECTION PROCESS

The selection process is a structured sequence of steps, each designed to evaluate a candidate's potential to succeed in a given role. Candidates must progress through each stage successfully to be considered for final hiring. A combination of interviews, assessments, and evaluations is used to gain a well-rounded understanding of each applicant.

Assessment tools are particularly valuable as they can uncover abilities, tendencies, and aptitudes that may not be immediately evident through resumes or interviews alone. These tools are designed to predict future job performance, assess behavioral patterns, and identify external factors that may influence productivity. The data obtained is reliable and can be validated using scientific and statistical methods.

The typical stages in the selection process include:

- Applicant Reception – Initial engagement and documentation of candidate interest

- Initial Interview – Preliminary screening to assess general suitability
- Completion of Application Form – Standardized data collection on education, work history, and personal information
- Employment Assessments – Tools designed to evaluate specific job-related traits
- Cognitive Ability Tests – Measuring reasoning, problem-solving, and decision-making skills
- Skills Assessments – Evaluation of technical or functional competencies
- Performance Evaluations – Simulated or practical tasks to test job-specific abilities
- Personality Assessments – Understanding personality traits and cultural fit within the organization

Each stage plays a critical role in ensuring that the most qualified and well-suited individuals are selected to contribute to the continued success of Premier Bank PLC.

3.14 RECRUITMENT

Recruitment is the strategic process of identifying, attracting, and selecting qualified individuals for employment within an organization. At Premier Bank PLC (PBPLC), this process may involve the internal Human Resources team or, in some cases, external recruitment agencies. Recruitment efforts are typically initiated to fill both current and anticipated job openings. The goal is to ensure that the bank acquires individuals who align with its operational needs and organizational culture.

3.15 TYPES OF RECRUITMENT

PBPLC adopts two primary forms of recruitment based on organizational planning and immediate staffing requirements:

Yearly Recruitment:

Conducted annually in alignment with the bank's HR strategy and workforce planning. This process ensures a steady pipeline of talent and is typically aligned with the bank's Annual Job Empowerment Plan.

Need-Based Recruitment:

Initiated on an ad-hoc basis when unplanned or sudden vacancies arise. This allows for flexibility in addressing urgent staffing requirements without waiting for the annual recruitment cycle.

3.16 RECRUITMENT SOURCES AND METHOD

PBPLC utilizes both internal and external recruitment strategies to meet its staffing needs.

Internal Recruitment:

- The bank gives priority to promoting internal talent, ensuring employee development and motivation.

External Recruitment:

When internal resources are insufficient, PBPLC turns to a variety of external sources, including:

- Reputable universities and educational institutions
- Competing banks and financial organizations
- Unsolicited applications from interested candidates

Recruitment activities are typically guided by the Annual Job Empowerment Plan, managed by the HR department. For entry-level positions, campus recruitment plays a vital role. PBPLC targets institutions with strong past engagement and aligns recruitment efforts with university placement schedules. When external hiring is considered, the following factors are assessed:

- Availability of qualified candidates

- Financial cost of the recruitment campaign
- Time required to complete the process

External Recruitment Methods:

- Newspaper advertisements
- Job postings on the official PBPLC website
- Employee referral programs
- Internship programs as a talent pipeline

Entry-Level Recruitment and Career Progression

PBPLC focuses on the recruitment of the following entry-level officer positions:

- Probationary Officer
- Junior Officer (General)
- Junior Officer (Cash)

Each newly recruited officer begins with a consolidated salary during their probationary or temporary employment period. Upon successful completion of this phase, employees are promoted as follows:

- Probationary Officer → Officer
- Junior Officer (General) → Assistant Officer (General)
- Junior Officer (Cash) → Assistant Officer (Cash)

This structured progression path supports employee growth and ensures a smooth transition into more responsible roles within the bank.

3.17 QUALIFICATION FOR PROBATIONARY OFFICER

To be considered for the position of Probationary Officer at Premier Bank PLC (PBPLC), candidates must meet the following academic and professional criteria:

1. **Educational Requirements:** Applicants must hold a BBA, MBA, or MBM degree from recognized public universities or prestigious private institutions such as North South University (NSU), BRAC University, American International University-Bangladesh (AIUB), Independent University Bangladesh (IUB), East West University (EWU), or other similarly reputed institutions.

