Internship Report

on

# “Talent Acquisition Process of EXIM BANK Ltd”

**Submitted to**

Khadiza Rahman Tanchi, PhD

Associate Professor

Department of Business Administration

Daffodil International University

**Submitted by**

Pranto Saha

Id:221-11-1601

Program: BBA (Major in HRM)

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

**Date of Submission**: 22-11-2025

# Letter of Transmittal

To

Khadiza Rahman Tanchi, PhD

Associate professor

Department of Business Administration

Daffodil International University

**Subject:** Submission of Internship Report

Dear Madam,

With due respect, I am pleased to submit my internship report titled "Talent Acquisition Process of EXIM Bank Limited." This report has been prepared as a partial requirement for the completion of my Bachelor of Business Administration (BBA) degree with a major in Human Resource Management (HRM) at Daffodil International University.

The report is based on the knowledge and experience I gained during my internship at EXIM Bank Limited. I have made every effort to incorporate both theoretical and practical aspects to ensure that the report provides a clear and comprehensive understanding of the bank's talent acquisition process.

I would like to express my sincere gratitude for your continuous support and guidance throughout the preparation of this report. I hope that the report meets your expectations and fulfills its academic purpose.

Thank you for your time and consideration.

Sincerely,

Pranto Saha

ID: 221-11-1601

Department of Business Administration

Daffodil International University

# Letter of Approval

This is to confirm that Mr. Pranto Saha, ID: 221-11-1601, has prepared the internship report titled "Talent Acquisition Process of EXIM Bank Limited" as part of the Bachelor of Business Administration (BBA) program at Daffodil International University.

The report has been submitted in partial fulfillment of the requirements of the Department of Business Administration under the Faculty of Business and Entrepreneurship.

The report is hereby recommended for submission.

Khadiza Rahman Tanchi, PhD

Associate professor

Department of Business Administration

Daffodil International University

# Student Declaration

I, Pranto Saha, a student at Daffodil International University (DIU) in the Department of Business Administration (ID: 221-11-1601), majoring in Human Resource Management (HRM), hereby solemnly declare that I have prepared this internship report titled “Talent Acquisition Process of EXIM Bank Limited” entirely by myself.

I affirm that I have followed all copyright regulations while preparing this report and have made every effort to avoid any form of plagiarism or violation of copyright laws.

Furthermore, I declare that this report has not been submitted, in whole or in part, for the award of any academic degree, diploma, or certificate at any other institution.

Pranto

Pranto Saha

ID: 221-11-1601

Program: BBA (Major in Human Resource Management)

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

# Acknowledgement

First and foremost, I am profoundly grateful to the Almighty for granting me the strength, patience, and opportunity to successfully complete my internship and prepare this report.

I would like to express my heartfelt gratitude to my academic supervisor, Khadiza Rahman Tanchi, PhD, Associate Professor, Department of Business Administration, Daffodil International University, for her continuous guidance, encouragement, and valuable suggestions throughout the preparation of this report. Her constructive feedback and support have been instrumental in improving the quality of my work.

I am also sincerely thankful to Mr. Kazi S.M. Sayem, Vice President & Manager, EXIM Bank Limited, for granting me the opportunity to complete my internship under his supervision. His guidance and valuable insights about the bank's operations, especially in the area of Talent Acquisition, have enriched my practical understanding of the subject.

I would also like to extend my appreciation to all the officers and colleagues at EXIM Bank Limited for their cooperation, support, and for creating a friendly working environment that helped me gain hands-on experience and learn practical aspects of HR operations.

Lastly, I would like to express my sincere gratitude to my family and friends for their constant support, encouragement, and motivation throughout my academic and professional journey.



Pranto Saha

ID: 221-11-1601

Program: BBA (Major in Human Resource Management)

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

# Executive Summary

This report, titled "Talent Acquisition Process of EXIM Bank Limited," is based on my three-month internship experience at EXIM Bank Limited. The primary objective of this internship was to gain practical knowledge and hands-on experience in the field of Human Resource Management (HRM), particularly in the area of talent acquisition, and to bridge the gap between theoretical understanding and real-world organizational practices.

During my internship, I was involved in various HR-related activities such as assisting in the recruitment and selection process, sorting and screening CVs, calling shortlisted candidates for interviews, preparing interview schedules, maintaining candidate databases, and helping in employee documentation. I also observed how HR policies, procedures, and ethical standards are maintained throughout the recruitment process. These responsibilities allowed me to interact closely with HR professionals and gain insight into how EXIM Bank attracts, evaluates, and retains qualified employees.

The report provides an in-depth discussion of EXIM Bank's talent acquisition process, highlighting its structured recruitment stages, candidate evaluation methods, and the importance placed on employee quality and organizational fit. It also identifies a few challenges within the process, such as time constraints, communication gaps, and limited use of digital tools in recruitment. Based on these findings, several recommendations have been proposed including the adoption of automated recruitment software, enhanced digital outreach, and continuous HR training programs to make the process more efficient and data-driven.

Throughout the internship, I was able to apply HRM theories such as Human Capital Theory, Job Analysis, Motivation Theories, Selection Models, and Performance Evaluation Techniques to real-life practices. This experience strengthened my understanding of strategic HR management and developed my professional competencies in teamwork, communication, adaptability, and analytical thinking.

Overall, this internship served as a vital bridge between academic learning and professional application. It provided me with valuable insights into the practical aspects of human resource management and a deeper understanding of how EXIM Bank effectively manages its talent acquisition process to support organizational success.

