

Internship Report

On



Title: “Recruitment and selection process of NRB Bank Limited”

“Recruitment and selection process of NRB Bank Limited”

Submitted By:

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ID: 17364032

Course Name : Internship

Course code: BUS 699

Submitted To:

Dr. Salehuddin Ahmed

Former Governor

Bangladesh Bank

Professor, School of Business

BRAC University

Date of Submission: 15 December 2019

Declaration

It is hereby declared that

1. The internship report submitted is my own original work while completing degree at Brac University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I have acknowledged all main sources of help.

Student's Full Name & Signature:

.....

Lily Das

ID: 17364032

Supervisor's Full Name & Signature:

.....

Dr. Salehuddin Ahmed

Former Governor

Bangladesh Bank

Professor, School of Business

BRAC University

Letter of Transmittal

15th December 2019

Dr. Salehuddin Ahmed,

Professor,

BRAC Business School,

BRAC University

Subject: Submission of Internship Report

Dear Sir,

In accordance to your guidance, I am submitting my Internship report on the topic of “Recruitment and Selection Process of NRB Bank Limited” as a requirement of my internship program. I have prepared this report with the best of my knowledge.

This report comprises an elaborative study overall recruitment and selection process of the bank, the rules and regulations, activities of the Human Resource Division in terms recruiting their employees. I have conducted a survey on the employees of the bank regarding the recruitment and selection process through a set of questionnaire.

I would really appreciate if you enlighten me with your thoughts and views regarding this report and would be glad to clarify any query that may arise about this report. Thank you for your support, patience throughout my internship period.

Sincerely Yours,

Lily Das

ID # 17364032

BRAC Business School, BRAC University

Non-Disclosure Agreement

This agreement is made and entered into by and between NRB Bank Limited and the undersigned student at Brac University

Acknowledgement

In the beginning, I would like to thank Almighty God for giving me enough courage and patience to complete this internship report. Then I would like to thank my academic supervisor, Dr. Salehuddin Ahmed for the enormous support and guidance he provided me throughout my internship period. Without his supervision and cooperation, this report would have not been possible to make.

Secondly, I would like to thank my onsite supervisor, Mr. Fahad Anwar Sinha (FAVP & Senior Manager, HR Division) as well as Mr. Imteeaz Ahmed Head of HR Division. After him I would like to give my thanks to the respected employees of HR Division, Mr. Meadad Mustak (Associate Manager), Mr. Rohimul Hossan Shepon (Senior Officer) and Mr. Shahriar Alam (Officer), Apurba Rnjan Apu (Officer) for their support and help.

Executive Summery

NRB Bank Limited is comparatively one of new players in banking sector of Bangladesh. Through my Internship timeline, I have tried to get a whole picture of Recruitment and selection process of NRB Bank Limited.

This report includes an elaborative analysis of Recruitment and selection process of NRB Bank Limited, as well as Human Resource Divisions activities regarding recruitment and selection process of this bank.

The **first chapter** consists of introduction, background, objective, methodology, scope, limitations of the study.

The **second chapter** includes organizational overview including banks products and services, vision, mission, values and goals, organizational management hierarchy and overview of divisions.

In the **third chapter**, I tried to describe my internship experience in NRB Bank Limited.

Chapter four is about the total recruitment and selection process of NRB Bank Limited.

In **chapter five** that is findings and analysis part, I have discussed the findings of this report to determine the opinions of the employees regarding the recruitment process and shown them into graphical representation.

Finally, in **chapter six**, I have tried to enlighten some suggestions in the recommendations part for the bank to improve their recruitment process that I have derived from my daily activity in the bank as well as my academic learning's.

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Chapter 1:

Introduction

1.1 Introduction of the Study

NRB Bank Limited is a fourth generation private bank in Bangladesh. NRB Bank Limited started its operation in 2013. The motto of NRB Bank Limited is “Not Just Another Bank”. In order to meet the financial need of corporate NRB Bank Limited provides a broad range of product and services. In order to meet the demand of customers NRB Bank Limited always try to customizes and innovate their product and services. NRB Bank Limited always tries to build and maintain a good and sustainable relationship with their clients. This bank expanded its branch, networks, efficient workforce in order to facilitate the banking services near to their customers.

1.2 Background of the Study

As a part of the academic requirements of Masters of Business Administration (MBA) program, student of BRAC University has to attain a three-month internship program under the supervision of an organization. Besides the organizational supervisor, an academic supervisor also assigned from the university to provide guidance and support to the students regarding the preparation of internship report during his/her internship period. It is my enormous pleasure that I have the opportunity to do my internship in NRB Bank Limited.

My organization supervisor Mr. Fahad Anwar Sinha (FAVP and Senior Manager Human Resources Division) as well as other employees of HR Division, has given me the proper guidance to do my study. On my selected topic, that is “Recruitment and Selection Process of NRB Bank Limited”. In addition Dr. Salehuddin Ahmed (Professor, School of Business, BRAC University) my academic supervisor has approved the topic and assisted me to prepare my report as a requirement of the internship program.

1.3 Objective of the Study: The objective of this internship report divided into two parts.

Broad Objectives: The basic objective of this report is to assemble a clear knowledge about the whole organization includes the organizational structure, its culture, mission and vision, policies, its business and customers.

Specific Objectives:

- To present the current recruitment and selection process of NRB Bank Limited

- To evaluate the recruitment and selection process of NRB Bank Limited
- To perceive the level of employee satisfaction about the recruitment and selection process of NRB Bank Limited
- To recommend necessary measures to improve the recruitment and selection process of NRB Bank Limited

1.4 Methodology of the Study

Types of Research:

This report is a descriptive study on the topic of “Recruitment and selection process of NRB Bank Limited”.

Population and sample size: The population of this study is the employees of the Corporate Head Office of NRB Bank Limited. The total number of sample of this study is 20.

Questioner: 15

Question Type: Demographic questions, Likert scale and Open ended.

Sources of Data:

- **Primary Data:** The primary data collected from direct observation of the recruitment and selection process, informal discussion and by conducting a scheduled survey on the employees of different departments of the bank.
- **Secondary Data:** The secondary data collected from the official website, previous annual reports, previous internship reports and other publications of the bank.

1.5 Scope of the study

This report based on the evaluation of recruitment process of NRB Bank. It will give the elaborate idea of the different steps of recruitment and selection process of a structured organization like this bank. To determine the objectives of this study, 20 employees of NRB Bank who are working in the Corporate Head Office, has surveyed with a set of questionnaire that contains 15 different questions. Moreover, this report provides some suggestions regarding

the whole recruitment and selection process of the bank that has derived from the opinions of the employees.

1.6 Significance of the study

I have completed so many theoretical courses in MBA program, but I have no such practical knowledge for being successful in the real corporate world. As a student of Masters of Business Administration, I have no practical knowledge to face the real life situation. For this reason, the internship program is so much helpful to all students of Masters of Business Administrations.

1.7 Limitations of the Study

During the preparation of this internship report, the main limitation was the information collection regarding the internal process of recruitment, which is a confidential matter. Secondly, selecting the sample size was a bit difficult for me. Because most of the time employees remain very busy with their job and they were not willing to participate in the survey that I have conducted on them. Thirdly, maximum number of employees is not properly aware of the whole recruitment and selection process of the bank, which was a barrier to collect the information.

Chapter 2:

Organizational Overview

2.1 About NRB Bank Limited:

NRB Bank Limited has known as Migrants' Sponsored Banking system, which is a newly invented banking structure in which initial capital are funded by non-resident nationals [NNs]. Nonresident nationals provide most of the deposits to the bank and these deposits are subsequently lent to the home country. Ultimate it helps to boost the home country economy

This bank has several objectives within its single structure and rather than typical deposit-lending functions. The first objective of NRB Bank Limited is to be a platform of NNs for their better investment into the home economy and the Banks long-term objective is to reduce the dependency upon international financial institutes for external financing in home economy.

Migrants Bangladeshis called (Sylheti Diaspora) were demanding such type of bank since 1990s. However, an economist and Central Bank official of Bangladesh Md. Bayazid Sarker, first develop a theoretical structure of the bank and officially floats the idea in his research paper titled "Alternative Resource of World Bank for External Financing in Bangladesh: A Foreign Remittance Approach" on 15 December 2007 in Dhaka. The Government makes believe by the continuous pressure from Bangladeshi Sylheti Diaspora around the world. After that Bangladesh Bank call for NRB bank applications in 2011 and finally issued three NRB Bank (Non-resident Bangladeshis Bank) licenses in 2013. However, new banks need much effort to come into its basic and broad objective. Therefore, Bangladesh became the pioneer in introducing migrants sponsored banking system.

