



Daffodil
International
University

**INTERNSHIP REPORT
ON
AN ANALYSIS OF RECRUITMENT AND SELECTION
PROCESS OF DUTCH BANKLA BANK LIMITED.**

Submitted to:

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Letter of Transmittal

Date: 22/12/ 2018

To: Mr. Sheikh abdur Rahim
Associate Professor
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Subject: payer for the submission of internship report

Dear sir,

I have the pleasure to inform you that, I have prepared my internship report on “**An Analysis of Recruitment and Selection Process of Dutch-Bangla Bank Limited**”. I have tried my level best to prepare this internship report properly I would like to thank you for your value a see support and guidance during my internship and preparing the report.

May I therefore pray , and hope that you would be lived enough to accept my internship report and obedient thereby.

Sincerely yours

.....

Name : Zarin Tasnim

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MBA program(Major in HRM)

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Declaration

I am declare that the presented internship report on “**An Analysis of Recruitment and Selection Process of Dutch-Bangla Bank Limited**” is prepared by me .I tried my best to collect relevant information that made the repot specific and original .This report is not submitted for any other cours ,degree and fellowship. Whole reports is uniquely prepared by me.

.....

Name : Zarin Tasnim

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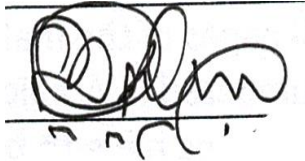
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Letter of Acceptance

I am pleased to certify that the internship report on “**An Analysis of Recruitment and Selection Process of Dutch- Bangla Bank Limited**” has been submitted for the award of the degree of Master of Business Administration (MBA) program major in “Human Resource Management” at Daffodil International University by Zarin Tasnim, ID:163-14-2206. 45th Batch under my supervision. To the best of my knowledge and as per her declaration, the data and findings presented in this internship report seem to be authentic. Thus, she has given permission to submit the internship report for the presentation in the internship defense.

I wish her all success in life.



.....

Mr. Sheikh Abdur Rahim
Associate Professor
Department of Business Administration
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Acknowledgement

At first I present my due regards to the almighty ,who have provided me the brilliant opportunity to build and complete this report successfully with good health and sound mind. Here I would like to acknowledge some of the people ,who have major contribution to organize ,develop and write the paper.

It's a pleasure to convey my heartiest gratitude and greeting to my honorable supervisor **Mr. Sheikh Abdur Rahim** , Associate Professor Department of Business Administration, Faculty of Business and Entrepreneurship Daffodil International University. I deeply appreciate his cooperation. advice and guidance in preparing this report.

I would also like to thank Kabir kabeg (FAGM), Md. Nasir Ahmed (DGM),Md.Monir Ahmed senior executive officer (general banking), Mehedi Hasan(executive officer), Mrs. Tamjila Rahman (officer),Md.Moshur Rahaman officer and other officials of Dutch Bangla Bank limited at Mirpur-10 Branch, Dhaka for their comments and assistance I express my deepest sense of regards and gratitude to them. Finally ,my sincere goes to my family and friends for supporting me, sharing their thought and giving me the moral support during the preparation of this report.

I am also grateful to high officials and all the officials and staffs and officers, for their friendly behavior, heartiest cooperation and other service during my studies.

Executive Summary

Based on the c and selection process, I have tried to highlight the activities performed by the Dutch Bangla Bank Limited. Limiting the activities of the Mirpur branch and the entire Dutch Bangla Bank I have tried my best to highlight each category of different activities I learned during the preparation of the report but each At the time of collecting brief information about the department There are some limitations Human Resource Management HRM has influenced the literature that the organization should appoint an analysis and the selection process should be integrated with its strategic choices. Every support and operation of other operations will be done in a horizontally organized organization. Many argue that the high strategic coordination M power to make the damage I would like to make strategic choices for organizing temporary organizations such as project-based agency projects and programs, so that its historical role can be resolved with relevant directors who are able to solve their problems. Here I can see the Dutch Bangla Bank limited history and its corporate social responsibility and social banking activities.