# Table of Contents

# Chapter 1: Introduction

## 1.1 Background of the Study

The Internship is a partial requirement of Bachelor of Business Administration (BBA), offered by the Department of Business Administration, Daffodil International University. It gives students a chance to put into practice what they have learned in their academic education and theoretical studies in the professional business environment. Introduction The 'Talent Acquisition Process of EXIM Bank Limited' is based on my three months internship program in EXIM Bank which is a private commercial bank, located in Bangladesh.

This research endeavours to explore the process that EXIM Bank uses to source, select and retain capable employees who work for the growth and success of the bank. With growth in banking industry EXIM Bank is looking for committed, self-motivated and enthusiastic young individuals for the post above. This process is vital as it ensures the quality of service and operational efficiency that ultimately will secure a competitive position for the bank in Bangladeshi financial services.

As a HRM student I found this extremely relevant to my field. I got to see the application of things like HR Planning, Recruitment planning, candidate short listing and selection & induction methods etc thinly veiled. It also enhanced my knowledge on how Recruitment and Selection process in EXIM Bank conforms to that of its firm's objectives as well as its corporate culture.

In this report, I am not only going to illustrate my experience from intern and what I learned with EXIM Bank, but also analyze their current talent acquisition process where there is a great presence in the market of 2015 and to identify the bottlenecks on recruitment process followed by some suggestions for further efficiency improving and strategy optimizing. As such, the research links academic learning and real world implications within the evolving context of Bangladesh's financial sector (Sarker, 2017).

## 1.2 Significance of the Study

This research has academic and practical contributory values in an aspect that it has contributed to greater understanding of talent acquisition practices in Bangladesh banking industry.

**Academic Significance:**

The paper links the real practices adopted by EXIM Bank Limited with theoretical concepts of HRM: recruitment, selection and induction. Contribution of the paper and managerial implications By looking into how the bank develops and implements its talent acquisition interventions, this study contributes to academia in shedding new light on HR functions in the financial sector in Bangladesh. Also, it helps to connect the gap between practical and theoretical education in organizations.

**Practical Significance:**

In another practical aspect, the research provides useful knowledge of strengths and weaknesses in EXIM Bank's current hiring and selection techniques. It focuses on approaches taken to attract suitable candidates, as well as challenges faced and overcome in the recruitment process. The findings and the recommendations can support HR executives and management officials of EXIM Bank to enhance their recruitment process to ensure more effectiveness, fairness, and also for attaining organization objectives (Miah, Hossain, & Nishat, 2021).

**Broader Relevance:**

Apart from EXIM Bank, the students, researchers and prospective interns who are having an interest in how the private commercial banks in Bangladesh manage human resources will find this paper useful. It can also assist other financial services companies improve hiring practices and develop more effective ways of recruiting and retaining qualified employees.

## 1.3 Objectives of the Study

**Broad Objective:**

To understand the Talent Acquisition Process of EXIM Bank Limited in the context of Bangladesh.

**Specific Objectives:**

1. To identify the talent acquisition process of EXIM Bank Limited, including shortlisting CVs, interview coordination, updating candidate records.

2. To identify the challenges associated with the bank's talent acquisition system.

## 1.4 Methodology

This study relies on the secondary data to understand the talent acquisition process of EXIM Bank Ltd., including shortlisting CVs, interview coordination, updating candidate records. The main sources includes internal company documents and daily work reports, recruitment requisitions, industry publications, and relevant academic papers and literature.

## 1.5 Limitations of the Study

**Restricted access to private HR data:** I was restricted from obtaining the full detailed information about recruiting methods used, what criteria staff considered when assessing candidates and making strategic HR decisions- all because EXIM is known for having maintained confidentiality around their internal HR data. This limitation restricted areas in the acquisition domain that I was not able to analyze.

**Limited internship time:** 3 months is too short to cover the complete cycle of recruiting from final onboarding to personnel planning. Therefore, my findings are based on the specific processes and steps I have witnessed during my practicum.

**Geographical coverage limitation:** The study was primarily undertaken at one branch/office of EXIM Bank. Accordingly, it may not fully represent the variation in recruitment practices in all regions and branches of the bank from Bangladesh.

**Study specific to one department (Human Resource Division):** This study is limited with EXIM Bank services only in one department in essence. Human Resource Division and that particular area of the talent acquisition. It is therefore unlikely that the findings generalize well to other parts or divisions of these organizations.

**Secondary Data & Supervisor Input:** This article has been extracted from secondary sources including company reports, hierarchical documents and discussing with my supervisor, colleagues. Since no direct access was possible to detailed documents and databases, this dependence might have influenced the accuracy and completeness of the analysis.

# Chapter 2: Organization Overview

## 2.1 Overview of the Organization

It was established in 1999 by its founding chairman Shahjahan Kabir. Nazrul Islam Mazumder became the chairman after his death. The bank commenced operation of its business on August 3, 1999 with Dr. Mohammad Haider Ali Miah as Chairman and Alamgir Kabir as an Adviser to the EXIM Bank (EXIM Bank Limited, n.d.).

Although EXIM Bank had established an exchange house in the UK in 2009, it was the first private bank of Bangladesh to do so. The bank began with a paid-up capital of BDT 225 million in addition to an authorized capital of BDT 1 billion; both figures have since grown substantially. Paid up capital as at 31 st December 2011 was Tk.9220 million but Authorized capital as on the date is Tk.16120 million.

EXIM Bank was the first bank in Bangladesh to enable Islamic banking as entirely Shariah-based system. This full-fledged Islamic bank is facilitated by the latest technology and manned by a staff of professionals to offer various Shariah-based products and services, including investment, savings, forex trading and related services.

It now holds equity stakes in various industries such as steel, real estate, edible oil, textiles and clothing, cement and building materials, telecommunications and chemicals. The foreign exchange section is vital for importing, exporting and receiving foreign currency, contributing significantly to foreign earnings and the growth of national economy (EXIM Bank Limited, n.d.).

