



Internship Report
On
Recruitment and Selection Process of EXIM Bank Limited

Submitted to:

Fabiha Enam

Senior Lecturer

BRAC Business School

BRAC University

Submitted by:

Jannatul Maria

ID: 13304110

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**Recruitment and Selection Process
Of
EXIM Bank Limited**



Letter of Transmittal

12th April, 2018

Fabiha Enam

Senior Lecturer

BRAC Business School

BRAC University

Subject: Submission of Internship Report.

Dear Madam,

I am here by submitting my Internship Report, which is a part of the BBA Program curriculum. It is a great honor to work under your active support and supervision. This report is based on, “Recruitment and Selection Process of EXIM Bank Limited.”. I have got the opportunity to work at EXIM Bank in HR under the supervision of Salina Akter, Principal Officer. To prepare this report I have collected most relevant information to make this report more logical and reliable. My primary sources of information regarding this report are my superior’s and colleagues. I have tried my best to achieve the objectives of the report and hope that my effort will serve the purpose.

I will be grateful if you are kind enough to enlighten me by providing your valuable judgment regarding this report. It would be my huge pleasure if you find this report useful and informative to have an apparent perspective on the issue. Thank you for your concentration and patience.

Sincerely Yours,

Jannatul Maria

ID: 13304110

Acknowledgment

I am grateful to many individuals for completing my internship report successfully. First of all, I wish to express my gratitude to the almighty Allah for giving me the strength to perform my responsibilities as an intern and complete the report within the stipulated time. I am deeply indebted to my University Advisor Fabiha Enam, Senior Lecturer of BRAC Business School for her whole-hearted supervision during my organizational attachment period. I am also grateful to Salina Akter, Principal Officer of EXIM Bank Limited, as my organizational supervisor. It would have been very difficult to prepare this report up to this mark without their guidance. My gratitude goes to entire BRAC Business School for arranging Internship Program that facilitates integration of theoretical knowledge with real life situation. Last but not the least; I would like to convey my gratitude to Ibrahim Khalil for helping me in furnishing the report. Moreover, I would also like to express my gratitude to my EXIM Bank Ltd. fellows, seniors and colleagues who gave me good advice, suggestions, inspiration and support. I must mention the wonderful working environment and group commitment of this organization that has enabled me to deal with a lot of things.

Executive Summary

The report is the reflection of my learning and observation acquired through my internship program in EXIM Bank Limited. The internship provides me an opportunity to grasp practical knowledge of Recruitment & Selection Process of a prominent commercial bank, to know the effectiveness of this process and advances and how they manage it. In EXIM Bank Limited all appointments are made through advertisement in the regular published newspapers both in English & Bangla. EXIM Bank Limited recruits many employees in every year. EXIM Bank Limited uses both internal & external sources of recruitment. To get right people at right time for right position. EXIM Bank Limited has well organized recruitment process. After the recruitment part, EXIM Bank Limited selects candidates by following a proper selection process such as short out CVs, Written test & viva, job offer, medical test background investigations and permanent job offer. After appointing the new employees, EXIM Bank Limited arranges brief orientation program. New employees are appointed with the probation period of one year. After completing the probation period, EXIM Bank Limited confirms the new employee's services if their performance is in a satisfactory level or fulfill the requirements of the bank.

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Part 1: Organization Part

Organization Overview

EXIM Bank Limited was established in 1999 by Shahjahan Kabir, founder chairman. Nazrul Islam Mazumder became the new chairman after the founding chairman died. The bank started functioning from 3 August 1999 with Alamgir Kabir, as the adviser and Dr. Mohammad Haider Ali Mias as the managing director and CEO. On 2009, the bank made history for being the first privately owned bank in Bangladesh to open an exchange house in the UK. The bank started its operation with an initial authorized capital of Taka 1 billion (\$12.87 million USD) and paid up capital of Taka 225 million (2.9 million USD).

Since then the authorized and paid up capital remained unchanged till December 2000. Later, both were increased from time to time and their amounts stood at Tk.16.12 billion (\$207.31 million USD) and Tk.9.22 billion (\$118.7 million USD) respectively on 31 December 2011. EXIM bank is the first bank in Bangladesh to have converted all of its operations of conventional banking into shariah-based banking, since July/2004.

As a full-fledged Islamic bank in Bangladesh, EXIM Bank extended all Islamic banking services including wide range of saving and investment products, foreign exchange and ancillary services with the support of sophisticated IT and professional management. The investment portfolio of the bank comprises diversified areas of business and industry sectors. The sectors include textiles, edible oil, ready-made garments, chemicals, cement, telecommunication, steel, real estate and other service industry including general trade finance.

Foreign exchange is an important department of EXIM Bank Limited, which deals with import, export and foreign remittances. This department is playing an important role in enhancing export earnings, which aids economic growth and in turn it helps for the economic development. On the other hand, it also helps to meet those goods and service, which are most demandable and not adequate in the country.

Vision

Our vision is “Together towards Tomorrow”. Export Import Bank of Bangladesh Limited believes in togetherness with its customers, in its march on the road to growth and progress with service. To achieve the desired goal, there will be pursuit of excellence at all stages with climate of continuous improvement, because in EXIM Bank, we believe the line of excellence is never ending. Bank’s strategic plans and networking will strengthen its competitive edge over others in rapidly changing competitive environment. Its personalized quality services to the customers with trend of constant improvement will be the cornerstone to achieve our operational success.

Mission

- Provide quality financial services especially in foreign trade
- Continue a contemporary technology based professional banking environment
- Maintain corporate & business ethics and transparency at all level
- Sound Capital Base
- Ensure sustainable growth and establish full value to the honorable stake holders
- Fulfill its social commitments and
- Above all, to add positive contribution to the national economy

Corporate Values

To be one EXIM by holding and guiding the following values:

- To have a strong customer focus and to build relationship based on integrity, superior service and mutual benefit.
- To strive for private and sound growth.
- To work as a team to serve the best interests of the organization.
- To work for continues business innovation and improvements.
- To value and respect people and make decisions based on merit.
- To provide recognition and reward on performance.
- To value open and honest communication.

Goal

EXIM Bank will be the absolute market leader in the number of loans given to small and medium sized enterprises throughout Bangladesh. It will be a world-class organization in terms of service quality and establishing relationships that help its customers to develop and grow successfully. It will be the Bank of choice both for its employees and its customers, the model bank in this part of the world.

