



Internship Report  
on  
**“Recruitment and Selection Process of Bangladesh Commerce  
Bank Limited. - A Study on Dhamrai Branch, Dhaka”**

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## *Letter of Transmittal*

13th January, 2019  
Gouranga Chandra Debnath  
Assistant Professor and Head  
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**Subject:** Submission of the internship report on “Recruitment and Selection Process of Bangladesh Commerce Bank Limited. - A Study on Dhamrai Branch, Dhaka”.

Dear Sir,

In accordance to your advice to prepare a report on “Recruitment and Selection Process of Bangladesh Commerce Bank Limited. - A Study on Dhamrai Branch, Dhaka”. I have done my internship and prepare the internship report with the best. I have followed all of the standard methodology and your advice given in the instruction to prepare an internship report. I have also taken help from different sources to prepare an internship report properly and accurately. Your acceptance and appreciation would surely inspire me.

So it was a delightful experience for me to work on this topic and I am very appreciative to you for giving me this chance

Sincerely yours,

Anonna Akter  
ID. No. 151-11-877  
Program: BBA  
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## *Certificate of Approval*

I am delighted to certify that the Internship report on “**Recruitment and Selection Process of Bangladesh Commerce Bank Limited. - A Study on Dhamrai Branch, Dhaka**”. Conducted by **Anonna Akter** bearing ID No 151-11-877 of BBA Program, Department of Business Administration has been approved for presentation and defense. Anonna Akter worked with **Bangladesh Commerce Bank Limited, Dhamrai Branch, Dhaka** as an intern under my supervision.

Anonna Akter bears a strong ethical personality and a very attractive nature. It has indeed been a great inclination working with her. I wish her all success in life.



.....  
**Signature of the Supervisor**

Gouranga Chandra Debnath  
Assistant Professor and Head  
Department of Business Administration  
Faculty of Business & Entrepreneurship  
Daffodil International University

## *Acknowledgement*

I would like to show my deep gratefulness to all those who have been supportive in the research of this internship report. It absolutely would not have been imaginable without the help of many people and I would like to acknowledge my gratitude to all those who had assisted me during this whole procedure.

In the beginning, I might want to express my sincere gratefulness to Almighty Allah, who has given me the fortuitous to complete the report in a wonderfully pleasurable way.

My thankfulness and much obligation goes to my observed supervisor Gouranga Chandra Debnath, Assistant Professor of Daffodil International University, who led me all through the conditions for finishing my report. His guidance helps me to separate the vital and essential details from the unnecessary surely helped me to stay on the correct track. Without his support it was completely tough to finish this report correctly in time.

With a great pleasure, I am very thankful to the management of Bangladesh Commerce Bank Limited for their valuable and helpful support.

## *Executive Summary*

The principle motive of this report is analysis “the Recruitment and Selection Process of Bangladesh Commerce Bank Limited”. General purpose of this report are to improve the useful knowledge by the applied alignment of work, to build up the pillar of the career for near future, to know about Bangladesh Commerce Bank Limited operational activities which to know about recruitment and selection process of Human Resource Departments.

The objectives of the study have been outlined to know the recruitment, selection process, different sources of recruitment, and different steps of selection process &, identify some related problems of recruitment and selection process, and provide some recommendations to solve those problems of BCBL.

The report is separated in five different chapters. The first chapter contains introduction, background, scope, objectives, methodology and limitations of the study. The second chapter contains the overview of Bangladesh Commerce Limited in details. In the third chapter, the Literature Reviews is described recruitment and selection assumption deeply. In four chapter, BCBL recruitment and selection process. Chapter five contains findings, recommendations and conclusion. In this whole report the discussion about the recruitment and selection process of Bangladesh Commerce Bank Limited are designed in step by step.

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## *Chapter - One*

### *Introduction*





## 1) Introduction

For a rapid growth of an economy, banking system must be provided. In Today's world, Banks are being regulated in most of the countries, due to the importance of the financial stability of the country. Basically, for the growth of economic development in an economy, various kind of funds are been provided by the banks in order to carry out different kinds of programs. Thus Banks are mainly generated for lending loans and investing on different programs as well. However, there are many other departments present in a bank in order to run the banking system appropriately. Hence, in Bangladesh one of the leading Banks is known as Bangladesh Commerce Bank Limited.

