

Internship Report On
Recruitment and Selection policy of Al Arafah Islami Bank

By
Sadia Afroje
15104102

An internship report submitted to BRAC Business School (BBS)
in partial fulfillment of the requirements for the degree of
Bachelor of Business Administration

BRAC Business School
BRAC University
January, 2020

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Declaration

It is hereby declared that

1. The internship report submitted is my own original work while completing degree at BRAC University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I have acknowledged all main sources of help.

Student's Full Name & Signature:

Sadia Afroje

15104102

Supervisors Full Name & Signature

Mr. Feihan Ahsan

Lecturer

Letter of Transmittal

Lecturer

Brac Business School

Brac University

Subject: "Recruitment and selection policy of AL Arafah Islami Bank"

Dear Sir,

I am very grateful and honored to submit the report entitled Recruitment and selection policy of AIBL.

The purpose of this report is to know the process of recruitment how selection process occurs. As each company have different procedure to make recruitment policy. This report will portray the detail process of work plan and methodology. Also the selection process and hiring of employees.

We hope that this report will meet the expectation

Sincerely,

.....

Sadia Afroje

ID: 15104102

Program: BBA

BRAC University

Date: January 6th, 2020

Non-Disclosure Agreement

This agreement is made and entered into by and between BRAC Bank Limited and the undersigned student at BRAC University.

.....

Sadia Afroje

Acknowledgment

First of all, I am thankful to AIBL, they select my CV and gave me the chance and arranging a wonderful work ambience. It's undoubtedly a great opportunity because this is such a place where I can learn and show my potential. It was a great experience working with the seniors and officers who helped and guided with proper instruction.

There are some challenging moments, where I have to take the important decision, my bank supervisor Ekramul Haq Chowdhury helped me a lot during my internship. He showed me the way organization operation. Each and everyone is following the system from top to bottom. As I very new within this organization, everyone is very supportive and motivated me. Moreover, my supervisor as a mentor he consulted me in every challenging situation. This was very helpful for my entire journey.

Most importantly, my supervisor Feihan Ahsan sir, I thank him for his great support and help. Whenever I face any challenge during preparing the report, sir guided me and consulted me several times. is guidance have made it possible to complete this report.

I also thank Brac University to teach me and make me eligible for the corporate field. Its an honor to work in this organization. I hope and pray, this report will be able to stand with proper explanation and valuable information.

Executive Summary

This paper is based on recruitment policy of AIBL. It has several branches currently operating in 200 branches in several districts. Every branch has separate branch manager. They are managing every individually. Most importantly the managing director has the most important power to co ordinate with everyone.

The companies have external several projects. They have invested in agricultural sector and different sectors of the country. Besides they have planning to open several branches, recently they have opened a branch in Bangla motor. It's a very strong sign. This report mainly focuses on recruitment process, how senior officials work and managing the interview. After that, how the interview session occurs and the performance of employees. These are the main highlighted part.

Most importantly this report will show the recruitment process. Every organization has different system to conduct the recruitment process. The overview of the company will give a brief knowledge about the background history, achievements and contribution of the banking directors. We also explain about the recruitment sources and methods. a trainee assistant who is available to help the senior officers and support them in every occasion. As an intern I found it very useful, because new candidates can approach trainee assistant for any problem. He is quit flexible. Finally the interview there is a committee whom will conduct the interview, it can be based on one to one interview or written test.

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Chapter 1

1.1 Introduction

Manpower is the most important part of any organization. If the organization want to run, first they have to select deserving candidates. In this competitive world every giant organization want to have a strong manpower. A strong manpower can take a company to next level.for a strong manpower,company have to go through some selection process as company will run by them.no doubt eligible candidates must be selected wisely.in this case hiring employee is a very difficult process also a integral part of the organization.everyone will be different from one another.after hiring they have to be taken to the real field,where every process is running.candidates have to open themselves with strong personality,going ahead facing every challenges.at the same time company have to give the training for making them more stronger and powerful in this corporate area.seminars and workshop should be mandatory for every employees.