Objectives of the Bank

The objective of EXIM Bank Limited is specific and targeted to its vision and to position itself in the mindset of the people as a bank with difference. The objective of EXIM Bank Limited is as follows:

- To receive, borrow or raise money through deposits, loan or otherwise and to give guarantees and indemnities in respect of all debts and contracts.
- To establish welfare oriented banking systems.
- To play a vital role in human development and employment generation to invest money in such manner as may vary from time to time.
- To carry on business of buying and selling currency, gold and other valuable assets.
- To extend counseling and advisory services to the borrowers/entrepreneurs etc. in utilizing credit facilities of the bank.
- To earn a normal profit for meeting the operational expenses, building of reserve and expansion of activities to cover wider geographical area.

Corporate Culture

This bank is one of the most disciplined banks with a distinctive corporate culture. Here we believe in shared meaning, shared meaning and shared sense making. Our people can see and understand events, activities, objects and situation in a distinctive way. They moulded their manners and etiquette, character individually to suit the purpose of the bank and the needs of the customers who are of paramount importance to us. The people in the bank see themselves as a tight knit team that believes in working together for growth. The corporate culture we belong has not been imposed; it has rather been achieved through our corporate conduct.

Strategies

- To manage and operate the Bank in the most efficient manner to enhance financial performance and to control cost of fund.
- To strive for customer satisfaction through quality control and delivery of timely services.
- To identify customers credit and other banking needs and monitor their perception towards our performance in meeting those requirement.
- To review and update policies, procedures and practices to enhance the ability to extend better services to customers.
- To train and develop all employees and provide adequate resources so that customer needs can be responsibly addressed.
- To promote organizational effectiveness by openly communicating company plans, policies, practices and procedures to all employees in a timely fashion.
- To cultivate a working environment that fosters positive motivation for improved performance
- To increase direct contract with customers in order to cultivate a closer relationship between the bank and its customers.

Company Slogan

EXIM Bank Limited company slogan is “Together Towards Tomorrow”. Export Import Bank of Bangladesh Limited believes in togetherness with its customers, in its march on the road to growth and progress with service.

Logo

The logo of EXIM Bank is very indicative in conformance with the goal of the organization. This logo has a square shape which means solid and strong.



Target Market for Loans and Advances

- Agro processing industry
- Textile spinning, Dyeing/printing
- Export oriented Garments, Sweater
- Foods & Allied
- Paper & products
- Engineering steel mills
- Chemical, Pharmaceuticals etc.
- Telecommunication
- Computer Software and information technology
- Manufacturing of artificial flowers
- Electronics
- Infrastructures
- Oil & gas
- Jewelry and diamond cutting and polishing
- Liquefied petroleum Gas (LPG)
- Compressed Natural Gas (CNG)
- Tiles
- Ceramics
- Small and Medium Enterprises (SME)

Product or Service Offer by Bank

- Retail Banking
- Deposit taking including special schemes.
- Remittance and collection
- Import and Export handling and financing
- Corporate Banking
- Loan syndication
- Project Finance
- Investment Banking
- Consumer Credit

Product Information of EXIM Bank:

The following financial products are available for the customers. The products are customers friendly and easy to use. The product mix is maintained in accordance with the need basis for the customers and profit generating for the banks as well.



Education Scheme



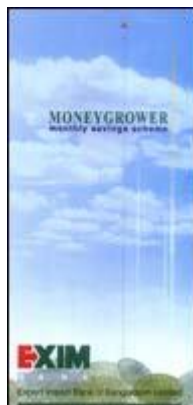
Multiples Savings



Smart Saver



Super Savings
Scheme



Monthly savings Scheme



Monthly
Income Scheme

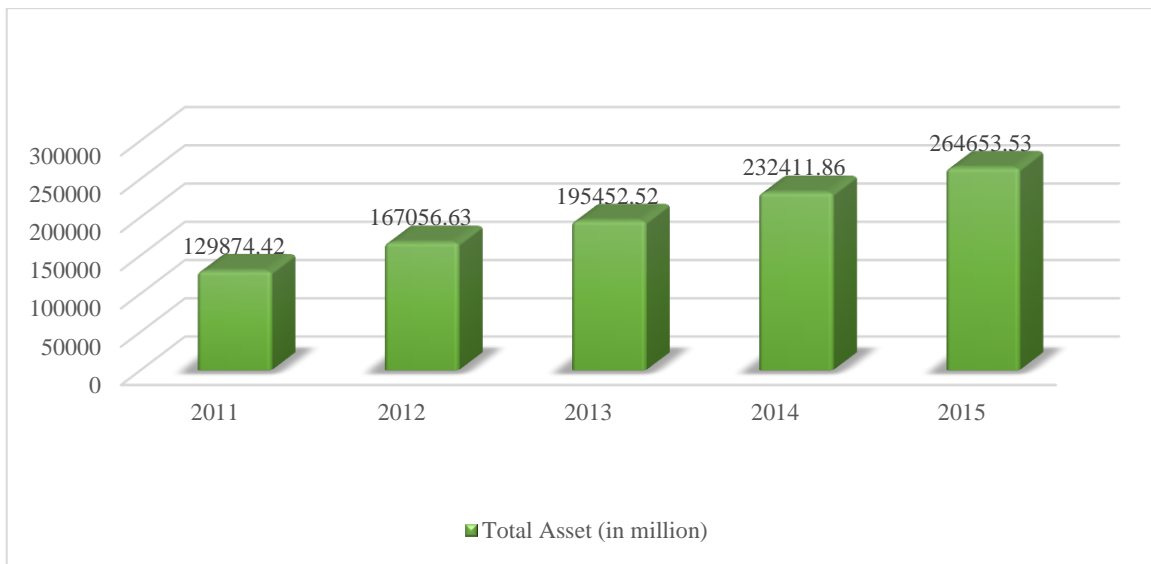
Three Themes for Growth

- Introducing Card Network and electronic banking.
- Expanding personalized services
- Building strong presence in the market with reputation.