Human Resource Management is known as one of the department of the bank which deals with the management of Human Resources. It has mainly concerned with the “people dimensions” of the organization. Human Resources are one of the vital categories of any organization to perform well in such a manner in order to achieve its success. Therefore, Human Resources are very much concerned with the managing of people within the bank especially focusing on the bank's rules, policies and banking systems.

The department of a human resource management is mainly responsible for controlling different sectors of the department. Some of these sectors are: recruitment and selection process, training and developing process, compensation, performance appraisal and many more. Hence, the main objective of a Human Resource Management is to maximize employee productivity of an organization. Therefore, in this report I have mainly tried to focus on the Recruitment and Selection sector of the human resource management department of Bangladesh Commerce Bank Limited. Hence, the report is consisted with the research based on the recruitment and selection process of the bank which shows the consistency in order to increase the efficiency in recruiting, hiring and selecting.

### 1.2) Origin of the Study

In today's world, only bookish knowledge is not enough to cope up with the real life scenario. In practical field we have to face different types of situation and for that we need theoretical knowledge as well as practical knowledge. So, internship program helps a student to learn how to apply his theoretical knowledge in practical scenario. The main goal of internship program is to increase both the theoretical and the practical knowledge of the participants. As a business student I have started my three months period internship with **Bangladesh Commerce Bank Limited** which is a requirement of internship program of undergraduate degree in Daffodil International University (DIU). My internship topic is “**Recruitment and Selection Process of Bangladesh Commerce Bank Limited. - A Study on Dhamrai Branch, Dhaka**”. It was a challenge for me to complete a report on such an important topic. But I have completed



this report successfully thanks to continuous supervision of my academic supervisor **Gouranga Chandra Debnath, Assistant Professor and head** Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University (DIU).

### **1.3) Scope of the Study**

The report will mainly focus on the recruitment and selection process of Bangladesh Commerce Bank Ltd, Dhamrai Branch. The proposed study will cover the procedure & techniques followed by the recruitment and selection of Bangladesh Commerce Bank Limited. The present study deals with the said policy of the Head office of the company.

### **1.4) Objectives of the Study**

Objectives of the report are summarized in the following manner-

- ❖ To identify the recruitment and selection process of Bangladesh Commerce Bank Ltd (BCBL).
- ❖ To evaluate the recruitment and selection procedure of BCBL.
- ❖ To identify the problems related to recruitment and selection process and
- ❖ To make recommendations to solve those problems of BCBL.

### **1.5) Methodology of the Study**

Methodology refers to the important part of the study and the procedure of gathering data and ordering it in terms of the relevant issues of the study. It is planned in a way so that it relates to achieve the objectives of the study. The study wants an organized process from selection of the topic to final report preparation. The study is completed based on the information extracted from different sources collected by using a specific procedure.

#### **1.5.1) Sources of Data**

##### **A) Primary Sources**

- ❖ Conversation, exchange of ideas and views with senior officials of bank.
- ❖ Informal conversion with the employees



## B) Secondary Sources

- ❖ Office files and Documents
- ❖ Study related book and journals.
- ❖ Web site.
- ❖ Documents supplied by the executives and officers of BCBL.

### 1.6) Limitations of the Study

**Limited time:** I had to prepare this report within a short time. So the time limitation of the study hampering the course of massive area and time for preparing a report within the declared period is really challenging.

**Busy working environment:** The officials had few times been unable to deliver information because of their huge routine work.

**Lack of satisfactory well informed officials:** Many officials of the branch are not well informed about different systems of BCBL. They know few. I had to face much trouble to gather this information.

**Inadequate data:** Some wanted information could not be together due to confidentiality of business. This report did not cover all the purpose of Human resources that followed in BCBL.

**Confidential Issues:** Human resource department maintains very much private about their actions and core information. The report relied heavily on the personal judgment and opinion.



