

INTERNSHIP REPORT

ON

DHAKA BANK

L I M I T E D

“RECRUITMENT AND SELECTION PROCESS OF DHAKA BANK LIMITED”



Inspiring Excellence

Submitted To:

Ummul Wara Adrita
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Submitted By:

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DATE OF SUBMISSION 5th April 2018

Letter of Transmittal

Date: 5st April, 2018

To
Ummul Wara Adrita
Lecturer
BRAC Business School
BRAC University

Subject: Submission of INTERNSHIP REPORT

Dear Sir,

I, Radith Hossain student of BBS, I have successfully completed my internship report which is a partial requirement for my BBA Program. I am very fortunate to work under your supervision. I would like to thank you for the guidance and help which you provided me to complete this report.

My organization is Dhaka Bank Limited and I have prepared my Internship report. The analysis in the report is based on my experience which I gathered last two months. I have tried to gather related information from all available sources and experiences.

Therefore, I will be very much glad to hear from you for further clarification.

Sincerely Yours,

Radith Hossain
Student ID: 13304004
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ACKNOWLEDGEMENT

I am thankful at first to Almighty Allah who gave me the strength and potentiality to complete the daunting task. Now, I would like give thanks to **Ummul Wara Adrita** whose kind behavior and guidance makes it easy to me to complete this task.

I acknowledge with a sense of profound gratitude to my well-wishers, Mr Ronak Hadi (senior assistant of vice president) and Mr. Kataur Rahman (Senior Assistant Hr Officer) Paltan Branch who pursued inspired me to write the report on **“RECRUITMENT AND SELECTION PROCESS of Dhaka Bank Limited”** Their indistinct support made me write the report to deeply ponder about seriously.

I am grateful to other honorable officers of Dhaka Bank Limited (Paltan Branch) who contributed much in preparation of up-to-date report by providing necessary information & assisted me much in learning different banking tasks.

In my small world there are a number of senior brother and honorable teachers who played the role of catalysts in my works of higher education and writing the captioned report.

EXECUTIVE SUMMARY

The banking sector of Bangladesh is passing through a remarkable development and contributing good sign in economy. Banking sector is spreading all over the world and sharing their facilities which customers get satisfied and also through performance level bank tried to capture the economy health of the customer. The report is basically explained regarding the Analyzing recruitment and selection process and also tried to briefly explain the Human Recourse Division about their activities while they are recruiting, I also tried to mention the in general aspects such as mission, vision, goals, values, organizational structure of the bank in the organizational overview part. Then I have also included the discussion regarding the whole recruitment and selection process of this bank step by step. Furthermore, in activities undertaken I have shared the my experiences which I done during my internship and in Constraints I mentioned some problems and solution which I noticed in my internship. Lastly, I tried to briefly explain some suggestions in the recommendations.

TABLE OF CONTENTS

Contents

CHAPTER: 1	8
ORGANIZATION PART.....	8
1.1 Background	9
1.2 Nature of Business	10
1.3 Vision.....	10
1.4 Mission	11
1.5 Objective of DBL as a shariah based Islamic Bank	11
1.6 Products and Service offerings	12
1.7 Organizational Hierarchy of DHAKA Bank Ltd.....	16
1.8 Corporate Information of DHAKA Bank Ltd	18
CHAPTER: 2	20
PROJECT PART	20
Rationale of the study	21
2.1 Introduction	21
2.2 Overview of Human Resources Division of Dhaka Bank Limited	22
2.3 Human Resources	22
2.4 HR Vision:	22
2.5 Recruitment Definition:	22
2.6 Recruitment Strategy	22
2.7 Recruitment Needs:	23
2.8 Recruiting Sources of Dhaka Bank:	23

2.11 Recruitment of Dhaka Bank	25
2.12 Selection Process of Dhaka Bank:	27
2.12 Objectives:	30
CHAPTER 3	31
ACTIVITIES UNDERTAKEN.....	31
3.1 Activities Undertaken:.....	32
CHAPTER 4	33
Challenges and Proposed Course of Action for Improvement	33
4.1 Challenges and Proposed Course of Action for Improvement:	34
CHAPTER 5	35
Lessons Learned from the Internship Program	35
5.1 Lessons Learned from the Internship Program:	36
Concluding Statements	37
6.1 Summary:	38
6.2 Recommendation.....	38
REFERENCES.....	39

CHAPTER: 1

ORGANIZATION PART

DHAKA BANK LIMITED

1.1 Background

From 90s Bangladesh economy growth rate has been upraising. Every economic sector like ,Industrial and agricultural development, international trade, inflow of expatriate Bangladeshi workers' remittance, local and foreign investments in construction, communication, power, food processing and service enterprises ushered in an era of economic activities. Dhaka Bank is such a dream that spread in profusion modern banking prospects with deep attachment to its community and culture. Dhaka Bank was incorporated as a Public Limited Company on April 6, 1995 under Companies Act, 1994. Dhaka Bank started first commercial operation on July 05, 1995 with an authorized capital of TK. 1,000 million and paid up capital of TK. 100 million.