### 2.2 Mission, Vision, and Values of the Organization

**Vision**

The vision statement of EXIM Bank is “Together Towards Success.”

The bank is progressive, it grows with its clients and neighbourhood. In the dynamic environment it finds itself, to enhance its competitive edge, emphasis is strongly laid on excellence at all levels, continuous improvement and personalized service (EXIM Bank Limited, n.d.).

**Mission**

EXIM Bank's mission involves:

- Upholding Keeping the banking environment technologically advanced and professional.
- Offering excellent financial services, with a focus on foreign trade.
- Maintaining openness and business integrity at all levels.
- Meeting social obligations and making positive contributions to the country's economy.

**Corporate Values**

The following fundamental principles serve as the basis for EXIM Bank's operations:

- Strong customer emphasis based on honesty, excellent service, and reciprocity.
- Steady and long-term growth via cooperation and creativity.
- Valuing people and basing choices on their qualifications.
- Acknowledging and praising accomplishments.
- Encouraging candid and transparent communication inside the company.

### 2.3 History and Current Operations of the Company

The EXIM Bank started its journey as conventional bank in 1999 and now operates as a Shariah-based Islamic bank from 2004, turning a new chapter in the banking history of Bangladesh. It has been gradually growing over the years with a strong footing in terms of branch network and digital channels providing services ranging from Retail Banking, SME Finance, Foreign Trade Financing, Remittance, Investment Banking and Project Finance.

"Together Towards Tomorrow" is the bank's motto, and it shows how they work together to expand and provide great service.  EXIM Bank has a clear chain of command, from the Chairman and Board of Directors to Management Trainees and Junior Officers. This makes it easier for the bank to make decisions and run its business.

Offering excellent  financial services, with a focus on foreign trade.

EXIM Bank is the best bank of every other bank in Bangladesh as  it gives priority to customers, comes with advanced technology and does good for people. With a view to the inclusiveness and greater competitiveness in banking  services, Islamic banking in Bangladesh is being designed and devised for catering the needs of mass people by balancing its adherence to Shariah’s norms with requisite modernization (EXIM Bank Limited, n.d.).

# Chapter 3: Internship Role and Responsibilities

## 3.1 Role and Responsibilities

The name of my department in Export Import Bank of Bangladesh Limited (EXIM Bank) as Intern was Talent Acquisition sector under the Human Resource Division (HRD). The HR Division is an essential and vibrant part of the bank as it is responsible to oversee the employees, who are the most valuable asset by far of the bank.

I got a chance to observe and be part of the Talent Acquisition game during my Internship, which includes planning, hiring, selecting and on-boarding of employees. I reported to senior HR authorities who taught me to recruit, train and promote at each of these junctures.

Below are the primary things that I did during my internship:

**Verification of Customers NID:** In Bangladesh, after reaching the age of 18 every citizen is required to possess a National ID (NID) card. At EXIM Bank Limited, I served an internship in which I assisted in authenticating customers' identification via the bank's NID verification system. After receiving the documents and information, I verified their name, date of birth, residence, parents' names, NID number and nationality. This enabled the bank to verify that all of its customers' information was genuine and in accordance with the procedures of Bangladesh Bank.

**Aiding Customers as Needed:** I assisted customers who came into the bank with a variety of requests. I explained them about the different types of accounts in EXIM Bank such as savings account, current account and fixed deposit account. I had also referenced them the account that would be good for them, perks of each dominant accounts, charges on ATM card, cheque book, pay order, RTGS or other services. When I spoke to customers, I was always pleasant and informative so they would feel confident in opening an account with me. This also forced me to figure out regular banking duties and improve speaking with people.

**Entering the account holders information in the Account Opening register book:** Whenever new accounts were opened at the EXIM Bank I had to punch down their personal details in the account opening register book. I jotted down the account number, the client's name, when the account was opened and how much they initially deposited, as well as whose ad hoc wills and trusts officer had opened the account. I learned from this assignment, how records are handled in neat and right way by a bank.

**Noting information in the within and outward register books:** EXIM Bank has two types of production registers for letters/documents, in essence. Inward Register and Outward Register.

• **Inward Register:** This book is concerned with letters and applications which are received from customers or main office. I recorded the subject, date and serial number, and stamped the letter with "Received" after obtaining signature of Deputy Manager. At that point, the manager instructed an officer to "handle" that letter.

• **Outward Register:** A register for correspondence that the branch sends to clients or to the central office. I wrote the subject and date, and serial number on the letter in pencil, obtained the Manager's signature and deposited it in the dispatch box.

**Aiding at the Customer Service Desk:** While I was doing my internship in EXIM Bank Limited, I worked at their customer service desk, and helped customers with their needs and questions. I taught them some basics about banking. How to open an account, how to request for a check book, get an atm card and internet banking. I'd also point out to customers the right way to fill everything in on the forms and help them understand in general how banking works. It taught me how to interact with people and talk to them more effectively, and how to talk to consumers in a respectful and professional way.

**Opening of various kinds of accounts:** I assisted officers in opening of different types of accounts such as Savings Account, Current Account and Fixed Deposit account. I assisted the customers to fill up forms for opening an account and arranged all the papers what a customer needs in terms of their NID, pictures, nominee information and etc. I ensured everything perfect as per banking instructions at that time." Then, I got to learn how to log customer details into the system and in the account opening registration book. This task made me understand how to open an account with EXIM Bank and, why verifying information is critical when banking.

**Cut through CVs:** one of the things I had to do was scan hundreds of applications, and target appropriate candidates to pursue for each job. It taught me how to use job descriptions and specs to identify good candidates.