Type: Private

Industry: Banking

Founded: 2013

Founder: Iqbal Ahmed (OBE)

Headquarters: Dhaka, Bangladesh

Area Served: Bangladesh

Key people: Mahtabur Rahman (Chairman), Md. Mehmood Husain (MD and CEO)

Services: Banking, Financial Services

2.2 Product / Service offering in NRB Bank Ltd:

- Retail Banking
- SME Banking
- NRB Banking
- Corporate Banking
- E-Banking

2.3 Vision, Mission, Values and Goals:

Vision

To be the leading dedicated financial institution for NRBs to invest in Bangladesh and for Bangladeshi individuals and corporate to access international markets (nrbbank bd. 2018)

Mission

NRB Bank aims to be the preferred provider of targeted financial services as a conduit for investment to and from Bangladesh for our Bangladeshi communities both domestically and internationally, to accelerate the industrialization of Bangladesh.

We will strengthen these relationships by providing the right solutions that combine professionalism, expertise and financial strength. (nrbbankbd. 2018)

Values

We are trusted financial advisors, valuing our local roots and remaining dedicated to our presence by being different than any other banks.

D Dynamic: we strive to change and perform to progress

I Innovative: we foster ideas through finding better ways to improve

G Global: we empower to create competitive edge to set international standard

I Integrity: we govern by the principles of ethics and transparency

T Techno centric: we step ahead of technological advancement (nrbbankbd.2018)

Goals

Our goal is to create customer loyalty, shareholder value and employee satisfaction
(nrbbankbd.2014)

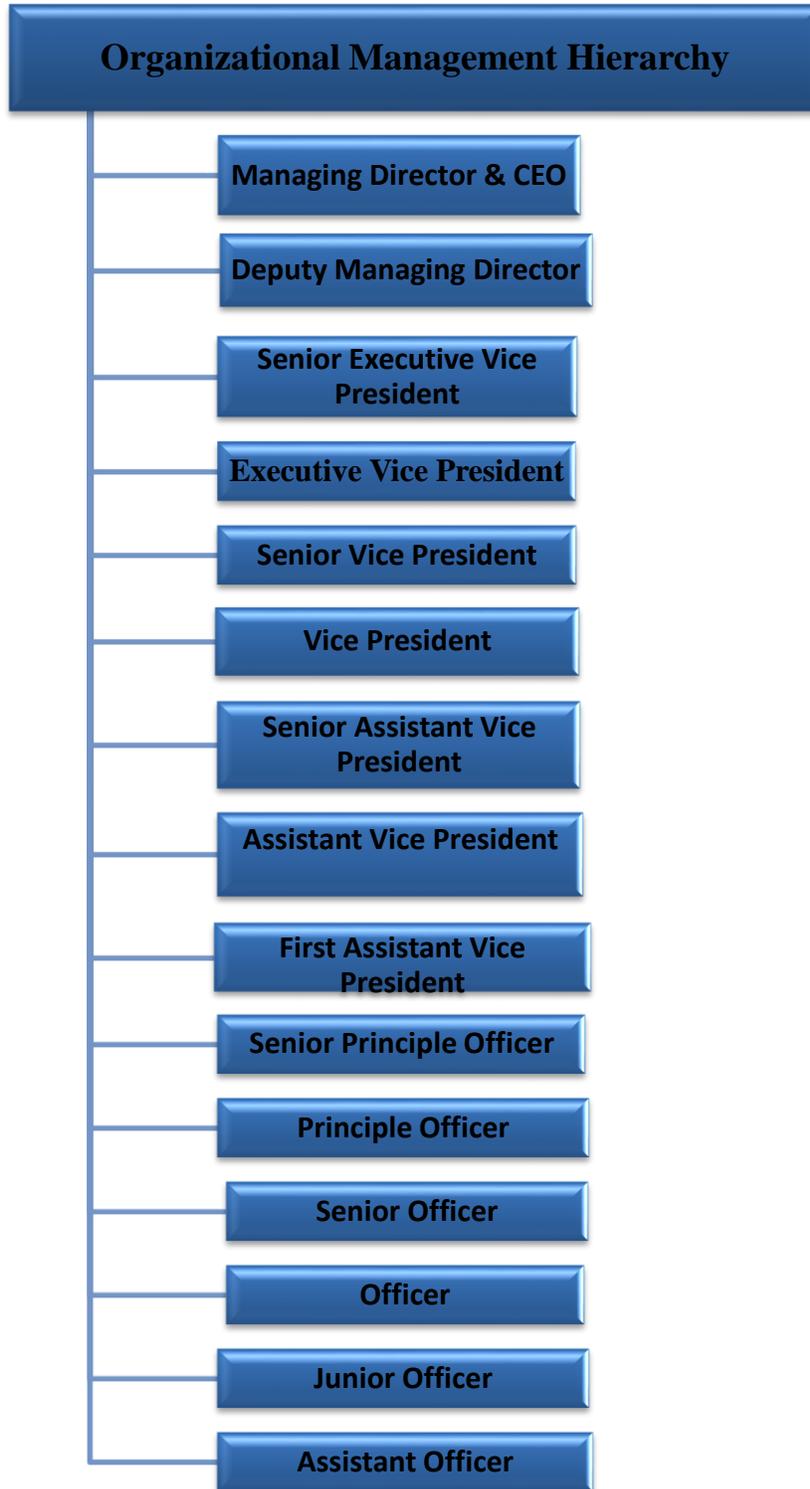


Figure 2.4: Organizational Management Hierarchy

2.5 Overview of the Division:

NRB bank follows flat organizational structure to make the decisional process faster. At present, there are sixteen different divisions in NRB Bank. Under each division, there are several departments. Moreover, based on the academic, professional and technical knowledge, skills, experience and qualification, the bank has top level, mid-level and entry-level posts. Employees assigned to the position according to the relevancy of their academic and professional background. Name of the different divisions shown below:

Human Resource Division	Retail Banking Division	Credit Risk Management Division	Card Division
Finance and Accounts Division	IT and ADC Operations Division	SME Banking Division	Corporate Banking Division
Facilities Management Division	Brand and Communications Division	Operations Division	Internal Control and Compliance Division
Md's Office	Company Secretariat Division	Risk Management Division	Treasury & Financial Institution Division

Figure 2.5: Divisions of NRB Bank

In NRB Bank, each division has a division head that is responsible for all the responsibilities and duties of the particular division. There are managers for all the division to coordinate all the employees and their responsibilities. The employees have to report timely to their division head. As an intern, I assigned in Human Resource Division (HRD). In HRD, there are 7 employees who have been working in different side of HR activities. Mr. Imteeaz Ahmed (Senior Assistant Vice President) Is the Head of HR Division. After him, in HRD there are two managers. Mr.

Fahad Anwar Sinha is the FAVP & manager of Organization Development, Planning & Sourcing and Mr. Md. Akhter-Uz-Zaman is the manager of HR Operation & Employee Benefit. Moreover, Mr. Meadad Mustak (Associate Manager) works in leave data management, Mr. Rohimul Hossan Shepon (Senior Officer) works in training and development part and in performance appraisal and promotion part, Mr. Shahriar Alam (Officer) works in compensation part and Mr. Apurba Ranjan Das (Officer) works in recruitment part. They are the member of Human Resource Division. There are several segments under HR Division, they are- Recruitment, Training, Transfer, Compensation etc. These are the main HR operations of this organization. There are other operations have done by Mr. Meadad Mustak (Associate Manager) of HRD like release and leave of employees, NOC (No Objection Certificate) issue for country leave etc.

Chapter 3:

My Internship Experience

3.1 My internship Experience

I have worked as an Intern at NRB Bank Limited for their Human Resource Department. It has provided me with enormous opportunities to learn and get the insights of practical banking works related to the Recruitment and selection process, which will obviously help me in order to develop my future success. The bank provides priority to their interns very much as their other employee. As an intern, I have no previous work experiences but the Bank help me to learn.

As I worked for Human Resource Department, throughout my internship period, I have done works that are related with recruitment and selection process of NRB Bank Limited.

Primarily NRB Bank collect CVs from different sources and as an intern I used to collect and organized those CVs, and keep them in the CV archive folder named Upcoming Interview. Those CVs collected and organized based on applicant's qualifications, work experiences, and job description. After that concerned employees sorting out few candidate names from the CV archive.

After the primary CV screening, I have to make calls to communicate with the candidates to let them know about the scheduled time and date of written test or interview. The time and date of written test or interview scheduled by the manager in consultation with the Head of HRD and other concerned employees of the division. Now, when the calls are done, I have to make interview statements in a MS excel sheet which includes a short overview of each of the candidate's academic, personal and professional background such as name of the candidate, age, his/her educational background, professional background, total years of experience etc. Therefore, calling the candidates for written test, interviews and database updating for the interview statement are one of the major responsibilities of this position. After the interview, my job is to organize the documents such as the evaluation form filled up by each of the interviewer, CVs of the candidate, declaration form and written test script accordingly.

