

An Internship Report
On
Recruitment and Selection Process of
Social Islami Bank Limited
(Branch: Shyamoli)

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(Branch: Shyamoli)**

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Date of Submission: 1st October, 2022

Letter of Transmittal

1st October, 2022

Assistant Professor & Associate Head
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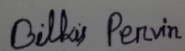
Subject: Submission of Internship Report on Recruitment & selection process of Social Islami Bank Limited.

Dear Sir,

It is a great opportunity for me to submit my internship report on ***Recruitment and Selection Process of SIBL*** which is a prerequisite for finishing the level of MBA Program. It is a great accomplishment for me to work under your dynamic supervision.

Working on Social Islami bank Limited as an intern at Shyamoli branch, I have learned a various types of banking activities performed by SIBL, among most of the work are similar with what I have learned during my MBA courses.

I pray, and hope that your honor would be great enough to accept my Internship report and oblige thereby.



Sincerely yours,

Name: Bilkis Pervin

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MBA Program

Major- Human Resource Management

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Acknowledgement

I would like to take the opportunity to thank those people, without whom this task would have been very difficult to complete. I would like to express my heartiest gratitude to Professor Siddiqur Rahman, Assistant Professor and Associate Head, Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University for his guidance, supervision and constructive suggestion to prepare the report.

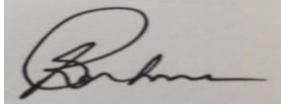
I prepared my internship report on "Recruitment & Selection process of Social Islami Bank Limited". I would like to give special thanks to Branch manager of Shyamoli branch of SIBL for helping me to complete my internship in their branch.

Lastly I would like to give my special, thanks and inexpressible greets to my inmates, both seniors and fellow MBA students and others for giving me good advice, suggestions, inspiration and support, Thanks to all.

Supervisors Certificate

This is certify that the report on Recruitment & Selection process of Social Islami Bank Limited is a record of whole hearted work out by Bilkis Pervin (ID: 183-14-2814) as a partial fulfillment of the requirement of the degree of Masters of Business Administration (MBA) from Daffodil International University.

The report has been prepared by my guidance and direct supervision. I wish her every success in life.



Siddiqur Rahman
Assistant Professor & Associate Head
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University

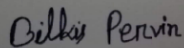
Student's Declaration

I do hereby solemnly declare that the work presented in this Internship Report has been carried out by me and has not been previously submitted to any other University/College/Organization for an academic qualification/Certificate/Diploma or degree.

I, Bilkis Pervin (ID: 183-14-2814), Declare that the presented internship report on "Recruitment & selection process SIBL" submitted as a course requirement for Masters of Business Administration at Daffodil International University was prepared by me.

The work I have presented does not rupture any existing copyright of this report is copied from any work done earlier for a degree or otherwise.

I further undertake to compensate the department against any loss arising from breach of the foregoing obligations.



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Executive Summary

SIBL is not a special case to the dynamic universe of business where they remain with a mission of "Greatness in Banking". One of the chief money related organizations of the nation focuses to demonstrate the fabulousness by spurred and very much-prepared workforce with an extensive profession.

HR exercises are one of the real exercises in an association. SIBL HR division is a perfect spot for learning HR related exercises altogether. A brilliant group of administration of HR division leads all the HR related issues. Their devoted work makes them conceivable to get appropriate individuals for reasonable positions.

The report focused most on the part of Recruitment & Selection process of Social Islami Bank Limited. As private business bank work weight is high in SIBL, so they require exceptionally proficient individuals who are extremely devoted to their work, generally the entire operation will botch up. This is an incredible test for any association to discover such individuals.

In this report I have done a detailed analysis about the recruitment process & selection process of Social Islami Bank Ltd. Here, I have covered all the steps and information about the recruitment and selection process of Social Islami Bank limited and then analysis them to understand which procedure they are following to find out the appropriate individual for the selected position of the bank.

While making the analysis about recruitment & selection process of SIBL I have found some problems and provided information about the key findings. I have given some recommendation also. I have tried to give the theories that I have learned thorough my MBA program. Then I have presented the details outcome of my internship.

