

Report On  
Recruitment & Selection Process of **IDLC Finance Limited**

By

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17304104

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

**BRAC** Business School

**BRAC** University

May, 2022

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## Declaration

It is therefore declared that:

1. The internship report presented is my own original work completed while pursuing my degree at BRAC University.
2. The report does not include any previously published or written content by a third party, unless it is properly cited with complete and precise referencing.
3. The report contains no content that has been accepted or submitted for any other university or other institution's degree or diploma.
4. I've acknowledged all major sources of assistance.

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

**Sharika Tasnim Mim**

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**Student Full Name**

Student ID: 17304104

**Supervisor's Full Name & Signature:**

**Mr. Feihan Ahsan**

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**Supervisor Full Name**

Lecturer, BBS Department

Institution: BRAC University

## Letter of Transmittal

Date: 22 May,2022

To

Mr. Feihan Ahsan

Lecturer

BRAC Business School

BRAC University.

Subject: **Submission of Internship report on "Recruitment & Selection Process of IDLC Finance Limited "**.

Dear Sir,

With all due respect and humble submission, I'd like to introduce myself as Sharika Tasnim Mim of the BBA program. I am grateful to have you my instructor for completing this internship report. According to your instructions, I created an internship report and the topic is " **IDLC Finance Limited Recruitment and Selection Process.**" While completing the internship report I got to know some words related to Human Resource Management. I tried my level best to make this report informative and worth presenting. So, anything which is not proper let me know.

Lastly, I would like to express my gratitude for your kindness and your valuable instructions for completing this report successfully.

Thanks, and Best Regards,

Sharika Tasnim Mim

ID: 17304104

## **Non-Disclosure Agreement**

I was an intern at the **IDLC Finance Limited**. I don't have any agreement between me and **IDLC Finance Limited**.

## **Acknowledgment**

First and foremost, I'd like to express my thankfulness to God for blessing me with the resources, abilities, and opportunities necessary to persevere through this course and earn my degree. This achievement would not have been possible without the celestial favor of my Creator.

Thanks to the Internships and Employment Committee's work, we were able to put together an excellent internship program that combined classroom instruction with hands-on experience.

Mr. Feihan Ahsan, a lecturer at BRAC University's BRAC Business School, has my deepest gratitude and warmest regards. To create a paper with a decent conclusion, I needed his guidance. It means a lot to me.

A relationship manager at IDLC Finance Limited, Asif Hossain, gave me the opportunity to intern.

Idlc Finance Limited Senior Officer (Human Resources) Ayesha Chowdhury Trisha Lastly, I'd want to thank you and the HR department, as well as each and every employee of IDLC Finance Limited, for their cooperation and assistance while I was writing this report.

Finally, I'd like to express our sincere appreciation to all of the professors, friends, and other contributors who made this report possible.

## Preface

Our education will be beneficial if institutional education can be used efficiently in practical sectors. As a result, we all require a practical education in order to put our academic knowledge into practice. With this in mind, each semester hosts an internship program for Bachelor of Business Administration (BBA) students who need to complete their course requirements. "The Recruitment and Selection Process of the **IDLC Finance Limited** " was the topic of my research as part of this program.

I tried my hardest to perform effective research by acquiring current information. Even if you receive an error, this is not ideal. So please consider this with kindness.

## Executive Summary

It has become one of the country's best-known financial institutions. Corporate, SME, retail, and capital markets are all strongholds of IDLC's business. People's lives are made better by IDLC's efforts to help them fulfil their aspirations of owning a home, a car, or a business with a national impact.

As the company expands as a result of the efforts of its employees, the recruitment team becomes an increasingly important aspect of the HR department. In order to succeed, IDLC is looking for people that are enthusiastic, charismatic, and eager to learn in a fast-paced, competitive atmosphere. As a result of the study, managers were able to better understand what adjustments and enhancements their employees wanted to see.

Aside from identifying areas for development, the inquiry also revealed areas of disagreement among staff, as well as what changes should be made to boost efficiency. Having a good teammate and a safe environment can help raise the confidence of team members. As a result, the study examines a wide range of variables that have an impact on worker output. Efforts to increase the efficiency of the recruitment and selection process are discussed in the paper. Understanding the current condition of recruitment and the difficulties that come with it is the primary focus of the course. Also included is a discussion of IDLC Finance Limited's feedback and recommendations for improvement on key subjects.

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**List of Acronyms**

HR= Human Resource

IDLC= Industrial Development Leasing Company

SME= Small Medium Enterprise

SF= Structured Finance

CRM= Credit Risk Management

WM= Wealth Management

## CHAPTER 1: OVERVIEW OF THE INTERNSHIP

### 1.1. Internship Information

#### 1.1.1. Student Information

<b>NAME</b>	Sharika Tasnim Mim
<b>ID</b>	17304104
<b>PROGRAM</b>	Bachelor of Business Administration
<b>MAJOR</b>	Human Resource Management

#### 1.1.2. General Information

<b>Period</b>	3 Months
<b>Company Name</b>	IDLC Finance Limited
<b>Division</b>	Human Resource Management
<b>Address</b>	Bay's Galleria (1st Floor), 57 Gulshan Avenue, Dhaka 1212, Bangladesh

#### 1.1.3. Supervisor's Information

**Name:** Asif Hossain

**Designation:** Relationship Manager

**Email:** hasif@idlc.com

**Contact No:** +8801708457013

**Name:** Ayesha Chowdhury Trisha

**Designation:** Senior Officer (HR)

**Email:** ayesha@idlc.com

**Contact No:** +8801700701462

### **1.1.4. Job Responsibilities**

A Human Resources Intern's typical responsibilities include updating employee information with newly qualified candidates, evaluating resumes, and scheduling appointments. The following are my responsibilities in the IDLC Finance Limited:

- Update the web system with information on newly hired staff, such as contact and employment forms.
- Get payroll details like holidays, overtime pay, and banking information.
- Display resumes and supporting documentation.
- Schedule and confirm applicant interviews; publish, edit, and remove job advertisements from employment portals, job pages, and social networking sites as needed; and create HR-related documentation as needed (e.g., department training budget).
- Respond to inquiries concerning employee benefits (such as leftover vacation days) in a digital format.
- Alternatively, you can print up and share corporate policies.
- Participate in company functions and career planning.

## **1.2. Internship Outcome**

The internship program provides interns with the hands-on experience they need to succeed in the real world. It also acts as an excellent learning environment for building the "professional skills" required for future employment.

### **1.2.1. Intern Contributes For The Company**

Employers typically find internship programs to be quite appealing. Because it opens up new viewpoints, creates a flow for new employees, and gives opportunity for existing employees to mentor new Interns can establish a social media following and help to the Company's success. Enhance current employees' leadership skills. While mentoring and supervising interns, current staff employees acquire crucial leadership skills. More interns are hired than additional employees. Newcomers bring fresh perspectives as well as unique abilities and skills that can upend the status

quo, especially in today's modular teams of 5-15 people. Include trainees in brainstorming sessions to get the most out of this. Internships are a low-cost option. They are also the most engaged members of the workforce, despite their modest wage requirements.