Dhaka bank promotes their bank in publications, brand initiatives; delivery channels, calendars and financial manifestations bear Bank's commitment to this attachment. The Bank is widely renowned today for its excellent service, simplicity, proximity and cutting-edge way of delivery. The Bank has stood out for its financial strength and operational craftsmanship marking its position as the potential market player in all core areas of banking in the country. It got listed in DSE and CSE in 2000. Alongside a lasting bond with the corporate world, DBL has got hold of a countrywide reach through a larger network of Branches, ATMs, SME channels, agricultural outreach and mobile banking. DBL has made its vibrant presence at 75 locations including 2 Islamic Banking Branches, 1 Offshore Banking Unit, 3 SME Service Centers, 1 Business Kiosk and 46 ATMs across the country. Catering to the needs of Capital Markets, the Bank has established a subsidiary company named 'DBL Securities Ltd.' having 6 countrywide Branches. Dhaka Bank Ltd. is the preferred choice in banking for friendly and personalized services, cutting edge technology, tailored solutions for business needs, global reach in trade and commerce and yield on investments. The operation of the bank is 10:00 A.M to 6:00 P.M from Sunday to Thursday with transaction hour from 10:00 A.M to 4:00 P.M. the bank remain closed at Friday and Saturday including government holidays.

1.2 Nature of Business

- Bank tries to provide all kind of comital banking services to customers.
- And also providing Islamic Banking services to the customers.

Shariah Council of the bank

To guide, monitor and supervise the banking activities complying shariah principal, a learned Shariah Council is working in this bank since inception of its Islami banking branches, which has become more valuable after transformation of its operation from traditional to some Shariah based Islami banking system. The council is consists of 11 members who are well-known ulemas, reputed bankers and eminent economists of the country.

1.3 Vision

Their vision is to assure a standard that makes every banking transaction a pleasurable experience. Their endeavor is to offer you supreme service through accuracy, reliability, timely delivery, cutting edge technology and tailored solution for business needs, global reach in trade and commerce and high yield on your investments..Their goal is to achieve a distinct foresight. Their prime objective is to deliver a quality that demonstrates a true reflection of vision-Excellence in Banking.

1.4 Mission

“To be the premier financial institution in the country providing high quality products and services backed by latest technology and a team of highly motivated personnel to deliver Excellence in Banking.”

1.5 Objective of DBL as a shariah based Islamic Bank

- Ensuring proper method for using Shariah Principles when customer deposits money they get interest/benefit according to that policy.
- Establishing Riba/Interest free Islamic Financial system for ensuring justice and avoid uncertainty in Financial Sector.
- Shariah principles made the society free from the burden of interest and financial ailing.
- Help the troubled people to progress their economic status with more confidence on profit sharing.
- Providing interest free financial services to the mass people ensuring justice in the society.
- Increasing demands of customers desiring Islamic mode of operations in business.

Strategic objectives of DBL

- Dhaka Bank’s objectives are to perform visible and quality full business operation based on market demand.
- They believe in quality full business as a sustainable ever growing organization and developing fair returns to their shareholders.
- They are committed to their community as a corporate citizen and contributing towards the progress of the nation as their corporate social responsibility.
- DBL try hard for accomplishment of their responsibility through paying whole range of taxes and duties other rules to the Government.

1.6 Products and Service offerings: Dhaka bank follows to capture the customer by promoting the business through personalized services and perpetual relationship. DBL has strong commitment to their customer and also tried to stay competitive and serve their client in different way. Below in view Dhaka Bank is operating and following popular products and services.

CONSUMER BANKING

Deposit Products

- Current Deposit Account
- Savings Bank Account
- Short Term Deposit
- Fixed Deposit Receipt
- Gift Cheque
- Shopno Jatra Student Service
- Students' Ledger-School
- Students' Ledger-University
- Honourable Seniors

Under Scheme

- Special Deposit Scheme
- Deposit Double Scheme
- Deposit Pension Scheme
- Smart Plant
- EduSavings Plan
- Lakhopoti Deposit Scheme
- Kotipoti Deposit Plan
- Students Ledger
- Honorable Seniors

Bundle Savings

- Silver Account
- Gold Account
- Platinum Account

Loan Product

- Home Loan
- Car Loan
- Personal Loan
- Dual Currency Credit Card

ISLAMIC BANKING

Deposit

- Al-Wadiah Current Account
- Mudaraba Savings Deposit
- Mudaraba Term Deposit Receipt
- Mudaraba Short Notice Deposit
- Mudaraba Deposit Pension Scheme
- Mudaraba Special Deposit Scheme
- Mudaraba Double Deposit Scheme
- Mudaraba Hajj Savings Scheme
- Tawfeer Mudaraba Savings Bond
- Tawfeer Mudaraba Deposit Pension Scheme
- Tawfeer Mudaraba Foreign Remittance Account