## *Chapter - Two*

### *Overview of the Organization*





## 2.1) Historical Background of BCBL

Bangladesh Commerce Bank Ltd. bears a exclusive history of its own. The bank a leading private sector commercial bank began its operation in as1st September 16, 1999. Bangladesh Commerce Bank Limited (BCBL) was established by the Act No. 12 on 1997, passed by the Parliament of the People’s Republic of Bangladesh. Prior to emerging as bank, it was merely an Investment Company named Bangladesh Commerce and Investment Ltd. (BCIL). Consequently on February 8, 1998, the Government of Bangladesh constituted an 11 member Board of Directors to administer the affairs of the Bank in accordance with the Act and other related rules & regulations. BCBL was incorporated on June 1, 1998. The Bank formally started operation from September 16, 1999. The goal of the bank is to assemble resources from within and invest them in such way to progress country's Industrial and Trade Sector and playing a vital role in the creation of capital market as well. Its membership with the browse aided the company largely in this regard. It has 48 branches and also owns the membership of Dhaka Stock Exchange (DSE). The Bank has been achieving a continuous growth rate in all spheres of banking operations since establishment of the Bank in 1999. The bank has made substantial growth within a little period due to its very skilled board of directors, dynamic management & development of various customers. The bank bearings traditional commercial banking operations as well as foreign exchange business & provision of other financial services. At present, the bank’s main focus is on the delivery of personalized customer services & expansion of its climate base. The bank follows the advancing guidelines of the Bangladesh Bank. BCBL has been using computer & other modern technology to operate banking operation from its foundation. They are attributing online banking under IT platform. The BCBL has automated most of its branches with computer network with the objective to render modern services in 4 accordance with the reasonable commercial wants. Currently there are six divisions in the bank. Each division is charged with specific tasks and the cells provide necessary support in performing the tasks.

## 2.2) Mission

- High quality financial services with the assistance of latest technological device.
- One Stop, Fast, and accurate customer services.
- Balanced financial growth strategy.
- Smooth return on shareholder’s equity.
- Innovation in banking service at a competitive price.
- Committed to the growth of society and economic development.
- Collecting & nourishing quality human resources with right compensation.

