

Report On

Recruitments and selection process of Al-Arafah Islami Bank Limited (AIBL)

By

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

BRAC Business School

BRAC University

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Declaration

It is hereby declared that

1. The internship report submitted is my original work while completing my degree at BRAC University.
2. The report does not contain material previously published or written by a third party, except by complete and accurate citation, if necessary.
3. The report does not contain material that has been accepted or submitted for any other degree or diploma at a university or other institution.
4. I have acknowledged all main sources of help.

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Letter of Transmittal

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66 Mohakhali, Dhaka-1212

Subject: Submission of internship report on “Recruitments and selection process of Al-Arafah Islami Bank Limited (AIBL)”

Dear Sir,

It is my pleasure to show my temporary job report on "Enrollments and choice course of Al-Arafah Islami Bank Limited (AIBL)" In this report, I have given a Summary of my entry-level position insight at Al-Arafah Islami Bank Limited. I have attempted my best to complete the report with the fundamental information and suggested recommendations in a critical smaller and far-reaching way as could really be expected.

I, thusly, demand you to acknowledge my entry-level position report and oblige in this manner.

Sincerely yours,

Sheikh Israt jahan Shultana

ID: 15104121

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Acknowledgement

I might want to offer my earnest thanks to the many individuals who gave direction, backing, and collaboration in setting up this report. Above all else, I might want to thank the Almighty God for enabling me to really buckle down.

I might want to offer my earnest thanks to Feihan Ahsan for offering me the chance to take up this exploration and her significant remarks, ideas and direction during my examination.

I would also like to thank my Manager, Abu Jafar Ahmed and other colleagues, and my family, who are the pillars of my strength who helped complete this report and the BBA. Thanks for their help and advice.

Sheikh Israt Jahan Shultana

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Dhaka

Executive Summary

Recruiting is the process of finding and attracting applicants to employer jobs in a timely, sufficient and qualified manner. Under selection is the process of selecting qualified and competent candidates from a pool of applicants. Recruitment and selection are important for recruiting talent and creating the competitive advantage that organizations need to compete with others. Organizations are constantly trying to attract most talented employees. These talented people will be key players as they can ensure the growth of companies. Organizations need to implement selection strategies that ensure that their personal qualities match their goals. An inadequate selection process can waste more time and money. If an organization wants to succeed in the selection process, it must follow some of the selection strategies. The purpose of this study is to investigate existing recruitment and selection policies and executive selection practices in the enterprise, assess the effectiveness of recruitment and selection policies and practices, and compare recruitment and selection policies and practices. Existing models of administrative decisions, supervisor enrollment and choice approaches and practices in different areas, and chief choice arrangements and practices in light of review results for creating studies. Consider the model. This study was descriptive and exploratory. This study sought to clarify current practices and limitations in the recruitment and selection practices of sample companies. This study used mixed methods or triangulation. This means that this study used both qualitative and quantitative data collection methods. Collected structured questionnaire Quantitative data.

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Acronyms

AIBL-Al-Arafah Islami Bank Limited

HRM- Human Resource Management

HRD- Human Resource Department

CSR- Corporate Social Responsibility

LC- Letter of credit

HPSM-Hire Purchase Under Shirakatul Mielk

SSBI-Single Scope Background Investigation

ROA- Return on Asset

ROE- Return on equity

NPM-Net Profit Margin

EPS- Earning Per Share

LDR- Loan to Deposit Ratio

Chapter-1

1.1 Student Information

Name: Sheikh Israt Jahan Shultana

ID: 15104121

Program: Bachelor of Business Administration

Major: Human Resource Management (HRM)

1.2 Internship Information

1.2.1 Internship Period, Company Name, Department & Address

Period: 3 Months

Company Name: Al-Arafah Islami Bank Limited

Department: GB(General Banking)

Address: House 13, Road 14/A, Sector 4, Uttara Model Town, Dhaka 1230

1.2.2 Internship Company Supervisor's Information

Supervisor Name: Mahfuz Akter

Position: Senior Executive

1.3- Internship Outcomes

The primary responsibility that I have to Perform in Bank

- Documents and review of these documents are required to open different types of accounts.
- Fill out these account opening forms using the required officer's seal.
- Receive checkbook requests
- List checks in a checklist book with a serial number
- Receive a debit card request and fill out this form

- List of debit cards in the debit card book by serial number
- Create money orders, deposit slips and checkbooks on behalf of the client.
- Learn how to enter customer information into the system
- LC Paper Review
- Document and file management
- Inspection of domestic and overseas export business and import activities
- Learn to provide customer service

1.3.1- Contribution to the company

My working hours were from 10 am to 4 pm. I took care to do my best on time and every day. Among the other tasks, the basic task I had to do every day was to fill out different types of forms, such as: Comparison with server, inspection of LC document. I worked in a comfortable environment where everyone tries to help others with their needs.

1.3.2 Benefit

Primary learning

As an intern at AlArafah Islami Bank Limited (Uttara Model Town Branch), I had some work that I actually worked on. The activities are as follows.

- Help customers provide the information they need.
- Collect necessary documents from clients such as copies
- ID card
- Card / passport, copy of business license, taxpayer number (TIN) etc.
- Various types of account opening and closing processes.
- Check the customer's signature with a signature card
- Write a check for a customer
- Enter the daily due date FDR in the due date book. o Provide a seal and signature on the customer's bank statement
- treat customers

Secondary learning

- How to act with clients
- How to have interaction and behavior with employee
- How to act with clients in an important situation
- How to deal with company culture
- How to persuade and manipulate the clients to buy product
- Professional etiquettes
- Time management
- Corporate Culture
- Skills
- Understanding workplace environment

1.3.3- Problems

I learned a lot about banks during my three-month internship. But that wasn't enough. There were some restrictions that could not be ignored. The limits are as follows:

- ✚ As an intern, I was fortunate enough to work in several departments. However, they allowed me to use their software or server-based work as needed.
- ✚ Another notable limitation is: Three months was not enough to learn and learn about the diverse functions / activities of a large financial institution such as a bank.
- ✚ Restrict access to some required secondary data from the AIBL database due to World Bank management policies and data confidentiality.

1.3.4- Recommendation

1. Should provide remuneration
2. Should initiate a better and safe environment for female interns
3. Should have separate prayer room for female interns

Chapter -2

Recruitment and selection process of Al-Arafah Islami Bank limited

2.1 Introduction

Experts are the middle assets of any association, without them, one can't run their connection, and HR is composed with the improvement of progress of individuals toward more raised degree of limit, inventiveness and satisfaction. It offer assistance worker's gotten to be way better more able person and a while later it endeavors to set up an environment wherein they include to the uttermost comes to of their prevalent capacities. It accepts that extended abilities and potential open doors for individuals with lead straightforwardly to upgrades in working viability. Basically, the human asset approach implies that individual's better outcome. Bank generally figure out how occupations should be treated, the number of and kinds of laborers will be required.

HRD is liable for the fundamental component of individuals of the association. It is liable for recruiting equipped individuals, preparing them, assisting them with performing at undeniable levels and components to guarantee that these representatives keep up with their useful association with the association. HR Department of AIBL Bank Limited is exclusively mindful primarily for enrollment, preparing and improvement, guaranteeing pay and advantages of staffs, execution evaluations and prizes. With every one of those center capacities Human Resources Department linkage its tasks meet the association's targets.

