Internship Report

on

An Analysis of the Recruitment & Selection Process of Bank Asia PLC.

Submitted To:

Dr. Sayedul Anam
Associate Professor
Department of Business Administration
Faculty of Business and Entrepreneurship
Daffodil International University

Submitted By:

Hawa Akter Tinu
ID: 182-11-5932
Program: BBA
Major in Human Resource Management
Department of Business Administration
Faculty of Business and Entrepreneurship
Daffodil International University

Date of Submission: 16 July 2025

© Daffodil International University

Letter of Transmittal

Dr. Sayedul Anam
Associate Professor
Department of Business Administration
Faculty of Business and Entrepreneurship
Daffodil International University

Subject: Submission of Internship Report on “An Evaluation of Recruitment & Selection Process of Bank Asia PLC.”

Respected Sir,

I am pleased to submit my Internship Report titled **“An Analysis of the Recruitment & Selection Process of Bank Asia PLC”,** which is prepared as a partial requirement for the completion of my BBA program.

I have prepared this report based on my internship experience and knowledge. While preparing the report, I have tried my best to collect information which are relevant with my study and maintain the academic guidelines.

I sincerely hope that this report will meet your expectations. Thank you for your support and guidance throughout the internship period.

Sincerely yours,

Hawa Akter Tinu
ID: 182-11-5932
Program- BBA, Major in HRM
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University

© Daffodil International University

Certificate of Approval

The internship report titled **"An Analysis of the Recruitment & Selection Process of Bank Asia PLC"** has been prepared and submitted by **Hawa Akter Tinu**, Student ID: **182-11-5932**, under the Department of Business Administration, Faculty of Business and Entrepreneurship, Daffodil International University, as a partial requirement for the degree of Bachelor of Business Administration (BBA) with a major in Human Resource Management.

The report is recommended for submission and acceptance.

S. Anam

Dr. Sayedul Anam
Associate Professor
Department of Business Administration
Faculty of Business and Entrepreneurship
Daffodil International University
Email: anam.ba@diu.edu.bd

© Daffodil International University

Declaration

I, **Hawa Akter Tinu**, Student ID: **182-11-5932,** hereby declare that this internship report titled **“An Analysis of the Recruitment & Selection Process of Bank Asia PLC”** is my own original work. The report has been prepared under the supervision of **Dr. Sayedul Anam**, Associate Professor, Department of Business Administration, Daffodil International University.

I confirm that the information and data presented in this report are genuine and collected during my internship period at Bank Asia PLC. I have not copied or used any unauthorized materials, and this report has not been submitted before for any academic purpose at this or any other institution.

Sincerely yours,

Hawa Akter Tinu
ID: 182-11-5932
Program- BBA, Major in HRM
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University

© Daffodil International University

Acknowledgment

At the very beginning, I would like to express my deepest gratitude to Almighty Allah, the Most Merciful and Compassionate, for giving me the strength, patience, and opportunity to complete my internship and prepare this report successfully.

I am sincerely thankful to my beloved family for their constant support, encouragement, and prayers throughout my academic journey and internship period. Without their love and motivation, I would not have been able to achieve this milestone.

I would like to extend my heartfelt thanks to my internship supervisor, Dr. Sayedul Anam, Associate Professor, Dept. of Business Administration, DIU, for his valuable guidance, suggestions, and support during the preparation of this report.

I am also grateful to the management of the Bank Aisa PLC for giving me the opportunity to intern at their organization. Special thanks to my colleagues and mentors at the bank who helped me learn practical skills and shared their experiences with me.

Lastly, I would like to thank my friend and batchmate for their cooperation, encouragement and support throughout my academic journey.

This report would not have been possible without the contribution of all these wonderful people.

© Daffodil International University

Executive Summary

This internship report focuses on analyzing the recruitment and selection process of Bank Asia PLC, which is a leading private commercial bank in Bangladesh. The main purpose of this report is to understand how the bank attracts and selects qualified candidates to build an effective workforce. Recruitment and selection are the most important HR function that directly affect the bank's performance and growth.

The report explains the recruitment methods used by Bank Asia, including internal propositions and external hiring through job portals, newspapers, employee referrals, and campus recruitment. It also describes the detailed selection steps, such as application screening, written tests, interviews, and background verifications.

