Internship Report On
Recruitment and Selection Activities of Shahjalal Islami Bank PLC

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Letter of Transmittal

08/10/2025
To,
Md. Alamgir Hossan
Department of Business Administration
Daffodil International University

Subject: Submission of Internship Report on “Recruitment and Selection Process of Shahjalal Islami Bank PLC.”

Dear Sir,
Here's my report from my internship for my BBA degree about "Recruitment and Selection processes of Shahjalal Islami Bank Bangladesh: A Study on Baipayl Branch, Dhaka." I am glad to say that I have recently.completed my internship at Shahjalal Islami Bank Bangladesh, and it was a great opportunity to learn and understand the operational duties, processes and responsibilities for a field outside of my education, I hope to gain knowledge and experience from it. Hence, I request that you accept this internship report..

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

Sincerely Yours,

Azmal Fuad

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Supervisor's Declaration

This is to certify that the internship report titled "Recruitment and selection Activities of Shahjalal Islami Bank PLC" was prepared by Md. Azmalu Fuad, ID: 213-11-1408, B.B.A program, Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University, has been approved for submission & presentation.

Md. Azmal Fuad has a upstanding and admirable,character and is a very congenial student. It has been a true joy to collaborate with him. May he achieve all his goals and dreams.

.

Md. Alamgir Hossan
Assistant Professor
Department of Business Administration
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Student’s Declaration

At this moment, I confirm that the work presented in this internship report has not been submitted to any other university/college or institution for any academic qualification. I also declare that the work presented has no registered copyrights and that any part of this report has not been replicated from any previous work done for a degree or otherwise.

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Azmal Fuad

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Acknowledgment

First of all, I want to thank Almighty Allah for letting me finish my internship and write my report. We wouldn't have been able to do this without his help and blessing.

I also want to thank my parents for helping me get my BBA degree. Their love and support made it possible.

I also want to thank my internship supervisor, Md. Alamgir Hossan, for all the help and support he gave me during my time there. His helpful suggestions and constructive criticism were very important to our research.

I want to thank everyone who sent me useful news and business information. Both were very helpful in putting this report together. This project would not have been possible without their help and work.

Executive Summary

This study aimed to cover the Recruitment and selection Activities of Shahjalal Islami Bank PLC. This study gave me a chance to know the ISLAMI Bank's Recruitment and selection Activities condition in Bangladesh. I worked and gained valuable practical knowledge about banking. At the same time to know about the performance of ISLAMI Bank PLC. The report demonstrates my hard work in adapting to an environment and overcoming challenges to understand how ISLAMI Bank Recruitment and selection Activities in the industry. I have divided the report into seven parts. I have discussed the overview of ISLAMI Bank. It covered the profile of ISLAMI, Mission, Vision, Core Values Strategic Priorities. It also covered management structure, Organizational Hierarchy and products offered by ISLAMI. Then I came up with Recruitment and selection Activities of Shahjalal Islami Bank PLC. I covered the ISLAMI's Recruitment and selection Activities of Shahjalal Islami Bank PLC.

Lastly, I have to say that there might be some information about the company that may not be found in this report due to the security policy of the company as there are some specs where the company needs to be more confidential.

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List of Abbreviations

HRM	Human Resource Management
HR	Human Resource
BBA	Bachelor of Business Administration
BANKING	Banking Sector
PLC	Public Limited Company

Chapter: 1

Introduction

1.1 Introduction

The recruitment and selection process denotes the methodical procedures firms employ to locate, attract, assess, and employ eligible candidates for employment positions. It comprises two primary phases: Recruitment: The procedure of soliciting a group of individuals for a job vacancy. This means advertising the job, locating candidates via several channels (including job boards, social media, and recruitment businesses), and getting them to apply.

Selection: The process of looking at and judging applicants from the recruitment pool to find the best person for the job.

