



Internship Report

On

Recruitment and Selection Process of National Bank Limited

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Program: MBA

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Letter of Transmittal

5th February 2019

To

Associate Professor Sheikh AbdurRahimPhd

Department of Business Administration

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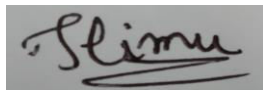
Subject: Submission of Internship Report

Dear Sir,

It is, indeed, an honor to deliver my Internship Report on “Recruitment and Selection Process of National Bank Limited” as a prerequisite for the completion of MBA degree. This report is based on primary and secondary data available as well as the information generated from my experience of three months internship period. I have invested the best effort I can to prepare this report and eventually come up with worthwhile conclusion

However, had any clarification required, I would be glad providing them as best as I can.

Sincerely yours,



.....

Md.Hasanul Abedin Himu

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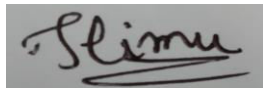
Major in HRM

Program: MBA

Department of Business Administration

Declaration

I, the undersigned, hereby declare that the Internship Report titled “Recruitment and Selection Process of National Bank Limited” has been prepared by me under the guidance of Associate Professor Sheikh AbdurRahim, PhD of Daffodil International University as a requirement for the accomplishment of MBA degree from the Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University. It is also declared that, this report has been prepared for academic purpose only and has not been/will not be submitted elsewhere for another purpose.



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Major in HRM

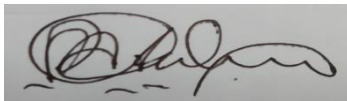
Program: MBA

Department of Business Administration

Certificate of Supervisor

I, hereby, certify that, Md. Hasanur Abedin Himu, student of MBA program Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University, bearing ID No. 181-14-2604 has prepared the internship report titled “Recruitment and Selection Process of National Bank Limited” as a requirement for fulfillment of degree awarding of Master of Business Administration at Daffodil International University. To the best of my knowledge, he has completed all the required courses of the program and the report has been prepared by him and it is accepted as authentic one.

I wish him all success in life.



.....

Associate Professor Sheikh Abdur Rahim Phd

Department of Business Administration

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Daffodil International University

Acknowledgement

First and above all else, I would like to pay my deepest gratitude to the almighty Allah who has helped me through all the difficulties in my life and showed me the right path. It is Allah who has made my journey into the vast sea of knowledge smooth and easier.

Preparing the Internship Report on “Recruitment and Selection Process of National Bank Limited”. For successful completion of this report, I have been fortunate to have the support, assistance and encouragement of a number of individuals. There are those people who contributed in conducting my report, those who have provided information and those who have read, reviewed and provided moral support and encouragement. I like to thank specially to honorable Kamol Chondro Roy, Assistant Vice President & Branch Manager of National Bank Limited (Mirpur Branch), who gave me the opportunity to conduct my internship program at National Bank Ltd.

Secondly I would like to show my heartiest gratitude to Md. Naieemur Rahman, Sub manager, National Bank Limited (Mirpur Branch), who always encouraged me and helped me through my internship period with his valuable advice. My gratefulness to Kazi Monjur Morshed, Banking Officer, who have guided me from the very beginning in A/C opening section and helped me in gaining practical experiences in banking. Thirdly, I am so much grateful to all the employees of National Bank Limited (Mirpur), for their whole hearted co-operation. Finally, I am very much thankful to my honorable teacher Dr. Sheikh Abdur Rahim who always gave guidelines and suggestion during the period of completing my internship report.

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Abstract

The title of this Internship Report is “Recruitment and Selection Process of National Bank Limited”. Practice makes a person perfect. Theoretical knowledge will be little important unless it is applicable in the practical life. So, we need proper application of our knowledge to get some benefit from our theoretical knowledge to make it more fruitful.

This internship report has been divided into four sections. The introductory part of the report consists of background of the report, objectives of the report, scope, and methodology of the study .The report has been prepared as a requirement for completion of MBA Degree .For preparing the report, both primary and secondary data has been used. Primary data has been collected through face to face interview & questionnaire. Secondary data has been collected from journals, periodicals & annual reports.

In this report I have described about recruitment and selection process of National Bank Limited. How NBL renders its service to over the country, how NBL focuses its goal to a specific time everything has shown briefly. From the beginning till now how NBL serve its customer or client and what is their policy everything has discuss briefly in this report.