Another important work as an intern was to make the letter of "Offer and Appointment". In order to make this letter of "Offer and Appointment" I have to take information such as father's name of the selected candidate, permanent address from each of the candidate's CV and input these data in the excel sheet. The letter of "Offer and Appointment" printed in two copies for each of the selected candidates. One is original copy and the other one is duplicate copy or the bank's

copy. When candidates come to take the offer, I have to make sure that they have read out all the terms and conditions listed in the offer and appointment letter before they sign it. The duplicate copy of the offer and appointment letter where the salary breakdown attached kept by the bank and original copy given to the offered candidate. I have to make both of the copies signed by the offered candidate.

I have to assist the joining process of both the permanent and contractual employees as an intern of HR Division. On the date of joining, I have to check all the documents properly mentioned in the letter of offer and appointment for each of the employee and give them a set of joining form to fill-up. I used to check and organize all the papers accordingly in a file and show it to the concerned employee of HRD. If he checks everything and confirms the joining of the employee then I have to give the new joiner an account opening form to open up his/her salary account from the principal branch. In NRB bank, for permanent position, before joining each employees are required to have a medical checkup and it is my duty to check the medical reports of the employees whether they are submitted or not.

In addition, with these above-mentioned responsibilities, the position of intern of HR Division requires to update the database regularly when any new employee joins, making scan copies and photocopies of necessary documents, taking the signature of higher personnel of the bank in some paper etc. In addition, I am accountable to hand over the Identity Card of the new employees in the bank.

Chapter 4:

Recruitment and Selection process of NRB Bank Limited

4.1 Recruitment and Selection process of NRB Bank Limited

One of the central activities and a very essential part of Human Resource Management is Recruitment and Selection Process. It is also known as the process of recognizing or being familiar to hiring the best – qualified candidate for any required circular given within a cost effective manner. Therefore, it is the process of discovering potential applicants for any required job vacancies.

Therefore, Recruitment and Selection mainly refers to the process of obtaining, scanning and of course selecting the best potential for the best position.

NRB Bank as a fourth generation private bank follows a very specific and factual process for recruitment and selection of their employees. Every step of this recruitment process is justified and required to find out the most eligible candidate for the vacancy. The bank has few steps in their recruitment and selection process. It is describe in detail below:

Sources of Recruitment:

There are only two sources of recruitment and they are as follow:

- ❖ Internal Sources
- ❖ External Sources

Internal Sources:

The internal sources of recruitment at NRB Bank limited are as follows:

- ❖ Personal Suggestion/ Recommendations
- ❖ Notice Boards
- ❖ Magazines/ Newsletters
- ❖ Memorandum

External Sources:

Some of the main external sources of recruiting employees are as follows:

- ❖ Advertising

- ❖ Educational Institution
- ❖ Employment Agencies
- ❖ Waiting List

First of all, the bank issues an employee requisition form including the details of name of the division/department where the manpower is required, nature of the job, job grade and job type, required number of employees and name of the employees who has resigned from that division/department. Then the bank collects the CVs of potential candidates from various kinds of sources mainly the internal and external sources for their different types of vacancies. These CVs organized and kept in the CV archive folder named “Upcoming Interview”. It organized according to the candidate’s professional experience and background, area of proficiency and based on the vacant position for which they will hire. After that few candidate names are being sorted out from the CV archive by the Head of HR division with the help of the in charge officer of recruitment.

Once the primary CV screening has done, the candidates called to let them know about the scheduled time and date of written test or interview. The time and date of written test or interview has scheduled by the manager in consultation with the Head of HRD and other concerned employees of the division. Moving on, interview statements, which include a short overview of each of the candidate’s academic, personal and professional background. For fresh graduates, the bank takes written examination to recruit them. Candidates who pass or gets 60 or above out of 100 marks, call for the interview. In addition, experienced candidates interviewed directly.

During the interview, each of the candidates being evaluated in terms of six appraisal factors. These following factors assesses the candidate’s eligibility regarding the vacant position –

- ❖ Appearance: Dress up, body language, confidence, eye contact
- ❖ Personality: Assertiveness, achievement oriented, professionalism, eagerness to learn
- ❖ Job Knowledge: Knowledge about the requirements of job position
- ❖ Problem Solving: Ability to solve hypothetical problems presented during interview
- ❖ Communication Skills: Written or verbal

- ❖ Knowledge in Industry Market and Economy: About current economic factors, market and industry practices

Each of the above factors carries five points in out of thirty points. Considering the total marks achieved by the candidate, interviewers make recommendations about whether he/she selected for that vacant position or not.

After the interview, the selected candidates are given the letter of “Offer and Appointment” where the necessary requirements (documents/papers/certificates) listed for his/her joining on the bank. The letter of “Offer and Appointment” printed in two copies for each of the selected candidates. One is original copy and the other one is duplicate copy. The original copy includes the requirements of joining as well as the last date of joining. Similarly, the duplicate copy includes the same things but the salary breakdown of the position of the vacancy is being attached with this. When the candidates come to take their offer letter, it is the concerned employee’s duty to make them understand clearly about all the terms and conditions written down in the offer and appointment letter before they sign it. The duplicate copy of the offer and appointment letter where the salary breakdowns attached kept by the bank and original copy given to the offered candidate. Both of the copies of offer and appointment letter have to be sign by the candidate. Requirements that listed in the letter of “Offer and Appointment” are as follows

—

- ❖ Release order and pay certificate/bank statement if the offered candidate has previous working experience.
- ❖ He/she has to submit two reference letters from two respectable persons.
- ❖ He/she has to submit the photocopies of his/her all academic certificates.
- ❖ He/she has to submit the photocopies of his/her National Identification card and E-Tin certificate.
- ❖ He/she has to submit medical certificate (for permanent employee)/ police verification report (for contractual employee).
- ❖ Recent photographs of the employee and his/her spouse if married.

Furthermore, both the permanent and contractual employees have to join in the Corporate Head Office in Gulshan. On the date of joining, employees are given a set of joining form to fill-up. These forms can be slightly different for permanent and contractual position. In NRB bank, for permanent position, before joining each employee are required to have a medical checkup. For contractual employees, they are required to submit the police verification report for joining in the bank. Then, all the above-mentioned documents along with the joining forms checked properly by the concerned employee of HRD and organized the papers accordingly in a file called “Personal File”. If all the required documents are all right then the joining of the employee is confirm. Meanwhile, from HR Division the new joiner is given an account opening form to open up his/her salary account from the principal branch of the bank.

Chapter 5:

Findings and Analysis

5.1 Findings and Analysis

To determine the response of the employees regarding the whole recruitment and selection process of NRB Bank limited, a questionnaire designed which consists of total 15 questions. The questionnaire comprises some demographic questions along with the research related questions and some open ended questions. Initially the first five demographic questions were included to determine the demographical information such as gender, age etc of the sample. Secondly, the research related questions made to determine the information about the response of the employees related to process of recruitment and selection. Thirdly, there are some open-ended questions to get some suggestions of the employees about the recruitment and selection process. Moreover, all the findings of this study has described and analyzed in graphically and each of their interpretation has given as well. The detail analysis along with graphical representation and their interpretation given below:

1. Please indicate your gender

Options	Male	Female	Total
Respondent	14	6	20
Response in %	70%	30%	100%

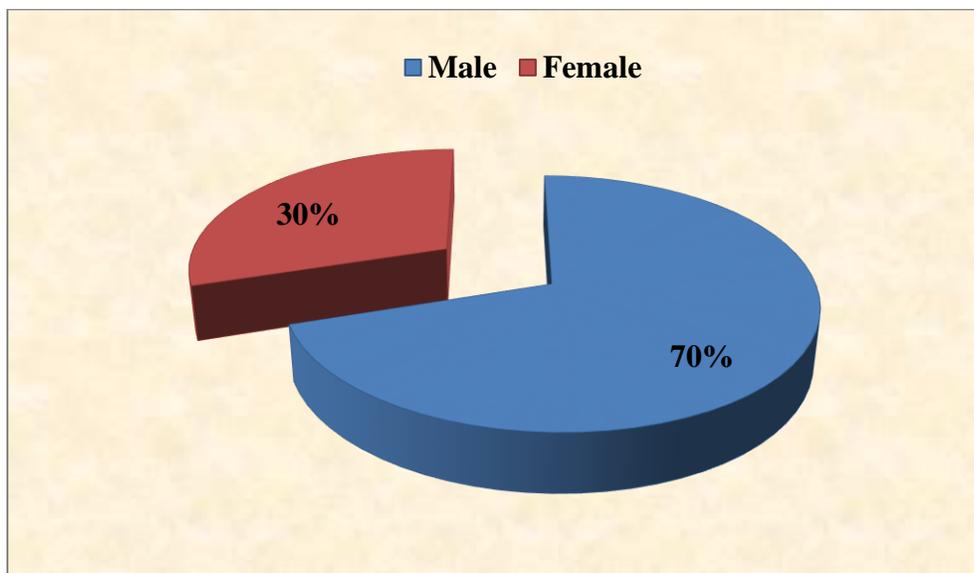


Figure 5.1: Please indicate your gender

The above table and graph is the representation of gender of the sample population who has surveyed for this study. Among the total 20 respondents, there are 14 employees are male and six employees are female. Therefore, we can say that 70% of the sample of the population is male and 30% is female.

