

Report On

**How the recruitment process of Green Delta Securities Limited  
overcame challenges and achieved results during Covid 19.**

By

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**An internship report submitted to BRAC Business School in partial  
fulfillment of the requirements for the degree of Bachelor of Business  
Administration.**

**BRAC Business School**

**BRAC University**

**February 2022**

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## **Declaration**

It is hereby declared that

1. The internship report submitted is my/our original work while completing my 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 that has been accepted or submitted, for any other degree or diploma at a university or other institution.
4. I/We have acknowledged all main sources of help.

### **Student's Full Name & Signature:**

**Ramisha Maliha**

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Student ID: 16204012

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**Mr. Feihan Ahsan**

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**Supervisor Full Name**

Lecturer, BBS Department

BRAC University

## **Letter of Transmittal**

February 9, 2022

Feihan Ahsan

Lecturer

BRAC Business School

BRAC University

Subject: Submission of Internship Report.

Dear Sir,

I would like to sincerely thank you for your invaluable assistance and support in preparing my internship report. I am presenting my internship report on "Green Delta Securities Limited," which was assigned to me as part of my BBA program, with great pleasure. I have done my best to prepare this report using the information and suggestions that you have supplied.

The report outlines the HR department's regulations, strategies, and processes for recruiting, as well as the participation of other departments in the process. It depicts recruitment actions that are adapted during a pandemic in the actual world while adhering to company strategy.

I've learned a lot from this project. I appreciate your patience and the chance to work on this report that you gave me. If you want any assistance with the report, I am always accessible.

Sincerely yours,

Ramisha Maliha

ID:16204012

## **Non-Disclosure Agreement**

[This page is for Non-Disclosure Agreement between the Company and The Student]

This agreement is made and entered into by and between Green Delta Securities Limited and the undersigned student at BRAC University “Ramisha Maliha”

## **Acknowledgment**

To begin with, I would like to express my heartiest gratitude to the Almighty for giving me the patience, energy, and courage to accomplish my internship report. I would like to express my thankfulness to my internship supervisor Feihan Ahsan from the core of my heart for all his guidance, support, supervision, and for motivating me to do this report. Then, I would like to thank the whole team of the Human Resources Department of Green Delta Securities Limited for giving me the support and opportunity to work with them. I would like to thank my supervisor Adiba Khandoker, Assistant Vice President of Green Delta Securities Limited for allowing me to do my internship in the Human Resources Department. Without the help of these people, I would not be able to complete this report. I wish to take this opportunity to extend gratitude to all those who supported me to complete this report.

## **Executive Summary**

Green Delta Securities Limited (GDSL) is one of the country's top stock brokerage firms. The Human Resources Department is one of the organization's most essential departments, in charge of recruiting, training, and development, as well as settlement and compensation. Green Delta Securities Limited's Human Resources Department was where I completed my internship. This study is based on my on-the-job experience in the GDSL recruiting area. To begin, the first chapter focuses on the study's major scope as well as its methodology. The organization's overview is included in the report's second chapter. This organization's human resources department's key activities are detailed in the third chapter. The HR team's success in overcoming hurdles during a pandemic is also discussed in this report. Not only that, but this report will include all of the departments' norms and processes, as well as the GDSL's recruiting process. Human Resources is responsible for recruiting new employees. The paper outlines all of GDSL's hiring procedures, including how they identify employment needs, write job descriptions, evaluate prospects, and so on. GDSL is meticulous in selecting the right applicant for the right job so that the business may function smoothly and efficiently. They have taken a lot of new measures in this recruitment procedure since the pandemic began. For instance, they began to use Zoom, Google Meets, and other such services. This chapter also contains all of the systems and processes that the GDSL HR department follows. Because I completed my internship during COVID19, my report focuses on the difficulties and accomplishments they have made during this time. In conclusion, I have attempted to present a few practical suggestions as well as recommendations that will assist them in improving and simplifying their recruiting process in the future.

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## List of Acronyms:

HRD	Human Resources Department
GDSL	Green Delta Securities Limited
DSE	Dhaka Stock Exchange
CSE	Chittagong Stock Exchange
BSEC	Bangladesh Securities and Exchange Commission
TREC	Trading Right Entitlement Certificate

## Chapter 1

### 1.1 Introduction:

The key objective of this internship report is to complete the BBA program, which is required for a BBA degree from BRAC University. The internship is an element of the BRAC Business School's curriculum for all students. I completed my internship as a Human Resource Department intern at Green Delta Securities Limited to fulfill the internship requirement. In GDSL, I learned about the recruiting and selection process.

Human resource management plays a crucial part in managing people and workplace culture in every organization. Furthermore, this department is responsible for employee performance, remuneration, motivation, training, safety, and organizational growth at this corporation. The HR department guarantees that the choosing job is filled with top-tier candidates. However, Recruiting the best candidate is a lengthy process that includes locating prospects, reviewing applicants, interviewing, and selecting the best candidate. The recruiter has several hurdles when it comes to recruiting a potential applicant.

The study examined GDSL's recruiting and selection process, leadership style, working environment, and management style, with a particular focus on the recruitment and selection process, which is an important aspect of HR practice in a pandemic business. The research will teach participants about recruiting challenges and their relevance and how to deal with new technology like zoom and Google Meet to finish the process. GDSL's recruitment and selection procedure, as well as how they achieved their organization's aim throughout the epidemic, are depicted in this paper.

### 1.2 Report Topic:

Report on how the recruitment process of Green Delta Securities Limited overcame challenges and achieved results during Covid 19.

### 1.3 Aim and Objective of the Report:

The report's major objective is to look into how Green Delta Securities Limited overcome obstacles and produced achievements during Covid 19.

### 1.4 Specific Objective:

- To identify the key causes of recruiting issues.
- To find out how HR prepares for both online and offline hiring processes.
- Gaining an understanding of Green Delta Securities' entire HR function and policies.
- Recognize the aspects that influence total recruiting.
- Considering a recruiter's authority or accomplishment.

