

SOCIAL ISLAMI BANK LIMITED

## Recruitment and Training Process of SIBL

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BRAC University



Inspiring Excellence

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## Table of Contents

Letter of Transmittal .....	4
Executive Summary .....	5
Acknowledgement .....	6
Introduction.....	7
Functions of Social Islami Bank .....	8
SIBL Core Values .....	9
Recruitment Sources .....	9
1. Internal Recruitment .....	10
✓ Promotions and Transfers: .....	10
✓ Employee referrals: .....	11
✓ Previous Employees:.....	11
✓ Dependents of deceased employees:.....	11
✓ Reviews:.....	12
✓ Retirements: .....	12
✓ Inside warning (promotion): .....	12
2. External Recruitment .....	12
✓ Expert or Trade Associations:.....	12
✓ Advertisements: .....	13
✓ Employment Exchanges:.....	13
✓ Contractual workers:.....	13
✓ Specialists: .....	14
✓ Head Hunters: .....	14
Recruitment process:.....	14
1. Identifying and prioritizing jobs: .....	15
2. Candidates target:.....	15
✓ Performance level required:.....	15
✓ Experience level required: .....	15
✓ Category of the candidates:.....	15
3. Sources of recruitment: .....	16
4. Trained recruiters:.....	16
5. How to evaluate the candidates:.....	16

Training process.....	16
1. Foundation training:.....	18
2. Lectures & conferences:.....	19
3. Workshops: .....	20
Key Findings.....	20
Recommendations.....	21
Conclusion: .....	21
Bibliography .....	22

## Letter of Transmittal

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13<sup>th</sup> August 2016

Prof. Mr Shamim Ehsanul Haque  
Assistant Professor,  
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### **Subject: Submission of Internship Report**

Dear Sir,

This is an extraordinary delight for me to present the internship report, which is an incomplete prerequisite for finishing the level of BBA Program educational modules. It is an incredible accomplishment to work under your dynamic supervision.

Amid my temporary job period, I have a chance to work in Social Islami Bank Limited as an understudy thus I have arranged an entry-level position report on "Recruitment and Training Process of Social Islami Bank Limited".

Finally, I want to thank you for profitable direction and backing in setting this up report. I will be appreciative for any illumination when required. I should be exceedingly obliged on the off chance that you are sufficiently thoughtful to support this report and give your important judgment on it.

Sincerely yours

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Jeminy Jahan

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BRAC Business School

## Executive Summary

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SIBL is not a special case to the dynamic universe of business where they remain with a mission of "Greatness in Banking". One of the chief money related organizations of the nation focuses to demonstrate the fabulousness by spurred and very much-prepared workforce with an extensive profession.

HR exercises are one of the real exercises in an association. SIBL HR division is a perfect spot for learning HR related exercises altogether. A brilliant group of administration of HR division leads all the HR related issues. Their devoted work makes them conceivable to get appropriate individuals for reasonable positions.

The report focused for the most part on the Human Resource Division. As private business bank work weight is high in SIBL, so they require exceptionally proficient individuals who are extremely devoted to their work, generally the entire operation will botch up. This is an incredible test for any association to discover such gifted individuals.

To know the future interest of HR in SIBL, the Human Resources Division gives the various branches and divisions of the head office a general structure toward the start of the year. From the data accumulated from these structures, the HR division gets an evaluation of the labor prerequisites for the year. The HR division then embarks to enlist and select important number of able and effective individuals in the bank. SIBL hones both the enlistment and choice procedure, however as it is an enormous association, the procedure contrasts for various employment positions.

A banking organization must be keen in identifying the human resource and train & develop them to shape up the banking operation properly. Training and Development of the employee is very important for a bank to run smoothly. This activity can have a great effect on the economy of the country. Therefore, a bank like Social Islami Bank Ltd should have a proper training and development facility to enhance the knowledge and productivity of the employees. A proper Human Resource Department with adequate training and development facility can make Social Islami Bank Limited more efficient and make it the best bank in Bangladesh.

## Acknowledgement

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Most importantly, I express my profound appreciation to the Almighty Allah who made and support us in this short-lived world furthermore engaged me to direct the report inside booked time.

I might want to express my significant appreciation and wholehearted admiration to my Supervisor Prof. Mr Shamim Ehsanul Haque, BRAC Business School, BRAC University for his motivating rules, important proposal, productive feedback and consistent help in the in the readiness of this report.

