

# Recruitment and Selection Procedure

Of



মিউচুয়াল ট্রাস্ট ব্যাংক লিমিটেড  
**Mutual Trust Bank Ltd.**

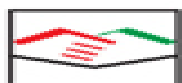
*you can bank on us*

# **An Internship Report**

**On**

## **“Recruitment and Selection Procedure of Mutual Trust Bank Ltd.”**

(For Practical fulfillment of the degree of Bachelor of Business Administration)



**মিউচুয়াল ট্রাস্ট ব্যাংক লিমিটেড**  
**Mutual Trust Bank Ltd.**  
*you can bank on us*

### **Submitted To**

**MAHAMUDUL HAQ**

Associate Professor

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Date of Submission: 2<sup>nd</sup> March, 2014

## LETTER OF TRANSMITTAL

**MAHAMUDUL HAQ**

Associate Professor

Brac Business School

BRAC University

66 Mohakhali, Dhaka-1212

**Subject: Recruitment and Selection Procedure of Mutual Trust Bank Ltd.**

Dear Sir,

AssalamuAlaikum,

This is my pleasure to present my internship report on 'Recruitment and Selection Procedure of Mutual Trust Bank Ltd', which I was assigned by your instruction.

I have tried my best to complete the report with the necessary information and suggested proposals in quite a concise and comprehensive manner as possible.

I hope that the report will meet the expectations.

Sincerely yours,

---

**Sarzia Akter Sharna**

ID-09104090

Brac Business School

BRAC University

Date: 02-03-2014

## **Acknowledgements**

First of all, I would like to express my deep gratitude to the almighty Allah for fruitfully preparing this internship report.

I am thankful to honorable **MAmir Hossain (AVP)**, who gave me the opportunity to conduct my Internship Program at MTBL.

I am thankful to my honorable Internship Supervisor Mr.**MAHAMUDUL HAQ**, Associate Professor, Department of Brac Business School, Brac University, Dhaka, for his untiring and patient guidance in carrying out my research.

**I am very grateful to my honorable (JAVP) Mr. Ashraf Ali, (Senior Officer) Mr. Mohammed MostafaJaman, (Junior Officer) Mr. Md. Abdul Kader Jilani& (AssistantOfficer)ShahedMolla**of Head Office HR, Mutual Trust Bank Limited for their priceless advice and kind effort which help me collecting information and data about Mutual Trust Bank Limited. Their valuable cooperation is the un-dividable part of the Internship Report. I would like to give thanks to them.

A Big Thank You goes to **Rana Kumar Roy (AssistantOfficer)** Chandra branch For Sharing such Important Information's about Job Description and Responsibilities.

The management of this Office had been extremely helpful in providing necessary documents, annual report, statements, brochure etc. that have helped me for preparing this Internship Report. I would like to convey my appreciation and thanks for those who have guided me generously with the right knowledge for this report.

Shower of thanks to those entire respondents who response each and every time in collecting necessary data, and Special thanks to my family and Friends for supporting me so far.

Thanks to All

**SarziaAkterSharna**

## **Executive Summary**

HR activities are one of the major activities in an organization. Mutual Trust Bank HR division is an Ideal place for learning HR related activities thoroughly. An excellent team of management of HR division conducts all the HR related issues. Their dedicated work makes them possible to get Right people for suitable positions. They maintain an actual flow of each and every steps of Recruitment and selection process.

Reducing turnover rate proves the recruitment and selection Process of Mutual Trust Bank is an ideal example and they recruit right person for right position. The report concentrated mainly on the Human Resource Division. As private commercial bank

Work pressure is very high in Mutual Trust Bank, so they need highly professional people who are very dedicated to their work, otherwise the whole operation will mess up. This is a great challenge for any organization to find out such talented people.

To know the future demand of human resources in Mutual Trust Bank Limited (MTBL), the Human Resources Division of Mutual Trust Bank Limited gives all the other branches and divisions of the head office a general form at the beginning of the year. From the information gathered from these forms, the HR division gets an estimate of the manpower requirements for the year. The HR division then sets out to recruit and select necessary number of competent and efficient people in the bank.

The success of a commercial bank depends largely in the quality of service rendered to the Clients. Quality of service depends on the competence and the quality of the employees of the Organization. Therefore, the authority of MTBL has to be careful in recruiting the right person for each job. As the recruitment and selection process of MTBL improving. The policy and process should be revised. So although the process they have been adopting so far has been somewhat effective, to adapt to the changing times, the process should be revised and streamlined.

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# **Chapter – 1: Introduction**

### **1.1. Description of the project:**

Internship is one of the major parts of Bachelor of Business Administration (BBA) Program offered by Faculty of BracBusiness School, BracUniversity. Being a course requirement, I was assigned to do my internship in Mutual Trust Bank Ltd for a period. In today's world, education is not just limited to books and classrooms. Education nowadays is understanding the real world and applying knowledge and education for the betterment of the society. Internship is such a way that helps to apply the knowledge and understanding of the courses and to use them in a practical field. Internship gives this opportunity to be engaged in an organization where it is possible to have an experience of the real business world and to see the corporate culture differently. Brac University has goals to produce world class graduates within the local environmental with knowledge and skills to provide leadership in enterprise, public service and welfare. Internship program is a step towards fulfilling this commitment by giving the students an opportunity to get ready for the real world before they enter into it.

A business report is defined as an orderly, objective communication of information that serves some business purpose. Therefore, in order to serve this business purpose a topic of the report has to be clearly stated. The topic that has been defined for studying in this report is in infinitive phase. The topic has been defined as, "Recruitment and Selection Procedure of Mutual Trust Bank Ltd, Head office, HR". I have tried to prepare the report in such a way that it reflects what I learn during the orientation period. I tried to clarify my experience with practical knowledge on Recruitment and Selection Procedure.