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Chapter 01

Introduction Part

(Recruitment & Selection Process of SIBL)

1.1 Background of the Study:

Social Islami Bank Limited (SIBL) is a 2nd era Islami bank performing banking activities since 22 November 1995 focusing Shariah Principles. Presently, SIBL has 172 branches including 22 AD branches, 104 sub-branches and 200 agent banking outlets. SIBL was a new Bank with an approved capital of Taka 10,000,000,000 out of 2013 and paid up capital of Taka 7,031,415,640 of every 2013 and furthermore taka 6,393,925,700 separately as of December 2012. According to the annual report of of SIBL, their total capital in 2020 was Tk. 30368.90 million, paid up capital Tk. 9380.08 million and total asset Tk. 384999.71 million.

Branch activity part will portray the item and administration gave to the clients by a branch. For planning my temporary job I have been set in Social Islami Bank Limited, Shyamoli Branch, Dhaka. There are 03 areas in Shyamoli Branch. They are:

- 1) General Banking.
- 2) Investment Department
- 3) Foreign Exchange Department.

I will work primarily on general banking and HR areas. I will give my most extreme exertion and thoughtfulness regarding taking in HR's capacities. After finishing the entry-level position, I will render my learning to exhibit the provide details regarding Recruitment, preparing elements of Social Islami Bank Limited-A Special Focus on the recruitment procedure and selection process. In the hierarchical part will quickly depict a review of the banks' verifiable foundation, capacities, business reasoning, possession design, remote journalists and abroad tasks and advantages gave to clients by the bank.

1.2 Origin of the Report:

As an component of the Masters of Business Administration (MBA) prerequisite, it is a 12 weeks in length internship program that teaches a student a proper practical knowledge by working in an organization. I took the internship with Social Islami Bank Limited. I am pleased to got a chance as an intern in SIBL and this experience will unquestionably assist me a lot in my future. The internship program and the investigation have following purposes:

- To get and organize the details knowledge on the job responsibility.
- To experience the real business world.
- To compare the real scenario with the lessons learned at Daffodil International University
- To fulfill the requirement of MBA Program.

1.3 Scope of the Study:

The scope of my internship is greater as I was taken to work various sections of the bank in Shyamoli Branch. There, I observed and learnt a lot about the General Banking and HR practices especially Recruitment and selection activities and various daily functions perform in this bank.

1.4 Objectives of the Report:

The Primary objective of the internship report is to conclude my MBA program and to acquire real life experience of banking activities in Bangladesh. There are also some others important objectives. These objectives are given follows:

- To explore the employee recruitment process of Social Islami Bank Limited (Shyamoli Branch).
- To analyze the employee selection process of Social Islami Bank Limited.

- To identify problems related with recruitment & selection process of SIBL.
- To develop recommendations according to the problems.

1.5 Sources of Data:

This internship report is descriptive in nature. There are a lot of source from where I had collected data. Mainly, these all sources can be divided into 2 parts:

- ❖ Primary Source.
- ❖ Secondary Source.

❖ The “**Primary Sources**” are as follows:

Information, gathered out the first time, is called primary information. The strategies used to gather such information include:

- Formal and Informal discussion with the customers.
- Practical experience from the distinctive work areas of the Branch.

❖ The “**Secondary Sources**” of data and information are:

The secondary data sources are annual reports, manuals, and brochures of SIBL and different publications of Bank.

Methods used to collect *secondary data* include:

1. Annual Report of Social Islami Bank Ltd.
2. Internet.

1.6 Limitation:

Clearly, every Study has a few limitations. The report I have made is of awesome significance and required me colossal work. Those restricting variables that hampered my smooth workings in the bank lastly in setting up this report are as per the following:

- Lack of adequate books, papers, and diaries and so on. Most of the time, progressive data may not be accessible.
- Large-scale examination isn't conceivable because of imperatives and limitations posted by the bank.
- Duration of the investigation was too short to have a sound comprehension of the general banking.
- This investigation totally relied upon official records and yearly reports.

Chapter 02

Literature Review

(Recruitment & Selection Process of SIBL)

2.1 Definition of Recruitment:

Recruitment is the process of actively seeking out, finding and hiring candidates for a specific position or job. The recruitment definition includes the entire hiring process, from inception to the individual recruit's integration into the company.

The way toward finding and enlisting the best-qualified human resource (from inside or outside of an organization) for an employment opportunity, is an auspicious and practical way. The recruitment procedure incorporates examining the necessities of an occupation, pulling in employees to that activity, screening and choosing candidates, procuring, and coordinating the new employee to the organization.