They are also the most engaged members of the workforce among all employees, despite their minimal compensation needs. In their fields, undergraduate students learn cutting-edge strategies, methods, and procedures. Establish an internship that will provide you with direct access to the most recent advancements. You can learn from interns just as much as they can from you.

### **1.2.2. Benefits of this Internship Program**

#### **Work Experience:**

Prerequisites such as schooling and minimal work experience are typically listed in job descriptions. You may not have the essential knowledge if you are looking for a job for the first time after graduating from university or completing a degree program. Internships are an excellent method to address this gap. Meetings and accomplishing assigned duties in real-life circumstances can provide you with vital insight into your organization's performance in your chosen career.

#### **Research Experience:**

A science intern, for example, might assist with laboratory research. You can put your research talents to the test and contribute significantly to necessary laboratory research. This form of post-training is required for several ongoing research projects. Internships might assist you in figuring out what kind of lab work you want to pursue.

#### **Availability of Various Jobs and Divisions:**

Some internships, such as laboratory research, may assign you to a specific work each day, but others may provide access to professionals from many departments and divisions. You can help top executives, attend meetings, work on minor ongoing projects, or manage the office's day-to-day operations. If you have a B.A. in English, for example, an internship of 14 weeks to learn how each department of a publishing house works will help you select what type of position you want in the industry.

## **Mentoring:**

Personal relationships that enrich both the mentor and the mentee's experience are virtually always the foundation of the most productive mentoring relationships. Internships allow you to meet potential mentors and develop professional ties.

### **1.2.3. Difficulties Faced**

Various desks and documents from the IDLC Finance Limited were used to compile research sources. Even though every attempt was made to perform a thorough and well-organized investigation, the following are some of the study's limitations:

- For data collecting, we hold sensitive information.
- As a result, some data cannot be obtained due to confidentiality or administrative secrets. Only tiny amounts were evaluated due to the short time frame, which does not provide an accurate picture.
- In many cases, up-to-date relevant data is not provided.

### **1.2.4. Recommendations**

- IDLC Finance Limited should plan behavioural exams, academic accomplishments, and other activities.
- All new employees at IDLC Finance Limited must receive training.
- As a result, new employees can learn about the organization's strategy, values, mission, and vision.
- At times, it may be kinship, but the selection process must be entirely open.
- Because IDLC Finance Limited recruits must be between the ages of 25 and 32, they are required to change employment regularly. IDLC Finance Limited, high-ranking positions must be elected.
- Top management should be limited to a bare minimum while hiring for IDLC Finance Limited.
- IDLC Finance Limited is required to attend several job fairs.

## CHAPTER 2: ORGANIZATION PART

### 2.1. Company Overview

#### 2.1.1. IDLC Finance Limited at a glance

In the previous 30 years, the IDLC Group has evolved to be Bangladesh's largest non-banking financial organization, offering a wide range of products and services and being listed on local stock exchanges as a blue-chip company. Since its inception in 1986 with only five workers, the single-product leasing company has developed into a \$750 million multi-product enterprise that currently caters to corporate, small and medium-sized business, retail, and the capital markets. IDLC today has 31 branches and booths in 15 cities, employing more than 1,200 people.

Exceptional governance, adherence to regulations, and transparency are the foundations of IDLC's corporate ethics. Good financial results are a priority for the company, which is committed to long-term success. The ideals that guide IDLC's operations have been recognized time and time again by independent agencies, and the organization is proud to be recognized as a leader in this field.

It is a great honor for IDLC to be recognized as a leader in Bangladesh's financial sector by a number of independent organizations. Since 2011, the IDLC Group has been on a growth quest, introducing new technologies, products, branches, sales teams, and distribution channels along the way. As a result, the company's revenue has grown dramatically since 2014. In 2014, IDLC made its initial forays into rethinking corporate boundaries and expanding horizons.

#### 2.1.2. Business Overview

There are currently 742 employees employed at IDLC, most of them are based in Bangladesh. Since its initial public offering in 2012, the stock has been traded on both Bangladesh's Dhaka Stock Exchange and Chittagong Stock Exchange (Taka 10,119 million at the close of 2013). The Company has four divisions: SME, Consumer, Corporate, and Capital Markets.

##### 1. SME

The SME division serves small and medium-sized businesses in a variety of industries, including steel, cement, light engineering, plastics, and textiles. There are a variety of services available through this division, each of which is customized to meet the specific needs of the clients who use them. Additionally, the division provides loans to forballers to stimulate women's businesses

## **2. CONSUMER**

Retail lending for houses and automobiles is provided by the Consumer sector with just a tiny percentage of personal loans and loans against deposits. The division has one of the largest market shares and fastest growth rates in Bangladesh's home lending business. Offering numerous retail savings products with different interest rates and maturities, the Consumer business serves as the Group's deposit mobilization arm, as well.

## **3. CORPORATE**

A wide range of businesses can access capital expenditure and operating capital finance through the corporate division, which offers lease financing, term loans, and other options. Structured Finance (SF) solutions, such as corporate bond issuances and debt syndication, are also available through this division.

## **4. CAPITAL MARKET**

There are two wholly-owned companies of IDLC Finance Limited in charge of capital market operations: IDLC Securities Limited and IDLC Investments Limited (IDLC IL). After being badly hit in 2010 by the financial meltdown and other global events, the Group's capital market operations have subsequently fully recovered and have fully absorbed impairment losses on certain open exposures in the margin lending portfolio. Regardless of the political situation, both businesses have developed solid foundations in terms of their technology, procedures, policies, and human resources.

IDLC Finance operates two wholly-owned subsidiaries,

1. IDLC Securities Limited
2. IDLC Investments Limited

Our customers and institutions benefit from comprehensive trading facilities and infrastructure that allow us to provide the best possible execution experience. Underwriting, primary issuances, and merchant banking are just a few of the other services it offers. With the use of cross-divisional synergies and particularly our Consumer division, the company has established Discretionary Portfolio Management services.

### **2.1.3. IDLC Securities Limited OVERVIEW**

In 2006, IDLC SL began operations, providing institutional and individual investors with access to the capital markets via the reliable and sophisticated trading platforms of the Dhaka and Chittagong stock exchanges.

## BROKERAGE SERVICES

- ❖ IDLC Finance Limited's wholly-owned subsidiary.
- ❖ Seats on the stock markets of Dhaka and Chittagong; full-service depository participant.
- ❖ There are around 12,500 active customers.
- ❖ One of Bangladesh's leading brokerage firms.