2.2 Organizational profile

History of (AIBL)

On June 18, 1995, Al- Arafah Islami Bank Ltd was established as a public organization, following the way set by the Holy Qur'an and the way shown by Rasul (SM), with the achievement of this and the hereafter. The initial function was hung on September 27, 1995. As of December 31, 2009, the bank has approved capital of 500 million taka and paid-in capital of 179.89 million taka. Banks are upheld by well-known Islamic specialists and enthusiastic money managers inside the country. 100 percent of the settled up capital is asserted by neighboring investors.

Vision and Mission

Vision

A trailblazer of Islamic banks in Bangladesh and adding to the development of the public economy.

Mission

- Accomplish Almighty Allah's fulfillment both here and from that point
- Spread Shariah-based banking.
- Excellent monetary administrations with the most recent innovation.
- Quick and proficient client support.
- Adjusted development
- Keep a significant degree of business morals.
- Steady and serious profit from value
- Drawing in and holding quality ability
- Growing cutthroat pay bundles to workers,
- Growing contribution in miniature and SME finance.

AlArafah Islami Bank Limited (AIBL) Objectives

- Strengthen compliance with Shariah
- Increase profits
- Raise capital and reserves
- Business and product diversification (both deposits and investments)
- Defective Reduce assets to less than 1%
- Sound financial management
- Less than 1% SMEs' thirst for investment targets
- Expanding and diversifying customer base
- Launching the first investment fund
- Online banking upgrade
- Increased overseas transfers
- Opening 8 SME branches
- Stable Dividend

- Cultivating a talented workforce B. Organize preparing as portion of CSR activities.

Status of the Bank:

Islam outfits us with an absolute lifestyle. The guideline objective of the Islamic lifestyle is to win in both our human and undying lives. Therefore, in each piece of our lives, we ought to follow the examples of the Al Qur'an and the lifestyle of Hazrat Muhammad (Sm.) for the most noteworthy accomplishment. Arafah Islami Bank began its trip in 1995 considering the above principles and with the introduction of a state of the art monetary structure considering Al Qur'an and Sunnah. Bangladesh is one of the biggest Islamic countries on the planet, and their kin is profoundly engaged with the Islamic lifestyle cherished in the Holy Qur'an and Sunnah. Arafah Islami Bank Ltd was laid out in 1995 as a restricted risk organization under the Companies Act of 1994. This is a non-premium-bearing Bangladesh-Sharia Bank that gives a wide range of business banking administrations under the guidelines of the Banking Companies Act of 1991. The Bank works on the standards of Musaraka, Baimlabha, Baim Azal, and Employment Purchase Transactions endorsed by Bangladesh Bank. Obviously, their modes and activities are essentially not the same as those of other conventional business banks. There is a Shariah gathering inside the bank, which is always vigilant for the bank's activities to follow Islamic principles. The Sharia Council is made up of prominent ulama, renowned bankers, renowned lawyers, and prominent economists.

Outstanding features of Islamic banks:

Islamic benches have some distinctive features compared to traditional benches. The following six main differences:

- Riva is restricted in the Holy Quran, and interest in the entirety of its structures is connected with Riva. The first distinctive element of Islamic banks ought to be sans revenue, as this has been affirmed by Fukaha and Islamic financial specialists with uncommon exemptions. Then again, the annulment of Riva will be the first and significant contrast between conventional loan cost based business banks and Islamic banks, in the event that not alone. The nature, viewpoint, and activity of Islamic banks should be completely exchanged.
- Business banking exercises, principally founded on the utilization of public assets, are given by Islamic business banks to the public great, not to help people or gatherings.

Islamic banks should utilize all stores got from general society to add to the public premium and accomplish Islamic applicable financial objectives. They need to boost benefits, yet additionally, assume a deliberate part and adjust to the various necessities of the Islamic economy.

- Another significant differentiator is that Islamic banks will become general or multipurpose banks rather than unadulterated business banks. These banks are planned by consolidating business keeps money with venture banks, speculation trusts, and venture the board organizations to give an assortment of administrations to their clients. A huge part of their subsidizing will be spent on explicit undertakings and adventures. Their value arranged ventures couldn't permit them to acquire temporarily or loan in the long haul. This ought to will quite often make them less powerless than industrialist partners. More endeavors have been made to coordinate the development of liabilities with the development of resources, as admittance to expedite cash, short-term loaning, or extremely present moment interbank markets might be limited. You might need to.
- One more vital element of Islamic banks is their exceptionally mindful disposition in evaluating value-based subsidizing prerequisites. It is common for traditional banks to review the application and take collateral into account to avoid risk as much as possible. Their main concern is not just to secure capital and interest income. More attention needs to be paid to Islamic banks as they have a built-in risk sharing mechanism. it includes a solid side to the by and large loaning commerce and dispenses with the complete extend of undesirable loaning hones.
- Benefit Misfortune Sharing may be a trademark of Islamic banks where closer connections between banks and business people are empowered. It helps non-financial companies in creating their money related skill and permits banks to expect the part of specialized and financial advisors and act as catalysts within the industrialization and advancement prepare. Banks address all customer responsibilities and consensus-based financial needs, eliminating the need to look for funds to overcome normal liquidity constraints.

Al-Arafah Islami Bank Limited (AIBL) Features

- ✓ All financial exercises are completed as per Islamic Shariah, and benefits are a legitimate choice to intrigue.

- ✓ The bank's venture strategy follows different techniques endorsed by Islamic Shara in view of Quaran and Sunnah.
- ✓ Banks are focused on laying out a government assistance situated financial framework, supporting the financial matters of legal pay gatherings, and setting out work open doors.
- ✓ Banks put cash in different halal organizations, contingent upon the necessities and prerequisites of society and the country in general. The Bank takes part in different exercises focused on work creation, government advancement project execution and framework improvement.

Modes of investments under Islamic Shariah

❖ **Murabaha:**

Murabaha Finance Mode means purchasing goods at the request of the customer as permitted by the Shariah Act, making a profit and selling to the customer. H. Cost plus sales of products to investment customers. Products will be procured from third parties and companies at the request of the investee customers. The purchase price and profit will be disclosed to the customer. The goods are held by the bank as collateral and you collect them in stages or at once when you pay the selling price of the goods.

❖ **BaiMuazzal:**

BaiMuazzal means the cost and sale of goods based on postpay for appropriate collateral. The products will be procured by a third party based on a certain agreement between the customer and the bank at the request of the investee customer, and the customer will be required to pay the sales price (bank charge) within the specified period. When you own an item, the bank delivers the item to the customer with credit. Credits must be paid by the specified future date (adjusted proportional distribution) as the sale of the goods progresses within the specified period.

❖ **BaiSalam (pre-sale):**

In this mode, the bank buys products from the producer / provider for prepayment after the conclusion of a firm contract, and the merchandise will be conveyed / conveyed to the bank on a indicated date within the future. Bai Salam's contract indicates the amount, quality, shape, estimate, cost and conveyance date of the goods.