During the internship, several challenges were identified, including high competition for skilled candidate, a time-consuming recruitment process, limited use of technologies, bias risks, and difficulties in verifying candidates' backgrounds. Recommendations are made to improve these areas by adopting better technology, streamlining procedures, and promoting fairness in hiring.

Overall, the report provides valuable insights into Bank Asia's HR practices, highlighting both strengths and areas for improvement. This practical experience helped connect academic knowledge with real-world business operations, preparing the intern for future career opportunities in human resource management.

© Daffodil International University

Table of Contents

© Daffodil International University

© Daffodil International University

Chapter-01

Introduction

© Daffodil International University

1.1: Introduction

Completing this internship report is an essential requirement for Daffodil International University's Bachelor of Business Administration (BBA) program. **"An Analysis of the Recruitment & Selection Process of Bank Asia PLC"** is the main topic of the report. In human resource management, recruitment and selection are essential processes that assist companies in matching qualified candidates with open positions. A well-organized hiring and selection procedure can boost productivity, lower attrition, and advance the organization's goals.

This report's objectives are to examine Bank Asia PLC’s hiring and selection procedures; pinpoint any issues or difficulties the company may be having and offer suggestions for system enhancement. The knowledge and expertise acquired during the bank internship, as well as data gathered from secondary sources. Interviews, and observations, from the basis of this report.

This report’s conclusions and recommendations are meant to be helpful not only for Bank Asia PLC but also for professionals, scholars, and students who are interested in HR procedures in the banking industry.

1.2: Background of the Study

Daffodil International University's Bachelor of Business Administration (BBA) program places an extreme value on both theoretical understanding and real-world application. Students must finish an internship program as part of their degree requirements in order to relate academic ideas to actual business procedures. The “An Analysis of the Recruitment and Selection Process of Bank Asia PLC” internship report is a crucial component of my BBA degree requirement. My major of study is Human Resource Management and the report reflects my practical experience in that field.

This report's importance results from its capacity to close the knowledge gap between academic study and real-world business operations. I have learned a lot about how businesses find and assess, and employee qualified applicants, act critical tasks in Human Resource Management, by considering Bank Asia PLC's hiring and selection procedure. The report helps me to finish my academic program and gives me the information abilities I need to take on new challenges in the workplace.

© Daffodil International University

1.3: Objectives of the Study

Broad Objective:

The broad objective of this report is to analyze the recruitment and selection process at Bank Asia PLC to gain a clear and comprehensive understanding of how the bank manages its hiring practices.

Specific Objectives:

The objectives of the study are the following:

1. To analyze the recruitment and selection process of Bank Asia PLC;
2. To identify the problems related to the recruitment and selection process of Bank Asia PLC;
3. To make some recommendations to overcome those problems.

1.4: Scope of the Study

This report focuses on the recruitment and selection process of Bank Asia PLC. It covers the methods and procedures used by the bank to attract and select employees during the internship period. The study highlights both the strengths and challenges faced in the recruitment process, with a special focus on HR practices. However, it does not cover other HR functions such as training, performance appraisal, or compensation.

1.5: Methodology of the Study

The methodology of this report involves collecting information from both **primary and secondary** sources. During the internship, practical observations and informal interviews helped gather firsthand knowledge about the recruitment and selection process. Secondary data was collected from published reports, the bank's official website, and academic resources.

1.5.1: Sources of Data Collection

Primary Data

- Personal observations during the internship
- Informal interviews with HR officers and employees at Bank Asia PLC
- Practical experience in the HR department during the internship

© Daffodil International University

Secondary Data

- Bank Asia PLC's official website and brochures
- Books and articles on recruitment and selection
- Reports and documents related to HRM practices in banking
- Online journals and academic research papers

1.5.2: Target Population

The target population of this study includes employees and HR personnel of Bank Asia PLC involved in the recruitment and selection process, as well as the candidates applying for various job positions at the bank.

1.5.3: Sample Size

Due to time constraints and limited access, the study is based on a sample of **20 employees** and HR staff from Bank Asia PLC, including those directly involved in recruitment activities.

1.5.4: Sampling Method

The sampling method used for this study is **purposive sampling**, where individuals who are directly involved with the recruitment and selection process were selected to provide relevant and valuable information.

