

# **Report On**

## **General Banking Process of Al-Arafah Islami Bank Limited**

By

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

BRAC Business School  
BRAC University  
June 2022

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## Declaration

It is hereby declared that

1. The internship report submitted is my 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 have acknowledged all main sources of help.

Student's Full Name & Signature:

Nawsheen Salsabil Esha

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Ms. Tanzin Khan

Lecturer, BRAC Business School  
BRAC University

## Letter of Transmittal

Ms. Tanzin Khan

Lecturer

BRAC Business School

BRAC University

66 Mohakhali, Dhaka-1212

Subject: Submission of internship report on “General Banking Process of Al-Arafah Islami Bank Limited (AIBL)

Dear Miss,

This is my pleasure to display my temporary job report on “The General Banking process of Al-Arafah Islami Bank Limited (AIBL). In this report, I have given a summary of entry-level level position insight at Al-Arafah Bank Limited. I have attempted my best to complete the report with the fundamental information and suggested recommendations in a critical smaller and far-reaching way as could be expected.

I have attempted my best to finish the report with the essential data and recommended proposition in a significant compact and comprehensive manner as possible.

Sincerely yours,

---

Nawsheen Salsabil Esha

17204036

BRAC Business School

BRAC University

Date: June 2022

## Non-Disclosure Agreement

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

This agreement is made and entered into by and between Al-Arafah Islami Bank Limited,  
Banani Branch, and the undersigned student at Brac University

Nawsheen Salsabil Esha

## Acknowledgment

I would want to express my gratitude to everyone who helped me in the creation of this report by providing advice, encouragement, and constructive criticism. I should give Almighty the glory for making me serious about my studies.

I would want to express my gratitude to Tanzin Miss for providing me with the opportunity to do this inquiry and for her insightful comments, thoughts, and direction during my research.

In addition, I would want to express my gratitude to my Manager, Md Mijanur Rahman, as well as the other co-workers and members of my family who have provided invaluable support as I worked to finish this report and my BBA degree. I appreciate their suggestions and assistance.

**Nawsheen Salsabil Esha**

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Dhaka.

## Executive Summary

Recruiting is the process of finding and attracting applicants to employer jobs in a timely, sufficient, and qualified manner. Under selection is the process of selecting qualified and competent candidates from a pool of applicants. Recruitment and selection are important for recruiting talent and creating the competitive advantage that organizations need to compete with others. Organizations are constantly trying to attract the most talented employees. These talented people will be key players as they can ensure the growth of companies.

Organizations must implement selection strategies that ensure their personal qualities match their goals. An inadequate selection process can waste more time and money. If an organization wants to succeed in the selection process, it must follow some of the selection strategies. The purpose of this study is to investigate existing recruitment and selection policies and executive selection practices in the enterprise, assess the effectiveness of recruitment and selection policies and practices, and compare recruitment and selection policies and practices. Existing models of administrative decisions, supervisor enrolment and choice approaches and practices in different areas, and chief choice arrangements and practices in light of review results for creating studies. Consider the model. This study was descriptive and exploratory. This study sought to clarify current practices and limitations in the recruitment and selection practices of sample companies. This study used mixed methods or triangulation. This means that this study used both qualitative and quantitative data collection methods. Collected structured questionnaire Quantitative data.

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## Acronyms

AIBL-Al-Arafah Islami Bank Limited

HRM- Human Resource Management

HRD- Human Resource Department

CSR- Corporate Social Responsibility

LC- Letter of credit

HPSM-Hire Purchase Under Shirakatul Milk

SSBI-Single Scope Background Investigation

ROA- Return on Asset

ROE- Return on equity

NPM-Net Profit Margin

EPS- Earning Per Share

LDR- Loan to Deposit Ratio

## Chapter -1: Overview of Internship

### 1.1: Student Information:

Name: Nawsheen Salsabil Esha

Id: 17204036

Program: Bachelor of Business Administration

Major: Human Resource Management.

### 1.2: Internship Information:

#### 1.2.1: Internship period, company name, department & address

**Internship Period:** 3 months (January 27, 2022 – April 28, 2022)

**Company Name:** Al –Arafah Islami Bank Limited, Banani Branch, Dhaka.

**Address:** Tower Hamlet ( 1<sup>st</sup> Floor & 2<sup>nd</sup> Floor), 16, Kemal Ataturk Avenue, Banani, Dhaka.

**Department:** General Banking.

#### 1.2.2: Internship Company Supervisor's Information:

**Name:** Md. Mijanur Rahaman

**Position:** AVP & Operation Manager.

#### 1.2.3: Job Scope – Job Description/Duties/Responsibilities:

As an intern for three months at Al –Arafah Islami Bank, my job was to receive daily documents and keep the record in the inward file, also to fill out new account opening forms, collect necessary documents from clients, prepare thanks left letters new clients and send them

to the post office to be delivered. There were some other things that I learned new there, such as:

- How to enter customer information into the system and also take information from it whenever required.
- Process of delivering debit cards.
- The system of issuing and delivering a new checkbook.
- LC paper review.
- Receive a debit card request and fill out the form and so on.

My duties were not fixed as I was doing an internship. I you tasks asked given by my supervisor aseniorsthrough which I was trying to learn and enhance my knowledge in the banking .e.

### **1.3: Internship Outcomes:**

#### **1.3.1: Student's contribution to the company:**

My working hours were from 10 am to 4 pm. I tried to take up my responsibilities sincerely and my first and most important step for it was to eachbeachice on time regularly. Among all other work, my basic task was to fill up the customer accounand t forms, and ask if all the information and documents are provided or not. If anything is missing or I don't understand then I would seek help from my supervisor. The environment was comfortable to work finas everyone was towardlplful towards each other.

#### **1.3.2: Benefits to the student:**

As an intern at Al-Arafah Islami Bank Limited in the Banani branch, I helped myself to grow as an individual and learn basic courtesy about the corporate world. There are some primary and secondary learnings that I learned through my activities during the internship prepare given given below:

#### **Primary Learnings:**

- ✓ Importance of time and maintaining the schedule.
- ✓ Customers are an organization's priority.
- ✓ Help customers with necessary information.

- ✓ Verify the customer's signature.
- ✓ Collect mandatory and necessary documents, such as
- ✓ National id of both applicant and nominee.
- ✓ Passport-size photo of the account holder and the nominee.
- ✓ Card/passport, taxpayer number (TIN), trade license, etc.
- ✓ Ensure the seal and signature of the customer.

### **Secondary Learnings:**

- ✓ Time management.
- ✓ Professionalism.
- ✓ How to deal with customers.
- ✓ Etiquettes.
- ✓ Corporate culture.
- ✓ Dealing with company culture.

There were some of the benefits that I got as have the opportunity to explore the banking side throughout my internship period at Al-Arafah Islami Bank Limited.

### **1.3.3: Problems (Faced during internship)**

Alongside the benefits of doing an internship at Al-Arafah Islami Bank, there were so few difficulties that I had to face during this period. Though my seniors were very kind enough to help and support me with any kind of is but still, some problems that occurred during this time were –

- ✚ No remuneration was provided during this period.
- ✚ I had restrictions in using the system for my work which was kind of binding on the way of my learning.
- ✚ I had no access in using the internal systems of the bank and I did not get the chance of having proper knowledge of the
- ✚ Restrict access to some external learning equipment from the AIBL database.
- ✚ No separate prayer room for female employees.
- ✚ One of the main problems I felt during this time was that only 90 days are not enough for a person to learn things deeply in a new workplace.

### 1.3.4: Recommendations (To the company on future internships)

- ✚ A minimum amount of allowance should be provided to the interns.
- ✚ Should be given full access to learn things by heart.
- ✚ Separate prayer rooms should be provided for female employees.

## Chapter 2: Organization Part

### General Banking Process of Al-Arafah Islami Bank

#### 2.1: Introduction

Al-Arafah Islami bank was established on 18 June 1995 as a private company with the objective of pursuing their goals by following the way and path shown by Allah. Since its establishment it has always been a shariah based company. Renowned Islamic scholars and pious businessmen of our country are the sponsors of the bank.

AIBL is mindful and liable to the individuals for recruiting and preparing them in the best and proper way possible. The HR department looks into the matter of their employee's employees in various departments of the bank. It takes care if payment of employees are made on time, preparing and improving them, ensuring training and so on. AIBL makes sure that along with their customers the employees are also treated well.

#### 2.2: An overview of AIBL:

With the achieving of objective pursuing the way directed by Allah, AIBL was established on 18 June 1995. The bank is committed to contributing significantly to the progress of the banking sector of Bangladesh. Throughout the years it has made a position by contributing to

to the socio-economic development of the country by opening 184 branches of which 25 are AD throughout the country.

### Mission, Vision & Commitment

#### **Vision:**

To be a pioneer in Islami Banking in Bangladesh and contribute significantly to the growth of the national economy.