Enlist SherkatulMelk (HPSM)-Buy:

Durable products such as vehicles, machinery and equipment are purchased by both banks and clients as equity interests and are offered to investing clients on a rental basis and the principal is agreed with the client. Rent will be paid on the outstanding principal balance until ownership is passed to the customer at the time of payment of the entire principal balance.

❖ **AlArafahIslamiBankLimited (AIBL) offers the following HPSM categories:**

All capital is provided by banks, contrary to the firm guarantee that entrepreneurs will run their businesses properly and efficiently. Entrepreneurs run their businesses as managing directors. Profit is distributed between the bank and the entrepreneur according to the agreed allocation, and the loss is borne only by the bank. We may supervise such investments as needed, but we may not participate in management.

- Industry
- Commercial
- Transport
- DDIS
- SSBI
- HPSM Real Estate
- Investing in the construction of staff housing
- HPSM Car (for executives)

❖ **Musharaka:**

Capital is given by the two banks and venture clients in view of the standards of Shirkatul Innan of the Islamic Sharia Partnership. Profit will be distributed according to the agreed ratio and capital adequacy ratio. Banks monitor the use of investments and are involved in decision making.

❖ **Quard:**

In very special cases, the bank also allows Qard to obtain appropriate collateral. The cost of capital service fee will be refunded in quad amount

2.3 Human Resources Department of Bank Limited

HR Department is quite possibly the most esteemed divisions with the obligation of staffing, preparing and improvement, association advancement, execution evaluations, fulfilling, control and upkeep and so on With the starting of The Human Assets Office of experienced pioneers to total the whole commitments. The HRD of Motijheel is under the direct supervision of the Chief Administrative Officer of the People's Insurance Baban, headquartered in Motijheel.

Organogram of the Human Assets Office of Al-Arafah Islami Bank Limited (AIBL)



1 Structure of HR Department in a Large Organization

Goals of the HRD of Al-Arafah Islami Bank Limited

The goals of HRM can be explained as follows:

1. To enlist the perfect individual to make it happen
2. To diminish worker turnover
3. To rationale individuals to perform at high exertion levels.
4. Not to sit around with pointless meetings.
5. To eliminate unjustifiable work rehearses.
6. To keep a high assurance and better human relations inside the beginning.
7. To keep up with hierarchical harmony.
8. To draw in able individuals and hold them in the association.
9. To perceive and fulfill individual necessities.

Basic Principles of HRM

1. Approach individuals with deference and nobility;
2. Manage individuals as complete people.
3. Treat all representatives with equity.
4. Give individuals equity.
5. Cause individuals to feel that they are most important resource for the association.
6. Prizes should be acquired, not given.
7. Not to misjudge the possibilities of individuals.
8. Give individuals generally applicable data.

Functions of the Human Resource Department.

- Management of World Bank Human Resource Management
- Access and collect compatible staff best suited to your bank
- Design and implement a human resources development program.
- Appointment, promotion, evaluation, etc. of officer skills
- To maintain relationships with the government and other institutions
- Access and provision of retirement benefits at retirement
- Contact the union and investigate their claims
- Offer loans to build homes, cars and motorcycles and make sure they are normal Recovery

- Provide medical facilities to staff.
- Maintaining and granting vacations other than regular vacations
- Adjust and evaluate branches
- To do exercises doled out by the office head.

Center Functions of HRD in Al-Arafah Islami Bank Limited(AIBL)



2 Center Functions of HRD in Al-Arafah Islami Bank Limited (AIBL)

2.3.1-Recruitment and Selection

Recruitment and Selection is a portion of the significance contributions to solid authoritative exercises. Enrollment methodology initiates inside the bank because of turnover, advancement, retirement, new business procedure, and so on Bank's way of thinking is to hold and foster the in house abilities and recruit the best entertainers in the business. The enlistment method incorporates Internal Job watch and from outside sources. Set of abilities, need accessibility, schooling, set of working responsibilities are the essential measures for an effective recruitment.

Enrollment Handle in Al- Arafah Islami Bank Limited(AIBL):

In the enrollment cooperation, Al-Arafah Islami Bank Limited (AIBL) follows two systems for picking new delegates. One is External Recruitment and the other is Internal Recruitment. In my report, I have tried to concentrate on both of these ways and depicted exercises under them.

Recruitment Process



3 Recruitment process

Figure 3 - The recruitment process.

- There is an opening first. This is because of the production of another position and, in different cases, the advancement or retirement of a current worker.
- The expected set of responsibilities is refreshed and the worker profile is made. The expected set of responsibilities portrays the work, and the representative determinations

detail the experience, abilities, and capacities expected to play out the gig. Job ads are created and distributed through the job channels used by banks. Channels include newspapers, internet recruiting sites, and company websites.

- A list of candidates for the interview will be created (according to your resume). This can be done by the enlistment committee, which matches each application with the employee's profile necessities.
- We are going have a meet. The board occupations a similar location for every interviewee. The meet fuses a decision test.
- Then, at that point, references are requested check.
- Select the viable competitors and put together enlistment.

Outside Recruitment

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

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

Outside Recruitment Channels

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

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

- ✓ Corporate Web-website
- ✓ Paper
- ✓ Work Web-website

- ✓ Assistants (Less regularly utilized)

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

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

Inner Recruitment

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

Sources of Internal Recruitment

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

- ✚ **Promotions & Transfers:** This is often a way to fill empty seats in-house through transfers and advancements. An exchange could be an exchange within the same review from one post to another. This may alter occupations and obligations, working conditions, etc., but not essentially compensation. Advancements, on the other hand, incorporate the exchange of representatives from moo to tall positions with changes in obligations, obligations, positions and values. Organizations can typically create a transfer list or a central pool of people from which they can fill vacant seats for manual activity. These people are usually handed over to different departments depending on their internal requirements.
- ✚ **Job posting:** Banks use another type of internal recruitment, or classified ads. This is another way to hire from the inside. In this way, the organization posts job listings on bulletin boards, staff bulletin boards, and internal magazines. One of the key advantages of

this method is that banks provide the best applicants who work in-house with the opportunity to look for growth opportunities in-house.

- ✚ **Employee Referrals:** Employee Recommendation means Personal Contact used to find jobs. In Bangladesh, most people use employee referrals to get a job. Recommendations from current employees to job seekers. Employees working in an organization are advised to suggest the names of friends who work in other organizations, as they may be vacant in the near future. In fact, today it's a popular way to hire employees in the highly competitive job market.