1.6: Limitations of the Study

- During the internship, there was limited time for data collection.
- Limited access to thorough reports and private HR documents.
- Limited sample size, which might not accurately reflect every facet of the bank's hiring process.
  Reliance on unofficial interviews and observations, which may contain bias.
- Other HR functions are not included in the study; it exclusively focuses on the hiring and selection procedure.

© Daffodil International University

Chapter-02

Company Overview

© Daffodil International University

2.1: Introduction of the Company

Founded in 2001 with the intention of offering comprehensive banking solutions to satisfy the demands of a rapidly expanding economy, Bank Asia PLC is one of the top private commercial banks in Bangladesh. The bank has steadily grown and broadened its offerings since its founding, emerging as a significant force in Bangladesh's banking industry. Bank Asia PLC has effectively established a strong national presence with more than 150 branches located in both urban and rural areas. The company serves millions of customers from a variety of industries, including retail customers, small and medium-sized businesses (SMEs), and large corporate organizations.

To meet the various needs of its clients, the bank provides a broad range of financial services and products. These services include a range of deposit plans, loan products (personal, home, and business loans), trade finance, domestic and international remittance services, and cutting-edge digital banking platforms (internet and mobile banking). In addition, Bank Asia PLC places a strong emphasis on corporate social responsibility and sustainable banking, actively supporting Bangladesh's social and economic advancement.

Bank Asia PLC's emphasis on human resources management and financial products are both major contributors to its success. The bank understands that providing high-quality services and preserving customer satisfaction depend on having knowledgeable and driven staff. As a result, it makes large investments in luring, hiring, and keeping skilled people via a methodical hiring and selection procedure.

Gaining an understanding of Bank Asia PLC's operations and culture is crucial for examining its hiring and selection procedures. In order to support the bank's vision of sustainable growth and superior banking services, this report will examine these HR functions in detail, emphasizing how the bank makes sure it hires the right people.

© Daffodil International University

2.2: Mission, Vision and Objectives of Bank Asia PLC.

2.2.1: Mission

The goal of Bank Asia PLC is to provide outstanding banking services that support Bangladesh's economic growth by offering creative, dependable, and client-focused financial solutions. Through moral behavior, openness, and a dedication to excellence, the bank hopes to establish enduring relationships with its clients.

2.2.2: Vision

The vision of Bank Asia PLC is to become a leading private commercial bank in Bangladesh by continuously improving its products and services, adopting modern technology, and promoting sustainable growth. The bank aims to be recognized as a trusted financial partner that supports the progress of individuals, businesses, and the nation.

2.2.3: Objectives

- ✓ To provide a wide range of financial products and services that meet the diverse needs of customers.
- ✓ To ensure customer satisfaction through efficient, transparent, and timely services.
- ✓ To adopt innovative technologies to enhance banking experiences.
- ✓ To contribute positively to the economic and social development of Bangladesh.
- ✓ To create a healthy and motivating work environment for employees to maximize their potential.
- ✓ To maintain strong corporate governance and uphold ethical standards in all operations.

2.3: Government Affiliation

Bank Asia PLC operates under the regulatory oversight of Bangladesh Bank, the central bank of the country, which was established in 1972 and continues to regulate and supervise commercial banks to ensure financial stability. As a private-sector commercial bank, Bank Asia PLC is fully governed by national banking laws, including compliance with regulations on capital requirements, anti-money laundering, and foreign exchange, as mandated by Bangladesh Bank and the Ministry of Finance.

© Daffodil International University

Although it is a private entity and does not have direct government ownership, the bank actively participates in government-backed initiatives, such as the “Ekti Bari Ekti Khamar” rural development program, implemented through its agent-banking network to encourage financial inclusion in line with national objectives