#### **Mission:**

- ✚ Achieving the satisfaction of Allah both here and hereafter.
- ✚ Proliferation of Shariah-based banking practices.
- ✚ Quality financial services adopting the latest technology.
- ✚ Fast and efficient customer service.
- ✚ Maintaining a high standard of business ethics.
- ✚ Balanced growth.
- ✚ Steady and competitive return on customer investment.
- ✚ Innovative banking at a competitive price.
- ✚ Attract and retain quality human resources.
- ✚ Extending competitive compensation packages to the employees.
- ✚ Firm commitment to the growth of the national economy.
- ✚ Involving more in Micro and SME financing.

#### **Commitment:**

- ✓ Our commitment is customer focused modern Islamic Banking with sound and steady growth in both mobilizing deposits and making the quality investments to keep our position as a leading Islamic bank in Bangladesh.
- ✓ To deliver financial services with the touch of our heart to retail, small and medium sizes enterprises, as well as corporate clients through our branches across the country.
- ✓ Our business initiatives are designed to match the changing trends and industrial needs of the clients.



### **Speciality of AIBL:**

As ours is an Islami Shariah-based banking system we try to maintain our banking activities following its rules and regulations of it. For this, AIBL is singular in every positive aspect. Some of the special features that make us notable in the Islami bank sector are as follows:

- All activities of AIBL are conducted under a profit/loss-based system according to Islam Shariah to get the nation get rid of Usury.
- Its investment policies under different modes are fully Shariah compliant and well monitored by the board of the Shariah Council.
- During the year 2007, 70% of the investment income has been distributed among the Mudaraba distributors.
- In 2008, AIBL has included online banking in its wide range of services. Bangladeshi software has been introduced in the feature to promote local developers.
- AIBL regularly arranges its AGMs (Annual General Meetings). Whenever needed it also arranges EGMs (Extraordinary General Meetings).
- AIBL regularly pays dividends to its valued shareholders. In 2013, they declared a 13.50% bonus dividend to the shareholders.
- They believe in providing dedicated services to clients imbued with the Islamic spirit of brotherhood, peace, and fraternity.
- The bank is committed to establishing a welfare-oriented banking system to meet the need of the low-income and underprivileged class of people.
- The bank upholds the Islamic values of the establishment of a justified economic system through social emancipation and equitable distribution of wealth.
- Following the Islamic traditions, it is assisting in the economic progress of the socially deprived people; in the creation of employment opportunities, and in the promotion of rural areas to ensure a balanced development of the country.
- The bank believes in social and philanthropic activities and has established AIBL ENGLISH MEDIUM MADRASAH and LIBRARY. More endeavors to come in the future In Sha Allah.

### **Objectives of Al-Arafah Islami Bank (AIBL) :**

- Strengthen compliance with Shariah.

- Increase profits.
- Raise capital and reserves.
- Business and product diversification.
- Sound financial management.
- Online banking upgrade.
- Stable dividend.
- Increased overseas transfer.
- Helping to build a talented workforce.

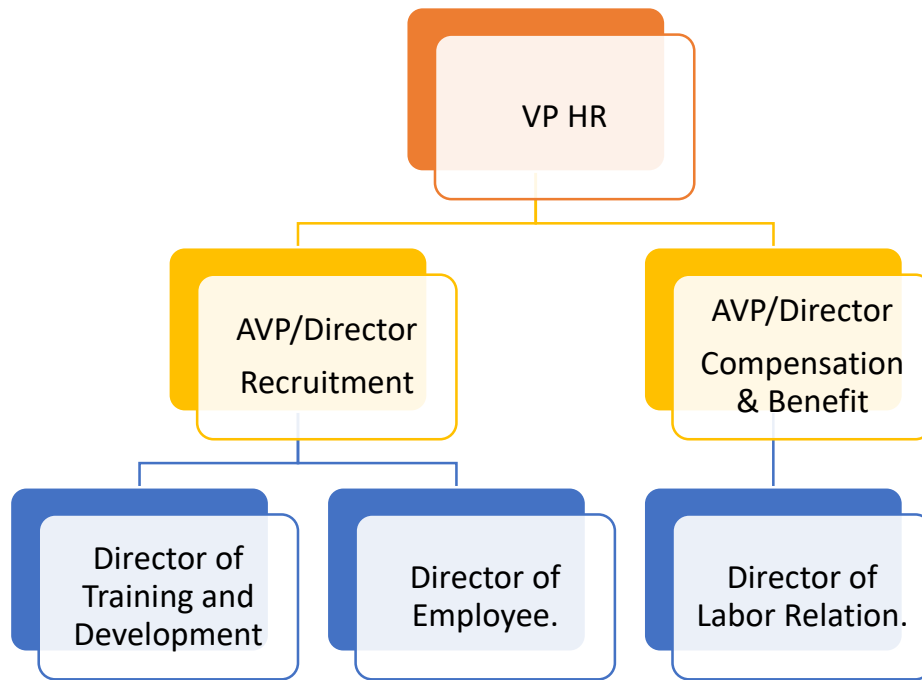
### **2.3: Management practice of AIBL:**

The Human Resource Department of AIBL is solely responsible mainly for the recruitment, training, and development program. It tries to ensure employees's performance appraisal, compensation, and benefits. With all these core function it tries to have a link in achieving the objectives of AIBL.

#### **The Human Resource Department of AIBL:**

Without any doubt, the HR department is the most esteemed division of AIBL where the crucial decisions of recruitment, selection, improvement, execution evaluation, etc are done. The HRD of Motijheel is under the direct supervision of the Chief Administrative Officer of the People's Insurance Bhaban, headquartered in Motijheel.

### **The Organogram of Human Assets of AIBL**



*Figure 1: Structure of HRD in a large organization.*

### **Training and Development program of AIBL:**

There are a few training and development processes that is conducted at AIBL to ensure the best quality service to its clients through our employees. They are discussed below:

#### **1. Training courses:**

- Foundation Training.
- Islamic Banking Operation.
- Credit Operation and Management.
- Audit and Inspection.
- Customer Services.
- Information Technology.
- Managing Core Risk.

#### **2. Workshops/Seminars/Induction Program:**

- Credit Risk Grading.
- Standard Operating procedure.
- Credit card operation.
- Retail banking.
- Foreign-remittance rules and regulations.
- Induction program.

## Recruitment and Selection Process:



**Figure: Recruitment & Selection Process of AIBL**

- There is an opening first. This is because of the production of another position and, in different cases, the advancement or retirement of a current worker.
- The expected set of responsibilities is refreshed and the worker profile is made.
- The set of responsibilities portrays the work, and the representative determinations detail the experience, abilities, and capacities expected to play out the gig. Job ads are created and distributed through the job channels used by banks. Channels include newspapers, internet recruiting sites, and company websites.
- A list of candidates for the interview will be created (according to your resume). This can be done by the enlistment committee, which matches each application with the employee's profile necessities.
- We are going to have a meet. The board occupies a similar location for every interviewee. The meet fuses a decision test.
- Then, at that point, references are requested check.
- Select the viable competitors and put together enlistment.

## **Outside Recruitment**

The External Recruitment is the wellspring of the fresh blood for the affiliation. As a very essential HR Process, the external selection process should be set up carefully. The external enlistment is a cycle, which is incredibly fragile to changes outwardly market like joblessness rate, work financial circumstances, money related components and others and the bosses are very sensitive with respect to that as well.

In Al-Arafah Islami Bank Limited (AIBL) HR executives are on a very basic level concern in regards to how to be productive with outside enlistment and an evident work market examination.

## **Outside Recruitment Channels**

AlArafah Islami Bank Limited (AIBL) utilizes outside enlistment channels to arrive at the overall population with occupations and, by utilizing outer enrollment channels accurately, HRM is obligated for noticing the work market and responding fittingly to changes in the work market guides the right contender to explicit positions. As a rule, by appropriately utilizing the channels used to arrive at the normal levels and number of up-and-comers at a reasonable expense.

AlArafah Islami Bank Limited (AIBL) ordinarily utilizes the accompanying enlistment channels:

- ✓ Corporate Web-website
- ✓ Paper
- ✓ Work Web-website
- ✓ Assistants (Less regularly utilized)

Bank HR directors need to settle on significant choices in view of a portion of the models for the above enlistment channels, like speed, cost, quality, and accessible outer enrollment spending plans. That is, managers determine if there are people to do the job, what channels the company will cost, what the quality will be, and whether there are resources to take them to the organization that brings in new people is needed.

To use external recruitment channels, the HRM office should foster an enrolment plan toward the start of the year so that banks can dispense assets to each channel. The whole HR improvement office should be a chief. This division is answerable for the expense and nature of the competitors advertised.

## Inner Recruitment

Internal hiring means selecting existing employees to fill vacant seats within the company, rather than hiring them from outside the company.

### Sources of Internal Recruitment

Al-Arafah Islami Bank Limited (AIBL) has multiple sources of in-house recruitment. Below are the most commonly used staff recruitment methods at Al-Arafah Islami Bank Limited (AIBL).

- ✚ **Promotions & Transfers:** This is often a way to fill empty seats in-house through transfers and advancements. Exchange can also be an option where two persons from different branch can be transferred from one post to another. This may alter occupations and obligations, working conditions, etc., but not essentially compensation. Advancements, on the other hand, incorporate the exchange of representatives from low to tall positions with changes in obligations, positions and values. Organizations can typically create a transfer list or a central pool of people from which they can fill vacant seats for manual activity. These people are usually handed over to different departments depending on their internal requirements.
  