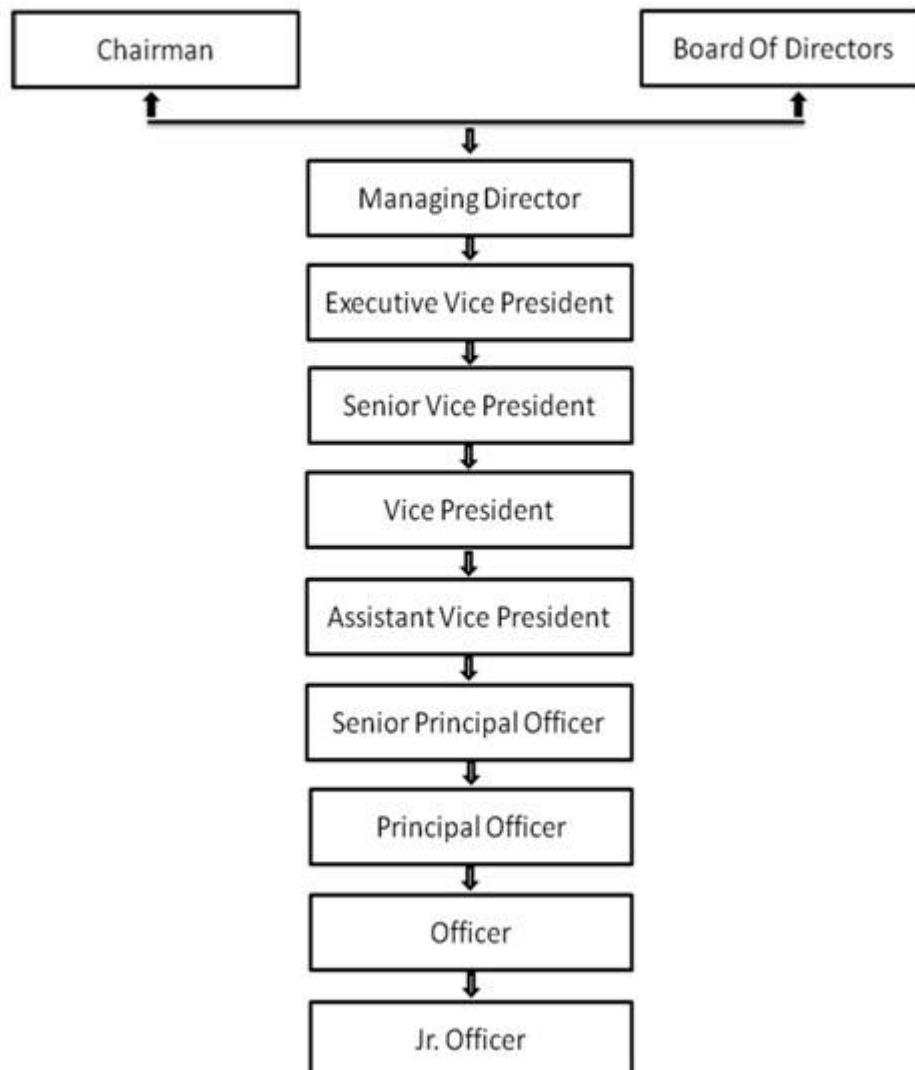
### 2.3) Vision

Become a bank of first choice by the customers with meaningful contributions to the society is the main aim of the bank. Bangladesh Commerce Bank Ltd has also a vision to share its experience and excel to its customers and people around it. At the juncture of global economic activities, Bangladesh Commerce Bank Ltd has been driven by the strategic policy, as the prosperous economies of the global village are option.

### 2.4) SLOGAN

Service With Trust

### 2.5) Hierarchical Structure of BCBL



Hierarchical Structure of BCBL (position wise)



## *Chapter - Three*

### *BCBL Literature Reviews*



### 3.1) Recruitment

Recruitment denotes to the procedure of enticing, screening, and selecting eligible people for a job at an institute. For some modules of the recruitment process, mid- and large-size administrations often retain professional recruiters or outsource some of the process to recruitment agencies. Candidates for employment and stimulating them to apply for jobs in the organization. Recruitment is the actions that links the employers and the job seekers. Recruitment of candidates is the purpose previous the selection, which helps create a pool of prospective employees for the organization so that the management can select the right candidate for the right job from this pool. The main motive of the recruitment procedure is to speed up the selection process.

### 3.2) Purpose and Importance of Recruitment

- + Appeal and inspire more and more candidates to put on in the institute.
- + Build a talent pool of candidates to empower the selection of best candidates for the institute.
- + Define present and future requirements of the institute with its personnel planning.
- + Rise the pool of job candidates at lowest cost.
- + Meet the administrations legal and social obligations concerning the arrangement of its staff.
- + Begin recognizing and making potential job applicants who will be right candidates.
- + Increase institute and individual effectiveness of various recruiting methods and sources for all types of job applicants.

### 3.3) Types of Recruitment sources

Recruitment sources can be divided into two types,

- 1) Internal Recruitment
- 2) External Recruitment



### 3.3.1) Internal Recruitment

An internal source of recruitment includes recruiting candidates inside. Employees presently employed in their own firm are departed to other department or higher position. If the employees' concert are outstanding and up to the mark, they are given chance to dwell in higher level from the present post. If further skills required, firms should prepared to provide training.

#### Methods of Internal Recruitment

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- Selecting top talents within an organization to higher level
- Promotions
- Internal Advertisement
- Temporary employees to contractual period
- Contract employees to temporary
- Temporary employees to permanent
- Retired employees for freelancer position

#### Advantage of Internal Recruitment

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- ❖ It is modest, easy, fast, and cost effective.
- ❖ No need of training, as the candidates already know their job and tasks.
- ❖ It inspires the employees to work hard, and rises the work relationship within the firm.
- ❖ It helps in increasing employee faithfulness towards the firm.
- ❖ Employees stay for a long period in the firm when they are promoted to higher position.
- ❖ Competition among employees to dwell in high level when co-employee gets promoted

#### Disadvantage of Internal Recruitment

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- ✚ It avoids new hiring of possible resources. Sometimes, new resources bring inventive ideas and new thinking onto the table.
- ✚ It has inadequate scope because all the empty positions cannot be filled.
- ✚ There could be issues in between the employees, who are promoted and who are not.
- ✚ If an internal resource is promoted or transferred, then that position will remain empty.
- ✚ Employees, who are not promoted, may end up being unfortunate and demoralized.
- ✚ Judgement may exist in respective to caste, language, religion for promotion.
- ✚ Dissatisfied co-employee may quit the position because of jealous or partiality
- ✚ No opportunities for external employees.
- ✚ Lack of innovative

### 3.3.2) External Recruiting

An external source includes recruiting candidates outside for better performance. External employees always feel fresh and advanced for new businesses, more active sufficient to catch business problems and fix it. Though recruiting external candidates might be tougher but it has more positive effect on business compared to internal source.