Investment Product

- Bai-Mudaraba
- Bai-Muazzal

- Quard
- Ijara
- Sirkatul Milk
- Bills
- Mudaraba Special Deposit Scheme

CORPORATE BANKING

Loan Products

Funded Facility

Working Capital Product

- Import Loan
- Demand Loan
- Overdraft
- Time Loan
- Local Documentary Bill Purchase
- Foreign Documentary Bill Purchase

Long Term Products

Term Loan (Normal/Amortized/Capitalized)

Non-Funded Facility

- Letter of Credit (Cash/Back to Back)
- Letter of Credit - Sight
- Usance/ Deferred LC
- Structured LC/OBU
- Secured Overdraft
- Loan Against Imported Merchandize
- Loan Against Trust Receipt

Letter of Guarantee

- Bid Bond
- Performance Bond
- Advance Payment Guarantee
- Payment Bank Guarantee
- Foreign Bank Guarantee
- Shipping Guarantee
- Guarantee - Other

SME

- Overdraft
- Work Wrdr, Pay Order, and Share
- Secured Overdraft
- Term Product
- Short Term
- Mid-Term
- Long Term
- Festival Short Term

OFF-SHORE BANKING UNIT (OBU)

Funded Facilities

- Import Loan (Funded Short Term)
- Demand Loan (Funded Short Term)
- Bill Discounting / Financing (Funded Short Term)

- Tern Loan (Funded Long Term)

Non-Funded Facilities

- Guarantee (Non-Funded)
- Off-shore Cash LC Usance
- Off-shore Foreign Back to Back LC Sight
- Off-shore Foreign Back to Back LC Usance

SERVICES

- ATM Service
- Remittance Service
- Locker Service
- Online Banking
- Internet Banking
- M-Banking Solution
- Swift
- Student File
- Centralized Trade Service
- Travellers' Cheque

TREASURY PRODUCTS

Money Market

- Money Market Lending and Borrowing
- Term Money Lending and Borrowing
- SWAP
- Repo/Reverse Repo

Fixed Income & Investment

- Treasury Bills/Bonds to Inter-bank
- Term Placement to NBFI

Foreign Exchange and Corporate Sales

- Spot/Forward in USD/BDT
- Spot Forward in Major Cross Currencies

DBL SECURITY PRODUCTS

- Brokerage Operation
- Margin Loan
- Own Portfolio

L/C (Export Import) Products

Business people usually do export or import, DHAKA Bank offers L/C facilities for them. Clients can open L/C through DHAKA bank for their business. Foreign Exchange division follows some transaction

- Foreign Exchange Regulation Act 1947
- Import and Export Control Act 1950
- Customs Act 1969

Bangladesh has been exporting a large quantity of goods and services to foreign households. Garments product, Jute made products, Pharmaceuticals and lots of items are being export beside export in Bangladesh there are lots of company who import products. In between them there are many exporters who export through DHAKA BANK are readymade garment exporters.

Corporate Social Responsibility

DHAKA Bank tried to always engage with various activities which is beneficial to the society and Nation. In order follow its activities DBL has established a foundation named “DHAKA Bank Foundation”. The bank assigns at least 2% of annual profit for the DHAKA Bank foundation to conduct CSR each year

Scholarship program for brilliant poor student

Dhaka Bank started their CSR activities DHAKA Bank Scholarship Programmed with the theme of- “Promotion of education among all” in the year 2006. The bank has taken around 1200 meritorious students from all corners of the country to take care their educational expenses until

their completion of educational life. So far Tk. 72.9 Million (BDT 729, 00,000) has been disbursed as scholarship under this programmed including Tk. 20.6 Million (BDT 206, 00,000) in 2011.

Education Promotion Scheme

DBL provide free interest loan for poor students even brilliant students are helped educational expenses included food and accommodation by DBL. Students have to repay the principal amount in long term installment after joining a confirmed job. By 31st December 2011, Tk. 25.7 Million (BDT 257,00,000) was sanction to take care of around 200 poor but brilliant student from reputed educational institutions in our country.

Helping people affected by natural calamities

Dhaka Bank helps the surviving natural calamities people. It is the part of their CSR activities. Under this program DBL provides relief cash for them who are affected in calamities. Not on the above, but also the Dhaka bank was donate to Prime Minister's Relief Fund for bereaved family members of the Army Officers during the carnage in 2009 at BDR Head Quarter (Pilkhana, Dhaka).

Helping people in slum areas

Besides natural calamities, sometimes many accidents occurred like fire fire breaks out in slum areas and people become very much affected and helpless. In that situation, Dhaka Bank helps the victims so that they can recover their life from harmful.

Beautification of Dhaka City

In response to the call of the Dhaka City Corporation, DHAKA Bank always contributes and share a good portion of beautifying the capital since 2005 to make the capital a modern city enriched with adequate urban amenities, DHAKA Bank always joins hands with the government.