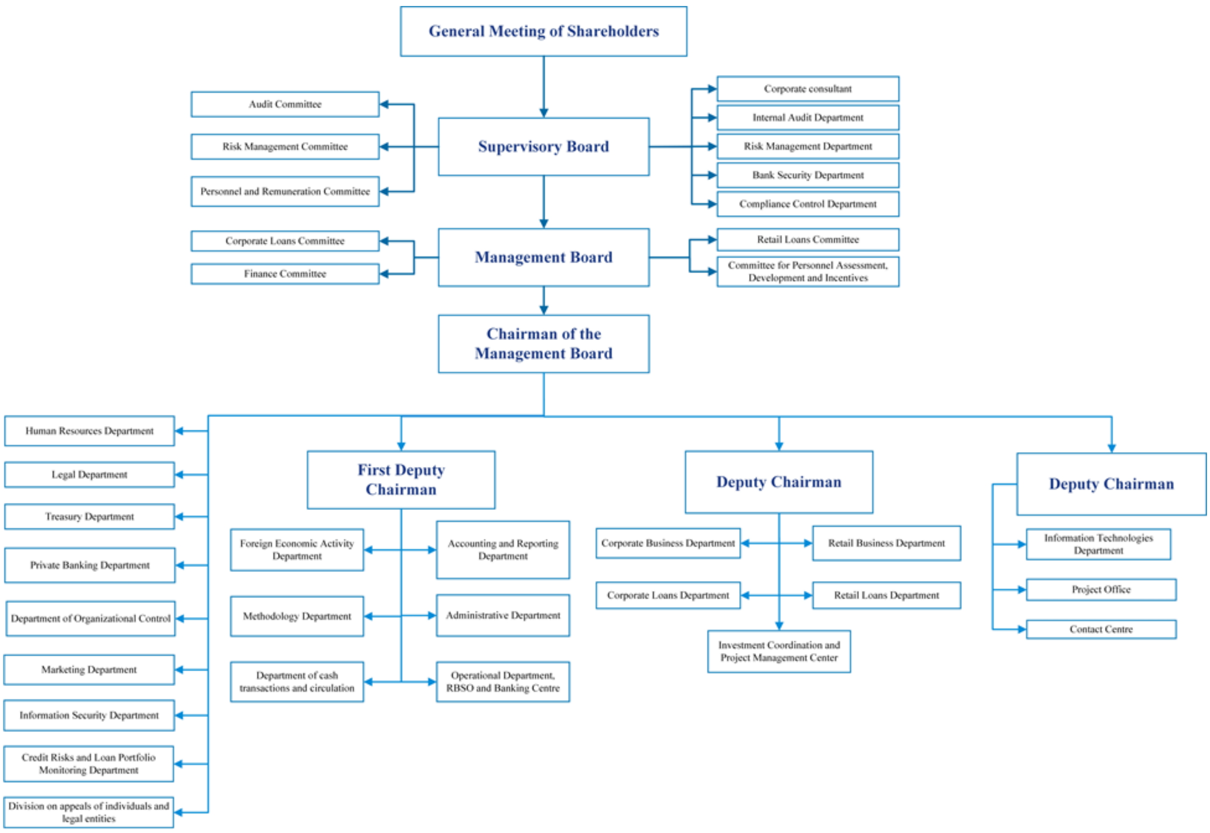
2.4: International Partnerships

Bank Asia PLC maintains a strong network of international collaborations that enhance its global reach, bring in technical expertise, and support sustainable development:

- **IFC (International Finance Corporation)**: On January 27, 2025, Bank Asia signed an agreement with IFC, the private-sector arm of the World Bank Group, securing USD 35 million to support capacity-building for the **MSME sector** in Bangladesh. The funds are intended to strengthen the bank’s agent banking channel and foster growth for export/import-focused.
- **Inpay A/S**: In November 2018, Bank Asia launched an online remittance platform powered by **Inpay**, a Denmark-based cross-border payment service provider. This partnership enables customers across Europe to send remittances directly to Bangladesh through BA Exchange (UK) using a fully digital platform.
- **Global Trade and Awards**: Bank Asia has strong correspondent relationships with over **750 international banks** and offers services like offshore banking, letters of credit, and foreign remittance in numerous currencies through its International Division. In May 2024, the bank was recognized as Best Trade Partner Bank in South Asia by IFC at its Global Trade Partners Meeting held in Spain.

© Daffodil International University

2.5: Organogram of Bank Asia PLC.



2.6: Team Members of Bank Asia PLC

Bank Asia PLC operates with a large, skilled, and diverse workforce that plays a vital role in delivering high-quality banking services across the country. The bank employs thousands of professionals across its many departments and branches, ensuring smooth and efficient operations.

- **Management Team:** Comprising senior executives including the Managing Director, Deputy Managing Directors, and department heads who are responsible for strategic decision-making, policy formulation, and overall governance of the bank.
- **Human Resources (HR) Team:** A dedicated team of 80+ HR professionals managing recruitment, selection, training, employee relations, and overall workforce management. They ensure the bank hires qualified candidates and maintain a positive working environment.
- **Branch Operations Team:** With over 3,000 employees across 150+ branches, this team handles daily banking operations including customer service, account management, and transaction processing.