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

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

Inner Recruitment Weakness

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

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

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

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

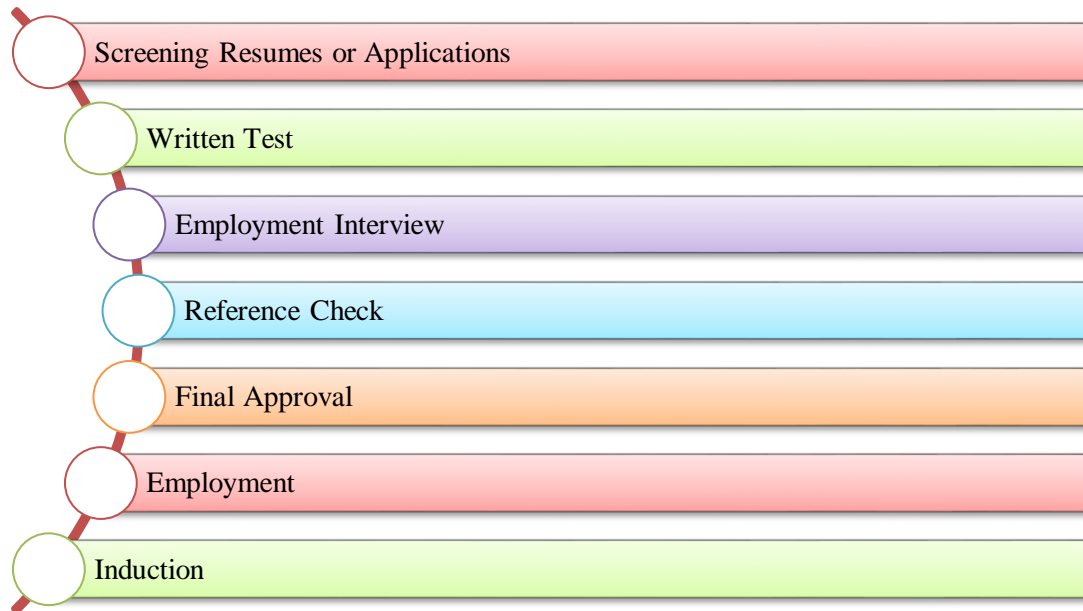
2.3.2- Selection

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

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

Selection Process

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



4 The selection process

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

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

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

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

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

- **Scholarly Test:** These are scholarly capacity tests. The social affair board measure the up-and-comer's learning limit and the capacity to get rules and essentially choose. These tests besides measure two or three cutoff points, for example, memory, language, verbal shared trait, and so on.
- **Skill Test:** Mastery test measures a specific's ability to get ability with unequivocal limits like bookkeeping, mechanical, numerical, and so forth This test shows whether or not an individual has the abilities to get capacity with a given occupation rapidly and proficiently.

- **Character Test:** Interview driving assemblage of Al-Arafah Islami Bank Limited (AIBL) measures an applicant's character test commonly through the style of him/her. Promising new kid on the block's tidy up, preparing style, strategy for act and talking all of those reflects the character and this is a huge part for utilizing the picked candidate.
- **Honesty Test:** This test is taken to quantify the contender's unwavering quality. The newcomers are relied on in this test to reply in "yes" or "no".

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

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

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

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

2.3.3- Determination and Staffing process

General Policy:

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

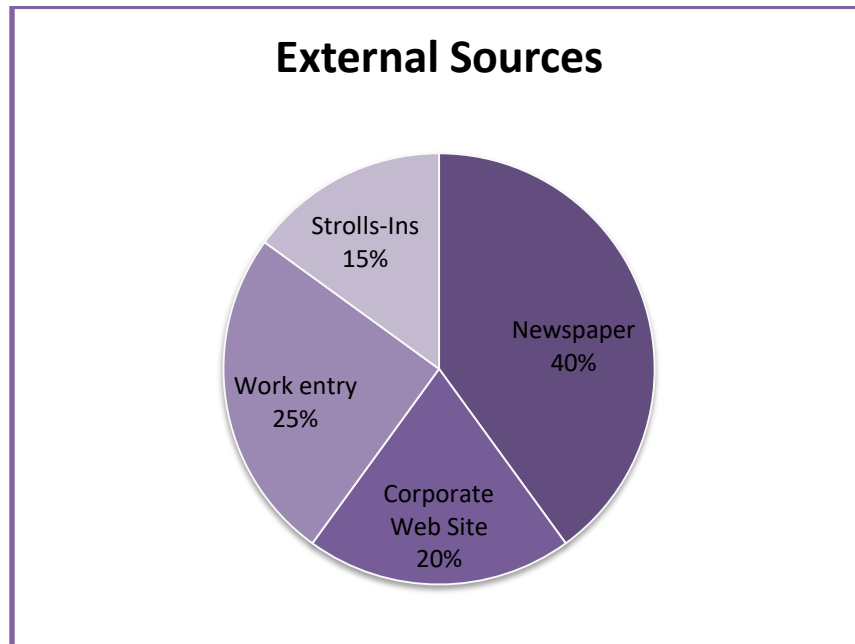
- Powerful and fitting screening and assurance;

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

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

2.3.4- Survey Analysis

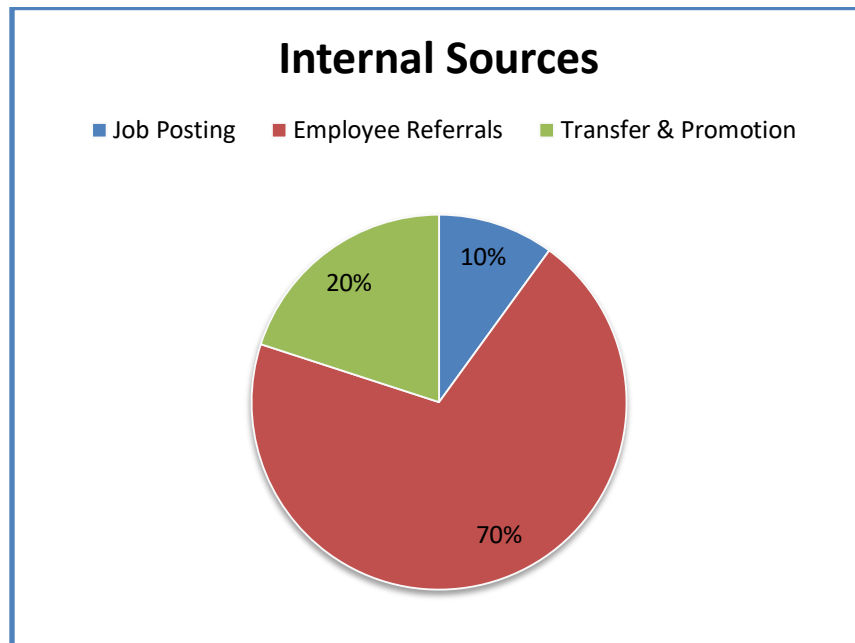
Every now and again utilized External Recruitment Sources