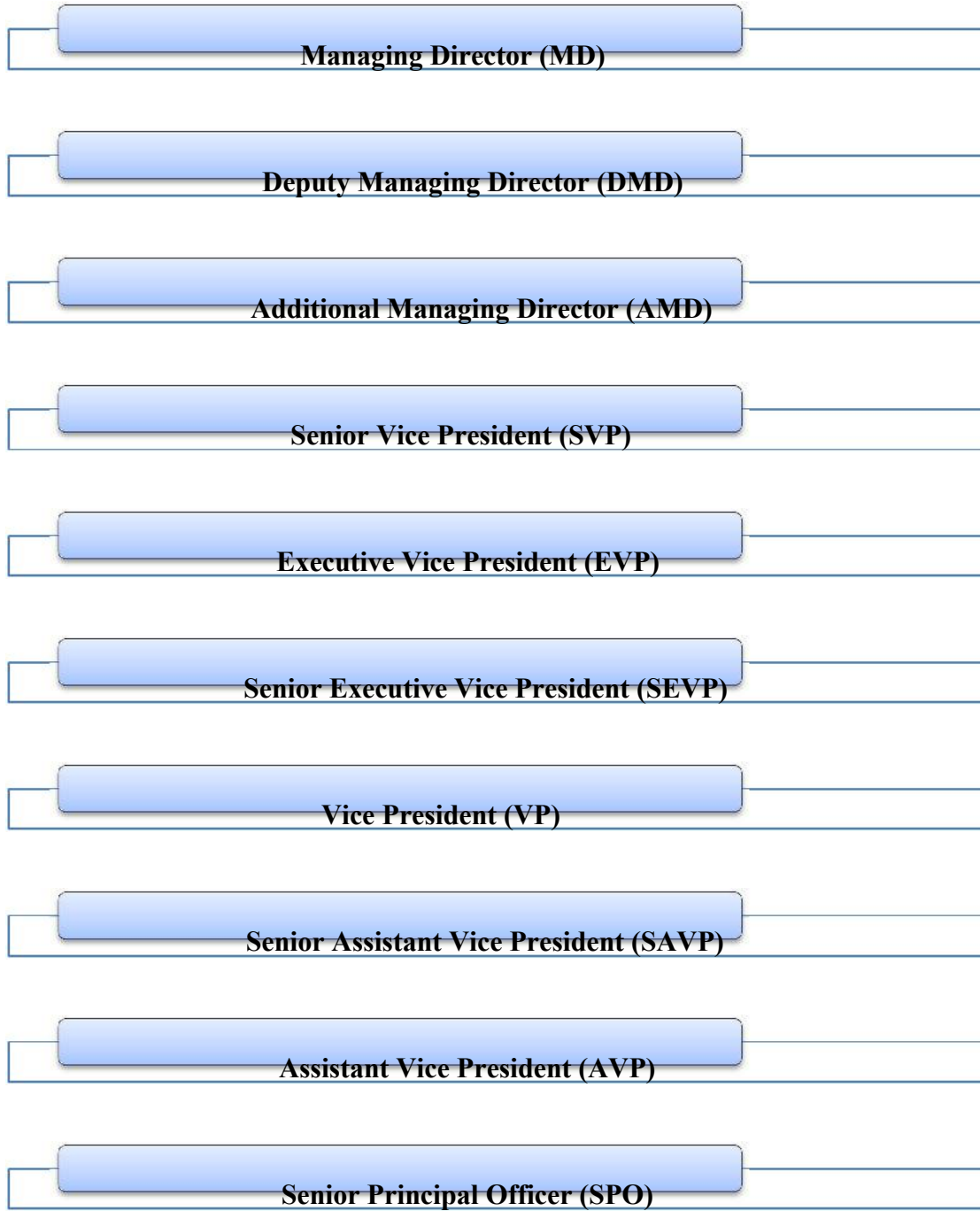
Achievement



Year	Details
2012	<ul style="list-style-type: none">13th ICAB National Award for Best Presented Annual Reports 2012
2011	<ul style="list-style-type: none">12th ICAB National Award for Best Presented Annual Reports 2011Best Corporate Award by ICMABBest Rated Bank Award by Exclusive Economic Weekly 'Industry'
2010	<ul style="list-style-type: none">11th ICAB National Award for Best Published Accounts & Reports 2010
2009	<ul style="list-style-type: none">Remittance Award 2009 by Dhaka International Exhibition Company LimitedBankers' Forum Performance Award 2009 to Mr. Khondker Fazle Rashid, Managing Director
2008	<ul style="list-style-type: none">9th ICAB National Awards for Best Published Accounts and Reports 2008
2007	<ul style="list-style-type: none">ICAB National Award for Best Published Accounts and Reports 2007 (3rd Prize)Bangladesh Business Award 2007-2008 by The Financial Mirror Robintex GroupBest Value Creating Bank, ALM Training Programme, Dhaka 2007
2006	<ul style="list-style-type: none">ICAB National Award for Best Published Accounts and Reports 2006 (2nd Prize)International Star for Quality Award 2006 (Gold)Beautification Award 2006 by Dhaka City CorporationBankers' Forum Corporate Social Responsibility Award 2006 (The Best Bank)
2005	<ul style="list-style-type: none">ICAB National Award for Best Published Accounts and Reports 2005 (Second Prize)Standard Chartered – Financial Express CSR Award 2005Atish Dipankar Gold Award 2004-2005 to Mr. Shahed Noman, Former Managing Director
2003	<ul style="list-style-type: none">ICAB National Award for Best Published Accounts and Reports (Second Prize)
2002	<ul style="list-style-type: none">ICAB National Award for Best Published Accounts and Reports (First Prize)

1.7 Organizational Hierarchy of DHAKA Bank Ltd

In Dhaka Bank Limited the Managing Director is the head management team. Different management committees were formed to maintain the banking operation and recognizing managing risk.