Social Commitment

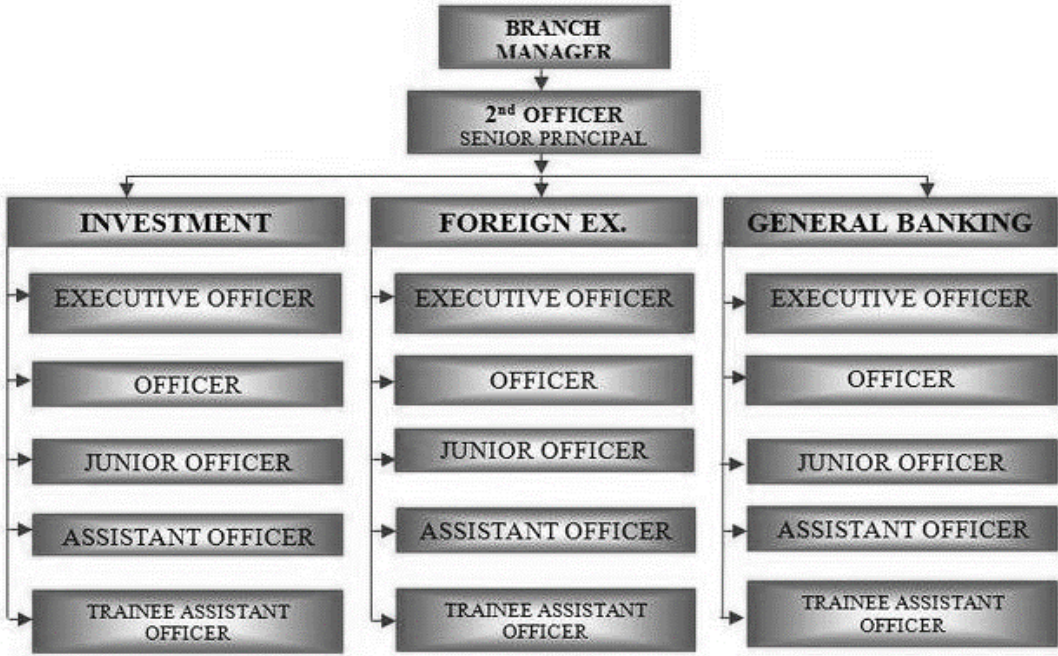
The purpose of the banking business is, obviously, to earn profit, but the promoters and the equity holders are aware of their commitment to the society to which they belong a chunk of profit is kept aside to spend socio economic development and patronization of art; culture and sports of the country. EXIM Bank wants to make a substantive contribution to the society.

Total Asset

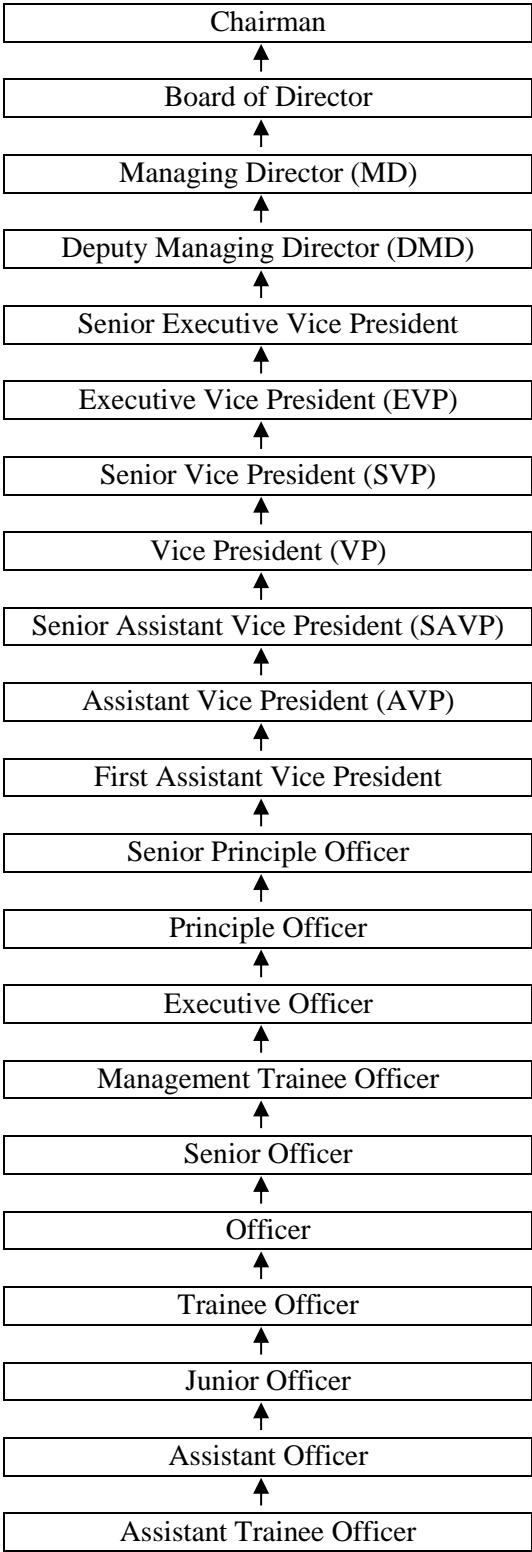


(Source: EXIM Bank Annual Report 2015, page: 15)

Branch Structure



Organization Structure



Part 2: Project Part

Introduction to the Report

Background of the study

Organizational attachment is an obligatory requirement for the completion of BBA program, BRAC Business School, BRAC University. And accordingly within the internship period at HR department EXIM Bank Limited, I find the report work area Recruitment and Selection Process under the recommendation and close supervision of my internship supervisor Fabiha Enam. The intern supervisor helped me to find and work on the topic: "Recruitment and Selection Process of EXIM Bank Limited".

Significance of the study

Only the theoretical knowledge is less important when it is not applicable in the practical life. Though I have completed so many theoretical courses in BBA program, but I have no such practical knowledge for being successful in the real corporate world. As a student of Bachelor of Business Studies I have no practical knowledge to face the real life situation. For this reason, the internship program is so much helpful to all student of Bachelor of Business Studies.

Scope of the study

The report deals with the recruitment and selection process in terms of theoretical point of view and the practical use. The study will allow learning about the recruitment and selection issues of EXIM Bank Limited. It will help to learn the practical procedures followed by the organization. Moreover it will help to differentiate between the practice and the theories that direct to realize how the organization can improve their recruitment and selection process.

Limitations of the Report:

The limitations of the report and the study are as follows:

- The report has been conducted within a short time frame.
- The study is self-financed.
- In many cases, up-to-date information is not published.
- The busy schedule of the official an obstacle data collection.

Objectives of the Report

Broad Objective: The Broad objective of the study is to explore and evaluate the recruitment and selection process of Exim Bank Limited.

Specific objective: The following aspects can be listed as the specific objectives to achieve the broad objective:

- To present the recruitment and selection process of EXIM Bank Limited
- To evaluate the recruitment and selection process of EXIM Bank Limited.
- To recommend necessary measures to improve the recruitment and selection process of the bank.

Literature Review

Human Resource management is a function of management which involves planning, organizing, leading and controlling the functions developing, maintaining and motivating employees. There are four functions of human resource management.