5 External recruitment sources

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

Often utilized Internal Recruitment Sources



6 Often utilized Internal Recruitment Sources

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

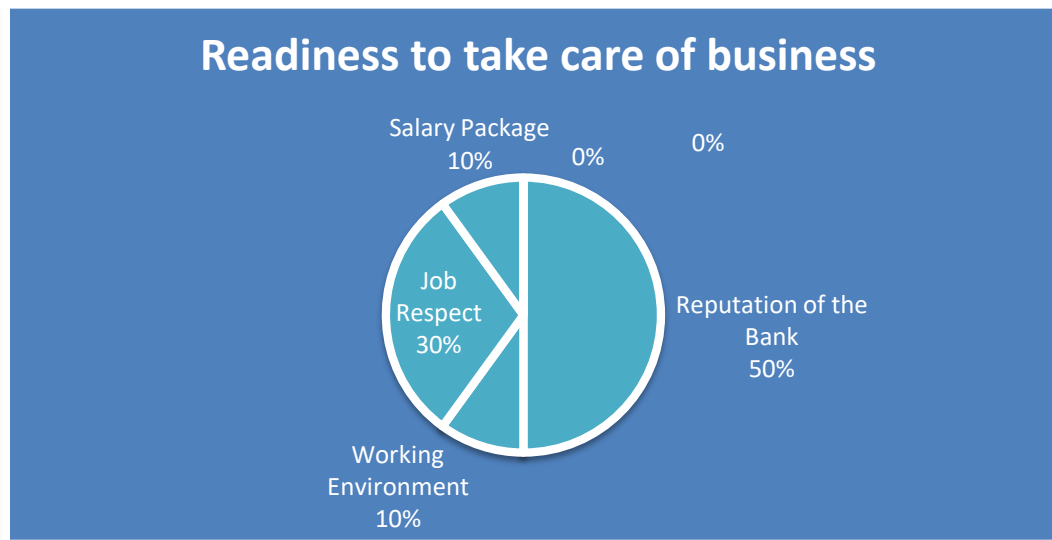
Best way to recruit People



7 Best way of recruitments

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

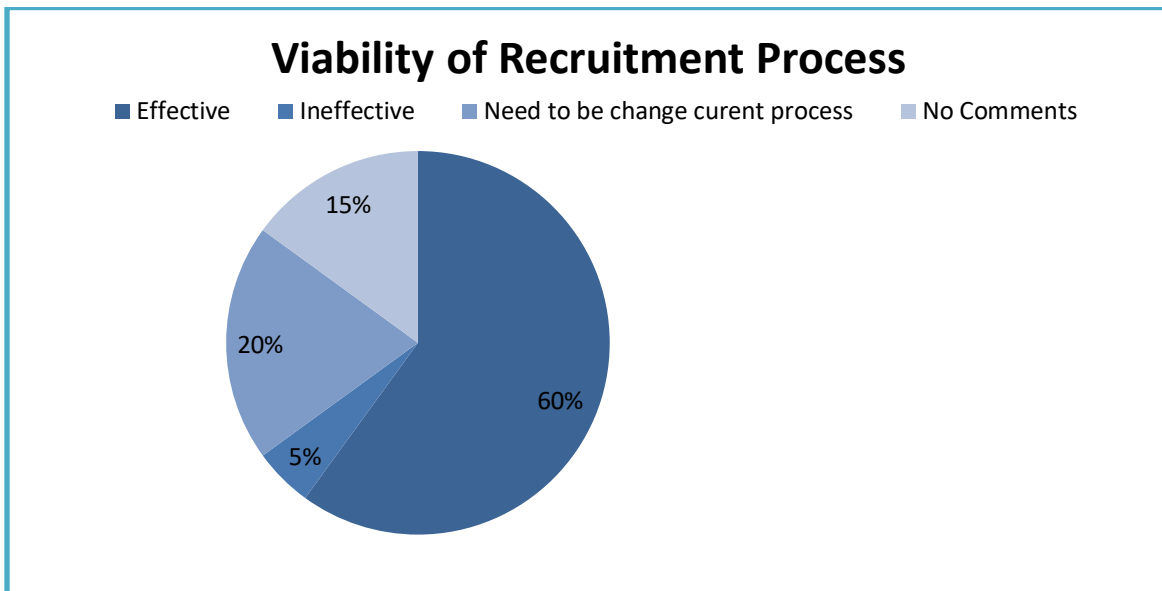
Readiness to take care of business



8 Readiness to take care of business

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

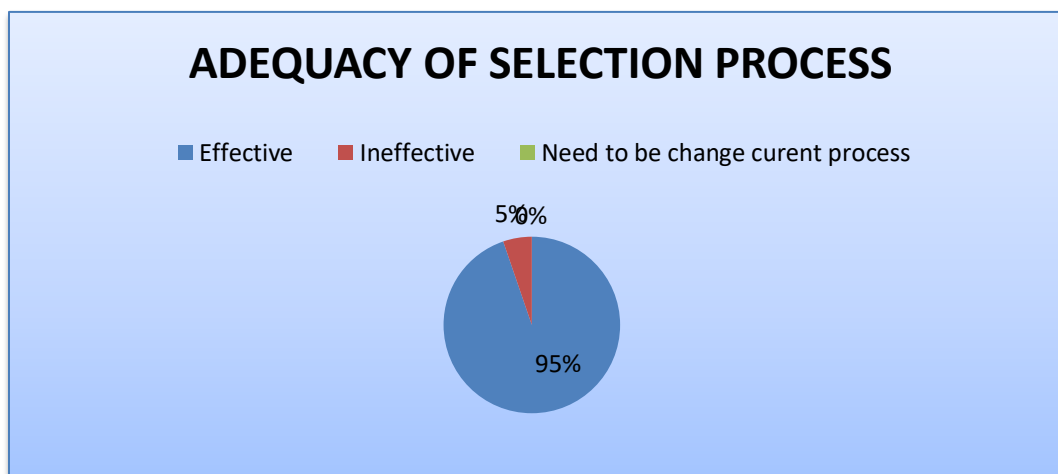
2.3.5- Viability of Recruitment Process



9 Viability of Recruitment Process

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

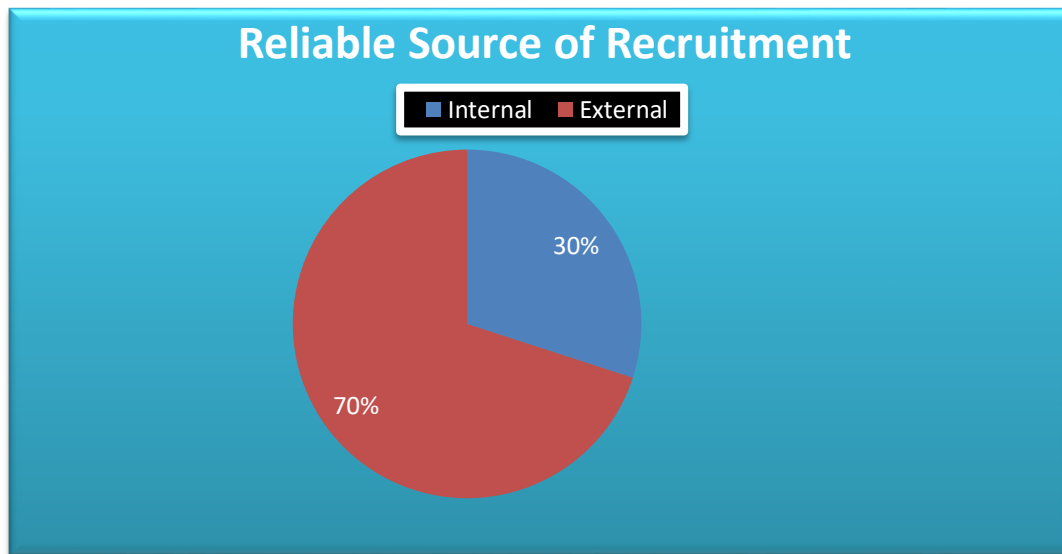
2.3.6- Adequacy of Selection Process



10 Adequacy of Selection Process

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

