

**“An Analysis of the Selection and Recruitment Process of First  
Security Islami Bank Limited”**



**Date of Submission: 13<sup>th</sup> September 2022**



**Daffodil**  
*International*  
**University**

**Internship Report on**

**An Analysis of the Selection and Recruitment Process of  
First Security Islami Bank Limited**

**Supervised by**

**Mohammad Shibli Shahriar**

**Associate Professor**

**Department of Business Administration**

**Daffodil International University**

**Prepared by**

**MD. Ashikul Islam**

**ID: 212-14-3340**

**Program: MBA**

**Major in HRM**

**Department of Business Administration**

**Daffodil International University**

**Date of Submission: 13<sup>th</sup> September 2022**

## Letter of Transmittal

Date: 13<sup>th</sup> September 2022

Mohammad Shibli Shahriar

Associate Professor

Department of Business Administration

Daffodil International University

**Subject: Submission of Internship Report.**

Dear Sir,

It's a great opportunity for me to submit my internship report on "**An Analysis of the Selection and Recruitment Process of First Security Islami Bank Limited**" as per your guidance. During my internship period though there are time limitations but tried to make the report comprehensive and informative. I achieved practical knowledge Selection and Recruitment process of FSIBL. I believe it helps me to expand my practical knowledge rather than theoretical knowledge and helps me to implement it in reality.

I strongly believe that this report will be able to satisfy your approval. I would be really grateful to make more improvements where I think it is needed for you.

Sincerely Yours,



.....  
Md.Ashikul Islam

ID: 212-14-3340

Program: MBA

Major in HRM

Department of Business Administration

Daffodil International University

## Declaration

I, Md. Ashikul Islam and my bearing ID is 212-14-3340 hereby declare that the Internship Report entitled on “**An Analysis of the Selection and Recruitment Process of First Security Islami Bank Limited**”. This report is submitted for partial completeness for the degree of Master of Business Administration (MBA).

I also declare that the report has not been submitted for the award of any other title, diploma, scholarship, or other similar title or prize.



.....

Md. Ashikul Islam

ID: 212-14-3340

Program: MBA

Major in HRM

Department of Business Administration

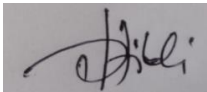
Daffodil International University

## Letter of Acceptance

This is to certify that **Md. Ashikul Islam**, ID: 212-14-3340 Major in Human Resource Management, MBA program of Daffodil International University. He prepared an internship report on “**An Analysis of the Selection and Recruitment Process of First Security Islami Bank Limited**” under my supervision. This report is prepared for partial fulfillment of the MBA program.

The data and findings presented in this report seem authentic. So it has been approved for internship presentation.

I wish him every success in life.



.....  
Mohammad Shibli Shahriar  
Associate Professor  
Department of Business Administration  
Daffodil International University

## **Acknowledgment**

I'm very grateful to Almighty Allah for giving me the composure and strength to complete the internship report. My words are not enough to express my feelings but I would like to express my gratitude to my supervisor and officials of FSIBL who helps me during the internship period. In this report took help from websites, books, articles, and primary information. Without these resources, I couldn't complete this report. This report helps me to learn about banking activities and enhance my knowledge of the FSIBL selection and recruitment process. I would like to thank everyone who help me in this journey and especially kindly full my internship Supervisor Mohammad Shibli Shahriar for his unconditional support and for his continuous supervision and for inspiring me to complete the report appropriately with depth analysis.

I'm very much thankful and grateful to my job supervisor, Mohammad Abu Bakar Siddique Assistant Vice President (AVP) and branch manager of Hamidpur Branch of First Security Islami Bank Ltd., and Md. Nazmul Islam First Assistant Vice President (FAVP) and operation manager of this branch whose supervision I have done my internship successfully.

Also, I express thankfulness to the officers and support staff of this branch for their support. Without their support, it was impossible to do an internship and make a report.

## **Executive Summary**

The internship is a part of the MBA program and this report is a significant part of the MBA internship. Three-month work experience of First Security Islami Bank Limited is reflected in the report. Selection and Recruitment Practices of First Security Islami Bank Limited discuss deeply in this report. There are four comprehensive heads in this report. I involved the objectives, background, and methods of procedure, the limitations of the study are in the first part. First Security Islami Bank's overall impressions are discussed in the second part and I selected I second part.