1. **Acquisition:** Acquisition refers to bring effective and committed people for organization. Under acquisition there will be human resource planning, job analysis, recruitment and selection process.
2. **Training and Development:** Training and development means make the employees more efficient and improve their current skills and behavior's that the employees can do their job more effectively.
3. **Motivation:** Motivation means an organization has to motivate their employees in such a way where an employee will love to do his or her job.
4. **Maintaining:** The last function is maintaining the employees. Basically maintaining means an organization will maintain their employees in a way that there is always a good relationship between an employee and management of the organization. To maintaining a good relationship organization can do such things like promoting their employees, give rewards or award after doing performance evaluation, giving competition etc.

Recruitment is a process of locating potential candidates. It is a process for selecting and finding capable applicants for employment. There are 2 sources of recruitment-

Internal Source: Internal sources mean recruit or attract employees from the current working force who are doing job in the organization. An organization can recruit the employees through giving promotion or transferring an employee to fulfill the vacancy etc.

External Source: Basically external source is mostly use for lower elitist level jobs for position whose specification cannot be met by personal for diversifying into new avenues and for merging. Organization can recruit or attract employees through many external sources like advertising,

employee referrals, public employment agencies, private employee agencies, campus recruitment, and walk in and write in, Head hunting, recruiting via internet etc.

Selection: After done the recruitment process, selection process starts. Through the selection process an employee will hire for the organization. Recruitment is a positive process but selection process is a negative thing because throughout the selection process best employee will be chosen among the candidates and hire for a job.

Recruitment and Selection Process of EXIM Bank Limited

The Recruitment Team

The recruitment team of HRD in EXIM Bank is very enteric, intelligent, hardworking, and responsible and committed to every task they are assigned to. Within this HRD, the work pressure and work load of the recruitment department is comparatively high, and the way the team handles them is excellent and appreciable the whole recruitment team is divided two main segments. They are HR Core team and HR Relationship team.

Job Responsibilities of Recruitment

- CV screening.
- Making joining package & taking joining.
- Personal file preparing of every employee.
- Data entry of employees both who's CV is selected for the interview and those who are recruited.
- Checking the references & sending mails.
- Making phone calls.
- Helping out all the employees when they are overloaded with work.
- Verification of employees past working status in EXIM Bank Ltd.
- Checking out PM rating.
- Worked as an invigilator in promotion exam.
- Coordinate Interview on due date and time.
- Sending mail to every referee to verify the candidate.

Objectives of Recruitment

- To attract, select and employ the most suitably experienced and qualified applicants
- Follow the recruitment policy of the Bank.
- Ensure every steps of selection when and where needed
- Ensure transparent, task oriented, unbiased and merit based selection.
- Determine present and future requirements of the organization in conjunction with its HR planning and job analysis activities by increasing the pool of job candidates at minimum cost.

Types of Recruitment

EXIM BANK practices two types of recruitment-

- Yearly recruitment: This is done each year, according to the HR plan.
- Need-based recruitment: This is done when there is a sudden vacancy.

Mode of Employment: EXIM Bank has four types of employment to meet the highest order of the satisfaction level of its clientele. These are Full Time, HR Contractual, Outsource and Internship Programs (IP).

The recruitment and selection is the major function of the human resource department and recruitment process is the first step towards creating the competitive strength and the recruitment strategic advantage for the organizations. Recruitment process involves a systematic procedure from sourcing the candidates to arranging and conducting the interviews and requires many resources and time. A general recruitment process is as follows:

A vacancy arises: Sometimes this is due to the creation of a new job, on other occasions it may be because an existing member of staff has been promoted or is retiring.

Receiving Requisitions: The recruitment process begins with the human resource department receiving requisitions for recruitment from any department of the company. These contains posts to be filled, number of persons, duties to be performed and qualifications required.

Preparing the job description and person specification: The job description is updated and an employee specification is written. The job description lists the duties of the job whilst the employee specification gives details of the experience, skills and abilities needed to carry out the job.

Choose sources of candidate: EXIM Bank prefers both internal sources and external to find the best candidates for specific jobs in the process of recruitment based on situation. A vacancy advertisement is written and is circulated via media can be used including newspapers, internet recruitment sites, specialist publications and sometimes for searching fresh graduates bank representatives go to the best universities in Bangladesh and pick out the most qualified students to offer them a chance to apply for the job and internally through CV in the bank and personal references. For any kind of internal job search it will operate through a circular as lotus notes or board notice. Any existing staff other than permanent also HR Temporary (minimum one year with EXIM Bank Limited) & outsource staff (minimum two years with EXIM Bank Limited).

Short-listing and identifying: Short-listing and identifying the prospective employee with required characteristics. A shortlist is compiled of applicants who are going to be invited to attend for interview. This is done by the recruitment team who compares each application form with the requirements of the employee specification.

Arranging the interviews with the selected candidates: The job interviews are the main step in the recruitment process. The panel will use the same set of questions with each interviewee. The job interview should discover the job candidate, who meets the requirements and fits best the corporate culture and the department.

The job offer is the last step of the recruitment process: They hand over the appointment letter to the selected employee. After all this recruiting and selection process, the final candidates' personal information are recorded in the Book of Recruitment.

Joining Package

The selected employees are called for joining on a specific date. A joining pack is made; it is package which is given to the employee on the first day of joining in BBL. This contains, personal

history form, security bond and joining bond, medical reports, joining letter, terms of employment, code of conduct, ID card requisition form, nominee form, declaration form.

Recruitment Budget

Managing Director & CEO will determine and analyze the necessity of manpower based on recruitment required by the Departments and projected budget based on the year after discussing with different department heads. Therefore, it is the responsibility of the management to examine the work load and carry out the job analysis and as well as looking into the real requirement of employees under various categories, to see whether an additional hand is really necessary. Board of directors holds the authority to finally decide any matter regarding any sort of recruitment. Besides they are the supreme authority to create any kind of new position. EXIM Bank must recognize the importance of manpower estimation and accordingly an Organ gram should be prepared for the Bank and for each Division & Branch. The Organ gram shall however, not be rigid, it may be reviewed and revised when necessary from time to time. Subject to review from time to time, the competent authority as per power delegated by the Board will make the appointments.

Recruitment Policy

- All regular employees will appointed by the Managing Director.
- All HR contract and outsource contract employees will be appointed by The Head of Human Resource Division.
- The schedule of recruitment will be created according to the Service Level Agreement (SLA).
- The interview board will with The Head of Department of that post, The Supporting Department Head and The Head of HRD.
- Officer Grade I and Officer II can appoint directly after the interview.
- From Senior Officer and more there will be a second interview with the Managing Director of EXIM Bank Limited after the first interview.
- For internal job posting the employee can only apply if he has the service time in EXIM Bank is more than two years and also need to recommend the candidate's application by the reporting supervisor of the employee.