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CHAPTER –ONE

INTRODUCTION

1.1 Introduction

Dutch-Bengali Bank is a scheduled commercial bank, the Bank Company Act of 1991 established under, and all of the types of banking business to run the primary purpose of the Companies Act 1994 under a public limited company at least Dhaka Stock Exchange Limited and Chittagong Stock Exchange Limited listed DBBL is a Bangladesh Europe joint venture The celebrated 3996 the formal operation of the headquarters of the Army Welfare Building 195, 1996, beginning July 4, 996 branches of the bank in the banking business in the private sector, the Bank s economy in its proper role to allow the government's bold and visionary decision the financial institutions to process Bangladesh Bank Limited, an established Bangla Bank, has started the DBBA Dutch-Bengali Bank Limited inaugurated the country's private banks is an important event .

1.2 Origin of the study

The report no “**An Analysis of Recruitment and Selection Process of Dutch-Bangla Bank Limited**” is a requirement of MBA internship program and includes three months practical working experience at the head office of the respective organization .It report has been supervised by Mr Sheih Abdur Rahim , Associate Professor, Faculty of Business and Entrepreneurship Daffodil International University. It Internship contains experience which I have of trained during my Internship and Recruitment and Selection Process of Dutch-Bangla Bank Limited.

1.3 Scope of the study

As I was sent to Dutch-Bangla Bank Limited, head office the scope of the study is only limited due to some restrictions .the report does not cover all the function of human resource management of Dutch-Bangla Bank. Rather, it discusses only the recruitment and selection process of the bank.

1.5 Methodology of Study

The data collected from both primary and secondary sources has been collected for preparing this report. In order to gather the necessary information, Kabir of some officials and employees of HB Division of Dutch Bangla Bank has been visited. Besides, DBBL has selected the policy to prepare the report, and the textbooks are used by Dutch Bangla Bank Limited Annual Report etc. Is used to collect these data are taken from a variety of sources, which is specified by the DBBL banking below:

1.6 Limitations of the Study

Since the beginning to the end, it has been directed to create a complete and truthful way. Many problems were found in the research conducted in the study, although it was not possible to visit the entire area under the Dutch Bangla Bank Limited, although other information regarding financial statements and research has been considered considering the following limitations. So internship reports are limited I was not free from the problems encountered during the study, which I refer to as:

CHAPTER –TWO

COMPANY PROFILE

2.1 Historical Background of Dutch-Bangla Bank Limited

Dutch Bangla Bank Operation Begun In Bangladesh, the first joint venture in Bangladesh was the founding chairman of bank Mr. Sayem Ahmed and Dutch company FM and led by local hair shareholders, an initiative by the bank. The focus of the bank was to finance Bangladesh's high growth production industry. As a result, this sector has to grow Funding and Attention Helps Bangladesh To Find The Favorite Intellectuals Other Banking Banks Other Focus Corporate Social Responsibility And While CSR now has a leading and only social contributor, the Dutch Bangla Bank has become the biggest and the largest bank in Bangladesh, as a socially conscious bank, due to many other methods. Won the international awards.

The first bank of Bangladesh was fully automatic Dutch Bangla Bank in 2002. The electronic banking division adopted the rapid automation in 2002 and in this case the modern establishment was completed in 2003 and thus the country's largest ATM movement operates by introducing plastic money to the Bangladeshi people and through this process, Moreover, the way Bay for this sector Income from the Dutch Bangla Bank Many critics who have been pursuing banking as CSR activities and never benefitted from this sector, it is now offering this irregular banking technology to all the customers, and instead of following most of their locals following their own Dutch-Bangla Bank has joined the Banking Infrastructure and technical Iniyoga's history and even a greater employer confidence, and not the Dutch Bengali Dhaka Stock Exchange in 2008, the highest share price of bank shares was recorded

2.2 Historical Development of Banking Business in Bangladesh

Bangladesh has been trying to imitate the banking structure of a more advanced country in recent times on the condition of services and customer care provided by a developed country, especially with a developed banking system, particularly the government-run banks, but this effort is almost universally chosen by the central bank of Bangladesh Bank They are immoral or politicians.