The report is an internship report on the recruitment and selection process of Shahjalal Islami Bank Bangladesh, which emphasizes the manner in which the bank maintains the recruitment of right individuals with the right skills, qualification and cultural fit to make a contribution to the organization. It gives a detailed account of the goals of the bank, the structure of the organization, and the general strategy on managing human resource. The paper examines the recruitment and selection process steps to know how the bank discovers, analyzes, and recruits the right individuals. Besides, the goal of the report is to find out the strong points and weaknesses of the existing system, as well as to make recommendations how the process can be more efficient and effective. It also demonstrates the desire of the bank to ensure fairness and equality among all applicants, which can be ranked among the core strengths of the recruitment strategy, although certain challenges are mentioned as well, hence requiring an active and flexible approach to the recruitment strategy to meet the changing business requirements. In the following parts of this paper, a detailed discussion about Shahjalal Islami bank will be presented. The analysis of the recruiting and selection process in Bangladesh, description of every stage, analysis of its effectiveness, and proposal of strategic modifications that can be implemented to make the process more effective. It aims at equipping the bank with practical observations that can help it procure talent better in a dynamic and competitive banking context. Any business environment needs actual expertise in financial activities. The banking sector in Bangladesh is one of the most competitive industries for recruiting and choosing new workers, having seen significant and sustained growth in recent years. The extensive allocation of investments can be utilized to represent a bank. The banking industry is a principal sector in Bangladesh and a significant contributor to the national economy. The banking sector has four primary categories: Specialized Banks (SPBs), National Commercial Banks (NCBs),

Trans-National Banks (TNBs), and Private Commercial Banks (PCBs). Shahjalal Islami Bank Bangladesh is a prominent private commercial bank in Bangladesh. The three primary divisions of a single bank are Investment, Foreign Exchange, and General Banking. Investment constitutes one of the most significant departments within banks because of its efficient distribution, collection division. SHAHJALAL ISLAMI BANK PLC is recognized as one of the best institutions in Bangladesh.

1.2 Literature review

One of the main responsibilities of human resource management (HRM) that has a direct impact on organizational performance is recruitment and selection. Dessler (2017) defines selection as the process of locating and selecting the best applicant from the applicant pool, whereas recruitment is the process of encouraging possible individuals to apply for a post. A well-thought-out recruitment and selection process guarantees that businesses choose qualified workers who complement the company culture and job requirements.

According to Armstrong and Taylor (2020), successful hiring depends on both external (advertising, job fairs, and employment agencies) and internal (promotion, transfers, and employee recommendations) sources. Maintaining efficiency and attracting new talent and viewpoints are both facilitated by the balance between these sources.

Because personnel in the banking industry are directly involved in financial management, regulatory compliance, and client interaction, recruiting and selection are very important. As noted by Rahman (2018), the majority of the banks in Bangladesh rely heavily on internal recruitment, which is cost-effective but limited in the range of new ideas and perspectives that external recruitment brings.

It requires that employees embody and integrate values such as integrity, service orientation, and compliance with Islamic financial principles in their practice.

In order to increase efficiency, the literature generally recommends that hiring and selection processes be organized, open, and technology-driven. Banks may find it difficult to draw in and keep the top personnel if they lack clear job criteria, contemporary screening methods, and systematic feedback.

1.3 Background

In Bangladesh, Daffodil International University is a well-known higher education institution. In today's hyper-competitive market, every professional degree program requires us to know the academic and external areas. The knowledge and practical experience of being successful makes us more professional. I must do an internship as part of my BBA program to advance my career for practical experience. Daffodil International University give me a chance to fulfil the requirements of the proposed internship program. The primary purpose of this report is to fulfil those requirements. Md. Alamgir Hossan, Assistant Professor and Head (in-charge), Department of Business Administration, Daffodil International University was in charge of this internship, which

required me to write a report on a specific subject related to my theoretical knowledge within three months. The Respected teacher gave me this topic

1.4 Statement of the Problem

In the current competitive banking sector, an efficient recruitment and selection process is necessary to help the organization to recruit the right talent to achieve its objectives. Nevertheless, the recruitment and selection practices in Shahjalal Islami Bank PLC have a number of challenges. Such issues are vague job descriptions, the absence of digital or online recruitment methods, the insufficient use of external sources of recruitment. Also, the bank cannot analyze and refine its staffing process because there is no official way of collecting feedback. Such disparities could translate into increased staffing processes, expenses and even recruitment of incompetent staff, all of which can have a detrimental effect on the overall performance and standards of services delivered by the organization. This study seeks to understand these issues further and provide the bank with suggestions for improving its recruitment and selection processes.