2.2 Importance of Recruitment:

Recruitment is the process of having the perfect individual, in the correct place, at the correct time. It is important to organizational execution. Recruitment is a basic action for the HR group as well as for line supervisors who are progressively engaged with the selection process. Every one of those associated with recruitment process with the proper information and abilities.

For any organization dealing with individuals requires a decent human resource management effective working of the organization. Banking has been and will dependably be a "People Business". Productive and viable management of the human resource in the organization turns it an effective one.

For banking, the significance of human resource management has developed complex in light of the fact that the idea of banking industry, which is for the most part benefit based. The management of individuals in the organization alongside taking care of the money related and financial dangers at the more extensive level is the most powerful difficulties before the banking business in any given time period.

Though there are a lot of risk in banking sector, but Banks should take care of the interest of their clients. HR needs to ensure that the employees, those who are daily communicating face to face

with the clients of the bank, are qualified individuals. Before starting their work, the entire employees need to be given vital training.

2.3 Definition of Selection:

Selection is the process of choosing the most suitable candidate for the vacant position in the organization. In other words, selection means weeding out unsuitable applicants and selecting those individuals with prerequisite qualifications and capabilities to fill the jobs in the organization.

2.4 Importance of Selection:

Selection is an important process because hiring good resources can help increase the overall performance of the organization. In contrast, if there is bad hire with a bad selection process, then the work will be affected and the cost incurred for replacing that bad resource will be high.

Chapter 03

Organizational Profile

(Recruitment & Selection Process of SIBL)

3.1 The History of Social Islami Bank Limited:

The SIBL, a second-era commercial bank, working after 22nd November, 1995 in light of Shariah' Standards, has now 172 branches wherever all through the country with two another organizations - SIBL Securities Ltd. furthermore, SIBL Venture Ltd. Concentrating on poverty, SIBL is actually a thought of 21st century participatory three zone sparing cash demonstrate in one. In the formal zone, it fills in as an Islamic participatory business save money with human face way to deal with oversee credit and putting money on the preferred standpoint and affliction sharing. It has a Non-formal saving money area too with accommodating record and hypothesis bundle that engages and changes genuine poor family and make adjoining wage openings and incapacitates inside development.

The bank has another division to adjust the vital part and administration of Waqf, Mosque properties and has introduced cash Waqf system unprecedented for the authentic background of sparing money.

In the commercial division the Bank along with others, proposes mainly leap forward sparing cash administrations through releasing of different sorts of store and personal accounts, financing entrepreneurs, giving LC's, aggregation of bills, rental of rigging and clients' solid, get purchase and segment bargain for principal items, enthusiasm for negligible exertion hotel and administration of authentic spaces, participatory enthusiasm for various mechanical, agrarian, transport, educational and prosperity assignments and so on.

Human resource administration is the path toward picking up, getting ready, assessing, and compensating specialists, and of dealing with their work relations, prosperity and security, and conventionality concerns. Enrollment and decision are 2 main crucial components of staff administration. Enrollment works before decision as well as helpers in selecting a accurate contender. Recruitment, a system to discover to meet the need of the employment plan as well as to use convincing process for pulling in to work in adequate figures to energize effective assurance of beneficial job compel. National bank confined has been approved by the governing body of Bangladesh as an arranged business bank in the private part in similarity of system of

progression of dealing with a record and cash related administrations and workplaces in Bangladesh.

3.2 Functions of Social Islami Bank Limited:

There are five functions of Social Islami Bank Limited. The functions of SIBL have given below-



3.3 SIBL Core Values:



Towards the Journey of Excellence, SIBL has changed its brand logo. The new logo depicts bird's wings with 9 feathers to represent its core values- comfortable and safe flying in the economic sky of the country connecting it with the global sky by passing the territorial boundary.

3.4 Mission of SIBL:

- High quality financial services with the latest technology.
- Fast, accurate and satisfactory customer service.
- Balanced & sustainable growth strategy.
- Optimum return on shareholders' equity.
- Introducing innovative Islamic banking products.
- Attract and retain high quality human resource.

- Make powerful the poor families and create local income opportunities.
- Providing support for social benefit organizations-by way of mobilizing funds and social services.