2. Please indicate your age range

Options	Below 25	25-30	31-35	36-40	Above 40	Total
Respondent	0	9	8	2	1	20
Response in %	0%	45%	40%	10%	5%	100%

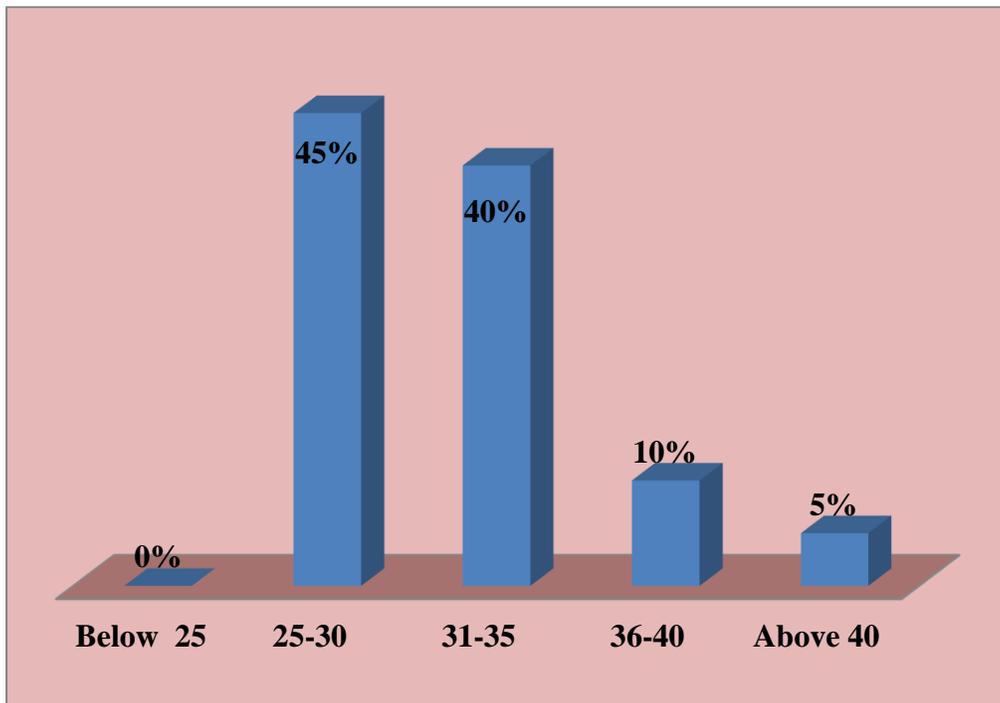


Figure 5.2: Please indicate your age range

The above table and chart shows that among the 20 respondents, there are no employees whose age range is below 25, majority of the respondents belongs to the age group of 25-30 that is the 45% of the total sample size. 40% of the respondents' age are in between 31-35, 10% employees belongs to 36-40 age range and 5% respondents' age are above 40.

3. Please indicate your Designation

Options	Human Resource	Finance & Accounts	IT, ADC & Operations	Facilities Management	Operations	Brand & Communications	Total
Respondent	4	4	4	2	4	2	20
Response in %	20%	20%	20%	10%	20%	10%	100%

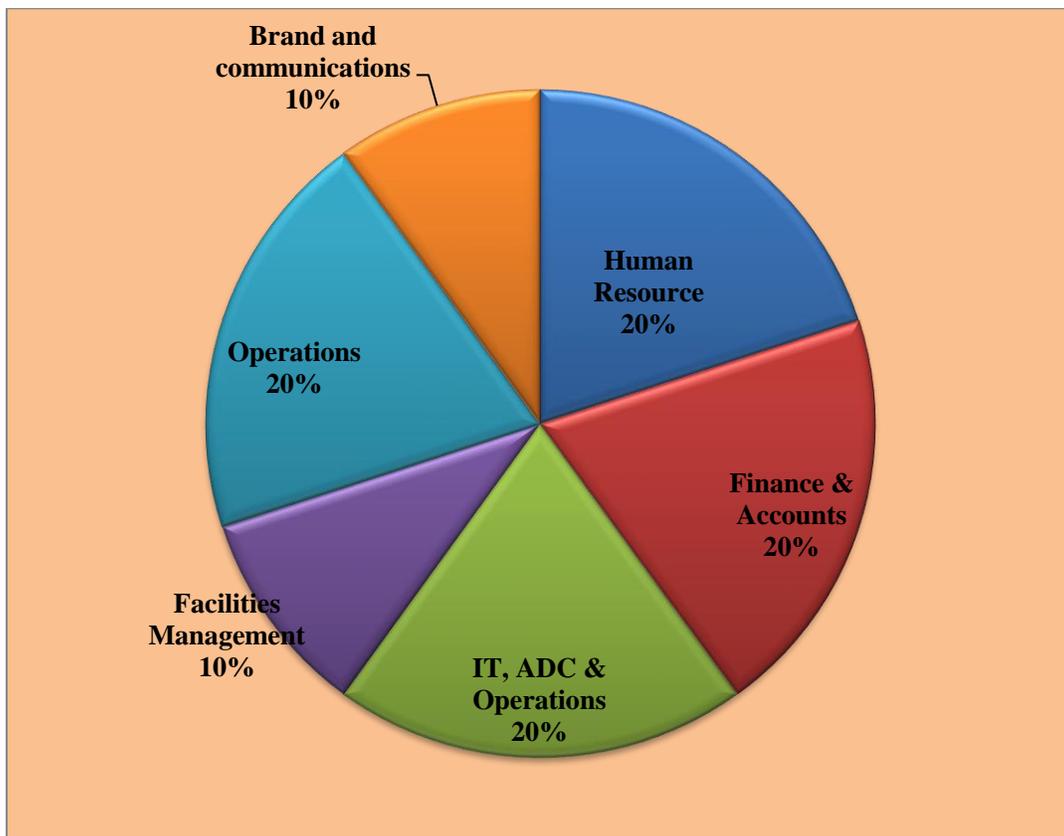


Figure 5.3: Please indicate your Designation

The above shown table and graph represents the divisions and departments of the employees who has been surveyed for this study. Employees were surveyed from six different divisions. It clearly shows that 20% of the employees are from Human Resource Division, 20% respondents are from Finance and Accounts Division. 20% of the employees are from IT, ADC and Operations Division. 10% employees are from Facilities

Management Division, 20% employees are from Operations Division and 10% employees are from Brand and Communications Division.

4. Please indicate your job level

Options	Entry level	Mid level	Top level	Total
Respondent	10	6	4	20
Response in %	50%	30%	20%	100%

