



Inspiring Excellence



Internship Affiliation Report on

**‘HR Practices in Recruitment process: A Study
on IDLC Finance Limited’**

Corporate Head Office (CHO), Gulshan-1, Dhaka.



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Internship Affiliation Report on

'HR Practices in Recruitment process: A Study on IDLC Finance Limited'

Corporate Head Office (CHO), Gulshan-1, Dhaka.

Supervised By:

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Lecturer, BRAC University

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ID: 13204014

Bachelor of Business Administration

BRAC Business School

BRAC University

Date of Submission: 3rd September, 2018.

Letter of Transmittal

2nd August, 2018

Ms. Subhat Ehsan

Lecturer, BRAC Business School

BRAC University, Dhaka.

Subject: Submission of Internship report on “HR Practices in Recruitment Process of IDLC Finance Limited”.

Dear Miss,

It is a great pleasure and privilege for me to submit my internship report on Recruitment policy of IDLC Finance limited under your co-operative supervision. This report was assigned to me as a partial requirement to complete my BBA Program.

I have done my internship mostly at CHO (Corporate Head Office) in Gulshan, but for official purpose sometimes I have to work in other branches like Dilkusha and Gulshan. I have closely observed the operations and procedures that have been undertaken by HR Recruitment Team as I was assigned with this team. Throughout my journey, I tried to collect the necessary information to prepare my report. I sincerely believe, it will satisfy your requirements and also serve the purpose of internship report.

Consequently I am submitting my internship report for your kind consideration. Hopefully you will discover my hard work and informative approaches. I express my heartiest gratitude to you.

Sincerely yours,

Shah Ishtiaque Julhas

ID: 13204014

Major in Human Resource Management

BRAC Business School

BRAC University



Letter of Endorsement

This is to certify that, the Internship Affiliation Report on “HR Practices in Recruitment Process of IDLC Finance Limited” has been submitted by Shah Ishtiaque Jullhas (ID: **13204014**) for the partial fulfillment of the requirements for Bachelor of Business Administration (BBA), Major in Human Resource, BRAC Business School on August 2, 2018. This report has been accepted and is presented to Internship Board for evaluation.

(The author is responsible for any opinions, suggestions prepared in this report. The University does not condone nor reject any of these opinions and suggestions.)

I wish him every success in future.

Mrs. Subhat Ehsan

Internship Supervisor

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Acknowledgement

At first I want to express my gratitude to Almighty Allah, who gave me the blessing to write this report with good health and to finish it by given time.

This internship report is the accumulated cooperation of many kind souls. I am thankful to Mrs. Subhat Ehsan, my internship supervisor for her kind help, support and guidance in completing this report. I have the pleasure and satisfaction to work under her supervision.

I am also indebted to Mr. Md. Masum Billah, Assistant Officer, IDLC Finance Limited for his boundless aid, support and guidance. He tried to provide me various documents and information necessary for the preparation of this report.

To perform internship program successfully I had to take advice, suggestions and cooperation from the executives of IDLC Finance Limited, Corporate Head Office. Especially I am very much grateful to Jannatul Khan Liya (Assistant Officer) for her kind help and support. I thank to Mr. Md. Mushfiq Alam Arko (Assistant Manager), Mr. Mir Omar Naser, Mrs. Khairun Nessa Nila (Officer), for their guidance in different works.

Finally, I thank my university and Office of Career Service for providing me the opportunity of self-realizations, self-development through practical experience.

Last but not the least; I extend my best regards to my parents for taking care of me and proper support and to my friends who helped me in my busy days and all the well-wishers for their continuous co-operation and support. I put my every effort to make this report informative and accurate. However, I apologize if any error found here due to my limited knowledge and aptitude as well as time constraint.

Executive Summary

IDLC Finance Limited is the largest Non-Banking Financial Institution in the country that houses three other fully owned subsidiaries within the group. Spreading its presence in 24 cities of the country; they serve over fifty thousand customers through 41 major touch points. More than 1,300 people put their efforts together every day to deliver their diverse customer base through varied products in Corporate Finance, SME Finance, Consumer Finance and Capital Market Segments.

The topic of this study is “Recruitment Procedures” that has been followed by the recruitment team. Recruiting is the most important segment in any organization. A company/organization mainly prospers by the people who represent the company/organization, people who work for it. Recruitment is the most sensitive part in any organization.

In my report, I have used all the information I gather during my internship period. I took help from different individuals and annual report (2017-2018) of IDLC Finance Limited.

This report contains the brief information about IDLC Finance Limited and its subsidiaries. I have mentioned the systems and procedures IDLC follows in their recruitment process.

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PART ONE: COMPANY OVERVIEW

Finance Limited

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Company Introduction

1.1: Introduction:

IDLC Finance Limited was initially established in 1985, as Bangladesh's first leasing company. It was collaborated with International Finance Corporation(IFC), German Investment and Development Company (DEG), Kookmin Bank and Korean Development finance Corporation, The Aga Khan Fund for Economics Development, The City Bank Limited, IPDC of Bangladesh Limited and Shadharan Bima Corporation. As the company evolved over the years, foreign shareholders were gradually moved out.


IDLC Group is now represented by 41 major touch points in 24 cities of the country. There are more than 1,300 people put their efforts together to deliver their services to its millions of customers. Their customers are diverse in nature as there are different segments of products and services offered by IDLC Finance Limited. They are Corporate Finance, SME Finance, Consumer Finance and Capital Market Segments.


Since its establishment in 1985, IDLC has maintained strong business value to its customers. They successfully built trust and respect in this sector by demonstrating high level of corporate governance and transparency. Over the years, as the business and profits grown significantly, the company has consistently demonstrated exemplary corporate governance. They did not only think for the company itself, they think about their customers and take necessary actions which are required for more betterment. They believe and trust in **"Sharing Happiness"** as their slogan.

1.2: Legal Form:


A public limited company incorporated in Bangladesh on May 23, 1985 under the "Company Act 1993" and listed with Dhaka and Chattogram Stock Exchange on March 20, 1993 and November 25, 1996 respectively. Licensed as Financial Institution under "Financial Institution Act, 1993" on February 7, 1995.