For sure, I am appreciative to all Faculty Members of BRAC Business School from whom I was roused and bolstered in different courses. Amid the exploration and at the season of study I am additionally paying off debtors to the manager Ali Noor and other officer and staffs in the Social Islami Bank Ltd, Mohammadpur Branch. Every one of them aided and helped me in taking an interest and performing distinctive authority works, information accumulation and other mental backing while working in the bank while each exertion has made to guarantee exactness, it cannot be asserted that the report is completely mistake free. If there should arise an occurrence of any amendment, perplexity or uncertainty of any part of this report, I might be contracted whenever.

## Introduction

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The SIBL, a second-era business bank, working following 22nd November, 1995 in light of Shariah' Principles, has now 121 branches everywhere throughout the nation with two auxiliary organizations - SIBL Securities Ltd. and SIBL Investment Ltd. Focusing on neediness, SIBL is in reality an idea of 21st century participatory three area saving money model in one. In the formal area, it functions as an Islamic participatory business save money with human face way to deal with credit and putting money on the benefit and misfortune sharing. It has a Non-formal saving money area too with casual account and speculation bundle that enables and adapts genuine poor family and make nearby wage opportunities and disheartens interior movement.

The bank has another division to adapt the deliberate part and administration of Waqf, Mosque properties and has presented money Waqf framework without precedent for the historical backdrop of saving money.

In the formal corporate division, this Bank, among others, offers the most break through saving money administrations through opening of different sorts of store and speculation accounts, financing exchange, giving letters of surety, opening letters of credit, accumulation of bills, renting of gear and customers' strong, procure buy and portion deal for capital products, interest in minimal effort lodging and administration of genuine domains, participatory interest in different mechanical, agrarian, transport, instructive and wellbeing tasks etc.

Human asset administration is the way toward gaining, preparing, evaluating, and remunerating workers, and of taking care of their work relations, wellbeing and security, and decency concerns. Enlistment and choice are two of the most vital elements of staff administration. Enlistment goes before choice and aides in selecting a right competitor. Enrollment is a procedure to find the wellsprings of labor to meet the necessity of the staffing plan and to utilize compelling measures for pulling in that labor in sufficient numbers to encourage successful determination of productive work force. National bank restricted has been authorized by the legislature of Bangladesh as a planned business bank in the private part in compatibility of strategy of liberalization of managing an account and money related administrations and offices in Bangladesh.

## Functions of Social Islami Bank Limited





## SIBL Core Values

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Towards the Journey of Excellence, SIBL has changed its brand logo. The new logo depicts bird's wings with 9 feathers to represent its core values- comfortable and safe flying in the economic sky of the country connecting it with the global sky by passing the territorial boundary.

## Recruitment Sources

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The need for recruitment is felt especially whenever a new post is created due to expansion of the bank. Succession planning also calls for recruitment sometimes if the vacant post cannot be filled from within. There is quite a number of recruiting sources used by this bank. SIBL advertises in the newspaper to generate applications for different entry-level post. The selection process in SIBL is no different from what is practiced in most organizations. The process starts with initial screening and a person is finally selected through a final interview. The current selection and recruitment process, its shortcomings are elaborated in the next chapter as this is the key area of the report.

For SIBL Employee Selection is the process of putting right men on right job. It is a procedure of matching organizational requirements with the skills and qualifications of people. HR relies on the use of up-to date methods for selecting and appointing candidates for a job.

Each association has the choice of picking the contender for its enrollment forms from two sorts of sources: inner and outer sources. The sources inside the association itself (like exchange of workers from one office to other, advancements) to fill a position are known as the inner wellsprings of enlistment. Enrollment hopefuls from the various sources (like outsourcing organizations and so forth) are known as the outer wellsprings of enlistment.

## **1. Internal Recruitment**

Internal recruitment looks for candidates for positions from inside the organization. The different inward sources include:

### **✓ Promotions and Transfers:**

Promotion is a compelling means utilizing work posting and faculty records. Work posting requires informing empty positions by posting sees, circling distributions or declaring at workforce conferences and welcoming representatives to apply. Work force records find representatives who are doing tasks beneath their instructive capabilities or aptitude levels. Advancements has numerous focal points like it is great advertising, assembles confidence, energizes able people who are eager, enhances the likelihood of good choice since data on the individual's execution is promptly accessible, is less expensive than going outside to select, those picked inside are acquainted with the association consequently diminishing the introduction time and vitality furthermore goes about as a preparation gadget for creating center level and top-level supervisors. Be that as it may, advancements confine the field of determination keeping new blood and thoughts from entering the association. It likewise prompts inbreeding in the association. Exchanges are additionally essential in furnishing workers with a wide

based perspective of the association, fundamental for future advancements.