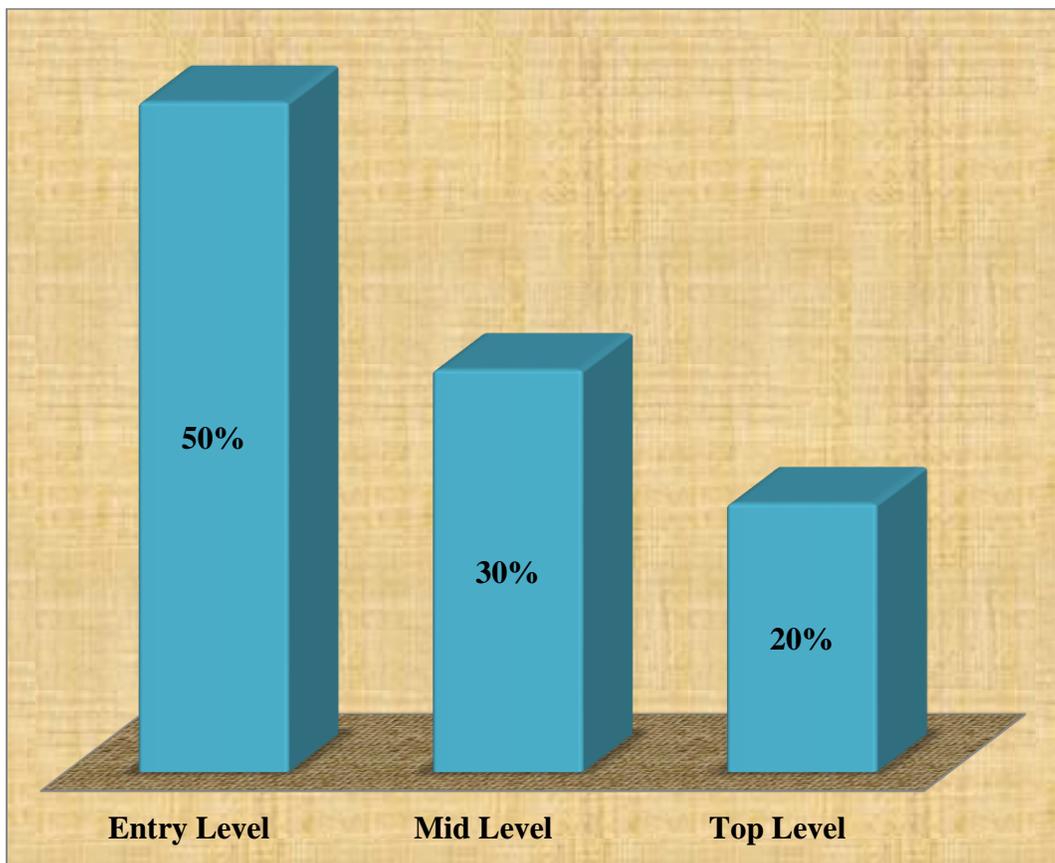


Figure 5.4: Please indicate your job level

In the above shown chart and table, among the total 20 respondents, there are 50% employees whose job level belongs to entry level. It clearly indicates that more than half of the total respondents are the entry-level jobholder. 30% respondents are in the mid-level of the job and remaining 20% are top-level employees.

5. Please indicate your service period in this bank

Options	Less than 2 years	2-5 years	More than 5 years	Total
Respondent	12	6	2	20
Response in %	60%	30%	10%	100%

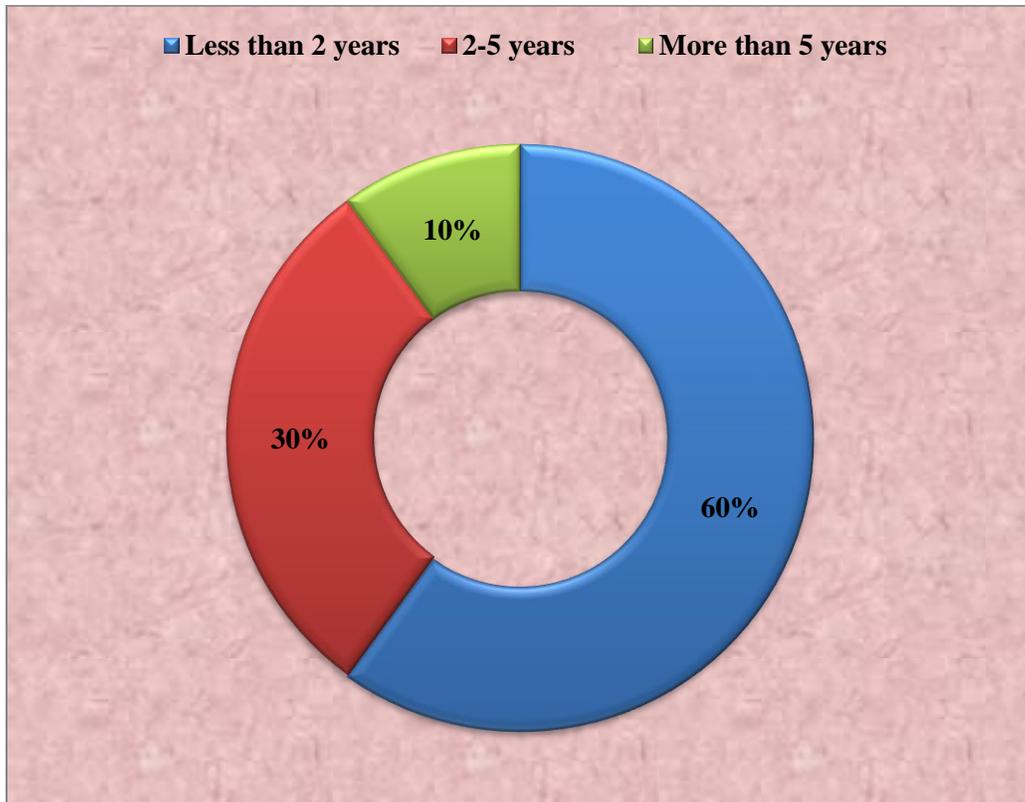


Figure 5.5: Please indicate your service period in this bank

From the above graph and chart, we can clearly identify the service period of the employees who are the survey respondents of this study. It shows there are 60% of employees whose service period in the bank is less than 2 years. 30% employees have been working for 2-5 years and 10% employee who have been working for more than 5 years.

6. Current Recruitment and Selection process of your Bank is satisfactory

Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Respondent	2	16	2	0	0	20
Response in %	10%	80%	10%	0%	0%	100%

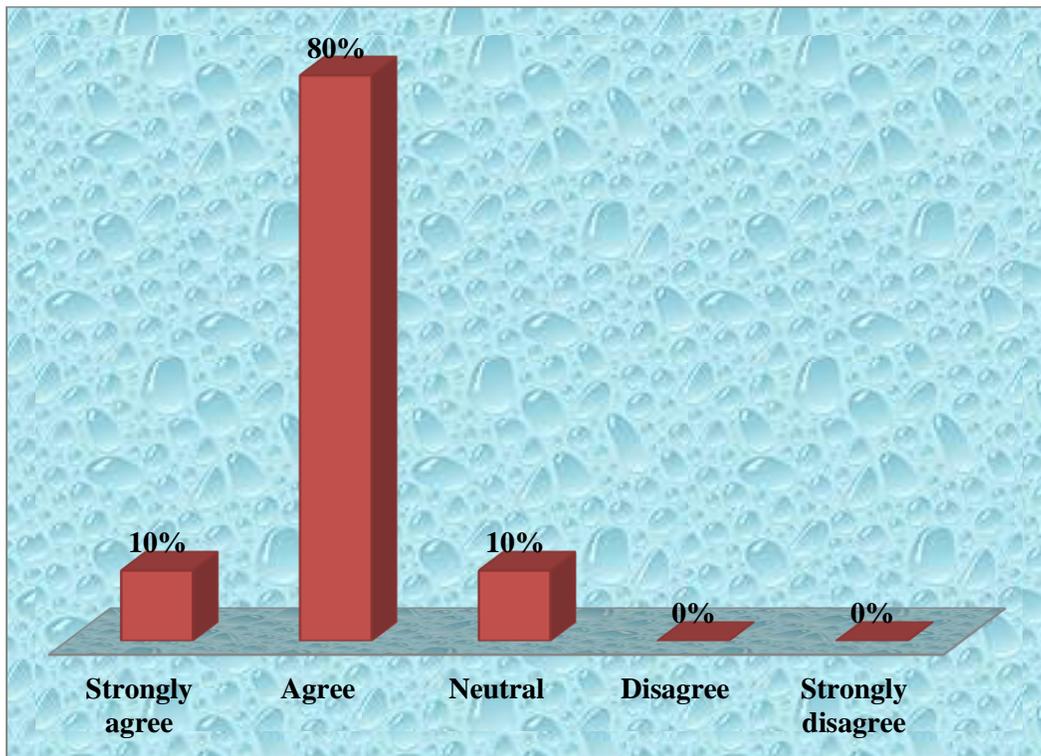


Figure 5.6: Current Recruitment and Selection process of your Bank is satisfactory

The above chart and graph represents the satisfaction level of the surveyed employees regarding the current recruitment and selection process of the bank. It shows that among the 20 respondents, 80% of the employees are agreeing with the current recruitment process that means they are satisfied. 10% of the employees are strongly agreed and 10% remains neutral in this case. On the other hand, none of the employees is disagree and strongly disagree with the current process of recruitment.