The first stylish bank in Bengal was Bank of Hindustan, established in 1770 in Calcutta. It was an outgrowth of trading company Messrs. Alexander and Co., and operated until 1832 when the trading company break down. The circulation of its notes was limited to Calcutta and its actual environs.

A number of Calcutta-based banks displace, none which endure beyond the middle of the 19th century: General Bank of Bengal and Bihar (1733–75); Bengal Bank (1784–91) (no relation to the later Bank of Bengal); General Bank, later General Bank of India (1786–91); The Commercial Bank (1819–33); The Calcutta Bank (1824–29); Union Bank (1829–48); Government Savings Bank (1833–unknown); and The Bank of Mirzapore (c. 1835 – 1837).

The Bank of Calcutta, traditional in 1806, is the oldest still in presence in some form. It was renamed Bank of Bengal in 1809, was merged into the Imperial Bank of India in 1921, and became the State Bank of India in 1955.

2.3 History of Private Banks in Bangladesh

Until 1982, there was no common private business in Bangladesh, when more banks started limiting private business savings in the country, more banks came out of thousand 983 and started a moderate development in the management of account budget, slow progress in progress in 2006 for progress Despite the financial parts for strengthening the administrative system Commercial bank TCP NPL lists 6 percent of the bank accounts by which the commercial bank of the bank is still poor and the LPL of 25 per cent determines the costly capital deficit in LCBs, which translates to the risky principal funding of only 0.5% of the compulsory percentage On the contrary, 10% of the risks to the BCB are dangerous and the first quarter of 2007 Sick of a balanced account of the Bangladesh Bank has published a number of which have been identified in connection with other ones

2.4 Current Structure of Banks in Bangladesh

Bangladesh Bank has been admitted as a national bank after the country's independence, including the trade version outside the cash payment of its main employment and all the free and open financial exchange exchange accounts. BBA includes the administration's financial system and it is in charge of implementing 9 people with BB governor The representative agency represents In addition to the head office of Dhaka, in which there are two in Dhaka and Chittagong Rajshahi Khulna Bogra Sylhet Rangpur and according to the order of Central Bank Bangladesh Bank, the government of Bangladesh reconstituted the National Bank of the country in 972 and renamed the Bangladesh Bank with the publication of Bangladesh Bank since 1971. Nationalization of the system For commercial banks, three of which are fully regulated by the government and are controlled by a bank and government and private banks, more than 30080 accounts, as of December 30, 33, Bangladesh National Commercial Bank, Sonali Bank

- Agrani bank'
- Rupali bank
- Janata bank

Private business Bengalolis official Bangalore's bizarre exposure is due to the development of private Bengal, they have a tendency to have better administration and currently 30 non-governmental banks are working here.

- Dutch Bangla Bank Limited
- Mutual Trust Bank Limited
- BRAC bank Limited
- Eastern Bank Limited
- United Commercial Bank Limited
- Dhaka Bank Limited
- Uttara Bank Limited
- Social Islami Bank Limited
- Standard Bank Limited

CHAPTER-THREE

THEORETICAL ANALYSIS

3.1 History of Human Resource Management

The history of human resource management is the most important element of the management organization most valuable of the objective of the business. Most of the organization are involved is Human Resource Management.

Human resource management at the very important and sources of element recruitment process and solution. Human resource management at large Many organization area , meaning organization area the management ideas and selection process. Enhance the requirement solution of I process involve of the organization. The recruitment selection process are the most eligible obligation and requirement process and selection contribution for the kind information of the organization and most important section of Human Resource Management.

3.2 Recruitment

Every institution is selected to hire people and check their eligibility. Candidates are selected through a specific examination and they are recruited at a particular place in the institution. In these, candidates are given a formal training for different positions in the selected candidates at different levels, so that their knowledge about the organization and the knowledge about the products of the organization increases. . It is essentially called Recruitment.