Principal Officer (PO)

Executive Officer (EO)

Senior Officer (SO)

Management Trainee Officer (MTO)

Officer

Junior Officer (JO)

Assistant Officer

1.8 Corporate Information of DHAKA Bank Ltd

Date of Incorporation	:	April 6, 1995
Commencement of Banking Business	:	July 5, 1995
First Dividend Declared	:	March 16, 1996
Initial Public Offering:		
Publication of Prospectus	:	November 25, 1999
Subscription Opened	:	December 5, 1999
Subscription Closed	:	December 19, 1999
Listing with Dhaka Stock Exchange (DSE) Limited	:	April 10, 2000
Listing with Chittagong Stock Exchange (CSE) Limited	:	June 6, 2000
First Right Issue	:	March 11, 2001
Introduction of Alternate Delivery Channel (First ATM)	:	February 24, 2002
Launching of Retail Banking (Consumer Banking)	:	March 29, 2002
Commencement of Islamic Banking	:	July 2, 2003
Real-time Online Banking	:	April 1, 2004
Transition to Centralized Banking System (Flexcube)	:	April 1, 2004
Launching of Brokerage Business	:	February 5, 2005
Celebrating First Decade of Excellence in Banking	:	July 5, 2005
Commencement of Off-shore Banking Operation	:	May 22, 2006
Launching of Credit Card	:	March 1, 2007
Launching of Internet Banking	:	September 5, 2007
Centralization of Trade Operations & Credit Operations	:	April 1, 2009
AAA Guarantee Accorded by ADB under Trade Finance Facilitation Programme (TFFP)	:	December 17, 2009
Establishment of Islamic Banking Division	:	June 30, 2010
Enhancement of Authorized Capital (from Tk. 600 Crore to Tk. 1,000 Crore)	:	July 4, 2010
Basel-II Compliance: Issuance of Subordinated Bond	:	December 6, 2010
Inauguration of Subsidiary 'DBL Securities Limited'	:	February 13, 2011
Establishment of Research & Development Unit	:	December 28, 2011
Celebration of 18th Year of Banking Excellence	:	July 5, 2013
Introduction of Automated Deposit Machine (ADM)	:	April 29, 2013
The Last New Branch Added to DBL Network (74th Arailhazar Branch)	:	December 22, 2013

Income & Revenue

Growth Focus on Key Areas



2013 Financial Inclusion Growth (direct & indirect)



Future Plan: Dhaka Bank had celebrated its 15-year anniversary on 5th July 2010. In year 15 years of journey, Dhaka Bank presents itself as a modern and innovative Bank. The workforce is a brilliant one and the work environment is very congenial. Though it has a strong brand image among the corporate clients, retail division of the bank is not that strong brand image among the corporate clients, retail division of the bank is not that strong as corporate division. One of the problems in retail banking is dearth of ATM booths. To improve this situation, Dhaka Bank plans have own ATM network. Furthermore, it signed a deal with OMNIBUS and Dutch-Bangla Bank Ltd to have withdrawal facility for the clients of Dhaka Bank in those networks. Dhaka Bank is planning to modernize its IT infrastructure to provide the branch network a happy time then serving the customers.

CHAPTER: 2

PROJECT PART

Rationale of the study

Now a day's Commercial banks contributing a major portion in Bangladesh economy . In bank there is lots of financial complexity which is risky for industry. Human resource management is basically the management who operates the employee according to the rules and regulation. Managers, employees, project officers, field workers, coordinators all can be of them. As employees are the main and heart of an organization they are considered to be a “resource”.



Dedicated team for an organization is not enough unless team is not properly managed, motivated and performed well. The organization will not achieve its goal and objectives if the process is not implementing. Managing, motivating and making the staff perform involves setting up of systems, including building plans and policies all process are fall under human resource management.

2.1 Introduction

Human Resource Management (HRM) mainly focuses on Recruitment of, management of, and providing direction for the people who work in the Organization. Within the organization it deals several issues related to employees like as compensation, Hiring, performance management, organization development, safety, wellness, benefits, Employee motivation, communication, administration, and training.