7. Recruitment and Selection process of your bank is effective.

Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Respondent	1	16	3	0	0	20
Response in %	5%	80%	15%	0%	0%	100%

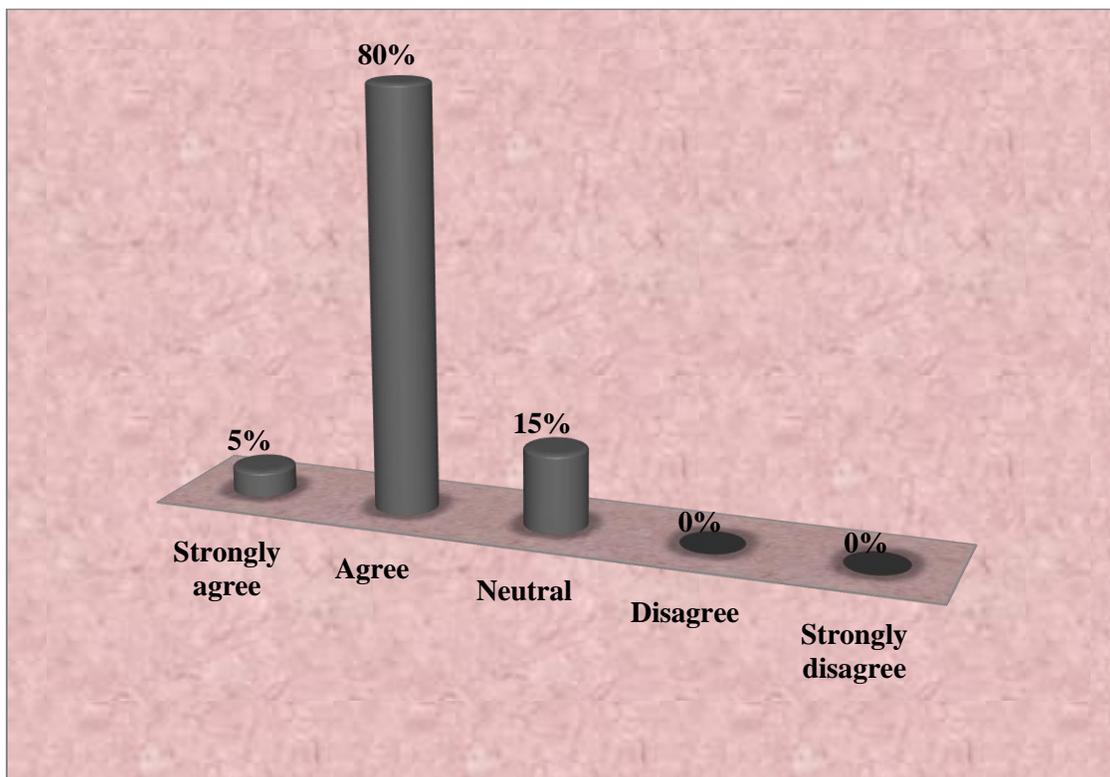


Figure 5.7: Recruitment and Selection process of your bank is effective

The above table and graph shows the percentage of employees who think that the current recruitment and selection process of the bank is effective. Here, 5% of the respondent strongly agrees with the statement. 80% that is the majority of the employees agrees with this. 15% remains neutral in this case. There is no respondent disagreed and strongly disagreed with this matter.

8. Recruitment and Selection process of your bank is completely free from biasness and discrimination.

Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Respondent	4	10	6	0	0	20
Response in %	20%	50%	30%	0%	0%	100%

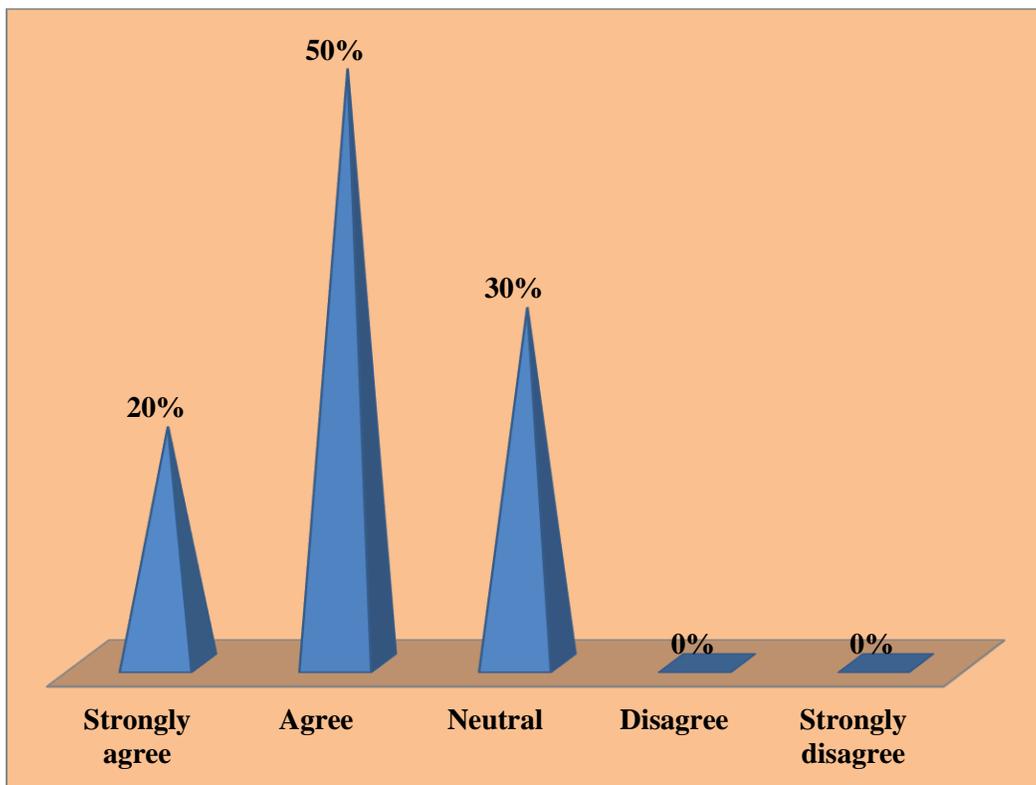


Figure 5.8: Recruitment and Selection process of your bank is completely free from biasness and discrimination.

The above table and graph shows the percentage of employees who thinks that the current recruitment and selection process of the bank is completely free from biasness and discrimination. Here, 20% of the respondent strongly agrees with the statement. 50% that is the majority of the employees agrees with this. 30% remains neutral in this case. There are no respondent who Disagree or strongly disagreed with this matter.

9. Present Recruitment and Selection process is quite long process.

Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Respondent	0	4	4	10	2	20
Response in %	0%	20%	20%	50%	10%	100%

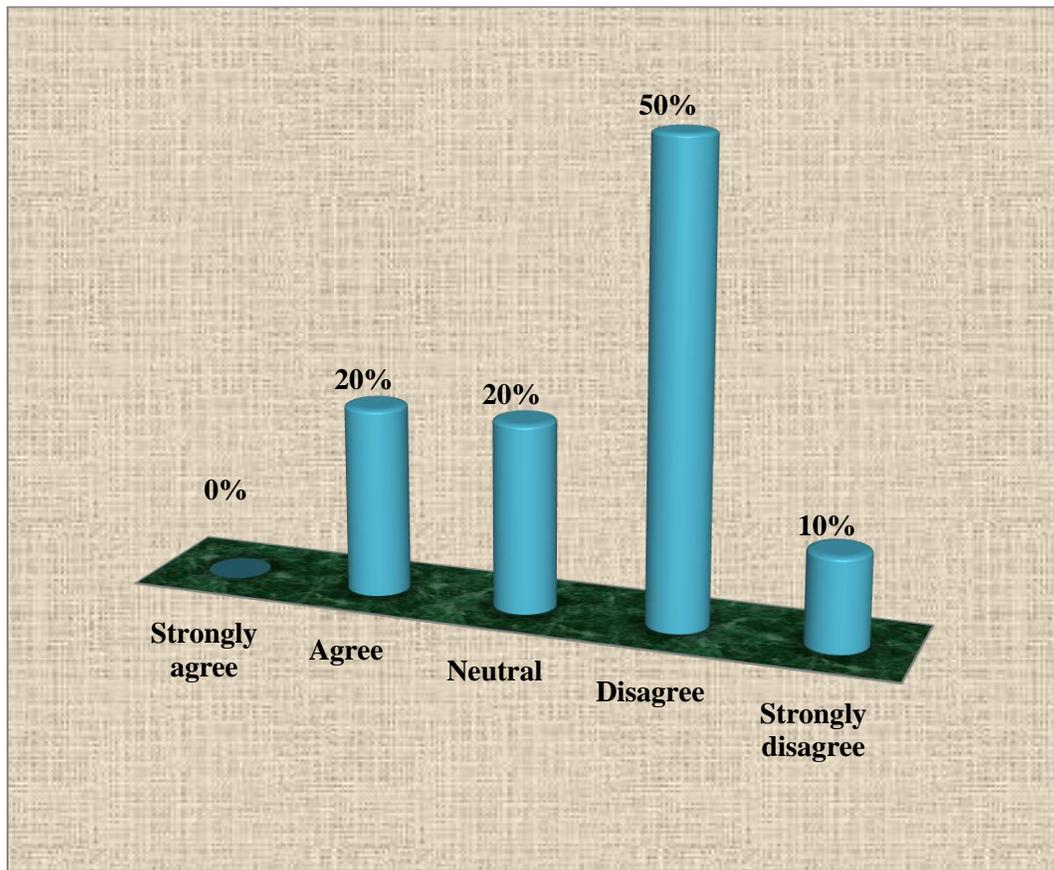


Figure 5.9: Present Recruitment and Selection process is quite long process

The above graph and table determines the respondents’ opinion on the length of the present recruitment and selection process. None of the respondents strongly agreed on this matter, where 20% employees agreed on the statement and 20% employees remain neutral. On the other hand, majority of the sample that is 50% disagreed on the statement and 10% strongly disagreed with this.