### 1.5 Scope of the Study:

This internship report will show how the HR department at GDSL overcame hurdles in recruiting the best applicant for the job and the benefits they brought to the company throughout the pandemic. Based on my observations and personal experience during the internship, this report offers an overview of the recruiting process issues and activities of Green Delta Securities Limited's HR department. However, this research will give additional information about the company's most recent HR procedures, as well as aid future researchers in their investigation into the company's recruitment process.

### 1.6 Job Activities:

Interns at GDSL are valued members of the team as well as workers. Interns get the opportunity to learn about the organization's real commercial and professional environment. As an intern, I performed tasks that would normally be performed by other workers of the company. I used to work in the HR department as an intern.

#### Recruiting:

Recruiting is one of the major tasks of the HR department of any organization. The team of the HR department in GDSL recruits the potential candidates by following some processes. CV sorting is the most critical part of Recruiting. Furthermore, GDSL collects CVs from several places, including personal references, websites, online job boards, and social media (LinkedIn, Facebook).

#### Arranging interviews:

Arranging interviews was another task assigned to me as an intern. I assisted the manager in putting together possible applicant lists for various positions based on initial CV screening and scheduling individuals for tests and interviews over the phone. In addition, this process requires the frequent organization of several examinations and interviews. Another important responsibility was to coordinate various functional testing and interviews. I had the opportunity to invigilate the examinations as an Intern. Lastly, I got the opportunity to participate in interviews as an interviewer.

#### Contract Extension:

In the Customer Care and Business Development departments, there are a lot of contractual workers at GDSL. Every month, the company deal with a large number of contract extension or discontinue contract activities. Moreover, every temporary employee is offered a one-year contract after completing a one-year or six-month contract. Because many employees' contracts expire in various months, the GDSL HR team provides a new contract each month and updates the list of temporary employees every month. I prepared new contracts for every employee when their current contracts expire.

#### Preparing joining letters:

In addition, one of my job activities was preparing the joining letters. When an employee is given a contract with GDSL, he must sign a joining letter addressed to his specific designation and department, which must have the signatures of his department head and the HR

department's manager. Because GDSL maintains separate files, the files must be updated whenever an employee signs a new contract.

#### Assisting entry-level employees:

Before the new employee signs the organization's agreement document, I made sure he understands all of the terms and circumstances. I was assigned to provide new workers a clear view of the paperwork and papers (photocopies of all academic certificates, mark sheets, voter identity cards, and passports) that they must present on their first day of work. Without providing the documents the employee would not get the joining letter.

#### Interacting with several departments:

As an intern in the HR department, I was required to complete a variety of tasks to gain experience in my position. Although, I have to communicate with many people from various departments. Because communication between departments is essential for the signature of numerous papers. I was also responsible for regularly delivering crucial documents and files to various personnel in various departments.

#### Conducting orientation and training sessions:

Finally, based on the need-based evaluation, I planned training sessions for the staff. I've done everything from developing questions to judging responses to scheduling training sessions for staff. For example, I've initiated a series of training courses on topics such as work ethics and culture, basic communication and writing abilities, and basic computer skills, among others.

### 1.7 Specific job responsibilities:

- Organize an Orientation session for new staff.
- Paperwork for Contract Extension Agreements
- Assisting current workers with contract renewals
- Employee contract renewals are discussed with the department's head, managers, and department coordinators.

- Constant communication with department coordinators and workers via email and phone conversations, as well as the establishment of deadlines for contract renewal approval and employee signature.
- Updating the Contractual or permanent workforce database
- Sorting CVs in preparation for interviews and hiring
- Making phone calls to prospects and scheduling interviews
- Creating a schedule list and an interview evaluation form for candidate interviews
- coordinating the interview process
- Assisting new workers with contract paperwork when they first start.
- Supporting Human Resources Executives

## 1.8 Methodology:

This study uses both primary and secondary sources to achieve the goal.

Primary Source:

- Gathered data from HR division personnel.
- Being a part of the hiring process directly.
- I gathered all of my supervisor's details.
- Personal experience and observation.

Secondary Source:

- Green Delta Securities Limited publishes annual reports.
- Green Delta Securities Limited has a website
- Article in the News

## 1.9 Limitations:

I encountered the following restrictions when writing the report, which will be described further below:

- Employees are not authorized to provide sensitive information about their financial accounts or their employees' wage structures.
- The research's principal restriction was a lack of access to information, which greatly hampered the extent of the analysis necessary for the study.
- Because the staff was preoccupied with their responsibilities, they were unable to provide me with much time for consulting.
- To better understand Green Delta Securities Limited's entire HR function and policies.
- Recognize the aspects that influence total recruiting. and to identify the key causes of recruiting issues.
- Another key factor that limits investigation is time constraints. Also, some of the material that has been published is out of the current.

## 1.10 Overview of the Internship:

### Organization information:

Company name: Green Delta Securities Limited

Period: 22<sup>nd</sup> September 2021 to 22<sup>nd</sup> December 2021 (3 months)

Department: Human Resources Department

Address: 51-52 Mohakhali C/A, Dhaka-1213, Bangladesh.

### Supervisor Information:

Name: Adiba Khandoker

Designation: Assistant Vice President of Human Resources Department



## Chapter 2

### 2.1 Overview of the Company:

In the year 2006, Green Delta Securities Limited (GDSL), one of the country's largest stock brokerage firms, entered the capitalized brokerage market. Green Delta Securities is a wholly-owned subsidiary of Green Delta Insurance Company Limited, and it is Bangladesh's most popular and well-known stock brokerage firm. Since its establishment, GDSL has maintained cutting-edge technology and has established itself among Bangladesh's top brokerage firms. For individual and institutional clients, GDSL provides a full-fledged international standard brokerage service. In 2014, GDSL was the only brokerage business in Bangladesh to earn the coveted 'Capital Finance International Award.' Mr. Wafi Shafique Menhaz Khan, the company's Managing Director and CEO are now leading the corporation. The company has advanced among the country's other noteworthy corporations thanks to the imaginative board members and management team.