### **1.2 Background of the study:**

The report title "Recruitment and Selection Procedure of Mutual Trust Bank Ltd" has been prepared as a practical fulfillment of BBA Degree in BracUniversity. Students are required to undertake an internship program the internship program bears a significant importance as it

enables a student to become familiar with the practical business operations. The students under internship program get the chance to close to the people of the real business world and to be familiar within and outer environment of how an enterprise works in the real business world.

### **1.3 Scope of this report Study:**

I was assigned to do my Internship program on “**Recruitment and Selection Procedure of Mutual Trust Bank Ltd**”. This internship program was designed by the business faculty of Brac University. This report covers the **Recruitment and Selection Procedure** of Mutual trust bank Limited.

### **1.4 Objectives of the Study:**

The study has been undertaken with the following objectives:

- To analysis the pros and cons of the conventional ideas about Recruitment and Selection Procedure.
- To get an overall idea about the performance of Mutual Trust Bank Ltd.
- To have better orientation on Recruitment and Selection Procedure, especially how vacant positions are being filled with right people, interview patterns, of Mutual Trust Bank Ltd.
- Activities of HR Department of MTBL.
- To identify and suggest scopes of improvement on the Recruitment and Selection of MTBL.

### **1.5 Methodology:**

**Data collection:** Both the primary and secondary forms of data are used to make the report more rich and informative. The details of these sources are gives below:

#### **1.5.1 Primary Sources:**

- Most of the information was acquired by discussing with the officers working in the Head Office, HR of MTBL Bank Ltd.
- Observation and work experience with different ranked officer and suggestions of many executives of the bank.

#### **1.5.2. Secondary Sources:**

- Annual Report of the MTBL Bank Limited.
- Various books, articles, compilations etc.
- Websites of the Bank.
- Instruction circular of Head Office, brochures of different banks, newspapers and magazines regarding banking issues, seminar papers and so on.

### **1.6 Limitation:**

First of all, I found very acute secondary data from Mutual Trust Bank website. During the Internship period of Mutual Trust Bank, to get the answer of certain questions I have to rely on people's opinion. While collecting the information's lots of people did not want to respond to many questions. Sometimes they even did not fill out all my desired queries properly for their busy schedule. For this reason, sometimes I had to build some answers based on their indication.

Secondly, Time was one of the major constraints. As our internship program is only three-month long, it was difficult to cover and collect all the necessary materials for completion of such a large report within this time boundary.

## **Chapter – 2: Organizational Overview**

## **2.1. Introduction:**

Mutual Trust Bank Limited is the leading private sector bank in Bangladesh offering full range of Personal, Corporate, International Trade, Foreign Exchange, Lease Finance and Capital Market Services. Mutual Trust Bank Limited is the preferred choice in banking for friendly and personalized services, cutting edge technology, tailored solutions for business needs, global reach in trade and commerce and high yield on investments, assuring Excellence in Banking Services. Credit Rating Agency of Bangladesh Limited (CRAB) has adjudged A1 (Pronounced a One) rating in the Long Term and ST3 rating in the Short Term for Mutual Trust Bank Limited (MTBL).

The Company was incorporated on September 29, 1999 under the Companies Act 1994 as a public company limited by shares for carrying out all kinds of banking activities with Authorized Capital of Tk. 38,00,000,000 divided into 38,000,000 ordinary shares of Tk.100 each.

The Company was also issued Certificate for Commencement of Business on the same day and was granted license on October 05, 1999 by Bangladesh Bank under the Banking Companies Act 1991 and started its banking operation on October 24, 1999. As envisaged in the Memorandum of Association and as licensed by Bangladesh Bank under the provisions of the Banking Companies Act 1991, the Company started its banking operation and entitled to carry out the following types of banking business:

- (i) All types of commercial banking activities including Money Market operations.
- (ii) Investment in Merchant Banking activities.
- (iii) Investment in Company activities.
- (iv) Financiers, Promoters, Capitalists etc.
- (v) Financial Intermediary Services.
- (vii) Any related Financial Services.

The Company was incorporated on September 29, 1999 under the Companies Act 1994 as a public company limited by shares for carrying out all kinds of Banking activities with Authorized Capital of Tk. 38,00,000,000 divided into 38,000,000 ordinary shares of Tk.100 each.

## **2.2. History:**

### **Company Registration No:**

C38707 (665)/99 on September 29, 1999

### **Bangladesh Bank Permission No:**

BRPD (P) 744(78)/99-3081 on October 5, 1999

### **Registered Office:**

MTB Centre, 26 Gulshan Avenue, Plot 5, Block SE (D), Gulshan 1, Dhaka 1212

### **Memberships:**

- Metropolitan Chamber of Commerce and Industry, Dhaka (MCCI, D)
- The Institute of Baer's Bangladesh (IBB)
- Bangladesh Foreign Exchange Dealers Association (MTBLFEDA)
- Bangladesh Institute of Bank Management (BIBM)
- International Chamber of Commerce Bangladesh Limited (ICCB)
- Association of Bankers Bangladesh Limited (ABB)
- Bangladesh Association of Publicly Listed Companies (MTBLPLC)

## **2.3.Mission & Vision:**

### **Our Mission:**

We aspire to be the most admired financial institution in the country, recognized as a dynamic, innovative and client focused company that offers an array of products and services in the search for excellence and to create an impressive economic value.