1.3: Philosophy and Backbone of IDLC Finance Limited:

	<h4>Our Vision</h4> <p>We will be the best financial brand in the country.</p>		<h4>Our Mission</h4> <p>We will focus on quality growth, superior customer experience and sustainable business practices.</p>
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	<h4>Our Core Values</h4> <ul style="list-style-type: none"> ▶ Integrity ▶ Customer Focus ▶ Trust and Respect ▶ Equal Opportunity ▶ Eco-friendly ▶ Passion ▶ Simplicity
---	---

	<h4>Our Strategic Objectives</h4> <ul style="list-style-type: none"> ▶ Grow and develop our talent pool ▶ Fully leverage the core banking platform ▶ Optimise distribution points ▶ Grow and diversify funding sources ▶ Grow sales and service capabilities in the consumer division ▶ Sustainably grow SME portfolio ▶ Focus on top-tier clients in the corporate segment ▶ Consolidate capital market operations and enhance capabilities ▶ Embrace internationally accepted corporate governance and sustainable business practices
--	--

	<h4>Our Code of Conduct and Ethical Guidelines</h4> <p>In accordance with the approved and agreed Code of Conduct, IDLC employees shall:</p> <ul style="list-style-type: none"> ▶ Act with integrity, competence, dignity and in an ethical manner when dealing with customers, prospects, colleagues, agencies and the public ▶ Act and encourage others to behave in a professional and ethical manner that will reflect positively on IDLC employees, their profession and on IDLC at large ▶ Strive to maintain and improve the competence of all in the business ▶ Use reasonable care and exercise independent professional judgment ▶ Not restrain others from performing their professional obligations ▶ Maintain knowledge of and comply with all applicable laws, rules and regulations ▶ Disclose all conflicts of interest ▶ Deliver professional services in accordance with IDLC policies and relevant technical and professional standards ▶ Respect the confidentiality and privacy of customers, people and others with whom they do business ▶ Not engage in any professional conduct involving dishonesty, fraud, deceit or misrepresentation or commit any act that reflects adversely on honesty, trustworthiness or professional competence. <p>IDLC employees have an obligation to know and understand not only the guidance contained in the Code of Conduct but also the spirit on which it is based.</p>
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1.4: Organizational Hierarchy:



Figure 2: Management & Executives



1.5: Subsidiaries of IDLC Finance Limited:

IDLC Finance Limited (IDLC FL)

Public Limited Company, listed with Dhaka Stock Exchange Limited and Chittagong Stock Exchange Limited (Idlc.com, n.d.).

Type of Business	Financial Institution
Key business segments	Small Medium Enterprise (SME) financing; Corporate financing; Consumer financing including home loans, car loans & personal loans; and Wealth Management.
Former name	Industrial Development Leasing Company (IDLC) of Bangladesh Limited
Company incorporation number	C-14218/1992 of 1984-85
Date of incorporation	23 May 1985
Bangladesh Bank License number	BCD (Non-banking)/Dhaka/2/95 dated 07 February 1995
Number of branches	30
Address of Corporate Head Office	Bay's Galleria (1st Floor) 57 Gulshan Avenue, Dhaka 1212. Telephone +880 (2) 883 4990 (Auto Hunting)
Telephone	+880 (2) 883 4990 (Auto Hunting)
Facsimile	+880 (2) 883 4377
Contact Center	16409
Email address	contactcenter@idlc.com

IDLC Investments Limited (IDLC IL)

Wholly owned subsidiary of IDLC FL Private Limited Company limited by shares
(Idlc.com, n.d.).

Type of Business	Merchant Bank
Key business segments	Portfolio management, Issue Management
Company incorporation number	C-84849/10 Date of incorporation 19 May 2010
BSEC License number	MB-67/2011 dated 02 August 2011
Commencement of operation	16 August 2011
Number of branches	NIL
Address of Registered	Office DR Tower (4th Floor), 65/2/2, BirProtikGaziGolamDostogir Road, PuranaPaltan, Dhaka-1000
Telephone	+ 88 09609994352
Facsimile	+880 (2) 956 3620
Contact Center	16409
Email address	idlcdlk@idlc.com

IDLC Securities Limited (IDLC SL)

Wholly owned subsidiary of IDLC FL Private Limited Company limited by shares (Idlc.com, n.d.).

Type of Business	Brokerage House
Date of incorporation	19 April 2006
Company incorporation Number	C-61319 (3328)/06
Commencement of operation	18 September 2006
BSEC license number as Broker	<ul style="list-style-type: none"> ➤ Corporate Member: Dhaka Stock Exchange Limited BSEC Reg No.3.1/DSE-58/2006/130. ➤ Corporate Member : Chittagong Stock Exchange Limited BSEC Reg No.3.2/CSE-119/2006/135
BSEC license number as Dealer	<ul style="list-style-type: none"> ➤ Dhaka Stock Exchange Limited BSEC Reg No.3.1/DSE-58/2008/233 ➤ Chittagong Stock Exchange Limited BSEC Reg No.3.2/CSE-119/2009/176
Number of branches	10
Address	DR Tower (4th Floor), 65/2/2, BirProtikGaziGolamDostogir Road, PuranaPaltan, Dhaka-1000.
Facsimile	+880 (2) 957 4366
Contact Center	16409

Telephone	+ 88 09609984352
Email address securities	securities@idlc.com

IDLC Asset Management Limited (IDLC AML)

Wholly owned subsidiary of IDLC FL Private Limited Company limited by shares (Idlc.com, n.d.).