**Assisting with interview planning:** I was responsible for building an interview schedule, preparing the interviewing rooms and calling or writing (via phone/email) any applicants who made it to the next phase. I also assisted HR officers to prepare question sheets, along with evaluation forms for the interview panel.

**Maintaining and updating records for candidates:** I assisted in keeping complex logs of job applications and new hires. This included inputting information into HR management software, and organizing physical files so they can be referenced at some point in the future.

### 3.2 Rationale of Those Roles and Responsibilities

The responsibilities I was given during my internship had been carefully considered to ensure that this would provide me with a good practical insight as to how a commercial bank operates on an average day. These initiatives sit well with the way EXIM Bank is structured, as, as customer service and HRM go to make up the bank's vision for" excellence and reliability.

These activities were indicative of how EXIM Bank maintains its image as a customer-oriented establishment. By doing these things I learned how banks take make sure every interaction with a consumer is correct, legal and smooth.

I was in a human resources role, and part of my job involved sifting resumes, scheduling interviews and maintaining records. It was a great opportunity for me to witness and get involved with the Talent Acquisition process. I learned how the HR department gets competent and honest workers without being arbitrary or unprofessional.

Structurally, as an intern, you're providing more of the operational support. I had officers and executives who oversaw my job, and I always had someone to turn to for assistance.

Although my efforts were mostly supportive, they were a minor but important element of keeping the workflow going in both the branch operations and the HR division.

These jobs also helped me with my studies since they let me connect what I learned in school with what I did in real life. I learned how to use the ideas of customer relationship management, compliance, and human resource management in a genuine bank setting by getting involved in real life.

### 3.3 Example of the Task

I worked on a number of projects throughout my internship that gave me invaluable practical experience. Below are some particular instances:

**Example of Customer Service:** When a customer came into the bank one day to create a new savings account, they had trouble filling out the form accurately. In order to guarantee compliance, I helped the client by outlining the necessary elements and confirming his NID. I then filled out the account opening register book with his information. Through this exercise, I learned how important accuracy and client service is to daily banking work.

**Office Experience:** Maintained office experience such as inward and outward register books by keeping of all incoming and outgoing letters & papers. From this exercise, I learned about the bank's rigorous system of keeping official records to maintain corporate discipline and accountability.

**HR Sample:** I reviewed and selected resumes for junior positions to assist the HR Department. I wrote up whatever the hiring committee needed me to write, and called those people who were eligible to invite them in for an interview. This experience has now given me an experience in how corporate hiring is done within a structured institution like EXIM Bank.

Each of these experiences enhanced my understanding of the administration and operations of banking. I discovered how professionalism, accuracy, and teamwork support preserving a financial institution's effectiveness and integrity. All things considered, my internship gave me the opportunity to get useful real-world experience and hone abilities that would be critical to my future management and business career.

# Chapter 4: Key Learnings and Experiences

## 4.1 Important Learnings

I learned a lot about how a professional bank's Talent Acquisition process works while I was interning at Export Import Bank of Bangladesh Limited (EXIM Bank). Finding, choosing, and recruiting the ideal people for the company is what talent acquisition entails.

I found out that EXIM Bank hires new staff in a series of steps. The steps are to get CVs, narrow down the list of prospects, set up interviews, examine their backgrounds, and lastly choose the best candidates.

Some of the most important things I've learned are:

- The hiring procedure is fair and well-organized.
- The bank takes education, experience, and honesty into account when hiring people.
- When hiring, the bank always follows the rules set by the Bangladesh Bank and its own norms.
- Keeping accurate records is highly important. The information about each candidate is kept for later use.

## 4.2 Rationale of Those Roles and Responsibilities

I had completed my internship through the Human Resources Division of EXIM Bank, in particular 'Talent Acquisition'. This is the department responsible for finding new employees who will help see us through to success at the bank.

I supported HR officers with their day-to-day roles, including sifting CVs, arranging interviews and maintaining records. I worked to keep the department running efficiently and ensure the interview process was completed in a timely manner.

I knew how my job contributed to the company. The HR Division is accountable to the top management and it operates in hierarchy. I was an intern who would assist and back them up on trivial but valuable tasks. This was an eye-opener in terms of the value of a team and good communication in any large corporation as EXIM Bank.

### 4.3 Connection with Academia

My internship enabled me to consolidate what I learned in my BBA (Human Resource Management) classes with actual world of work at the bank.

For example,

- I learned about hiring and selecting people in class and then experienced how it works at the bank.

- I learned about job descriptions and how HR people utilize them to find the ideal person for the job.

- I also learned about ethics and compliance, which are highly crucial when hiring people to work in Bangladesh's banking sector.

This experience helped me understand how the things I learned in school are applied to real life. It gave me more insight about how HR departments work and, you know, how a big bank was hiring people.

# Chapter 5: Critique and Reflections

## 5.1 Critical Evaluation of the Talent Acquisition Process of EXIM Bank Bangladesh

Talent Acquisition at EXIM Bank Bangladesh follows a specified sequence of events. This procedure ensures that the hiring process is unbiased, transparent, and of high quality (Miah, Hossain, & Nishat, 2021). Most of the recruitment is handled by the Human Resource Division. The activities involved in the process are quite a few, and the explanations that follow give a brief idea of them:

**1. Request for Staff:** When departments require new personnel, they submit a request to the Human Resource (HR) Division. The HR team reviews it and gives their approval depending on the bank's demand.

**2. Job Posting:** After the green light, the HR employees put up a job circular. It is available through the media, the EXIM Bank website, and sometimes job boards.