Through NBL is a private bank in Bangladesh , in a short time it has created its reputation whole Bangladesh.NBL always focuses to its customers need which make them trustable to its customer .

In this report chapter 4 is findings recommendation and conclusion which describes the several problems and its solution of NBL.

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Chapter 1

Introduction

1.1 Background of the Study

In an organization, administrative held different working purpose through training, education and development for getting benefit in a specific time being. The need for effective human resources management in a proper way to perform large organizations. National Bank Ltd follows a very effective Human Resources Policy which is mostly reliable in case of recruiting, training, developing, motivating, and retaining good employees which create an opportunity to serve. The Bank has a Human Resource Development Research Department to develop human resources internally. The Academy has professional library, modern training aids professional faculty and other facility to maintain all the sector properly.

1.2 Origin of the Study

Internship refers to provide practical knowledge about specific sector activities in several sector in a specific time period. Basically this three month internship program support to introduce several sector of working environment in a punctual way .This report helps me to cover all my lacking about managing situation in a time being. Internship is a essential part of practical life which a student should focus in properly.

1.3 Objectives of the Study

The study has been conducted with the following objectives:

- ❖ To investigate the current recruitment and selection process of National Bank Limited
- ❖ To evaluate the recruitment and selection process of NBL
- ❖ To find out the problems of recruitment and selection process of NBL
- ❖ To provide some recommendation to overcome the problems of recruitment and selection process of NBL

1.4 Methodology of the Study

To perform my report I have to focus several sector of work about NBL. I have to collect all information about NBL by collecting data and annual report which they keep and also their website .I have prepared the report, which about Human Resource practices of NBL .On the basis of data and information about this report, following methods are applied:

1.5 Source of Data

To complete this report I have found two category of data which is primary and secondary sources of data. About this data is given below :

1.5.1 Primary source Data

- ☐ dealing with face to face conversation with the bank officers and staffs.
- ☐ Personal observation – Observing the process of working activities and follow by each department.
- ☐ Face to face communication with the clients or customers

1.5.2 Secondary Data

- ❖ ☐ Annual report of National Bank ltd.
- ❖ ☐ Monthly Statement of NBL.
- ❖ ☐ Different papers of National Bank Ltd
- ❖ ☐ Various reports, articles, journals, newspapers and different textbooks etc
- ❖ ☐ other manual information.
- ❖ ☐ Web base support from the internet

1.6 Rational of the Study

Banking sector is a major part of our economy. It provide financial term which increase a strong balance and make the strong basement providing loan to its client or customer everywhere in a legal term. Basically banking sector always try to support economy by. Government has find out the major part of problem which is undeveloped banking system, where have to focus more .About my report I have found lot of task and knowledge which can support me for practical life. So, the essentiality of my study on Recruitment and selection process of NBL is beyond description.

1.7 Limitations of the Study

Human Resource Department is a major department for any organization. In my report I have tried focus on legal information about NBL which I have get and find from bank officer from different department to actual information to perform my report . Here I have prepared my report by communicate with bank officer, client, stuff and their website. There are some more limitations we have faced to conduct this study. Those are -

- Inadequate time to collect data and interview.
- Non-cooperative behaviour of some bankers.
- Inadequate primary data to analyse the objective of the study.

CHAPTER 2

COMPANY PROFILE

2. 1 Introduction

Now a days banking sector is most essential part of our practical life .Banking sector has improved much day by day through its service. The facilities of bank is beyond description in all sector in financial term. The banks of Bangladesh are not fall behind in this trend.

Basically banking sector is supported in everywhere and every sector in Bangladesh. In modern age banking sector plays vital role to other business. Every company need the financial support which they get from bank as- loan. Through Bangladesh is a development country so here banking sector is must to make strong in economics term .Banking sector helps to provide loan and transfer of money anywhere in a specific time period.

Among the 57 commercial banks which operate in Bangladesh. National Bank LTD has created its reputation all over the country in a short time and created its trust by service .The competition of banking sector is everywhere. So banks should create a loyalty to its customer by offering different strategy and lending a good service everywhere. Services are financial advice, flexible rates or dates of payment, systemic management etc. Recruitment and selection process is a major part of banking sector which can evaluate the actual performer for the right position.