2. **Academic Performance:** Candidates are required to have achieved a minimum first division/class or a minimum CGPA of 3.50 out of 4.00 in all academic examinations.
3. **Application Process:** Eligible candidates must submit their applications online through the bank's official recruitment portal: www.PBLbd.com. Incomplete or incorrectly submitted applications will not be considered.
4. **Technical Skills:** Proficiency in computer applications and digital tools will be treated as an added advantage during the selection process.
5. **Application Deadline:** All applications must be submitted before the official deadline. Late submissions will not be accepted under any circumstances.

3.18 QUALIFICATION FOR JUNIOR OFFICER

To be eligible for the position of Junior Officer at Premier Bank PLC (PBPLC), candidates must fulfill the following criteria:

1. **Educational Background:** Applicants must possess a BBA, MBA, or MBM degree from recognized public universities or from reputed private institutions such as NSU, BRAC, AIUB, IUB, EWU, or similar accredited universities.
2. **Academic Performance:** A minimum first division/class or a CGPA of 3.50 out of 4.00 is required in all academic examinations.
3. **Application Process:** Eligible candidates are instructed to apply online via the bank's official website: www.PBLbd.com.
4. **Technical Proficiency:** Preference will be given to applicants with demonstrated computer literacy and digital proficiency.
5. **Deadline Compliance:** The application window is strictly fixed, and no submissions will be accepted after the specified deadline.

3.19 RECRUITMENT OF EXECUTIVES /OFFICERS

Premier Bank PLC may recruit executives or experienced officers from other banks or financial institutions as part of its talent acquisition strategy. The evaluation and final selection of such candidates are overseen by an Interview Board, constituted by the Board of Directors.

Recruitment announcements are typically made through advertisements in national daily newspapers, issued by the Human Resources Department at the Head Office. In some cases, executives may also be appointed through direct recruitment, based on organizational requirements.

3.20 CRITERIA FOR RECRUITMENT OF EXECUTIVES /OFFICERS

Candidates seeking executive or officer-level positions must meet the following minimum qualifications:

1. **Educational Requirements:** A Master's degree in a relevant discipline is mandatory.
2. **Academic Performance:** Candidates must have achieved at least a first division/class in all academic examinations.
3. **Work Experience:** A minimum of three years of relevant professional experience in the banking or financial services sector is required.

3.21 RECRUITMENT OF STAFF

The recruitment of non-officer staff at Premier Bank PLC (PBPLC) is conducted through a formalized process overseen by designated authorities to ensure transparency, fairness, and alignment with organizational needs.

Authority and Decision-Making

- The Managing Director holds the authority to approve staff-level appointments.
- All such appointments are recommended by a Management Selection Committee, which is chaired by a senior executive who does not hold the position of Executive Vice President.
- For branch-level recruitment, the Zone Head may select suitable candidates, subject to the Managing Director's prior approval, and must follow the approved organizational structure and recruitment procedures.
- Final approval of appointments is granted by the Board of Directors or an appointed Committee.

Categories of Staff Recruited

The following categories fall under staff-level (non-officer) recruitment:

- Dispatcher / Godown Inspector (Regular & Casual)
- Computer Operator
- Telephone Operator
- Electrician
- Air Conditioning Technician
- Technician (General)
- Driver
- Security Personnel
- Office Attendant
- Lift Operator
- Plumber / Gardener / Cook
- Tea Server
- Cleaner
- Janitor

Criteria for Recruitment of Staff

The Management Selection Committee at the Head Office is responsible for evaluating and selecting candidates for non-officer roles. The recruitment criteria typically include:

- Educational Qualifications appropriate to the role (e.g., minimum SSC or HSC for most support roles; technical certification for electricians or technicians)
- Physical Fitness, particularly for physically demanding roles such as security, janitorial services, or driving
- Relevant Experience, where applicable (e.g., prior experience in technical or operational support roles)
- Behavioral Assessment, including basic communication skills and attitude

- Technical Skills, especially for roles involving machinery, computers, or telecommunication equipment

This recruitment process ensures that qualified and capable individuals are appointed to support the bank's day-to-day operations effectively.