1.2 Origination of the study:

This paper is entitled recruitment policy of AL arafah iskami Bank,under the instruction of our honourable faculty Feihan Ahsan of Brac business school.

1.3 Objective of the report:

- Selection of employees
- Qualification of candidates
- Who is conducting the recruitment process
- Understanding the procedures of recruitment
- Selection process
- Recruitment sources and methods

1.4 Methodology

Basically all information is collected regarding this report from authentic sources. All information is accumulated by oral discussion, conversation with employers, internet sources and interview with clients. It's designed in a way so that after going through the report, it will be helpful to get the crucial information.

1.5 Limitation of the report

- Short duration of time
- Insufficiency of information
- Authority restrict the issues
- Due to security issues some data are not given

- Secondary data and primary data
- Mostly data are not organized
- Bank employees was not able give the interview

Chapter 2

2.1 Overview of the company profile

This banking system consisted of two branches office of the former bank of West Pakistan and more large commercial organization. The govt encouraged during the late 1970s and at that time agricultural evolution played a very crucial role, private industry brought changes. Krishi bank helped a lot at that time, rural bank have started increasing the numbers. One major difference to the management problems of banks was the grameen bank. Grameen bank actually started working for poor people of our country. They were started to lend money to lend money towards the poor workers. This system was applied for self employment. But al arafah was just trying to proceed with their own system.

2.2 Mission of AIBL:

- Creating the banking system based on adopting the latest technology
- Fast customer service
- Maintaining ethical issues
- Efficient growth
- Innovative banking
- Holding the quality human services
- Firm commitment

2.3 Vision:

- The main vision is to operate based on Islamic principles
- Justice and equity
- Improving customer service
- Introducing the latest technology
- Improving banker customer connection.

Besides they have some significant ethics

- Values
- Excellence
- Customer focus

- Integrity
- Progressiveness

2.4 Board of directors:

1. Al hajj badiur rahman chairman
2. Sm shameem iqbal
3. Najmul ahsam
4. Abdul malek

There are number of directors who are working behind al Arafah. Currently 50 branches are running throughout the country, within a short period of time. AIBL is a 3rd generation bank. AIBL have created a dynamic financial institution. In the banking sector it has earned significant reputation. The depositors number is 24, 3273. The investors are 13213 and total investment extended to them was 17423 million.

2.5 Management hierarchy:

- Managing directors
- Deputy directors
- Senior administrator
- Executive manager
- Senior officer
- Vice chairman

- Assistant

2.6 AIBL organization structure:

- Shareholders
- Board of directors
- Managing directors
- Deputy managing directors

Head office
Audit and inspection
Central account division
Credit division
Marketing development
General service division
Hr division
International division
IT division
R&d
Money market

SME Banking:

- Introducing entrepreneurs
- Boosting all entrepreneur
- Facilitating agro industries
- Creating employment
- Motivating women

2.8 Department of AIBL

- Human resource division
- Financial and administration division
- General banking (accounts opening section, bills, remittance)

2.9 Products of AIBL:

- AL wadia current deposit
- Mudaraba savings
- Mudaraba short term
- Mudaraba deposit under schemes