- ✚ **Job posting:** Banks use another type of internal recruitment, or classified ads. This is another way to hire from the inside. In this way, the organization posts job listings on bulletin boards, staff bulletin boards, and internal magazines. One of the key advantages of this method is that banks provide the best applicants who work in-house with the opportunity to look for growth opportunities in-house.
  
- ✚ **Employee Referrals:** Employee Recommendation means Personal Contact used to find jobs. In Bangladesh, most people use employee referrals to get a job. Recommendations from current employees to job seekers. Employees working in an organization are advised to suggest the names of friends who work in other organizations, as they may be vacant in the near future. In fact, today it's a popular way to hire employees in the highly competitive job market.

The inner enrollment prepare has a few preferences for banks. The inside benefits of AlArafah Islami Bank (AIBL) are:

- **Economical:** The cost of hiring an in-house candidate is minimal. There is no advertising cost
- **Appropriate:** Organizations can select appropriate candidates with the required skills. Candidates can choose the right job to maximize their talents.
- **Reliability:** The organization has knowledge of the candidate's suitability for the position. Banks can identify who is more credible for known positions. Banks believe that "known demons are better than unknown demons."
- **Satisfaction:** Internal recruitment within the bank has an internal preference policy that provides employees with regular promotions. It motivates them to work hard and get a promotion.
- **Employee Retention:** Inside enrollment is one method for holding most likely agents of Al Arafah Islami Bank Constrained (AIBL).

### Inner Recruitment Weakness

AlArafah Islami Bank Constrained (AIBL) appreciates the benefits of in-house enrollment, but it moreover has a few drawbacks. The main weaknesses of banks are:

**Limited Choices:** Hiring staff reduces the number of choices internally. Reducing the voting area means fewer applicants. The choice is made by the people who work in the bank. It discourages the entry of talent from outside the organization.

**Encourage favors:** Internal sources are encouraging the favors of this system. In most cases, bosses can usually be observed to choose their favorites. The worst part of this system is that incompetent people are appointed to the post, which can result in huge losses to the bank.

**Restrictions on new students:** Due to the lack of in-house recruitment sources, youngsters are exceptional with the most recent specialized abilities however remain rejected from access. Subsequently, the elderly person makes a sudden spike in demand for old considerations and thoughts.

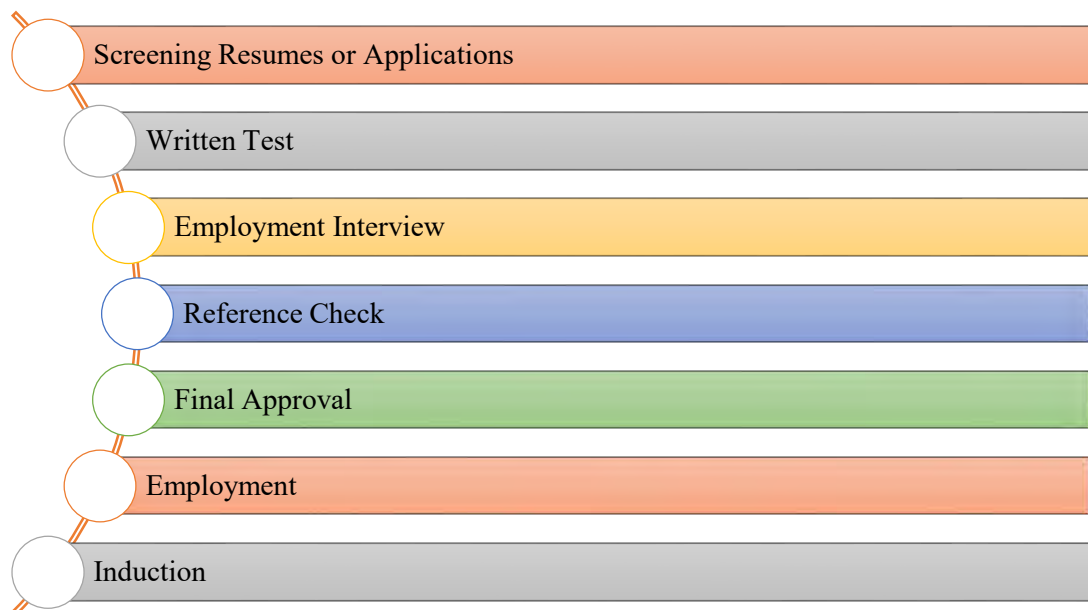
### 2.3.2- Selection

**Theoretical Choice:** Determination is the most common way of choosing individuals with significant capabilities to fill a situation inside an association. The fundamental objective is to choose the individual who can make the occupation the best from the pool of qualified up-and-comers.

The inspiration driving the Selection is to pick the best candidate who best meets the requirements of the circumstance in the affiliation and sort out which work searcher will succeed. To accomplish this objective, the organization gathers and assesses data about candidates as far as age, capabilities, abilities; experience from there, the sky is the limit. Then, the best individual is chosen after the improper candidates are avoided in a progression of phases of the choice interaction. Conflicts in such manner can bring about critical cash, time, and dissatisfaction for the association.

### Selection Process

Assurance is typically a movement of obstructions or steps. Al-Arafah Islami Bank Limited (AIBL) follows its own setup Selection process for picking reasonable new kids on the block. In this cycle every one of the means are effectively cleared before the candidate continues to the following one.



**I**

*The selection process*



The choice cycle for Al-Arafah Islami Bank Limited (AIBL) starts with checking the CVs accessible at a specific position.

1. Resume screening is done to see as totally undesirable or inadequate competitors. This is basically a characterization interaction that gives the important data about an up-and-comer's schooling, abilities, and experience.

2. After the meeting, the bank's ability staff will be approached to choose appropriate contender for the position and take a composed test. Al Arafah Islami Bank Limited (AIBL) has a few composed tests. They are-

- **Reasonable Test:** In theoretical the promising novice is given a legitimate assessment. In that the bank can quantify how actually the promising newbies react to the given situation.
- **Relaxed Test:** Informal test is everything viewed as an up-and-comer could need to act in envision. From time-to-time applicants are given a situation and are asked to how the individual would treat what's going on emerges.
- **Shrewd Quiz Test:** Intelligent test seems as though MCQ type. Competitors are a numerical issue in MCQ or something like that sort and need to answer those.
- **General Knowledge:** In made primer out of Mutual Trust bank up-and-comers need to confront general information test. In this test newbies have had some huge attention to the new worries of the country comparatively as for the most part. Likewise several authentic genuine elements need to reply.

3. The meeting is a significant piece of the determination interaction and the choice cycle can't be finished without the meeting. What's more AlArafah Islami Bank Limited (AIBL) is no special case for this move. During the meeting, up-and-comers will be gotten some information about their instructive foundation, past work insight, instructional classes they have taken, and different inquiries contained in their resume. At AlArafah Islami Bank Limited (AIBL), when an up-and-comer comes to a meeting, the board will play out certain tests on the up-and-comer. These are like-

- **Scholarly Test:** These are scholarly capacity tests. The social affair board measure the up-and-comer's learning limit and the capacity to get rules and essentially choose. These tests besides measure two or three cut off points, for example, memory, language, verbal shared trait, and so on.

- **Skill Test:** Mastery test measures a specific's ability to get ability with unequivocal limits like bookkeeping, mechanical, numerical, and so forth. This test shows whether or not an individual has the abilities to get capacity with a given occupation rapidly and proficiently.
- **Character Test:** Interview driving assemblage of Al-Arafah Islami Bank Limited (AIBL) measures an applicant's character test commonly through the style of him/her. Promising new kid on the block's tidy up, preparing style, strategy for act and talking all of those reflects the character and this is a huge part for utilizing the picked candidate.
- **Honesty Test:** This test is taken to quantify the contender's unwavering quality. The newcomers are relied on in this test to reply in "yes" or "no".

4. Reference check in assurance process is a tremendous point. Here competitors are moved closer to refer to in his application structure, the names and addresses of somewhere near two people who recognize him well. These might be his past associations, heads of direction affiliations. These individuals are referred to give their reasonable assessment on the up-and-comer without accomplishing any bet.

5. After the social event promising newcomers are short recorded by the working environment and are at last maintained by the head of concerned office.

6. After last help, work is presented as an approach letter alluding to the post, the position, the compensation grade, the date by which the applicant should join and different courses of action essentially.

7. Enlistment is done in bank following to joining of another trained professional. Enlistment is the procedure drawn in with getting specialists when they start work, acquainting them with the affiliation and to their accomplices, and edifying them concerning the exercises, customs and customs of the relationship by the branch boss.