- The HR Contract employee can apply for the regular post after servicing more than one years in the EXIM Bank.
- Outsource Stuff can apply for the regular post after servicing more than three years in the EXIM Bank.
- The new recruited will get the probationary period of one year if the employee has less than three years of working experience and will get the probationary period of six months if he has more than three years working experience.

Methodology

Exploratory research is an approach which gives a better meaning of the issue of research and explore the knowledge which is unknown without giving any finalized answer. Through this research the evidence can be gathered of a problem which requires further analysis. In addition to that, I want to gather information about "Recruitment and Selection Process of EXIM Bank Limited ". Moreover, qualitative research is the approach of research which provides answers of views and opinions. The research helps to get in depth information about topic. Through this research the qualitative information gathered through interview and survey. It has been conducted to get more in depth information of Recruitment and Selection Process

Respondent: 20

Questioner: 10

Question type: Likert Scale and Open ended

Data Collection Instrument: Laptop, Pen & Paper.

Sources of Data:

Primary Sources:

- Questionnaire survey.
- Face to face conversation.

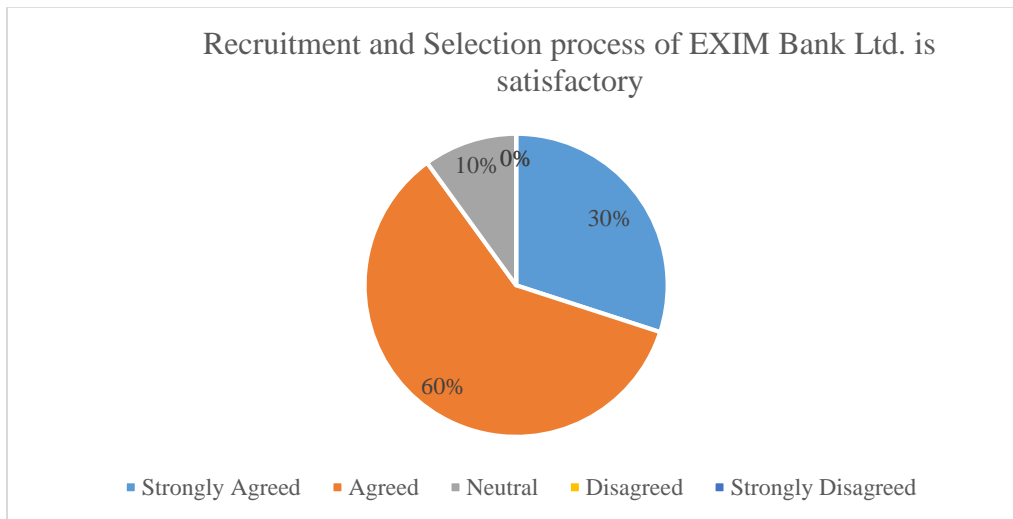
Secondary Sources:

- Annual Report of EXIM Bank Limited.
- Different text books.
- Web base support from the Internet.

Analysis and Data Interpretation

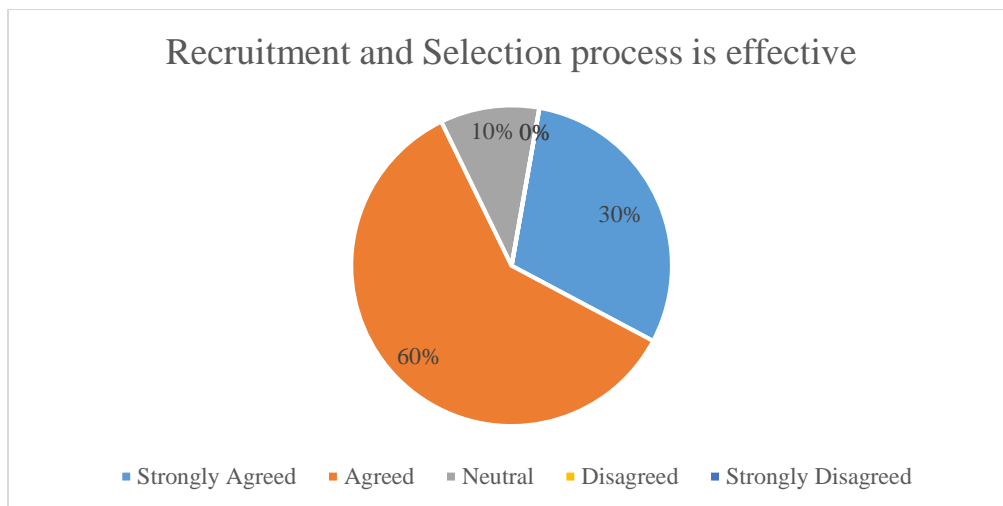
For this research purpose, I had made questionnaires which include 10 questions in total. I have conducted the survey by 20 respondent.

1. Recruitment and Selection process of EXIM Bank Ltd. is satisfactory.



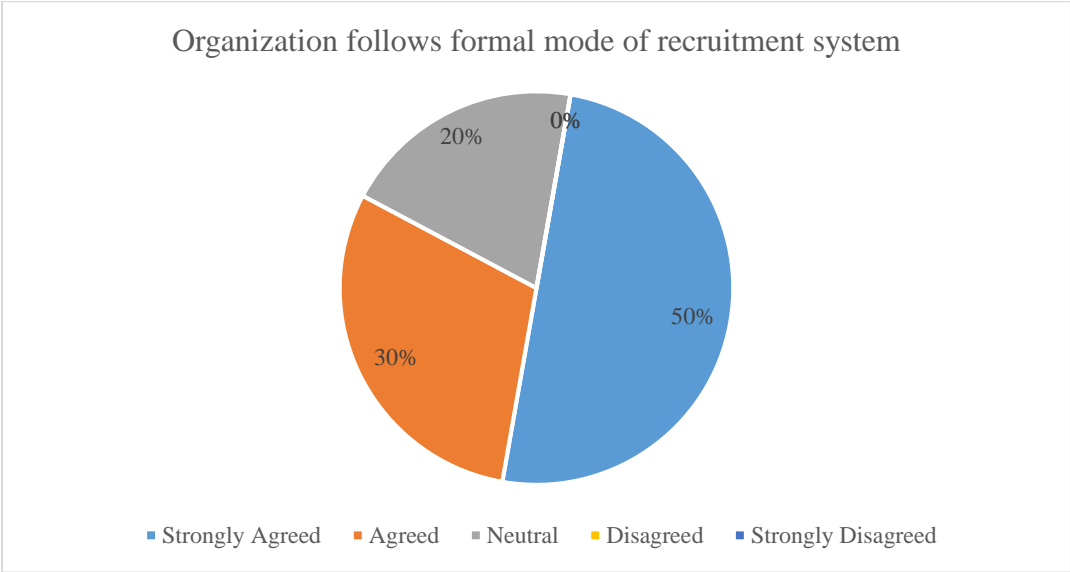
The above figure shows that out of 100% respondent, 30% of the respondents strongly agreed and 60% respondents agreed with this statement where 10% respondents were at neutral position and no one were disagreed or strongly disagreed with this statement. So we can say that the recruitment and selection process of EXIM Bank Limited is satisfactory.