10. Recruitment process should have a mixture of internal and external.

Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Respondent	8	10	0	2	0	20
Response in %	40%	50%	0%	10%	0%	100%

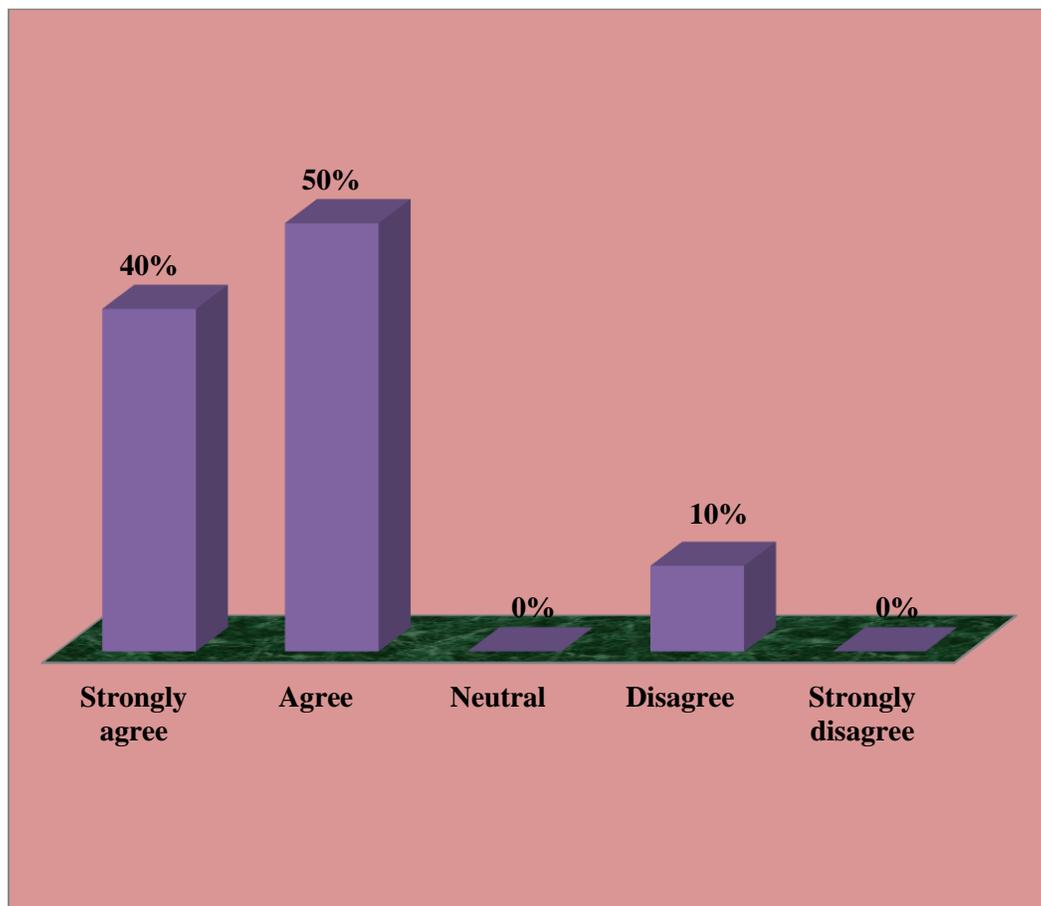


Figure 5.10: Recruitment process should have a mixture of internal and external

From the above shown chart and table, we can clearly see that 40% of the total respondents have strongly agreed in the fact that the recruitment process should have a mixture of internal and external sources. Majority of the employees that means 50% has agreed on this matter. On the other hand, 10% employees have disagreed and none of the respondents has remained neutral or strongly disagreed in this fact.

11. Tools or Techniques used for selecting employees are appropriate.

Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Respondent	6	8	4	1	1	20
Response in %	30%	40%	20%	5%	5%	100%

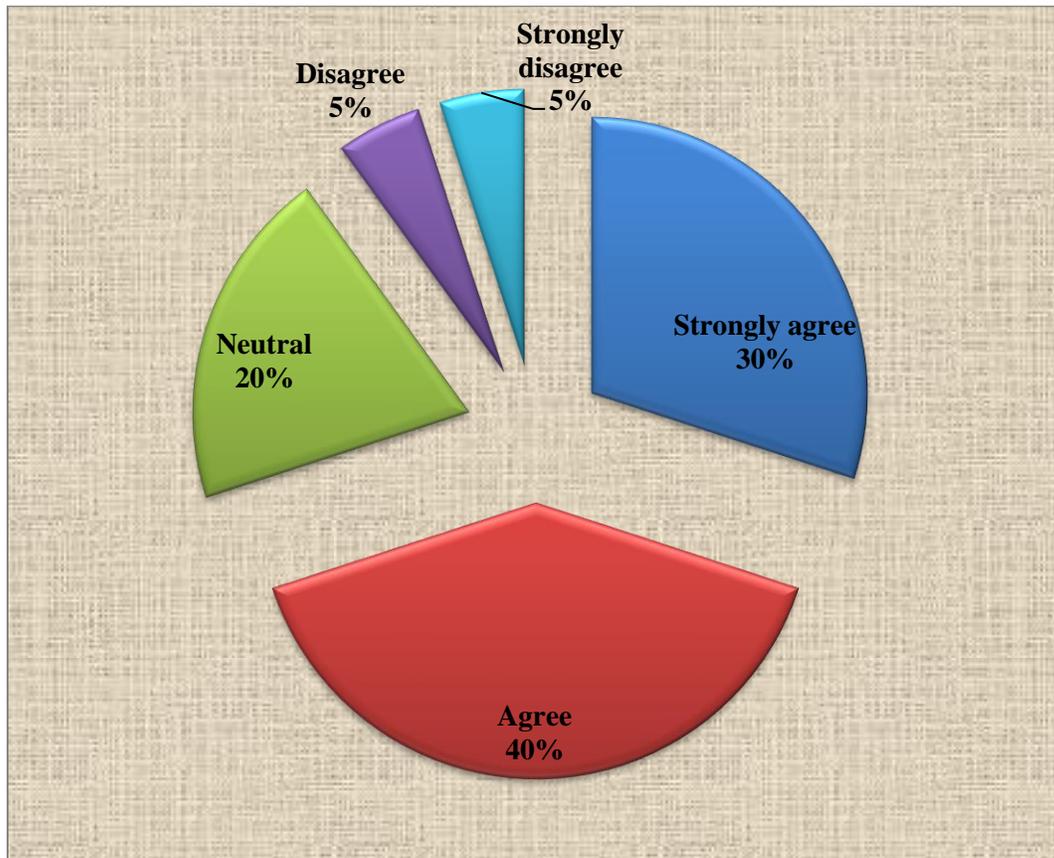


Figure 5.11: Tools or Techniques used for selecting employees are appropriate

The above graph and table determines the respondents' opinion on tools or techniques used for the present recruitment and selection process. 30% respondents strongly agreed on this matter, where 40% employees agreed on the statement and 20% employees remain neutral. On the other hand, 5% disagreed on the statement and 5% strongly disagreed with this.