Type of Business	Asset Management
Key Business Segments	Mutual fund, portfolio Management, Alternative Investments management (Proposed)
Date of incorporation	19 November 2015
Company incorporation number	C-127068/2015
BSEC license number	Asset Manager/2016/25 dated 07 June 2016
Number of branches	NIL
Address of Registered Office	South Avenue Tower (5th Floor), Unit # 502, Road # 3, 7 Gulshan Avenue, Gulshan 1, Dhaka.
Telephone	+ 88 (2)-988 3898, 988 9861
Facsimile	+880 (2) 989 6142

Contact Center	16409
Email address	idlcaml@idlc.com



1.6: IDLC's Products and Services of All Subsidiaries:

1.6.1: Consumer:

1.6.1.1 : Deposit

- Flexible Deposits
- Regular Earners Package

1.6.1.2 : Home Loan

- Apartment Purchase Loan

- Home Equity Loan
- Home Lone Shield
- Construction Loan
- Land Purchase Loan
- Registra Loan

1.6.1.3 : Car Loan

- New Car Loan
- Reconditioned Car Loan
- Pre-Owned Car Loan

1.6.1.4 : Personal Loan

- Secured Personal Loan
- Unsecured Personal Loan

1.6.2: SME:

1.6.2.1: Small Business

- SME Term Loan

- Purnota (Women Entrepreneur Loan)
- Supplier Finance
 - Factoring
 - Distributor Finance
 - Work order
- Revolving Short Term Loan (RSTL)

- Partially Secured Loan
- Seasonal Loan
- Abashan (Commercial Rental Space Loan)
- Commercial Vehicle Financing
- IDLC Start-Up Loan
- Udbhabon
 - Udbhabon Loan
 - Udbhabon Start –Up Loan

1.6.2.2: Supplier Finance

- Factoring
- Distributor Finance
- Work Order

1.6.2.3: Medium Business

- Term Loan Financing
- Lease Finance

- Lease Financing
- Sale & Lease Back
- Commercial Vehicle Financing
 - Vehicle Loan
 - Construction Equipment Finance
- Commercial Space Loan

- Short-Term Loan
 - Revolving Short-term Loan
 - Non Revolving Short-Term Loan
- Project Financing

1.6.2.4: Deposits

- Flexible Deposits
- Regular Earners Package

1.6.3: Corporate:

1.6.3.1: Corporate Finance

- Term Loan
- Working Capital Loan
- Lease Financing
- Project Financing
- Bridge Loan
- Preferred Stock

- Commercial Space Loan

1.6.3.2: Structured Finance

- Project Finance and Loan Syndication
- Foreign Currency Loan
- Access To Special Funds
- Agency And Trustee

- Private Placement Of Equity
- Merger And Acquisition
- Project Feasibility And Business Planning
- Alternative Financial Solutions

1.6.4: Sustainability:

1.6.4.1: Green Finance

- Tunnel Kiln
- Zigzag Brick Kiln
- Effluent Treatment Plant
- Waste Recycling Plant
- Biogas Plant
- Solar Home System

1.6.5: CSR:

IDLC Finance Limited is committed to sustainable development by creating long term value. They are signatory to few local and international initiatives promoting sustainable business practices to CSR activities. All these initiatives are voluntary in nature, but IDLC maintains globally acceptable standards. From 2010 to 2018 IDLC has done so many CSR activities that cannot be mentioned in little extent. But some of their recent activities were so much successful that they could not be ignored. They organized a fundraising event with other three organizations named “Anondomela Sarabela”, where unprivileged children were enrolled. In Feb 26, 2018 they renovated classrooms and library of Begumganj Cultural Academy and organized an art competition. They collaborated with Green Savers to teach children about environment in Bhulta High School. They donate warm cloths through ‘Prothom Alo’ every year in a regular basis. In 2017, IDLC organized a health camp for workers of a packaging factory in Narayanganj. They also organized same health camp in Tongi for garment workers. Through ‘Khushir Kheya’- an online based CSR initiative they ensured support to unprivileged children, so that they can access to better educational infrastructure in different cities by their own branches. IDLC, with Care Bangladesh, KOICA and UNICEF, arranged a health camp for women in order to raise awareness on maternal health and female hygiene at Rupsha Upazila Health Complex in Khulna in Oct 17, 2017. IDLC donated livestock to 35 flood affected families of Haor, at Thakurbhog, Sunamgonj, in Sylhet on 29th September. This initiative was jointly taken up by IDLC, Casper Foundation and Casper Foundation – BRAC University to assist people who have been financially devastated by the flood- to help them restart livelihood.

These are some of the activities IDLC Finance Limited has done in recent times. There are so many activities they are taking for the betterment of the society, to make a social impact which will lead to a better community.

1.6.6: Key Milestones:

<u>1985-1995</u>	<u>1996-1999</u>
<p>23 May 1985 Incorporation of the Company</p> <p>22 Feb 1986 Commencement of the Leasing Business</p> <p>20 Mar 1993 Listed on the Dhaka Stock Exchange Limited</p> <p>7 Feb 1995 Licensed as a Non-Banking Financial Institution under the Financial Institutions Act, 1993</p>	<p>25 Nov 1996 Listed on the Chittagong Stock Exchange Limited</p> <p>27 May 1997 Commencement of home Finance and short term finance operations</p> <p>22 Jan 1998 Licensed as a “Merchant Banker” by “The Bangladesh Securities and Exchange Commission”</p> <p>15 Jan 1999 Commencement of corporate finance and merchant banking operations</p>
<u>2004- 2008</u>	<u>2009 - 2015</u>
<p>29 Jan 2004 Opening of the first retail focused branch at Dhanmondi</p> <p>29 Jun 2004 Opening of the Gulshan Branch</p> <p>22 Nov 2004 Launched investment management services, ‘Cap Invest’</p>	<p>6 Jan 2009 Opening of the Sylhet branch</p> <p>26 Aug 2009 Commencement of operation at Narayanganj</p> <p>24 Feb 2010 Inauguration of the Savar branch</p> <p>8 Aug 2010</p>