1.5 Significance of the Study

There is a need for a detailed description of the recruitment and selection processes of Shahjalal Islami Bank PLC, a significant company within the private banking sector of Bangladesh. This builds on the analysis of current practices within the bank while also identifying strengths and weak areas so that systems can be adopted for improvement, minimising costs associated with recruitment and optimising the bank's resources in talent acquisition. This will benefit the professionals, the scholars, and the policymakers in the field of human resource management in banking, and the human resources team of the bank as well. This study advances the literature in describing the recruitment and selection systems in a growing private commercial bank in Bangladesh for better human capital management in the sector.

1.6 Objectives

Broad Objective:

1. To analyze the recruitment and selection practices of Shahjalal Islami Bank PLC.

Specific Objectives:

2. To understand about the requitement and selective activities of Shahjalal Islami Bank PLC.
3. To analyze about requitement and selective activities of Shahjalal Islami Bank PLC.
4. To provide more recommendations based on findings.

1.7 Limitations of the Study

This research focuses on understanding the recruitment and selection processes of Shahjalal Islami Bank PLC; however, the scope and depth of the research are significantly influenced by some limitations:

1. **Time Constraints:** The study was conducted within a limited internship period, which restricted the ability to explore all aspects of the recruitment and selection process in extensive detail.

2. Availability of Data: Certain pertinent information and internal documentation pertaining to the bank's HR policies and recruitment analytics were constrained because of confidentiality issues.

3. Boundaries of the Research: This study concentrated on the recruitment and selection phase, leaving out interrelated HR activities like training, retention, and evaluation of performance.

4. Scale: The research depended primarily on secondary material and a small number of interviews with HR staff which could influence the generalisability of the results.

Chapter: 2

Organization Overview

2.1 General Overview

Just like how some groceries are essential in making a complete dish, recruitment and selection are essential in human resource management. Especially in the banking sector, the recruitment and selection procedure involves intense care and efficiency, because the competitors in the banking field are ruthless. You have to make sure that the candidates not only have the required skills and qualifications, but that they also have the right attitude and are a good cultural fit to the business before they are hired.

Since its establishment in 2001, Shahjalal Islami Bank PLC has maintained its position as one of the best private commercial banks, in terms of the range of banking facilities in different locations in the country, that it provides to its clients and customers. With the more and more complex human resource requirements that come with growth and expansion of the bank, the bank also needs crafted extreme recruitment and selection systems.

This study aims to explore and analyze the recruitment and selection activities of Shahjalal Islami Bank PLC to understand how the bank attracts and selects qualified candidates. It highlights the current practices, identifies challenges, and provides recommendations to enhance the effectiveness of talent acquisition, which is vital for the bank's sustained growth and competitiveness in the dynamic banking environment of Bangladesh.

2.2 Mission, Vision & Values

Vision

SHAHJALAL ISLAMI BANK PLC Agent Banking can be the first choice of customers, agents and stakeholders by contributing to the national economy with the highest valuation and social commitment to our clients, shareholders and employees.

Mission

Bringing financial services to the doorsteps of the underprivileged and underprivileged people of Bangladesh through minimal cost, secure and sophisticated technology to enhance customer, business, wealth and quality of life.

Core value

- SHAHJALAL ISLAMI BANK PLC designs products and services for all segments.
- Maintain their quality first.
- Customer satisfaction.
- Follow rules & regulations.
- Maintain their code of conduct and ethics.

2.3 History and Current Operations

On May 10, 2001, Shahjalal Islami Bank PLC was founded with the goal of offering financial services in Bangladesh that adhere to Shariah. Since its founding, the bank has progressively grown its business and established itself as a respectable player in the private banking industry. With its main office in Gulshan, Dhaka, the bank serves a wide range of clients by running a nationwide network of more than 158 branches and 947 ATMs.