2.2 Overview of Human Resources Division of Dhaka Bank Limited

Dhaka Bank Ltd has strongly faith on the performance of the team of employees who are focused on achieving the excellence in banking. HR professionals working for the HR Division “Thus human resources is the most valuable asset for the Bank” the Bank is Focused on to recruiting expert employees and providing them with the motivation, training, working environment and compensation package they need to perform at the highest level of performance. The Bank promotes their demand the standard level of employees. They recruit the employees as their expectation.

2.3 Human Resources

One of the best modern Human Resource Management Dhaka Bank practices where Training and Development is a key concerned with organizational activity and team who are achieving organization goal. Dhaka Bank Limited follows their policies of recruiting fresh graduates as because they can prepare employees possessing good morale, highly motivated, dynamics, and ethics in line with the corporate culture of Dhaka Bank Limited.

2.4 HR Vision:

Best managed, most productive and cost efficient workforce among local banks in Bangladesh.

2.5 Recruitment Definition:

Recruitment is engaging individuals with adequate qualification and persuades them to apply for jobs. From other perspective it is a process of identifying and hiring the best-qualified candidate for a job vacancy, in a most timely and cost-effective manner.

2.6 Recruitment Strategy

Dhaka Bank is an equal opportunity employer. Here they give first priority who gives much effort for achieving organizational goal. That’s why they focus on the importance of suitable people for

working. Dhaka Bank recruitment and selection process are planned to gather the required candidates who express a position with our company values and philosophy. As Because recruiting decision is most important for business.

2.7 Recruitment Needs:

There are three types of recruitment needs. Those are

1. Planned:

Organization and retirement policy should be changed.

2. Anticipated:

Anticipated needs are those groups in employees, which an organization can predict by studying trends in internal and external environment.

3. Unexpected:

Resignation of employee, deaths, accidents, illness give grow to unexpected needs.

2.8 Recruiting Sources of Dhaka Bank:

Every organization choose the candidates for its recruitment processes based on two kinds of sources. That are-

- Internal Sources
- External Sources

1. Internal Source of Dhaka Bank:

Within the organization itself is called Internal source for example transfer of employees from one department to other, promotions to fill a position are also known as the internal source.

There are 3 three ways internal candidates are recruited:

- **Job Posting:**

Dhaka Bank do job posting they post a notice on their every branch bulletins boards so that employee get to know about the opening and required qualification and invites qualified employees to apply.

- **Skill Inventories:**

Dhaka Bank use HRIS to find the suitable candidates for adequate position. This source is secured and confidential of internal candidates.

- **Nominations:**

When potential supervisor recommended any employees in Dhaka Bank they hire them as a contractual or permanent whatever position needs.

2. External Sources of Dhaka Bank:

The external Sources are when a company recruits candidates from other sources. There are lots of ways to recruit candidates from other sources. These are discussed below:

- **Advertisement:**

Advertisement is most popular method to use. Dhaka Bank gives advertisement about their vacancy with their expectancy and requirement of job description.

- **Employee Recommendation:**

When an employee recommend if he believes that person can perform satisfactory that is called Referrals. Dhaka Bank also follows this process for external sources.

- **Employment Agencies:**

There are some agencies that are providing employee and helps them to recruit any organization. Dhaka Bank also recruits employees from agencies.

- **Schools Colleges & Universities Recruiting:**

Dhaka Bank HR department send an employer's agents to college campuses to pre-screen applicants and create an applicant pool from the graduating class.

2.11 Recruitment of Dhaka Bank

When vacancy need to fill up the HR department do the processing of full fill the vacancy starting with 'Employee Requisition Form' which is the indication of Job Description and Specification.

A. Types of Recruitment:

A. For Internal Recruitment:

The principal methods are-

- Job posting
- Use of computerized skills inventories
- Referrals from other departments

B. For External Recruitment:

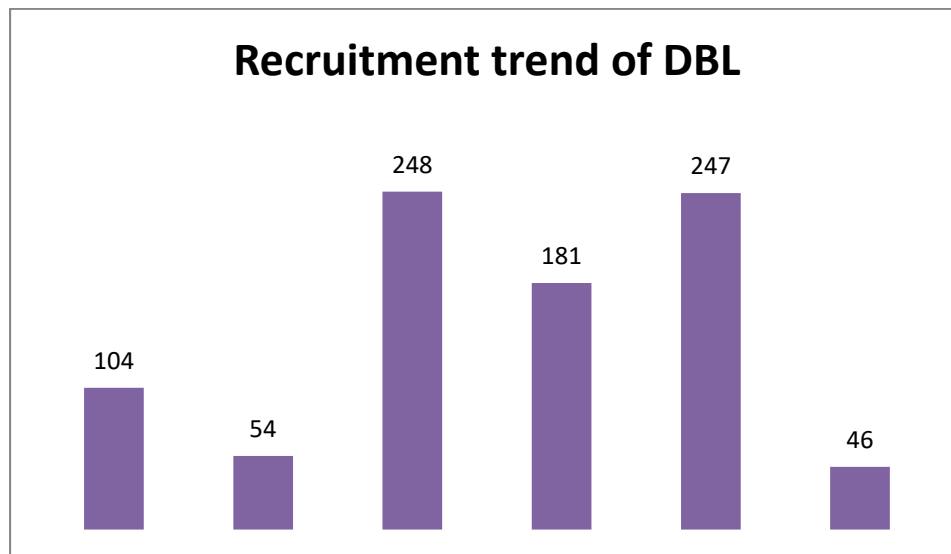
- Advertisements
- Public or private placement agencies
- Field recruiting
- Including campus recruiting
- Internships