#### GDSL at a Glance

When it comes to the brokerage industry, Green Delta Securities has a reputation for being a change agent. They are launching measures to improve people's negative perceptions of the capital market and to encourage investors to invest sensibly and timely. Having a long-term vision is essential for success, especially when it comes to forming long-term partnerships. As reflected in our company values, GDSL recognizes the importance of maintaining our clients' trust and confidence. Our services enable clients to trade professionally, and our support will assist them in maximizing their profits by ensuring that clients invest in the correct basket and are not misled. Green Delta Securities is hand-picking the finest of the industry's professionals because the industry will not thrive without the presence of skilled and experienced people.

Green Delta Securities aspires to be the most trusted brokerage firm for both individual and institutional investors. GDSL operates with a large number of branches in the country's most

strategically vital places. By adhering to strict compliance, GDSL was able to provide the highest quality services to its clients. GDSL took a step forward by launching customized solutions for Students, Women, Privileges Clients, High Net Worth Clients, and Non-Residents, which are the first of their type in the business and properly adapted to their needs. For all capital market demands, Green Delta Securities Limited provides the highest quality service at a competitive price. Brokerage, CDBL, Tele trading, and custodian services are among the many services we provide. We offer a wide range of brokerage services on the DSE and CSE, from Beneficiary Owner (BO) Account establishment to CDBL related services, as well as notice of company announcements such as AGMs, Cash Dividends, and Right Bonuses. Green Delta Securities Ltd. is committed to recruiting resources/staff with high competence and operation convenience to become the top brokerage firm in the country with new and innovative investment products for capital market investors. Green Delta believes in putting intelligence to work to enhance growth and profitability for both clients and the company.

## 2.2 Mission:

Maintaining strict compliance to provide the finest service possible.

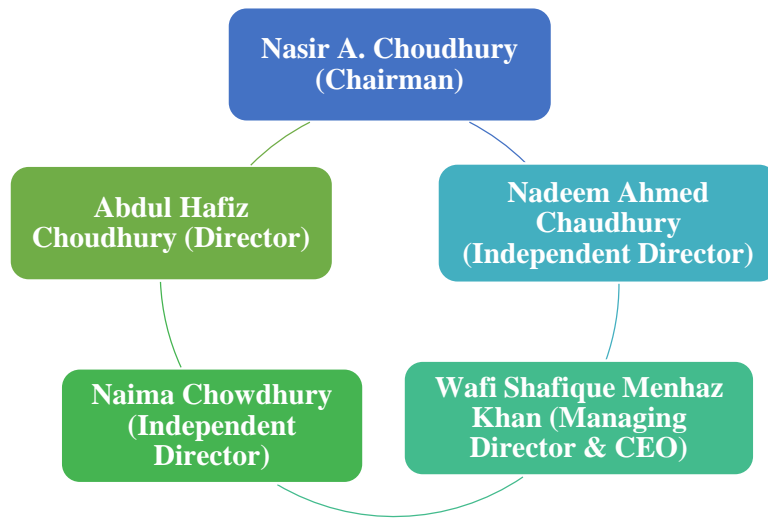
## 2.2 Vision:

Individual and institutional clients will choose us as their preferred brokerage.

## 2.3 Goal:

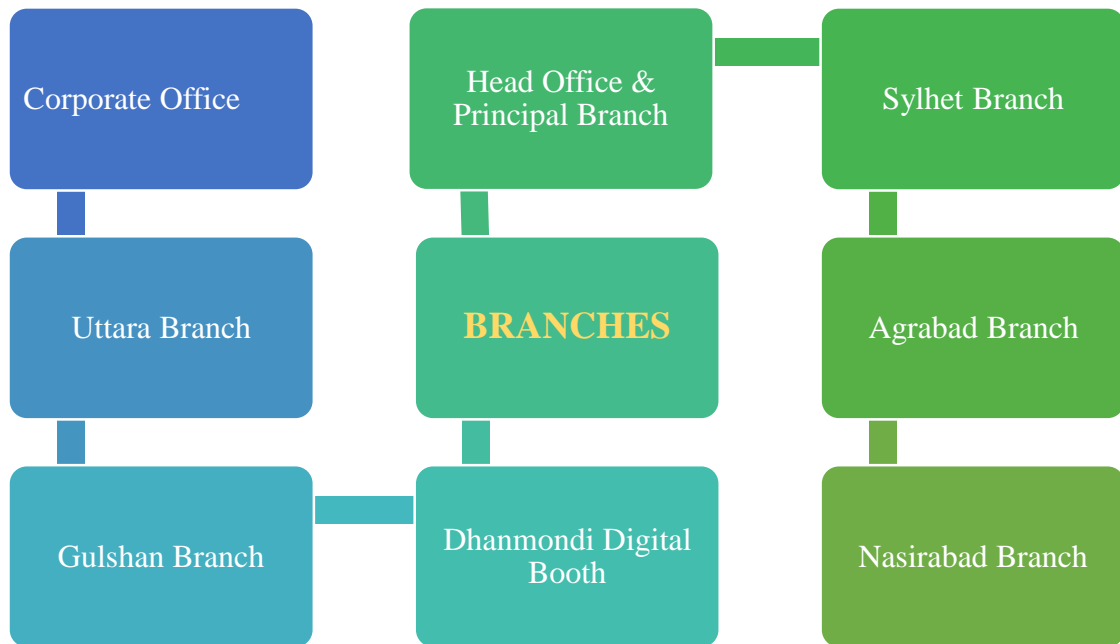
To provide high-quality, dependable services and provide clients with the finest quality services possible.