The following table outlines the recruitment qualifications and maximum age limits for various non-officer positions at Premier Bank PLC (PBPLC):

SL	Name of the Post	Minimum Qualification	Maximum Age
01	Dispatcher / Godown Inspector	Graduate (any division)	25 years
02	Receptionist	Graduate (any division)	25 years
03	Computer Operator	Graduate (any division), computer literacy required Typing speed: 40 WPM (English), 25 WPM (Bengali)	25 years
04	Telephone Operator	Graduate (any division) with minimum 3 years of experience in the related field	25 years
05	Electrician	SSC with technical certification in electrical work and minimum 3 years of experience	25 years
06	A/C Technician	SSC with technical certification and minimum 3 years of experience in A/C repair and maintenance	25 years
07	Driver	Minimum education: Class VIII, with at least 5 years of driving experience	25 years
08	Security Guard	Ex-Army/BDR/Ansar/Police or trained Ansar personnel with minimum education of Class VIII (pass)	25 years
09	Peon	Minimum education: SSC pass	25 years
10	Lift Operator	Minimum education: SSC pass, with 3 years of experience in lift operations	25 years
11	Plumber	Minimum education: Class VII, with relevant experience	25 years

12	Cook	Minimum education: Class VII, with relevant experience	25 years
13	Tea Server	Minimum education: Class VII, with relevant experience	25 years
14	Sweeper	Minimum education: Class VII, with relevant experience	25 years
15	Cleaner	Minimum education: Class VII, with relevant experience	25 years

3.22 SELECTION

The process of selecting the most suitable candidate for a position involves a comprehensive evaluation of an individual's skills, qualifications, and overall suitability. Key competencies assessed often include communication abilities, typing speed, and computer literacy. Evidence supporting a candidate's merit may be gathered through various sources such as:

- Resumes and job applications
- Interviews
- Educational qualifications
- Professional experience
- References
- Internal assessments evaluating software proficiency, typing speed, numerical aptitude, and literacy skills

Additional factors considered during resume evaluation include the duration of previous employment, job titles held, and length of tenure in prior roles. In compliance with legal standards, employers are often mandated to ensure equal employment opportunities throughout the hiring process. To enhance efficiency and objectivity, many recruiters and staffing agencies utilize applicant tracking systems (ATS) to filter candidates and deploy psychometric tests to assess personality traits and cognitive abilities.

The selection process involves identifying and choosing the most qualified candidates from both internal and external applicant pools for immediate or future job openings. This process is typically structured, beginning with an initial screening interview and concluding with a final hiring decision. Premier Bank PLC follows a systematic and transparent selection procedure aimed at identifying candidates who best fit the organization's requirements.

3.23 DIFFERENT TYPES OF SELECTION PROCESS ARE DESCRIBED IN BELOW

Premier Bank PLC (PBPLC) follows a structured and transparent selection process to identify the best candidates for various positions. The key stages in the selection process are outlined below:

1. Receipt of Applications

This is the initial phase where applicants submit their CVs either in response to specific job openings or unsolicited for any available positions. A designated drop box is available in front of the HR department for collecting unsolicited CVs. For advertised vacancies, applicants are generally given at least three weeks to submit their applications, after which the application window is officially closed.

2. Sorting Out Applications

The HR department is primarily responsible for shortlisting CVs. To speed up this process, the HR team may delegate this task to the relevant divisions. For recruitment of experienced bankers, candidates may be sourced from unsolicited applications or identified from competing financial institutions. Shortlisted candidates are contacted and invited for interviews.

3. Informing Candidates

Selected candidates receive notifications via phone regarding the written test (for entry-level positions) or interview schedules (for mid-level positions). Admit cards for written examinations are sent by courier approximately 7 to 10 days before the exam date.

4. Written Test

All candidates must undertake a written test totaling 100 marks, focusing primarily on general knowledge and mathematics. PBPLC often engages external experts to prepare the exam questions, supervise the testing process, and evaluate answer scripts. A confidential coding system is used to maintain anonymity and prevent lobbying. The HR Department at the Head Office organizes the written examination.

5. Interview

The selection committee evaluates candidates based on various criteria such as appearance, personality, communication skills, presence of mind, and general understanding. Each member of the committee scores candidates individually, and the average score determines the overall interview rating. The scoring criteria are as follows:

- Appearance and Personality: 10 points
- Evaluation (overall conduct): 10 points
- Common Sense and General Understanding: 10 points
- General Knowledge: 10 points
- Communication and Presentation Skills: 10 points

6. Medical & Physical Test

Candidates who pass the interview and background checks undergo a medical and physical examination conducted by PBPLC's authorized medical team. This assessment evaluates psychological fitness, physical health, drug screening, and stamina. The physician submits a medical report to management for final review.

7. Final Decision

The management makes the final hiring decision based on interview results, medical and physical test outcomes, and overall assessment of the candidate's intelligence, personality, and communication skills. Given the rigorous multi-stage process, reaching this final stage signifies strong candidate potential.