In the analysis part, Selection and Recruitment practices of First Security Islami Bank limited such as Functional area of HRM, History of Human Resource Management, Responsibility of the HR department in large organizations, Recruitment, recruiting externally and internally, Selection, and Practice of Selection are discussed in the third part and I selected it for analysis part. In the third part, I also discussed some job descriptions of FSIBL, sources of recruitment and selection process of FSIBL, recruitment at entry position officer, the different job descriptions of the officer, and limitations of recruitment are discussed in this part.

Findings, recommendations, and conclusions are included in part four. I collected information and different types of data in an interview with responsible officials. They show me office notices, and orders and gave me annual reports and other documents.

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# Chapter 01

## Introduction

### 1.1 Background of the study

Banking is the pillar of the national economy. Banking helped to develop the industrialization and economic growth of the country. Bank provides backward and frontier supports for all of the industry in Bangladesh.

This report entitled "An Analysis of the Selection and Recruitment Process of First Security Islami Bank Limited " has been organized on real practices of the Human resources department of FSIBL. These internship programs help the learner to learn how Human resources management implements their activities in Banking Sector.

### 1.2 Scope of the study

During my internee period, I have kept information on FSIBL selection and recruitment process by obligation, experiment, and inspection. This report is prepared on Selection and recruitment on First Security Islami Bank Limited.

### 1.3 Objectives of the study

#### **Broad Objective:**

The broad objective is to explore the Selection and Recruitment process of First Security Islami Bank Limited.

#### **Specific Objectives:**

1. To analyze the selection and recruitment process of FSIBL.
2. To find out the challenges in the selection and recruitment process of FSIBL.
3. To make some suggestions to overcome the problems for the selection and recruitment process.

## **1.4 Methodology of the study**

This report prepares for the regular Human resources practice of FSIBL. In doing research, classify and collect data sources, analyze, explain and present systematically what ideas were found. The total practice of the process is given below:

### **Data Collection Methods Primary Sources**

This information was collected from the Human resources department of FSIBL and officials working in the branch. Officials also help by providing practical human resources experience of FSIBL.

### **Secondary Sources**

Secondary sources are different types of web research, different updates of the human resource department, textbooks, and websites of FSIBL.

## **1.5 Limitations of the study**

To analyze and make this paper some problems may arise. Information has confidential issues, officers are busy with their regular tasks, and short of time.

# **Chapter-2**

# **Company Profile**

## **2.1 Introduction**

FSIBL's objective is to serve their customer to achieve its financial objectives. FSIBL not only focuses on business interests but also wants to improve ethical practices for its customers. FSIBL is committed to carrying out its all banking activities on Shariah based. Shariah-based banking is interest-free on the basis of a profit-loss sharing scheme. Now First Security Islami Bank limited is one of the top leading private commercial banks in Bangladesh. FSIBL engages school students to Corporate customers in its service. FSIBL is in the second leading position in deposit collection criteria. FSIBL has focused on digital banking and easy banking for its customer.

## **2.2 History of First Security Islami Bank Limited**

FSIBL was incorporated on 29<sup>th</sup> August 1999 as a commercial Bank. It started operations on 25<sup>th</sup> October 1999 with an authorized capital of 1 billion takas. FSIBL started sharia-based banking in 2009. Now FSIBL runs its operation in 9 zones along with 197 branches, 209 ATMs, 144 sub-

branches, 81 agent banking, and 27 booth collections. FSIBL head office is located at Rangs RD Center, Block: SE (F), Plot: 03, Gulshan Avenue, Gulshan 1, Dhaka: 1212. FSIBL provides all types of commercial banking and money market operations, financial intermediary services, investment in company activities, and any other financial services.

## **2.3 Company mission, vision, and strategy**

### **FSIBL mission:**

1. To contribute to the socio-economic growth of the country.
2. To achieve the maximum level of fulfillment, complete the extension of services by devoted and inspired specialists.
3. To preserve constant progress of market share by confirming excellence.
4. To certify transparency and integrity at all levels.
5. To confirm maintainable progress and begin the full worth of the honorable stakeholders and above all, subsidize successfully to the national budget.

### **FSIBL vision:**

To be the country's leading financial institution by providing high-quality excellence in services and products assisted by modern technology and a team of highly inspired people to bring excellence in Banking Service followed by "Islamic Shariah".