## 2.4 Board of Directors:



## 2.5 Association & Branches:





## 2.6 Why GDSL:

- A genuine partner
- Resources with Prior Experience
- Transparent
- Trade execution that is quick and efficient
- A pricing structure that is both straightforward and transparent
- Low commission fees per contract
- Trading capability available 24 hours a day, 7 days a week
- Exchanges are accessible around the globe
- A sophisticated mobile application
- A user-friendly interface
- A state-of-the-art technology platform
- A professional office setting

## 2.7 Banking Partners:



## 2.8 Major activities are done by GDSL:

- Opening BO account

An investor must have a BO account to invest or trade on the stock exchange. An investor can open a BO account manually or online with the help of a brokerage firm. For opening a BO account offered a Cap reward by CDBL, different providers charge varying amounts.

- Fund transfer

Investors must have funds in their BO account to trade. Facilitating money transfers using banking channels such as NPSB, BEFTN, and RTGS, as well as mobile banking and other means.

- Fund Withdrawal

A Brokerage firm's job, similar to that of fund transfer, is to make the process of withdrawing funds from a BO account as simple as possible.

- Executing Trade orders

Brokerage firms are also permitted to execute trade orders on their clients' behalf. Clients can place a trade order over the phone, online, or in person at a trading house. If a client suffers

financial losses as a result of the brokerage firm's carelessness, the brokerage house is accountable.

- **Mediating the IPO application process**

When a new firm is listed on the stock exchange for the first time, it issues its shares in the form of an initial public offering (IPO). Investors must put a bid and go through a fully financed application process to obtain these shares. Failed attempts result in a 10taka penalty per application.

- **Portfolio and Ledger balance checking**

On behalf of their clients, brokerage houses keep track of their portfolios and ledger balances. Clients can check in regularly to make more informed trade decisions.

- **Safekeeping of securities**

Brokerage firms are responsible for the safekeeping of their clients' securities.

### **Products & Services:**

Bangladeshi financial and trading services provider. E-brokering, portfolio management, mutual funds, private client group, commodities brokering, CDBL, investment advisory, wealth management, tele trading, custodian services, and depository services are among the company's services, that it offers to retail and institutional clients.

## **2.9 Products:**

**Probashi: NRB Investment Account.**

### Eligibility:

Anyone above the age of 18 who is an NRB (Non-Resident Bangladeshi) is eligible to register an account.

### Features:

- A/C opening cost is low
- Regarding the first deposit, you have complete freedom
- Commissions at a competitive rate

- E-mail and SMS service are both free (Trade & IPO)
- DSE mobile Apps offer free online trading

### Bijoy

#### Eligibility:

Any Bangladeshi student between the ages of 18 and 25 can register an account.

#### Features:

- Offers lowest A/C opening fee
- Special commission rate
- Minimum Initial deposit
- E-mail and SMS service are both free (Trade & IPO)
- DSE mobile Apps offer free online trading

### GD Privilege- A Millionaire's Journey

#### Eligibility:

Anyone in Bangladesh who is 18 years old or older and has a minimum initial investment of BDT 2 million is eligible to register an account.

#### Features:

- Offers competitive pricing on A/C opening
- Suitable to businessmen and high-net-worth individuals
- Exceptional commission rate
- E-mail and SMS service are both free (Trade & IPO)
- DSE mobile Apps offer free online trading

### Nibedita- Women Investment Account

#### Eligibility:

Any woman above the age of 18 is entitled to open an account.

#### Features:

- Offers competitive pricing on A/C opening
- Special commission rate
- Low-cost first deposit
- E-mail and SMS service are both free (Trade & IPO)
- DSE mobile Apps offer free online trading

### General- General Investment Account

#### Eligibility:

Anyone who is at least 18 years old is eligible to open a bank account.

#### Features:

- GDSL offers the lowest A/C opening cost
- Commission rate that is competitive
- Initial deposit as per the client's choosing
- E-mail and SMS service are both free (Trade & IPO)
- DSE mobile Apps offer free online trading

## 2.10 Services:

### Sales & Trading

- Retail (Individual) Client Brokerage Service
- Institutional Clients Brokerage Service (Merchant Banker, Asset Manager, Portfolio Manager, etc.)
- Foreign client brokerage service (Individual or Fund Managers)
- Corporate Client Brokerage Service (other than Institutes)
- Offers a margin facility
- Orders from clients are used to execute trades (Dhaka and Chittagong Stock Exchange Limited)
- Opportunities for pre-IPO private placements through merchant banks



- Appointment with a knowledgeable and dedicated sales representative
- Trading Options in a Variety of Financial Instruments
- Mobile Trades on the DSE (In Mobile Sets, Tabs, PC or Laptop)
- Online Portfolio/Confirmation/Ledger/Fund Withdrawal Services are available 24 hours a day, 7 days a week in the cloud.

### Depository Participants

- Opening and maintaining a BO (Beneficial Owner) account
- De-and re-materialization
- Multiple Accounts Movement and Transfers
- Confiscation, pledging, and un-pledging
- Borrowing and lending
- Inquiry for Corporate Event Announcements (Cash & Non-Cash)
- Master Maintenance Enquiry and BO ISIN Balances
- Checking your Internet Balance with CDBL
- CDBL offers an SMS Alert service.