Most Reliable Source of Recruitment



11 Reliable sources of recruitments.

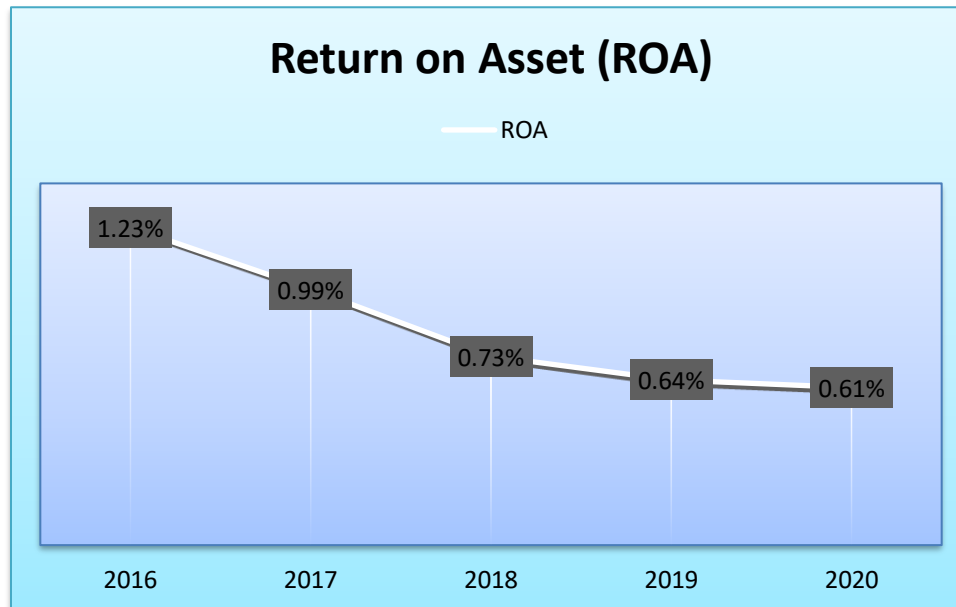
When it comes to credible sources, respondents' attitudes favored external candidates because they believed they were more experienced and qualified. Few people agreed with internal recruitment sources.

2.4- Financial performance

Return on Asset

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

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



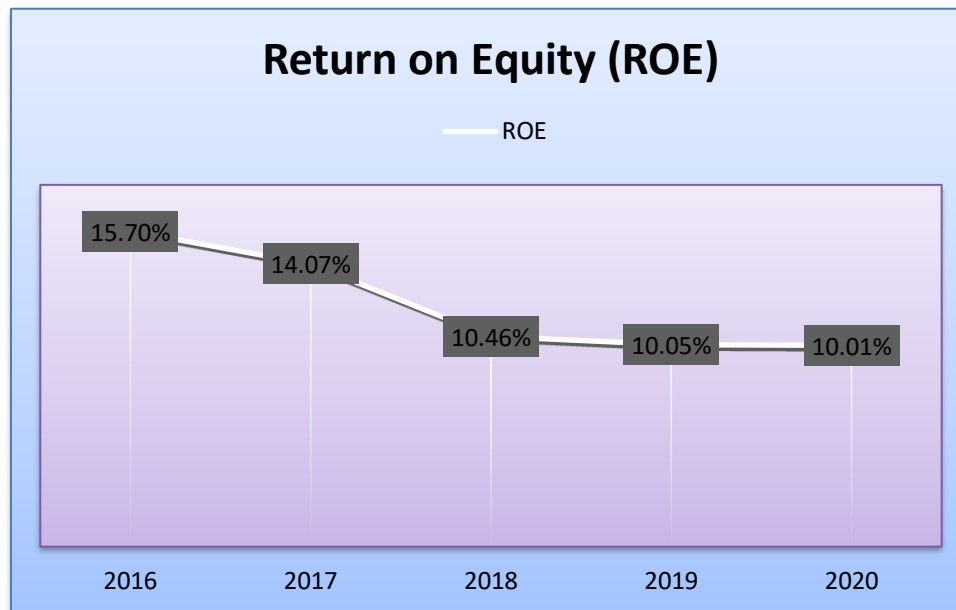
12 Return on Asset

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

Return on Equity

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

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



13 Return on Equity

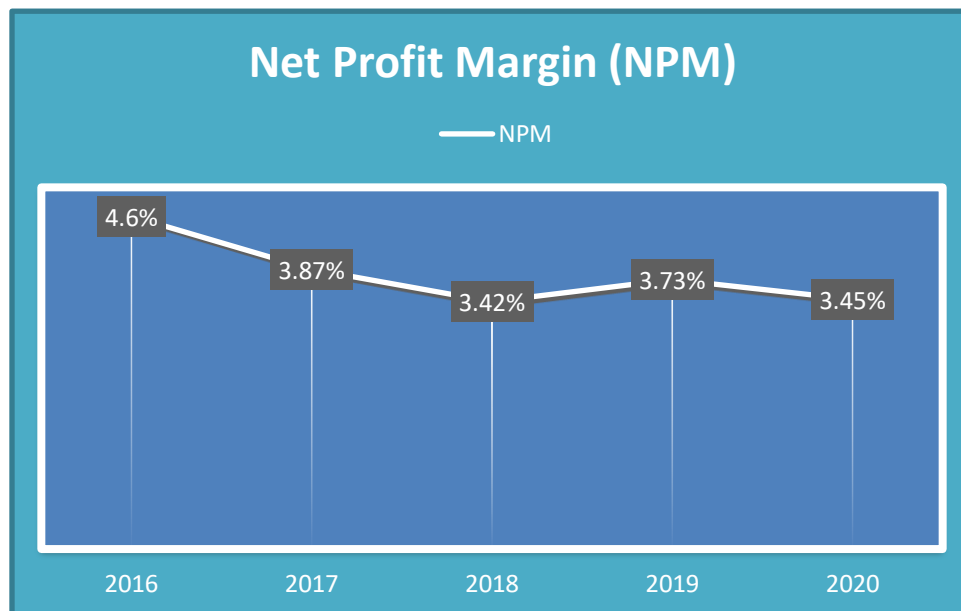
Interpretation: This chart shows the percentage of return of equity of AIBL for the last five years.