2.2 History & Heritage of NBL

National Bank Limited has created its prosperous past, glorious present, prospective future and under loyalty and trust all over the country. Established as a private bank in Bangladesh is fully by own entrepreneur and with the time of several situation it has passed so many rough and hard time but it has created its own reputation ,trust ,loyalty to its Clint and customer properly . The members of the board of directors are creative businessmen, who are leading the bank in a proper way to create a strong position in Bangladesh. By rendering service NBL focus all customer to serve in a proper way according to its rules and regulation, it also focus foreign customer who can send money or deposit their bank. However its coming future NBL has always plan for that, generally it balance with situation every term of financial activities .Generally NBL tries to fulfill its customers need in a systematic way

,businessman and all types of clients or customer by rendering its service in a proper way. In Bangladesh there are 191 branch all over the country .In the time being NBL has server all over the country by rendering loan, deposit and other financial term so that all types of customer are feel free so make a monetary transaction here because future is always uncertain.

2.3 Mission of NBL



NBL is a development private bank in Bangladesh .So it has some strategy or policy which they can implement in a proper time period .Through future is uncertain so NBL has some plan about their business. NBL want to get first position in private banking sector. Not only this every time had they used to support their clients and customer to give the proper service from any other private bank in Bangladesh. The authority of NBL want to open more than 10 branch over the country. The authority always maintain chain of command by rendering their service in time to satisfy their customer for establishing number one private bank in Bangladesh.