### 2.2.1. SERVICES

#### Services:

- Trade execution in the stock exchanges of Dhaka and Chittagong
- CDBL and custodial services
- Bloomberg terminal for international customers
- Advisory and research services

### 2.2.2. OPERATIONAL HIGHLIGHTS

Particulars	2014	2013	2012	2011	2010	
<b>Number of Accounting at the Beginning</b>	10,756	8,984	7,988	7,024	4,556	
<b>Account Opened During the Year</b>	3,062	1,858	1,186	2,178	2,525	
<b>Account Closed During the Year</b>	(964)	(86)	(119)	(1,214)	(57)	
<b>Number of Account At year End</b>		<b>12,854</b>	<b>10,756</b>	<b>8,984</b>	<b>7,988</b>	<b>7,024</b>

Particulars	2014	2013	2012	2011	2010
<b>Growth (Year On Year)</b>	20%	20%	12%	14%	54%
<b>Composition of Client Base</b>					
<b>Individual</b>	12,530	10,406	8,652	7,672	6,7850
<b>Institution and Foreign</b>	199	159	148	129	108



<b>Non-Resident Bangladeshi</b>	125	191 184 187 166
<b>Total</b>		10,756 8,984 7,988 7,02412,854

## 2.3. SHAREHOLDING COMPOSITION

### SHAREHOLDING COMPOSITION OF IDLC FINANCE LIMITED

As on November 30, 2015

Sl.No	Name of Shareholders	No. Of Shares A S A%of Total
<b>01. Sponsors/Directors</b>		
	The City Bank Limited	60,854,056 24.21
	Transcom Group	33,515,443 13.33
	-Eskeyar Bangladesh Limited	20,109,375 8.00
	-Transcraft Limited	10,088,022 4.01
	-Bangladesh Lamps Limited	3,318,046 1.32
	Sadharan Bima Corporation	19,151,663 7.62
	Mercantile Bank Limited	18,852,538 7.50
	Reliance Insurance Co. Limited	17,595,702 7.00
	Subtotal	149,969,402 59.66

### 02. General

	Institutions	
	Bangladesh fund 8,040,750	3.20
	ICB 5,773,612	2.30
	LR Global 2,873,900	1.14
	Other Institutions 33,671,332	13.40
	Sub Total 50,359,594	20.03
	Individuals	20.03
	General Public(Individual) 51,038,191 Sub Total 51,038,191	20.03
	<b>Total Holdings 251,367,187</b>	<b>100.00</b>

#### 2.4.1. Activities of HR Department of IDLC Finance

##### HR Functions

HRM plays an important role in the value chain of a firm. One group of researchers thinks that HRM plays a vital influence in an organization's ability to achieve its organizational goals and maintain a competitive advantage in the marketplace. This is made possible by the rules and practices each company uses to find and keep the finest workers for the job (Holland, act 2007). A useful metaphor for the HR function is to think of it as having six options from which companies can pick the best ones. In accordance with Decider and Kramer (2008, P58), each of these menus

relates to a certain functional area of HRM: Job design and analysis are all components of job design and development, as are recruitment and selection as well as training and development.

## **Job Analysis and Design**

For example, it can be used to assess training needs, development criteria, and salary and productivity levels, among other things (De Cieri & Kramar, 2008, P60) ( Price,2003, P362). Designing a job's tasks is a part of the process of creating a new employment (De Cieri & Kramar, 2008; Hacker, 2003) You need to take into account both of these factors. A company's production, accomplishments, and quality must be met first, while its employees must be provided with a stimulating and gratifying work environment in order to keep them engaged (Amstrong, 2009; Campion, Masker, & Higgs1993; Kozlowski & Bell 2003; Stewart 2006). In order for HR procedures to be effective, both employees and the activities of the firm must be fully understood (Anthony,Kacmar & Perrewe 2002; Dessler 2003)

## **Employee Recruitment and Selection**

According to De Cieri & Kramar (2008), it can be used to analyze training demands as well as development criteria, as well as pay and productivity levels (p. 60) ( Price,2003, P362). In the process of developing a new job, designing the position's responsibilities is essential (De Cieri & Kramar, 2008; Hacker, 2003)

Both of these variables must be considered. When it comes to keeping people motivated and happy in the workplace, the main priority should always be the company's output, accomplishments, and standards of quality (Amstrong, 2009; Campion, Masker, & Higgs1993; Kozlowski & Bell 2003; Stewart 2006). Both the personnel and the business activities must be completely comprehended for HR procedures to be effective (Anthony,Kacmar & Perrewe 2002; Dessler 2003)

## **Employee Training and Development**

When a business invests in their employees' education and development, they're showing them that they care about them as individuals and their future success as a whole (Storey & Sisson 2003). Training and development programs are becoming more important components of human resources management (Oakland & Oakland 2001), and studies in a number of businesses and sectors have all found a positive correlation between training investment and employee commitment (Basis & Buren 2001). Studies by Irving and Thomas (1997) and Marchington and Wilkinson (1998) found that hospital administrators, nurses, service workers, and clerical employees were more committed to their jobs and the accomplishment of the organization's goals when they felt the company cared about their training and development needs (1997). The bottom line is that proper training increases employee retention by making people feel valued for their abilities and by providing them with chances to further develop these abilities (Kyndt et al 2009; Visser 2020)

## **Performance Management**

Performance management is primarily concerned with how individuals perform and grow. When an employee's efforts and outputs are aligned with the organization's goals, it is utilized to guarantee that future performance planning and improvement is focused on rather than retrospective performance evaluation (Armstrong, 2003, P481). In order to accomplish this, managers must collaborate with their staff in a way that is mutually beneficial for both parties.

Managers must have a clear understanding of how performance evaluation can help the organization in order for this to happen (Chelladurai, 2006)

## **Pay Structures, Incentives, and Benefits**

When it comes to human resources management, pay is an essential component. An effective compensation system is essential to achieving goals, according to De Cieri Kramer (2008, P62). A person's ability to adapt and learn new abilities, as well as their attitude toward clients, is directly influenced by their salary (Milkovich, Gerhardt & Hannon 1991). De Cieri and Kramer

(2008, P62) claim that offering higher wages and benefits than the competition may assist a business retain and recruit top talent. As a measure of whether or not the time and effort employees put in at work is deemed useful, workers may look to their remuneration (Ryan & Sagas 2009). Discrepancy theory was used by Rice, McFarlin, and Bennett in their research (2006). What other employees in the company receive as a standard may be one benchmark that an employee considers when working for the company. There will be no complaints from the employees about their pay. As long as the return on their investment is commensurate with the time, effort, and energy invested. In comparison to the compensation received by other employees. People may get dissatisfied if they perceive their efforts and contributions to the company and work are not being rewarded, especially in terms of compensation (Ryan & Sagas, 2009).

### **Labour/Employee Relations**

To describe a company's efforts at managing employee-employer relations, "employee relations" is the correct term. As a result of a good employee relations program, an organization's employees are committed to their work and loyal to the company. Workplace issues are also addressed by these programs.

Human resource strategies often include employee relations programs as a component in order to make the most of employees in order to meet the objectives of the business. Businesses employ human resource strategies to gain and maintain an advantage in the marketplace. A company's employee relations program focuses on issues that affect employees, such as compensation and benefits and work-life balance.