### SMS & E-statement Service

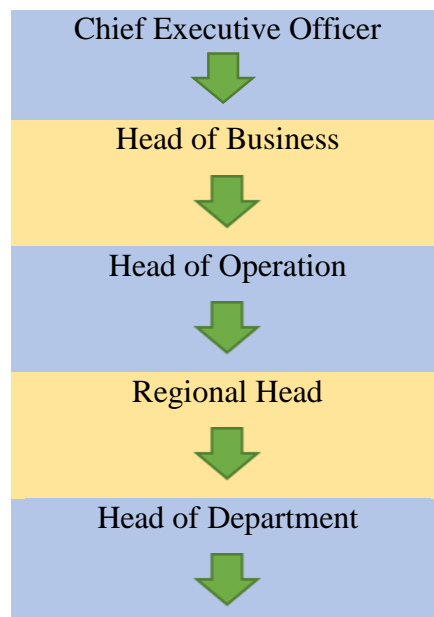
- Trade confirmation through SMS daily.
- Any Client Alerts, such as Right Share Entitlement, Margin Call, and General Information.
- Any type of corporate announcement.
- Declaration IPO alert.
- IPO Eligibility - Receive an alert if you are a successful customer of a certain IPO.
- Online Application Alert
- Notification of the Opening of a BO Account Online
- Notification of Bonus Credits

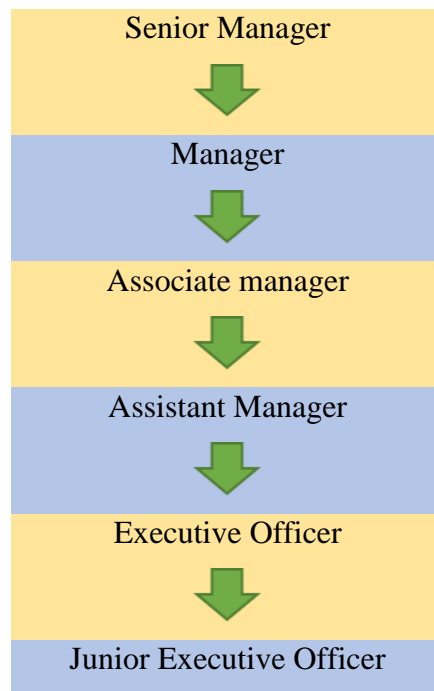
- Confirmation of daily trades following the trading hour.
- After each day, create a daily portfolio.
- Any E-mail Alerts for Clients, such as Right Share Entitlement, Margin Call, and General Information
- Confirmation of any changes to the information

#### Online statements & fund withdrawals- GDSL clouds

- Online service available around the clock
- Online Portfolio and Ledger
- Online Trade Result (Buy and Sell Confirmation)
- On any of your devices, you'll have access to your information.
- Directly print required reports
- Authenticated Fund Withdrawal Request
- Client registration is simple
- Quick and easy access from the GDSL website

#### 2.11 Organization Hierarchy:





## 2.12 Departments of GDSL:

### Human Resources Department:

#### Major CEO's Office Job Responsibility:

- Liaison and coordination with CEO's direct reports.
- Liaison and coordination with Group officials.
- Draft correspondence, manage agenda and prepare materials for meetings.
- Email handling
- Coordinate with management team & other departments.
- Organize/coordinate travel service management including visa documentation & processing, airlines, hotel accommodation, etc.
- Arranging daily schedule for CEO.
- Monitoring of appointments/ meetings internally and with external organizations and liaising with all concerned as required.
- Receiving, sorting, and dispatching daily mail.
- Undertake related filing, record keeping, documentation, and office management.

- Maintaining the filing system of company affairs, agreement with agents
- Maintaining a database of company's

#### Major HR Job Responsibility:

- Coordinate with Group HR
- HR Planning • Maintaining Leave Record Book
- Recruitment Processing
- Training & Development Planning
- Prepare HR & Training budget
- Performance evaluation process
- Employee Motivation
- Developing and maintaining HR Policy
- Ensuring Labor law (if applicable)
- Grievance handling • Maintaining Leave Record Book
- Monitoring office discipline • Maintaining Attendance
- Other assignments assigned by the CEO

#### Business Development Department:

- Client handling
- Trading
- Client hunting
- Arranging campaign
- target based deposit

#### Internal Audit and Compliance:

Internal auditing at a company can cover a wide range of themes, including governance, risk management, and management controls over: efficiency/effectiveness of operations (including asset protection), financial and management reporting dependability, and compliance with laws

and regulations. Conducting proactive fraud audits to identify potentially fraudulent acts; participating in fraud investigations under the supervision of fraud investigation professionals, and conducting post-investigation fraud audits to identify control failures and determine financial loss are all examples of internal auditing.

- Ensure that the internal control system is in working order
- Payments are checked regularly
- Audits by department

#### Finance Department:

- Cash Counter
- Pre-Payment & Post Payment Voucher
- Bank Voucher (Refund/CO-Ins/Advance/Re-Ins)
- Bank Reconciliation
- Tax & Vat Deduction, Provision & Payment
- Other Reserve & Provisions

#### Admin Department:

- Purchase/Quotation/Approval
- Pricing/Quality
- Budget/Fund Utilization
- Deductions on Bills (AIT, VAT)
- Fixed Assets/Printing Stationery/Inventory

#### Operation Management:

- Security Policy of IT Department
- Insurance Software Implementation
- Results

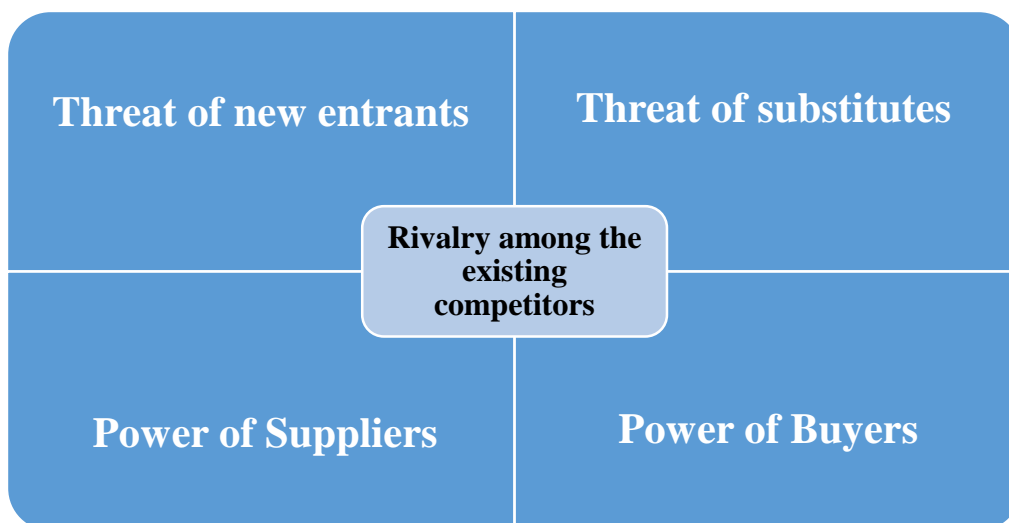
## 2.13 Porters Five Forces:

### Rivalry among the existing competitors:

The less price power a company has, the more competitive the industry is. Because there are fewer people in the firm, a corporation may charge greater prices and have better profit margins. On the Dhaka Stock Exchange, LankaBangla Securities has maintained its status as the most popular stockbroker in 2020. (DSE). The top 20 brokers in terms of turnover contribution, as well as the most active stock dealers, were announced by the primary bourse after the year. On the list of most successful stockbrokers, UCB Capital came in second, while IDLC Securities came in third. These are the strong competitors of Green Delta Securities Limited.

### The threat of new entrants:

The greater the obstacles to entry in the industry, the larger the benefits to current businesses. According to a news article recently BSEC approved 16 brokerage houses under DSE. Amar Securities, Bang Ji Geo Textile, Meenhar Securities, Biplob Holdings, Associated Capital Securities, Be Rich, Columbia Share, Rahman Equity, MKM Securities, Smart Share, Relief Exchange, Emperor Securities, NY Trading, and Bridge Stock & Brokerage Limited are among the sixteen brokerage firms.



#### The threat of substitutes:

If a company's goods have few alternatives, it has a favorable price and supply situation. As a result, when a product has a large number of replacements, the company's price power is diminished. However, with innovative features including Online BO Account creation, online IPO application, online trading, fast fund transfer, and online fund requisition, Royal Capital has been a pioneer in simplifying investing in the stock market, making it simpler for investors to enter the capital market like green Delta Securities. Moreover, BRAC EPL stock brokerage house, ICB Securities trading company, Bank Asia Securities, MTB Securities, AB Securities, Shanta Securities, Beximco Securities, AIBL Capital Market Services, Premier Bank Securities, Shahjalal Islami Bank Securities, etc. are the strong competitors of this company.

#### Power of buyers:

Green Delta Securities is a wholly-owned subsidiary of Green Delta Insurance Company Limited, which provides full-service international standard brokerage services to both individual and institutional clients. A company's number of purchasers might have a major influence. A well-diversified client base puts a business in a good spot. On the other side, if the client base is smaller and more powerful, they may be able to negotiate cheaper pricing, reducing the company's profitability. Furthermore, Green Delta Securities Limited is a capitalized brokerage firm with over a decade of experience. They have roughly 7 branches in various divisions around the country, each with a sizable client base.

#### Power of suppliers:

If there are only a few suppliers in the business, the input costs will inevitably be dominated by them. As an investor, it's critical to keep a close eye on the raw material suppliers. Moreover, Stockbrokers carry out their clients' buy-and-sell orders, whereas stock dealers purchase and sell shares in bulk from their dealer accounts. There will be no investment if the investors are not protected. However, the country receives a large amount of remittance money. If GDSDL

can provide a good return via governance, many people would flock to the market. In the next few days, this market will be the engine of the economy.

## 2.14 SWOT Analysis:

Green Delta Securities Ltd. is a well-capitalized brokerage business that is part of the reputable Green Delta group. Green Delta Insurance Company Limited's subsidiary GDSL provides full-service international standard brokerage services to individual and institutional clients. Initially, Green Delta Securities Ltd. exclusively provided brokerage account services to high-net-worth people, but this requirement has been loosened, and experienced investors now have access to a trading credit facility.



### Strengths:

- The number of clients Individual Clients: 7,500+ HNW Clients: 100+ AMC Clients: 12+ Institutional Clients: 132+ Employee Count: 78
- The market share is growing.
- Account creation and activation promptly
- a customized report with enhanced value
- risk management and surveillance
- rapid response to inquiries and the possibility to sell things online
- a well-known website



#### Weakness:

- Competitors can rapidly offer identical items.
- Business brokerages produce little commissions.
- You'll need enough cash on hand to stay afloat.
- pricing freedom is restricted

#### Opportunities:

- internet sales will continue to grow
- Possibility of establishing a business in several states.
- the ability to open more stores
- vendor relationships with affiliates
- proprietary product development

#### Threats:

- Changes in rules might influence a company's bottom line.
- Competitive and listing concerns are the biggest threats to this firm.
- Major competitors already sell similar products.

### 2.15 Corporate Achievements:

- Bkash and Nagad are being introduced as deposit and collection channels.
- Setting up a payment gateway using SSL Wireless
- Start of the online BO application procedure
- Digital Booth: This Digital Booth is fully equipped with all current amenities, allowing an investor to make use of all brokerage services without having to physically visit the booth. This digital booth provides online BO account opening, cloud facility with fund requisition procedure, online deposit facility, and many more

services. Stockbrokers were authorized to open Digital Booths at home and overseas by the capital market regulator last year.

- A Bloomberg Terminal was installed to help in international trade. Implementation of a comprehensive VAS as an online customer service module in the I-Cloud.
- Two new merchant banks have signed panel broker agreements with us.