3.3 Purpose and Importance of Recruitment

The purpose and importance of recruitment are given below:

- Many good people can participate here.
- The best candidates are selected again by selecting one of the best candidates.
- After selecting this candidate, they are given knowledge about their work.
- The candidates who have been selected through the collection process are canceled once more.
- The last time one person selected is selected.
- These are all sorted in different ways in different ways.

3.4 Sources of recruitment

Every institution has a choice. All of this work is done in the most effective manner. The rules of public administration and the freedom fighters quota are set out in the rules of the rules, due to the selection of the officer in the first place, according to the criteria of 200 candidates. 100 people will be appointed and it will be directly The data is stored on the basis of the proportion of the data collected through the proportionate proportion of the data collected in the neck and the data is collected by the senior official in December 2014.

1. Mainly seen in the bank, 200 candidates are directly appointed through direct examination and there are chronically written and oral exams.
2. Recruitment letters are sent to the permanent address of the candidates selected for appointment letter
3. 150 candidates out of 200 candidates were directly appointed and it is between January to January or June to June

3.4.1 Internal Sources of Recruitment

Some other sources of recruitment are given below-

1. Transfers:

Candidates are transferred from one branch to another and one from one department to another. Through some discussions and their conduct, communication relations are relocated to different places, and teaching them a lot, the organization is meant to be environment-friendly etc.

2. Promotion:

For the betterment of the employees, the best responsible officers and employees from different departments are transferred to the higher positions through their performance in their work .

3. Upgrading and Demotion

They are transferred to different stages by judging them mainly by judging their places where the high officials and employees of the various high places and suburbs are relocated, based on their workplace, they have been transferred to different positions. And the bottom path is dependent .

3.4.2 External Sources of Recruitment:

Some external sources of recruitment are given below-

1. Press advertisement:

Various advertisements are verified through scrutiny and newspaper magazines are collected through, these and the candidates are the main elements in which news paper advertising.

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2. Educational institutes:

The candidates are collected from the management of different management institutions, engineers, doctors and engineers, colleges, etc. The best place to visit is the doctor engineer and the senior officials. They provide guidance through various types of interrogation and take advantage of the information from the information area .

3.5 Factors Affecting Recruitment:

Institutions vary in a variety of ways through an employment of government and non-government organizations. It is internal and external work. Everything is controlled by different methods. Institutions and procedures have been done outside the organization.

3.5.1 Internal Factors Affecting Recruitment:

Internal methods are searched and influenced by it and the organization candidates can control

1. Recruitment policy:

Through these collections, various procedures are collected for the development of the organization, and the various types of discussion programs are organized through various developmental programs, and this institution is organized on the basis of the various high ranking senior officials and employees of various mediums and its impact .

2. Human resource planning:

By determining void through different plans and by organizing organizations it helps more through the selection of candidates and thus a way to manage everything .

3. Size of the firm:

Organizations are the most important method of recruitment, if there are business transactions and thoughts in the organization plan, but this is done by the senior officials of the organization.

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3.6 Selection:

Based on the selection and placement of candidates for interview and specific job-based candidates, depending on the selection and position of a select employee, it can be a complicated process from Nokia, a simple process for those who have the ability to apply it. It helps to fill the recruitment process. The selection begins when the process is over and the application is accepted.

3.7 Objective of selection:

The objective is to choose the suitable candidates for the best placement of jobs and institutions. Eligibility skills experience to meet this eligibility. All organizations who apply and collect and evaluate their data.

3.8 Selection process:

Prevention or action in the election. An applicant should be able to meet each subsequent income, if necessary, can not be identified by unnecessary selection skills and talents unveiled, and no one can be used to predict how the person will determine how employees will affect etc. Can provide statistical analysis .

Step 01: Reception of Applicants:

These people are considered on the basis of educational qualifications and skills and experience and they are recruited to get the organization properly and accurately.