## **2.4.2. Organogram of IDLC Finance**

### **Team HR-Organogram of IDLC Capital Market**

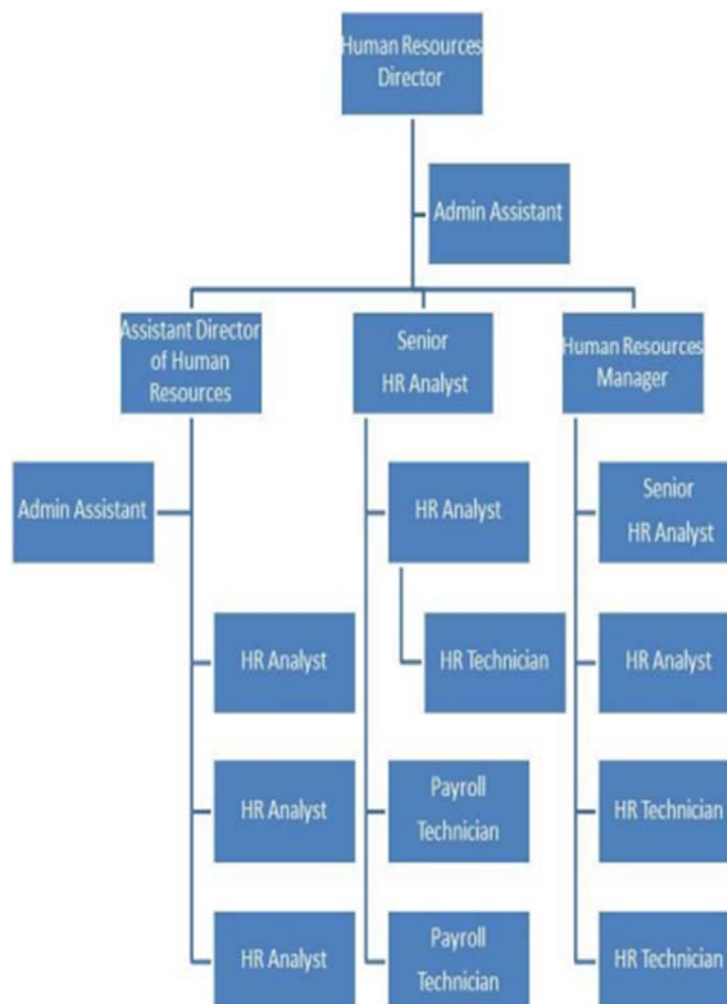


Figure 2: Organogram of IDLC HR

### 2.4.3. Management of IDLC Finance

#### Management Committee

**M. Jamal Uddin**

CEO & Managing Director

A new CEO and Managing Director have been put in place for 2021: Jamal Uddin. Since 2015, he has served as the company's DMD and CEO.

The non-banking financial sector has been a part of his life for more than 27 years now. In 1994, Mr. Uddin was hired as a Management Trainee at IDLC. Mr. Shahbaz has been in this role since 2006, when he was responsible for overseeing all aspects of the corporate finance department's activities, focusing on syndicated fund-raising efforts for major Bangladeshi and global corporate houses.

### **Asif Saad Bin Shams**

Deputy Managing Director & Chief Risk Officer

In 2021, Asif Saad Bin Shams was appointed DMD.

He's been in the financial business for nearly two decades. In 1996, he was hired as a Probationary Officer by Eastern Bank Limited. At one point in his career, Mr. Shams was the Head of Policy and Risk Management at Standard Chartered Bank. In 2009, Mr. Shams joined the IDLC team. He was elevated to the position of Head of Credit and Collection in 2009.

### **Syed Javed Noor**

Deputy Managing Director

Syed Javed Noor became DMD in 2021. Mr. Noor has been in the banking industry for over two decades. At Southeast Bank Limited, he began his career as a Management Trainee in the Credit Division. In 2001, he joined the Corporate Division of IDLC Finance Limited. After that, he worked for the Corporate Banking Division of Standard Chartered Bank.

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### **Mesbah Uddin Ahmed**

General Manager & Head of Corporate

Mr. Ahmed, who has been in the corporate sector for more than two decades, was named the division's head in 2015. Corporate Banking, Credit Risk Management, and Sales/Marketing for private enterprises have been some of his specialties, although he has extensive experience in all three areas, particularly in banks and financial institutions. After a long career in the banking industry, Ahmed joined IDLC's Corporate Division in Dhaka in 2010.

**Mir Tariquzzaman**

General Manager and Chief Technology Officer (CTO)

In April 1995, Mir Tariquzzaman was hired as a Management Trainee at IDLC and has been with the company ever since. Since July 2007, he has held the post he currently holds. IDLC Group's dynamic IT infrastructure is in the hands of this person. Dhaka university's Institute of Business Administration (IBA) offers an MBA program (IBA).

**Md. Masud Karim Majumder, FCA**

General Manager & Group Chief Financial Officer

During the year 2016, Masud Karim Majumder was promoted to Group CFO. It's been more than a decade since Mr. Majumder worked in the commercial world. At IDLC, Mr. Majumder has worked in the Accounting and Taxation Department since 2006. He had previously worked with Rahman Rahman Huq as an Audit Supervisor. He also serves as a director of IDLC Asset Management Limited, which is a completely owned subsidiary of IDLC Finance Limited.

**M. Ataur Rahman Chowdhury**

DGM & Head of Consumer Division

Taking charge of the Consumer Division will be Mr. M. Ataur Rahman Chowdhury, who began his tenure on September 1st, 2020. In March 2011, Mr. Ataur Rahman Chowdhury joined IDLC as the Head of Credit Administration, and in April 2012, he was elevated to the post of Head of Operations. Mr. Ataur has been in the banking industry for more than 20 years. City Bank hired him in 2000 as a Management Trainee, and he's been there ever since.

**Md. Saifuddin**

Managing Director, IDLC Securities Limited



Mr. Saif was appointed MD of IDLCSL in 2009. He's been in the financial sector for more than a decade. The Real Estate Finance section of IDLC was where Mr. Saif began his career as a Management Trainee in 2001. Personal Finance's Director of Credit and Collections had previously held this job.

### **Md. Moniruzzaman**

Managing Director, IDLC Investments Limited

Since 2010, Mr. Monir has served as the Managing Director and CEO of IDLC Investments Limited, which he joined as the Head of Merchant Banking in 2009. He has approximately 20 years of financial experience. In 1998, he began his career as an Investment Analyst at Swadesh Investment Management Limited. He has worked in the financial sector for about 20 years. Swadesh Investment Management Limited hired him as an Investment Analyst in 1998.

### **Rajib Kumar Dey**

Managing Director, IDLC Asset Management Limited

Mr. Dey was appointed MD of IDLC Asset Management Limited in 2016. As a Treasury Management and Public Equity Research expert, he has more than 13 years of experience. In 2004, Mr. Dey joined IDLC as a Management Trainee in the Treasury Department.

### **Jane Alam Romel**

Deputy General Manager & Group Chief Marketing Officer

In August 2016, Jane Alam Romel was named Group Chief Marketing Officer of the non-bank financial company. For his part, he's in charge of everything from corporate communications to brand management to corporate advertising to digital marketing to sponsorships and CSR.

### **Mahbub-ul-Kader, CAMS**

Deputy General Manager and Group Head of Internal Control and Compliance.

Group Head for Internal Controls and Compliance as well as Deputy General Manager. His promotion as Group Head of Internal Control and Compliance was announced at the end of the year (ICC). He's been working in this industry for almost two decades. Chartered accountants, Rahman Rahman Huq and KPMG Bangladesh, where he worked as an articled student in 1994.