For entry-level positions such as Probationary Officer and Junior Officers (General and Cash), the total evaluation score is out of 200 points, distributed as follows:

- Written Examination: 100 points
- Multiple Choice Questions (MCQ): 50 points
- Interview Assessment: 50 points
- Overall Total: 200 points

Educational marks

For General officer

Exams **Div/Grade/Class**	**S S C**	**H S C**	**Degree/ Honas.**	**Masters**
Ist/A	1st /3.5	1st /3.5	1st /3	1st /3

For Assistant officer

Exams Div/Grade/Class	S S C	H S C	Degree/ Honas.	Masters
Ist/A	1st /3.5	1st /3.5	1st /3	1st /3

Table -2 Educational marks

3.24 ANALYSIS OF THE RECRUITMENT AND SELECTION PROCESS OF PBPLC

Human resource planning plays a vital role in ensuring an effective recruitment and selection process. It not only addresses the immediate human resource requirements of an organization but also helps shape its long-term strategic direction. At Premier Bank PLC (PBPLC), the recruitment and selection activities are centrally managed by the Head Office and coordinated through the Human Resource Management department. Internal recruitment, which includes promotions, transfers, and separations, is conducted within this framework. For external recruitment, PBPLC targets both experienced professionals and fresh graduates.

Strengths of the Recruitment and Selection Process at PBPLC

- **Commitment to Quality:** Leadership at PBPLC places high priority on maintaining excellent service standards alongside recruiting a skilled workforce, which has helped the bank build a strong reputation.
- **Integrity and Fairness:** The HR Division operates with transparency and fairness, fostering an organizational culture based on honesty and accountability.
- **Internal Career Growth:** The emphasis on internal promotions and transfers strengthens employee loyalty and provides the HR team with a deeper understanding of employees' skills and qualifications, improving recruitment effectiveness.

- **Value-Based Hiring:** PBPLC's recruitment strategy emphasizes alignment with organizational values, not just matching candidates to job descriptions. This focus supports a distinctive corporate culture and a supportive workplace environment.
- **Robust Assessment Methods:** The inclusion of written examinations that evaluate aptitude and intelligence effectively measures applicants' cognitive abilities, problem-solving, and decision-making skills. Structured interviews, with standardized questions and scoring, ensure consistency and objectivity in candidate evaluation.

Weaknesses of the Recruitment and Selection Process at PBPLC

- **Infrequent Updates to HR Planning:** The human resource planning process could be improved by more frequent revisions to keep pace with the rapid changes in the banking industry.
- **Limited Use of Statistical Tools:** Advanced statistical methods such as correlation and regression analysis are currently underutilized, limiting accurate forecasting and evaluation of recruitment needs.
- **Lack of Communication with Unsuccessful Candidates:** PBPLC does not consistently send rejection letters to candidates who are not selected, which may affect the bank's reputation and candidate experience.
- **Inadequate Reference Checks:** Reference verification is not always thoroughly conducted, potentially exposing the organization to risks associated with hiring unsuitable candidates.

CHAPTER FOUR

FINDINGS, RECOMMENDATIONS & CONCLUTION

4.1 FINDINGS OF THE STUDY:

The overarching vision of Premier Bank PLC has been realized through the enhancement of its revenue, deposits, and branch network in Bangladesh. While the bank does not face significant challenges, several issues have been identified:

1. Effective human resource planning is a continuous process that systematically ensures the optimal utilization of talent and the alignment of employees with their roles. However, Premier Bank PLC currently lacks a comprehensive human resource planning policy to manage its workforce effectively.
2. The institution is experiencing a shortage of employees, which indicates a deficiency in appropriate staffing practices. The primary challenge identified is the lack of a well-defined recruitment and selection process.
3. The job analysis procedures in place are not standardized, and the key personnel within the Human Resource Department are insufficiently equipped to carry out various HRM functions effectively.
4. Although Premier Bank PLC provides some facilities, it does not offer effective training and development programs for all employees. For instance, training and development opportunities are primarily available for higher-level officers, leaving lower-level staff without adequate support.
5. Premier Bank PLC struggles with maintaining accurate records and documents within a modernized system for the recruitment and selection process. Consequently, the bank is unable to provide timely and accurate information, which has led to a decline in its popularity.