Step 02: Preliminary Interview:

Through interviews, the planning and all the institutions are selected from a small number of candidates, their opinions and their experiences are made known to all those human resources research and the person with their experience is transferred to the human resources research department to acquire knowledge about this, and of course Their experience of study and how much they desire It is important to participate etc.

Step 04: Employment tests:

By demonstrating that the workers have the ability to select candidates to get some specific jobs, by following the selection process, most companies use employment tests to ensure that these tests are reliable and valid.

CHAPTER-FOUR
RECRUITMENT AND SELECTION PROCESS
OF DUTCH BANGLA BANK LIMITED.

4.1 Recruitment Process of Dutch-Bangla Bank Limited.

When the Dutch-Bangla Bank starts its recruitment process and the applications are submitted when the new staff needs it, the conclusion is that it is selected as a new employee and the results of a collection of applicants.

4.2 Recruitment Procedure and Recruitment Category

Depending on the service of the bank, depending on the service of the bank, depending on the service of the bank, based on the services of the bank, the trust should be careful in the appointment of the right person, depending on the competitiveness and the advantages of the various facilities, as long as the model is divided into three categories.

4.2.1 Core banking service cadre(CBSC):

Starting from this program in the middle post management post, fresh and talented core banking services will be meant for the bank. Work is attracted by the directors or directors of the department and the head office is directly involved in this post. There are standards for this post to be posted in this assistant executive policy. High graduates leader for recruitment With experience and expertise, there is a bright prospect to move towards different leadership positions and pressure of management position is mostly employed by the Dutch-Bangla bank, with its professional skills and background, its banking cadre employee banking assistance cadre services can be transferred to different cadre services. Will be Dutch Bangla As the top of the structure of banking services for banks should be employed in the following three sections

Senior Officer

Junior officer

Assistant Executive

Qualification	CGPA	Listed Varsities	Placement after two years' Probation
BBA Only	2.50	IBA	Senior Officer
Post Graduate	2.50	Other	
Qualification	CGPA	Listed Varsities	Placement after two years' Probation
MBA, MBM	2.50	IBM	Assistant Executive
Economics, Masters in Finance and Accounting	2.50	Other	

4.2.2 Period of Probation:

The probation period for AE is 1 year and on fortunate expiration of probationary period they will be entrenched in service according to division as shown above-