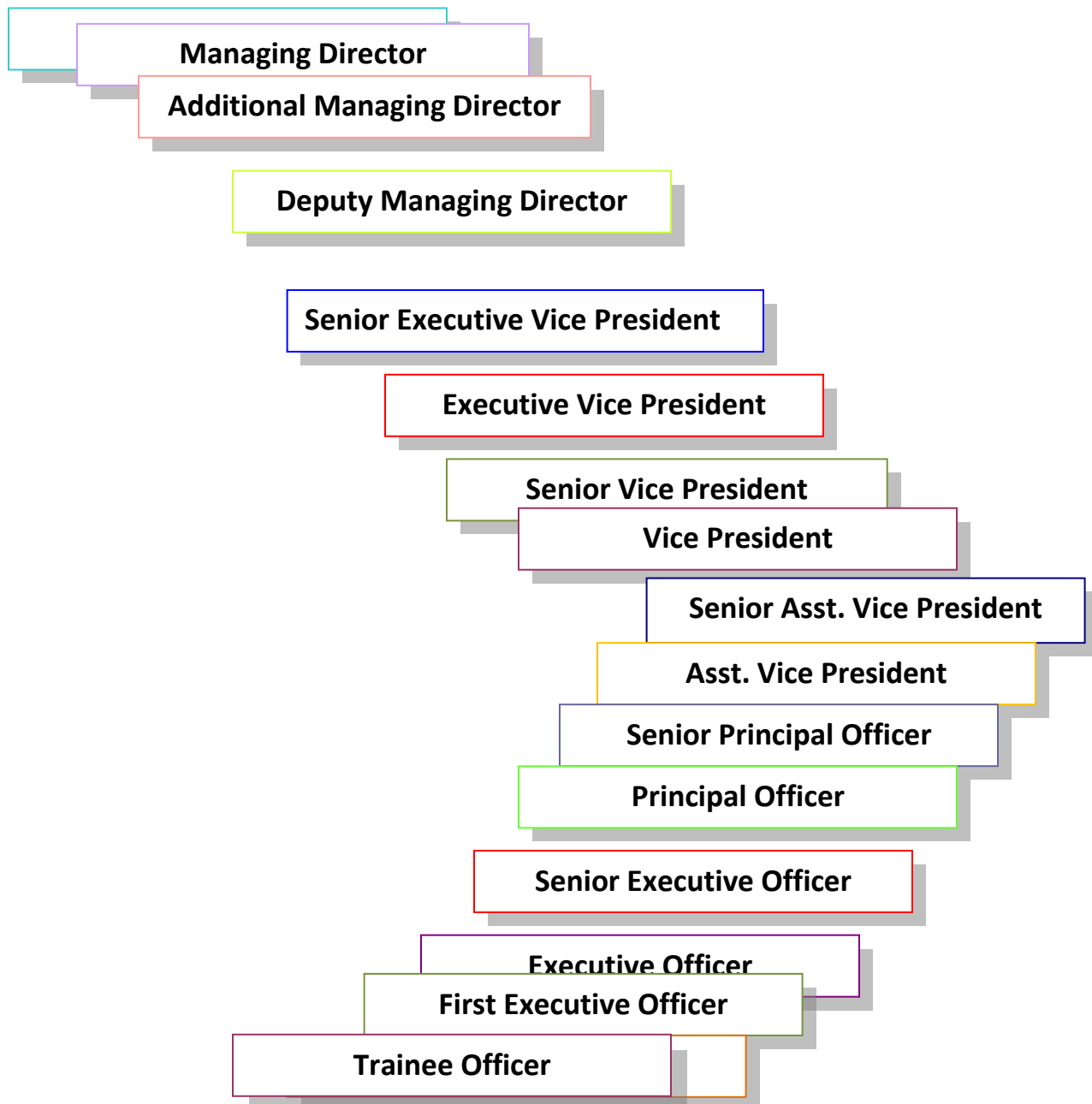
2.4. Vision of NBL



2. 5. Objective of NBL

- ❖ Create a strong pillar of capital.
- ❖ Always maintain proper strategies for achieving systematic growth.
- ❖ Always try to improve their services.
- ❖ For developing human resource department, they follow the proper rules and regulation.
- ❖ Due to business purpose, they try to communicate with their shareholders.
- ❖ For better service they offer standard financial services to the people.

2.6. Organizational Hierarchy of NBL



Chapter -3

Recruitment and Selection Process of National Bank Limited

3.1 Recruitment

Recruitment refers that process of finding, attaching, and selecting a proper qualified people for job at any organization or firm. Basically recruitment focuses the actual qualified people for a right job to be performed in a specific time .Recruiting support to find out actual skill people to perform the task in a proper way.

3.2 Types of Recruitment

NBL practices two types of recruitment

1. Yearly recruitment: It happen every year according to hr by maintain their rules.
2. Need-based recruitments: It shows that when they need vacancy.

3.3 Recruitment Sources and Methods

NBL usually recruit from within the organization. But it also recruits from external sources. The external sources are given below:

☐ ☐ Different universities

☐ ☐ Competitors and other organizations

☐ ☐ Unsolicited applicants

Recruitment from campus generally maintain by the HR division and the planning for this segment which can be perform in a right time. At first they focus to the skill candidate. NBL generally recruits from any campus for entry level positions to fulfill their task. NBL focuses Recruitment process from all reputed university for joining their post which they have search for . The HR division always try to find the actual candidate for the post which have to perform in a systematic way by maintain their rules and regulation. The HR department focuses several sector for recruit any person which are given below –

☐ Availability of skill candidate

☐ Cost minimize issue

- ☐ Factor of time

And the external recruitment process are :

- ☐ Make an advertisement in paper and their website
- ☐ Employee referral
- ☐ Internship candidate

3.4. Qualification for probationary officer

- a) Candidate must have BBA/MBA/MBM degree from any public or private university.
- b) Candidates have to keep CGPA 3.50 of each exam.
- c) Candidate have to good communication skill.
- d) Candidate have to knowledge about computer.
- e) Fixed time will be given.

3.4.2 Qualification for junior officer

- a) Candidate must have BBA/MBA/MBM degree from any public or private university.
- b)) Candidates have to keep CGPA 3.50 of each exam
- c))Candidate have to good communication skill
- d)) Candidate have to knowledge about computer
- e) Fixed time will be given.

3.5 Recruitment of Staff

The managing director generally take decision about this recruitment .Generally this appointments selected by a committee which is constituted by him headed by an executive not bellow the rank of executive vice president. Its called by selection committee (management) . Selection of such staff in the branch level may be made by the zone head with the concurrence of managing director by following the approved procedural guidelines and within the framework of approved organ gram. The final result given by approval of the board/committee.

3.6 Selection

Selection is the process of choosing from among candidates within organization or outside, the most suitable person or for future positions. Selection prefers that to select a actual person for actual performer in several segments .Basically selection is selected person for the selected post to be performed in a specific time period in various segment. Generally selection process held on to select employee for the right post in a specific time period .NBL also focuses a standard pattern for selecting and identifying the best person for join with them .The selection process of NBL is discussing below;

3.7 .NBL mode of selection method:

1. Receipt of applications in prescribed from of the bank
2. Sorting out Applications
3. Informing Candidates
4. Written Test
5. Interview
6. Final Approval by Competent Authority
7. Physical Examination

Different types of selection process are described in below:

3.7.1 Receipt of Application

This is the first selection step to join NBL. In this process candidate drop their cv or send their cv for a specific post for getting a job .There has a box for cv , the person who are interested to join ,he or she drop their cv there. The HR department collect their CV and according to their skill and experience they are called by HR department .Sometimes daily newspaper advertisements, the applicants who want to give interview at NBL, everything about job related issue are given there. After a fixed time period, each and every job apply is stopped.