## **Indrajit Mallick**

General Manager & Head of Operations.

On September 1st, 2020, Indrajit Mallick took over as Director of Operations. Mr. Mallick has worked in banking for more than two decades. In February 1999, Mr. Mallick joined Eastern Bank Ltd. as a probationary officer. On July 11, 1999, he became an official in the Short-Term Finance division of IDLC Finance Limited.

## **Adnan Rashid**

Deputy General Manager & Head of SME

In January 2022, Mr. Adnan Rashid was appointed as the new head of the Small and Medium Enterprises (SMEs). Probationary Officer Mr. Adnan Rashid began his IDLC career in 2008. An in-house-bred SME Banking professional with extensive experience in business development, risk management, automation, and change management, Mr. Adnan Rashid is an asset to any organization.

## **Nurul Karim Patwery**

Deputy General Manager & Head of Treasury

Mr. Nurul Karim Patwery was promoted to the position of Treasury Director in 2019. A Probationary Officer, Mr. Nurul Karim Patwery began his IDLC career in 2006. Every part of the IDLC treasury function has been covered by him during the course of his career.

## **2.5. Specialty Of IDLC Finance**

### **1. Be a next-generation leader**

You can't help but notice that the organization's goals are being met by a youthful demographic. It is possible for you to be a future-generational leader because of the combined strength of millennials and the IDLC family.

## **2.Dynamic work culture**

IDLC is a firm believer in the potential of youth and change. Our employees stand out from the crowd because of their drive, tenacity, and enthusiasm. All of us here have enormous dreams, and we don't hold back. regardless of your individuality, to help you shine. Every position has its own set of challenges and rewards, and there are always new things to learn.

## **3.Expands your horizons**

Have a broad range of interests and don't want to focus on a single area or group. We encourage our staff to participate in diverse projects from time to time so that they can expand their horizons and learn more about the industry.

## **4.Rise together**

Make sure that you don't confine yourself to a single department or team. Employees at IDLC are encouraged to participate in various initiatives from time to time in order to expand their knowledge.

## **2.6. IDLC Finance Social Responsibilities**

Creating long-term value – for our stakeholders, the environment, and our community – is at the heart of our commitment to sustainable development. Sustainable business practices and CSR efforts are supported by IDLC's participation in a handful of local and worldwide initiatives. Despite the fact that these programs are purely optional, they must be followed if they are to meet internationally accepted CSR standards:

### **1.Khushir Kheya**

Spend a day improving the quality of life for the people who live in our neighbourhoods. Thousands of towns and tens of millions of people can be made

happier if we all work together. We won't let up on the effort, either.

## **2.Oditiya**

Oditiya - Oditiya - is a scholarship program for first-generation females from low-income homes who are eligible for higher education. IDLC Finance Limited has entered into an arrangement with Prothom Alo Trust to carry out this project as part of its commitment to ensuring sustainable development via community empowerment. One of the world's most prestigious institutions of higher education, Asian University for Women (AUW) has a longstanding commitment to providing superior quality education to women regardless of their socioeconomic status.

## **3. Orther Ortho**

Orther Ortho is one kind of initiative of IDLC Finance Limited. It provides training and ways of income for students. This kind of activity helps students to earn money and bear their educational expenses.

### **2.7. Mission of IDLC Finance**

We'll put great growth, excellent customer service, and long-term business practices at the forefront of all we do. IDLC Finance Limited offers a wide range of products to meet the needs of a diverse range of consumers.

### **2.8. Vision of IDLC Finance**

We will be the best financial brand in the country.

## **2.9. Theoretical Aspects**

### **2.9.1. Recruitment is defined as**

Recruitment refers to the process of identifying and attracting competent job candidates. This procedure starts with the hiring of new employees and ends with the submission of applications. As a result, a pool of candidates is developed from whom new employees are selected.

### **2.9.2. Purposes & Importance of Recruitment**

The overarching purpose of Recruitment is to create a pool of potentially qualified jobless people. The specific objectives are as follows:

- To assess the organization's future requirements, combine manpower strategy and job evaluation initiatives.
- At a little expense, significantly increase the pool of applications for available positions.
- Reduce the quantity of obviously qualified or qualified applications to improve the selection process' performance.
- Reduces the risk of candidates leaving the organization after being accepted and chosen for a short time.
- Confirm the Company's political and regulatory responsibilities to its employees. Examine the effectiveness of various recruitment services.

### **2.9.3. Influencing Factors in Recruitment**

Recruitment is influenced by a number of factors. They are detailed elsewhere here.

1. External factors
2. Internal factors

#### **External Factors**

**Market dynamics:** The number of people both inside and outside the Company has a significant impact on the selecting process. When a firm needs the most talent but only has a limited number of candidates, it must rely on internal resources to give specifically designed training and development possibilities.

**Rate of unemployment:** Economic growth is now one of the factors influencing candidate accessibility. When businesses fail to hire additional workers, there is a surplus of trained labour, which leads to a drop in productivity.

**Jobs Market:** Workplace conditions in the neighbourhood in which the Company works influence its talent recruiting efforts. Attempts to submit applications or notices on message boards or notice boards throughout the recruitment process.

**Political, social and legal environment:** Political, social and legal environment: different governments Discrimination in hiring and employment laws directly impact hiring practices.

**Competitors:** The HR function of a company is also affected by competitor recruiting rules. Organizations often have to adjust their employment practices to reflect their competitors in order to stay competitive.

## **Internal Factors**

**Hiring process Strategy:** The foundation for attempting to define a company's recruitment objectives and carrying out its recruitment program is the Company's recruitment policy. This could entail developing internal procedures for implementing talent acquisition methods and policies, such as filling positions with the best candidates.

**Human Resource Planning:** An effective human resources strategy aids the organization in identifying gaps in its current human resource base. It also helps determine how many employees will be hired and what qualifications will be necessary.

**Company Size:** The organization's size is an important factor to consider during the

hiring process. If a corporation wants to grow its operations and revenue, it will consider hiring more personnel to oversee its operational processes.

**Cost:** Organizations desire to use recruiting sources that incur lower hiring expenses in the Company for each candidate because Recruitment is expensive for employers.

## **2.10. Recruitment Policy Components**

- General organizational rules and terms of employment.
- Consultant Selection Systems.
- Recruiting temporary workers.
- Unique Recruitment Situation.
- Selection Process.

## **2.11. An organization's recruitment policy should be written in such a way that**

- They must concentrate their efforts on attracting the most qualified candidates.
- They should show respect and dignity to each candidate and employee Fair Practice.
- Encourage and assist employees in reaching their greatest potential.
- Weight and age at the time of selection, considering variables that match the organization's requirements.
- Selection optimization of labor resources.
- Identification of the appropriate authority to approve each option.

## **2.12. The Key Factors Which Are Affecting Recruitment Policy**

- Organizational goals.
- Human Resources Management strategy of Organizations and Competitors.
- The choicest Recruitment Source.
- Organizational Needs.
- Recruitment Costs and Financial Impact.