### **2.3.3- Determination and Staffing process**

#### **General Policy:**

Al-Arafah Islami Bank Limited (AIBL) is centered around picking and using the most sensible person(s) for the available position(s) by the strategy for-

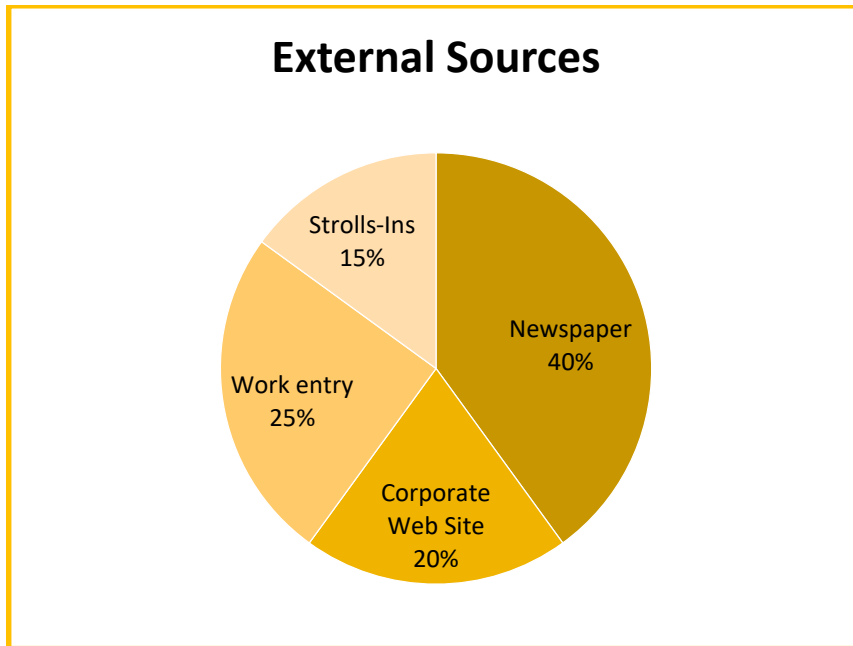
- Powerful and fitting screening and assurance;

- Determination standards are appropriate to capacities, planning, experience, preparing and data fundamental for viable work execution; The recruiting strategy adjusts to the association's necessities and association's arrangements and methodology;
- By no means, an individual utilized with some other association is designated as full time norm or on comprehension in Al-Arafah Islami Bank Limited (AIBL).
- All standard courses of action in Al-Arafah Islami Bank Limited (AIBL) will adapt to its current positions and pay structures.

Nobody who is under 18 years old can be chosen as a specialist for Al-Arafah Islami Bank Limited (AIBL) either customary, getting, transitory or relaxed status.

### 2.3.4- Survey Analysis

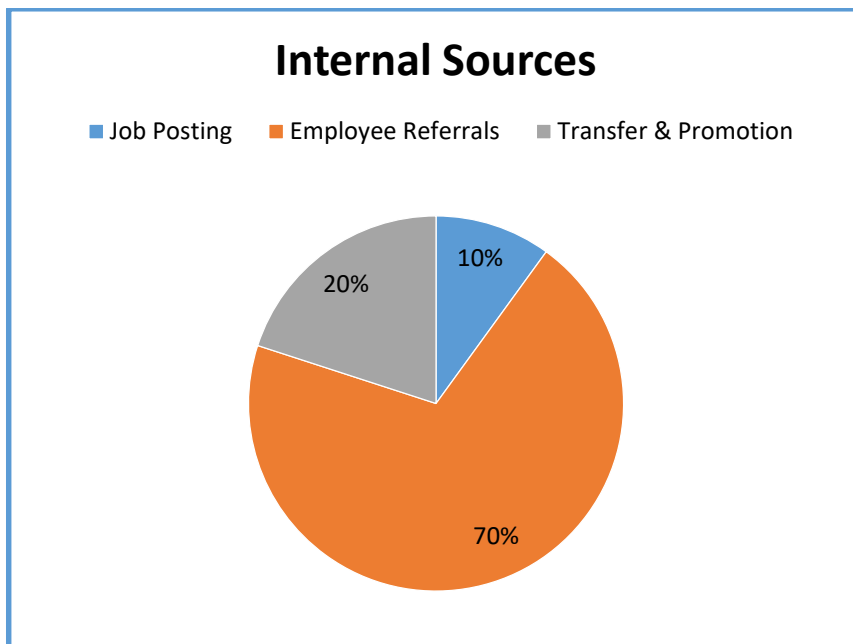
*Every now and again utilized External Recruitment Sources*



*2 External recruitment sources*

I drew a pie chart for this data. According to respondents, most of the newspapers they responded to are mainly used to recruit people from outside.

*Often utilized Internal Recruitment Sources*



*3 Often utilized Internal Recruitment Sources*

From the responses of various employees in the bank, it seems that most employees answered that the introduction of employees is extensive when hiring in-house.

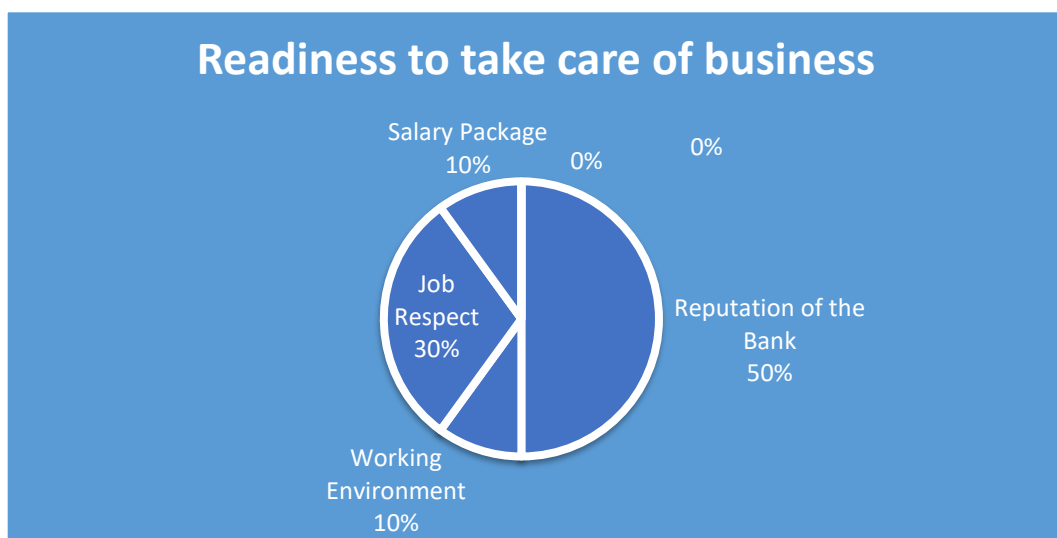
*Best way to recruit People*



*4 Best way of recruitments*

Representatives of Al-Arafah Islami Bank Limited (AIBL) have communicated various perspectives on the most effective way to enlist workers. Bank workers (around 40%) accept that publicizing is the most effective way to enlist individuals. Promoting assists we with characterizing precisely what an organization needs and what separates it from its rivals.

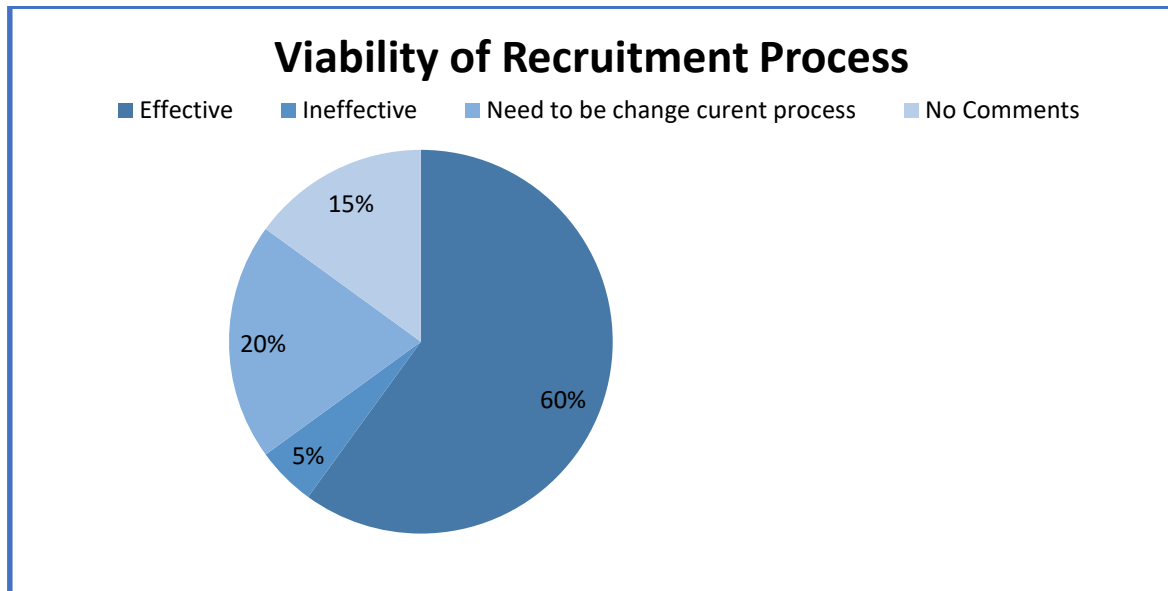
**Readiness to take care of business**



*5 Readiness to take care of business*

From the diagram, we can see that most representatives are enlivened by the standing of the bank. Regard in the financial business is additionally vital to individuals, as per individuals overviewed.