#### Sources of External Recruitment

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- ❖ Job portals.
- ❖ Social media recruitment.
- ❖ Newspaper Ads and Magazines
- ❖ Website.
- ❖ Campus recruitment.
- ❖ Direct Walk In.
- ❖ Recruitment agencies.
- ❖ Internal employee referrals.

#### Advantage of External Recruitment

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- ✓ Make new chances for job seekers and skill employees.
- ✓ Organization branding rises through external sources.
- ✓ There will be no biasing or favoritism between the employees.
- ✓ The scope for selecting the right candidate is more, because of the large number candidates seeming.
- ✓ Upsurges business policy as external candidates of unique skills can take business to extra mile.
- ✓ Ability to recruit the candidates with special skills employer need.
- ✓ New innovative ideas and improvement.
- ✓ High efficiency

#### Disadvantage of External Recruitment

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- ✚ This process consumes more time, as the selection process is very lengthy.
- ✚ The cost incurred is very high when compared to recruiting through internal sources.
- ✚ External candidates demand more remuneration and benefits.
- ✚ Sourcing quality profiles becomes difficult
- ✚ External candidates ask for more salary and benefits
- ✚ Candidates may quit the job within short period if they are uncomfortable.

### 3.4) Factors Effecting Recruitment Policy

#### Internal Factors:

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- 1. As possible.** When interviewers occupy too much time recitation the job, and/or talking about themselves or the institute, valuable time is lost. The key to being a good interviewer is in being prepared and listening.
- 2. Poor listing:** Few recruiters do not pay full attention to the candidates. The interviewer should listen 80 % of the time.
- 3. Using yourself as an example:** Many managers who got their position by benefit of their sales success, believe they can impulsively identify a good candidate, when they are insentiently just using themselves as a model.
- 4. Lack of future view:** Most interviews and all behavior interviews emphasis on the previous but whoever is hired will be working in the present/future.

#### External Factors

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##### Demographic Factors:

Demographic factors can affect gender performance, educational level, gender, age, literacy, economic status, and other organizations provided by other employment can significantly affect the recruitment procedure.

##### Labor Market:

The labor market conditions that supply and demand of labor are especially important in upsetting the recruitment process. For example, if call for a specific skill is high relation to its supply, staff recruitment will include more effort. On the contrary, if the supply is more than the demand for a specific skill, it would be moderately easy to employ.

##### Unemployment Situation:

Rate unemployment is yet another external factor which has its impact on the recruitment process. When the unemployment rate is high in a particular area, the recruitment process is easier. Finding a reason is not difficult to find because the applicant's number is very high, which makes it easy to attract the best qualified applicants. The opposite is true. With low rates of unemployment, the recruitment process is difficult.

##### Labour Laws:

Labor laws reflect the social and political environment of the market, which is made by central and state government. This law indicates compensation for various types of employment, work environment, safety and health regulations. If the government changes, the law will change.



**Legal Considerations:**

Another external factor is a legal matter related to employment. Popular examples of workplace for scheduled populations, scheduled populations and other western categories (OBCs) are popular examples of such as legal consideration

**Outsourcing:**

Impact of outsourcing activities. The human resources department must be removed from recruitment for outsourced functions and should focus on supply of employment to the company's core business organizations.

**Talent Pool:**

An organization has reached its local community to meet the recruitment requirement of the recruitment agency. If the local talent pool changes, it may find it more difficult to hire a suitable candidate for the company. For example, if other businessmen start leaving this area, then the job availability decreases and qualified candidates are looking for work in other parts of the country. Then the company's new employees are faced with decisions involving payment to open a new position to transfer or access the new talent pool.

**Competition:**

Companies within the same industry are challenging for eligible candidates to ensure future growing. There is competition in the recruiting end of your business just as there is in selling products. You need to evaluate what your competition is offering new employees, and try to develop a competitive package to lure in the talent that you need.

**Cost:**

Recruitment incurs cost to the employer; therefore, organizations try to employ that source of recruitment which will bear a lower cost to the organization. Recruitment must be cost effective.

**Government requirement:**

The Government of Bangladesh introduced the Quota system of recruitment for the family members of the freedom fighters and for the tribal's.