3.5 Vision of SIBL:

In SIBL performing towards ceaseless brilliance it is looking to achieve the Nation's leading Islamic Bank by offering advance service of an extensive variety of significant worth included items and services addressing the necessities of its customers; directing its business morally as per the laws of Shariah while improving best usage of the most current best in class innovative arrangements through making of an expert active authoritative culture in view of sound cooperation, decency, common understanding and commonsense administration dependably stay open to new thoughts and versatile to the accepted procedures in the market guaranteeing acknowledgment and quality banking knowledge to its customers and convey best an incentive to every one of its partners also.

Chapter 04

Recruitment Process of Social Islami Bank Limited

(Recruitment & Selection Process of SIBL)

4.1 Recruitment Process of SIBL:

A well recruitment process is exceptionally vital as a result of development of the bank. Progression organizing moreover call for recruitment on occasion to fill the unfilled post can't be filled from inside. There is a noteworthy number of enrolling sources used by this bank. SIBL distributes in the everyday paper to make applications for different passage level post. The decision method in SIBL is the same as what is performed in numerous associations. The work starts with beginning screening and a candidate is finally picked through a last meeting. The present selection and recruitment process, its insufficiencies are elucidated in the accompanying segment as it is the key domain of the report.

For SIBL applicant, selection is the path toward putting right men on right position. It is a technique of planning authoritative necessities with the capacities and abilities of people. HR depends on the utilization of forward techniques methodologies for picking and choosing probability for work.

Each alliance has the choice of picking the contender for its enrollment shapes from two sorts of sources: internal and outside sources. The sources inside the association itself (like exchange of workers from one office to other, movements) to fill a position are known as the internal wellsprings of selection. Candidates from the diverse sources (like outsourcing associations and whatnot) are known as the outside wellsprings of selection.

4.2 Recruitment Process Followed by SIBL:

Recruitment is of the most pivotal parts of the human asset experts. The level of execution of an organization relies on upon the viability of its Recruitment capacity. Associations have created and take after enrollment methodologies to procure the best ability for their association and to use their assets ideally. An effective enlistment procedure ought to be all around arranged and pragmatic to draw in progressively and great ability to apply in the association. For defining a viable and fruitful enrollment system, the methodology ought to cover the accompanying components:

4.2.1 Identifying and prioritizing jobs:

Prerequisites continue emerging at different levels in each association; it is very nearly a ceaseless procedure. It is difficult to fill every one of the positions promptly. Along these lines, there is a need to distinguish the positions requiring quick consideration and activity. To keep up the nature of the enlistment exercises, it is valuable to organize the opportunities whether to concentrate on all opening similarly or concentrating on key occupations first.

4.2.2 Candidates target:

The enrollment procedure can be compelling just if the association totally comprehends the necessities of the kind of hopefuls that are required and will be useful for the association. This covers the accompanying parameters too:

➤ **Performance level required:**

Different systems are required for concentrating on enlisting superior workers and normal entertainers.

➤ **Experience level required:**

The system ought to be clear with reference to what is the experience level required by the association. The applicant's experience can go from being a fresher to experienced senior experts.

➤ **Category of the candidates:**

The technique ought to plainly characterize the objective competitor. He/she can be from the same business, distinctive industry, unemployed, top entertainers of the business and so forth.

4.2.3 Sources of recruitment:

The method should portray distinctive sources (outside and inward) of enrollment. Which are the sources to be used and focused for the enrollment purposes for various positions? Specialist referral is a standout among the best wellsprings of enrolment.

4.2.4 Trained recruiters:

The enrolment specialists leading the gatherings and the other selection practices should be especially arranged and experienced to coordinate the activities. They should think about the genuine parameters and capacities (e.g.: social, concentrated and so on.) to focus while meeting and choosing a candidate.

4.2.5 Evaluate the candidates:

The distinctive parameters and the ways to deal with judge them i.e. the entire selection technique should be organized early. Though the rounds of particular gatherings, HR interviews, formed tests, psychometric tests and so forward.

4.3 Sources of Recruitment:

There are two sources of recruitment. They are:

1. Internal Recruitment
2. External Recruitment

4.3.1 Internal Recruitment:

Internal recruitment looks for candidates for positions from inside the organization. The different inward sources include:

I. Promotions & Transfers:

Promotion refers to the whole arrangement of exercises, which present the product, brand or administration to the customer. The thinking is to make people careful, attract and incite to buy the item, in inclination over others.