<p>2 Jan 2006</p> <p>Opening of the first SME-focused branch at Bogra</p> <p>1 Jul 2006</p> <p>Relocation of the Company's Registered and Corporate Head Office at own premises at</p> <p>57, Gulshan Avenue</p> <p>18 Sep 2006</p> <p>Commencement of operations of IDLC Securities Limited, a wholly-owned subsidiary of IDLC</p> <p>14 Mar 2007</p> <p>Launching of discretionary portfolio management services under 'Managed Cap Invest'</p> <p>5 Aug 2007</p> <p>Company name changed to 'IDLC Finance Limited' from 'Industrial'.</p>	<p>Inauguration of a second branch in Chittagong at Nandankanon</p> <p>27 Oct 2010</p> <p>IDLC entered Comilla</p> <p>23 Dec 2010</p> <p>IDLC inaugurated its Narsingdi branch</p> <p>27 Dec 2010</p> <p>Opening of the Keraniganj branch</p>
	<p>15 Jun 2011</p> <p>IDLC started operations at Mirpur</p> <p>9 Aug 2011</p> <p>Opening of the Tongi branch</p> <p>16 Aug 2011</p> <p>Commencement of operations of IDLC Investments Limited, a Wholly-owned subsidiary of IDLC</p> <p>18 Jan 2012</p> <p>Opening of the Jessore branch</p> <p>10 Nov 2014</p> <p>Opening of the Natore Branch</p> <p>11 Mar 2012</p> <p>Change of logo and rebranding of IDLC</p>

[2016-2017](#)

11 April 2016

Opening of the Habiganj Branch

19 April 2016

Opening of the Kushtia Branch

31 May 2016

Opening of the Rangpur Branch

01 July 2016

Commencement of operations of IDLC Asset Management Limited, a wholly-owned subsidiary of IDLC

09 Aug 2016

Launching of Easy Invest

24 Aug 2016

Opening of the Mymensingh Branch

25 Nov 2016

Received LEED Gold Certification in Commercial Interior category for Chittagong Branch

12 Jan 2017

First ever LEED certified environment friendly branch in financial industry of Bangladesh at World Trade Centre, Agrabad, Chittagong

23 May 2017

Launch of IDLC's first Open End Mutual Fund - IDLC Balanced Fund

30 Sep 2017

Launch of "Khushir Kheya" - the first ever Volunteer-based CSR initiative by a corporate entity

29 Oct 2017

Opening of Rajshahi Branch

30 Oct 2017

Soft Opening of Faridpur Branch

16 Nov 2017

Opening of Noakhali (Chowmuhani) Branch

28 Nov 2017

Opening of Elephant Road Branch

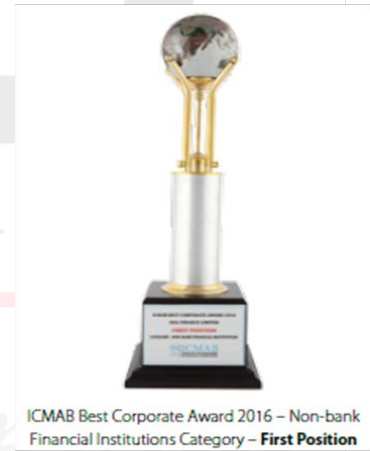
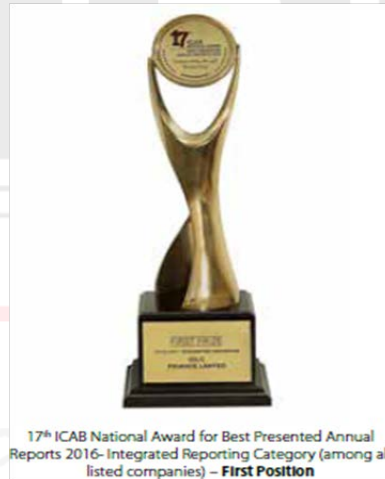
03 Dec 2017

Opening of Barisal Branch



1.6.7: Awards & Recognitions:

IDLC Finance Limited has won many awards, both national and international in their long journey. Some of recent awards and recognitions are mentioned below.







CHAPTER ONE: INTRODUCTION

Finance Limited

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1.1: Rationale:

Internship is mandatory for completing BBA program. Here students experience the real working life and environment. It is a 3 (three) month long program where students can relate experience with academic knowledge. I got the opportunity of doing my internship at “IDLC Finance Limited”- one of the market leaders in Non-Banking financial organizations. I have done it under the supervision of HR Recruitment Team at CHO (Corporate Head Office).

My experience throughout the journey under recruitment team enabled me to write this report. Here I learned the importance of recruitment, observed the activities recruitment team follows. I am writing this report to incorporate my academic knowledge with practical knowledge and practices. This report contains basic processes that are followed by the recruitment team of IDLC Finance Limited. I also mentioned the works I have done in this period of internship program.

1.2: Background:

IDLC’s HR team in CHO (Corporate Head Office) is consisted of 11 members and 2 interns. They all work as a great team to achieve their goal in recruitment process and also running the HR Department at CHO (Corporate Head Office). It is one of the outstanding and successful divisions in the whole IDLC offerings under the strong leadership of Mr. Akhteruddin Mahmood. All other employees were also giving their utmost effort in their works and duties. This team has the experience and expertise that have positive approach to deliver professional services (Idlc.com, n.d.).

IDLC’s HR team at a glance:

Name of the Department	Human Resource, HR
CEO & Managing Director	Mr. Arif Khan
Office Address	Bay's Galleria (1st Floor) 57 Gulshan Avenue, Dhaka 1212. Telephone +880 (2) 883 4990
Head of the Department (HoHR)	Mr. Akhteruddin Mahmood
Number of Staffs	11 employees and 2 interns

Offerings

Recruitment, Salary Revision, Performance Appraisal, Keeping Personal Information of employees both existing and released.

1.3: Objectives:

Internship is an amazing opportunity for graduating students who can gather real life experience by working in an organization. My purpose of doing this internship was to-

- Gather practical knowledge and experience about the actions of Human Recourse Management.
- Know about the procedures of recruitment.
- How to conduct interview sessions.
- How employee information are stored and used.
- Have experience of maintaining relations and dealing with office personnel.
- Know about the company policies and systems (Idlc.com, n.d.).