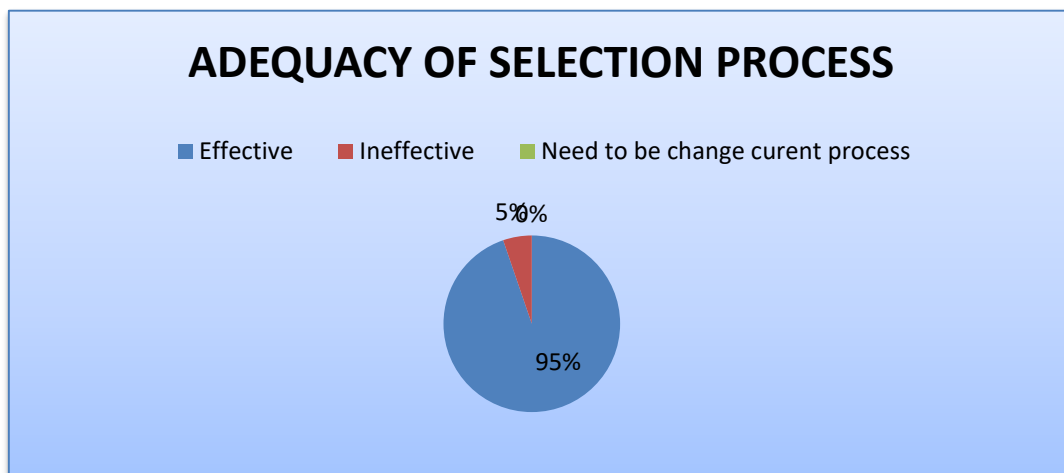
### 2.3.5- Viability of Recruitment Process



6 Viability of Recruitment Process

From the above diagram its miles noticeable that limit of the respondents guess that the current day method of enlistment is strong for the association. Some suppose that the financial institution have to be extra financial whilst it's miles approximately to put it up for sale emptiness in publicly.

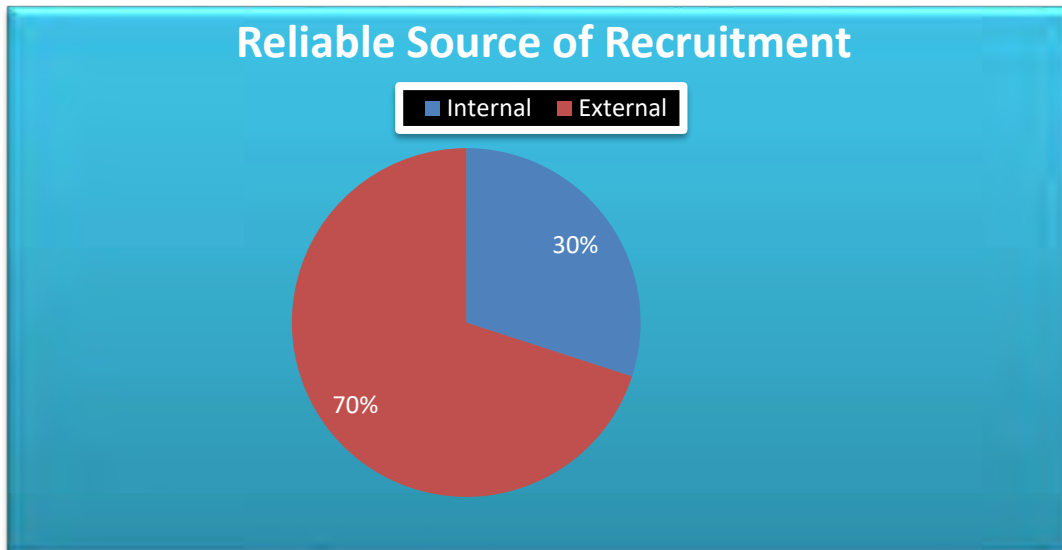
### 2.3.6- Adequacy of Selection Process



7 Adequacy of Selection Process

All things considered; all of the respondents are happy with the course of confirmation of the bank which is seen from the blueprint.

#### *Most Reliable Source of Recruitment*



#### *8 Reliable sources of recruitments.*

When it comes to credible sources, respondents' attitudes favored external candidates because they believed they were more experienced and qualified. Few people agreed with internal recruitment sources.

#### **2.4- Porter's Five Forces**

**Threat of new entrants:** Threat of new entrants are low in Banking Industry of Bangladesh. In Bangladesh assuming anybody needs to begin a bank he/she will require 400 crore takas. It is hard to begin a keep money with this enormous capital, so we can accept that the threat of new entrant is low in light of the fact that the beginning capital is excessively enormous. To start a bank, we additionally need political help in view of the political insecurity of the country. There are some others factor that go under thought when deciding of new contestants for example, Brand devotion. In financial industry set up banks have large number of faithful clients all around the Bangladesh. Cost advantage is another vital element that client cares very much and of course settled banks keep up with cost advantage banking framework all around the Bangladesh so it will be hard for the contenders to go into the business with cost advantage at first. There are 61 scheduled Banks in Bangladesh and more are holding on to join the business however there are unofficial laws and heaps of desk work expected to begin a bank and which needs a ton of time because of defilement the desk work process is delayed

in Bangladesh which is one more snag for the new participants. So, we can expect that threat of new entrant is low in banking industry.

**Threat of substitute products or services:** Threat of substitute is high in banking industry since there are 34 non-banking financial institutions in Bangladesh, they all proposition various sorts of items to their client with a competitive cost. Among 34 Lanka Bangla Finance restricted, IDLC Finance Limited, MIDAS Money Limited, Investment Corporation of Bangladesh, Uttara Finance and venture Limited are more well-known than certain banks in Bangladesh. So, one might say that substitute items are accessible in Bangladesh banking industry. Among the 34 non-banking financial institutions some of them are giving credit to the client with lower interest rate and the most common way of taking credit is simple contrast with numerous administration bank in Bangladesh for this situation it's normal that client will move to the subbed items. So, all in all we can said that threat of substitute is exceptionally high in banking industry of Bangladesh

**Bargaining power of suppliers:** In banking industry suppliers are considered as depositors those who deposit money to the bank. Presently there are two kinds of provider in banking industry one is Individual and another is corporate. As far as individual provider the bargaining power is low in light of the fact that the central bank of Bangladesh forces rules and guideline for the depository organization and banks are constrained by their parent branch. In this situation individual investor are the people who store lower measure of taka to the banks and banks partake in the vast majority of the benefits by setting the low interest rate. As far as corporate provider the haggling power is likewise low in banking industry yet the corporate provider is the primary provider of the bank, they store enormous measure of cash and without their inventory a bank can't be run over the long haul. So, banks think about a little dealing power structure corporate provider which isn't critical. So, we can expect that bargaining power of corporate provider is additionally low in banking industry

**Bargaining power of buyers:** In banking industry buyer means usually who takes advances or services from the banks? There are two kinds of buyer in banking industry i.e., one is individual client and another is corporate customer as far as individual client the haggling power is low in banking industry on the grounds that the clients have no ability to set the interest rate just as the financial guideline. Presently as far as corporate client the bargaining power is additionally low in financial industry yet they can deal about the impediment of venture sum on the grounds that corporate clients are the people who have a lot of amounts in



the bank and they took a high measure of advance from the bank by practicing their haggling power in this situation the purchaser go about as a client and supplier as a similar time. That are the reason banks keep a decent connection with their corporate client. Yet, we can say that dealing of purchaser is low in banking industry.

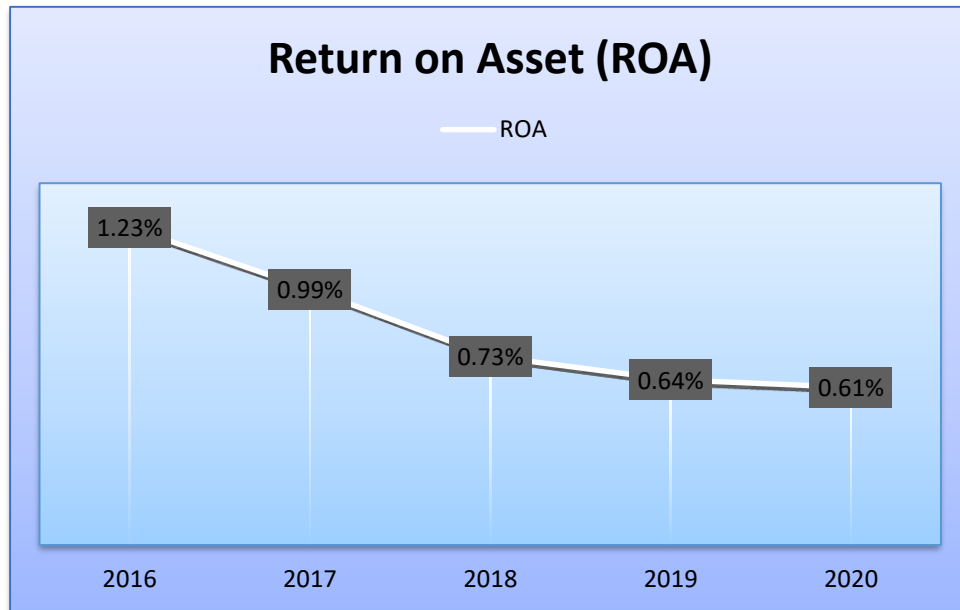
**Rivalry among existing competitors:** In banking industry of Bangladesh rivalry between existing banks is extremely high, everyone needs to increment their portion of the overall industry by offering different items and administration to the clients. So many banks are exploiting in the market therefore contest among them raised consistently. Presently there are 33 conventional and Islami banks in Bangladesh who offer comparative items also, administration. Above all they all designated the large partnership which makes contest exceptionally high. In 2014 Islami banking accomplishes 14 % of the portion of the overall industry and the timetable bank accomplishes 86% of the market this enlightens us regarding the opposition among Islami banks and conventional banks in Bangladesh.