### **Our Vision:**

Mutual Trust Bank's vision is based on a philosophy known as **MTB3V**. We envision MTB to be:

- One of the Best Performing Banks in Bangladesh
- The Bank of Choice

➤ A Truly World-class Bank

#### **2.4. Product/Service Offerings:**



## MTB Products

### SME Banking Products

- Small Business Loan
- MTB Krishi
- MTB Mousumi
- MTB Bhaggaboti
- MTB Digoon
- MTB Revolving Loan
- MTB Green Energy Loan
- Microfinance Scheme

### MTB Consumer Loans

- MTB Life Line
- Home Loan Scheme
- Home Repair Loan
- Home Loan (Re-finance)
- Auto Loan
- Doctor's Loan

### MTB Deposit Schemes

- Brick By Brick
- Monthly Benefit Plan
- Save Everyday Plan
- Children Education Plan
- BestInvest Plan

### E-Banking

- Local Classic Credit Card
- Local Gold Credit Card
- International Credit Card
- VISA Electron Debit Card
- International Travel Card
- VISA Remittance Card
- MTB Hajj Card
- MTB Telebanking
- MTB SMS Banking
- SWIFT Services

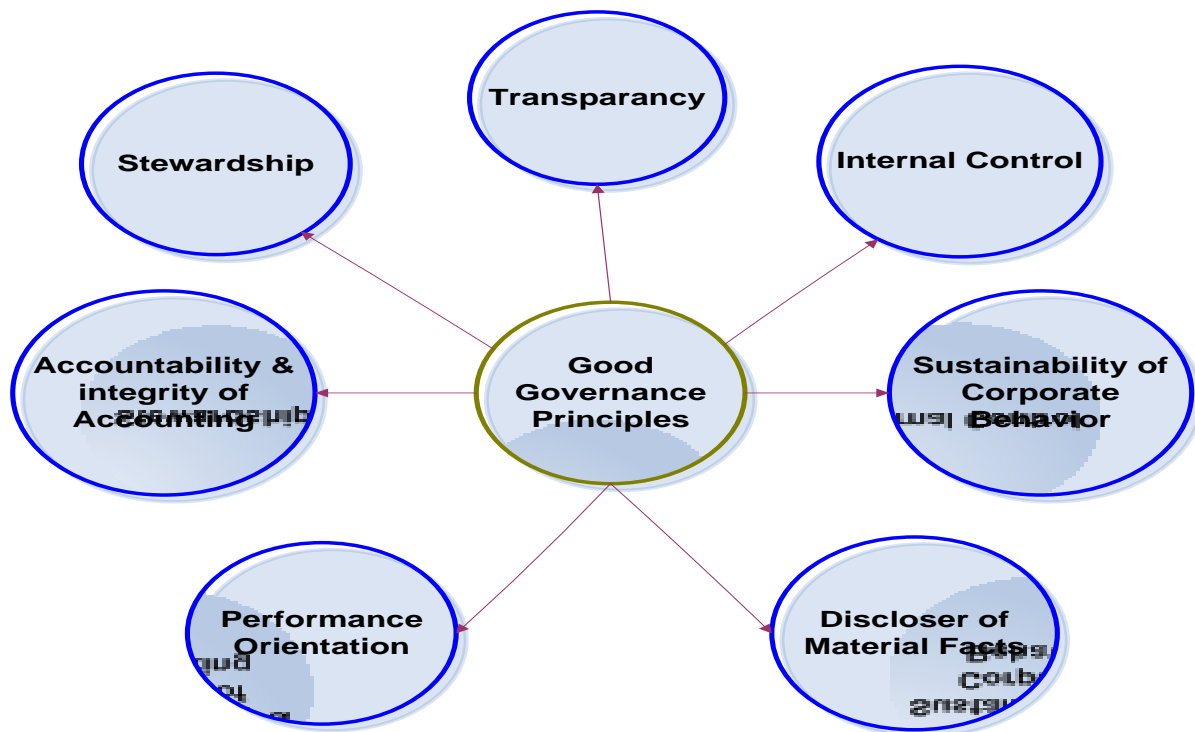
## MTB Services

- Corporate Banking
- Institutional Banking
- Off-Shore Banking
- Investment Banking
- Securities Trading & Brokerage services
- Merchant Banking

- Primary Dealership in Government Securities
- SME Banking
- Consumer Banking
- Card Services
- Leasing
- Services for Non-Resident Bangladeshis (NRBs)

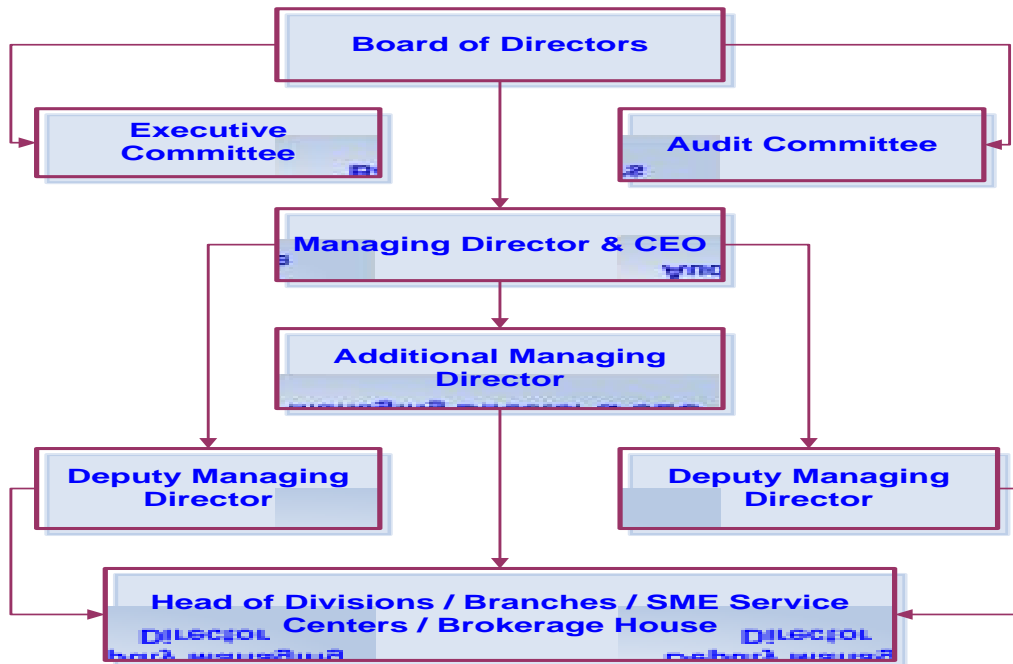
### 2.5. Operational Network Organogram:

**Management of MTBL:** MTBL Bangladesh is one such company that has to overcome a lot of hurdles to reach the position it now holds. Mutual Trust Bank's Board of Directors, Executive Committee, Audit Committee, and Management & Management Committee ensure the effective Corporate Governance, being transparent, accountable and professional in discharging their responsibilities.