- Foreign currency deposits

Chapter 3

Recruitment and selection process of AIBL

3.1 Human resource management practices of AL Arafah:

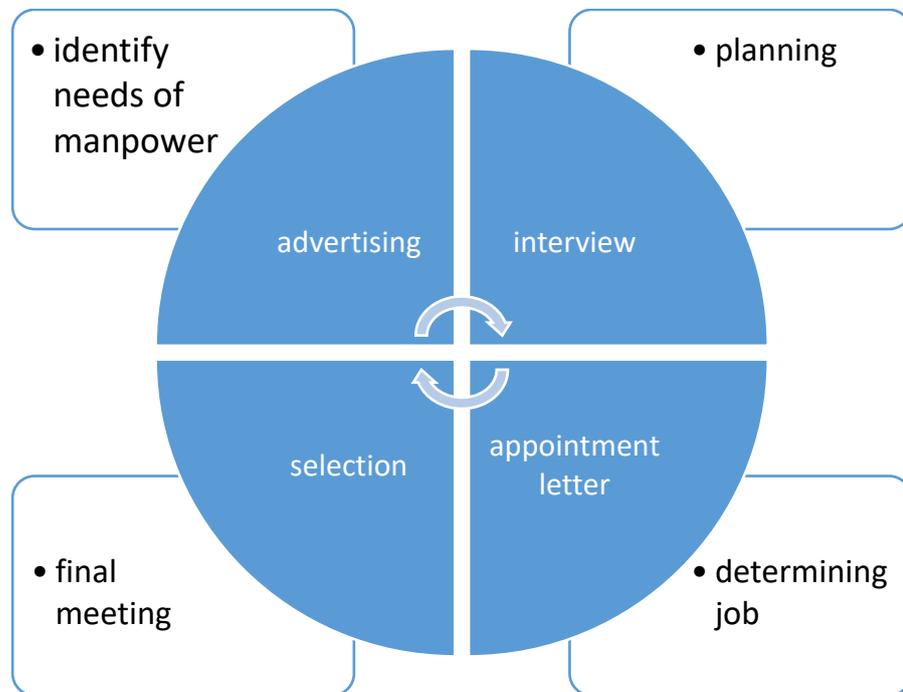
- Enrollment of employees
- Professional training
- reimbursement and facilities
- Assessment of presentation and rewards
- Ensuring Improved business performance
- Competitive advantage
- Holding the qualified employees

3.2 Training and development:

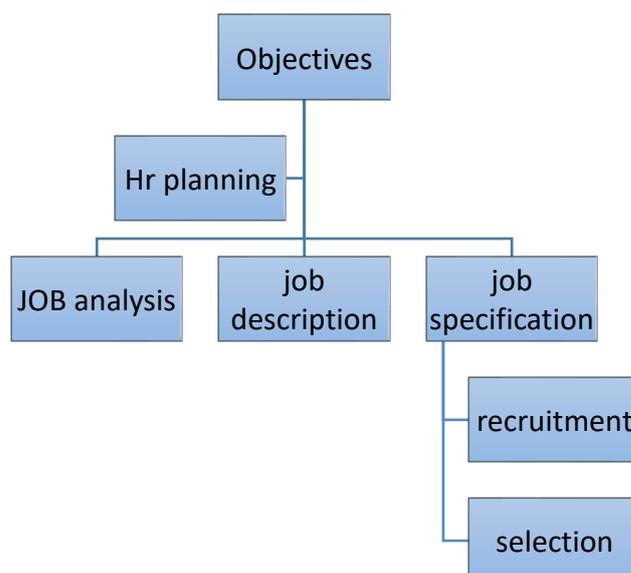
- Gives emphasis for making continuous investment
- Providing training to weak ones
- Giving more challenges
- Adopting risks

- Developing skills Such as, Training courses, Workshop and Seminar.

3.3 Recruitment and selection process



3.4 HR OBJECTIVES



3.5 Recruitment process

AIBL provides equal chances for all citizens. It's one of the policies to attract new comers. Besides holding the qualified employees sometimes bring success for the company. That's why; retaining the employers is the important policy. Moreover motivating qualified and skilled employees will bring more enthusiasm among the employees.

The company offers-

- Payment or remuneration deal
- Matching and equivalent chance
- Position development

When company has strong manpower automatically, manpower will be encouraged to provide best performance for the company. Therefore company tries to pay highest attention. They also give efforts in recruiting competent and skilled employees they have to be ready to face the challenges. Without facing the challenges any company won't be able to achieve the success.