✓ **Employee referrals:**

Employees can grow great prospects for their families and companions by familiarizing them with the upsides of an occupation with the organization, outfitting them with acquaintance and empowering them with apply. This is an extremely successful means the same number of qualified individuals can be come to easily to the organization. Alternate favorable circumstances are that the workers would bring just those referrals that they feel would have the capacity to fit in the association taking into account their own particular experience. The association can be guaranteed of the unwavering quality and the character of the referrals. Along these lines, the association can likewise satisfy social commitments and make goodwill.

✓ **Previous Employees:**

These incorporate resigned representatives why should willing work on low maintenance premise, people who left work and will return for higher remunerations. Indeed, even conserved workers are taken up at the end of the day. The favorable position here is that the general population are as of now known not association and there is no compelling reason to discover their past execution and character. Additionally, there is no need of an introduction program for them, since they are acquainted with the association.

✓ **Dependents of deceased employees:**

Usually, banks tail this approach. On the off chance that a representative bites the dust, his/her companion or child or little girl is enrolled in their place. This is typically a viable approach to satisfy social commitment and make goodwill.

✓ **Reviews:**

When administration confronts an issue, which can be settled just by an administrator who has continued on long abandon, it might de chose to review that persons after the issue is fathomed, his leave might be amplified.

✓ **Retirements:**

Now and again, administration may not discover reasonable competitors set up of the person who had resigned, after commendable administration. Considering the present situation, administration may choose to call resigned supervisors with new expansion.

✓ **Inside warning (promotion):**

Sometimes, administration issues an interior notice for the advantage of existing representatives. Most workers know from their own experience about the necessity of the occupation and what kind of individual the organization is searching for. Regularly workers have companions or colleagues who meet these necessities. Appropriate persons are delegated at the empty posts.

## **2. External Recruitment**

The different outside sources include:

✓ **Expert or Trade Associations:**

Many affiliations give position administration to its individuals. It comprises of assembling employment seeker's rundowns and giving access to individuals amid territorial or national traditions. Additionally, the productions of these affiliations convey ordered commercials from managers intrigued by selecting their individuals. These are especially helpful for pulling in very taught, experienced or gifted staff.

Likewise, the scouts can zero on in particular employment seekers, particularly for difficult to-fill specialized posts.

✓ **Advertisements:**

It is a famous strategy for looking for volunteers, the same number of selection representatives lean toward ads in view of their wide reach. Need promotions depict the occupation advantages, distinguish the business and advise those intrigued how to apply. Daily paper is the most widely recognized medium yet for exceptionally particular enlisted people, notices might be set in expert or business diaries. Commercials must contain appropriate data like the employment content, working conditions, area of occupation, pay including incidental advantages, work particulars, development perspectives, and so forth. The ad needs to offer the organization and employment are ideal for the applicant. Enrollment promotions can likewise serve as corporate ads to fabricate organization picture. It likewise practical.

✓ **Employment Exchanges:**

Employment Exchanges have been set up everywhere throughout the nation in respect to the procurement of the Employment Exchanges (Compulsory Notification of Vacancies) Act, 1959. The Act applies to every single mechanical foundation having 25 laborers or all the more each. The Act requires all the mechanical foundations to inform the opening before they are filled. The real elements of the trades are to expand the pool of conceivable candidates and to do the preparatory screening. In this manner, occupation trades go about as a connection between the businesses and the planned workers. These workplaces are especially valuable to in enlisting hands on, professional and specialized laborers.

✓ **Contractual workers:**

They are utilized to enroll easygoing specialists. The names of the specialists are not entered in the organization records and, to this degree; troubles experienced in keeping up perpetual laborers are

maintained a strategic distance from.

✓ **Specialists:**

They are in the calling for enlisting and selecting administrative and official staff. They are helpful as they have across the country contacts and loan polished skill to the enlisting procedure. They likewise keep planned manager and representative unknown. Be that as it may, the expense can be an obstacle variable.

✓ **Head Hunters:**

They are helpful in specific and gifted hopeful working in a specific organization. A specialist is sent to speak to the enlisting organization and offer is made to the hopeful. This is a helpful source when both the organizations included are in the same field, and the representative is hesitant to take the offer since he reasons for alarm, that his organization is trying his reliability.