**3. Collecting Applications:** People who are interested in EXIM Bank have to submit their Curriculum Vitaes or job applications, on-line or off-line by way of the bank's web site. through e-mail and even they have apply it directly face to face drop at your branch location or head office. These applications are then forwarded to the HR (human resource) department and kept in a recruitment database. These requisitions will continue to be held in the saved status until such time that HR initiates recruiting for a specific position. This is how EXIM Bank creates a reservoir of candidates for future vacancies.

**4. Pre-Selection (CV Sorting / Shortlisting):** In this stage, HR of EXIM Bank go through all the CVs they have got till now and choose candidates who possess what is required from a candidate for EXIM Bank. While sorting CV's HR looks at a lot of things, like Education (BBA/MBA or the relevant), grades achieved, any form of related work/ internship experience, your communication amp; computer skills and overall how well have you presented in your CV. Applicants with unsoiled records and defined skills are then added into the interview process.

**5.Writing Test:** The people from the short list have to do a writing test. It verifies their general knowledge of the banking job, analytical skills, and what they know.

**6. Interview:** Interview  All shortlisted candidates are expected to attend a panel interview. There are usually TWO INTERVIEWS  that held by EXIM Bank:

**HR Interview:**

- Emphasizes on communicating skills, self confidence, personality, teamwork and  general behavioral suitability.
- HR also checks minimum job knowledge  and interest in the bank.

**Last Interview (Department Heads /  Top Management):**

- Measures technical knowledge  in banking.
- Neutral judgement, ethics and candidate is getting tested for problem-solving working under  pressure.
- Assesses the fitness of  candidates for a department (for example, General Banking, Credit, Foreign Exchange).

**7. Final Choice and Approval:** The candidates who performed the best in the interviews and tests are the ones to receive job offers. The leaders and senior HR personnel give the go-ahead to the final list.

**8. Job Offer and Interview:** The chosen candidates will receive a letter containing a job offer and the time of the interview. They have to upload the relevant documents and then  join as well.

**9. Onboarding and Orientation:** New employees are introduced to the bank's rules and culture, as well as their performance before beginning work.

**Strengths:**

• **Orderly and transparent:** The hiring process is systematic and adheres to a prescribed set of rules, which reduces the chance that bias will creep in.

• **Adherence to rules:** The process closely conforms to the Bangladesh Bank guidelines and internal HR regulations.

• **Accountability and fairness:** Each individual is judged equally according to his or her merit and competency.

• **Team Alignment:** HR collaborates with area heads to ensure that the right person is hired for the job.

**Weaknesses:**

• **Long process:** The hiring and selection process frequently takes a long time because many different people have to sign off on it.

• **Not a lot of technology use:** The bank is not automated in HR or application tracking and hires "people are hired super grass roots."

• **Poor Employer Branding:** Young people looking for work don't see the bank very often because it's not active on job boards and social media.

• **Low Campus Engagement**: A lot of young people looking for work don't see the bank because it's not very active on job boards and social media.

### 5.2 Key Challenges faced by the bank's talent acquisition system

During my job at EXIM Bank Bangladesh, I had a number of problems with how I was hired and how I was working. Some of the biggest problems were:

**1. Making a short list of CVs took a lot of time:** At EXIM Bank, CVs were chosen by hand. It was my responsibility to go through each resume in a very detailed manner in order to find out if the candidate was suitable for the job. The enormous number of applications made the work really time-consuming and I could only finish it after a lot of effort.

**2. Difficulty in Arranging Interview Hours:** I was encountering difficulties in the arrangement of interviews when candidates or interviewers were not available at the time we had agreed upon. This gave me some trouble because I had to reschedule the plan and inform everyone again.

**3. Keeping Candidate Records Organized:** It was hard to keep all candidate information up to date and in order. I was in charge of keeping track of real files and entering data correctly into the computer system. I always review my work because even small mistakes can cause confusion.

**4. Not promoting its work culture online enough:** As a business, the bank has a great reputation albeit it does not do much to promote its work culture online. That is, many of the people who would be excellent candidates for a job do not hear about it.

**5. Too little on-campus and community involvement:** EXIM Bank is not a frequent participant in university job fairs or on-campus recruiting, which makes it difficult to recruit new, young talent.

### 5.3 Learning from the Challenges

What I went through taught me some key things about staying current, being flexible, and getting your message out in HR.

But I began to see that digitizing HR could save time, reduce bias and improve the candidate experience.

The lengthy hiring process taught me the power of efficiency and time management if you are in HR.

But the low-key branding and engagement showed me how an employer brand could impact a company's ability to draw in well-suited workers.

I discovered that good communication and coordination is crucial for things in HR to run well.

All of these things enabled me to connect what I was learning in the class room to situations that I encounters work, which helped me be a better HR worker.

### 5.4 Overall Reflection

It was a good and significant internship experience for me working at EXIM Bank Bangladesh. I witnessed firsthand how a bank hires people and then fires them, and the HR rules that keep things above board and professional. I grew into a more responsible, confident person interested in the small things of my own life. I learned to talk to people by talking to staff and clients. I picked up the skills of CV reviewing, interviewing and job application writing.

It was kind of cool you could connect what you learned at school to what you did outside of school. I learned how HR decisions affected the company and its employees. I actually have an idea now of what I want to do with my life from this internship. I aspire to get into Human resource management Recruitment new hires and keeping a solid reputation for your company (Ray, Bagchi, Alam, & Luna, 2021).

# Chapter 6: Conclusion

## 6.1 Conclusion

Internship experience at EXIM Bank Limited I learnt the tricks of human resource management on ground – helped with recruitments The bank has trained me to plan, source, select and hire qualified talent while demonstrating professionalism and integrity.