Social Islami Bank Limited discovers delegates who are doing assignments underneath their educational abilities or fitness levels. Progressions has various central focuses like it is awesome advertising, collects certainty, invigorates capable individuals who are energetic, improves the probability of good decision since information on the person's execution is speedily open, is more affordable than going outside to choose, those picked inside are familiar with the affiliation thusly reducing the presentation time and imperativeness moreover goes about as a readiness contraption for making focus level and best level administrators. In any case, headways limit the field of assurance shielding fresh recruits and contemplations from entering the affiliation. It is like manner prompts inbreeding in the affiliation.

II. Employee Referrals:

Employees can develop unimaginable prospects for their families and accomplices by adjusting them with the upsides of an occupation with the affiliation, outfitting them with the partner and empowering them with apply. This is a to a great degree effective means a similar number of qualified people can turn out to be too effortlessly to the association.

Exchange positive conditions are that the employee would bring only those referrals that they feel would have the ability to fit in the affiliation considering their own specific experience. The affiliation can be ensured of the immovable quality and the

character of the referrals. Social Islami Bank Limited recruits those employees by the referrals.

III. Previous Employees:

These incorporate resigned representatives why should willing work on low maintenance premise, people who left work and will return for higher remunerations. Indeed, even conserved workers are taken up at the end of the day.

IV. Dependents of deceased employees:

Usually, banks tail this approach. On the off chance that a representative bites the dust, his/her companion or child or little girl is enrolled in their place. This is typically a viable approach to satisfy social commitment and make goodwill. Social Islami Bank Limited also tails this approach.

V. Reviews:

When SIBL faces a problem, that can be solved just by an administrator who has went on a leave, it should be chose to review that persons after the problem is solved, his leave might be increased.

VI. Retirements:

Often, it is hard to find a worthy person who had resigned, after commendable administration. Considering the present situation, SIBL may choose to call resigned supervisors with new expansion.

VII. Inside warning (promotion):

Often, bank issues an inside notice for the upside of existing delegates. Most specialists know from their very own understanding about the need of the occupation

and what sort of individual the association is hunting down. Routinely employees have buddies or partners who meet these necessities. Fitting people are designated at the vacant posts.

VIII. Intern Recruitment:

Social Islami Bank Limited offers internship programs to individuals who are about to get graduate. They give an opportunity to get involved with their corporate environment to learn and experience work life. Every three months they hire almost 50 interns from different universities. HRD will prepare offers internship programs to individuals who are about to get graduate.

4.3.2 External Recruitment:

The different outside sources includes:

I. Expert or Trade Associations:

Numerous affiliations give position organization to its people. It contains amassing business searcher's summaries and offering access to people in the midst of regional or national conventions. Also, the creations of these affiliations pass on requested ads from supervisors captivated by choosing their people. These are particularly useful for pulling in extremely educated, experienced or skilled staff.

II. Advertisements:

It is a well known methodology for searching for volunteers, a similar number of selection delegates lead toward advertisements in perspective of their wide reach. Need advancements portray the occupation focal points, recognize the business and prompt those captivated how to apply. Day by day paper is the most broadly perceived medium yet for astoundingly specific enrolled individuals, notification may be set in master or business journals. Advertisements must contain fitting information

like the employment content, working conditions, zone of occupation, pay including coincidental focal points, work particulars, development viewpoints, and so forward. The promotion needs to offer the association and employment is perfect for the candidate. Enlistment advancements can similarly fill in as corporate promotions to manufacture association picture. It's moreover practical& SIBL also follows this methodology.

III. Contractual workers:

They are used to enlist accommodating experts. The names of the professionals are not entered in the association records and, to this degree; inconveniences experienced in keeping up interminable workers are kept up a key separation from.

IV. Specialists:

The bank is usually calling for enrolling and choosing regulatory and official staff. They are useful as they have the huge contacts and credit worthy expertise to the enrolling methodology. They moreover keep arranged administrator and delegate obscure. In any case, the cost can be a snag variable.

V. Head Hunters:

They are useful in particular and skilled work experience in a particular association. An expert is sent to address the enrolling association and offer is made to the confident. This is a useful source when both the associations included are in a similar field, and the agent is reluctant to take the offer since his explanations behind alert, that his association is attempting his dependability.