**Figure-01: Good Governance Principles**

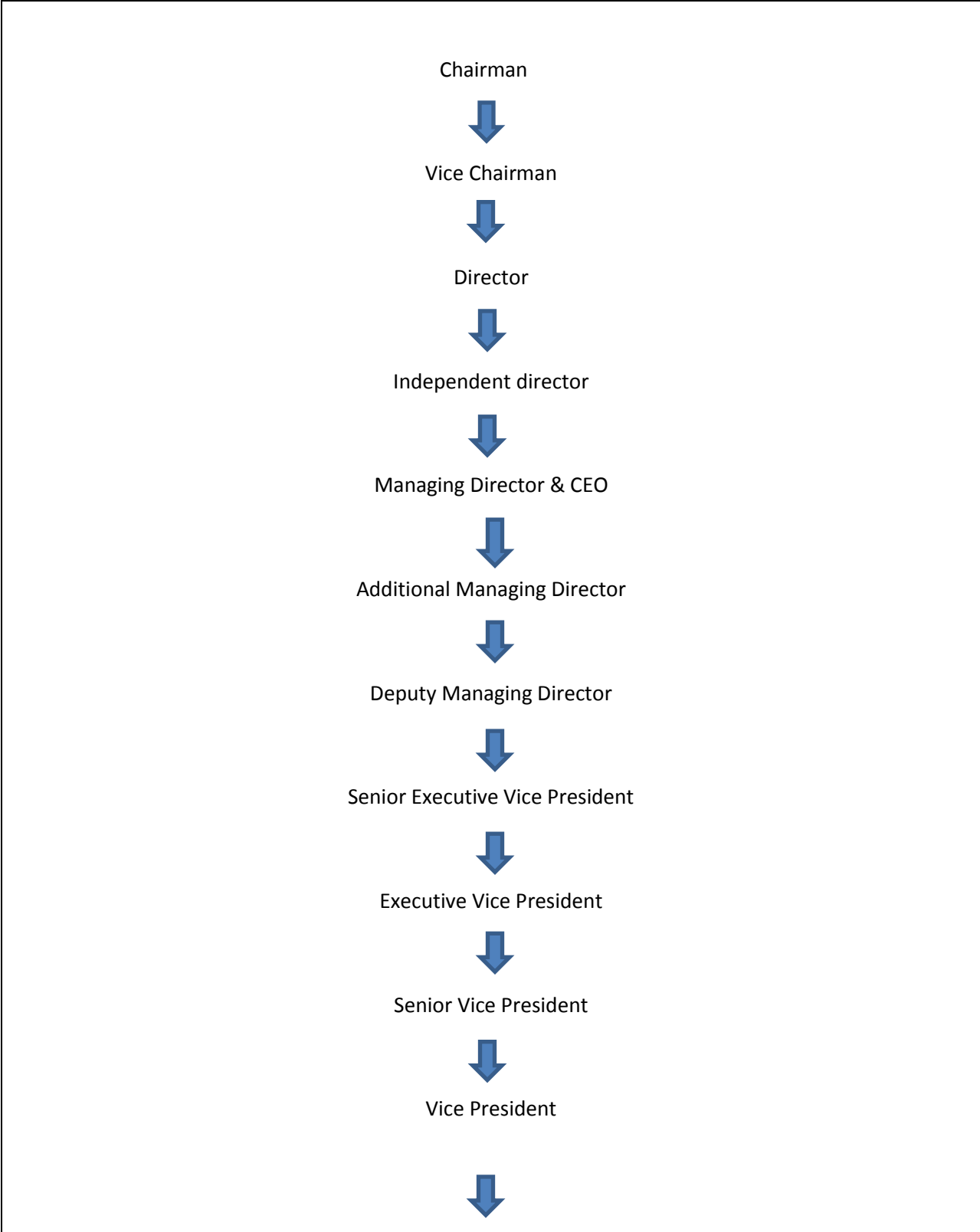
**2.6. Organizational Chart of Mutual Trust Bank Limited has been shown below:**



**Figure-02: Organizational Chart of MTBL.**

Each & every employee of MTBL takes pride of being an employee at MTBL & his or her pride comes from the freedom of direct communication with the top management. The management of MTBL is supportive in the sense that the top management deliberately supports the suggestions, values, ideas, innovation and hard work of the employees and officers. Again high amount of employee participation is encountered in the management process. There are also systems for awards, incentives, and status for innovative ideas & hard works. Again the management style can also be termed as collegial as high amounts of team work and participation exists between the top and bottom parts of MTBL.

**2.7. Hierarchy of Mutual Trust Bank Limited:**



Senior Assistant vice President



Assistant vice President



First Assistant vice President



Junior Assistant vice President



Senior Officer



Officer



Junior Officer



Assistant Officer

## **Chapter-3: Description, Observation**

### **3.1 Description/Nature of the job:**

Like other departments Human resource department is very much essential. Human resource department mainly deals with job recruitment, different types of promotion, raising salary policies, various types of packaging. The aim of this department is to create a dynamic environment by active and enthusiastic participation of individuals. Monthly meeting is held up in every month in the Head Office where bank and employee related issues are discussed and solutions are made to develop the mentioned factors and it is maintained by the Human Resource Department.

#### **Human resource department mainly focus on the functions:**

##### **Staffing:**

By staffing the HR department mainly focus on the planning, recruitment, selection, posting & promotional procedure.