### **FSIBL strategy:**

1. Retaining local best-talented people, employing and frequently progressing their expertise to skills providing services of banking and management operative hazards in stripe with best practices of the industry. Put on equivalent occasion employment attitude to inspire employees to nurture inside the bank.
2. A set of decision-making strings and accepting high-tech variations to confirm the expansion of an Islamic Bank as a constant financial organization.
3. Generating and achieving financial progress and strength, income for stakeholders including expanded market share through strengthening trust and partnership with our customers and an ongoing focus on so long as professional and excellent customer service.

## **2.4 Core values of First Security Islami Bank Limited**

### **Services and Products of First Security Islami Bank Limited:**

#### **Digital Banking**

FSIBL focuses on digitization banking. It has SMS banking services, ATMs, Online Banking, and Mobile Apps based on the "FSIBL Cloud" Banking, Green Banking, and providing a payment system to its customers.

#### **Products**

FSIBL wants to make easier banking by providing a schedule of charges, e-government procurement, utility bill payment, Foreign Remittance, short-term, and long-term deposit schemes, and various investment schemes for customers. They also provide locker services and Tasdir for export import-oriented business enterprises.

## **2.5 The organizational structure of First Security Islami Bank Limited**

FSIBL's objective of organizational structure and corporate governance is to maintain clear management and well-built customer orientation. FSIBL is a 3<sup>rd</sup> generation Bank of Bangladesh and focuses on continuing with time, accepting the change, developing the human capital, and creating true customer value. FSIBL works hour starts at 10:00 am and 6:00 pm from Sunday to Thursday. FSIBL remains shut down on Friday and Saturday and on other holidays according to Bangladesh Bank.

# **Chapter-3**

# **Analysis**

## **3.1 History of human resource management**

Emerging as a clearly defined field (at least in the US) in the 1920s, personnel administration was largely concerned with the technical aspects of hiring, evaluating, training, and compensating employees, and was largely a "personnel" function in most organizations. This field has not typically focused on the relationship of different employment practices to overall organizational performance or on the systematic relationships between such practices. The field also lacked a unifying paradigm.

Human resource management developed in response to the substantial increase in competitive pressures that American business organizations began to experience in the late 1970s as a result of such factors as globalization, deregulation, and rapid technological change. These pressures have created an increased interest in firms to engage in strategic planning – the process of anticipating future changes in environmental conditions (both the nature and level of the market) and aligning the various components of the organization. in a way that supports the effectiveness of the organization.

### **3.2 Functional area of HRM**

A group of people working in the Human Resources Department and managing the main functional areas of an organization. They manage supervision, public management, and change management. Human resources functional areas are given below.

1. Human resource scheduling
2. Recruitment
3. Career development.
4. Benefits & Compensation.
5. Information allocation.
6. Learning & development.
7. Performance administration.
8. Rewards & recognitions.

### **3.3 Responsibility of HR department in a large organization**

In large organizations, human resources have an executive committee whose task is to plan for the organization and create a human resource policy and work on organization development.

Here manager employment and recruitment are responsible for interviewing candidates, recruitment, testing and placement, and termination.

Manager benefits and compensation are responsible for employee benefits, bonuses, compensation management, and profit-sharing plans.

Manager development and training oriented new employees and trained them and works on employees' career development and planning.

Employee relation managers counsel employees, and conduct staff assistance programs.

### **3.4 Recruitment**

Recruitment states that hiring, screening, and selecting qualified people for a job at an organization. Human resources conduct recruitment or employment agency conduct recruitment. Recruitment starts with the measurement of recruitment, creating a recruitment policy, notifying potential candidates, making a short list of appropriate candidates, and calling them for an interview or examination. An organization's image, size, and internal policy attract good candidates.

#### **Job analysis**

Job analysis is collective information of activities and responsibilities for a specific position or job.

Job analysis is a systematic process that finds out the qualities and qualifications of candidates which are needed for this position. A person's responsibility and physical and mental effort is required to perform a job Human resources planning training on the basis of job analysis.

### **Sourcing**

Sourcing is searching for potential candidates for future needs or present needs. Sourcing is two types and these are internal sources and external sources. Internal sources include a memorandum, newsletters, notice boards, and personal references. External sources are advertising on radio, Television, Carrier fest in an educational institute, spreading word of mouth, job centers, and using job consultancy agencies.