VI. Campus Recruitment:

Campus recruitment involves finding, engaging and hiring interns and entry-level employees on college campuses. Yet, campus recruiting is anything but simple. To

fill immediate job openings and to build a strong talent pipeline for the future SIBL recruits attract & engage college students by campus recruitment.

VII. Job Fair:

Job fair is an event where employers offer information about their companies to people who are looking for jobs. Job seekers attend these while trying to make a good impression to potential coworkers by speaking face-to-face with one another, filling out resumes, and asking questions in attempt to get a good feel on the work needed.

4.3 Appendix:



Career Opportunity

Social Islami Bank Limited (SIBL), a leading Islamic Shariah based Bank, as a part of its growth and concurrent consolidation program, with a highly dynamic professional management team, is looking for self-motivated, aspiring and committed potential individuals who are willing to start career in bank as **Assistant Officer (Cash)**

Qualifications and other competencies: -

- Minimum Graduate from any discipline from any reputed university. (Candidates with business studies background will be given preference)
 - Educational Qualification of the candidates should be as follows:
 - Minimum 3.50 (out of 5.00) in S.S.C & H.S.C
 - Minimum 3.00 (out of 4.00) or 1st Class in Graduation
 - Age not over 30 years as on 30.04.2017.
 - Computer knowledge in MS-Word & Excel is a must.
 - Must be self-motivated and meticulous about the details in any task.
 - Must have excellent interpersonal communication skills and ability to work hard.
-
- Non-fulfillment of the criteria/ any type of lobbying during the recruitment process shall disqualify the candidature.
 - Only short-listed candidates will be communicated for evaluation test.
 - Selected candidates should have the mentality to work in any part of Bangladesh.

Finally selected candidates as **Assistant Officer (Cash)** will have to undergo 01(one) year probation period. On successful completion of 01 (one) year probation period, they will be absorbed in the existing scale of pay with other admissible benefits.

Selected candidate shall have to give undertaking that he/she will serve the Bank for at least 05 (five) years.

Interested candidates may send their C.V. detailing (i) Name,(ii) Father's name,(iii) Mother's Name, iv) Present address with contact number, v) Permanent address (vi) Date of Birth (vii) Age as on 30.04.2017, (viii) Educational & Professional Qualification, ix) Present Position with salary package (if any), (x) Details of previous experience if any), along with 02 (two) recent passport size attested photographs and photocopies of all educational and professional certificates mentioning the name of the post applying for on the top of the envelope to the Senior Executive Vice President, Human Resources Division, SIBL, Head Office, City Center, 90/1, Motijheel C/A, Dhaka-1000 on or before 07.05.2017.

www.sibl.com.bd

Chapter 05

Selection Process of Social Islami Bank Limited

(Recruitment & Selection Process of SIBL)

5.1 Selection Process:

Although most employees do not use such an elaborate screening device, all employees put applicants through a selection process. The selection process is a series of specific steps used to decide which recruits should be hired. The process begins when recruits apply for employment and ends with the hiring decision.

Recruiting & selection are combined and called the employment function in many HR departments. In a large HR department, the employment function is the responsibility of the employment manager. In a smaller department, the HR manager handles these duties. Employment is often the primary reason for the department's existence, since the selection process is central to the HR function.

5.2 Selection Process of Social Islami Bank Limited:

The selection process of SIBL is not different from what is practiced in more organizations. It starts with initial screening of CVs, goes on to written tests and then a final interview before selecting the person. Any selection decisions can result in one of the four possible outcomes. Two of these outcomes are right decision and two are wrong decisions.

The current selection process in SIBL is described below:

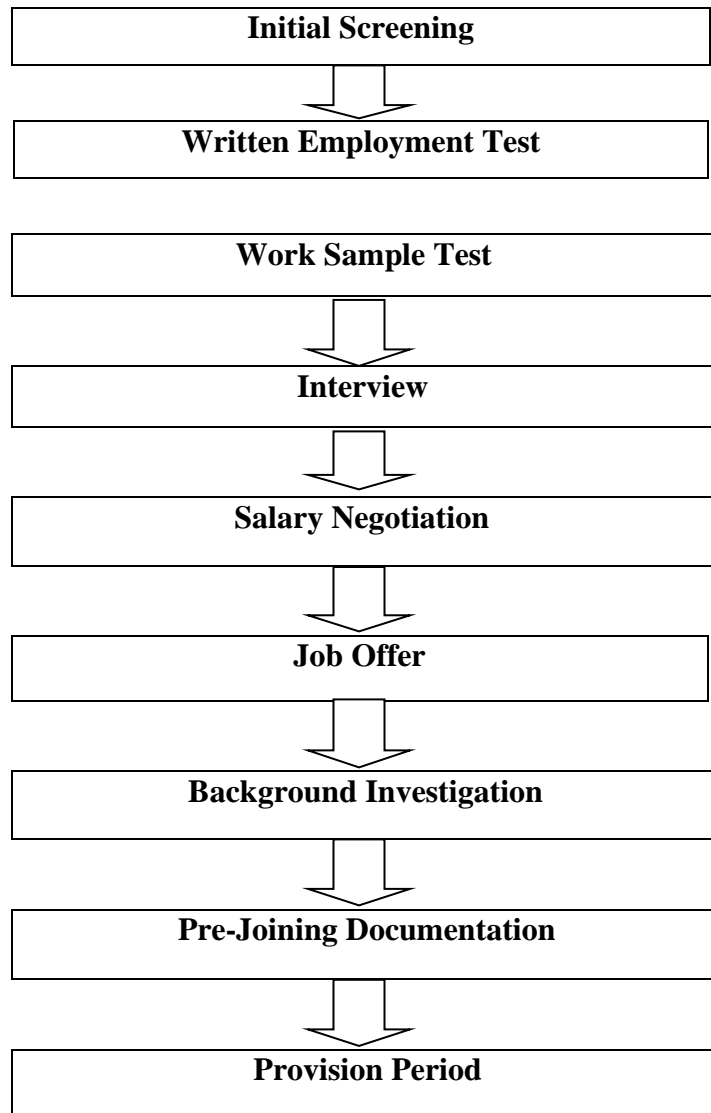


Fig 5.2: Selection Steps of Social Islami Bank Limited

1. Initial Screening:

The process starts with initial screening- choosing from the CV's that fulfill the specific requirements. After a vacancy is announced and CV's are already collected from different sources, the bank starts the initial screening process. They sort the applications

those have the actual qualifications (Degree, age, experience) for the post through the online system. Then these candidates are called for the written test.

2. Written Employment Test:

After the initial screening, next step is the written employment test. In Social Islami Bank, written test is applicable for assessment of all entry level positions. The written test is taken mostly to check the candidate's knowledge on the subject matter for which he is to be taken and also to check his written communication skill. For MTO Positions, the bank seeks professional service institute like, faculty of Business Administration, University of Dhaka or others. IBA conducts the written test, which includes preparing question paper, arranging the logistics Initial Screening, Written Employment Test, Work Sample Test, Interview, Salary Negotiation, Job Offer, Background Investigation, Pre-Joining Documentation, Provision Period and Recruitment & Selection Process. After preparing the result sheet, IBA sends the passing candidates list to the bank. The bank has a preset cut-off score and those who have scored more than or equal to that score are called for the interview. Usually, the bank itself holds the written test for the post of Trainee Assistant Officers. The HRD prepares the question papers, takes the written test, screens out the answer sheets and sends the number-sheet to the management. The management then decides how candidates to call for the interview.

3. Work Sample Test:

For the post of Trainee Assistant Officer (IT) the bank uses there tests to assess actual performer from the job candidate. Work sample tests require the applicant to perform tasks that are actually a part of the work required on the job. The tests are carefully conducted by the IT Division to include the major job functions.

4. Interview:

For entry level positions, the next step of the process is the comprehensive interview that is usually conducted by a panel comprising of the Managing Director, Additional Managing Director, Deputy Managing Director and The Head of Human Resources

Division. The interviews are always unstructured and each interviewer grades the candidate based on motivational level, communication skill, confidence, how he handles difficulties etc. After the interview, the total marks of the written test and the interview are added. The candidates who pass the written test, the interview and the work sample test (if any) are considered for final appointment. From those candidates, the required number of employees are taken and given the final appointment. These employees have to fill up setup papers at the time of joining. For lateral entry of the experienced bankers, the interview is conducted in two phases. In the first phase, the interview board consists of the Head of Human Resource Division and the Head of Business Division. The final selection is made by the Managing Director.