## **Recruitment process:**

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Enlistment is of the most pivotal parts of the human asset experts. The level of execution of an association relies on upon the viability of its enlistment capacity. Associations have created and take after enrollment methodologies to procure the best ability for their association and to use their assets ideally. An effective enlistment procedure ought to be all around arranged and pragmatic to draw in progressively and great ability to apply in the association. For defining a viable and fruitful enrollment system, the methodology ought to cover the accompanying components:

## **1. Identifying and prioritizing jobs:**

Prerequisites continue emerging at different levels in each association; it is very nearly a ceaseless procedure. It is difficult to fill every one of the positions promptly. Along these lines, there is a need to distinguish the positions requiring quick consideration and activity. To keep up the nature of the enlistment exercises, it is valuable to organize the opportunities whether to concentrate on all opening similarly or concentrating on key occupations first.

## **2. Candidates target:**

The enrollment procedure can be compelling just if the association totally comprehends the necessities of the kind of hopefuls that are required and will be useful for the association. This covers the accompanying parameters too:

### **✓ Performance level required:**

Different systems are required for concentrating on enlisting superior workers and normal entertainers.

### **✓ Experience level required:**

The system ought to be clear with reference to what is the experience level required by the association. The applicant's experience can go from being a fresher to experienced senior experts.

### **✓ Category of the candidates:**

The technique ought to plainly characterize the objective competitor. He/she can be from the same business, distinctive industry, unemployed, top entertainers of the business and so forth.

### **3. Sources of recruitment:**

The procedure ought to characterize different sources (outside and inner) of enlistment. Which are the sources to be utilized and centered for the enlistment purposes for different positions? Worker referral is a standout amongst the best wellsprings of enrollment.

### **4. Trained recruiters:**

The enrollment experts leading the meetings and the other enlistment exercises ought to be very much prepared and experienced to direct the exercises. They ought to likewise know about the real parameters and abilities (e.g.: behavioral, specialized and so on.) to center while meeting and selecting an applicant.

### **5. How to evaluate the candidates:**

The different parameters and the approaches to judge them i.e. the whole enlistment procedure ought to be arranged ahead of time. As if the rounds of specialized meetings, HR interviews, composed tests, psychometric tests and so forth.

## **Training process**

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In order to maintain a competitive edge in the marketplace, every company must invest in the training and development of the employees. Human Resources Development (HRD) focuses on both training employees for their current jobs and developing skills for their future roles and responsibilities. HRD activities include; training for managers, supervisors, and teams; tuition reimbursement programs; customer service training; performance management; harassment prevention training; 360 degree reviews (multi-rater feedback system) and career coaching.



Human Resource is the foundation for quickened and managed improvement of any association. SIBL perceives the significance of gifted human resources for general development of the bank. The exemplary and skilled HR group is the key for ceaseless advancement of the association. Predominant HR is an imperative wellspring of upper hand. To pull in capable HR group and to make brand picture bank have figuring and executing HR frameworks, HR arrangements and exercises that create the worker abilities and practices which the Bank needs to accomplish. The bank has been attempting to guarantee extreme yield with least assets. So quality labor with great scholastic foundation is being selected in all levels of the bank each year for rendering quality administrations to its clients. SIBL has opened 11(eleven) new branches in the year 2015 and turn into the bank of 111 Branches. Thus, a decent time was spent on enrollment of experienced bankers. Other than that, the enlistment procedure of Probationary and Trainee Officer for the bank has been started. The aggregate labor quality of the bank was 2130 as on 31.12.2015. SIBL is a representative welfare-arranged association. Consequently, the administration of the bank dependably tries to deal with all conceivable ways it considers beneficial to advance its representatives' expert aptitude and effectiveness. It has its own particular Training Institute, which rendered valuable preparing to 1270 workers a year ago. Prominent Bankers, researchers, and other asset persons were welcome to convey addresses. In addition, 431 no. of representatives were sent to Bangladesh Bank Training Academy, Bangladesh Institute of Bank Management, Bangladesh Association of Banks, Bangladesh Foreign Exchange Dealers Association, the Central Shariah Board for Islamic Banks of Bangladesh and numerous other presumed foundations of the nation for preparing against 510 no. of workers in 2014. Along these lines, it is watched that the representatives who were prepared, render great execution. Other than that, amid the year under survey, Social Islam Bank Training Institute itself had led 4(four) establishment instructional classes for aggregate 102 no. of crisp Officers and 27 training, workshops and Seminar on various contemporary issues identified with managing an account commercial enterprises where 839 no. diverse Officers and administrators had taken an interest.