It was also apparent that EXIM Bank, being one of the conservative financial institutions of Bangladesh, has issues adapting to a digital revolution in HR as many others. Automation, intelligent branding and forward planning are ways in which the recruitment process can be made more demanding and is better measured.

This placement was a crucial learning experience. It developed my knowledge of HR theory and gave me an insight into professionalism, team-working and strategic focus. I have decided to use this as a reminder on why I should build my career in HRM where I strive to help advance advanced technology driven open protocol hiring standards which can be catered for the region's requirements.

# Chapter 7: Implications

## 7.1 Applicability of Academic Learning

I was able to put what I learned in my BBA (Human Resource Management) classes to use in the real world during my job. I learned about ideas and saw how they are used in the real world.

- I learned about hiring and picking people, and I saw how EXIM Bank hires people by looking at their CVs, giving them written tests, and interviewing them.
- I saw how job descriptions and specs are used by HR officers to find the best person for each job.
- I also learned how to hire people in a way that is ethical and fair, which I learned in HRM classes.

This job showed me how what I learned in school works in a real business.

## 7.2 Organizational Impact

Even though I was an intern, there was lots of value my work had to the HR department.

❖ By screening the CVs and shortlisting of candidates, I have aided in timesaving to the HR officers.

❖ I also smoothed the process out by helping schedule interviews and communicate with candidates.

❖ I helped keep track of paperwork and records contributed to the maintenance of good departmental organization.

❖ Due to my little help, HR team could complete their mundane tasks faster, efficiently & professionally.

### 7.3 Industry Relevance

The Bank sector in Bangladesh is competitive and needs efficient and effective employees. I learned during my internship that making the right hires plays a crucial role in a bank's success.

I also realized while the banks, EXIM Bank included, already are practicing traditional hiring for employment they are also slowly moving to integrate technology in HR. This suggests that banking industry is visually moving toward digital human resources systems.

I learned that HR is more than just hiring, it's also keeping the bank in compliance with regulations, assuring employee satisfaction and helping to achieve corporate objectives.

### 7.4 Lessons Learned

I picked up a number of key concepts during my training:

- ❖ Enhanced time management, able to handle more than one task simultaneously.
- ❖ It is faster to complete a task in collaboration.
- ❖ Better communication with candidates, cops and consumers.
- ❖ I was instilled with the habit of being very careful to avoid mistakes in official papers.
- ❖ I have learned to keep my head and focus under pressure-packed job conditions.

These are teachings that will serve me well in my future occupation as well as personal life.

### 7.5 Skill Development

My internship allowed me to acquire a number of valuable skills, including the following:

• **Analytical abilities:** I discovered how to review and contrast resumes according to job specifications.

• **Computer skills:** I worked on data entry in HR databases and Microsoft Excel.

• **Communication skills:** I have increased my ability to behave politely when speaking with candidates and coworkers.

**Organizational skills:** The ability to correctly handle documents and files is one of the organizational talents that I have acquired.

• **Professional conduct:** I was taught how to dress, how to speak, and how to conduct myself in a formal office setting.

These abilities will be of great assistance to me in the employment that I will have in the future.

### 7.6 Challenges Faced

I had some problems throughout my internship:

• At initially, it was challenging to get used to the formal business setting.

• Sometimes it was hard to finish tasks fast because the bank has a conventional way of doing things.

• I had to listen well, otherwise I'd end up writing things wrong on documents that were official.

• I was scared to speak with higher-ups at first, but as time went on I got more bold.

These concerns made me stronger, more self-confident and more professional.

### 7.7 Recommendations and Future Directions

Based on what I've observed, here are a few ways to improve things:

Utilize a Digital Recruitment System: The bank could implement an online platform that is designed to facilitate the posting of job ads, review CVs and talk with prospects. It will help reduce errors and streamline the hiring process.

Recruit Faster With Good Synergy: Encourage HR team to collaborate with other departments, ensuring that approvals and decisions are streamlined. Efficient coordination and timely updates will make the hiring process faster.

Buff Up the Bank's Image as an Employer: A bank can deploy social media, career fairs and online advertisements to demonstrate that it is a modern, nice institution where employees are treated well. This will attract even more talented people that want to move up inside the company.

Recruit more on campus: By establishing strong relationships with top university and business school programs, the bank can groom recent graduates. Young, competent bodies may be recruited through 'internships', talent hunting and on the campus job fairs (Sarker, 2017).

Train HR workers on a regular basis: The bank will also need to offer training and workshops for HR workers so they understand how new hiring tools work, what online tests are capable of doing, and how they can become trained in doing HR work in the modern world. This would be helpful to make the overall hiring process phenomenal (Mustafi, Rahman, & Jahan, 2016).