##### **Administration:**

Administrative portion of the human resource activities also maintained i.e. HR department also maintains paper works.

##### **Compensation & Benefits:**

Maintain the compensation and benefit packages of the employees.

##### **Training & Development:**

HR department at first find out the necessity of the training of the employees and implement the training and development program according to the employee's performance.

### **3.2 Specific Responsibilities of the job:**

- ❖ Finding Out The Vacant Positions
- ❖ Collecting Suitable Candidate's CV Through Internal & External Sources
- ❖ Summarizing the Cv
- ❖ Organizing Interview
- ❖ Collecting Interview Feedbacks From The Interview Committee
- ❖ Informing the Selected Candidates about the selection
- ❖ Asking For The Joining Confirmation From the Candidates to end recruitment procedure

Also Some Activities Like:

- ❖ Transport management
- ❖ Bill Approval
- ❖ Leave Approval
- ❖ Handling Medical Issues

### **3.3 Different aspects of the job performance:**

- ❖ Written Test Implementation For fulfilling the entrance procedure to cross check the credibility of candidates
- ❖ Pull Transport management
- ❖ Maintaining record of all type of approved allowances
- ❖ Strictly prohibited the personal references

### **3.4 Critical observations and recommendations:**

- ❖ HR Activities Should Be Done In more structured way
- ❖ Fresh Candidates Should Be Given More Priorities
- ❖ To Enhance reporting employees credibility HR Should be more up to date with their activities



## **Chapter-4: Findings & Analysis**

## **4.1. Concept about Recruitment & Selection:**

### **4.1.1. Meaning of Recruitment:**

Recruitment is the process of finding and attracting capable applicants for employment.

According to Decenzo and Robbins, “Recruitment is a matching process of discovering potential candidates for actual or anticipated organizational vacancies or from another perspective, it is a linking activity bringing together those with jobs to fill and those seeking jobs.

According to John Douglas, “Recruitment is understood as the process of searching for and obtaining applicants for jobs, from among whom the right people can be selected.”

### **4.2. Objectives of Recruitment:**

- To find and employ the best potential candidates.
- To retain the innovative, energetic and promising persons.
- To provide facilities for growth and development and also career security.
- To minimize the cost and reduce scope of favoritism, nepotism and malpractice.

### **4.3. Functions of Recruitment:**

- Assessing recruitment
- Fixing standards
- Advertisements and policy
- making initial contact with prospective candidates
- Preliminary perusal and assessment of applications
- Short-listing of probable candidates for selection
- Selection process like interviewing or testing
- Recording and documentation

### **4.4. Factors Affecting Recruitment:**

There are many factors affecting recruitment. These factors may be considered into two broad groups: Internal factors, External factors.

#### **Internal factors:**

- ▶ Image of the organization
- ▶ Image of job or attractiveness of job
- ▶ Size and growth potential of the organization

- ▶ Internal policies
- ▶ Trade union requirement
- ▶ Recruiting budgets

**External factors:**

- ▶ Demographic factors
- ▶ Government requirements
- ▶ Industrialization
- ▶ Labor market

**4.5. Sources of Recruitment:**

The ways of finding recruits are sometimes referred to as channels. There are basically **two types** of sources from where potential candidates can be drawn: These are internal sources and external sources.

Internal source	External source

- Employee referral
- Job advertisement in newspaper, internet etc.
- Walk-ins and Write-ins
- Educational institutions
- Professional or executive search firms

**4.6. Advantages, Disadvantages & Utilization of Internal Recruiting:**

**Advantages:**

- It is a good public relation
- Promotion from within motivates employees.
- It is often much faster.
- It improves the probability of a good selection, since information on the individual's performance is readily available.
- It is less costly than going outside to recruit.
- Those chosen internally already know the organization

□ When carefully planned, promoting from within can also act as a training device for developing middle and top level managers.

**Disadvantages:**

□ It can become very political and competitive, particularly when coworkers apply for the same position. Dysfunctional conflict may result and interpersonal relationships can be strained.

□ Those employees not selected for the position can suffer from diminished morale and performance, particularly when they feel equally or better qualified than the candidate selected.

□ The organization can become inbred through excessive internal recruitment.

□ Excessive internal recruitment can cause inefficiency by creating multiple vacancies.

**Utilization:**

It is probably best utilized when the organization pursues a strategy related to stability, faces few major threats from its external environment and is concerned with maintaining the status quo relative to its operating system. When time and money are limited, internal recruiting can be beneficial.

**4.7. Advantages, Disadvantages & Utilization of External Recruiting:**

**Advantages:**

■ It facilitates change.

■ It can allow an organization to expand its knowledge base beyond that of its existing employees and bring in new ideas and viewpoints.

**Disadvantages:**

■ It can be expensive and time consuming.

■ Employees from outside the organization often need a longer socialization period to know the organization, its products or services, coworkers and customers.

■ External recruits are also unknown entities in that the organization has no experience working with them.

■ It can have detrimental effects on the morale of those employees who have applied for the job internally, but have not been selected.

### **Utilization:**

- It is utilized when need for change is seen in the organization
- It is useful when external environment is volatile.

### **4.8. Meaning Of Selection:**

Selection is the process of gathering information for the purposes of evaluating and deciding who should be employed in particular jobs. It is the technique of choosing a new member of organization from the available candidates.

According to Dale Yoder, “Selection is a process by which candidates are divided into class- those who will be offered employment and those who will not.”

### **4.9. Selection Process:**

The selection process is a series of steps through which applicant pass. If anyone fails to qualify for a particular step is not eligible for appearing for the next step.