## **3.5 Recruiting internal sources and external sources.**

### **Internal Recruiting**

Internal recruiting means recruiting employees from organizations' existing employees. It is the process of monitoring employees' skills, job-specific capabilities, and achievements and selecting the employee who can perform for the job position. Internal recruitment motivates employees for the organization. It helps to improve employees' skills, and capabilities to perform their tasks. Internal recruitment increases organizations' productivity. Internal recruitment demit is it is one kind of a barrier to organizations' expected growth. Internal recruitment is a barrier to new innovations or new ideas.

### **External Recruiting**

External recruiting is recruiting employees from outside of organizations. External recruitment brings new culture to the organizations and creates new innovation and creates new collaboration with existing employees. External recruitment is good for the higher position because the higher position needs work experience and works variations. Sometimes external recruitment takes extra time to cope with the organization's environment. External recruiting is more expensive rather than internal recruitment.

## **3.6 Recruitment Mistakes**

Nowadays many companies shouldn't exercise their plan of recruitment when they implement it into practice, many organizations are busy looking for a skilled workforce but ignore their existing skilled workforce. Some organizations force employees to leave the organization rather than motivate existing employees. Qualified employees' job switching rate is high and some organizations are looking for overqualified candidates.

### **3.7 Selection:**

The selection of employees is an exercise of setting the absolute candidate for the job. Selection help organizations to fill up the organization's requirements with human skills and competence.

Good selection helps organizations to increase their productivity, and increase the organization's goodwill with customers and society. It also helps to reduce organizations' absence rates.

Recruitment and selection differences are recruitment motivates candidates to apply to the organization and sometimes selection rejected good candidates. Most of the time selection helps employers to select fit candidates.

### **3.8 Fundamental of the selection practice**

- i. Someone has the ability to choose. This authority is derived from job requirements as developed by analyzing action load and work energy.
- ii. A potential worker may consist of some standards, for example, it should be preceded by a comprehensive job description and job specification.
- iii. The required number of workers should be selected from those who have a sufficient number of applicants.

### **3.9 Process of selection**

The employee selection process is given below-

#### **i. Preliminary Screening or Interview**

A candidate has to meet the minimum conditions of the organization. The candidate's work efficiency, interests, characteristics, and family status are checked in the primary screening. Academic results and qualifications are also checked in primary screening. Candidates have given a brief about organization and job responsibility.

#### **ii. Application Form**

The qualified candidate has to write in the application form. Information about the candidates such as the reason for the previous job leaving, qualifications, and age have to record in the form

#### **iii. Employment Trials Written Tests**

A candidate has to sit in various exams during interview time. These tests help to find out the right candidates such as intelligence tests, personality tests, and skills tests.

#### **iv. Complete Interviews**

Most organizations conduct interviews to evaluate candidates accurately. An interview gives an opportunity for a candidate to share about him more with the employer. An employer tries



to judge a candidate's confidence, attitudes, and expressions. An employer collects lots of data about candidates by interview.

#### **v. Background Enquires and Checks**

Completion of the appointment letter offers the employer checks the candidate's background by using local agencies. It takes a long time if the candidate stayed in abroad period of time.

#### **vi. Medical inspection**

A medical consultant examines a candidate by many tests and gives him a fitness certificate. It will reduce the chances of absence rate.;

#### **vii. Final Decision of Selection**

Employer provides a formal appointment letter analyzing all the previous steps that passed successfully. An employer looking for a reference to check the candidates and finally hand over an appointment letter.

### **3.10 Job descriptions of First Security Islami Bank Limited**

#### **AVP & Branch In charge**

The Assistant Vice president is a branch in charge of a branch. He checks all files monitoring branch business positions and business targets assigned by top management. The branch in charge looks after branch officers and other staff. The operation manager helps him with the tasks.

#### **FAVP & Operation Manager**

Operation managers monitor customer services and help officers in their tasks. The operation manager ensures day-by-day reports are ready. The operation manager always informs the branch manager cash position. The operation manager monitors investment desks. Officers inform the operation manager of any issues at first. The branch in charge is the adviser of operation managers.

#### **SPO & Investment Division**

The senior principal officer collects all files of loan applicants. The loan applicant knocked him about the loan. He visits their premises physically and advises them to bring the necessary papers. He always searching for potential investment clients.