### 3.5) Common Mistakes in Recruitment Process

- ❖ Provide an incomplete job description.
- ❖ Underestimate the importance of corporate culture.
- ❖ Poor screening of candidate's CVs.
- ❖ Evaluate personality, not job skills and experience.
- ❖ Being unprofessional in the interview.
- ❖ Lack of involvement from team in the process.
- ❖ Lack of a time frame.
- ❖ Providing an inappropriate setting for interview.

### 3.6) Selection

The procedure of interviewing and evaluating candidates for a specific job and selecting an individual for employment based on assured standards. Employee selection can range from a very simple procedure to a very complicated process depending on the firm hiring and the position.

### 3.7) Objective of selection

The objective is to select the right candidate who would meet the requirements of the job and the institute best. To achieve this goal the firm achieves and evaluates information about the applicants in terms of qualifications, skills, experience etc.

### 3.8) Selection Process

Selection includes a sequence of steps. Each one must be successfully cleared before the applicant proceeds to the next. Tests are valuable selection tools in that they expose skills and talents. Following show the selection process.

#### **Step 01: Reception of Applicants:**

In order to appeal people with the compulsory education, intelligence, skills and experience a firm has to create a satisfactory impress on the applicant's right from the stage of reception.

#### **Step 02: Preliminary Interview:**

An interview is normally scheduled by large company for small listing the potential candidates in order to cut the costs of selection by allowing only qualified candidates to go through the further stages in selection.

#### **Step 03: Filling an application blank:**

Application blank or form is one of the most general approaches used to gather information on various aspects of the applicant's personal, academic, professional, social, and demographic and work related background and references.

Application blank is considered a highly useful selection tool, in that it serves three important purposes

- a) It introduces the candidate to the company.
- b) It helps the company to screen and reject candidates if they fail to meet the eligibility criteria at this stage.
- c) It can serve as a basis to initiate a dialogue in the interview.

#### **Step 04: Employment tests:**

Company selects employees to get assured works done by them. So, it is essential to test whether actual candidates have the capabilities to perform them. For this purpose, employers follow certain selection procedures.

- a) Intelligence tests: Evaluate of the individual's ability in terms of intellectual, operation, oral understanding etc. they are castoff to remove candidates who are unsatisfactorily brainy for efficient job performance.



b) Aptitude tests: Evaluate the persons latent ability to learn a job if he is given satisfactory working out. It is obligatory in order to control their capability for effective job performance after the conclusion of the training period.

c) Achievement tests: Achievement tests are castoff to determine whether the specific really identifies what he rights to know. When a candidate claims that he/she knows some trade or art, these tests are directed to confirm the accuracy of his/her claims.

d) Personality tests: personality tests are planned to evaluate such personality, characteristics as emotional constancy, broad-mindedness, ability to get along, habits, hobbies, maturity and psychoneurotic and psychotic tendencies.

### **Step 05: Selection Interview:**

Interviews are spoken examination of candidates for employment. Interview gives the recruiter and chance to:

- a) Evaluate subjective facets of the candidate – facial expressions, presence, tenseness and so forth.
- b) Make decisions on candidate's interest and intellect.
- c) Query questions that are not covered in tests.
- d) Provide details to the candidate regarding the firm, its rules, programs etc.

### **Types of interview:**

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i. The nondirective interview:

The nondirective interview is an interview in which the applicants permitted the maximum amount of liberty in determining the course of discussion while the interviewers carefully catchphrase from inducing the applicant's remarks

ii. The structured interview:

More attention is being given to the structured interview as a result of EEO requirements and a concern for maximizing validity of selection result. Because a structured interview has a set of standardized questions and an established set of answers against which applicant responses can be rated, it provides a more consistent basis for evaluating job candidates.

iii. The situational interview:

One difference of structured interview is called the situational interview. With this interview method an applicant is given a hypothetical case and asked how he or she would react to it. The applicant's response is then evaluated relative to pre-established benchmark standards.

iv. The behavioral interview:

In contrast to a situational interview, which focuses on hypothetical conditions, a behavioral interview emphasizes on actual incidents in the interviews past.

v. The panel interview:

Another type of interview includes a panel interviewer who question and monitor a single candidate. In a typical panel interview the candidate meets with three to five interviewers who take chances asking questions. After the interview the interviewers pool their observations and their rating scores.

vi. The computer interview:

With advance in information technology, more and more firms are using computers and the internet to help with the interviewing process.