2. Recruitment and Selection process is effective



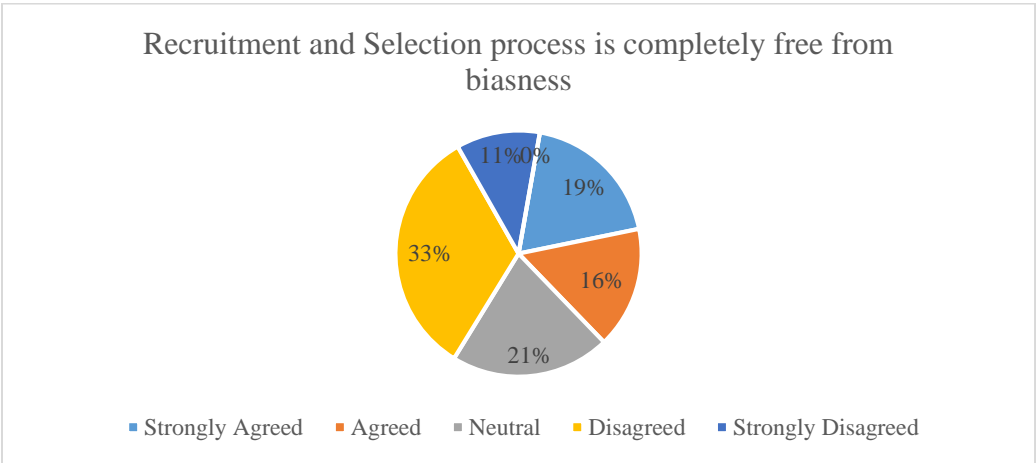
The above figure shows that out of 100% respondent, 60% of the respondents agreed and 30% respondents strongly agreed with this statement where 10% respondents were at neutral position. No one disagreed or strongly disagreed with this statement. So we can say that the recruitment and selection process of EXIM Bank Limited is effective.

3. Organization follows formal mode of recruitment system.



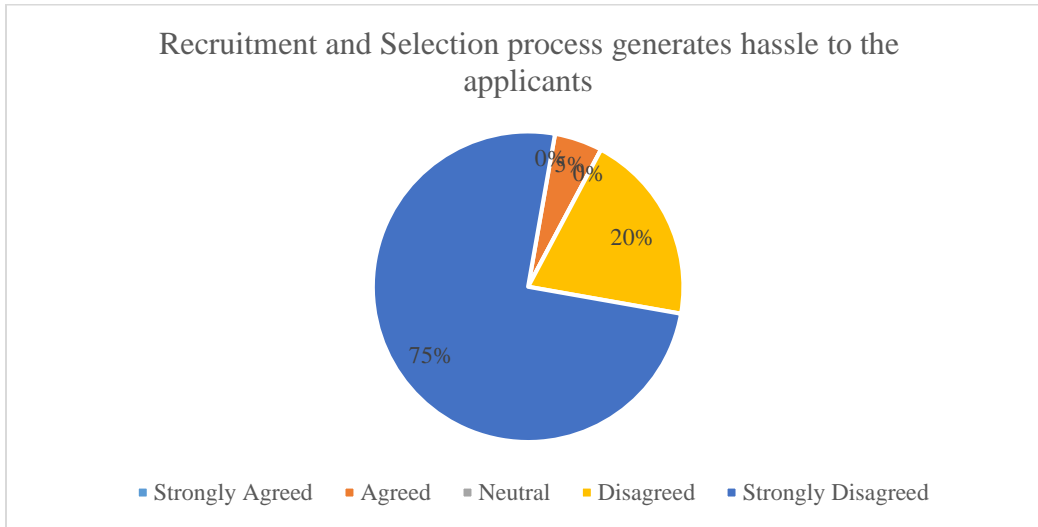
The above figure shows that out of 100% respondent, 30% of the respondents agreed and 50% are strongly agreed with this statement where 20% respondents were at neutral position and no one were disagreed and strongly disagreed with this statement. So we can say that the recruitment and selection process of EXIM Bank Limited is follows formal mode of recruitment system.

4. Recruitment and Selection process is completely free from biasness.



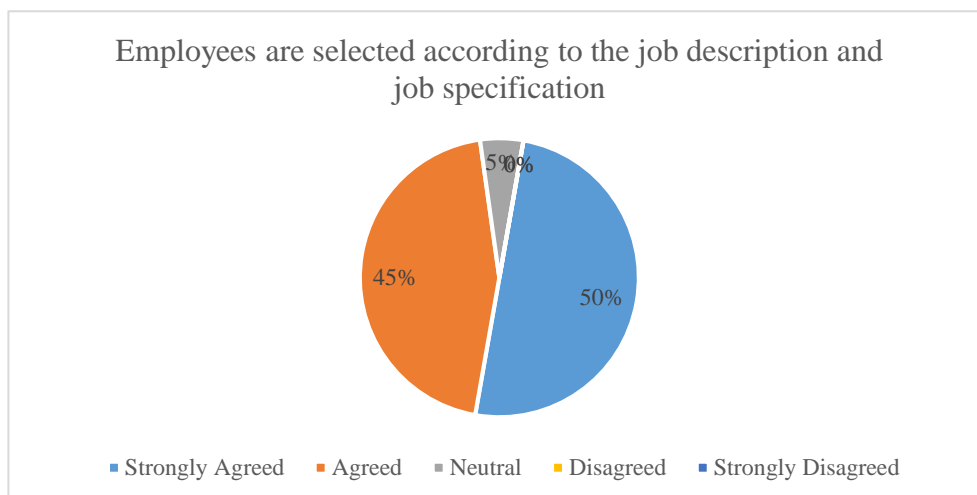
The above figure shows that out of 100% respondent, 16% of the respondents agreed, 19% were strongly agreed with this statement where 33% respondents are at disagreed position, 11% were strongly disagreed and 21% were neutral position of respondents with this statement. So we can say that the recruitment and selection process of EXIM Bank Limited is free from biasness.