3.6 Recruitment and selection process

Hiring need as per plan

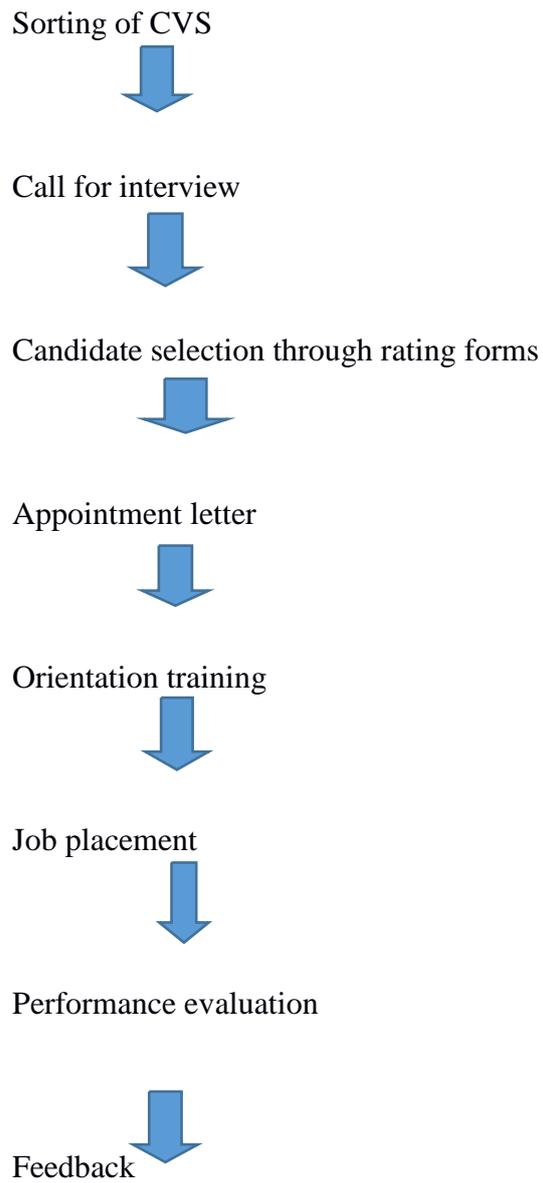


Plans for hiring as per need



Internal circular





Guiding principles of recruitment:

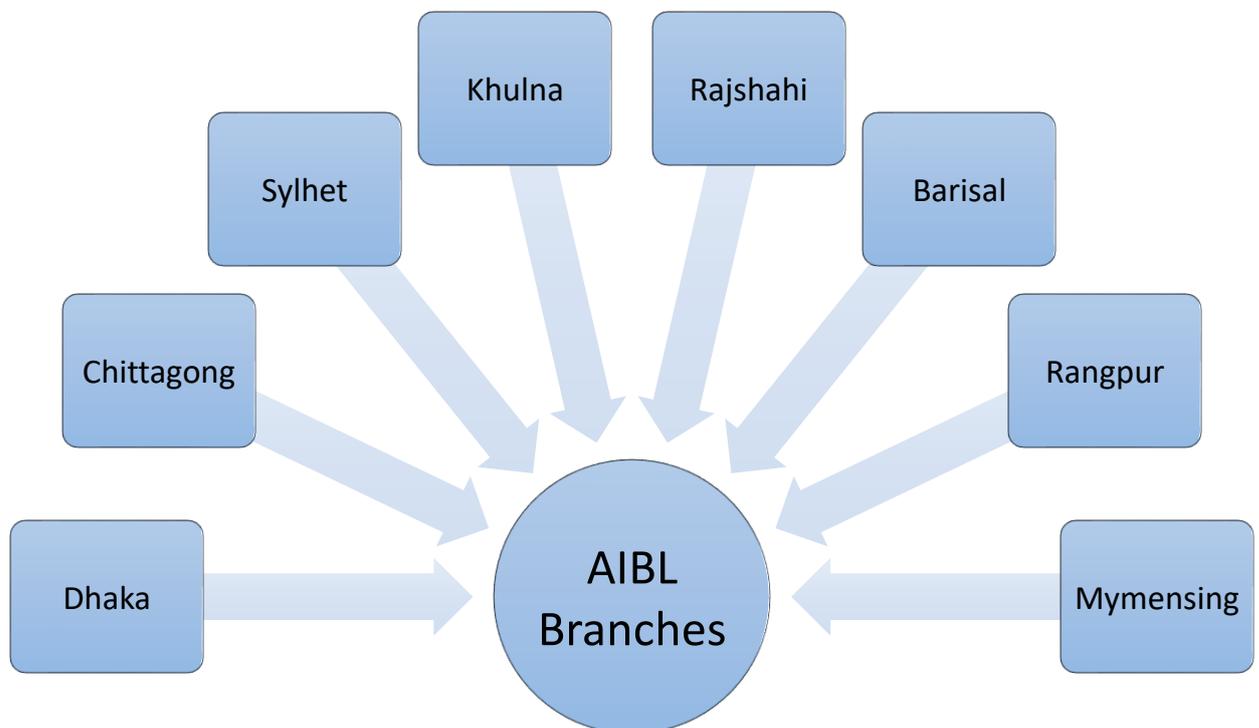
- No discrimination
- Every member should have the idea about their position
- Efficient and effective