### **Steps in the interview process:**

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#### **1) Preparation:**

Effective interviews are well strategic. The steps intricate are –

- a. Founding the purposes of the interview.
- b. Evaluate the candidate's application and resume, noting areas that may show candidates métièrs and softness on which questions could be asked.
- c. Observe the test scores, along with interview evaluation forms.
- d. Selecting the interview method to be followed.
- e. Choosing the panel of experts who would interview the candidates.

#### **2) Reception:**

The candidates should be appropriately received and led into the interview room. As a rule, all candidates – even unsolicited feces should be cured politely. The interview is to be ongoing on time.

#### **3) Information Exchange:**

In order to gain the sureness of the candidate, start the interview with an informal mood. The interview may be conducted in the following manner –

- a. Find the objective of the interview, give the information about the job for which the interviewee is applying.
- b. Begin with open ended questions where the candidate gets sufficient self-determination to express himself freely instead of „yes“ or „no“ type of responses.
- c. Do not interrogate the applicant as if the person is a convict and do not be superior, sarcastic or ultra-critical.
- d. Do not dominate the discussion, giving very tiny chance to the applicant to disclose himself.
- e. Do not let the applicant dominate the interview by rambling from point to point so that you cannot ask you're all your questions.

#### **4) Termination:**

End the interview as happily as it began without making any difficult condition for the interviewee. Irrespective of the interview performance of the candidate and interviewer's personal observation, the applicant should not be given any indication of his forecasts at this stage.

#### **5) Evaluation:**

After the interview is over, evaluation and record your notes carefully, creating the report based on replies given by applicant, his behavior, your own opinions and the opinions of other experts during the interviews.

#### **Step 06: Background & reference checks:**

Background investigation may take place either before or after the in-depth interview. Its costs the firm some time and money, but it generally shows valuable when making selection decisions. Some inclines to be valuable and related.



There are two main reasons to conduct pre-employment background investigations.

- ❖ To verify factual information provided by the applicant.
- ❖ To uncover damaging information such as criminal records and suspended drivers licenses.

Background investigation sources:

- ❖ Reference checks
- ❖ Educational certificates
- ❖ Professional certificates
- ❖ Illegal records

Types of background checks:

- ❖ Try to confirm an applicant's present position and salary with his/her present employer by phone.
- ❖ Call the applicants present and preceding administrators to try to notice more about the persons enthusiasm, technical competence and the ability to work with others.

#### **Step 07: Preliminary selection in the HR Department:**

An incorrect selection shows costly for the bank. It will have massive economic, social and technological allegation upon company performance. So the HR division has to be suspicious in either accepting or rejecting a candidate.

#### **Step 08: Final selection by the Concerned Department:**

A candidate, selected by the HR department because of her/his skills and overall suitable presentation in the selection process, may not ultimately be acknowledged by the line manager of the apprehensive division.

**Step 09: Medical & Physical Examination:** Some jobs want physical qualities like clear vision, perfect hearing, unusual stamina, tolerance of hard working conditions, clear tone etc. Medical and physical examinations reveal whether or not a candidate possesses these qualities.

**Step 10: Final Decision & Placement:** After the medical examination finishing result are complete. Placement is the last selection process. It confirms that the person concerned has lastly acquired the job. Through proper placement, the objective of HRM to ensure "availability of right man at the right place and at the right time" is also fulfilled, if at least for the time being.





## *Chapter – Four*

### *BCBL requirements and selection process*



#### **4.1) Recruitment and Selection process in BCBL**

BCBL is continuously observing for top-caliber people who need the tractability and resources to grow in their career. If anyone is the kind of person who has always stood out, BCBL offer a position where you can endure to excel. No difficulty what is the field or range of interests, there are vacancies where the talents can likely be applied and developed. In BCBL there are several branches all over the Bangladesh.