Shahjalal Islami Bank PLC continues to focus on providing innovative financial solutions and product devices for the technology-advanced Islamic community being served. This includes Investment Banking and International Banking Services and foreign exchange. Enhanced clientele vision technology and financial inclusive attitude customer focus and customer satisfaction with respect to technological advancement customer satisfaction financial the has improvement inclusive attitude shows advancement customer satisfaction has customer satisfaction improvement customer vision includes technology satisfaction financial the has improvement inclusive attitude.

To enhance the operational reach and encourage financial access for underserved areas, the Bank continues to invest in technology and human resources.

2.4 Services provided by WGL

WGL provides a comprehensive suite of services aimed at supporting Shahjalal Islami Bank PLC's operational and customer service functions. These services typically include:

- **Customer Account Management:** Facilitating account opening, maintenance, and customer inquiries to ensure seamless banking experiences.

- **Financial Advisory Services:** Offering expert advice on investments, savings plans, and Islamic financing products tailored to client needs.
- **Technology Solutions:** Providing digital banking platforms, mobile apps, and online services to enhance accessibility and convenience for customers.
- **Risk Management:** Implementing compliance and risk assessment protocols to safeguard both the bank and its clients.
- **Training and Development:** Conducting employee training programs to maintain high standards of service and operational excellence.