5. Recruitment and Selection process generates hassle to the applicants.



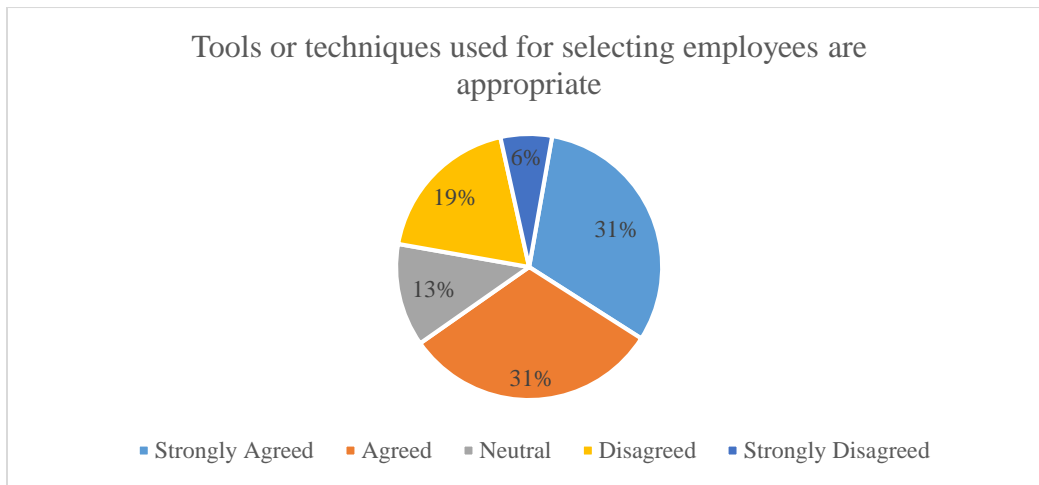
The above figure shows that out of 100% respondent, 20% of the respondents disagreed and 75% were strongly disagreed with this statement where 5% respondents were at agreed position and no one were neutral or strongly agreed with this statement. So we can say that the recruitment and selection process of EXIM Bank Limited does not generate hassle to the applicants.

6. Employees are selected according to the job description and job specification.



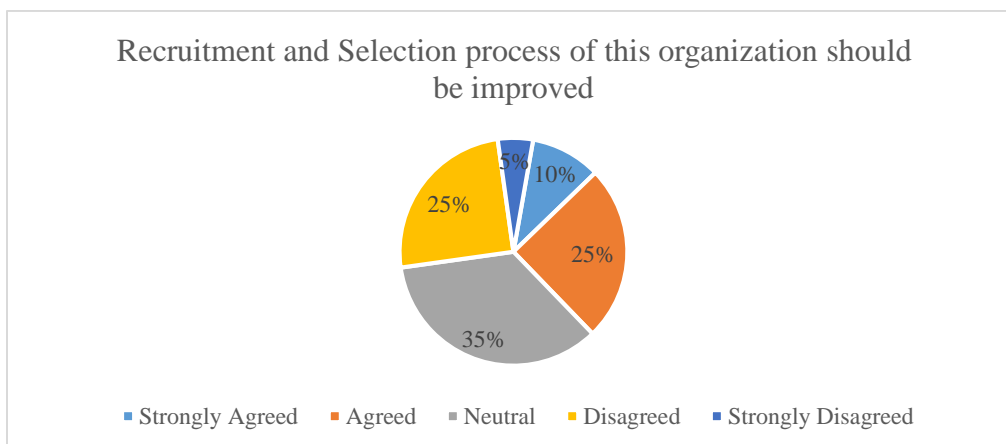
The above figure shows that out of 100% respondent, 50% of the respondents strongly agreed, 45% were agreed with this statement and 5% respondents were at neutral position where no one were disagreed and strongly disagreed with this statement. So we can say that the recruitment and selection process of EXIM Bank Limited employees are selected according to the job description and job specification.

7. Tools or techniques used for selecting employees are appropriate.



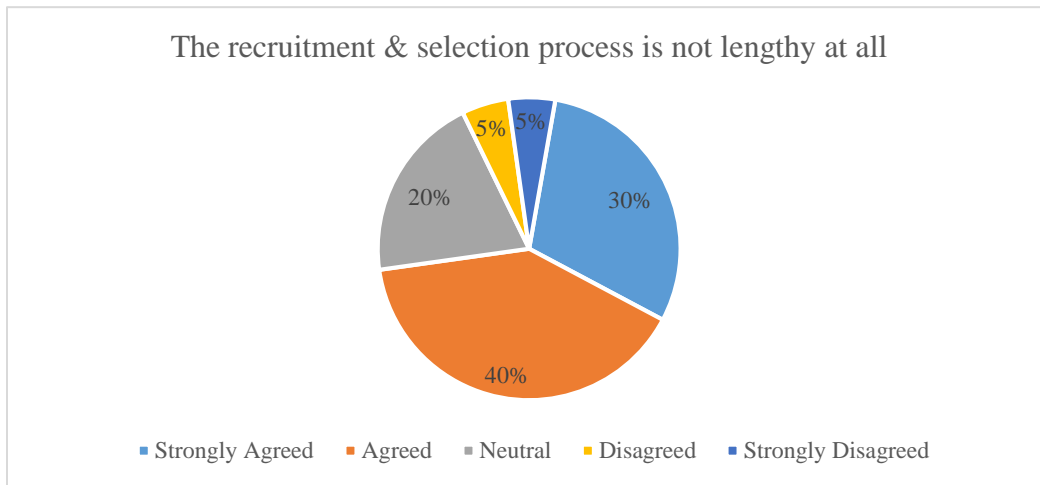
The above figure shows that out of 100% respondent, 45 % of the respondents agreed and 25% were strongly agreed with this statement where 10% respondents were at neutral position, 15% of respondents disagreed and 5% are strongly disagreed with this statement. So we can say that tools or techniques used for selecting employees are appropriate of EXIM Bank Limited.