**7.8 Summary**

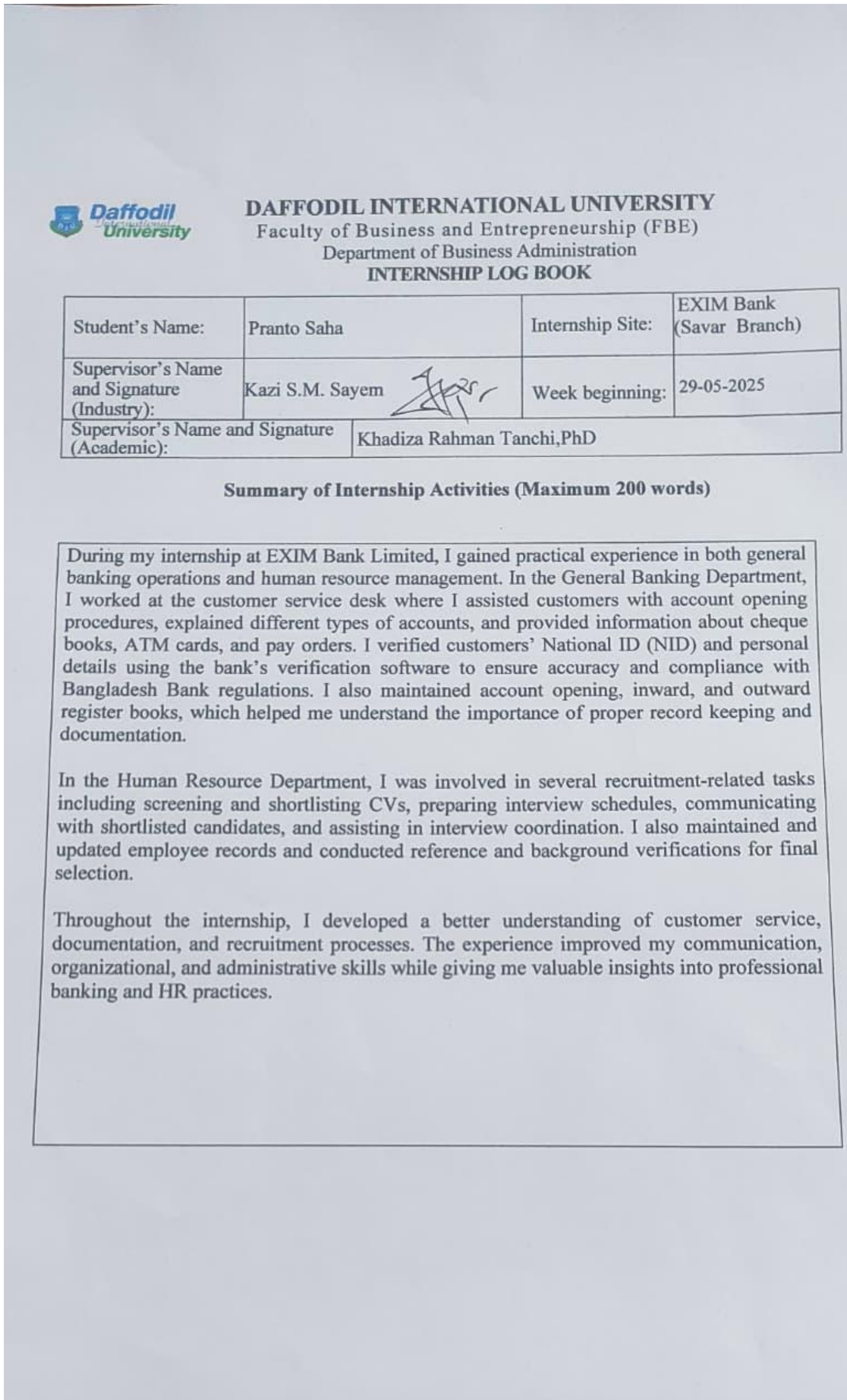
My internship with EXIM Bank Limited in short was a great component of my education. It gave me the real job practice, more confidence in myself, and I understood better how theory was connected with work. I discovered the important role of HR in finding the right people and aligning with an organization's objectives.

It was an internship that introduced me to the ropes and which helped in keeping self and work improvement alive. It made me want to pursue a career in HRM, giving me the opportunity to apply the knowledge and skills I have learned to future organizations.

# References


- EXIM Bank Limited. (n.d.). *About EXIM Bank.* Export Import Bank of Bangladesh PLC. Retrieved from https://www.eximbankbd.com/about/about_exim_bank
- Miah, M. S., Hossain, N., & Nishat, A. J. (2021). An empirical study on human resource management and employment performance practice in the banking sector in Bangladesh. *Advances in Social Sciences Research Journal, 8*(4), 454–464. https://doi.org/10.14738/assrj.84.9970
- Sarker, A. S. (2017). Human resource management practices and employee performance in the banking sector of Bangladesh. *Journal of Human Resource Management, 20*(1), 68–80.
- Mustafi, M. A. A., Rahman, T., & Jahan, N. (2016). Human resource management (HRM) practices of the banking sector in Bangladesh: A study on private commercial banks. *Asian Business Review, 6*(3), 1410–150. https://doi.org/10.18034/abr.v6i3.39
- Ray, S., Bagchi, S., Alam, M. S., & Luna, U. S. (2021). Human resource management practices in the banking sector of Bangladesh: A critical review. *IOSR Journal of Business and Management, 23*(7), 1–7.

# Appendix



**DAFFODIL INTERNATIONAL UNIVERSITY**
Faculty of Business and Entrepreneurship (FBE)
Department of Business Administration
**INTERNSHIP LOG BOOK**

| | | | |
|---|---|---|---|
| Student's Name: | Pranto Saha | Internship Site: | EXIM Bank (Savar Branch) |
| Supervisor's Name and Signature (Industry): | Kazi S.M. Sayem | Week beginning: | 29-05-2025 |
| Supervisor's Name and Signature (Academic): | Khadiza Rahman Tanchi,PhD | | |

**Summary of Internship Activities (Maximum 200 words)**

During my internship at EXIM Bank Limited, I gained practical experience in both general banking operations and human resource management. In the General Banking Department, I worked at the customer service desk where I assisted customers with account opening procedures, explained different types of accounts, and provided information about cheque books, ATM cards, and pay orders. I verified customers' National ID (NID) and personal details using the bank's verification software to ensure accuracy and compliance with Bangladesh Bank regulations. I also maintained account opening, inward, and outward register books, which helped me understand the importance of proper record keeping and documentation.

In the Human Resource Department, I was involved in several recruitment-related tasks including screening and shortlisting CVs, preparing interview schedules, communicating with shortlisted candidates, and assisting in interview coordination. I also maintained and updated employee records and conducted reference and background verifications for final selection.