- Materialistic preparation
- Progressive focus

3.7 Recruitment source

1. Advertisement
2. Career fair
3. Web search
4. Internet recruitment
5. External recruitment

3.8 Branches of AIBL



3.9 Pay policies of AL Arafah:

1. Provident fund: this fund is only accessible for, the employees who are working showing great performance for a long time. Only permanent employees will be able enjoy this fund.

1. **Gratuity:** full time employees such as if some confirmed employees serve for 7 years or more. This fund will be compared or added to his salary and then the final calculation will be done.

2. Allowances:

- House rent
- Conveyance
- Medical treatment
- Entertainment

3. **Medical facilities:** only selected hospitals will provide checkup service towards employees. This facility will enjoyed by the bank officers. The bank will pay all the expenses. Before starting the job each and everyone have to go through some medical treatment to ensure that he is fit for the performance. There is also a staff welfare fund for accidental loss.

Performance appraisals:

- Competitive salary
- Wide range of benefits
- Providing different facilities
- Festive bonus
- Performance bonus

- Security bonus
- Provident fund, gratuity and more

These facilities will be given based on the employee's performances.

3.10 Steps of selection process:



Selection process:

- Receipt of application
- Organizing the application
- Informing the candidates
- Written test

- Interview
- Final approval by competent authority
- Medical exam
- Joining and placement letter

3.11 Characteristics to choose candidates:

- Age
- Academic qualifications
- Ambition and loyalty
- No negative reports
- Ability to fit in to the job position

Age limitation up to 30 years and CGPA should be at least 3 or above. Besides having computer knowledge will be very effective for every position.