Step 1: Written Test

Step 2: Viva 2-3 Times Depends on the Job Position

Step 3: Selected Applicants Get Call to join With Valid Documents & Medical Fitness Paper

### **4.10. Factors of Selection Process:**

The selection process needs to consider the following two factors:

Individual Factors & Situational Factors:

#### **1) Individual Factors:**

- Technical ability
- Cross-cultural suitability
- Family requirement

#### **2) Situational factors:**

- Country-cultural requirements
- Language
- MNE requirements

It also includes some other factors:

### **1) Dual career couples:**

- finding employment in the same company
- Intercompany networking (Support for commuter marriages)
- Job haunting assistance

### **2) Family consideration:**

- Children education
- Children marriage
- the problems of single parents

### **3) Work permits refusals** (particularly for other members of the family)

#### **4.11. A Combination of Recruitment & Selection:**

**Finding out vacancy:** It may be either by replacement or new creation.

**Job Analysis:** leads to the writing of a job description and a person specification.

**Attracting a field:** applicant's choice of a appropriate field

**Short listing:** sorting out candidates by comparing applications with requirements

**Selection:** by interview or by test

**Offer & Acceptance:** Offer comes from the employer to the successful candidate. It may be accepted or not.

**Induction:** It means the introduction of new recruit into the organization.

#### **4.12. Some Job Descriptions of Mutual Trust Bank:**

##### **Executive Vice President & Branch Incumbent:**

As Branch Incumbent, he / she will supervise all related works of the Branch and overall supervision of fellow colleagues/officials & staff of the Branch. Investment, procurement of deposit and new business for the Branch, maintaining liaison with Head Office and local elites & good customers of the Branch will be in his purview. He / she will also seat with the colleagues for conveying and guiding about different message & to have the position of business.

##### **AVP & Deputy Manager:**

He / She will hold the charge as deputy manager of the Branch. He / she will supervise the works allotted to the officers / staff as per this office order. He / she will pass vouchers with

joint signature of In charge of different departments. He / she will also supervise the day-to-day activities of General Banking, Investment and Foreign Exchange department of the branch. He / she will keep records of the meeting position, decisions & implementations along with recent incoming and outgoing statements.

**Senior Officer (Investment Division):**

He / She will be the dealing officer of investment section. He / she will prepare vouchers and also maintain related files, registers and stationeries etc. of Investment department. He / she will prepare proposals of Investment both for Head Office & Branch sanctions. He / she will ensure to maintain all types of Investment security/Document file jointly In-charge of Investment Division.

**Senior Officer (Foreign Exchange Division):**

He / She will perform the duties in Export department under supervision of Foreign Exchange In charge, EO. He / she are entrusted with the responsibility of export (foreign) bill scrutiny, issuance of EXP form etc. He / she will also work in the foreign remittance. All security documents of Foreign Exchange must be preserved under his direct control.

**Senior Officer (General Banking):**

He / she will perform duties in General banking department & will be the In-charge of this department. He / she will pass Cash / transfer vouchers jointly with 2<sup>nd</sup> man/ Branch Incumbent. He / she will control expenditure of the branch and pass related vouchers jointly with Deputy Manager / Manager.

**Officer (Foreign Exchange):**

He / she will work at foreign exchange department under supervision of Foreign Exchange In charge, EO. He / she are entrusted with the responsibility of scrutiny of Import documents, lodgment and retirement etc. He / she is also entrusted to prepare vouchers & posting of the same in respective Registers and computer. He / she will engage in opening of FC A/C, TC & Foreign currency cash handling.

**(Officer (Investment):**

He / she will work as IT In-charge of the branch. He will open PC server machine every day in time & shut down the same after completing day to day work of the branch. He / she will post all cash cheques / vouchers and cancel cheques up to Tk.50,000/= singly and above Tk.

50,000/= jointly with another authorized signatory & if exceeding Tk. 5,00,000/= Manager's cancellation required. He / she will also ensure online transactions including getting authorization if required.

**Officer (General Banking):**

He / she will work in Accounts department under supervision of General Banking In charge. His / her prime duty is to check of Daily vouchers with Supplementary sheet & preservation of the same in safer place under locks & key. He / she will issue PO, DD, TT, MTDR etc under supervision of general banking In-charge and balance the same in time. He / she will prepare weekly telegram and calculation of IBTA profit etc. He / she will also prepare vouchers related to account closing, bills for Courier service/ Nursery/ Security service etc and posting thereof.

**Junior Officer (Foreign Exchange):**

He / she will work in Import department under supervision of Foreign Exchange In charge, EO. He / she is entrusted to maintain Local Export Bills and related charge documents including opening of L/Cs (local, foreign, BTB etc) and amendments if required. He / she is also entrusted to prepare vouchers & posting the same in respective Registers and computer.

**Junior Officer (General Banking):**

He / she will be the dealing officer of clearing section under direct supervision of General Banking In charge. His / her prime duty is to receive as well as post of all clearing (inward & outward) instrument such as cheque, DD, PO etc. He will also maintain OBC & IBC and maintain the related files. He / will prepare of weekly Meeting position & Daily position for HO.

**Officer (General):**

He / she will work in general banking department under supervision of General Banking In charge. He / she will sit in front desk and will open of all types of account & posting the same in computer with full particular. He / she will issue of all types of cheque books including issuance of thank letters to the account holder/introducer invariably. on the date of opening accounts. He / she will also maintain of all types of account opening forms, SS Cards etc. He / she will be the Custodian of all cheque books Along with other security instruments. He / she will ensure of dispatching of letters in time & maintenance of inward and outward register with preservation of all memos of courier / postal service.



**Assistant Officer (Cash):**

He / she will receive cash in counter and shall prepare statement in this regard. He / she will maintain cash balance book, cash analysis book & vault register with proper authentication.

**4.13. Recruitment & Selection Process of Mutual Trust Bank:**

Personnel management is by far the most important element of an organization. This is particularly true for a service organization like a commercial bank. Progressive companies pay special attention to recruitment, selection, training, orientation, evaluation, promotion and compensation of its members of staff.