12. Current Recruitment and Selection process is relevant in terms of eligibility criteria.

Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Respondent	4	14	2	0	0	20
Response in %	20%	70%	10%	0	0	100%

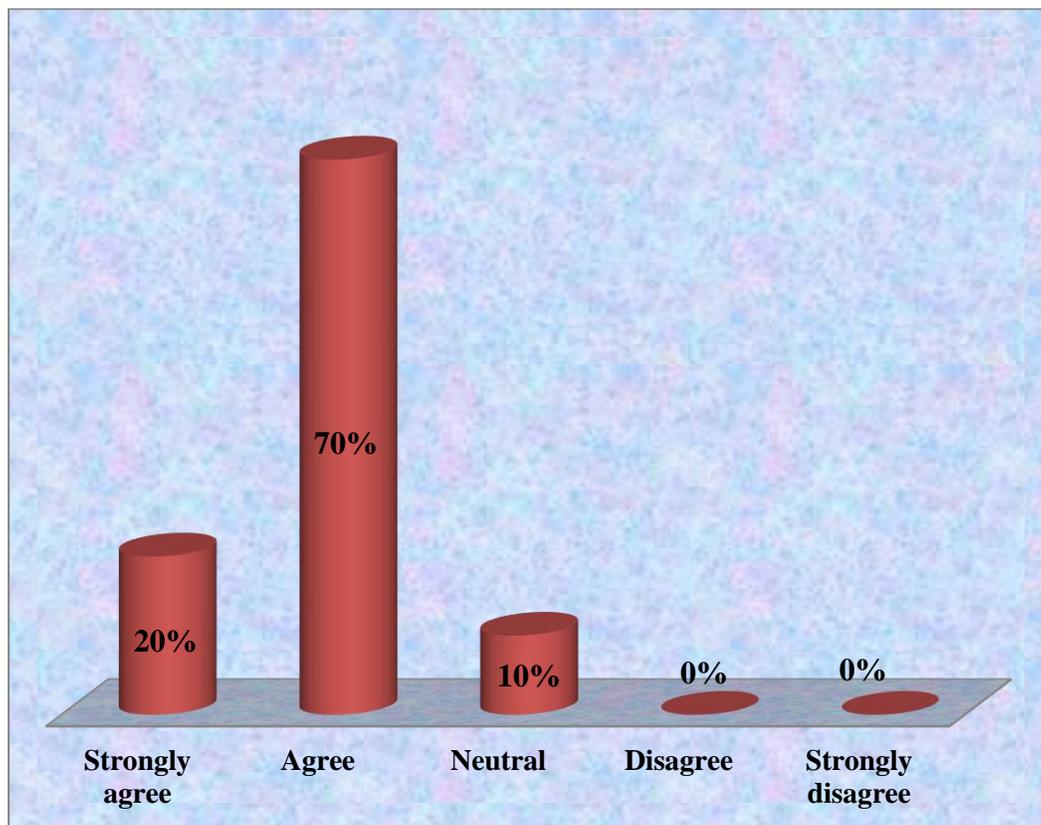


Figure 5.12: Current Recruitment and Selection process is relevant in terms of eligibility criteria

From the above graph and chart, we can identify the surveyed employees’ opinion regarding the fact that the current recruitment process of this bank is relevant in terms of eligibility criteria. 20% of the employees strongly agreed and maximum number of respondents that is 70% of the total sample agreed on the fact. Moreover, 10% respondents are in the neutral position, and none of the employees has disagreed or strongly disagreement.

13. Innovative techniques should be adapted in selection process.

Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Respondent	6	12	2	0	0	20
Response in %	30%	60%	10%	0	0	100%

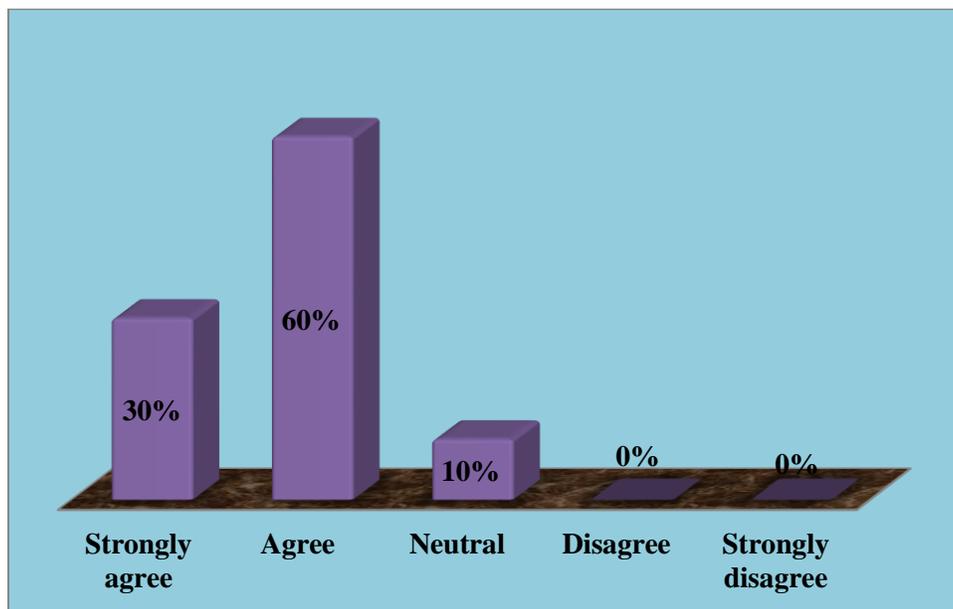


Figure 5.13: Innovative techniques should be adapted in selection process

The above graph and table are the representation of the respondents' opinion regarding the fact that there should be some innovative techniques included in the selection process of NRB Bank. Among the 20 respondents, there are 30% employees who have strongly agreed, 60% of the respondents, therefore the largest portion of the sample, have agreed on the fact. 10% of the sample remains in neutral position. There is no employee who disagreed or strongly disagreed on the matter.

Apart from the above findings and analysis, there are two more questions, which have designed to get some suggestions from the employees of NRB Bank over the current recruitment and selection process. Opinions from these two open-ended questions has been considered and discussed in the recommendation part of this report.

Chapter 6:

Recommendations and

Conclusion

6.1 Recommendations

As an intern, it is 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 NRB Bank Limited. I would like to add some suggestions and recommendations based on the answers of the open-ended questions asked to the employees of the banks. They are given below:

- ✚ NRB Bank uses traditional tools and techniques for recruiting and selecting employees. Those are appropriate according to the survey result. However, in another question most of the employees (60%) think that there should be some innovative techniques included in the selection process of NRB Bank. Modern and digital tools and techniques should introduce in the organization to make the process more efficient. The bank might introduce assessment center that will provide opportunities such as group discussion, case studies, presentation, role-play etc. in the entry level recruitment. Most of the employees have given this suggestion while they asked what steps they would like to see added in the process. The assessment center will be a suitable platform to judge the candidates problem solving and analytical capability.
- ✚ The bank has been depending on paper works mostly for the recruitment and selection process. It takes a lot of time and courage to keep and maintain those papers. Therefore, there should be increase the use of electronic media to improve and make the process faster.
- ✚ In open-ended questions some employee write that, NRB bank publish very little amount of vacancy announcement at medias, it mostly depends on the internal sources for potential candidates/CVs. Therefore, job ads should be published through different portals to attract the potential candidates and more vastly.

6.2 Conclusion

NRB bank is most popular bank in Bangladesh as its growing stage. In this short period, the bank creates a great brand value in the banking sector. Behind this success, the credit goes to their employees and board of directors because they did it to be happening by working hard. However, the HR team manages all the employees and they work in a strategic way so that the organization can run well. As I got the opportunity to work as an intern in the Human Resource Division of NRB Bank, so I have chosen to work on the recruitment and selection process. To obtain the response of the employees working on the different divisions of the bank regarding the whole recruitment and selection process, a survey conducted on 20 respondents. In this report, from the findings it is seen that majority of the employees are satisfied with the current recruitment and selection process of this bank. In addition, they want to see more innovative techniques to be added on in the process as suggested in the recommendation part. Additionally, higher number of employees said that the recruitment process should have a mixture of internal and external sources. As my major is in Human Resource Management, this is a great opportunity to build my career in HR sector.

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Appendix

Questionnaire:

Please read the following questions carefully and place a mark (√) on your desired option. Information collected will be used for study purpose only. Feel free to respond.

1. Please indicate your gender.

- a) Male b) Female

2. Please indicate your age range.

- a) Below 25 b) 25-30 c) 31-35 d) 36-40 e) Above 40

3. Please write your designation and department.

4. Please indicate your job level.

- a) Entry-Level b) Mid-Level c) Top-Level

5. Please indicate your service period in this bank.

- a) Less than 2 years b) 2 to 5 years c) More than 5 years

1. Strongly Disagree	2. Disagree	3. Neutral	4. Agree	5. Strongly Agree
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SL	Research Questions	5	4	3	2	1
6.	Current Recruitment and Selection process of your Bank is satisfactory.					
7.	Recruitment and Selection process of your bank is effective.					
8.	Recruitment and Selection process of your bank is completely free from					

	biasness and discrimination.					
9.	Present Recruitment and Selection process is quite long process.					
10.	Recruitment process should have a mixture of internal and external.					
11.	Tools or Techniques used for selecting employees are appropriate.					
12.	Current Recruitment and Selection process is relevant in terms of eligibility criteria.					
13.	Innovative techniques should be adapted in selection process.					

14. What steps do you think should add in the present recruitment and selection process?

15. What steps should remove from the present recruitment and selection process?