### **2.13. Main Objectives of The Recruitment Policy**

Tasks and goals are the same things. However, according to Yoder, the primary goals of human resource policy are:

- Find and recruit the finest candidates for each position.
- Get the best and most promising candidates.
- Job opportunities and security are available.
- Creates opportunities for professional advancement.
- Reduces the cost of Recruitment and training.
- To reduce fraud and favouritism.

### **2.14. Recruiting Sources**

When a company has to fill a position, eligible candidates can come from both within and outside the business. Some companies prefer to hire from inside since it promotes employee

morale, loyalty, and encouragement. Certain firms may prefer to hire outside staff to avoid inbreeding and stimulate fresh thinking.

There are two types of recruitment methods, which are mentioned below:

- Internal recruitment sources
- External recruitment sources.

#### **2.14.1. Internal Sources of Recruitment**



Internal sources include the Company's current employees or individuals who have previously worked there. When a vacancy occurs, someone from across the Company is either promoted or demoted to fill it.

**Promotions and Transfers:** Promotions and transfers are probably a really strong recruitment approach that helps raise motivation and develop organizations in a variety of ways, including rewarding smart individuals who are ambitious, astonishingly low cost, and demonstrate the greatest kinds of leadership.

**Staff Referral:** Internal recruiters might be found through referrals from other co-workers. Employees can increase the likelihood of referrals from family and friends by teaching them about the Company's perks, providing referral cards, and encouraging applications.

**Previously Employed Persons:** Some retirees may prefer to return to part-time work for the benefit of their co-workers.

**Pre-application:** We have sent to people who have already applied for the job, which is a quick and low-cost technique of filling unexpected vacancies.

### **2.14.2. External Sources of Recruitment**

Sub-positions are often sourced from outside sources. Diversify in new directions and merge with other firms for positions when present staff are unable to match standards.

#### **External sources include:**

**Advertising:** Today, many types of ads are employed to recruit new personnel. The most common forms of media coverage appear to be trade and specialty magazine articles, radio, and television. Advertising has the capacity to reach and engage a large and diverse group of qualified applicants, as well as a smaller pool of highly specialized candidates. A medical examination can be rather costly.

**Private Employment Agencies:** Private recruitment firms concentrate on offering exceptional service in professional and technical fields. They keep files for both unemployed persons and businesses looking for new hires. They offer a variety of professional interest and aptitude tests to help employers better understand a candidate's ability to fill a certain role.

**Walk-in, Write-in & Talk-ins:** A walk-in candidate is someone who comes to HR looking for work. Those that make written requests do it in writing. In most cases, both groups must complete an application to identify their interests and talents. Used apps are kept in the active file until they are legitimately opened or are too old to be useful (generally 6 months) (typically 6 months). Talk-ins are becoming increasingly common, and job candidates will be required to meet with hiring managers for in-depth discussions. To apply, no recruiters are required.

**Open House:** An unusual recruiting strategy is to host an open house day on company premises, when guests can dine and possibly view a film about the Company.

**Online Recruitment:** The majority of companies now conduct interviews online. According to one statistic, more than 4 million people die every day while looking for work on the Internet. As a result, employers may easily find a job using the internet.

## 2.15. Definition of Selection

Selection is the process of finding the best candidate to fill a vacancy in an organization. So, to put it another way, selection is the process of weeding out individuals who aren't a good fit for open jobs in the company and selecting those who are.

For all their similarities, recruitment and selection serve two distinct functions. Negative procedures aim to eliminate as many unqualified applicants as possible in order to find the best candidate, whereas positive procedures encourage more people to apply.

## 2.16. Selection Process

Selecting the best candidate from a large pool of applicants is an essential phase in the hiring process.

Applicants for IDLC positions should expect a transparent and up-to-date process. As part of the recruitment process, the HR department places an online ad on the bdjobs.com website and in local publications. All applications are accepted via email and mail. Shortlisted candidates are invited to an interview and then asked to undergo a medical examination by IDLC after passing a written examination, which takes place after the deadline. If the medical check shows that the shortlisted candidates are healthy, they will be hired by the company's executive committee. Equal treatment is given to all applicants, regardless of ethnicity, religion or political affiliation. Recruitment and selection are limited to job-related criteria alone. There are three steps to IDLC's merit-based recruitment process:

Recruiting proposal - CV collection - CV selection - interview preparation - organization of written tests, presentations, etc. - interview - recruitment conclusion.

IDLC In addition to internal and external recruitment, there are two further forms of recruitment. When a position becomes available, IDLC looks to fill it from within before going out to find an external candidate. Recruitment from outside the company is employed if no suitable candidates can be found within it. IDLC uses a mix of internal and external sources of information. Depending on the level of employment and/or the location of the position/job, the information's source changes. Employee referrals, for example, are commonly used in high-level management roles.

### **Recruitment Approval**

If the Managing Director or his designee approves the organogram/manpower planning, then the recruitments from G1 through G5 should not require approval from anybody other than the recruitment board members. The HOD is responsible for developing their own organizational chart and personnel planning at the start of the fiscal year and obtaining approval from the Managing Director or his designee in cooperation with HR.

### 2.16.1. Step By Step Process

IDLC makes use of a variety of evaluation techniques in the selection process. There are a number of processes that must be taken before a candidate can be selected by IDLC. In order to put these methods into action, it is necessary to create a selection sequence that ensures that applicants, candidates, finalists, and the offer recipient all go in the same direction. The guidelines for evaluating IDLC employees are as follows:

#### Selection of CV:

Position	CV-Screening Procedure	
	Preliminary Screening	Final Screening
Non-management Position		Concerned HRD Officer Concerned Department
Management Trainee /Assistant Manager		Concerned HRD Officer Concerned Department
For Above Assistant management position	Concerned officer of HRD Head of Department Department	Head of HRD

Figure 3: Primary selection process

#### Processing for Interview:

1.Scheduling an appointment time with the interviewers involved.

Setting the date and location of the interview

The next step is to send an interview letter or make a phone call.

### 2.16.2. Conclusion of Selection Process

- Candidate selection will be completed by a committee of experts.
- The Head of Human Resources shall determine the pay grade of the selected candidates in light of their educational and professional background and relevant experience.
- System for Recruiting Students on Campus.

### 2.16.3. Evaluation of Selection Program

The effectiveness of the selection process is mostly determined by the quality of the labour hired. Organizations require qualified and motivated employees. When the selection procedure is done correctly, audit availability is the solution. Individuals working freely in the HR department should conduct effective audits.

### 2.17. SWOT Analysis

There is no one-size-fits-all approach to conducting a SWOT analysis, but it should be carried out in a manner that you are most comfortable with and, more importantly, that you understand. The goal is to be in a position where the organization can develop a future strategy for improving overall performance.

#### Strength

##### Well-Established Brand Identity

IDLC Finance Limited is a major financial services provider in Bangladesh. In terms of non-bank financial institutions, it is the world's first and largest. When it came to best published financial statements and reports, IDLC Finance won the ICAB award nine times between 2002 and 2014. In 2007, IDLC received the SAFA Best Presented Accounts Award. For the first time, the ICMAB National Best Corporate Award went to IDLC in 2007.