DBL practices two types of recruitment

- Yearly recruitment
- Need-based recruitments

Dhaka Bank basically follows their recruitment according to their Need based. From 2008-2013 employees recruitment status of DBL is given below:

Year	TO + TCO	MTO	Lateral Entry	Total Employee Joined
2010	34	38	32	104
2011	38	0	16	54
2012	157	38	53	248
2013	97	51	33	181
2014	136	75	36	247
2015	42	0	4	46



2.12 Selection Process of Dhaka Bank: The process of Dhaka bank selection method is discussed below

- a) Firstly candidates have to complete an; Application Form'. After completing the form HR department will process the applications, applicants screening and listing qualified candidates.
- b) After that HR department called the qualified candidates and take adequate tests for the position based on Job Description and Specification.
- c) Adequate requirements of Written tests for appointment are
 - Knowledge in English
 - General intelligence
 - Computer skills(Excel, MS word etc)

- Knowledge in relevant Functional area

a. Written or Job Tests:

HR department arranged written test for recruitment candidates. Candidates are given test according to their position which they applied for. Test are arranged by Management. Written test is mandatory for recruitment.

b. Interviews:

After written test selected candidates are noticed for interview. The interview panel takes interviews and evaluates them according to their policy.

c. Appointment / Hiring:

After selecting in Interview candidates are being appointed but before appointment this process must be through in Human Resource Department.

- i. After final selection, appointment letter must be signed by Deputy Managing Director, senior Executive Vice President and Managing Director. After that appointment letter will be issued to the candidates.
- ii. After getting appointment letter of the selected candidates they need to know the details of terms and conditions of service which is mention in that letter. Mainly Indemnity Bond (which may decided by MD/Management) candidates need to know. Then candidates need to sign it and return to the Bank if he agrees with the conditions.
- iii. For Trainee Assistant Cash Officer they need to sign a five years Indemnity Bond that is mandatory.

d. Age limit: Below 18 and above 30 years of age no person is allowed to appoint in service of bank. Only Managing Director has Age limit change authorization.

e. Medical Fitness:

. Candidates must be physically fit by the medical acceptance. Dhaka bank is arranging medical procedure for candidates.

f. Confirmation:

After medical test candidates are informed about the confirmation.

g. Orientation:

After confirmation all new recruits must go through an Orientation program, consecutively to familiarize themselves with the organization's culture, norms, rules and regulations so that they get to know about the importance of organization within internal and external and also get to know about his working purpose. Dhaka Bank Training Institute always arrange a Basic Banking Training Program for the new recruits.

Employees Records:

Personal history of all employees will be recorded in the Computerized HR Information Management System of the Bank. Personnel files / dossiers will also be maintained for all employees at the Head Office Human Resources Division. Each file will contain:

- i. The Job Application, CV, Educational Credentials and References (if required) available;
- ii. Appointment Letter and Letter of Acceptance confirming willingness to abide by the personnel policies, Code of conduct, Ethical Standards, Confidentiality Standard and rules in service manual;

- iii. Job description; completed Personal History Form.
- iv. Confirmation, Increment, Promotion and Transfer records
- v. Leave (Subsidiary Dossier)
- vi. Other relevant papers (e.g. Warning letters, Show Cause Notice etc.);
- vii. Annual / period performance appraisal record training etc.

Such records will be regularly updated with additions and changes as may be necessary from time to time. Head Office HRD shall strictly maintain confidentiality of the filed.

2.12 Objectives:

Behind this report, obviously there have some objectives, which must have to fulfill. There both have some general objectives and specific objectives.

- General ideas of “Recruitment process in Dhaka Bank Limited”
- Getting idea about the function of human resource
- Classifying the HR practice process of Dhaka Bank
- Recognizing the difficulty of human resource Department of The Dhaka Bank Ltd

CHAPTER 3

ACTIVITIES UNDERTAKEN

3.1 Activities Undertaken:

I have done my internship in Dhaka Bank Ltd. Basically first 10 days I had to work in their GB(General Banking) section. That section I learnt how to open an account in Bank. Which type of criteria a customer need to fill up and what documents are need. After that MR Arefin Rahman (Senior Executive Officer) Pagla Bazar Branch he showed me how to open a L/C form. After working 20 days I went to HR office of Dhaka Bank Ltd which is situated in Purana Paltan. Senior Assistant HR Head Mr Kataur Rahman gave me Training about the recruitment process of their bank from First to last processing of their recruitment. As intern I did not have to work but I was trained how to work a employee whenever they recruit and select candidates. First employee collects the CVs of prospective candidates from two kinds of sources (internal source and external source) for their vacancies. After that employee call the selected candidates for the interview and time and date of written test. After taking interview employee organize the documents like evaluation form which is filled up by interviewer

Lastly, Permanent and contractual both need to assist the joining process. Then employee need to check all the documents properly which are mentioned in the letter of offer and appointment for each of the employee and then employee give candidates a set of joining form to fill-up. Then they verify all the documents and arranged in file accordingly and show to the HR concerned. Lastly After his confirmation employee needs to open salary account from main branch.