## Chapter 3

### 3.1 Recruitment process of Green Delta Securities Limited

#### 1. Identifying the hiring needs of GDSL:

The requisition is the first step in the procedure. If there is a vacancy in the company due to the resignation of an employee. The concerned department then sends a headcount requisition form to HR's recruiting division. Then the headcount requisition form specifies how many staff of each level the department need. Apart from resignations, there may be openings as a result of organizational restructures, departmental redesigns, divisional reshaping, staff terminations, retirement, or new initiatives. When the MD approves the requisition, the HR department receives the personnel requisition form. The hiring procedure begins at that point. After obtaining the requisition form, the recruiting team checks the availability of budgets to fill the positions. The recruiting team then moves on to the next phase.

#### Hiring information:

After evaluating the budget, the HR department gathers hiring information. The information for the open position includes the position, hierarchy level, department, division, work location, reporting method, job description, job specification, needed knowledge and experience, and so on. The team also collects data on whether the concerned department wants the post filled internally, outside, or both ways.

#### 2. Planning and preparing JD:

Following the collection of all data, the department where employees would be hired began planning and exchanging strategies. The strategy then lists all of the tasks and a deadline for completing the recruiting. The timeline for announcing the position, collecting CVs,

conducting several tests and interviews, and making the final decision are all included in the plan. Furthermore, the recruiter creates the job description and duties based on the staff requisition. The recruiter delivers all the information of the job list that fits the demands of the employment position in the job description.

### 3. CV Searching:

- Internal: Following the strategy sharing, the recruiting team posts job openings on various portals based on the choice of the concerned department to hire internally or outside. Employees inside the organization are motivated by internal recruiting. It boosts productivity by instilling in employees the belief that their efforts will be recognized. Internally, the vacancy notification is exclusively sent via flashes (internal emails and the business intranet). Internal recruiting can be done through employee recommendations, transfers, promotions, and other methods.
- External: Besides the external recruiting procedure, via media such as the corporate website, personal references, online job portals, and social media (LinkedIn, Facebook). The major goal of this approach is to find and attract the top candidates accessible within that period.

### 4. CV Sorting:

The resumes are selected in two processes once they have been collected. Initially, the recruiting staff examines resumes based on job criteria and forwards those that are shortlisted to the appropriate department. The recruiter's procedure of screening and shortlisting the best candidates is critical. Recruiters assess and shortlist candidates based on their knowledge, skills, talents, and employment experience.

### 5. Calls for interview:

- Initial Interview: The recruiter will contact the candidates for the selection phase after shortlisted CVs. Candidates are asked to take the exam by phone calls or SMS as part of the selection process. In the initial interview session, there will be an interviewer from the HR department and the department which will need the candidate. Depending on the candidate's profile, they may be asked to attend a written exam or only a face-to-face interview.
- Final Interview: A Pre-Interview Discussion Session is required of all members of the interview committee 15 minutes before the interview. The interview may be guided by the senior management board for face-to-face interviews. There will be three or four members on the board, one of them should be the HR officer. In this interview session usually, the MD of GDSL asked most of the questions and negotiate the salary with the candidates.

- Written Exam: The question pattern of the written exam is MCQ (English, Math, Analytical ability, General knowledge) and write-up. After getting selected for the position the employee needs to attend a written exam for final selection.

#### 6. Assessment:

The recruiters will provide all interviewers with an interview form as well as a photocopy of the CV. The interview form comprises a pre-determined list of questions, and it is required to ask all of them. During the interview session, all committee members must complete the "Interview Evaluation Form" in its entirety. Following the completion of the form, the committee will examine the candidate's appropriateness and make individual recommendations on whether or not the candidate should be hired. To shortlist a candidate, all committee members must achieve a consensus.

#### 7. Job offers:

After identifying a suitable applicant for the position, the Personnel contacts them and informs them of the proposed remuneration. If he accepts, the HR team will request that to share some documents with them.

- Permanent job offers: Employees who work full-time are required to work regularly by corporate policies. New workers are given a six-month probationary term, depending on the job category. Regular personnel is always involved in the organization's growth and goals. They are paid a set wage at the end of each month and bonuses, incentives, training, skills development training, and other benefits.
- Contractual job offers: Employees that are employed on a contract basis are hired for a specified period or a specific task. For example, they may be offered a position for a year or six months on a contract basis. They receive simply a festival bonus in addition to their wage based on their performance.

#### 8. Joining Formalities:

- Pre-employment Documents: Any new employee's File will be opened by the HR Division on their first day on the job. It will contain all documentation about the employee. (CV, passport size photo, NID, ETIN, Salary Certificate, Resign letter, educational certificates)

- Approval for Appointment: The new employee's designation, probation term, start date, transferability, compensation, confidentiality, and copyright conditions will all be outlined in the approval of the appointment document.
- Appointment letter: The shortlisted candidates will get an "Offer Letter." The candidate will be provided with a detailed explanation of the offer. The candidate must next confirm his or her acceptance of the offer by signing a duplicate copy of the offer letter.
- Joining letter: The employee will be given a joining letter at the moment of hire. The letter will provide a detailed description of the employment terms and conditions. Furthermore, if there is a situation of Contractual Agreement, a contract will be executed between GDSL and the candidate.
- Employee ID: When a new employee joins GDSL, they will be given an employee ID number to make employee identification, payroll processing, and accounting procedures easier.
- Bank Acc. Details: All new workers must open an account with SCB designated by the Accounts Division and notify the Human Resource Division of their Bank Account Number for paychecks to be posted.

#### 9. [New Employee Orientation:](#)

The task is to ensure that when a new person joins GDSL, they receive sufficient training. In addition, ensuring that supervisors, workers, and HR are present throughout the orientation is essential. Moreover, The Human Resources Division is in charge of extensive orientation programs. This curriculum covers policies such as basic safety standards, work regulations and procedures, remuneration and benefits, and general Company orientation. An outline of GDSL orientation events is available for newly hired staff, and it comprises the following:

- History, Mission, Vision, Values, Products, Services, Divisions, and Responsibilities of the Organization will be explained to the new employee.