The success of a commercial bank depends largely on the quality of services rendered to the clients. Quality depends on the competence and the quality of officers and executives. Mutual trust Bank limited believes in paying competitive salary and emoluments to its employees and to get maximum services out of them. Therefore, the authority of the bank has to be careful in recruiting the right person for the right job.

**4.14. Recruitment Procedure of Mutual Trust Bank:**

It should be the duty of the management to analyze the manpower requirement of the organization at the end of every year in each category for effective operations of the bank. The Board of Directors on the recommendation of the Management will be the supreme authority to sanction or to create additional post. Creation of a post implies commitment of fund for long term. Therefore, it is the responsibility of the management to examine the work load and do the job analysis and to look into the real requirement of employees under various categories and to see whether an additional hand is really necessary. Mutual trust bank must recognize the importance of manpower estimation and accordingly an organ gram should be prepared for Head Office, for each Division & for each Branch. Subject to review from time to time, the competent authority as per power delegated by the Board will give the appointments.

In forecasting requirement for each recruitment the following points shall be borne in mind:

- Sanctioned strength
- Actual strength
- Vacancies

- **Additional requirement:**

After the requirement of personnel is determined, action for recruitment is to be initiated and processed.

#### **4.15. Sources of Recruitment of Mutual Trust Bank**

Recruitment means giving publicity to the availability of the jobs in the Bank and inviting applications from prospective candidates. Recruitment covers talent hunting. Therefore, recruitment policy should aim at right kind of talents. For recruitment of Probationary Officer, Management Trainee Officer, Trainee Junior Officer MTBL generally go for press advertisement in 2 (two) national dailies. The Human Resources Division handles all matters relating to recruitment and selection of staff function.

#### **Other sources of recruitment**

- Employee referral
- Job posting on the internet and dally newspapers
- Walk-in interview

#### **4.16. Recruitment of Officer at Entry Level:**

Probationary Officer, Management Trainee Officer, Trainee Junior Officer and Trainee Teller shall generally be appointment by direct recruitment at the entry points. They shall be on probation for a period of 1(one) year which may be extended by the competent authority if an officer fails to show satisfactory performances during the period of probation.

On satisfactory completion of probationary period, they will be eligible for appointment/confirmation to respective post as follows:

- ❖ **Assistant Officer (Cash):**

Masters in any discipline and no third class is acceptable in any field.

#### **OTHER REQUIREMENTS FOR ENTRY LEVEL**

a) MBAs from IBA, NSU, JahangirnagarUniversity, KhulnaUniversity, IUB and MBMs from Bangladesh Institute of Bank Management will be eligible.

b) Candidates must be of exceptional promise and aptitude to face the challenge and hard work needed for a successful career in the Bank.

c) Candidates having no past Banking experience must not be over 30 (thirty) years as on the date of application.

d) All new employees should have minimum computer knowledge.

Operational system : DOS & Windows

Word Processing : MS Word

Spread Sheet : Lotus or Excel

❖ **Recruitment of Senior Executive / Senior Officers :**

Mutual Trust Bank being a new bank will need time to develop its own manpower through training process. It will, however, need quality human resources to run its operations and expansion program which cannot wait. It must therefore; recruit experienced bankers from other banks.

Accordingly, as per requirement of the bank experienced Executives/Officers may be appointed from time to time. After proper assessment of the application received from the eligible candidates they will be interviewed by the Recruitment Committee with clear stipulations that the following minimum qualifications and experience as shown against each post must be ensured, Exceptions may, however, be made in case of extra ordinary capable candidates. This means that for such cases educational qualification may be relaxed and length of experiences may also be reduced considering candidate's special training and experiences in particular field of banking business. The cases of selected candidates are placed before the competent authority for approval.

SL	Name of the Post	Requirement/Criteria

**With minimum qualification B.A/B.Com./B.Sc. With higher qualification**  
1 DMD 5 years as GM or equivalent position in any scheduled Bank & minimum length of service 28 years  
4 years as GM or equivalent position in any scheduled Bank & minimum length of service 25 years  
2 E.V.P. 7 years as DGM/3 years as GM or equivalent position in any scheduled Bank & minimum

length of service 22 years5 years as DGM/2 years as GM or equivalent position in any scheduled Bank & minimum length of service 20 years3SV.P.5 years as DGM/1 years as GM or equivalent position in any scheduled Bank & minimum

length of service 20 years3 years as DGM/1 years as GM or equivalent position in any scheduled Bank & minimum length of service 18 years4V.P.2 years as DGM/5 years as AGM or equivalent position in any scheduled Bank & minimum

length of service 18 years1 year as DGM/3 years as AGM or equivalent position in any scheduled Bank & minimum length of service 16 years5F.V.P.3 years as AGM or equivalent position in any scheduled Bank & minimum length of service 16 years2 years as AGM or equivalent position in any scheduled Bank & minimum length of service 14 years6A.V.P.2 years as AGM/4 years as SPO or equivalent position in any scheduled Bank & minimum

length of service 14 years1 year as AGM/3 years as SPO or equivalent position in any scheduled Bank & minimum length of service 12 years7F.A.V.P.3 years as SPO or equivalent position in any scheduled Bank & minimum length of service 12 years2 years as SPO or equivalent position in any scheduled Bank & minimum length of service 10 years8S.E.O.3

years as PO or equivalent position in any scheduled Bank & minimum length of service 10 years2 years as PO or equivalent position in any scheduled Bank & minimum length of service 8 years9E.O.3 years as SO or equivalent position in any scheduled Bank & minimum

length of service 8 years2 years as SO or equivalent position in any scheduled Bank & minimum length of service 6 years10F.E.O.4 years as Officer or equivalent position in any scheduled Bank & minimum length of service 6 years3 years as Officer or equivalent position

in any scheduled Bank & minimum length of service 4 years11Senior officer3 years as Junior Officer or in other similar position in any scheduled Bank2 years as Junior Officer or in other similar position in any scheduled Bank12Junior officer2 years service as Assistant Officer or

in other similar position in any scheduled Bank1 year service as Assistant Officer or in other similar position in any scheduled Bank