Throughout the internship, I developed a better understanding of customer service, documentation, and recruitment processes. The experience improved my communication, organizational, and administrative skills while giving me valuable insights into professional banking and HR practices.

Please document in detail the activities in which you participated, and specific incidents you observed daily/weekly to enable you to answer the attached questions.

| Week & Date: | Description of Activity |
|---|---|
| Week 1: | **Activities Done:**<br><br>• Observed the overall structure and work environment of EXIM Bank Limited.<br>• Introduced to the General Banking and HR departments and their main functions.<br>• Learned about basic banking services and daily customer interactions. |
| Week 2: | **Activities Done:**<br><br>• Assisted customers at the service desk with general queries.<br>• Helped customers fill out account opening forms and explained account types.<br>• Collected required documents for new account openings. |
| Week 3: | **Activities Done:**<br><br>• Verified customers' National ID (NID) using the bank's verification software.<br>• Cross-checked personal details such as name, date of birth, and address.<br>• Reported mismatched or incomplete customer information to officers. |
| Week 4: | **Activities Done:**<br><br>• Recorded new account information in the account opening register book. |

| | |
|---|---|
| | • Maintained inward and outward registers for letters and documents.<br>• Submitted completed register sheets to the respective officer for review. |
| Week 5: | **Activities Done:**<br><br>• Assisted customers at the service desk about cheque books, ATM cards, and pay orders.<br>• Explained account benefits and service charges.<br>• Guided customers on filling out forms correctly and clearly. |
| Week 6: | **Activities Done:**<br><br>• Assisted officers in opening savings, current, and fixed deposit accounts.<br>• Collected and verified nominee and customer information.<br>• Recorded customer data in account opening registers |
| Week 7: | **Activities Done:**<br><br>• Worked in the Human Resource Department.<br>• Screened and shortlisted CVs for different job positions.<br>• Matched qualifications and experience with job descriptions. |
| Week 8: | **Activities Done:**<br><br>• Prepared interview schedules and contacted shortlisted candidates.<br>• Arranged interview rooms and assisted in preparing question sheets. |
| Week 9: | **Activities Done:**<br><br>• Prepared interview schedules and contacted shortlisted candidates.<br>• Arranged interview rooms and assisted in preparing question sheets |

| | |
|---|---|
| | • Checked personal documents to ensure all required papers were attached.<br><br>. |
| Week 10: | **Activities Done:**<br><br>• Assisted HR officers in organizing and labeling employee files for better record management.<br>• Helped update employee information in the HR software and Excel sheets.<br>• Supported the HR team in preparing joining documents for new employees. |
| Week 11: | **Activities Done:**<br><br>• Updated and organized HR documents and employee files.<br>• Helped review old records for HR audit purposes.<br>• Assisted in arranging HR correspondence and file labeling. |
| Week 12: | **Activities Done:**<br><br>• Discussed work experience and observations with supervisor.<br>• Helped HR staff organize documents and update intern records. |

(Add additional row or page as needed.)

| | |
|---|---|
| 1. | What major weekly activities have you done? |
| 2. | What new knowledge or skills did you learn on the internship this week? Describe. |
| 3. | What have you learned in coursework that you applied in the internship? |
| 4. | List any difficulties, mistakes, pleasant or unpleasant experiences that occurred this week. What did you do to correct your mistake (s)? |
| 5. | On what skill or question could you use help in performing your internship responsibilities better? |

| | |
|---|---|
| 6. | What interesting or challenging experience did you have with your fellow workers or site supervisor? Describe. |

| | | |
|---|---|---|
| Intern Signature: | | |
| | Name: Pranto Saha | Date: 24-10-2025 |

Daffodil International University

# DAFFODIL INTERNATIONAL UNIVERSITY

Faculty of Business and Entrepreneurship (FBE)

Department of Business Administration

Intern Assessment Form (Employer)

Semester: Summer Year: 2025

Name of the Intern: Pranto Saha

Name of the Supervisor: Kazi S.M. Sayem

Please rate the Intern's Performance based on the following criteria (Please Tick "✓")

| Specific Area | Please rate his/her performance on a 10-point Scale (1=Poor Performance.......10= High Performance) | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Regularity in Office | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Communication Skill | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Work Responsibilities & Accountability | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Work Ability (Independently/Team) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Adaptability in working place | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

Signature with Date

(Including official seal)

Kazi S.M. Sayem
SVP & Manager, PA No-322
Export Import Bank of Bangladesh PLC
Savar Bazar Branch, Dhaka

221-11-1601

ORIGINALITY REPORT

| 4% | 3% | 2% | 3% |
|---|---|---|---|
| SIMILARITY INDEX | INTERNET SOURCES | PUBLICATIONS | STUDENT PAPERS |

PRIMARY SOURCES

| | | |
|---|---|---|
| 1 | www.journals.scholarpublishing.org<br>Internet Source | 1% |
| 2 | Submitted to National Institute of Business Management Sri Lanka<br>Student Paper | 1% |
| 3 | shodhgangotri.inflibnet.ac.in<br>Internet Source | 1% |
| 4 | www.theseus.fi<br>Internet Source | <1% |
| 5 | onlinetuit.blogspot.com<br>Internet Source | <1% |
| 6 | www.coursehero.com<br>Internet Source | <1% |
| 7 | Submitted to BRAC University<br>Student Paper | <1% |
| 8 | Submitted to North South University<br>Student Paper | <1% |
| 9 | Submitted to University of the West Indies<br>Student Paper | <1% |
| 10 | dspace.daffodilvarsity.edu.bd:8080<br>Internet Source | <1% |

Exclude quotes Off
Exclude bibliography Off
Exclude matches Off