## 2.5-Financial performance

### Return on Asset

Return on asset (ROA) is a pointer that exhibits how beneficial an organization is compared with its complete resources.

$$\text{Formula: } ROA = \frac{\text{Net Income After Tax}}{\text{Total Asset}} * 100$$



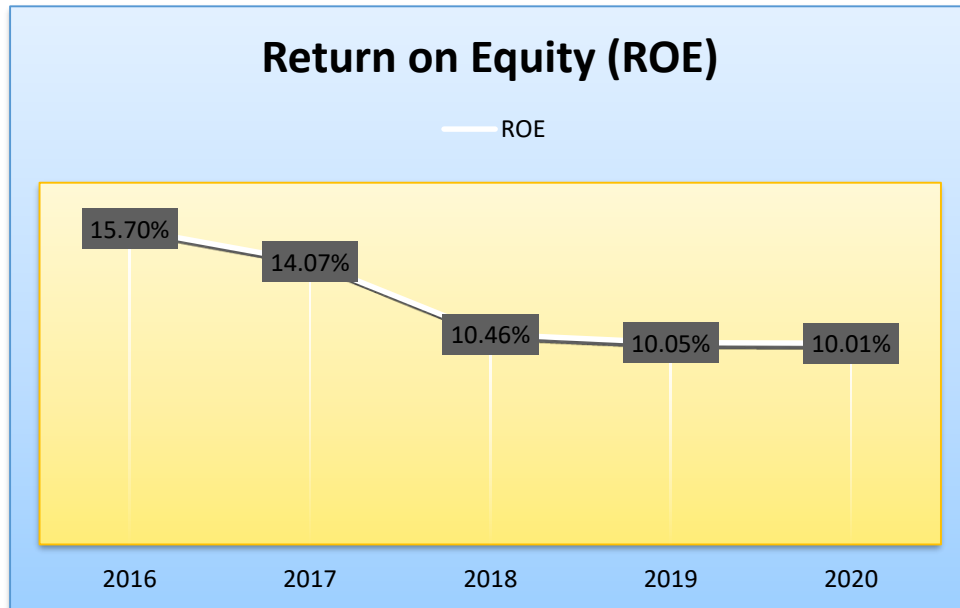
### 9 Return on Asset

**Interpretation:** This chart shows the percentage of return on assets of AIBL for the last five years. ROA ratio of AIBL was variable from 2016 to 2020. In 2016 ROA was 1.23%, then in 2017, it dropped to 0.99% and continuously dropped for the next 3 years respectively 0.73%, 0.64% and 0.61%. We know that a higher ROA shows the solid performance of an organization. And a dropping or lower ROA is considered a bad sign in terms of growth for the organization. Therefore, the performance of ROA is not satisfactory.

### Return on Equity

Return on equity (ROE) monetary proportion tells how much total compensation an organization creates per dollar of contributed capital. (ROE) is viewed as immense benefit and effectiveness in creating benefits.

$$\text{Formula: Return on Equity} = \frac{\text{Net Income after tax}}{\text{Total equity}} * 100$$



### *10 Return on Equity*

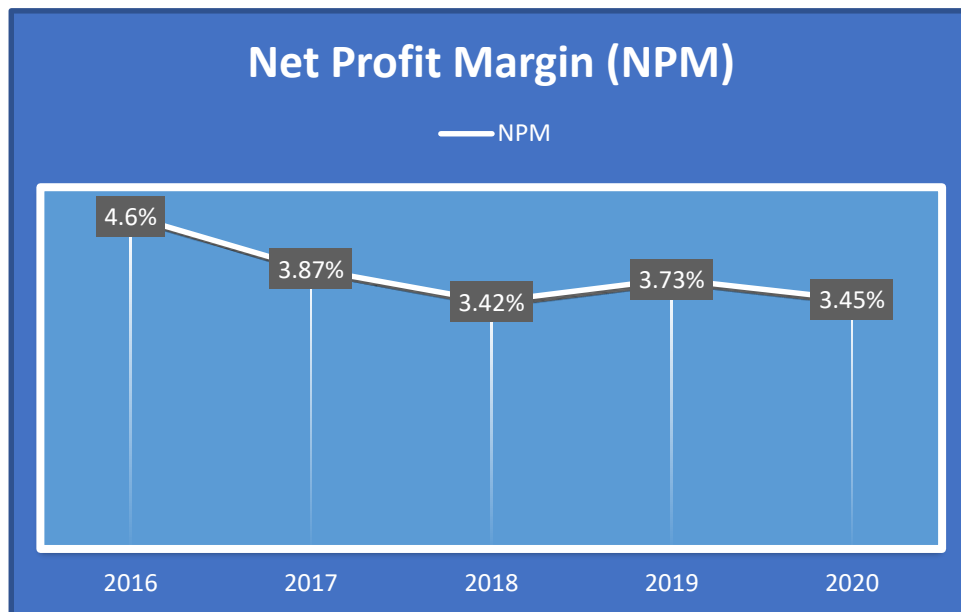
**Interpretation:** This chart shows the percentage of return of equity of AIBL for the last five years.

We can see the variations of ratios in different years. There's been degrading of performance. In 2016 it raised 15.70%, and then in 2017, it got some slower and reached 14.07%. Then the ROE fell considerably in the next three years, which are 10.46% in 2018, 10.05% in 2019, and ultimately 10.01% in 2020. We usually know higher ROE is considered well, and higher ROE means the organization increases its profit by using less capital. Moreover, it indicates how well an organization deploys shareholder capital. Thus, we can say that for AIBL back in 2016, the performance was so good, but the organization couldn't sustain the performance in the coming years.

### **Net Profit Margin**

Net revenue (NPM) is a proportion that looks at an organization's benefits to the aggregate sum of cash it gets. It estimates how successfully an organization works.

Formula:  $\text{Net Profit Margin} = \frac{(\text{Net profit after Tax})}{(\text{Net Investment Income} + \text{Net Non-Investment Income})} * 100$



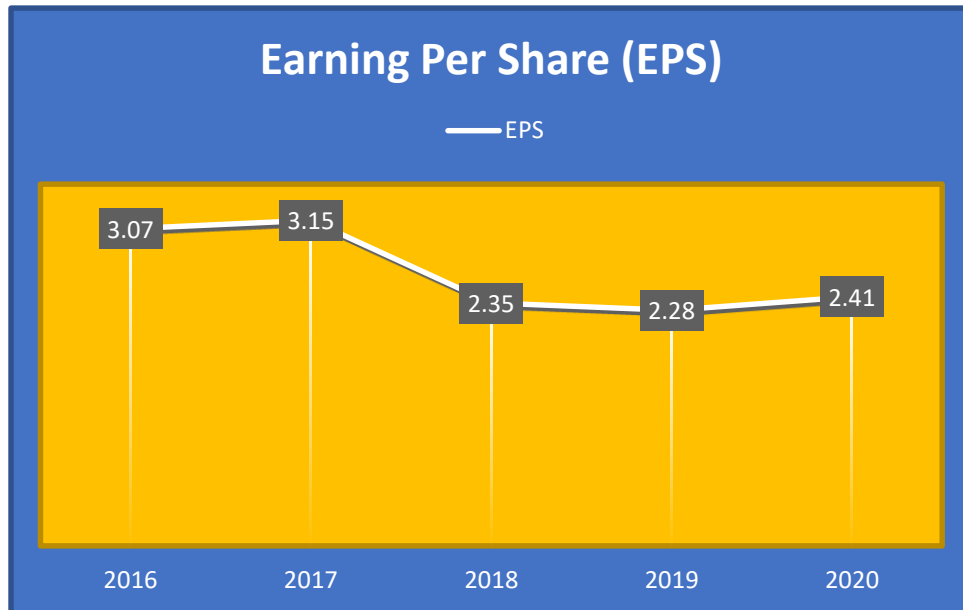
*11 Net profit Margin*

**Interpretation:** The graph above shows the net profit margin ratio of AIBL from the year 2016 to 2020. From the chart, we can identify that there have been ups and downs in the graph of NPM. In 2016 it was 4.60%, then fallen of performance started, which caused 3.87% in 2017, 3.42% in 2018, 3.73% in 2019, and 3.45% in 2020. The performance for NPM is not so good. Higher NPM means the organization is much more efficient in gaining actual profit. But the scenery of the graph says that the organization is in a bad position compared to 2016, which was five years before.