4.2.3 AE Exposure on the job and Performance Evaluation:

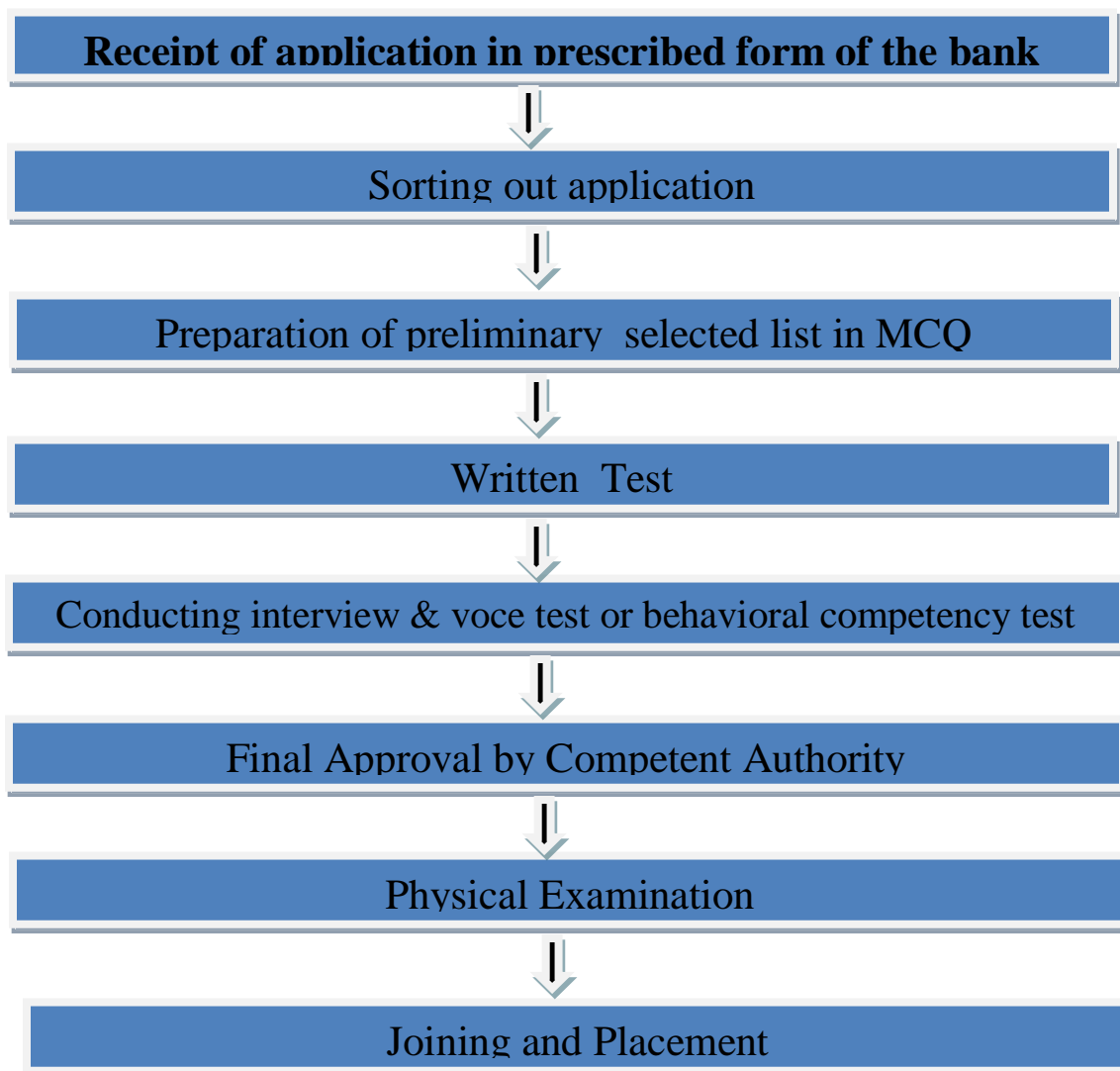
The new recruits, initially, receive the three-day longest adaptation program in the Training and Development Center, which covers the company's overview background service and the rationing of the functions of the various department departments, after determining the placement of the following training and group monthly counseling along with the following 12 months of train time Cross over

General Banking Management : 04 months
Credit Management : 04 months
Foreign Exchange Management : 04 months

4.2.4 Confirmation in service:

Officer's evaluation and interview is conducted by the managing committee one month before the end of the 12th and the framework of the policy ensures that the positions approved by the MD are only for training and training.