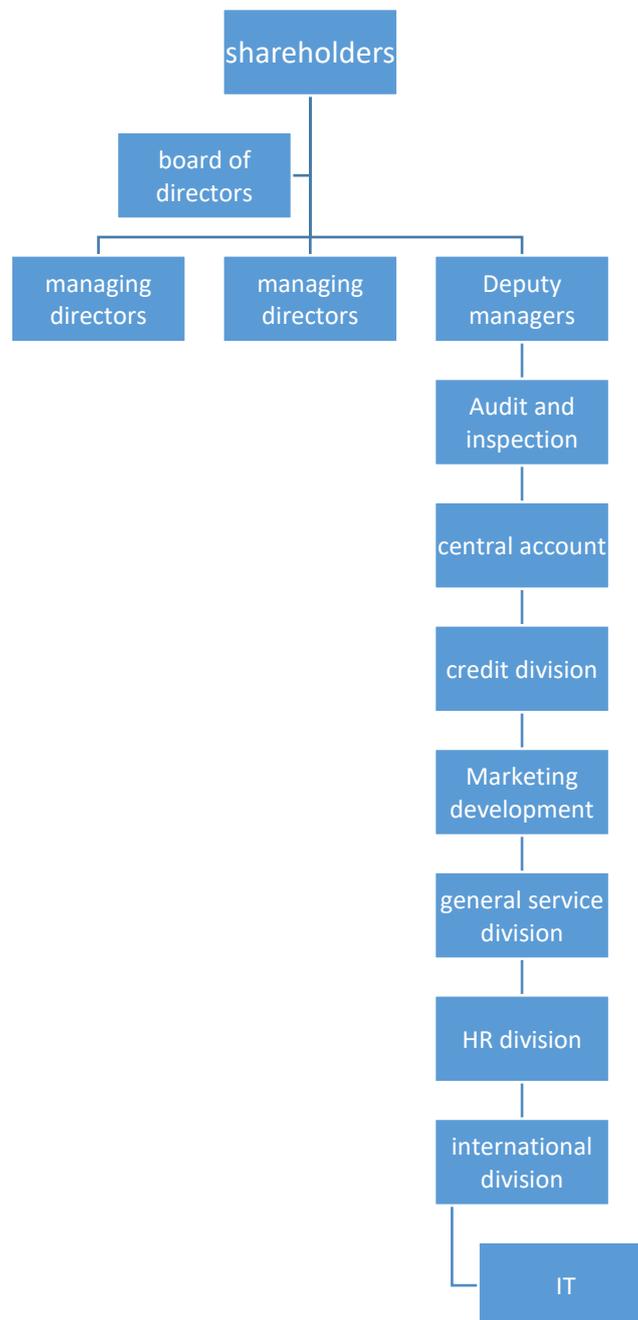
- Operational system
- Word processing
- Spreadsheet

3.12 Recruitment process of management trainee:

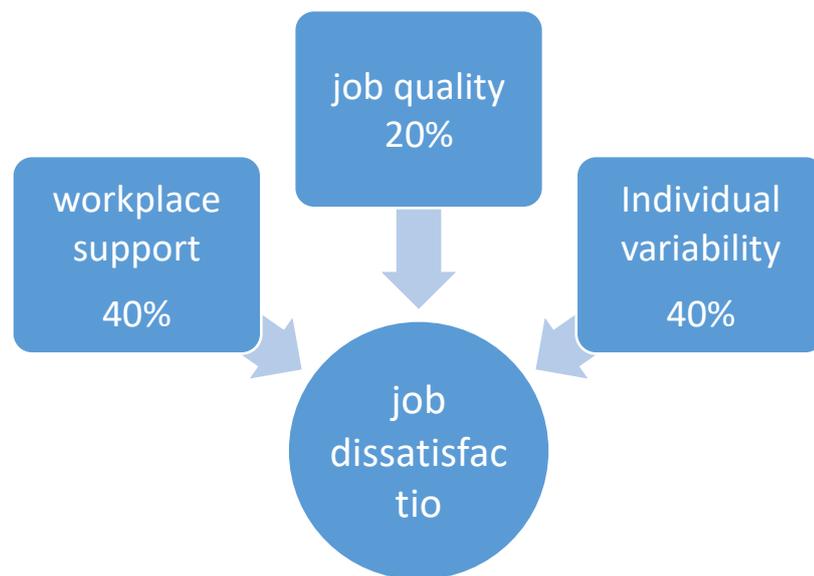
- Application collecting
- Selecting the application
- Finalized the list
- Organizing written test

- Behavioral test.