CHAPTER TWO: LITERATURE REVIEW

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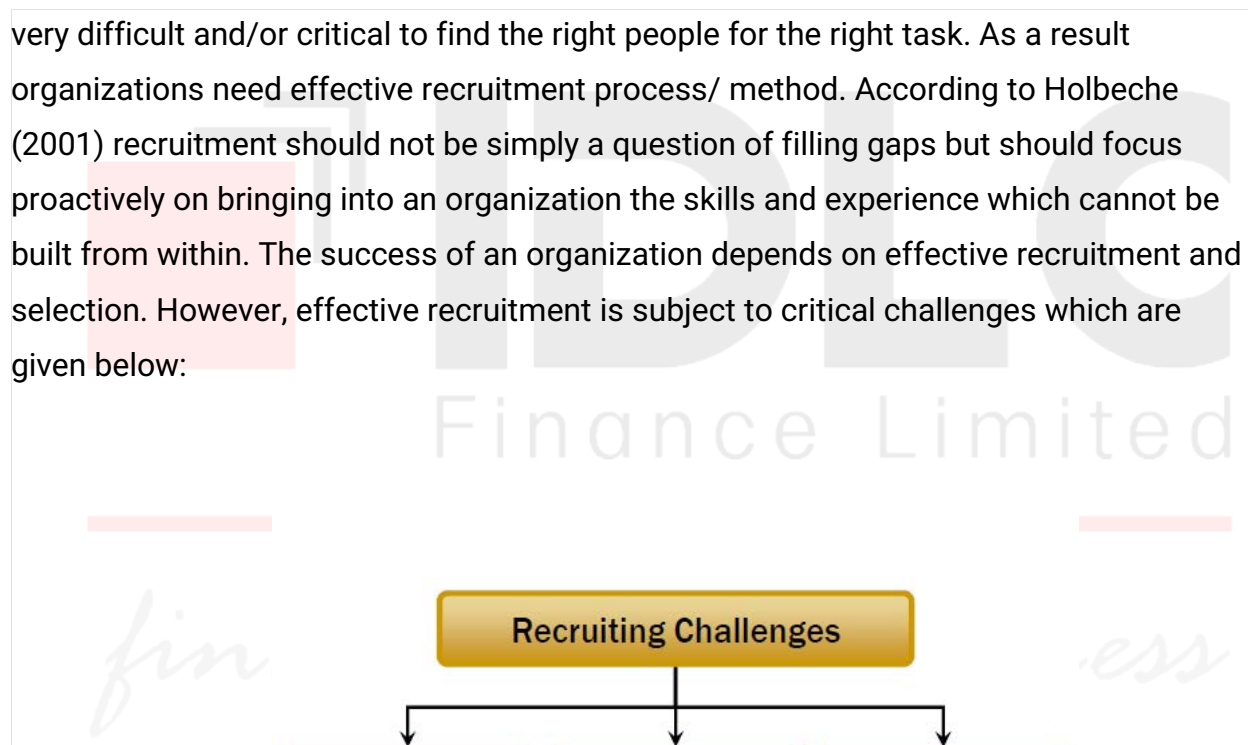
2.1 Human Resource Management and its Functions:

One of the most diversified department of an organization is the Human Resource Management (HRM). It has immediate and continuous connection with the vision, mission and objective of an organization along with other departments. Per Dessler (2005) said that human resource management is the process of acquiring, training, appraising, and compensating employees, and of attending to the labor relations, health and safety, and fairness concerns. In the past years, the responsibilities of the HRM were very narrow. However, in recent years the responsibilities of the HRM is changing due to increased globalization, technical advancement and more service oriented jobs. The recognition of HRM concept and the environmental unpredictability of current business had been supported by many professors of American Business Schools through their books and journals (Söderlund and Bredin, 2005). The dynamic and uncertainty in HR contemporary organizations are tremendously moving towards a radical dimension (Analoui, 2007). According to Joan Marques (2007) the HRM is responsible for recruiting, utilizing, managing, adapting, negotiating, researching, educating, suggesting, organizing, unifying, responding, equalizing, synergizing. Moreover the main functions of HRM has been outlined by separate interconnected activities, roles, processes and other aspects that are aimed to attracting, maintaining, and developing the firm HR activities in contemporary organizations (Lado and Wilson 1994). The main functions of HRM are -

- 1) Planning;
- 2) Recruitment and selection
- 3) Training;
- 4) Performance management;
- 5) Benefits and rewards;
- 6) Compensation;
- 7) Career development (Banhegyi, 2008) and (Robbins, 2002).

2.2 Recruitment:

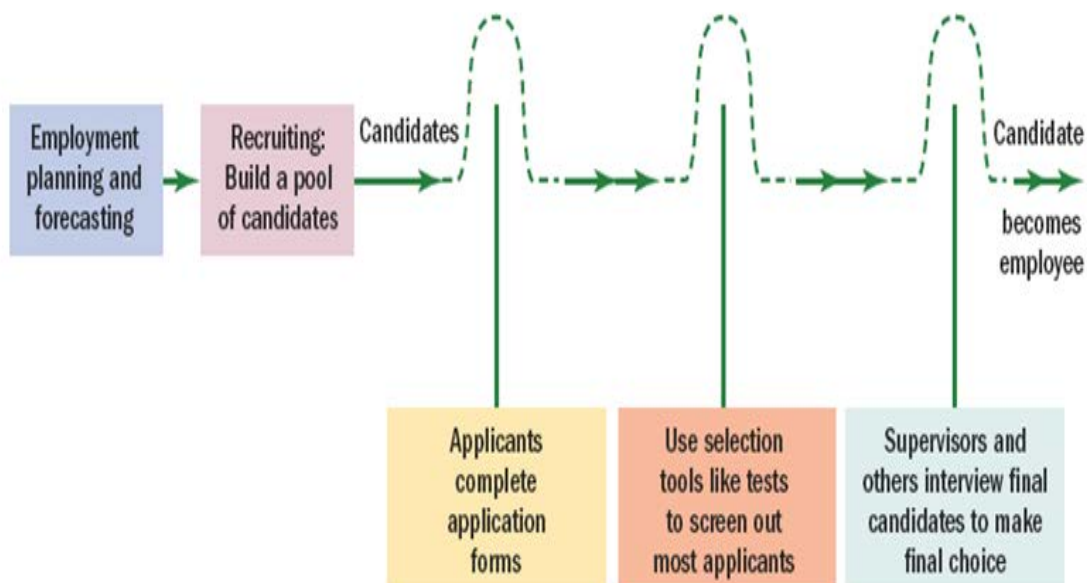
Joan Marques (2007), Professor of Business and Management at Woodbury University, stated that there is a direct link between the HR department and strategic management because HR is closely involved in the recruitment process. It is one of the major works done by Human Resource Management. The process of recruitment and selection is an ethical approach by a firm to seek and attract the most competent and suitable applicant for a vacant position (Analoui 2007). Employee recruiting means finding and/or attracting applicants for the employer's open positions. Most of the time, it is very difficult and/or critical to find the right people for the right task. As a result organizations need effective recruitment process/ method. According to Holbeche (2001) recruitment should not be simply a question of filling gaps but should focus proactively on bringing into an organization the skills and experience which cannot be built from within. The success of an organization depends on effective recruitment and selection. However, effective recruitment is subject to critical challenges which are given below:



Russo (1995) has given the description of different channels of recruitment which are external and internal recruitment, and formal and informal recruitment. *Internal recruitment channels* mainly involve the use of intercommunication between other strategic areas of the organization and the entire HR department. This approach

enhances the firm to prioritize and target in-house or current employees (Russo 1995; Analoui 2007). According to Gray Dessler (2005) recruitment and selection process include a series of steps which are:

1. Decide what positions to fill through planning and forecasting.
2. Build a pool of candidates by short listing internal or external candidates.
3. Make candidates complete application forms and undergo an initial interview.
4. Use selection tools such as tests, background investigations, and physical exams (for some jobs) to screen suitable candidates.
5. Have the supervisor of the position (and perhaps others on the team) conduct a final interview (to decide who to make an offer to).



CHAPTER THREE: ACTIVITIES

UNDERTAKEN

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Being an intern of the Human Resource Department of IDLC Finance Limited, I had an amazing experience from the very first day. My work location was in CHO (Corporate Head Office) at Gulshan and I was present there at sharp office time which was 9 AM. At the first day, I met my supervisor and he introduced me to other employees. They welcomed and accepted me cordially. After the introduction, he implied my respective responsibilities for this internship program. From my point of view, the works I had been assigned for were related with recruitment process. Those are discussed below into three parts – work related, organization- wide and other relevant activities.

3.1 Work Related:

Being a HR intern, I was given with many responsibilities to perform and the list is given below–

3.1.1 Recruitment:

Recruitment is the first operative function of human resource department which starts with identifying the number of candidate needed to achieve the objectives and employment of appropriate candidates. Regarding the recruitment process I have done the following works-

Calling candidates for interview: My supervisor assigned me to short list the CVs that has more than 1 year of experience and BBA as educational background. After reviewing the CVs by him I had to make call to all the candidates for interview. I had to ask them to attend the interview after dividing the candidate time interval and also making the status whether they are coming or not.

Making copy of resume according to the Interviewer: The candidates who confirmed their presence in the interview, I had to separate their resume and provide each interviewer with resume assessment sheet.

Managing interview session: During my internship program I had to manage interview session. A specific time and date is being set to take the interview along with the list of interviewer, who will conduct the interview. Then I also had to make the sitting arrangements based on the interviewee time interval and call them to confirm the time.

Giving appointment letter to the newly joined employees: I also had to notify the

selected candidates about the necessary documents like all certificates and their photocopy, NID card, nominee photo etc. Finally I also provide the appointment letter to the newly joined employees

3.1.2 File up and Update:

To track the commotions of the employees, their files were continuously being updated. Filling up include copy of appointment letter with signature, medical report, approval reports, all educational certificates and mark sheets and all there related information of the employees.

Arranging employee files into box sequence (500 employees): As the employee files were not being arranged for a long, I had to arrange those files. The files were being arranged according to the box number starting from 1 to 100+ which carries 6 employee files each. During my internship period, I have filled more than 500 employee files.

Updating promotion files: After conducting the performance evaluation of each employee some of them get promotion for their good performance. The promotion letter is send to the employee and copy of it was attached with the employee file with a note that the employee has been promoted from designation X to Y and its reasons. Such attachment or update was done by me.

Attaching the counter part of the pay check to the respective employee files: Every employee collect their salary pay check from the HR department. After providing the main copy to them, I was asked for updating the employee file along with the counter part of the pay check.

Preparing mail for newly joined employees: The governing body has to have the knowledge of new recruitment done by IDLC Finance Ltd. As a result I was asked to send mails to the relevant authority regarding new recruitment.

3.1.3: Data Entry:

As an intern I had to input a huge amount of data into the IDLC Finance ltd. system. Those are scoring performance appraisal, entering all employee's CIF, name with designation in excel sheet and sequencing all released files according to the year. There is a system server in IDLC Finance Ltd where all necessary data were reserved. For

employee, there is an employee profile where all the employees were required to fill up a relevant form. This System update contains –

Basic information: Full name, Blood group, Tin number, ID, Passport no. etc.

Contact information: Present and permanent address, email address, mobile no., emergency contact etc.

Family: Marital status, spouse name, children, etc.

Experience: Employer name, address, report to, year of experience etc.

Educational qualification: All educational degree, institute, board, passing year, result etc.

Reference: At least two reference with name, address, occupation, contact number and relation.

3.2 Organization Wide:

Throughout the internship program, I was mostly engage with the recruitment procedure. As a result I had a chance to observe the recruitment procedures of IDLC Finance Ltd. The steps that are followed for recruitment procedure are given below-

3.2.1 CV Sourcing: The HR gives advertisement for different positions through-

- Different job sites (Currently www.bdjobs.com)
- IDLC website (www.idlc.com)

- Different universities and educational institutions.

- Personal connection and information.

3.2.2 Selection of CV: CV Screening procedure is given below-

Position	Preliminary Screening	Final Screening
Assistant Manager and above		Concerned Department Head or Designated Manager of HRD

Management Officer and Probationary Officer	Designated Manager of HRD or Concerned Department	Concerned Department
SEO, Executive Officer, Sr. Officer and Officer	Concerned Department/ Division/ HRD	Designated Manager of HRD or Concerned Department
Assistant Officer and Junior Officer	Concerned Department/ Division/ HRD	Designated Manager of HRD or Concerned Department



3.2.3 Processing for interview:

- Fix the time with concerned Interviewers.
- Fix interview time and venue.
- Issue requisition letter.
- Communicating with the candidates over phone and e-mail.