#### **Principal Officer & Remittance Division**

The principal officer is responsible for remittance service. The customer comes to him to receive foreign money. The principal officer receives the money from the international payment gateway. He is also responsible for RTGS, BFTN, and pay order issues.

#### **Senior Officer & General Banking In charge**

The senior officer is responsible for general banking in the branch. He helps officers, junior officers, and assistant officers in their regular tasks.

#### **Officer (General)**

The officer is working under the general banking division. He sits at the front desk and opens customer desires according to bank rules. He issues all types of checkbooks including thank you letters for customers. The officer is responsible for all types of check maintenance. He sends and receives branches of all types of currier and portals.

#### **Junior Officer (General Banking)**

The junior office of general banking works under the supervision of an officer. He issues MTDR, Scheme deposits, and collect OBC check. The Junior officer is responsible for weekly and daily positions for head office.

#### **Junior Officer Cash & Cash In charge**

Junior officer cash is responsible for payments against checks, remittances, bill payments, and other payments. Junior officer cash is also responsible for authorizing all cash vouchers.

#### **Assistant Officer (Cash)**

Assistant officer cash sits on the teller to receive all kinds of deposits and bills. This officer also prepares branch cash positions and vault positions every day. He stays alert for fake notes. He informs his in charge about the suspicious transaction.

### **3.11 Selection & Recruitment practice of First Security Islami Bank Ltd.**

Bank success depends on its human resources. The bank is now a very much competitive industry. FSIBL focuses on selecting and good candidates who are fit for the job position. FSIBL provides very attractive salaries in every position. FSIBL provides employees with promotions from time to time and provides other incentives. FSIBL has ow training institute to train its employees. FSIBL is now one of the leading private commercial banks in Bangladesh.

### **3.12 Recruitment practice of First Security Islami Bank Limited**

FSIBL has a good reputation for recruitment. Every year they recruit lots of employees. Every branch manager sends reacquisition for officers to the human resource department. Human resources propose it to top management. When top management approves the proposals, human resources advertise the job vacancies.

### **3.13 Recruitment of officers at entry level**

FSIBL recruits probationary officers, Trainee Junior officers for general banking, and Trainee Assistant officers for cash, and General Banking. Officers remain contractual for one year to show their performance. Upon satisfactory performance, they become a permanent employee

and those who fail to perform at a satisfactory level their time could be extended by management.

### **Recruitment of Senior Executive / Senior Officers**

First Security Islami Bank Limited focuses on developing its manpower by providing training. But human resources have a responsibility to continue operations properly. Sometimes FSIBL recruiting experience bankers from other banks as per requirements, FSIBL has some standards to recruit in senior positions.

SL	Name of the position	Criteria for the positions
1	Deputy Managing Director (DMD)	This position requires two years of experience in a Senior Executive Vice president position in a scheduled bank and more than twenty-four years of experience in the banking sector. Higher studies on banking or training in banking create value for this position.
2	Senior Executive Vice President (SEVP)	The senior executive vice president position requires two years of job experience in executive vice president positions. Most of the time SEVP nominates for bank chairman secretariat position. More than twenty-two years of job experience in schedule is required for this position.
3	Executive Vice President (EVP)	Executive vice presidents are selected for various department heads. More than twenty years of banking experience is needed for the position and two years experience as Senior Vice president.
4	Senior Vice President (SVP)	Senior Vice President selected for zonal head or divisional head. A banker has to serve as vice president in banks and eighteen years of banking experience is needed for this position.

5	Vice President (VP)	Vice presidents are selected for the city's big busy branches. Two years of job experience as a Senior Assistant Vice president and more than sixteen years of experience are needed for this position.
6	Senior Assistant Vice President (SAVP)	Senior Assistant Vice President is selected for District branch manager or operation manager for busy branches. Fourteen years of job experience in the banking sector and two years as an assistant vice president.
7	Assistant Vice President (AVP)	The Assistant Vice president is selected as a branch manager for an area-based branch or rural branch. Twelve years of experience in banking and two years of completion as a first assistant vice president is needed for this position.
8	First Assistant Vice President (FAVP)	First Assistant Vice President is selected as the branch manager for the small branch or operation manager district branch. Ten years of job experience in the bank and two years of successful completion as a First Assistant Vice president.
9	Senior Principal Officer (SPO)	The senior principal officer is selected as the operation manager for the rural area branch or area-based branch. This position required eight years of experience in banking and two years as a principal officer.
10	Principal Officer (PO)	The principal officer position requires more than six years of banking experience in banking and two years as a Senior officer.