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

Net Profit Margin

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

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



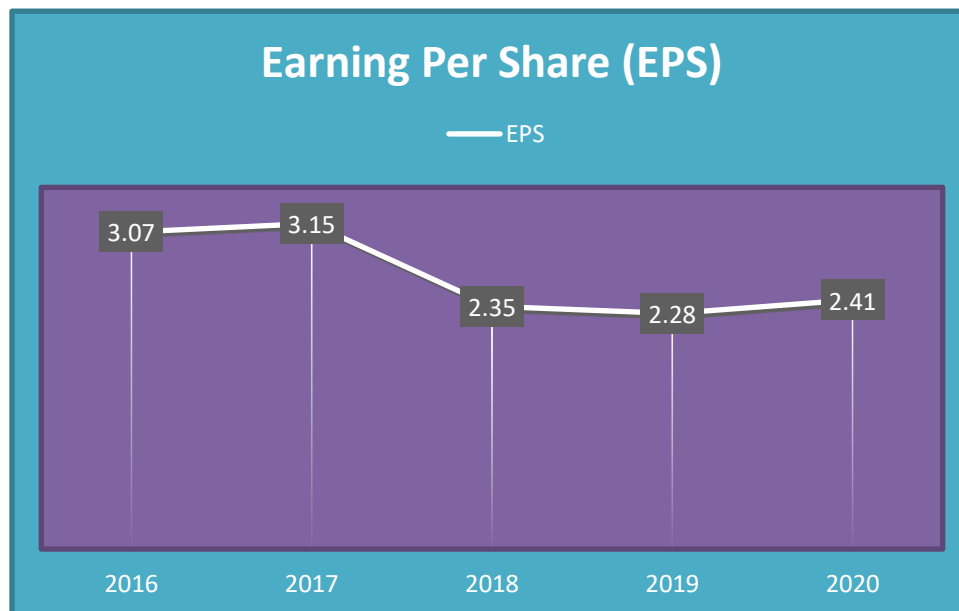
14 Net profit Margin

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

Earnings Per Share

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

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



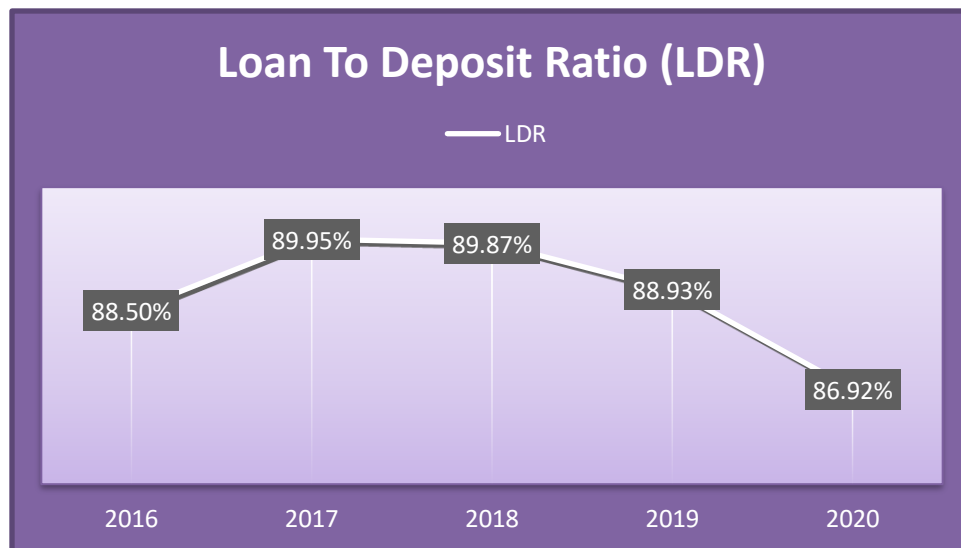
15 Earning per share

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

Loan-To-Deposit Ratio

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

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



16 Loan to deposit

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

2.5- Competitive Analysis

Strength

- All banking activities are carried out in accordance with Islamic Shariah, and profits are a legal alternative to interest.
- Save time and effort for employees by using the latest software in all subsections of the Forex area.
- Skilled personnel and efficient workers are involved in the busy subsections of this section to achieve customer satisfaction.
- As of December 31, 2009, the total amount of bank deposits was 16775.33 million taka. During the same period last year, total deposits reached 163.66 million taka. The growth

rate of this region is 44.07%. Therefore, deposits are an excellent strength of Al Arafah Islami Bank (AIBL).

Weaknesses:

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

Opportunity:

- An ideal business climate for homegrown business banks contrasted with different organizations.
- High subsidizing costs for loaning are an extraordinary chance for banks. Albeit the NCB in Japan has not performed well and has gotten a colossal measure of stores from the market, the PCB reacted to the popularity for monetary advertising by loaning assets to

the shortage source in High interest rates. Printed circuit boards are doing well in the market for deposit lending and collection. Banks can't satisfy market interest and this open door is taking by the PCBs.

- One more mentionable chance of the PCB's is high grades of administrations in respects of client assistance. Other than the NCB's administration is extremely poor thus much conventional. Because of which it has effectively accomplished public react effectively making their positive methodology step by step.
- One more open door is the foundation of new banks is extremely indispensable point. Anyone or association can only with significant effort lay out a business gathering paid-up capital and govt. It was totally removed by allowing a permit to a homegrown business bank. Likewise, there are no standards for shutting business banks in Japan. Thus, as a current business bank,
- AlArafah Islami Bank has great opportunities and potential for cheap business opportunities.

Threat:

- This is a threat to AlArafah Islami Bank Limited (AIBL) as our financial markets are not very strong. Therefore, recovering the borrowed money is a big threat. Since in our country's commerce chain, we will believe each other like several other nations. Therefore, if the flow of money encounters an obstacle, the operation of the full chain will be hindered. As a result, the recovery of AlArafah Islami Bank Limited (AIBL) commercial banks faces a major threat, which is not outside the scope of that threat.
- Another major impediment for banks is classified advances. This image isn't present-day to this particular bank and is shown in all business banks all over the planet. Yet, in our country, this horrendous culture made by the NCB and its effect is moreover being brought to the PCB. Nonetheless, while checking out the presentation of banks, we see that they are as yet erring on the side of caution contrasted with different banks; however, we should be mindful so as to defeat this danger.

- It is the thing to take care of to furnish clients with brief assistance utilizing the most recent gear. We are aware of this and have taken all possible steps to provide our customers with technology-based banking services. This is a major threat to AlArafah Islami Bank Limited (AIBL).
- Corporate governance ensures accountability and impartiality in the functioning of a company and establishes special responsibilities to meet regulatory requirements. Attention was paid to improving corporate governance. Banks should now follow the principles of corporate governance.

2.6- Summary and conclusion

Like Al Arafah Islami Bank's Human Resources Department, the Human Resources Department is the most delicate division for any association. As a Limited (AIBL) intern, you will get limited information to study here. You are not allowed to receive sensitive bank information. Therefore, my report allows me to get all the information I provide. I have done my best to make this report valuable. Notwithstanding the Al Arafah, Islami Bank Limited (AIBL) has the most recent enlistment strategy. There are several ways you can make improvements. A HRD study, "Recruitment and Choice of Al-Arafah Islami Bank Limited (AIBL), Basic Training Procedures and Promotions and Rewards and Benefits," shows that one is the most valuable resource for organizational progress. Many factors are involved in the development of these precious resources. The enrollment and determination process assumes a significant part. In addition to this, an effective and dynamic hiring and selection process is essential to increasing the productivity of the organization. You also need a proper orientation and training process to help your organization achieve its ultimate goals.