CHAPTER 4

Challenges and Proposed Course of Action for Improvement

4.1 Challenges and Proposed Course of Action for Improvement: As an intern I have worked about 2 months in Dhaka Bank. Through working I noticed some regular issues which are given below

Customer expectations: Dhaka bank is one of the busy banks in the country. Bank is all about the customer expectations, and I heard many customer said during my internship that Dhaka banks is not delivering the level of service like before that customer expect.

Employee Development: As an intern I had to work with some executive officer and I think they have some lacking about their proficiency. As they are working in bank they are supposed have knowledge about MS word and Excel but I found that some officer have not proper knowledge about it.

Customer Guideline: In banking sector Customer guideline is very much important. A employee must have ability to guidelines and how to handle customer. As I am doing intern in Pagla Bazar Branch in Narayangonj so here customer is not educated or sober and smart than other branch customers. This type of customers is not easy to handle. I noticed sometimes customers misbehave with employee but employee should handle the situation through their proficiency manner but they are misbehaving with them too.

These are some regular issues which I face. I think this problems must be solved and should take some action for improvements. Discussion given below

- Dhaka Bank must improve their technology. They are well known in banking but they are not technology advanced like that.
- HR head should observe to their employees and find out who is not user friendly about the computer. HR should give them training about it.
- HR should organize more seminars about handling uneducated customers so that employee got trained and implement to their customers.

CHAPTER 5

Lessons Learned from the Internship Program

5.1 Lessons Learned from the Internship Program: My internship is at Dhaka Bank Ltd where I have been working in several departments. I have been working here two months. The lessons I learned from my internship program is discussed below

1. General Banking Section: Firstly I was in GB section. This department I was responsible for collecting and evaluating the account opening form. I was trained by Mr Anisul Islam (senior executive Officer) he showed me how to fill up and what type of information is needed and also how to open an account. First I had to fill up the form where the information must be filled up and what documents are needs from the account holder. I collect all the things and filled it up than I scan the file and sent to Mr Anisul Islam. Then he showed me how to open an account and give account number.

2. L/C Section: After GB section I was transferred to L/C section. Mr Arefin Rahman (Senior Executive Officer) he helped me a lot to open a L/C . He showed me how to open a L/C and how to fill it up.

3. Loan Department: In loan department Mr Ahsan instructed me how to give loan and what amount of interest bank charges. I learned here If a customer takes loan from Dhaka bank according to his demanded period how much interest they have to pay.

4. HR Department: I have been working in HR department of DBL about 15days . I am greatfull to Mr Ronak Hadi (Senior Assistant of Vice President) Pagla Bazar Branch whose guideline was so much helpful in Branch and he referred me to the main HR office so that I could go there and get trained about the HR process. I assigned for the recruitment database. This was gathering data from candidates and when they come to interview arrange their file and if I was asked to bring CVs by recruiter than provide it and also do pre screening for them. I am also thankful to Mr Kataur Rahman (Assistant Head of HR) who instructed me to do so.

Practically I have been done and learned this. I could not get much practical experience from HR department but Mr Kataur Rahman helped me a lot by giving and sharing their all the recruitment process. According to his process I got idea and implement it.

Concluding Statements

6.1 Summary: The study “Recruitment and Selection Procedure of Dhaka Bank Limited” is basically the function of Human Resource Management which is a valuable resource and a way to progression for any organization. For developing there are lots of factors and resources needed in between them “Recruitment and Selection Procedure” is the most important one. Increasing productivity of an organization effectively recruitment and selection procedure is necessary. Dhaka Bank Limited follows an improvement recruitment and selection procedure. HR officers of Dhaka Bank Limited are now expected to work further than the boundaries of contracts and policies to contribute directly to the operation and success of the business. An efficient employee always an asset for an organization and that is the reason recruitment is so much important. Banking sector in Bangladesh will be rising up if HR policies are being strictly maintained.

6.2 Recommendation: The report has been analyzed about the Dhaka bank recruitment process. They follow their standard basis recruitment process of hiring employee but I would like to add some suggestions and recommendations

I have asked some questions about the processing during my internship. Based on their answer recommendations given below

- Establishing assessment center so that employees get opportunity to improve their group discussion, case studies, presentation etc
- Dhaka Bank should use more electronic media to improve and make their process fast.
- Dhaka Bank also publish their vacancy all the social media not only newspaper so that different potential candidates get opportunity to apply.

REFERENCES

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- Dhaka Bank LTD's regular circulars

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