3.2.4 Written Test: The HR department conduct written test before interview. They organize written test in two ways. One is by them and another way is through third-party (Currently e-Zone).

Written Test	Preliminary Review	Final Review
Non- Management Position	Designated Officer of HRD	Designated Manger of HRD/ Department Head
Probationary Officer or Management Trainee	Out Sourced/ Concerned Department/ Division	Out Sourced/ Concerned Department/ Division
Assistant Manager	Concerned Manager of HRD/ Concerned Department/ Division	Concerned Department/ Division

3.2.5 Interview: From written exam short listed candidates are called for competency based interview.

Position	Preliminary	Final
Junior Officer to Senior Executive Officer	Concerned Department Manager/ Immediate Supervisor	Head of HRD/ Concerned Department Head
Management Trainee and above Officers	Concerned Department Manager/ Immediate Supervisor/ Head of HRD/ HR Manager	Minimum 2/3 MANCOM or Department Head or Head of HR

- The primary interview panel members submit their evaluation score sheet to the HR department immediately after interview.
- Departmental or divisional heads may attend the interview session on HRD request.
- For management trainee and above positions, CEO and MD may attend the final interview.
- Head of the HR finalize the recruitment, if selected by the interview panel.
- The primary interview score sheet must be signed by the interviewers.

3.2.6 Final Negotiation:

The selected candidates called upon for final negotiation with the recruitment authority. The selected candidates are being finalized lastly by the Final Review Committee. Based on the educational and professional qualification their salary ranges are being fixed by the HR Head and the Head of the respective division.

3.2.7 Approval Memo for selected candidates:

The approval memo is being approved by the Head of the HR department which is subject to prior management approval. Moreover the interview sheet is signed by the concerned department for the positions below management trainee. For the position of management trainee and above the recruitment memo proposed by the HRD and are being approved by Head of HR, CEO and Managing Director.

3.2.8 Provide letter of joining:

Finally the appointment letter is being provided to the selected candidates for being IDLC Finance Ltd. employees.

3.3 Other Relevant Works:

Other relevant activities which were assigned to me are-

- Keeping connection with all the branches of IDLC Finance Ltd in case of filing employee status,
 - Giving required information about former and newly appointed employers from the employee files,
 - Communicating with branch manager and senior executives via mail or phone,
 - Dealing with the missing files and any other work related to verification,
 - Managing phone calls,
 - Assisting to conduct the orientation program of newly recruited employees. (10-12th July,2018)
-
- e-mailing HR documents,
 - Monitoring calls for the HR consultant,
 - Providing any support necessary within the office that the HR consultant requires,
 - Booking appointments for the HR consultant,
 - Any extra duties the HR requires.



CHAPTER FOUR: CONSTRAINTS AND
PROPOSED COURSE OF ACTION FOR
IMPROVEMENT

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Throughout this internship program I was mostly engaged with the recruitment procedure and data input to some extent. I tried to observe the whole recruitment procedure carefully and tried to find out some problems and issues which are given below with recommendation.

Problem Analysis and Recommendation:

4.1 Late publication of job circular:

IDLC Finance Ltd publishes its job circular just before 1 month or less which is short time to attract a big bunch of candidates and screening from there. As a Result Candidates are chosen from a small group and may be the cause of lacking potential candidate. Section 1.5 of the Recruitment Policy Principles includes that due diligence will be exercised i.e. "are competitive, merit based and due diligence will be exercised". (The University of Adelaide, 2016) According to this section it is necessary to make recruitment competitive and merit based. However, late publication of job circular may cause low number of candidate and make it less competitive. Recruitment is a lengthy process and late job circular publication make extra burden which keep the vacant position long.

Recommendation: In order to solve this problem IDLC Finance Ltd should publish the circular as early as possible. Most of the time the leaving employee needs to notifies the HR department prior to his/ her resignation at least one month or 40 days. As soon as the department had the knowledge about the vacancy they should publish the circular. Early publication of job circular allows many candidates to apply for the post which helps to conduct a competitive recruitment from big bunch of candidates and to retain the qualified one.

4.2 Only using bd.jobs for job posting:

IDLC Post their job Circular in www.bd.jobs.com and their website only. Posting job circular only in one site limits the broadcast to the candidates. When candidates are attracted to apply to their organization only through one site, it may not be effective to

attract all potential candidates. There is a possibility that all the candidates might not be observing this site only www.bd.jobs.com and their site is not enough to retain cluster of talents because some might not have access to this job site which will them unaware of the job post and would not be able to apply for the post.

Recommendation: According to my management study talent management seeks to attract, identify, develop, engage, retain and deploy individuals who are considered particularly valuable to an organization. By managing talent strategically, organizations can build a high performance workplace, encourage a learning organization, add value, and contribute to diversity management (CIPD, n.d.). For these reasons, HR professionals widely consider talent management to be among their key priorities (CIPD, n.d.).

IDLC Finance Ltd, like many other companies, can post their job circular in social Media like facebook, Linked.In etc which might help the organization to be more accessible and will be able to retain more candidates.

4.3 Late interview call:

It is often found that one third or half of the candidate doesn't attain the interview after getting interview call. It happens because candidates are called to attain the interview just one or two days before the interview, as a result some candidates (who are working) cannot take leave from the organization and few candidates who lives in another city or visited to another city for some particular work; is difficult for them as well. This problem leads to have the perfect candidate for the vacant position.

I can relate this issue with the management term Just in Time (JIT) Management System. This is an inventory strategy companies employ to increase efficiency and decrease waste by only providing the service when demand arises (Lee, 2004). This method requires Company to forecast on demand accurately and meeting it timely.

Recommendation: It is necessary for an organization to make the interview as a useful one, both for candidate and the employer. For that they need to call the candidate for

the interview at least 1 week prior the interview.