2.5 Organogram of Shahjalal Islami Bank PLC

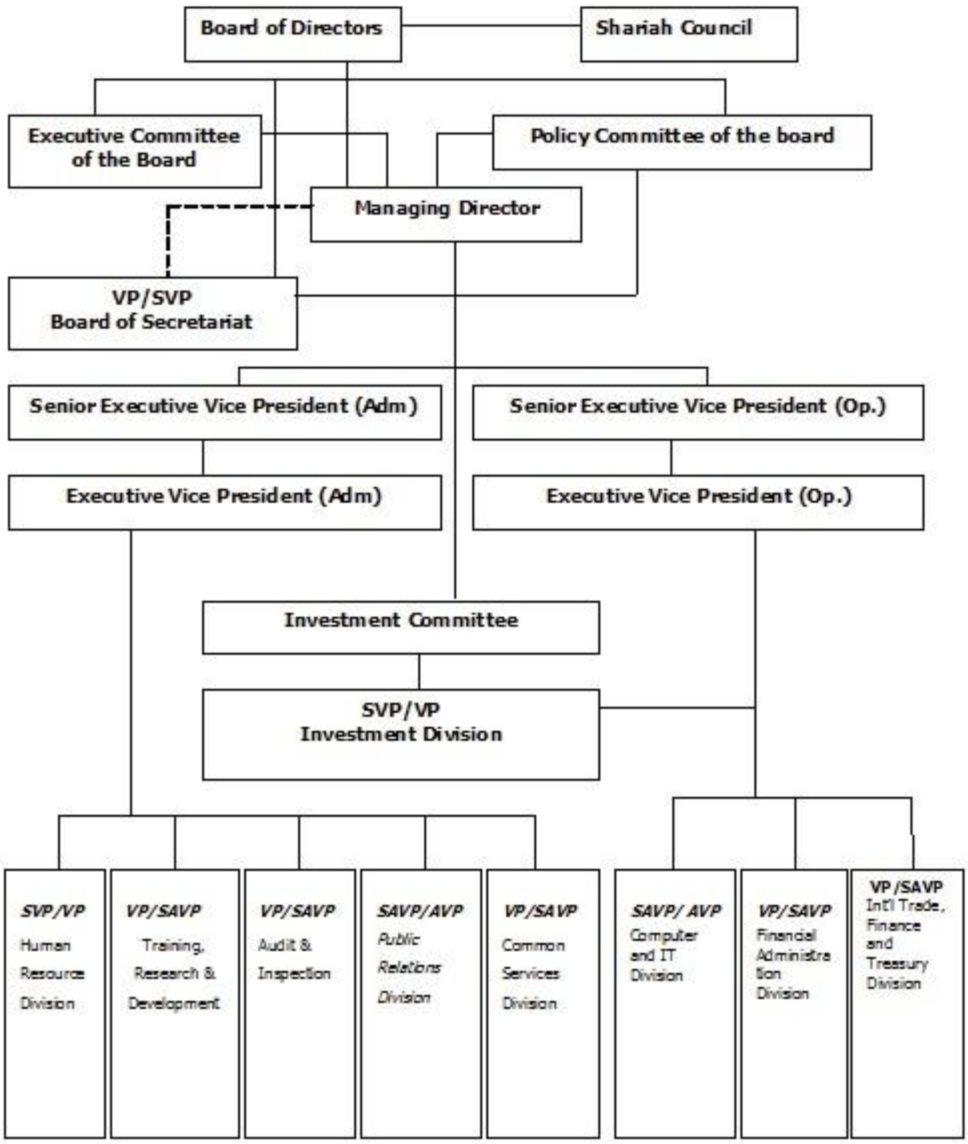

FIGURE: 1

Chapter: 3

Internship Role and Responsibilities

3.1 My Role

I did my internship at Shahjalal Islami Bank PLC. I did my internship in the Customer Service and Administration departments. I helped in the everyday activities of the office, processing office work, and helping in the customer activities. I got the opportunity to gain practical experience in the everyday activities of a private Islami Bank. I also performed the administrative functions of the office and I assisted the customers in the services like bank account opening, ATM PIN setup, and customer verification. Because I worked in both the back-office and the customer service area, I was able to understand the whole bank functions. This not only broadened my understanding of the organizational functions, and processes, but also developed my banking and business communication, problem solving, and organizational skills.

3.2 Rationale of the Role

Your supervision, as well as the customer-facing role functions, highlight the appropriate exposure assigned to me.

· **Administrative Functions**: While drafting letters, filing documents, and receiving visitors, I was able to run and control functions. This incident taught me, within the regulated banking environment, the disciplined importance of record keeping, the need for confidentiality, and the writing of banking letters.

Customer Service Functions: Knowledge of account openings and ATM issues concerning customer inquiries retrieval is a foundational skill in account management and problem solving, and it strengthens customer relationships.

· **Link to Islamic Banking:** While employed at Shahjalal Islami Bank, I learned how to apply Shariah-compliant principles to transactions, account holdings, and client interactions.

This position fused theoretical and practical training and offered me the necessary professional discipline and insight into the industry that will prepare me for my future career.

3.3 Examples of Tasks Completed

1. Office Administrative Tasks

- **Typing and Printing Official Letters:** For this position, I drafted official letters, memos, and documents related to clients and prepared typed and printed files to meet the bank's requirements. It helped me enhance my efficiency, precision, and greater focus when processing confidential records.

- **Taking care of guests:** I was able to meet and help direct clients to the appropriate sections while ensuring everything was in order. I developed the ability to appreciate the importance of courtesy and the profession in time management while working with clients.

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2. Customer Service Support

I guided clients through the processes of account setup by clearly explaining the forms and documents required and providing basic assistance with some compliance frameworks including KYC basics in the banking sector.

Throughout the process of digital banking, setting clients up with their PINs, and assisting with reset instructions, I came to understand the less appreciated complexities of customer ATM PIN provisioning, especially within the constraints of assistance policy.

I systematically verified customer details by meticulously checking the names, ID cards, and addresses to ensure that the information was accurate and complete.

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3. Learning Experiences

- Understanding Islamic Banking Principles: I learned how Islamic banks focus on profit sharing as opposed to charging interest (Riba) and therefore differ from conventional banks. This gave me the opportunity to expand my knowledge of Islamic finance during my studies.

- Workplace Rules and Policies: I learned the value of punctuality, formal dressing, and adherence to organisational policies. These attributes ease the maintenance of professionalism and order at the workplace.