4.2.5 Flowchart of Recruitment of Management Trainee:

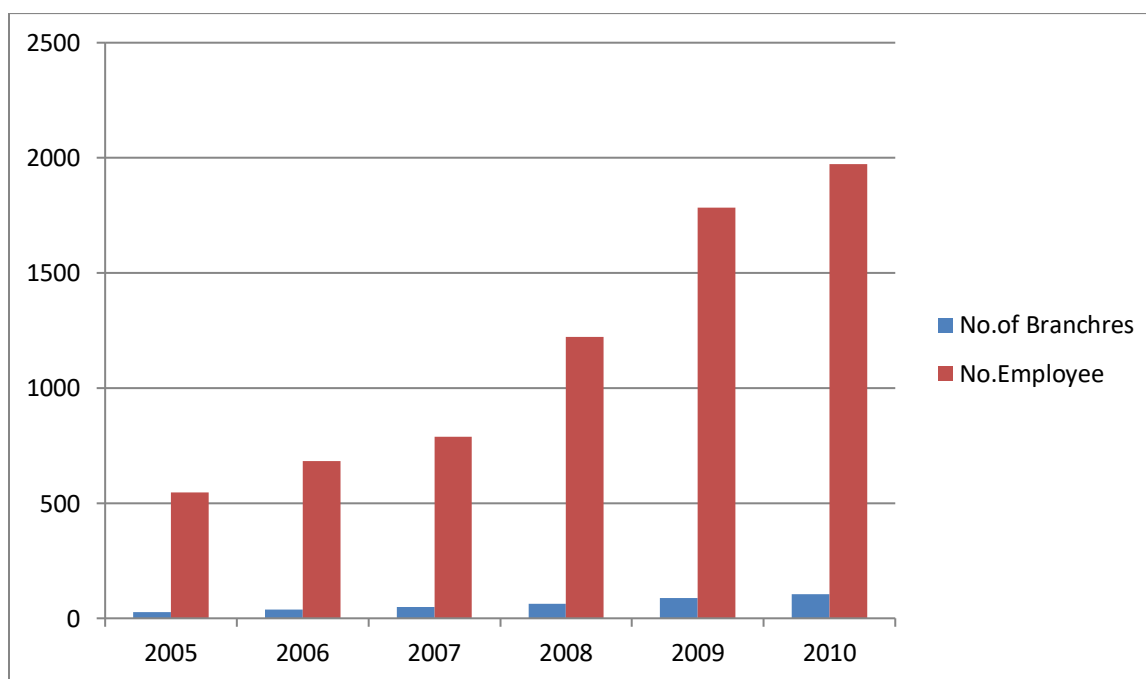


4.3 Selection Process of Dutch-Bangla Bank Limited

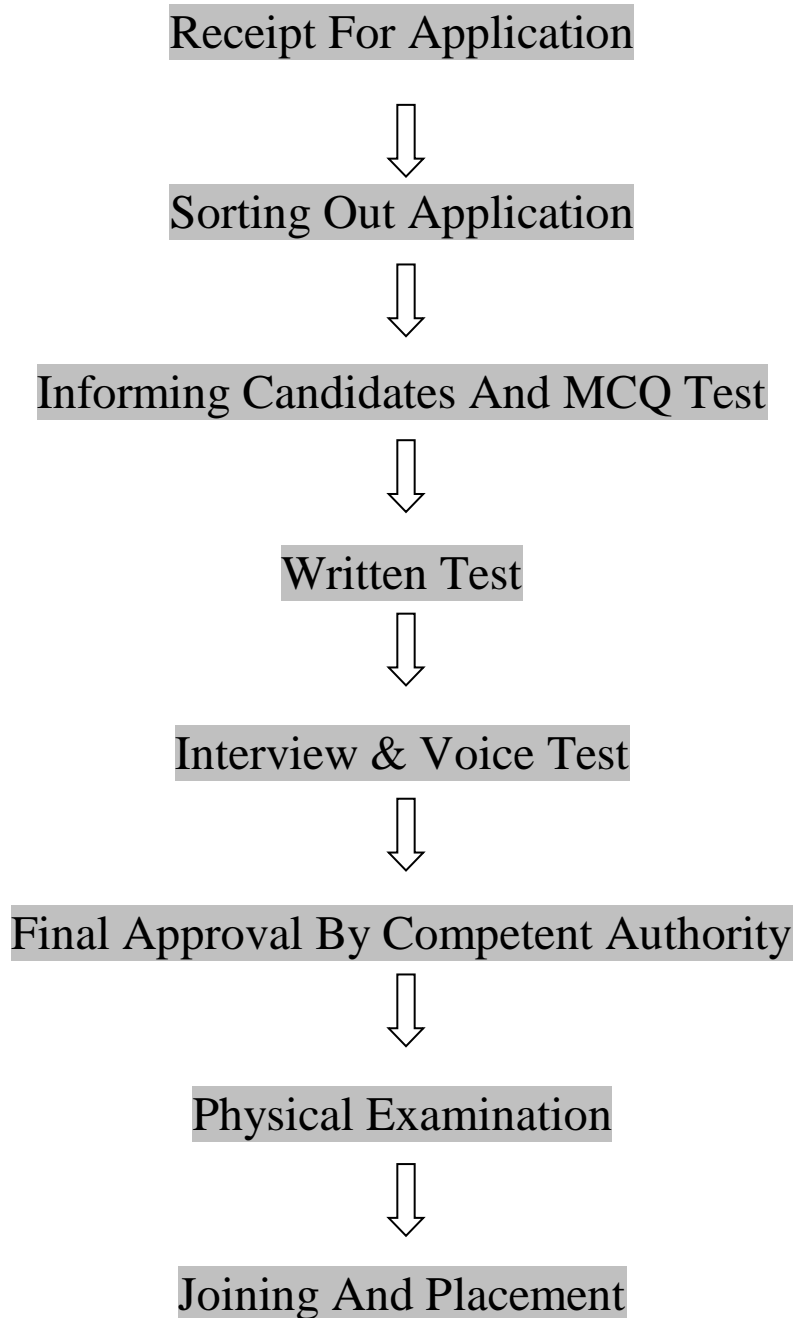
Demand for future needs of human resources, DBBL H.R. Division usually offers other estimates of other years and branches from the beginning of the year with the general information collected from them and the human resources for the year of the year provides an estimate of any long-term human resources forecast DBBL Explains the following and manpower numbers:

Year	No.of Branches	No.Employee
2005	28	548
2006	39	684
2007	49	789
2008	64	1221
2009	89	1985
2010	105	2474

Number of Branches



4.3.1 Model selection Process of Dutch Bangla Bank Limited



CHAPTER –FIVE
FINDINGS, RECOMMENDATION AND
CONCLUSION

5.1 Findings of the Study

- i. Interview is conducted in one to one form which is time consuming as there is a large pool of candidates. Dutch Bangla Bank Limited takes their employees interview one to one, that is time consuming and they pool every employees on huge time.
- ii. Dutch Bangla Bank Limited may not recruit for top-level position from outside the bank.
- iii. Due to lack of standard employment and selection policy, I think there is a lack of proper staff, which means lack of proper people in the right place.
- iv. In the absence of quality policy and training, the candidates can not accurately measure the training and fail to do so and the institution faces various problems.
- v. The Dutch Bangla Bank does not have any precise rules about the recruitment budget, meaning that any specific measurement Mike.
- vi. Only selected candidates can randomly select candidates from eligible candidates.

5.2 Recommendations

1. Employees should increase the number of staff members It is found that employees can not provide less service for the desired time. Employees are more than required, sometimes the need for a service of the customers, do not have to wait for normal time, for some staff training, then the bank's position compensation There is no alternative way to give inter-appointment Which should actually be used to help the service quality lower interns.
2. The culture of the period of the bank should be developed periodically, but in exceptional cases should consider that there are many services that DBBL can not deliver at certain times, there is no scope for providing a prominent service when the situation should be prepared emotionally and physically for each of the banks.
3. The most relieved thing is that the customer needs the necessary services or services for the bank and every custom made to accept their specific services which is very well done by Dutch Bangla Bank and through their specific services and their staff, they apply to the customer but if a gap falls in some way In that case they are affected in different ways Yet they can not accept any action of any kind against the Competitive.
4. The most important thing in the business is to motivate the employees and employees who are staffed with the staff, they use a total of 150 new openings for one week, but if a new target is given, then 500 new accounts may open, it becomes a lot more competitive every week. Another employee's competition on one employee increases their work capacity If the target and it helps to support more taxes to meet.

5.3 Conclusion

Dutch-Bangla Bank Limited is one of the most likely banks in the banking sector, whose huge assets are not easy to meet its liabilities and manage all levels of export banks and managers so finding flaws is shown to reduce the needs of the customers and their Various products and services are started by banking services The customers who provide easy and affordable prices for their customer service product development resources management sector contribute to networking and economic development of the country. Banks provide social services through DBBL as their social responsibility. Commercial banks are competing with competitive interest rates with competitive interest rates. DB trying to provide service

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