#### **4.17. Mode of Recruitment & Selection of Mutual Trust Bank**

- a) All fresh recruitment shall be made through advertisement in National Dailies mentioning the eligibility criteria as mentioned.
- b) Every candidate will appear for a written test. The subject matter of test should be General Knowledge, Mathematics, English etc., Management from time to time may decide Economics/ Banking as. For this purpose, Premier Bank Limited will take the help of outside experts such as IBA, Dhaka University or similar institutes for setting the questions, supervising the examination work, examining and marking the answer scripts and preparing a merit list of the candidates.
- c) A candidate must secure minimum 60% mark in written Test to be eligible for VIVA/Interview. Total number of candidates to be called for VIVA will be 4 times the numbers of employees to be recruited provided they meet the 60% minimum mark criteria. The appointment will be made according to requirement on the basis of a panel to be prepared in order of merit by the Recruitment Committee and after approval of the competent authority.
- d) All people to be appointed by the bank will have to undergo a medical test by the Bank's approved Physician/Medical Officer so as to ascertain that they are physically and mentally in sound health. In other words no person shall be appointed in the service of the Bank unless he/she is declared physically and mentally fit by a medical officer of the Bank or by any other Medical authority specified by the Bank in this behalf.

#### **OTHER CONDITIONS:**

- a) All employees must be a citizen of Bangladesh unless specifically waived by the Board of Directors.
- b) During the probation period of one year the employees will get consolidated salary as prescribed by the Board without any other facilities and benefits.
- c) The Bank may take written test for confirmation of an employee in the regular cadre after the probation period is over. If no written test is taken the Recruitment Committee before confirmation will interview them.

d) During the probation period, the service of an employee may be terminated by giving one-month' notice or pay in lieu thereof if the service of an employee is not found satisfactory. The Bank may also extend probationary period for the same reason.

e) All officers recruited through written test shall serve the bank at-least 3(three) years of continuous services. If an officer decides to leave earlier on his/her own then his/her 3 months of basic salary to be refunded to the Bank before release. Officers who are drawing consolidated salary; the basic salary shall be the basic of his grade where he is supposed to be absorbed.

f) At the time of joining, candidates shall bring 3(three) copies of recent passport size photographs, copies of all academics certificates along with the original ones for verifications.

g) All employees shall give names of two respectable persons from whom written reference may be obtained.

#### **4.18. Restrictions about Recruitment in Mutual Trust Bank :**

The following categories of employees from other bank will not be employed:

(a) Employees against who there are pending charges or who are dismissed, discharges, terminated and forced retired. An employee who has retired in the normal course may, however, be recruited on contact basis.

The policy formulated above shall be followed for recruitment of fresh officers in the post of Probationary Officer, Management Trainee Officer, Junior Officer, Senior Executives and experienced Officers also. Any deviation will require approval of the board of directors.

#### **4.19. SWOT Analysis of Mutual trust Bank:**

##### **STRENGTHS:**

- MTBL gives high emphasis on recruitment and selection of job candidates.
- MTBL offers a competitive remuneration, good environment and favorable organizational culture in order to offer suitable candidates.
- at the time of selection, MTBL takes all the necessary steps which will ensure that it will have efficient and skilled labor.

##### **WEAKNESSES:**

- MTBL hire employees on the basis of contract of three years which is also long time and is obstacle to attract suitable candidates.

##### **OPPORTUNITIES:**

- The banking sector is growing at a great pace.
- Government is favorable to financial institutions
- International expansion is possible by opening up of overseas remittance branch

##### **THREATS:**

- over competition among banking sector
- Instable stock market
- High call money rate

## **Chapter-5: Conclusion & Recommendation**



**Conclusion:**

Banking sector is growing in Bangladesh as like as all over the world. This industry always tries to provide better service their customer and develop their operational system. MTBL Bank is one of the significant banks in our country. These banks are comprehensive of other modern banking system. The bank use modern banking system and always try to introduce new banking system of us. One of the new practices of the MTBL bank is E-Recruiting process of their banking system. Most of the bankers executives are agree that Recruiting and selection system introduces the MTBL Bank as a modern bank.

Eventually we say the gradual and successful globalization of electronic banking coupled with growing awareness of the people about its financial and social benefits makes it clear that the next century is going to be the century of MTBL

## **Recommendations:**

The following recommendations may come in handy in this context traditionally:

- ❖ MTBL don't use "Graphology" for recruitment
- ❖ They should give more concentration to the competitors.
- ❖ All the resources should be given same preference.
- ❖ MTBL prefers "External Source" for recruitment.
- ❖ In employment test they mostly focused on employees ability & aptitude
- ❖ So far no candidate will faced any type of discrimination during recruitment process
- ❖ In the case of interview they didn't ask any non-job related question.
- ❖ Sometimes they use recruitment alternatives.
- ❖ For internal search sometimes they use inbreeding process for recruitment.
- ❖ Their "Educational Requirement" is minimum "Graduate".
- ❖ In Bangladesh they follow advertisements for recruitment, but in abroad they mostly use cyberspace recruitment.
- ❖ MTBL always prefers that candidates whom ages fall into the category of 22-35
- ❖ For recruitment they like those candidates who have 2-3 years job experience.

These were some of the recommendations i came up with. I hope that someday in future the bank's' administration may consider this recommendations and put them in the action.

## References:

### Books

- Gary Dessler, “**Human Resource Management**”, 11<sup>th</sup> edition, (2009 & 2010),
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- George T. Milkovich and Jerry M. Newman, “ **Compensation**” 8<sup>th</sup> edition, (2010 & 2011)

### Websites:

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- <http://www.bangladesh-bank.org/>
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## Prospectors:

- ❖ Mutual Trust Bank Ltd, **Annual report 2010-2013**