4.2 RECOMMENDATIONS

My internship at the Premier Bank PLC Ltd., specifically at the Savar Bazar Bus Stand branch, proved to be a valuable experience. I would like to offer several suggestions concerning the operational functions of the bank based on my observations. The following recommendations are proposed:

- Premier Bank PLC Ltd. should implement a consistent human resource planning strategy to facilitate its growth and development.
- Recruitment and selection are critical components of the HR department. Greater attention should be given to the evaluation processes involved in recruitment and selection.
- The senior management should conduct thorough job analyses to enhance productivity and achieve superior results.
- Premier Bank PLC Ltd. must prioritize the provision of adequate training and development opportunities for all staff members. Currently, training and development resources are primarily available for higher-level officers and lower-tier staff, which limits overall job knowledge enhancement.
- The bank should adopt a modernized system for maintaining accurate records and documentation related to the recruitment and selection process. For instance, implementing a computerized operation system would facilitate easier access to information.

In conclusion, it is essential for Premier Bank PLC Ltd. to implement the aforementioned measures to effectively address the challenges it currently faces.

4.3 CONCLUSION

The workforce remains the most valuable asset of any organization. Employees contribute the necessary talent, skills, creativity, and leadership that are fundamental to maintaining the smooth operation and competitive strength of the institution. Effective human resource management brings numerous benefits, including helping the organization achieve its strategic objectives, increasing employee job satisfaction, ensuring the availability of skilled and motivated personnel, and enhancing the overall quality of work life, making employment both personally fulfilling and socially rewarding.

Premier Bank PLC has established a dedicated Human Resource Department responsible for managing all aspects of human resource functions, with recruitment and selection being among its most critical activities. This process follows well-defined techniques and essential steps designed to comprehensively evaluate candidates' skills, knowledge, abilities, appearance, intelligence, demeanor, behavior, and both mental and physical fitness. The aim is to select the most suitable and qualified individuals for the organization.

Specifically, for the recruitment of Probationary Officers, Premier Bank PLC applies a thorough and structured recruitment and selection process. Continuous monitoring and refinement of this process can further enhance its effectiveness. By consistently identifying and hiring the right candidates, the bank can strengthen its workforce and improve its overall performance in the competitive market.

4.4 REFERENCES

Janata Bank Ltd. (n.d.). Retrieved from http://www.janatabank-bd.com

Premier Bank PLC. (2013–2018). *Annual reports*.

Bangladesh Economic Review. (2024).

Bangladesh Bank. (n.d.). *Reports*.

Various. (n.d.). *The Daily Newspapers*.

Anjuman Ara Meghla ID: 241-14-063

ORIGINALITY REPORT

19%	18%	3%	9%
SIMILARITY INDEX	INTERNET SOURCES	PUBLICATIONS	STUDENT PAPERS

PRIMARY SOURCES

1	assignmentpoint.com Internet Source	6%
2	dspace.daffodilvarsity.edu.bd:8080 Internet Source	4%
3	Submitted to Daffodil International University Student Paper	3%
4	gitarattan.edu.in Internet Source	1%
5	dspace.bracu.ac.bd Internet Source	<1%
6	www.assignmentpoint.com Internet Source	<1%
7	Submitted to University of Asia Pacific Student Paper	<1%
8	Submitted to University of Glamorgan Student Paper	<1%
9	123dok.com Internet Source	<1%
10	www.coursehero.com Internet Source	<1%
11	es.slideshare.net Internet Source	<1%
12	Submitted to Bangladesh Institute of Management	<1%

Student Paper

13	www.ubldigital.com Internet Source	<1%
14	Submitted to North South University Student Paper	<1%
15	www.alpencapital.com Internet Source	<1%
16	Submitted to Higher Education Commission Pakistan Student Paper	<1%
17	Submitted to University of Leicester Student Paper	<1%
18	Submitted to De Montfort University Student Paper	<1%
19	Submitted to American InterContinental University Student Paper	<1%
20	Submitted to Global Banking Training Student Paper	<1%
21	Submitted to London School of Science & Technology Student Paper	<1%
22	Submitted to Regenesys Business School Student Paper	<1%
23	viewsbangladesh.com Internet Source	<1%
24	Swart, Elanij Chantal. "How Mapping Reflected the Worldviews of the Ancient Levant and Its Neighbours", University of South Africa (South Africa) Publication	<1%

25	ir.uitm.edu.my Internet Source	<1%
26	Kothari, Umesh. "Digital Transformation By Retail Banking in the United Arab Emirates", SP Jain School of Global Management (India), 2024 Publication	<1%
27	hdl.handle.net Internet Source	<1%
28	Submitted to University of Dhaka Student Paper	<1%
29	www.antiessays.com Internet Source	<1%
30	www.jasper.k12.ga.us Internet Source	<1%
31	www.soloremoto.com Internet Source	<1%

Exclude quotes	Off	Exclude matches	Off
Exclude bibliography	Off		