11	Senior Officer (SO)	The senior officer position requires more than two years of experience as an officer and one year as a provision officer or management trainee officer (MTO).
12	Junior Officer (JO)	The junior officer position requires more than experience as an Assistant officer and one year as a Trainee Assistant Officer experiences.

### **3.14 Mode of recruitment & selection of First Security Islami Bank Ltd.**

First Security Islami Bank Limited advertises its job vacancies in the daily newspaper, websites, and various job portals and instructed the eligibility criteria. A candidate at the first passed the written exam. Management takes decisions on how many candidates they will call viva. First Security Islami Bank Limited has a committee for recruitment where the managing director is the convener of the committee and other departments are members of the committee such human resource department head, budget, and expenditure control department head is a member in the committee. They made decisions on job requirements. After completing the written test a candidate has to attend viva and the bank called eligible candidates two or three times for selecting the right eligible candidates. FSIBL has its own consultants and institutes. Sometimes they take help from renowned institutes. The exam is based on math problem solving, general knowledge, and English. Before providing an appointment, a letter bank checks the medical certificate of every candidate. And finally, the Human resources department issues a posting order.

#### **Other Conditions:**

- a) All candidates must be residents of Bangladesh.
- b) On one-year probation period employees will get an amount of salary without any facilities.
- c) After completion of the probation period human resources collect reports about his performance from the branch head and may call him for an interview. If his performance is good the candidate will get a confirmation letter.
- d) If the employee couldn't make good performance then the bank management could extend his probation time or terminate him without any prior notice.

- e) Every employee has to sign in bond to continue his in the bank for three or five years.

# Chapter 4

## Findings,

# Recommendations and

# Conclusion

### 4.1 Findings of the study

1. First Security Islami Bank Limited employees are happy about the selection and recruitment process of the bank but I feel they can complete every batch of selection and recruitment in a week where it takes more than two weeks.
2. Bank needs dynamic employees but First Security Islami Bank Limited still follows the traditional selection and recruitment process and focuses on particular area base recruitment and they should diversity their recruitment process.
3. First Security Islami Bank Limited needs to recruit employees from branch-located areas candidates. It helps banks to earn goodwill and reach business growth.
4. As I worked in the Hamidpur branch I saw employees are male whereas female customers' presence is remarkable. So, they can recruit female employees for the front desk to help female customers.

5. Banks are moving on-campus recruitment. I don't say it at First Security Islami Bank limited and they should focus on On-campus recruitment.

6. It is the responsibility of the HR team to contract with candidates who failed in the recruitment process but FSIBL doesn't contract with those candidates

## **4.2 Recommendations**

It is difficult to give any recommendation as an internee with little experience. I have tried my best to give the best recommendations to improve the Selection and Recruitment process of First Security Islami Bank Limited.

1. First Security Islami Bank Limited needs to recruit employees from all over the country. It helps them to grow business all over the country and develop organizational culture.
2. First Security Islami Bank Limited needs to test candidates' soft skills test on the selection and recruitment process. Now banks use modern tools and techniques for banking and it helps them in tasks.
3. First Security Islami Bank limited selection and recruitment is a lengthy process. Human resources can make plans to make it short to save time and cost.
4. First Security Islami Bank Limited should give equal employment opportunities to recruit new employees.
5. On-campus recruitment and recruitment through expert agencies interlinked banks with other institutions and bring business for banks and banks earn goodwill. First Security Islami Bank Limited needs to use more external resources.
6. Human resources should call those candidates who failed in the first attempts and give them chance for the next recruitment.

## **4.3 Conclusion**

First Security Islami Bank Limited is one of the leading private commercial banks in Bangladesh. This bank has a reputation to focus on employees' betterment such as on-time promotion, salaries, and other benefits. This bank has a large human resource department. But the human resources department should update activities according to the era.

First Security Islami Bank Limited contributes to society to recruit a large number of recruitments. It helps to reduce the country's unemployment. This bank should focus on talents who can bring the bank to the first position.

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