© Daffodil International University

- **Corporate and Retail Banking Team:** Composed of around 500+ banking professionals, this team focuses on providing financial services to individual and corporate clients, including loan processing, relationship management, and financial advisory.
- **IT and Digital Banking Team:** Over 200 skilled IT and tech professionals manage Bank Asia’s digital infrastructure, mobile banking, internet banking, cybersecurity, and automation services to ensure smooth digital operations.
- **Risk Management & Compliance Team:** Around 100 staff are responsible for ensuring compliance with regulatory requirements and managing various types of risks (credit, operational, market, etc.) in alignment with Bangladesh Bank policies.
- **Agent Banking Team:** As a pioneer in agent banking in Bangladesh, Bank Asia employs over 1,000 agents and field officers working across rural and semi-urban areas to promote financial inclusion and provide banking access to unbanked populations.

2.7: HR Team of Bank Asia PLC

Managing and training the bank's employees is a major responsibility of Bank Asia PLC's Human Resources (HR) department. The HR department makes sure that the right individuals are hired, trained, and retained to meet organizational goals as the bank grows and changes. Because of the team's professionalism and structure, HR operations are in line with both business strategy and employee expectations.

- **Team Composition:** Bank Asia's HR Department employs more than 80 professionals, including managers, HR executives, officers, and specialists, who work on a variety of projects, including hiring, training, performance reviews, employee relations, and HR compliance.
- **Through organized processes**: like job advertisements, CV screening, written exams, interviews, and final selection, the recruitment and selection team is in charge of drawing in and choosing the best applicants. To comprehend hiring needs, they collaborate closely with department heads. Through professional development courses, external workshops, internal training sessions, and onboarding programs, the Training & Development Team focuses on the development of its employees. Enhancing employee skills and promoting career advancement are the objectives.

© Daffodil International University

- **HR Operations Team:** Handles HR-related paperwork in accordance with internal policies and legal requirements, processes payroll, keeps track of employee records, and manages daily employee issues.
- **Employee Relations & Welfare Team:** Manages staff-management communication, resolves grievances, and plans welfare events to promote employee engagement and well-being in order to maintain a positive work environment.
- **Performance Management Team:** Ensures equitable performance reviews and promotions based on merit by supervising the employee feedback systems, KPI evaluation, and appraisal process.

2.8: Products & Services of Bank Asia PLC

To satisfy the various demands of its clients, which include individuals, small enterprises, and corporate clients, Bank Asia PLC provides an extensive array of financial products and services. I was able to observe during my internship how these services are intended to improve customer satisfaction, encourage financial inclusion, and aid in Bangladesh's banking industry's digital transformation.

Retail Banking Services

Bank Asia provides a variety of deposit and loan products tailored to individual customers. These include:

- **Savings Accounts** and **Current Accounts** for personal and business transactions.
- **Fixed Deposit Accounts (FDRs)** with attractive interest rates and flexible tenures.
- **Debit and Credit Cards** with local and international access.
- **Retail Loans** such as personal loans, home loans, and car loans to meet every day financial needs.

Digital Banking

Bank Asia is highly committed to digital innovation. The Bank Asia SMART App and **Internet Banking** platform allow customers to:

- Transfer funds securely
- Pay utility bills
- Recharge mobile phones
- View account balances and statements
- Access 24/7 banking services remotely

© Daffodil International University

Agent Banking

Bank Asia is recognized as a pioneer of Agent Banking in Bangladesh. Through this model, the bank provides essential financial services to rural and underserved populations. Agent outlets enable customers to:

- Open new bank accounts
- Deposit and withdraw cash
- Receive remittances
- Access credit and other banking facilities

SME and Corporate Banking

The bank offers customized financial solutions to support the growth of small and medium enterprises (SMEs) and corporate organizations. Key services include:

- Business and working capital loans
- Trade finance and export-import services
- Project financing and cash management solutions
- Structured financial advisory

Islamic Banking (Bank Asia "Salamah")

Bank Asia operates Islamic banking windows under the brand name **"Salamah,"** which comply with Shariah principles. These services include:

- Mudaraba savings accounts
- Islamic investment solutions
- Shariah-compliant debit cards and other financial products

Foreign Remittance and Offshore Banking

Bank Asia facilitates the inflow of foreign remittances through partnerships with international money transfer services. The bank also offers offshore banking facilities for non-resident Bangladeshis and foreign clients, supporting foreign currency transactions and investments.