#### **4.2) BCBL Recruitment process**

An accountability for recruitment, typically goes to the HR department. This division workings to invention and entice skilled applicants. The functions of the recruitment office of BCBL are given below:

- ❖ Essential Assessment
- ❖ Describing the position explanation
- ❖ Read-through the recruiting possibilities
- ❖ Announcement
- ❖ Selection and Short – listing Applications
- ❖ Written test
- ❖ Selection interview
- ❖ Employment decision (Application Bank)
- ❖ Pre- employment medical check-up
- ❖ Offer letter
- ❖ Orientation
- ❖ Placement
- ❖ Follow –up

#### **4.3) Recruitment of Officer Level of BCBL**

BCBL is done in three ways recruitment contingent on the job type of the empty position. Therefore, the recruitment procedure of this bank is ordered into three types,

These are as follows:

1. Entry-level officer
2. Mid or senior level officer (PO, SPO, AVP)
3. Higher level officer (VP, SVP, EVP)

#### 4.4) Source of Recruitment BCBL

Internal Sources	External Sources
<ul style="list-style-type: none"><li>➤ Promotions</li><li>➤ Transfers</li><li>➤ Former Employees</li><li>➤ Internal Advertisements (Job Posting)</li><li>➤ Employee Referrals</li><li>➤ Previous Applicants</li></ul>	<ul style="list-style-type: none"><li>➤ Direct Recruitment</li><li>➤ Employment Exchanges</li><li>➤ Employment Agencies</li><li>➤ Advertisements</li><li>➤ Professional Associations</li><li>➤ Campus Recruitment</li><li>➤ Word of Mouth</li></ul>

#### 4.5) The Employee selection Process takes place in following order:

- 1. Preliminary Interviews-** It is used to eliminate those candidates who do not meet the minimum eligibility criteria laid down by the organization. The skills, academic and family background, competencies and interests of the candidate are examined during preliminary interview.
- 2. Application blanks-** The candidates who clear the preliminary interview are required to fill application blank. It contains data record of the candidates such as details about age, qualifications, reason for leaving previous job, experience, etc.
- 3. Written Tests-** Various written tests conducted during selection procedure are aptitude test, intelligence test, reasoning test, personality test, etc. These tests are used to objectively assess the potential candidate. They should not be biased.
- 4. Employment Interviews-** It is a one to one interaction between the interviewer and the potential candidate. It is used to find whether the candidate is best suited for the required job or not. But such interviews consume time and money both. Moreover the competencies of the candidate cannot be judged. Such interviews may be biased at times. Such interviews should be conducted properly.
- 5. IT Test-** After giving interview candidates have to give a short IT Test.
- 6. Appointment Letter-** A reference check is made about the candidate selected and then finally he is appointed by giving a formal appointment letter



## *Chapter-Five*

### *Findings, Recommendations & Conclusion*



## 5.1) Findings

- ❖ The process of recruitment in BCBL is traditional.
- ❖ Top level management provides job some candidate without qualification. They are getting jobs through lobbying.
- ❖ The training course at BCBL is not so much practical as is expected.
- ❖ In selection process nepotism got more priority.
- ❖ Maximum time BCBL do not select the newly graduate candidate.

## 5.2) Recommendations

- ❖ BCBL should be removed traditional recruitment process and take modern recruitment process (such as campus recruitment, hire different well equipped institutes for helping them in recruiting people etc.)
- ❖ BCBL should stop piracy of top level management doing recruitment and selection.
- ❖ BCBL should provided with more practical ideas and training. Such as they can provide practical problems or arrange training under a real bank branch.
- ❖ BCBL should be take action against nepotism, and select the perfect candidate who have enough skills.
- ❖ BCBL should chance the skillful new graduate candidate, Because of new graduates are more energetic and enthusiastic about their work.



### 5.3) Conclusion

I have focused and analyzed on the recruitment and selection process of Bangladesh Commerce Bank Limited. Recruitment and selection is a vital process for an organization. Employee performance is serious to the complete success of the organization. A company will only get effective and efficient employees, when they have effective recruitment and selection procedure Business leaders need to understand the key welfares of employee performance so that they can develop reliable and objective systems for evaluating employees.

It is challenging for BCBL to rapidly solve all the weakness and build a perfect recruitment and selection process. But all things around us are moving at an fast-tracking rate. Today is not like yesterday and tomorrow will be different from today. The recruitment and selection process that may seem fit today but may not work tomorrow. So, by taking consideration the fast changing, dynamic global recruitment and selection process Bangladesh Commerce Bank Limited should go ahead.



## References

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