##### Staff Cohesion is a Priority

It's hard to overstate the importance of IDLC Finance Limited's employees. Employees are ecstatic about working for the company and are filled with pride and a deep sense of belonging. The company's excellent corporate culture is a major contributor to this strength.

##### High-Quality Work

When it comes to customer service, IDLC Finance Limited stands apart from the rest of the Bangladeshi financial institutions. Customer service is exceptional in this regard.

##### Enabled Employees

The human resources of IDLC Finance Limited are carefully planned and maintained. When it comes to running a firm, top management has always favoured employees who have the freedom to get their hands dirty in every part of it. Because of this culture of employee empowerment, working at IDLC Finance Limited is a pleasure. As the company grows, employees aren't suffocated by their bosses' rules and regulations.

### Weakness

We need to provide a higher level of innovative service:

In order to remain competitive in the market, IDLC Finance Limited needs to offer a wider variety of packages and services that stand out from the crowd.

There is a low paid-up capital requirement:

There isn't much money in the company's bank account. There is a need for additional funds to enhance the network and services. This could turn out to be a problem in the future.

Only a few locations:

There are just seven IDLC Finance Limited offices throughout the country. So many consumers can't be served because of this. An organization's shortcoming in a cutthroat market.

As a non-banking financial institution, IDLC Finance has limited resources to invest in any amount it chooses. Consequently, it sometimes has to deal with an overflow of funds. While this shows IDLC Finance's financial strength, the organization's competence is in making quick, successful investments.

### Opportunities

A nationwide web:

In spite of a small number of branches, IDLC Finance Limited has a solid network in the country. For IDLC Finance Limited, a non-banking financial institution with a large market, the goodwill and developing network it has can help it increase its profitability and secure its long-term viability. IDLC Finance Limited enjoys close ties with the country's upper class. The financial market is dominated by institutional investors. Many multinational enterprises and huge conglomerates are among its clients.

Market Expansion: The market is constantly expanding. The housing market had expanded by this point. Markets for project financing and housing lending have grown tremendously as a result. With IDLC Finance Limited's strong brand and market reputation, the company has a good opportunity of capturing the bulk of the market.

### Threats

Non-bank financial institutions (NBFIs) and private banks are serious threats to IDLC Finance Limited. Due to the new entrant, competition will rise even higher, necessitating the development of countermeasures by the company.

Due to the fact that banks and non-banking financial firms compete in the same market with essentially identical products, competition is increased. A contest for market leadership ensues if the market share of the two enterprises is equal. Additionally, existing service providers are competing on commission, interest rate, and other skills.

In the industrial sector, Bangladesh is teetering on the brink of collapse. Due to political upheaval, our economy is in crisis. the biggest obstacle This has a negative impact on every industry.

## CHAPTER 3: PROJECT PART

### 3.1. Background of the study

It's the most effective and efficient way to maintain and grow consumer relationships. More than just a commercial tool, CRM aids in the development of human connections between customers and employees. The expansion of this type of cohesion helps the business reach new heights of success.

Using technology and people, CRM aims to help companies better understand their customers' buying habits and the value they place on their products. It is possible for a corporation to improve customer service, cross-sell things more effectively, aid salespeople in concluding transactions faster, optimize marketing and sales processes, attract new customers and increase revenue if all goes according to plan. Software purchases and installations alone will not accomplish this.

CRM can only be effective if a business knows what it wants to do with the data it collects about its customers and how it plans to use that data. There are a number of firms that keep track of the life cycles of their consumers, such as financial institutions, so that they can market the appropriate banking products, such as home loans or IRAs, in order to satisfy their demands. There are a number of ways customers' information might enter a firm, and the organization must evaluate all of these methods and where and how they are stored.

### 3.2. Objectives of the study

- The primary goal is to obtain hands-on experience and see how theoretical concepts are put into practice in the corporate setting.

- a second purpose
- An overview of IDLC is the goal.
- To examine IDLC's products and services.
- In order to get a better sense for what is going on at the brokerage house and merchant bank.
- Understanding the organization's decision-making process.
- Learn more about how the Margin account and trades were handled.

### **3.3. Significance of the study**

It's the most effective and efficient way to maintain and grow consumer relationships. More than just a commercial tool, CRM aids in the development of human connections between customers and employees. The expansion of this type of cohesion helps the business reach new heights of success.

Using technology and human resources, CRM may help firms obtain a better understanding of consumer behaviour and value.

It is possible for a corporation to improve customer service, cross-sell things more effectively, aid salespeople in concluding transactions faster, optimize marketing and sales processes, attract new customers and increase revenue if all goes according to plan. Software purchases and installations alone will not accomplish this. CRM can only be effective if a business knows what it wants to do with the data it collects about its customers and how it plans to use that data. In the financial industry, for example, many organizations keep track of their customers' life cycles in order to offer them the relevant banking products, such as mortgages or IRAs, at the right time. There are a number of ways customers' information might enter a firm, and the organization must evaluate all of these methods and where and how they are stored.

### **3.4. Methodology of the Report**



I used both primary and secondary data in this study.

A. The following are the key data sources:

- A face-to-face meeting with IDLC officials and employees

Direct contact with customers is essential.

- Useful office tasks

B. The following are examples of secondary data sources:

Annual Report of the IDLC

Numerous manuals and publications from the IDLC can be found here

Branch data that has not been made public.

Textbooks of many kinds

The previous report was analysed from a variety of perspectives.

### **3.5. Limitations of the study**

It is impossible to rule out the possibility of this study's shortcomings. Although the bank's executives did their best, I believe the following issues are the study's primary weak points:

Due to time restraints, many important aspects were left out of the report.

Due to a dearth of data, the study has been unable to conduct as in-depth of an examination as it would have liked.

Only a few minutes could be given to me by the Bank workers due to their heavy workloads.

It was my first time conducting a study like this and so posed a significant limitation.

I couldn't go inside every nook and corner of the bank.

#### **3.5.1. Questionnaire Session**

What kind of sources does the organization use to find new employees?

### **3.6. Analysis and Findings**

An officer in the Customer Experience Department was interviewed.

There has been only one promotion in the past four years for me at this company." After six months, I was elevated to a permanent role from a contract post. One of the most crucial factors in my increased productivity was the freedom from having to rely on others for my errands. As a result, I see my work as a way to develop myself, and I feel the praise I receive at the end of each tight deadline has helped me do so. Those new co-workers are wonderful, and they're also quite open to communication. It's a challenge to meet a tight timeline for any project. High-performing employees are those who are willing and able to accept new challenges and consistently deliver on their promises to clients. One of the changes I hope to see is a better understanding of the duties assigned to each employee. Do not hold me responsible for anything that I was not given the task of doing."

Two senior officers from the Structured Finance department were interviewed for this position.

"In seven years, I was promoted three times." I feel that the atmosphere might have an impact on your performance. As a result, my manager has always been nice and sympathetic. The HR department has always been concerned with the well-being of its employees. Our work schedules are flexible, and the social events like employee nights and picnics that our HR department organizes each year help us to relax and get to know one another better. Due to the tight deadlines, it is difficult to complete the task at hand. The ability to plan one's work and set priorities for what should be completed first and later is, in my opinion, quite valuable. The ability to communicate effectively is also essential. For the enormous heaps' long-term preservation, new software is being implemented.