E-Commerce and Payment Solutions

To support digital commerce, Bank Asia provides:

- Online payment gateways for merchants and buyers
- Secure card-based payment processing
- Integration with e-commerce platforms for seamless transactions

© Daffodil International University

Chapter-03

Recruitment & Selection Process of Bank Asia PLC

© Daffodil International University

3.1: Introduction to Recruitment & Selection

Recruitment and selection are two of the most important functions in Human Resource Management. They help organizations to find the right people for the right positions, which directly affects overall business performance. Recruitment refers to the process of attracting qualified candidate to apply for job vacancies, while selection is about choosing the most suitable candidate from the pool od applicants.

For Bank Asia PLC, an effective recruitment & selection process ensures that skilled and talented individuals join the organizations. This helps the bank maintain its competitive advantages by building a capable workforce that can cover customers need and wants.

3.2: Definition of Recruitment & Selection

Two closely related procedures that are essential to an organization acquisition of HR are recruitment and selection.

- ✓ The process of finding and luring possible applicants to apply for open positions is known recruitment. It entails tasks like positing job openings, looks for qualified applicants and urging them to apply. The main purpose of recruitment is to create a suitable pool of component candidate from which the company can select.
- ✓ On the other side, selection is the way of process of assessing and picking the top applicant from the pool of candidate. To make sure the selected applicant fits the job all requirements and the culture of the company. Its entails reviewing resumes, holding interviews, test and running background checks.

3.3: Types of Recruitment at Bank Aisa PLC.

- **Internal Recruitment**
  - ✓ Promoting or moving current bank employees to fill open positions in a common strategy for mid-level or senior roles that call for familiarity with the operations and culture of the bank.
  - ✓ By offering opportunities for career advancement, it fosters employee loyalty and motivation.
- **External Recruitment**
  - ✓ Hiring candidates from outside the organization to bring in fresh skills and perspectives.

© Daffodil International University

- ✓ Commonly used for entry-level positions or roles requiring specialized expertise not available internally.
- ✓ Job vacancies are advertised through job portals like bdjobs.com, the bank's official website, newspapers, and social media platforms.

- **Strategic Use**
  - ✓ Bank Asia balances internal and external recruitment methods to maintain a skilled and motivated workforce.
  - ✓ This approach helps the bank meet its human resource needs effectively while supporting employee growth.

3.4: Sources of Recruitment at Bank Asia PLC

Bank Asia PLC uses various sources to attract qualified candidates for different job positions. These sources include:

- **Job Portals**: The bank frequently posts job openings on popular online job portals like bdjobs.com to reach a wide pool of applicants.
- **Official Website**: Job vacancies are also published on Bank Asia's official website, allowing interested candidates to apply directly.
- **Newspapers and Print Media**: For certain positions, especially senior or specialized roles, the bank advertises vacancies in leading newspapers.
- **Employee Referrals**: Current employees are encouraged to refer suitable candidates from their networks, which often results in trustworthy and qualified applicants.
- **Campus Recruitment**: Bank Asia occasionally visits universities and colleges to recruit fresh graduates for entry-level positions.
- **Social Media Platforms**: The bank uses platforms like LinkedIn and Facebook to promote job vacancies and reach younger, tech-savvy job seekers.
- **Recruitment Agencies**: For some specialized or urgent hiring needs, the bank collaborates with professional recruitment agencies.

© Daffodil International University

3.5: Recruitment Process at Bank Asia PLC

The recruitment process at Bank Asia PLC follows a structured and organized approach to ensure that the bank hires the most suitable candidates efficiently and fairly. The main steps involved in this process are:

- **Manpower Requirement Identification**: The concerned department identifies the need for new employees and submits a formal request to the HR department.
- **Job Description Preparation**: The HR team creates a detailed job description and person specification outlining the responsibilities, qualifications, and skills required.
- **Job Advertisement**: The vacancy is advertised through the bank's website, online job portals, newspapers, and social media to attract potential candidates.
- **Application Collection**: Applications are accepted within a set deadline from interested candidates.
- **Candidate Shortlisting:** After reviewing applications, the HR division selects applicants who satisfy the minimal requirements for education and work history.
- **Preliminary Assessment:** To evaluate the knowledge and abilities of the candidates, shortlisted candidates can take a written exam or face their first interview.
- **Final Interview:** To analyze the technical proficiency and cultural fit, a panel comprising HR's and department managers take interviews of qualified candidates.
- **Background Verification:** The references and confirmation of the professional and academic qualifications of an applicant.
- **Appointment Letter:** Selected candidates receive an appointment letter with details about their job responsibilities, salary, joining dates and other necessary information's.
- **Joining Formalities:** Newly joined employees complete necessary paperwork's and orientation before starting job.

3.6: Selection Process at Bank Asia PLC

Bank Asia PLC follows a well-planned process to hire the right person for the job. The goal is to find someone who not only has the right skills but also fits well with the company's culture. Here are the main steps they follow:

- ✓ **Application Screening:** First, the HR team goes through all the applications and picks out the ones that meet the job requirements.

© Daffodil International University

- ✓ **Written Test:** The selected candidates may have to take a written test. This helps check their knowledge and how they solve problems.
- ✓ **Preliminary Interview:** If they do well in the test, they are called for an initial interview. This is usually done by the HR team to see if the person is suitable for the job.
- ✓ **Final Interview:** Candidates who pass the first interview are then interviewed by senior managers or department heads. They check the person's experience, technical skills, and how well they might fit into the company.
- ✓ **Skill Test (if needed):** For some jobs, candidates may have to show their practical skills by doing a task related to the job.
- ✓ **Background Check:** The bank checks the candidate's past work experience, education, and references to make sure everything is true.
- ✓ **Medical Test:** If everything goes well, the candidate may also need to take a medical test to confirm they are fit for the job.
- ✓ **Final Selection:** The selected candidates get an official job offer with all the details about their position and work terms.

3.7: Role of the HR Department in Recruitment & Selection at Bank Asia PLC

At Bank Asia PLC, the HR division is in charge of the selection and recruitment process. The HR department makes sure the procedure is equitable, seamless, and in line with the bank's objectives.

- **Identifying Manpower Needs:** Develops detailed job descriptions and specifications clearly define roles and qualifications.
- **Preparing Job Descriptions**: Develops detailed job descriptions and specifications to clearly define roles and qualifications.
- **Advertising Vacancies**: Publishes job openings through various platforms like the bank's website, job portals, and newspapers.
- **Collecting and Screening Applications**: Receives applications and shortlists candidates based on qualifications and experience.
- **Organizing Tests and Interviews**: Coordinates written tests, interviews, and other assessment activities.

© Daffodil International University

- **Conducting Interviews**: Participates in interviews alongside department managers to evaluate candidates.
- **Performing Background Checks**: Verifies candidates' credentials and references to ensure authenticity.
- **Making Final Recommendations**: Presents the most suitable candidates to top management for final approval.
- **Issuing Appointment Letters**: Prepares and delivers official appointment letters to selected candidates.
- **Ensuring Compliance**: Ensures recruitment follows company policies and legal requirements.

3.8: Tools & Techniques Used in Recruitment & Selection at Bank Asia PLC

In order to make effective hiring decisions, Bank Asia PLC employs a number of tools and strategies during the recruitment and selection process. Like:

- **Job Portals and Online Platforms**: Utilizes websites like bdjobs.com and the bank's official site to advertise vacancies and receive applications.
- **Application Screening Software**: Uses software tools to filter and manage large volumes of applications efficiently.
- **Written Tests**: Conducts tests to evaluate candidates' technical knowledge, numerical ability, and problem-solving skills.
- **Structured Interviews**: Follows a standardized interview format to ask consistent questions and fairly assess all candidates.
- **Panel Interviews**: Involves multiple interviewers, including HR and department managers, to get diverse evaluations.
- **Practical/Skill Tests**: Applies job-specific tests to measure candidates' abilities in real work situations when applicable.

© Daffodil International University

- **Reference Checks**: Contacts previous employers or educational institutions to verify candidates' backgrounds and performance.
- **Background Verification**: Conducts thorough checks to confirm the authenticity of candidates' documents and personal information.
- **Psychometric Testing**: Uses personality and aptitude tests to understand candidates' behavioral traits and suitability.