5. Salary Negotiation:

For the entry level positions, the salary is fixed. For other lateral entries, the Head of HRD negotiates the salary with the suitable candidate whenever necessary. The negotiation for suitable designation also takes place during this phase.

6. Job Offer:

The Head of HRD offers the job to the selected candidate after the final approval is obtained. The Managing Director is the sole signing authority of any appointment letter up to Additional Managing Director, Non-Management and all contractual employees if any other person is authorized for special reason. The Chairman of the Board of Directors is the sole authority to sign appointment letter for the post of Managing Director.

7. Background Investigation:

Background investigation mostly done for the experienced candidates, is another important check the employer undertakes. Its include taking to colleagues the referee's former employer, to make sure whether the information given by the candidate is true. This check is done to know more about the candidate's interpersonal skills, performance, the position he/she was in and so no. The last step includes the physical examination part to make sure the candidate can cope with the kind of pressure that he/she may have to undertake.

8. Pre-Joining Documentation:

The following documents are obtained from the candidate prior to his joining. Officers of Human Resource Division are responsible for the following documents:

- ✓ Five Years Bond on part of the MPO.
- ✓ Medical Report from the Designated Hospital.
- ✓ Verification of all certificates.
- ✓ Copy of Last Education and Professional certificates.
- ✓ Filled up setup papers (Service Recodes, Declaration of Fidelity, Employee Profile)
- ✓ Six Copies of passport size Photograph.

9. Provision Period:

Those employees who do not have a previous banking experience have to serve a probation period for at least one year before getting confirmation as a full time employee. Those who have experience and not necessarily need to be trained; he/she does not go through the probation period. Sometimes the selected employees have to submit a bond that he/she will not leave the organization before certain years of service.

Chapter 06

Findings & Recommendation

(Recruitment & Selection Process of SIBL)

6.1 Key Findings:

- ✦ The bank recruits skilled individuals who has excellent academic track along with highly professionalism for the higher position.
- ✦ The bank follows systematic recruitment procedure that leads to inflow of the genuine & deserving manpower in the bank.
- ✦ Social Islami Bank Limited gives opportunity by recruiting the recent graduates.
- ✦ The bank follows a proper selection process by initial screening, written test, work sample test, interview, salary negotiation, job offer, background investigation, pre-joining documentation, provision period.
- ✦ The selection process of the bank takes a lengthy time approximate 6-10 months.
- ✦ The external recruitment process is very expensive. Bank needs to spend a lot of money on advertising and applying processes.
- ✦ When the bank gives job circular they receive a lot of resume, but they don't store those resume for future use.
- ✦ Social Islami Bank Limited doesn't have on line based recruitment process.
- ✦ When vacancies are filled by internal promotions, the space for new talent is reduced.
- ✦ By external recruitment process recruiters have a wider choice when selecting people for the job.

6.2 Recommendation:

1. The bank should aware of minimizing the lengthy time for the selection process of employees.
2. The HRD of the bank should store the resumes that are received through the job circular because they can use these resume in future.
3. The human resource department of Social IslamiBank Limited should provide more emphasize on the external sources of recruitment for attracting and encouraging qualified applicants for fulfilling the vacant positions of the bank.
4. The bank should initiate to introduce online based recruitment & selection process so it will reduce the time and cost.
5. Recruitment & selection expenses are calculated with each new hire and the amount is significant. So the human resource department should operate recruitment process within budgets.
6. The bank should recruit through third party agencies. Working with a third party recruiting agency the bank can save time of selection and cost as well.

6.3 Conclusion:

Social Islami Bank Limited (SIBL) is a developing bank in Bangladesh Banking Industry, which is slanting and earned goodwill inside in a very short time. The SIBL has as of now earned goodwill in the banking sector. This has been conceivable due to the human asset that is the representatives who are working in the bank. On the other hand that the workers gives their best effort than any association can become rapidly. In spite of the fact that there is some issue in the preparation and advancement part yet with a appropriate preparing and advancement office SIBL can become speedier and the efficiency will likewise increment. With the assistance of legitimate preparing and improvement assuming each and each representative of Social Islami Bank Limited can be created legitimately than proficiency and salary of SIBL will increment to an expansive degree.

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