- HR policy and procedure, performance management, training, compensation, and benefits are all covered.
- Attitude, Behavior, and Presentation are all important factors to consider in the orientation presentation.

To conduct this all-day staff orientation event, presenters will be selected from the different Divisions.

## Chapter 4

### 4.1 Challenges and achievements of recruitment process during Covid 19

Recruiting and locating outstanding talent is one of the recruiter's most difficult tasks during a pandemic. Every day, thousands of people apply for positions of employment. Finding suitable prospects among them is critical for recruiters. However, organizations must embrace new technology that enables continual access to data and assist put applicant and staff requirements first to boost efficiency and experiences in the recruiting process.

#### Challenges:

- The procedure of obtaining a CV is quite difficult for the recruiter. Finding out whether or not a candidate is qualified based on job criteria is a difficult task for a recruiter. They must discover the proper applicants in a short amount of time, which is quite tough for them.
- Recruiters face a similar challenge in attracting the right prospects. Finding the qualified applicant among them is a lengthy procedure.
- Furthermore, the recruiter of GDSL's main difficulty is the competition for the top prospects. Top-talented individuals, in particular, have been inundated with offers from

other organizations. As a result, keeping or dealing with the finest applicants is difficult for the recruiter.

- Sometimes applicants might not join the firm after accepting the offer and being appointed. The company expends a great deal of time and effort on the recruitment and selection process, and it takes a long time for the chosen individual to join. And if the candidate does not join, the recruiter has wasted a lot of time.
- Moreover, Candidates have high expectations - Candidates are disappointed when they receive the offer letter and see the salary. Nowadays, prospects offer a remuneration package that is tough for the recruiter to match.
- Additionally, verifying facts about the candidates: Candidates are occasionally unable to present the appropriate academic credential, resulting in their release later. Without an academic degree and a release, the recruiter will be unable to complete their application.
- Lastly, Balancing time and quality are difficult - It is extremely difficult for a recruiter to find the correct applicant as quickly as possible. Taking a long time to employ a candidate is incredibly expensive, and it also reduces job efficiency. As a result, the recruiter must strike a balance between time and quality of work.

## Achievements:

- Face-to-face interviews were so common that some recruiters would sooner delay or cancel an appointment than do one over the phone. Many companies are now realizing that virtual recruiting is not only more efficient but also the way to go. Online job interviews save both the business and the candidate time and money, allowing for a more efficient recruiting process.
- Their greatest success is maintaining the cost of the recruitment process while also controlling the quality of talent. They also recruited third-party hiring businesses to assist them to identify the ideal potential employee to keep the company's costs down.
- They made an effort to ensure that the hiring process is transparent. They will discover the suitable applicant based on the individual's performance, educational credentials, experience, and other assessments, which will assist to retain diversity.
- Learning a new job is challenging and resource-intensive for any firm, but it's considerably more difficult when someone is working from home. New hires, on the other hand, may be efficiently onboarded using a combination of technology and several HR programs and benefits. One of the most difficult aspects of not being there in person is the loss of rapport and engagement, which may be tremendously aided by interactive learning recruiting solutions, which are especially effective among younger generations.

To conclude, People have been forced to work from home as a result of the epidemic, and organizations have had to rethink and pivot their digital strategy to accommodate the new mobile era. Companies can fight back, grow, and improve the economy if the correct measures are put in place today.



## Chapter 5:

### 5.1 Finding and Analysis:

- There is much paperwork in the recruitment procedure of GDSL.
- They usually don't take IQ tests or written tests of the candidates who apply for Authorized representative positions.
- The recruitment team verifies all the documents after selecting the candidates for their organization.
- There is no assessment session except the written test for the candidates.
- Entry-level employees don't get initial training sessions from the organization.
- In this recruitment process, there is no online tracking system. The human resources department collects and saves all the data manually, mostly it is paperwork.
- In GDSL the recruitment process is lengthier, it takes a long time to schedule a final interview session with the management committee.
- GDSL does not provide feedback to the rejected employees.
- There is a biasedness in terms of recruiting while the candidates have references from higher authorities.
- Although the situation of COVID19 is going worst day by day, the HR department took their final interview session on the premises.
- Taking the signature from the management team takes a long time which makes the recruitment process lengthier.

### 5.2 Recommendations:

- GDSL needs to create an online recruitment website. They have their website; it would be better if they open a portal for recruitment on their site.

- GDSL needs more employees in their Human Resources Department. It will help them to work quickly and efficiently.
- GDSL should arrange an initial training program for entry-level employees. it will help the organization in the long term.
- Giving feedback to the rejected candidates creates a good impression for the company.
- All the candidates should get the same priority while taking interviews. because of biasedness company will lose potential candidates for the position.
- Recruiters should take a written test of all the candidates to evaluate their potential.
- They need to focus more on the quality of the candidates. The candidates who have interests in the capital market should get more priorities.
- Because of this pandemic they should have considered taking final online interviews of the candidates.

### 5.3 Conclusion:

The most crucial component for Green Delta Securities Limited is its objectives and accomplishments. I listed all of the major locations of the recruiting process and HR practice during COVID19 in my report. Green Delta Securities always try to find the correct candidates for the position. Not only from Dhaka but also from the other districts, they are searching the potential candidates for their company to get quality performance from them.

As a result of my research, I have obtained practical experience with recruiting individuals in large businesses and employee motivation in changing processes. Furthermore, this study has given me a full notion of how to progress in my future venture, in addition to knowing the business culture. My internship with Green Delta Securities Limited's HR department has been a fantastic experience for me. My internship is assisting me in gaining new information and

real-world experience in the HR recruiting procedure. Despite various flaws in the recruiting approach, Green Delta Securities employs one of the most successful methods of hiring personnel. Finally, in comparison to other businesses in the sector, I would argue that GDSL's recruiting procedure is also modern and they have overcome their challenges during this pandemic.

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