3.13 Management Hierarchy:



3.14 Job dissatisfaction percentage



3.15 Reasons of Dissatisfaction



3.16 Job dissatisfaction:

Job dissatisfaction is a very important factor. It occurs for many reasons. As an intern I have noticed some issues. Employees don't get much time for family and friends. Sometimes they are overworking up to night. For this reason they become much stressed, it affects others because work stress will bring more issues. They won't be able to work properly; the result won't be very pleasing.

Once in a year office organizes picnic which is not sufficient for them because in the end they want a good amount of time for recreation. As everyday they are working hard to bring success. They deserve to get other facilities.

It's easy to start working but at the end overworking will be harmful. Everyone needs personal space to enjoy the work. AIBL also encourages every employee to work hard but it's not easy to get everything done. If this is continued then in future turnover rate will increase.

3.17 Trainee assistant recruitment:

There will be senior executives and officials they will need the support to cooperate with other activities. Helping the seniors will make the best time of it such as administrative and secretarial tasks. It's kind of a golden chance to work with leaders and senior officials to learn from them, in future learning will be very useful for them.

- Press advertisement
- Direct recruitment

Written test and interview model for trainee assistant:

- Ability to write English

- General arithmetic
- General knowledge
- Bank management organize a test

Face to face interview:

- Verbal communication
- Appearance
- Attitude
- Family background

3.18 AIBL working process:



3.19 Internal recruitment policy

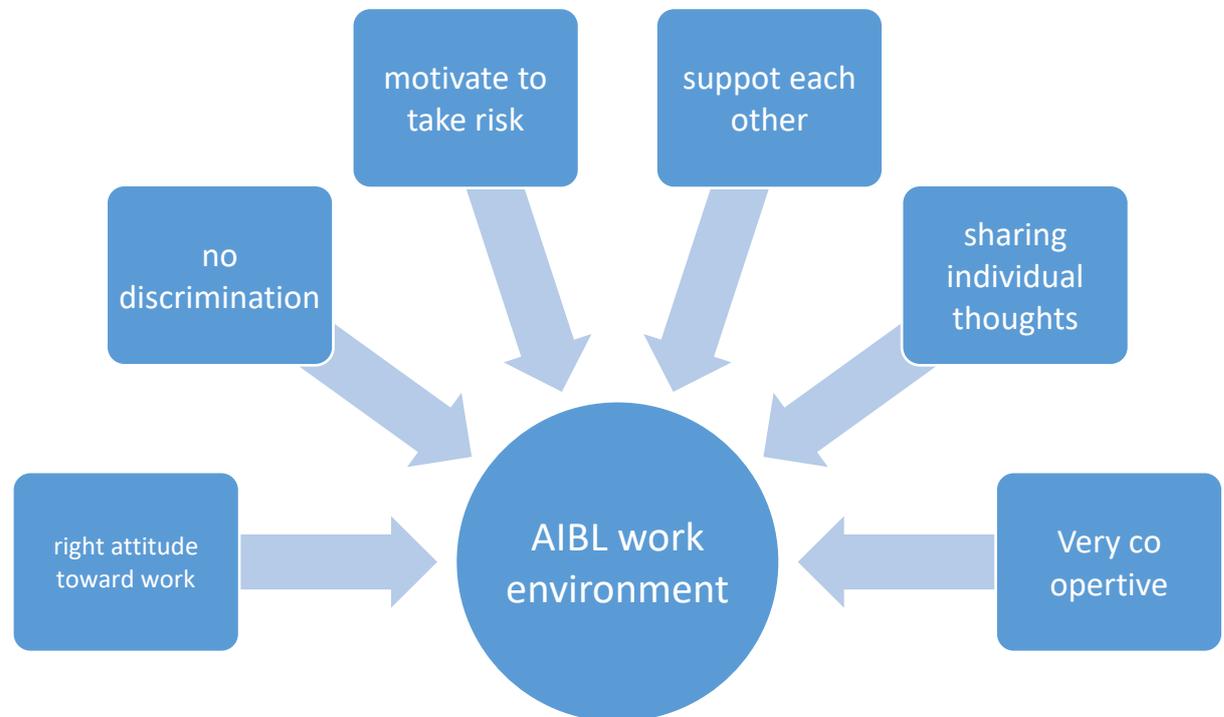
AIBL always encourages people to grow. AIBL will give equal chance to recruit for effective candidates. Internal job posting will be done simultaneously external job advert. Internal candidates are allowed to apply for a specific job. Internal candidates need to spend one year or more, after that he will be able to apply for the particular position. Internal recruitment policies have some advantages-