3rd interviewee, a mid-level manager in the Credit Risk Management division.

For the past eight years, I've worked here, and I've been promoted twice. My boss is a tremendous motivator, and he continually pushes me to improve. The HR department's on-the-job training is quite valuable. In addition, the HR-organized events always make us feel like we're part of a larger community. I believe that responsibilities are not clearly defined, and I am frequently questioned about things that are not my job. Manual work is one issue. As a high-achieving professional, you should have a good attitude and know how to deal with obstacles

rather than becoming discouraged by a heavy task. It would have been better if they had opted for newer technologies instead of relying on older software."

### **3.6.1. IDLC Finance's Recruitment Process**

In the event of a restructuring, new initiatives or the termination or resignation of employees there is usually a vacancy. HR is informed of the number of employees needed by the concerned department. HR creates a headcount request form to help them estimate how many new employees they'll need to hire. Based on the budget, they create the remuneration and perks for the employees they plan to hire in the future.

For internal personnel, who are already familiar with the company's policies and procedures, the priority is given first. In addition, it helps internal employees move across departments and get promoted. Employees of the IDLC organization are made aware of job vacancies by posting them internally (business intranet).

Employees hired from outside the company are called "external." As a result, it brings in people who have fresh ideas and answers.

External recruiting methods include:

IDLC posts job openings on bdjobs, one of Bangladesh's most popular job sites, in order to draw in the best and brightest.

Referrals from colleagues: Employees recommend candidates for available positions based on the recommendations of their co-workers. This saves both time and money during the hiring process.

### **3.6.2. IDLC Finance's Recruitment Policy**

#### **The right people in the right place at the right time**

It is vital to locate the best candidate for the job and then place that person in the correct role at the right time. It is imperative that we keep an eye on the success of our hiring and staffing practices, even as we look for new ways to improve our hiring methods. To better understand our labour requirements, levels, and recruitment methods, we recognize the value of incorporating additional data into our recruitment efforts. Tensorizing positions are filled by the best qualified employees thanks to IDLC's merit-based recruitment and selection process. Anyone who applies for a job at IDLC is eligible for the same opportunities regardless of their background or other factors permitted by law. Every applicant has the same opportunity for employment at IDLC no matter his or her background or any other criterion allowed by the country's statutory requirements. During the hiring and selection procedure, only job-related characteristics are taken into consideration. The hiring and selection process places a high value on fairness, diversity, and openness. During the procedure, all state laws, rules, and policies are adhered to.

### **3.6.3. IDLC Finance 's Recruitment Sources**

IDLC thrives on its employees. When it comes to our most important asset, our people and teams, we place a high importance on their involvement in cutting-edge financial sector procedures, as well as on providing them with an appealing work environment. Opportunities for professional and personal growth are many at IDLC, and the company's culture is one of mutual respect and cooperation. Our employees' abilities and passion are critical to long-term success, which is why we do so.

For the past 28 years, we've offered exciting career options to motivated young people. Recruiting, retaining, developing, and motivating IDLC's workforce is a top priority for this department.

Recruiting, retaining, developing, and inspiring employees is a top priority for IDLC's Human Resources department.

### **3.6.4. Steps in Recruitment at IDLC Finance**

A Quick Overview of the IDLC's Recruitment and Selection Process

In the first step, a memo outlining the company's needs for new employees is drafted.

Step 2: Gathering CVs: Posting Job Ads (Print or Web), Using Open Source, Using Internal Recruitment, and Gathering CVs from the Current Market are all viable options.

Step 3: Allotting CVs to the positions that are open.

Step 4: Initial Interview and/or Written Examination

Step 5: The second interview is now complete.

Step 6: Verify the primary candidate's credit history.

Negotiation with the candidate in its final stages

This is the final step in the selection process.

Step 9: Send the Letter of Incorporation.

Obtain the okay from the top brass.

### **3.6.5. IDLC Finance 's Selection Of candidates**

#### Process of Choosing

The selection process is a critical step in the selection of the best candidate from a big pool of candidates.

#### Screening of Curriculum Vitae

Shortlists are compiled from resumes that arrive on time and are evaluated based on their educational and professional backgrounds. Many applications and CVs that do not meet the job requirements are discarded during this CV screening stage in order to proceed to the interview with the acceptable people whose qualifications and experience are in line with the job description.

Every employment has its own set of requirements, such as a certain level of education or previous work experience in the field. ' CVs for positions of assistant manager and higher are screened by the appropriate department head; CVs for probationary officer, executive officer, and assistant officer are screened by the department head.

#### Tests of Character

Most positions, such as trainee officer, assistant/junior officer, need the candidate to take a written test that measures their proficiency in English, arithmetic, analytical abilities and logical reasoning. A third-party company, e zone, administers the written test, which IDLC arranges.

A preliminary interview is held for candidates who have passed the written test. The panel consists of a minimum of two business managers and above and one HR representative. In each branch, preliminary interviews are held. The interview can be conducted via Skype or in person by a panel of interviewers who travel to each branch.

Successful candidates will be invited to the final interview after they have completed the preliminary interview. The panel consists of a minimum of two department heads and one HR representative. This is where the final interview takes place.

Interview preparation includes making sure the interviewers are aware of your availability and reserving a space.

Forms for evaluating recruiting and attendance should be developed. A list of those who have been selected for further consideration will be communicated to them through telephone.

The final candidates are provided the incentives, compensation, employment location, mandatory joining date, and the last date for accepting the offer letter verbally.

### **3.7. Conclusion**

Despite its impressive accomplishments, IDLC Finance Limited has always had one goal in mind: helping customers achieve their dreams. Workers at the company design and implement new developments, thus it's only been possible because of them.



Accordingly, a survey was performed so that we could learn more about what went wrong and how we could fix it. Determine how employees felt about recruitment and selection methods was settled upon.

To fulfill the organization's goals, it is imperative that the right people are working in the right areas. Additionally, in order to compete in today's market, they need to constantly adapt their operations.. Incorporating new technical advancements into IDLC can also improve its efficiency and effectiveness.

A lot of useful information about the organization has been gained as a result of this investigation. In terms of putting the right individuals in the right jobs, the recruitment process is effective despite its many shortcomings.

### **3.8 Recommendation**

- • With the HR module system, its advantages are emphasized. When it comes to requesting time off or getting a pay stub from the system, most employees are clueless. Requesting leave through the internet has a low probability. Instead, employees should send a written request for leave authorisation to their supervisor via email. The HR official then printed out the email copy or made a note, which was then entered into the system by the HR administrator. HRD manual leave status is typically the cause of inaccurate casual/earned leave status for employees. Because of this, a training session on "Self-service HR module system" is strongly advised.
- It is strongly recommended that you upgrade your attendance software. After manually recording leave applications, the efficiency of the present attendance tracking system was questioned. It's critical to pick the right system. The satellite gateway system was unable to incorporate leave requests from employees. Use the HR office guidelines to track down the written leave request. The request for time off was later changed in an Excel document.

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