© Daffodil International University

Chapter-04

Findings, Recommendations, and Conclusion

© Daffodil International University

4.1: Findings

1. **High Competition for Skilled Candidates:** It can be difficult to draw in competent & talented applicants because of the banking industries intense competitions. It can be challenging by Bank Asia to attract top talent because of the competition from other banks for a small pool of highly qualified professionals.
2. **Time-consuming Recruiting Process:** The multi-step recruitment process, which consists of testing, interviews, shortlisting, advertising, can take a long time. This occasionally causes the HR team workload to increase and delays the filling of urgent positions.
3. **Limited Use of Technology in Screening:** Despite the use of some software, a substantial number of manual employees is still required to screen applications. Delays and possible human error in choosing the best candidates may result from this error.
4. **Difficulties in Internal Recruitment:** Promoting current staff members increases motivation, internal candidates occasionally lack the skills required for higher positions, which can reduce the efficiency of recruitment.
5. **Selection Process Bias:** Even with organized panels and interviews, there still a chance that unintentionally bias will sway judgment which could comprise the heiring process diversity and fairness.
6. **Challenges with Background Verification:** It can be challenging to verify candidate information's, specially when references or supporting documents are elusive, which increases the possibilities of hiring the wrong candidate.

© Daffodil International University

4.2: Recommendations

1. **Handling the High Level of Competition for Skilled Candidates:** In order to draw in top talent, Bank Asia should strengthen its employer brand and highlight its distinctive benefits. The bank may attract more qualified professionals if it offers competitive pay, chances for professional advancement, and employee engagement initiatives.
2. **Cutting Down on Time-Consuming Recruitment Process:** Hiring can be accelerated by streamlining the recruitment process by establishing precise deadlines and utilizing online scheduling tools. Increasing departmental coordination and task delegation can also speed up the process of filling openings.
3. **Increasing the Use of Technology in Screening:** Purchasing AI-based screening tools and sophisticated applicant tracking systems (ATS) can increase the precision of candidate shortlisting while lowering manual labor. Efficiency will rise if HR employees are trained to use these tools properly.
4. **Improving Internal Recruitment Effectiveness:** Employees can be prepared for higher roles by receiving regular training and skill development programs. Establishing succession planning and a clear career path will motivate internal candidates to advance within the bank.
5. **Reducing Bias in the Selection Process:** Employing standardized evaluation criteria and educating interviewers about bias can help minimize subjective assessments. Fairness and diversity in hiring decisions can also be promoted by including diverse interview panels.
6. **Strengthening Background Verification:** Reliability can be increased by utilizing third-party verification services and assembling a specialized team for comprehensive background checks. The process will be improved by having clear policies for verification and penalties for giving misleading information.

© Daffodil International University

4.3: Conclusion

Bank Asia PLC’s hiring and selection procedure is essential to drawing in and keeping qualified workers who align with the organization’s objectives and culture. Building a skilled workforce is supported by banks balanced use if internal and external recruitment process as well as a systematic selection process. These are certain problems. Though, including the drawn-out procedure, the spars application of cutting-edge technology, possible biases, and challenges with background checks. Bank Asia PLC will be able to recruit top talent more competitively is these [+problems are resolves by implementing new technologies, expediting the hiring process and maintain equity. Enhancing the hiring and selection procedure will boost productivity and support the bank's long-term prosperity and expansion within the banking industry.

© Daffodil International University

References

- Armstrong, M. (2020). *Armstrong's handbook of human resource management practice* (15th ed.). Kogan Page.
- Bank Asia PLC. (2023). *Annual report 2023*. Retrieved from https://www.bankasia-bd.com/annual-report
- Bangladesh Bank. (2022). *Banking sector overview*. Dhaka: Bangladesh Bank.
- bdjobs.com. (2023). *Job market trends in Bangladesh*. Retrieved from https://www.bdjobs.com/career-resources
- Kumar, R. (2019). *Human resource management practices in the banking sector*. Journal of Business Studies, 11(3), 45–60.
- Robbins, S. P., & Coulter, M. (2018). *Management* (14th ed.). Pearson Education.
- Sarker, M. N. I., & Rahman, M. M. (2020). Recruitment and selection process of private banks in Bangladesh: A comparative study. *Asian Journal of Business and Management,* 8(1), 20–34.

© Daffodil International University