- Soft Skills Development: My jobs enabled me to learn various means of multitasking, communication, and teamwork. Furthermore, I earned the ability to handle responsibility under monitoring, which in turn boosted my self-confidence.

Chapter: 4

Key Learnings and Experiences

4.1 Important Learnings

I learned a lot during my internship at Shahjalal Islami Bank PLC that helped me understand how banks function and how to work in a professional setting.

Some of the most important things to learn are:

- **Understanding Islamic Banking:**

I acquired practical knowledge about Shariah-compliant banking. Shahjalal Islami Bank does not deal with interest since it participates in socially responsible investing, profit-sharing investments (Mudarabah) as well as interest-free trade financing (Murabaha) transactions. This experience helped me synthesise Islamic banking theory with the practical side of investments.

Recruitment and Selection Insight:

I appreciated the detail-oriented recruitment and selection exercises the bank implemented. I also found it fascinating how HR legislation enables the systematic control of the recruitment process through the job advertisement, interview, and selection stages. This experience deepened my understanding of the HR function in the banking system.

Customer Service Excellence:

Working on the front desk enabled me to understand the role of patience and empathy in consumer relations, especially in communication. I appreciated the need of a bank to actively pursue customer satisfaction as I helped resolve issues with account setups and ATMs.

Organisational Discipline:

My internship enhanced my appreciation of the administrative role of an organisation. Policies and norms concerning punctuality, appropriate dress, cooperation, and silence are essential for the building of trust and a professional, orderly, and disciplined workplace.

Office Administration:

I learned how to prepare documents, plan for visits, control the flow of communication, and verify records.

Completing these administrative tasks was not simply a means of improving my productivity; I also wanted to show how efficient back-office operations aid customer service**.**

4.2 Connection with Academia

My internship experience strongly connected theoretical concepts learned during my academic studies with real-world applications. For instance:

- **Islamic Finance:**

  The theories of Islamic finance and interest-free banking which I studied in class were applied directly in the operations of the bank, thus helping me appreciate the relevance of the classroom learning.

Human Resource Management (HRM):

The concepts of recruitment, selection, and motivation of employees which I learned in the classroom were illustrated in the real bank's HR practices.

Customer Relationship Management (CRM):

The importance of strong customer relations not just to the marketing and management theories but also to my experience helping clients who had difficulties opening accounts or accessing services.

Business Communication:

The writing of official letters, management of various records, and customer interaction provided me exposure to the practical aspects of documentation and thus improved the application of my communication theories.

This exposure helped me to appreciate the relevance of the various theories of my profession and to think about the application of such theories in the ever changing and complex world of organisations.

4.3 Practical Examples

- **Opening Bank Accounts: ***

Completing account opening forms and verifying documentation and KYC policies taught me the eligibility and onboarding procedures for customer account openings in banking.

ATM PIN Assistance: *

I inquired with customers about ATM card PIN issues and assisted them in setting and resetting their PINs. This activity reinforced learned concepts on bank digital services and customers' technological comfort.

Document Preparation: *

I prepared and printed official letters, memos and notices which, in turn, strengthened my dedication to excellence and documentation in the banking sector.

Observing Recruitment Processes: *

I observed the stages involved in talent acquisition, from the preparation of the job description, interviews, and the assessment of written examinations.

Office Protocols: *

My self-regulation in punctuality, dress code, and adherence to internal policies inspired the primary purpose of the study in structural functionalism.

Chapter: 5

Critique and Reflections

5.1 Critique of Office Administrative Tasks

Mistake 1: Being Dependable on Hand Processing of Correspondence Much time was consumed with typing, printing, and signing letters, which resulted in a myriad of mistakes. For example, a client was presented with a letter containing a wrongly spelled name, and he was fully convinced that it was a different transaction, which delayed the completion of the transaction. This example shows how dangerous it can be to rely excessively on operations of a primitive nature. The overconsumption of paper is expensive and detrimental to the environment, and from the Islamic perspective, it is waste (israf). Criticism: Outdated methods for complex operations dragged on the transactions, facilitated the loss of clients' trust, and put the firm on the losing end of the competition for lack of digital automation. The Islamic perspective on organisation, order, and control of resources directly contradicts this inefficiency. Remedy: Islamic CA firms, for instance, can be provided with a Shari'ah compliant ERP system with automated document generation and cloud storage, document e-signatures, and custody and document circulation. It is characterised by the provision that the ERP will continue to be under phased staff training and stewardship principles for Islamic CA firms, which will sustainably reduce the consumption of paper and the circulation of documents by 70 percent.