3.7.2 Sorting out Applications

The next step is the short listing of CVs. Usually the HR department select the short listed CV according to skill and experience. After that HR department listed the potential candidate cv who are eligible for the post which are needed in a proper time being .For recruiting experienced and skilled bankers, CVs may be sorted out from the collection of unsolicited CVs received. Without this they also focus another possibility find out experienced and qualified bankers in other banks. By this process when potential candidates are found out, they are contacted and called for an interview.

3.7.3 Written Test

Every candidate will appear for a written test for 100 marks in a fixed time .The subject matter about general knowledge, English, mathematical term. For this purpose NBL may take the help of outside experts for setting the questions, supervision the examination work and making the scripts. Avoid lobbing the code number are strictly handled by bank authority .HR department of head office are support to held the exam and finish the task in a proper time period.

3.7.4 Final decision

NBL authority takes the final decision on basis of the interview result, medical & physical report, smartness, strong personality, good communication skill of the candidate. It is very difficult for them to take the final decision because they have to choose the best among them. Selection of candidates for the entry level officers – probationary officers, junior officers(both Gen.and cash) shall be made on the basis of written test, mcq, interview.

Total marks shall be 200 as per break up shown below:

- ☐ Written test : 100 marks
- ☐ MCQ: 50 marks
- ☐ Interview: 50 marks
- ☐ Total: 200 mark

Chapter 4

Findings, Recommendations and Conclusion

4.1 Findings of the Study

From the careful investigation and scrutinizing the data, we can reach the following findings of this study.

- NBL prefers "Internal Source" of recruitment.
- For vacancy NBL prefers online advertisement rather than paper advertisement.
- National Bank Ltd. focuses on the recruitment of fresher's candidate.
- Sometimes NBL offers contractual job to the candidate for 3-4 year's contract.
- At the time of selection, they ask "Psychological Questions" to the candidates.
- Sometimes the higher authority doesn't prefer female candidate in the same position having same ability like the male candidates.
- The numbers of employee are not sufficient in the National Bank Limited.

4.2 Recommendations

On the basis of the findings, the recommendations are as bellows:

1. NBL should focus internal and external sources for recruitment.
2. NBL should advertise both online and newspaper for vacancy.
3. NBL should give more opportunity to the fresher's enhance their performance.
4. Reward should be given to all employee of NBL.
5. Contractual job offer should be minimized.
6. The management of NBL should ask questions to the candidates based on the job requirement instead as psychological question only during the selection.
7. Gender discrimination should be stopped during the selection of the employees.
8. The number of employees should be increased.

4.3 Conclusion

Now a days banking sector is most major part in our life .Because everywhere financial transaction is needed. Without financial transaction everything going to stop. Right now banking sector plays vital role for economy. Banking sector supported the economics condition strongly. This sector dominates all business sector smoothly. Through National Bank is a private bank in Bangladesh. National Bank has created its demand and trust all over the country by its service and loyalty .NBL is a well reputed bank in Bangladesh. NBL has supported our economic condition strongly by rendering loan to needed people in a low interest. NBL also perform many social activities like –tree plantation, scholarship for poor children etc. NBL has created its trust by committing their actual service in a specific time period, which attracted its customer. NBL goal is number one private bank in Bangladesh .NBL always focus to its customer by rendering loan with low interest, not only this NBL also focuses foreign customer to increase its revenue. The department of foreign exchange of NBL always try to give the best service to its customer. They provide loan to actual needed person at a low interest and also focus to get trusted by its customer. This bank follow the rules and regulation of Bangladesh Bank .So they try to fulfill all requirement according to their systematic way. Generally NBL is a private bank, with the time of new generation this bank has supported to our economy, socially, business sector, its clients and its customer .NBL has a strong basement in banking sector. So in a word National Bank has big support in our country.

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➤ [http://www.national bankbd.com/annual_reports.php](http://www.nationalbankbd.com/annual_reports.php)

➤ <http://www.nationalbankbd.com>