### **Earnings Per Share**

The income per share (EPS) is the market prospect proportion normally used to esteem a stock or Company since it depicts how beneficial an organization is on each offer premise.

Formula: Earnings Per share = (net income-Preferred Dividends)/(Common equity shares outstanding )



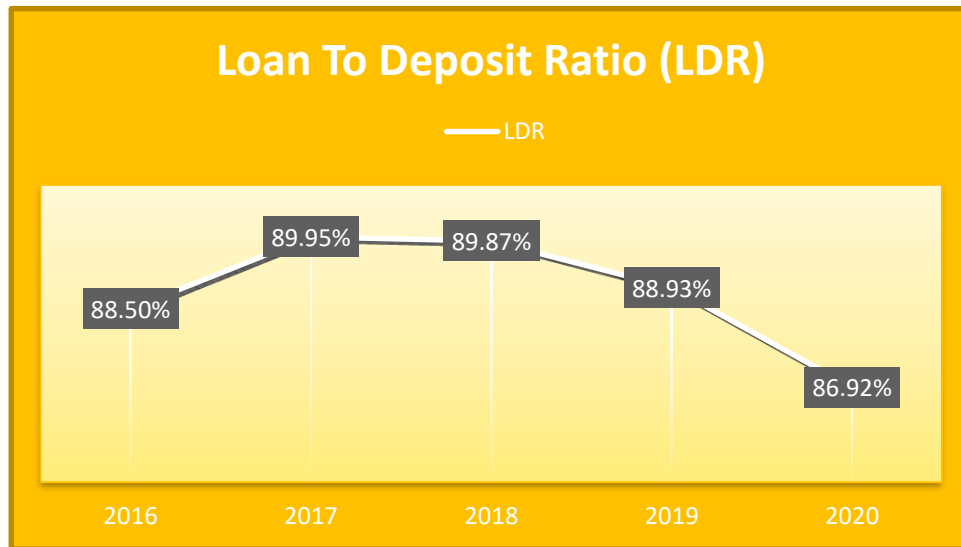
*12 Earning per share*

**Interpretation:** The graph demonstrates the EPS of AIBL for the past five years. We can see that the EPS was 3.07 taka in 2016 and then a sudden growth in 2017, which is 3.15 taka. But EPS fell drastically in the next two years, 2.35 in 2018 and 2.28 in 2019. Ultimately, in 2020, the EPS grew to 2.41, which is a good sign for the organization as we know that higher EPS means better profitability.

### **Loan-To-Deposit Ratio**

The credit to-store proportion (LDR) is utilized to assess a bank's liquidity by contrasting its absolute advances with its complete stores for a specific period.

Formula:  $LDR = \frac{\text{Total Loans}}{\text{Total Deposits}} \times 100$



#### *13 Loan to deposit*

**Interpretation:** This graph tracks the loan to deposit ratio of AIBL for the last five years. To say that the value of LDR was quite close to each other in the last five years. Like 88.50% in 2016, 89.95% in 2017, 89.87% in 2018, 88.93% in 2019 and 86.92% in 2020. The ideal LDR is between 80% to 90%. Nothing compromising is noticeable in the graph for AIBL. It seems like they maintained a good relationship between the loans and deposits.

## 2.6- Competitive Analysis

### Strength

- All banking activities are carried out in accordance with Islamic Shariah, and profits are a legal alternative to interest.
- The banks investment policy follows different moods approved by Islamic Shariah based on Quran & Sunnah.
- Save time and effort for employees by using the latest software in all subsections of the Forex area.
- Skilled personnel and efficient workers are involved in the busy subsections of this section to achieve customer satisfaction.
- As of December 31, 2009, the total amount of bank deposits was 16775.33 million taka. During the same period last year, total deposits reached 163.66 million taka. The growth rate of this region is 44.07%. Therefore, deposits are an excellent strength of Al Arafah Islami Bank (AIBL).

### **Weaknesses:**

- Al Arafah Islami Bank Limited (AIBL) has a place with another age of banks. Since the foundation of these banks, the complete number of banks in Japan has surpassed 50. In addition, many financial institutions work alongside Japanese commercial banks. Thus, their business is becoming more and more important as our financial markets are not expanding compared to when new banks were established.
- Another weakness of the new generation is branches networks. Branch networks are rapidly becoming widespread and are very few in number. However, this weakness has emerged over time, and authorities are very serious about fixing it.
- Hazard the board frameworks are not strong. We are as of now presented to an assortment of dangers, the most significant of which are credit hazard, market hazard and liquidity hazard.
- IT offices are not solid since banks put extraordinary significance on involving innovation-based administrations for their clients. That's why banks' IT departments are working on developing a variety of software to facilitate their services. Many branches are as of now under internet banking through this division, and a few different branches will before long be under this umbrella.
- Liquidity peril is the bet that a bank can't meet its portion responsibilities and potential portion responsibilities on time without achieving inadmissible mishaps. This isn't because of this shortcoming.

### **Opportunity:**

- An ideal business climate for homegrown business banks contrasted with different organizations.
- As awell known private bank, investors trust AIBL.
- Have good relation with foreign banks and Bangladesh Bank.
- One more mentionable chance of the PCB's is high grades of administrations in respects of client assistance. Other than the NCB's administration is extremely poor thus much conventional. Because of this it has effectively accomplished public rreaction effectively making their positive methodology step by step.
- One more open door is the foundation of new banks is an extremely indispensable point. Anyone or association can only with significant effort lay out a bovinely ss gathering paid-up capital and govt. It was removed by allowing a permit to a

homegrown business bank. Likewise, there are no standards for shutting business down banks in Japan. Thus, as a current business bank,

- Arafah Islami Bank has great opportunities and potential for cheap business opportunities.

### **Threat:**

- This is a threat to AlArafah Islami Bank Limited (AIBL) as our financial markets are not very strong. Therefore, recovering the borrowed money is a big threat. Since in our country's commerce chain, we will believe each other like several other nations. Therefore, if the flow of money encounters an obstacle, the operation of the full chain will be hindered. As a result, the recovery of AlArafah Islami Bank Limited (AIBL) commercial banks faces a major threat, which is not outside the scope of that threat.
- Another major impediment for banks is classified advances. This image isn't present-day to this particular bank and is shown in all business banks all over the planet. Yet, in our country, this horrendous culture made by the NCB and its effect is moreover being brought to the PCB. Nonetheless, while checking out the presentation of banks, we see that they are as yet erring on the side of caution contrasted with different banks; however, we should be mindful so as to defeat this danger.
- It is the thing to take care of to furnish clients with brief assistance utilizing the most recent gear. We are aware of this and have taken all possible steps to provide our customers with technology-based banking services. This is a major threat to AlArafah Islami Bank Limited (AIBL).
- Corporate governance ensures accountability and impartiality in the functioning of a company and establishes special responsibilities to meet regulatory requirements. Attention was paid to improving corporate governance. Banks should now follow the principles of corporate governance.

### **2.7- Summary and conclusion**

Like Al Arafah Islami Bank's Human Resources Department, the Human Resources Department is the most delicate division for any association. As a Limited (AIBL) intern, you will get limited information to study here. You are not allowed to receive sensitive bank information. Therefore, my report allows me to get all the information I provide. I have done my best to make this report valuable. Notwithstanding the Al Arafah, Islami Bank Limited



(AIBL) has the most recent enlistment strategy. There are several ways you can make improvements. A HRD study, "Recruitment and Choice of Al-Arafah Islami Bank Limited (AIBL), Basic Training Procedures and Promotions and Rewards and Benefits," shows that one is the most valuable resource for organizational progress. Many factors are involved in the development of these precious resources. The enrolment and determination process assumes a significant part. In addition to this, an effective and dynamic hiring and selection process is essential to increasing the productivity of the organization. You also need a proper orientation and training process to help your organization achieve its ultimate goals.

## **2.8- Recommendation**

Al Arafah Islami Bank Confined (AIBL) is one the most money-related establishment in Bangladesh. To propose Al - Arafah Islami Bank Confined (AIBL) is an extraordinarily inconvenient thing for me as an internee. The HR work is expanding the worth of current affiliations. I have seen a couple of centers as seen to Enrollment and decision region for the development of this bank.

1. Employee reference is one of the most broadly perceived circumstances in Bangladesh. Most of the people's lands are positioned by this structure. So, while choosing an External source should be given comparable importance with an internal source. By which new frontal cortex will be drafted in the association with skill, capacity, efficiency, etc
2. Al Arafah Islami Bank Limited (AIBL) does enrollment monetary arrangement around the beginning of the year simply a solitary opportunity in a year. It should be done once in a while when the bank needs to enroll new delegates.
3. The bank's enrollment and assurance process isn't computerized. The bank ought to use HR programming for this enrollment and decision cycle to make it smoother.
4. Sometimes resulting in following the authentic enrollment and decision association trustworthy specialists are not selected. So before using the bank ought to really investigate the agent's past work stories for leaving the work. For motivation behind enlistment there are no different HR workers. The bank ought to allot representatives who will do just enrollment and choice of HR work.
5. Al Arafah Islami bank Limited (AIBL) spends much in the wake of publicizing while enrolling remotely. The bank ought to advance representatives and can configuration preparing system to make them more proficient. This can bring down the spending plan for outer enlistment.