- Reduce time to hire
- Less costing
- Employees involvement
- Diversified culture.

3.20 Work Environment:

AIBL always discourage discrimination. Zero tolerance in case any women complains about anything, every complain is taken very seriously. In case if there is any issue with other or not being able to cope up with others, supervisor was always there for any help. From my personal experience, in my branch there were very limited numbers of women. Still I was not feeling uncomfortable with anyone. My supervisor and other employees were very friendly, at the same time I was invited to different seminars and workshop, which was very different from other workshop and seminar. So undoubtedly work environment is very decent. People have right to share their opinion and access to different places. Personally I will prefer to see in future number of girl will be increased, women can also work professionally. One more suggestion would be that, supervisor should encourage everyone and also maintain ethical issues inside the organization.

Work environment of AIBL



3.21 External recruitment policy

1. head counting
2. Manpower needs
3. Job posting
4. Cv sourcing
5. Written test
6. Interview

7. Job offering
8. Medical test
9. Appointment letter

3.22 Interview committee and rating scale

This process involves so many activities. First they call the deserving candidates and give a proper time to take the interview. Sometimes interview committee consists of four or above. They arrange few questions to see how confidently they answer the questions. Basically they question about-

- Framework of literacy
- Personal work understanding
- Practical knowledge
- Controlling power
- Presentation capability

Learning from Internship and experience:

This is quite a big organization. so many things to learn from people. I already mentioned there are main three departments general banking, investment and foreign exchange. each have different work process and learning.

Expertise:

working with different and new people was a very exciting moment. they are continuously sharing their knowledge wherever is needed. in my case I got my instant feedback. this is something very I really want to learn from them.

Friendly environment:

As there are limited number of women, so this is why. I have to adjust with others. in this case it wasn't uncomfortable to work with male they were very cooperative.

Skill development:

Three months have give so many new things to learn, I have recieved important opinionion and feedback. where I can see my weakness and potentiality. from my weak point I have put effort to develop my skill.

Overall percentage Of AIBL:

Recruitment(per month)	20%
Applicants form received	90%
Experienced	30%
Graduate students	50%
Turn over rate	15%

Chapter 4

4.1 Findings

- The head of human resource and the other staffs do all HR activities in AIBL bank. They retain the HRIS for their employees.
- There is fair and equal treatment in different categories. There is no discrimination, male and female employees are treated equally.
- There is no budget planning regarding the recruitment.
- For employment is following the usual steps for selecting qualified employees.
- Currently what are very noticeable, employees are very happy with salary; on the other hand working hour is a big issue now.

4.2 Recommendation:

- Introducing e recruitment system in the organization
- Checking references properly
- Circulating advertisement in the newspapers and online
- Making budget for international seminars
- Bringing modern IT facilities

4.3 Conclusion

Generally, in Bangladesh banking profession is known with standard salary and luxury lifestyle. HR department have the only power to hire proper candidates who will treat fairly and will take the perfect and fair decision. The proper employment means involvement in creating management policies and program. This will surely help to maintain skilled and knowledgeable and well performed workforce. This is how any organization will be able to meet current and future organization to develop the individual needs. Time to time every system is being changed. The authority has to make proper system, so that it can be adaptable for the whole organization. This service will be brought by the competent employees of the organization. From the very beginning AIBL is stick to their mission and they are working very hard to improve every day.

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