8. Recruitment and Selection process of this organization should be improved.



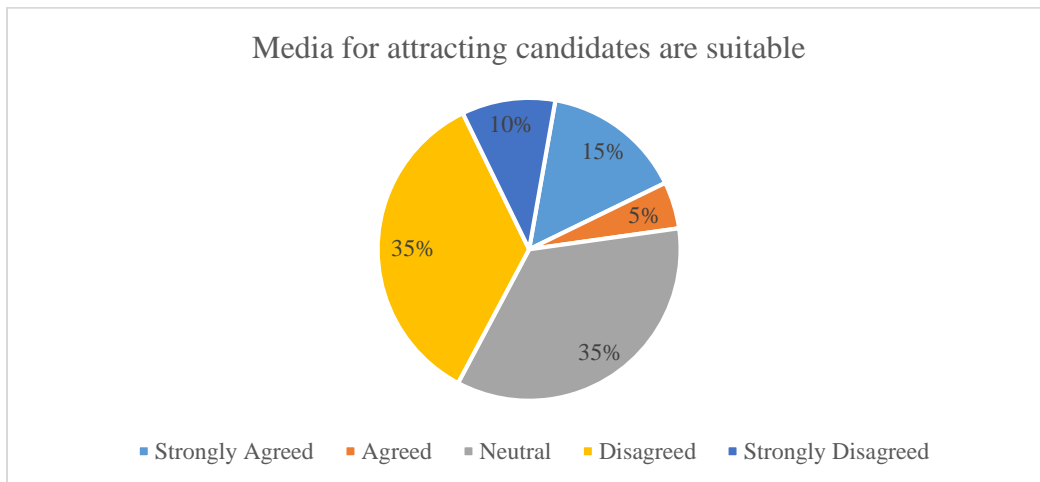
The above figure shows that out of 100% respondent, 25 % of the respondents agreed and 10% strongly agreed with this statement where 35% respondents were at neutral position, 25% were disagreed and 5% were strongly disagreed with this statement. So we can say that recruitment and selection process of this organization should be improved.

9. The recruitment & selection process is not lengthy at all.



The above figure shows that out of 100% respondent, 40% of the respondents agreed, 30% strongly agreed with this statement where 20% respondents were at neutral position, 5% were disagreed and 5% were strongly disagreed with this statement. So we can say that the recruitment and selection process of this organization is not lengthy at all.

10. Media for attracting candidates are suitable.



The above figure shows that out of 100% respondent, 5% of the respondents agreed and 15% strongly agreed with this statement where 35% respondents were at neutral position, 35% were disagreed and 10% were strongly disagreed with this statement. So we can say that recruitment and selection process of this organizations media for attracting for candidates are suitable.

Findings

- Employees of EXIM Bank are satisfied about the recruitment and selection process of the Bank. But my personal observation is the process is lengthy and candidates have to pass a lot of steps to get a job that is why sometimes the process seems to be time consuming. EXIM Bank follow traditional recruitment and selection process to hire employees so that some employees think that if EXIM Bank follow modern n online systems to hire employees then they can hire more capable employees within less time.
- My finding is sometimes biasness will come throughout the selection process while choosing employees for branch. Another think is as EXIM Bank use traditional recruitment process so that their cost is high for this.
- As I worked in branch Mirpur, there I observed that they prefer to choose male candidates as employee's whiles hire employees because in that branch people can open their LC accounts.
- Moreover I observed that Exim bank needs to use more external sources like campus recruitment, recruitment through competition etc.
- Another thing is EXIM Bank follow traditional recruitment and selection process system so that the cost came high and HR department is under in pressure for this.

Recommendations

As an internee it's difficult to give any recommendation with little working experience but I have tried my best to give best recommendations to improve the Recruitment and Selection process of EXIM Bank Limited.

- Although most (56%) of the employees agreed that the recruitment and selection system of EXIM Bank is free from biasness but some nepotism, discrimination and biasness is exist there. So the bank should take proper steps to avoid such harmful practice for the betterment of the organization.
- EXIM Bank uses traditional tools and techniques for recruiting and selecting employees. Though most of the employees think that the tools and techniques used by the bank are not appropriate. Modern and digital Tools and techniques should be introduced in the organization to make the process fast, faire and convenient.
- Responsibility of Human Resource Division should be increased in order to reduce recruitment cost, biases, and to bring efficiency and effectiveness in the recruitment process.
- The IT department should play a string part in improving and upgrading the computer system of the organization and should assist the entire department as well as the HRD in building the correct software to keep the records.
- The bank may use more external sources of recruitment, such as- campus recruiting, job fairs, and employment agencies etc.to get a wider range of options for selection.

Conclusion

Human resource is not the head count of people working in an organization. It is sum total of their knowledge, skill, creative abilities, talents and aptitudes as well as their values, attitude and beliefs and positive frame of mind. In the current phase of “Age of Discontinuity” and “Continuous Change” human resource recruitment play an important role in the pursuit of capable and potential employees. Recruitment of people without any clear sense of direction does not bring any good result. EXIM Bank Limited is very conscious and careful about taking complete people to about taking complete people to strive for winning sprit and bonanza. As one of the fastest growing and modern banks of Bangladesh, the “People” has been the key success factors that EXIM Bank has achieved in a short span of time. Bank views the employees as most valuable capital of the organization and is endowed with unique qualities and if thoughtfully and inspiringly led the workforce can bring superior result with creativity. In line with the growth aspiration of the Bank, the management of the Bank carefully identifies potential future employees and takes extra ordinary effort to build them.

References

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- Annual reports of EXIM Bank Ltd. 2015 and 2016.

Appendix

Questionnaire

I am preparing an internship report on the topic “**Recruitment and selection Process of EXIM Bank Limited**”. I am assuring you that your information will be used exclusively for academic purpose only and will be kept confidential.

Name:.....Designation:..... Age.....

| | | | | |
|-----------------------------|--------------------|-------------------|-----------------|--------------------------|
| 1. Strongly Disagree | 2. Disagree | 3. Neutral | 4. Agree | 5. Strongly Agree |
|-----------------------------|--------------------|-------------------|-----------------|--------------------------|

| SL | Statements | 5 | 4 | 3 | 2 | 1 |
|-----|--|---|---|---|---|---|
| 1. | Recruitment and Selection process in your organization is satisfactory. | | | | | |
| 2. | Recruitment and Selection process of the bank is effective. | | | | | |
| 3. | This bank follows formal mode of recruitment system. | | | | | |
| 4. | Recruitment and Selection process of the bank is completely free from biasness and discrimination. | | | | | |
| 5. | Recruitment and Selection process of the bank generates hassle to the applicants. | | | | | |
| 6. | Employees are selected according to the job description and job specification. | | | | | |
| 7. | Tools or techniques used for selecting employees are appropriate. | | | | | |
| 8. | The recruitment & selection process is not lengthy at all. | | | | | |
| 9. | Media for attracting candidates are suitable. | | | | | |
| 10. | Recruitment and Selection process of this organization should be improved. | | | | | |