4.4 Lack of using updated software:

Besides Recruitment, I also have worked with employee filing, records and updating those files. However, IDLC Finance Ltd does not use any updated software to track those information regarding employee rather had physical employee files. It is time consuming also occupies a lot of space. As a result the organization which uses backdated system lacks behind in the competition. In HR field there are many remarkable software that have enhanced the HR practice.

Recommendation: This file managing system needs to be changed and there are adequate software available for bringing effective changes. HRIS (Human Resource Information System) is one of those which are mostly used and valued by many organizations. This System Stores all the information in the server and do necessary analysis as required. The IDLC Finance Ltd. HR has to select suitable software system which can record all the information about the employee, analyze and make proper output of the data needed. It can calculate the deduction and addition to the salary. Furthermore this can give summary of an employee on Monthly/Quarterly/Yearly basis as required.

4.5 Approvals are time consuming:

Due to various circulations taking approval from desk to desk is time consuming. It consumes much of time and sometimes more than the concerned person have to sign for approval which added non-valuable activity at the same time.

Recommendation: To overcome this hustle, they should keep low formalities as only required to.ie- to decrease the number of people to be signed for approval. Behind saving the time, they will be able to cover the work gap created due to vacancy. Scenario can be this that the following person will be only signing for approval-

1. Head of Concerned department
2. Reporting person.
3. Head of HR department

4. CEO & Managing director (in case of Managerial post)





**CHAPTER FIVE: LESSON LEARNED FROM
INTERNSHIP PROGRAM**

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Internship program is an opportunity for us, the graduating students, to gain some experience and learn practical things which we had read in various courses. IDLC Finance Ltd. has given me an opportunity to learn many things which are as follows:

5.1 Skills and Behavior:

5.1.1: Responding to work load: Working in the IDLC Finance HR department was my first experience into corporate life. As a result it took some time to be adjusted here. Learning and experiencing new things and at the same time reporting to seniors for assigned tasks were initially challenging for me. However gradually I coped up with it and learnt to work under pressure and manage stress and maintain a positive attitude towards everyone.

5.1.2: Interpersonal Skill: Interpersonal skill is necessary to interact with people both individually and in group. Being a business student it is necessary to have an excellent interpersonal skill and my internship affiliation with IDLC Finance Ltd. enhanced my interpersonal skill. For example, throughout my internship program I had to interact with lots of people, communicate with them over phone, arranging interviews helped me interact with others in better and pleasant way.

5.1.3: Communication Skill: In corporate life every person should have an excellent communication skill. Communication means exchange of messages and thoughts with others which I tried to do it effectively and efficiently. Being an intern I had to communicate many personnel for professional purpose while doing my internship. I become an active listener and also understood the non-verbal communication. I started to ask more questions and had been clear and succinct. Consequently it increased my self-confidence to interact with others.

5.1.4: More Practice in Computer: I had to do lots of filing and updating through computer which enhanced my skill in excel, word, outlook and email.

5.1.5: Conceptual and Observation Skill: This internship also helped me increase my observation and conceptual skill. I used my conceptual skill in relation to the understanding of organization, its working patterns, organization structure, and activities and on and on. Internship affiliation program also developed my observation skill that

assisted me to present this internship report in better manner.

5.1.6 Practical Knowledge: Through this internship affiliation I had a better understanding of management staffs that I have been read for four years. There is some difference and similarity between reality and book's theory. This internship has provided me a great experience to understand the practical work terms.

5.2 More learning from here as follows:

1. Analyzed quantitative data, statistical data or human social situations,
2. Evaluated programs, services or performance of individuals,
3. Arranged meetings between people,
4. Classified and sort information into categories,
5. Compiled statistical data, facts or information,
6. Completed in-house training course, correspondence studies, etc assigned by supervisor,
7. Coordinated events involving groups of people,
8. Conducted special meetings and/or training sessions, etc,
9. Demonstrated the ability to perform certain job functions previously unknown,
10. Delegated tasks to others or give responsibility to others on a work team,
11. Developed a working knowledge of various job processes and/or duties,
12. Evaluated a program or judge the performance of a process or individual,
13. Explained by justifying one's action or making obscure ideas clear to others,
14. Improved skills in shorthand, typing, office machines, etc,
15. Increased level of output, number of contacts, amount of sales,
16. Learnt the techniques of operating new equipment, new procedures at the job

site,

17. Managed the work of others or the processing of information,

18. Memorized data, lists, etc, that may be necessary on the job,

19. Organized certain tasks or information and arrange it in an interpretable form,

20. Read and/or review company or product.





CHAPTER SIX: CONCLUSION AND
RECOMMENDATIONS

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6.1 Conclusion:

As an intern, I have come to know the corporate culture by working in IDLC Finance Ltd. As my work place was in the corporate head office, there was a lot of work pressure which I enjoyed a lot and learn how to work under pressure. Moreover, I have the opportunity to observe and learn the whole recruitment procedure of this company. I tried to make my analysis in this paper and connected with the academic learning. The HR department of IDLC Finance Ltd tries its best to hire the best employee who would work to gain the objectives of this company. However, the procedure is also subject to some limitations which I have discussed already. One of the positive sides of this organization is that it tries to adopt new methods and procedures to hire the best employees. The HR department is continuously hiring talented and skilled employees. In conclusion, IDLC Finance Ltd has achieved so many things in the financial sector of Bangladesh and become one of the most renowned organizations here. Though there are some drawbacks in their operation but they are improving continuously and consistently.

6.2 Recommendation:

Although BRACU internship program is well organized but is subject to some limitations. For example, many students could not attend the intern meeting due to professional and personal reasons which deprive them from having those notices and guidelines needed for internship program. To solve this problem the internship committee could appoint someone who can post the updated and important notice on “TSR” or social media. The committee can also open a “Facebook” page where the interns could ask relevant questions regarding their internship programs. Most of the time the interns has to go to the office personally to ask about any quarries which is time consuming and also effect the internship work. I have also faced difficulties regarding the evaluation from. If the BRACU internship committee send the internship evaluation forms through our BRACU usis ID that would be more helpful for the interns. Furthermore, it would be very helpful if there is a complete chart of necessary documents that are needed to

complete internship program.



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