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Mistake 2: Inefficient Visitor Management System Logs are taken manually and coordinated for visitors by phone, resulting in delays and the overlap of appointments, which in turn resulted in long waits. The lack of digital tracking also increased the security risks that come with possible unauthorised access to sensitive areas. The lack of organisation in this regard demonstrated an absence of professionalism and, more importantly, failed to deliver to the customer, which is contrary to Islamic values of hospitality and equity. Personal information is also put at risk because manual logs can be misplaced or even altered, potentially leading to identity tampering. A potential digital appointment booking system that integrates with the bank's CRM, automated reminders via SMS and email, and online booking could counter the above weaknesses. For security and wait time optimisation in the check-in process, biometrics or QR codes will be used. Discipline will be expected, upholding the Islamic principles of justice in service.

5.2 Critique of Customer Service Support Tasks

Mistake 1: Cumbersome Account Opening Process

Opening accounts took such a long time because of inefficient manual paperwork and lengthy verification processes that sometimes lasted over half an hour. These procedures were also protracted due to incomplete customer documents and revisions, particularly from customers unfamiliar with the Islamic banking concepts of riba-strings declarations.

Given that opening accounts took such a long time, customers expressed dissatisfaction with the service provided, which could potentially trigger non-compliance with anti-money laundering (AML) frameworks. This could also discourage prospective customers in a competitive market because the principle of Islamic banking states that customers should not be burdened with complex halal transactions.

The most effective and compliance-viable e-KYC-compatible Islamic banking framework in accordance with Bangladesh Bank regulations was to provide customers with an electronic mobile app or web portal to submit account opening paperwork. In-branch assistance for those not so tech-savvy customers also helped with time and productivity as accounts were processed in 15 minutes, thus enhancing the customer experience.

Mistake 2: Insecure PIN Management Practices

Weak identity verification controls (no multi-factor authentication) and basic ID checks for ATM PIN reset requests contravened security procedures that should have been followed. Frequent resets and manual overrides defined as mismatched records created openings for fraud.

The inherent Islamic values of trust (amanah) seem to have been undermined, with the apparent impact felt in the loss of company revenue and customer trust.

The bank was trailing behind the competition that had more advanced digital systems.

Remedy: Allow customers to use SMS or apps to reset a PIN with a One-Time Password (OTP) feature, and use biometric systems at the ATMs. Training staff to recognise fraudulent activity, combined with customer-education campaigns, would enhance protection and trust.

Mistake 3: Data Verification Without Updating Information

Customer data manual checks and balances system was outdated, causing incomplete or outdated addresses and, in some cases, service delivery delays and regulatory risks.

Unlike most banking systems that provide for the exclusion of customers, Islamic banking principles demand correct and halal transactions and equitable treatment, which undermines trust in the system. It also hinders tailoring of services to the individual and government reporting.

Remedy: Employ AI and Optical Character Recognition (OCR) systems to automate data validation in a consolidated system. Enhanced internal auditing to meet regulatory requirements, and collaborating with customers to use self-service applications to update their accounts would spell improved data accuracy and a reduction in manual effort.

5.3 Reflection

Learning about the principles of Islamic Banking, including the absence of interest and the careful management of resources, has changed my perspective on internships. From an operational perspective, the manual processes, the customer service void created by lengthy waits at the support desk, and the security void offered me a perspective on the bank's operational inefficiencies within the more espoused principles. For example, the unwelcoming and rigid service observed within banking hospitality ran counter to the principles of operational efficiency espoused within Islam, especially given the need to moderate the use of hospitality assets. This led me to contemplate the role of technology in changing some of the more entrenched practices.