There are some charts given below:

Age range	Gender	2015	2014	2013	2012	2011
< 30 years	Male	413	384	393	328	246
	Female	104	95	97	71	51
30-50 years	Male	1275	1142	1043	992	860
	Female	251	218	196	173	152
> 50 years	Male	84	81	71	60	65
	Female	03	02	02	01	01
Total		2130	1922	1802	1625	1375

Employee Category	Gender	2015	2014	2013	2012	2011
Entry level	Male	965	915	901	951	727
	Female	214	189	177	166	122
Mid level	Male	695	581	506	359	361
	Female	138	121	114	77	80
Senior Management	Male	112	111	100	70	83
	Female	06	05	04	02	2
Total		2130	1922	1802	1625	1375

To provide developed and quick services to customers with full satisfaction is a very challenging job in the competitive banking era. Keeping this challenge in view, they have focused on the development of human resources and best HR practices in SIBL. There are various types of training program available in SIBL. Nevertheless, all those training fall under three processes that are given below:

### 1. Foundation training:

Foundation training is the training that every employees of SIBL has to take after joining the bank. This training is mainly a classroom-based training. Here, they can learn about the basics of banking and how their main software works. This is a long-term training program. After the training period the trainees give a examination on their learning through the time and being evaluated by the trainers. This is mainly for the newly appointed employees or fresh graduates.

## 2. Lectures & conferences:

Various types of training program are done by lectures or conferences. Every now and then, the training institute of SIBL arranges training programs of 1 or 2 days trainings on different topics. They select different employees for different topics from different branches. Sometimes these trainings last for 7 days or 15 days depending on the topic of the training. Here the trainers give their lectures and the trainees listen to them and try to learn what they are saying. The trainees can ask questions if they have any and the trainers try to answer those. Some of the training names are given below:

SI No.	Title	Number	Total Participants
01	Training on "Islamic Banking Operation : Procedure in view of Shari'ah Perspective"	1	30
02	Training on "Foundation Course in Banking for Software development Engineer"	1	10
03	Training Course on "Documentation and Mortgage Procedures of Investments"	2	60
05	Training Course on "Operational procedure of Family Empowerment Islamic Micro Finance Program (FEIMP) in core banking solution."	2	33
06	Training on "Integrated Supervision System (ISS) Reporting"	2	62
08	Training on "Foundation Course in Banking for Assistant Officers (cash)"	1	30
09	Training on "CIB Online Operation (New System)"	1	70
10	Training on Branch Management & Business Development Course	2	60
12	Training on Agent Banking	1	21
13	Training on "Foundation Course in Banking for Probationary Officers"	2	62
	<b>Total</b>		<b>438</b>

### 3. Workshops:

Workshops are the common type of training process in SIBL. The training institute arranges several workshops for the employees on different sectors. They choose suitable employees to join the workshops, which helps the employees to know their job better and to perform their jobs more effectively and efficiently. There is some workshop's title and the number of employees who has participated on those are given below:

Sl No.	Title	Number	Total Participants
1	Workshop on "Prevention of Money Laundering & Combating the Financing of Terrorism For Internal Auditors	1	30
2	Workshop on "Motor Vehicle Taxes & Fees online Banking System for BRTA"	1	24
3	Workshop on "Retail Investment Products "	3	103
6	Workshop on "Integrated Supervision System (ISS) reporting"	6	217
12	Workshop on " ICT Security and Risk Management"	1	27
	Total		438
	Grand Total		839

### Key Findings

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- SIBL follows almost the same recruitment policy like other organizations do.
- SIBL pays a lot of importance on training programs.
- They have their own training institution.
- They do not have HR department in every branches, they have only one HR department in the head office.

## Recommendations

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SIBL should have small HR department in all the branches so that the HR department can perform their work more fluently and effectively. For a centrally processed HR department it is not possible to find out the training needs for different people or department. Sometimes, it is also not possible for the HR department to find out the right person for the right position, as they are not able to know the exact senior of that particular branch or job position. HR department cannot perform their works properly as it is tough to monitor all the branches centrally. Therefore, I would suggest SIBL to enhance their HR department and to give more importance in this department as it is one of the leading banks in Bangladesh and Hr department is one of the most important departments for any organization.

## Conclusion:

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Social Islami Bank Limited is a developing bank in Bangladesh Banking Industry, which is slanting and earned goodwill inside brief time. The SIBL has as of now earned goodwill in the business. This has been conceivable due to the human asset that is the representatives who are working in the association. On the off chance that the workers gives their best exertion than any association can become rapidly. In spite of the fact that there is some issue in the preparation and advancement part yet with a appropriate preparing and advancement office SIBL can become speedier and the efficiency will likewise increment. With the assistance of legitimate preparing and improvement assuming each and each representative of Social Islami Bank Limited can be created legitimately than proficiency and salary of SIBL will increment to an expansive degree.

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