2.7- Recommendation

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

1. Employee reference is one of the most broadly perceived circumstances in Bangladesh. Most of the people's lands are positioned by this structure. So while choosing an External source should be given comparable importance with an internal source. By which new frontal cortex will be drafted in the association with skill, capacity, efficiency, etc
2. Al Arafah Islami Bank Limited (AIBL) does enrollment monetary arrangement around the beginning of the year simply a solitary opportunity in a year. It should be done once in a while when the bank needs to enroll new delegates.
3. The bank's enrollment and assurance process isn't computerized. The bank ought to use HR programming for this enrollment and decision cycle to make it smoother.
4. Sometimes resulting in following the authentic enrollment and decision association trustworthy specialists are not selected. So before using the bank ought to really investigate the agent's past work stories for leaving the work. For motivation behind enlistment there are no different HR workers. The bank ought to allot representatives who will do just enrollment and choice of HR work.
5. Al Arafah Islami bank Limited (AIBL) spends much in the wake of publicizing while enrolling remotely. The bank ought to advance representatives and can configuration preparing system to make them more proficient. This can bring down the spending plan for outer enlistment.
6. Al Arafah Islami bank Limited (AIBL) never involves any enlistment organization for outer enrollment. Here and there it is recipient for the bank on the off chance that they use enrollment organization as the office assists with tracking down fitting up-and-comers.
7. To measure proficiency the bank can start another test. Like accessible candidates ought to be in a space for some time and there will be a board to screen how they act with one another. Through this their attitude to co-work can be reflected.
8. Again Al Arafah Islami bank Limited (AIBL) ought to set up HR programming to make the choice interaction cover. HRIS programming can make simple the assignment of screening accessible resumes or applications which are sent by means of web.
9. Generally, in Bangladesh HR division is restricted in Head Office. Each of the branches ought to have HR division with the goal that it can gauge future work need and occupation investigation appropriately.

Chapter -3

3.1 Introduction

This report is the consequence of an accomplished articulation of my insight in the Resources Department of AlArafah Islami Bank Limited (AIBL). AlArafah Islami Bank Limited (AIBL) was established in 2002 and is one of the main private business banks in Bangladesh's monetary foundations. The principal objective of a bank is to be the bank of decision for all partners, in addition to our esteemed clients. This report is isolated into two principal parts. To begin with, the piece of the association knows about the association's main goal, vision, objectives, monetary position, different divisions, current exercises, and items and administrations. Furthermore, the last option part depends on the advancing part laid out in different parts of AlArafah Islami Bank Limited (AIBL) HR.

The learning area is vital to this report and depends on the different HR angles and practices in banking according to the viewpoint of Al Arafah Islami Bank Limited (AIBL), the reason for the division, it's center capacities, structure, vision; it diagrams issue distinguishing proof and suggestions. In particular, this report chiefly focuses to the exercises of the HR division. This part chiefly depicts the primary elements of the HR office. That is enlistment and decision, preparing and learning, rewards and benefits, etc. The primary vision of this office is to empower representatives to perform effectively and guarantee a happy workplace. Like any remaining specialty units, the AlArafah Islami Bank Limited (AIBL) Resources Department has the same talent policies, modern talent management systems, talent planning, learning and development, ongoing performance assessment processes, and collaboration.

3.1.1- Background of the study

There is no doubt that the universe of work is rapidly advancing. As a part of an affiliation then, HRM should be prepared to deal with the effects of the changing universe of work. For their motivations, this suggests understanding the consequences of globalization, advancement changes, workforce assortment, changing capacity essentials, unending improvement drives, unforeseen

workforce, decentralized work regions and laborer commitment. We should look how this change is affecting HRM targets and practices.

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

3.1.2- Objective of the Study

The general purpose of this survey is to meet the requirements of the internship report.

3.1.3- Specific Objectives

The particular or the fundamental destinations of this report will be:

- To spotlight on the representative determination strategies.
- To spotlight on the enlistment arrangements and media.
- To spotlight on the pay and support of the workers.
- To spotlight on the persuasive elements for workers and the executives.
- To spotlight on representative assessment for execution examination.
- To spotlight on the turnover proportion and causes.
- To spotlight on representative and the board connection.
- To spotlight on the present moment and long haul preparing and improvement programs
- To skill to convey Human Resource Management rehearses.
- To seek after a successful arrangement of the executives by guaranteeing consistence to moral standards, straightforwardness and responsibility at all levels.

3.2- Methodology

I used a very simple methodology to create a comprehensive and informative project report. The essential strategy of reporting is to utilize overviews to gather fundamental data, essential information from both HR administrators and trusted workers. Once more, auxiliary information was collected from other sources. A assortment of information and data is required to realize the

objectives of this report. This information and data was collected from different sources. B. From the essential and auxiliary sources recorded below.

Primary sources of data

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

Auxiliary sources of data

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

3.3 Findings and analysis

1. After preparing the report, you will find that the nominations of internally hired employees are fairly practiced. Although this system often results in less capable employees.
2. At banks, recruitment budgets are created only once a year.
3. The complete recruitment and choice process isn't computerized. Banks don't utilize HRIS program for their staff exercises.
4. Unreliable people are often hired after an effective hiring and selection process because the data found during the background check is not documented.
5. AlArafah Islami Bank Limited (AIBL) relies on advertising for external recruitment.
6. We do not hire separate staff solely for recruitment purposes. A typical HR manager is involved in this process.
7. New employee orientation and basic training programs are for banking only, do not emphasize employee motivation and improve skills and other skills.

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

3.4- Conclusion

A suitable enlistment and choice cycle reduce turnover, we in like manner further develop achieves our enlistment connection expecting we pitch express estimates that are relevant to the gig. Consolidate each and every essential mastery, and fuse an overview of needed capacities that are unreasonable but instead that would work on the candidate's prospects. Expecting we disregard to do this; we might end up with an awful quality pool of promising new kids on the block and end up with confined choices to fill the empty position. Exactly when we pick a candidate taking into account the capacities displayed in the resume, the gathering, work history and individual confirmation, we will land the best fit for the position. Taking into account our decisions about a specific candidate upon unequivocal confirmation rather than any obliterating faculties. If we utilize people who can do the occupation rather than people we basically like, we will have higher proficiency and quality in our things or organizations.

3.5 Recommendation

- ✓ Make a productive application process
- ✓ Make the most out of screening calls
- ✓ Use abilities evaluations to limit the rundown of competitors
- ✓ Use tools to eliminate bias and boost efficiency
- ✓ Keep optimizing your onboarding program

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Appendix

Questionnaire

1. According to you, why people will to do job in Al-Arafah Islami Bank Limited?

- a. Reputation of the Bank
- b. Working Environment
- c. Job Respect
- d. Salary Package

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

Answer

3. Does the bank follow-

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

4. What are external recruitment sources?

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

5. What are sources of internal recruitment?

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

6. What benefits does the bank get by external recruitment (Open Ended Questions)?

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

8. What benefits does the bank is deriving by internal recruitment (Open Ended Questions)?

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

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

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

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

- a. Advertisement
 - b. Job Portal
 - c. Employee Referral
 - d. Promotions
- 12. Do you think the current process of recruitment is effective?**
- a. Effective
 - b. Ineffective
 - c. Need to be changed
 - d. No Comments
- 13. Do you think the current process of selection is effective?**
- e. Effective
 - f. Ineffective
 - g. Need to be changed
 - h. No Comments
- 14. What is the promotion procedure?**
- 15. What types of compensation and benefit is providing to employees?**