The experience had the impact of connecting my academic knowledge with practical and highlighting the challenges of putting theoretical concepts in practice. To give a case in point, although I was taught the concept of Islamic banking in school, their application in the administrative and customer service activities reminded me of the significance of operational efficiency in upholding trust (amanah). Professional discipline through the strict following of work rules (dress code and punctuality) was also observed, but I was also able to see how modernization (e.g., flexibility in the ways of working remotely) might add to employee joy without reducing the standards.

These thoughts have inspired me to facilitate digital revolution in banking and it has also influenced my career ambitions. The recommended solutions which comprise digital document systems, e-KYC and secure PIN techniques demonstrate that my belief on how technology can enhance productivity and at the same time comply with Islamic norms. In the future, I would like to encourage the solutions based on the combination of tradition and innovation in the business to keep such a business as Shahjalal Islami bank competitive and relevant to their moral core. This internship not only improved my skills but also strengthened my grades of wanting to make a major change in terms of Islamic finance

Chapter: 6

Conclusion

6.1 Conclusion

This internship report provides a complete picture on how Shahjalal Islami bank PLC recruits and selects workers. In my internship, I got to know how the bank identifies, evaluates and hires the right applicants in a manner that aligns with the Islamic banking principles and the mission of the bank. The strict recruiting system and extensive selection strategies ensure that the bank recruits qualified employees who can fit into the culture and contribute to the growth of the bank in the long run. There are various areas that the bank does well in the processes of hiring but there are areas that the bank can improve most especially by using online hiring tools as well as clarifying job descriptions.

I have also acquired experience, which has led to better performance in my job and interaction with other people. Through this experience, I would like to admit that the internship allowed me to relate what I studied at school to how to apply such skills in a practical environment when I look back on this journey. It has shifted my career objectives and made me more resolute to work in the Human Resource Management field, with emphasis on particular themes. To sum up, my apprenticeship had reassured me that I made the educational decisions and I managed to plan further. It has provided me with the practical experience, labor, and perspective I should excel in the career. The new perception, drive, and focus are making me a successful HR professional.

In general, this experience allowed me to learn more about the area I study and train my practical skills, which will assist me in addressing the future challenges in the banking and financial fields.

Chapter: 7

Implications

The internship bridged the gap between theoretical concepts and practical applications, reinforcing my understanding of human resource management, Islamic banking, and organizational behavior. It highlighted how academic frameworks operate within real business environments, enhancing my learning outcomes and providing context for future academic pursuits.

7.1 Organizational Impact

The results of this research may assist Shahjalal Islami Bank PLC improve how it hires and chooses employees. Following suggestions like online screening and thorough job descriptions may help speed up the recruiting process, save money, and bring in a wider range of competent candidates. Making these HR operations stronger will help the bank develop strategically and work more efficiently.

7.2Industry Relevance

The banking business in Bangladesh is very competitive and changes quickly. Maintaining service quality and innovation depends on good hiring and selection. The information in this study is useful not only for Shahjalal Islami Bank PLC, but also for other banks that want to improve their hiring practices while following Islamic banking rules.

7.3 Lessons Learned

- Recruitment and selection require continuous refinement to align with changing organizational and market needs.
- The integration of technology in HR processes can significantly improve efficiency and candidate experience.
- A clear and detailed job specification helps attract candidates who are better suited for the role, reducing turnover and training costs.
- Understanding organizational culture and values is essential in hiring employees who will contribute positively to the company.

7.4 Recommendations

1. Adopt online recruitment and screening platforms to streamline the hiring process and manage candidate data efficiently.
2. Enhance job descriptions and specifications with more detailed requirements to attract suitably qualified applicants.
3. Increase engagement with external recruitment sources like campus placements and job fairs to diversify talent acquisition.
4. Establish a feedback system within HR to monitor recruitment effectiveness and identify areas for continuous improvement.
5. Provide training for HR staff on the latest recruitment technologies and best practices to stay competitive.

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213-11-1408

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