6. Al Arafah Islami Bank Limited (AIBL) never involves any enrollment organization for outer enrollment. Here and there it is received for the bank on the off chance that they use enrollment organization as the office assists with tracking down fitting up-and-comers.
7. To measure proficiency the bank can start another test. Like accessible candidates ought to be in a space for some time and there will be a board to screen how they act with one another. Through the, their attitude to co-work can be reflected.
8. Again, Al Arafah Islam Bank Limited (AIBL) ought to set up HR programming to make the choice interaction cover. HRIS programming can make simple the assignment of screening accessible resumes or applications which are sensing web.
9. Generally, in Bangladesh HR division is restricted in Head Office. Each of the branches ought to have an HR division with the goal can gauge future work need and occupation investigation appropriately.

## **CHAPTER 3: Project Part**

### **3.1: Introduction**

This report is the consequence of an accomplished articulation of my insight into the General Banking Department of Al-Arafah Islami Bank Limited (AIBL). Al-Arafah Islami Bank Limited (AIBL) was established in 1995 and is one of the main private business banks in Bangladesh's monetary foundations. The principal objective of a bank is to be the bank's decisions for all partners, in addition to our esteemed clients. This report is isolated into two principal parts. To begin with, the piece of the association knows about the association's main goal, vision, objectives, monetary position, different divisions, current exercises, and items and administrations. Furthermore, the last option part depends on the advancing part laid out in different parts of Al-Arafah Islami Bank Limited (AIBL) HR.

The learning area is vital to this report and depends on the different HR angles and practices in banking according to the viewpoint of Al -Arafah Islami Bank Limited (AIBL), the reason for the division, its center capacities, structure, vision; diagrams of the issue distinguishing proof and suggestions. In particular, this report chiefly focuses on the exercises of the General Banking division. This part chiefly depicts the primary elements of the HR office. That is enlistment and decision, preparing and learning, rewards and benefits, etc. The primary vision

of this office is to empower representatives to perform effectively and guarantee a happy workplace. Like any remaining specialty units, the Al-Arafah Islami Bank Limited (AIBL) Resources Department has the same talent policies, modern talent management systems, talent planning, learning and development, ongoing performance assessment processes, and collaboration.

### **3.1.1- Background of the study**

There is no doubt that the universe of work is rapidly advancing. As a part of an affiliation then, HRM should be prepared to deal with the effects of the changing universe of work. For their motivations, this suggests understanding the consequences of globalization, advancement changes, workforce assortment, changing capacity essentials, unending improvement drives, unforeseen workforce, decentralized work regions, and laborer commitment. We should look at how this change is affecting HRM targets and practices.

The current test of HRM is to coordinate projects including HR with key hierarchical destinations. To an ever-increasing extent, associations are under colossal cutthroat strain around the world. GB is in charge and directors should track down ways of creating successful projects to address this difficulty. One more significant part of General banking is the need to guarantee the cost adequacy of projects and arrangements through the ideal usage of GB.

### **3.1.2- Objective of the Study**

The main objective of the study is to gather knowledge about the general banking system of Al-Arafah Islami Bank

### **3.1.3- Specific Objectives**

The particular or fundamental destinations of this report will be:

- To give a brief idea about my experience in the general banking process of AIBL.
- Finding out the quality service of banks that are served to its customers.
- Get an idea about customer satisfaction level.

## **3.2- Methodology**

For this project report, I need both primary and secondary data. For the primary data, I prepared a survey questionnaire and collected responses from around 45 -50 clients during my internship period. Also, I observed the working process of my respected seniors and employees of AIBL. For the secondary data sources, I collected information from the website of AIBL. There were different types of data and statistics that I used to prepare my financial and marketing reports.

Also, it gave an overall idea about how AIBL is conducting and managing its different departments as a whole. I used a very simple methodology to create a comprehensive and informative project report. However, the essential and auxiliary sources are recorded below.

### **Primary sources of data**

- Audit different hierarchical cycles.
- Interviews with bank authorities and representatives.
- Casual talk with the customer
- Bank Handbook
- Individual meetings with representatives from various disciplines.

### Auxiliary sources of data

- Repeal report of Bank
- A few sorts of Scholarly test books.
- Different dispersion about managing an accounting capacity.
- Data around the affiliation from their organization profile.
- Sites of Bangladesh Bank, and so on.

### **3.3 Findings and Analysis:**

1. After preparing the report, you will find that the nominations of internally hired employees are fairly practiced. Although this system often results in less capable employees.
2. Once a year, the recruitment budgets are created at banks.
3. Normally, banks don't utilize the HRIS program for their staff exercises. So, the choice process and recruitment are not computerized.
4. Because of not doing proper background checks sometimes it is seen that unreliable people are hired despite having an effective hiring and selection process.
5. Al-Arafah Islami Bank Limited (AIBL) relies on advertising for external recruitment.
6. We do not hire separate staff solely for recruitment purposes. A typical HR manager is involved in this process.
7. New employee orientation and basic training programs are for banking only, do not emphasize employee motivation and improve skills and other skills.

8. The Al Arafah Islami Bank Limited (AIBL) selection process involves several tests. Several other tests may also be performed to measure the efficiency of the applicant.
9. As mentioned above, Al Arafah Islami Bank Limited (AIBL) does not currently use any specific software for HR activities. So it will be a problem for your HR staff if they want to take a look at all the CVS and applications during the selection process.
10. For orientation and basic training programs, Al Arafah Islami Bank Limited (AIBL) offers only basic banking skills. They are no longer trained to improve their communication skills, appearance, etc.
11. I had an internship at the branch. There is no personnel staff in this industry.

### **3.4: Summary & Conclusion:**

With the advancement of technology, new scopes, and a rise in customer satisfaction, clients are getting more comfortable and engaged in Islamic bank activities. Though Bangladesh has a far way to go in terms of technology still banking sectors are trying their best to introduce new features and online-based banking systems that are more appreciable among customers. The officers and staffs are really helpful and well-trained. They exactly know what their duty is and perform according to it. As it is a Shariah-based banking system, the officers of AIBL always try to earn profit for the company in a ‘halal’ manner.

### **3.5 Recommendations:**

As an intern, I got only 3 months to work at Al-Arafah Islami Bank Limited. It was an amazing experience to work at such a professional as well as comfortable environment. Though the period was very short for me to analyze and come up with recommendations yet I tried my best to come up with some suggestions which might come helpful in case of coming up with some changes in the organization. They are given below:

- Can make a productive application process.
- Should try out new ideas to grab more customers. For example, can distribute brochures to the customers along with calendars.
- Can arrange different seminars and attend job fairs at universities to grab the attention of the students.

- Improve the service of the ATM booth.
- As the bank is a really busy place, sometimes customers don't get proper answers to their queries. This thing should be monitored.
- Make the most out of screening calls.

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## **Appendix**

### **Questionnaire**

- 1. According to you, why would people do a job at Al-Arafah Islami Bank Limited?**
- a. Reputation of the Bank
  - b. Working Environment
  - c. Job Respect
  - d. Salary Package

- 2. What is the process of recruitment in your organization (Open Ended Questions)?**

Answer

- 3. Does the bank follow-**

- a. External Recruitment
  - b. Internal Recruitment
  - c. Both
- b) If you're above answer is "Both" then please answer the following

- 4. What are external recruitment sources?**

- a. Advertisement
- b. Corporate Web Site
- c. Job Web Portal
- d. Recruitment Agencies
- e. Walk-Ins (Internee)
- f. If other please specify

- 5. What are sources of internal recruitment?**

- a. Job Posting
- b. Employee Referrals
- c. Transfer & Promotion
- d. If other please specify



**6. Does Al-Arafah provide prompt services always?**

- a. Yes.
- b. No

**7. What possible disadvantages might the external recruitment have (Open Ended Questions)?**

**8. What benefits do the bank is deriving from internal recruitment (Open Ended Questions)?**

**9. What possible disadvantages might the internal recruitment (Open Ended Questions)?**

**10. Is there any specific procedure followed for selection of a candidate?**

- a. Yes
  - b. No
- a) If you're above answer is yes then please state the process in synopsis.

**11. According to you, what is the best way to recruit people?**

- a. Advertisement
- b. Job Portal
- c. Employee Referral
- d. Promotions

**12. Do you think the current process of recruitment is effective?**

- a. Effective
- b. Ineffective
- c. Need to be changed

d. No Comments

**13. Do you think the current process of selection is effective?**

e. Effective

f. Ineffective

g. Need to be changed

h. No Comments

**14. What is the promotion procedure?**

**15. What types of compensation and benefit is providing to employees?**