

Internship Report
on
**Recruitment and Selection Process of
Southeast Bank Limited**



Inspiring Excellence

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Southeast Bank Limited

a bank with vision

Letter of Transmittal

7th May 2017

To

Ariful Ghani
Faculty Member
BRAC Business School
BRAC University

Subject: Submission of Internship Report

Dear Sir,

With due respect, I, Nawrin Afroz, ID: 13104089 would like to inform you that it is a great pleasure for me to submit the internship report on “Recruitment and Selection Process of Southeast Bank Limited”, as a requirement of the regular BBA program of BRAC Business School. Apart from the academic knowledge gained from this report, I have also gathered practical experience of performing daily HR activities. I believe that the experience I have acquired from this Internship will be an invaluable asset in my life.

Moreover, all the information used in this report was taken from both the primary and secondary sources. I have tried best to organize all relevant information and do according to the instructions of preparing an Internship Report. I hope you will appreciate my report.

Yours Sincerely,
Nawrin Afroz
ID: 13104089
BRAC Business School

Acknowledgement

The Internship Report on “Recruitment and Selection Process of Southeast Bank Limited “has been prepared on the basis of three months successfully completed Internship Program at Southeast Bank Limited, Mohammadpur Branch, Dhaka, with the help of large group of Bank Officials.

At first, I would like to thank Allah the Almighty.

My gratitude and thanks goes to my respected supervisor Mr Ariful Ghani, Faculty Member, BRAC Business School, who co-operated me all through the times for completing my internship report.

I wish to convey my profound gratitude to all of the officers and staffs of Southeast Bank Ltd, who spent their valuable time to share their experience with me in gathering information. I am grateful to the manager, the Vice- President and the Head of Branch of Southeast Bank Limited, Mohammadpur Branch, Dhaka for providing me all sorts of facilities requested from time to time.

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Executive Summary

This report is prepared based on my three month practical experience at Southeast Bank Limited. It helped me to learn about the practical scenario of a banking industry especially with a view to understanding the process of recruitment and Selection Process on such kind of industry in our country.

Southeast Bank Limited is one of the renowned Bangladeshi owned Private Commercial Bank. In fact it is known as the premier banking institutes of the country, where they stand with a mission –“high quality financial services with state of the art technology”.

Based on my observations and experiences after completing my 3 month internship program from Southeast Bank Limited, the report is been presented. They have many departments however the main focus is on Human Resource Management of Southeast Bank Limited of Mohammadpur Branch.

Moreover, the objective of the report is to identify the Recruitment process of the Bank, Recruitment Criteria for both fresh and experienced persons, Source of Recruitment and the Selection Process.

After completing my Internship Program and knowing about the Recruitment and Selection Process of Southeast Bank Limited, several recommendations came up to my mind. Hence, along with the recommendations, the report also consist objectives, findings, limitations, and concluding remarks.

Introduction

For a rapid growth of an economy, banking system must be provided. In Today's world, Banks are being regulated in most of the countries, due to the importance of the financial stability of the country. Basically, for the growth of economic development in an economy, various kind of funds are been provided by the banks in order to carry out different kinds of programs. Thus Banks are mainly generated for lending loans and investing on different programs as well. However, there are many other departments present in a bank in order to run the banking system appropriately. Hence, in Bangladesh one of the leading Banks is known as Southeast Bank Limited.

Human Resource Management is known as one of the department of the bank which deals with the management of Human Resources. It has mainly concerned with the “people dimensions” of the organization. Human Resources are one of the vital categories of any organization to perform well in such a manner in order to achieve its success. Therefore, Human Resources are very much concerned with the managing of people within the bank especially focusing on the bank's rules, policies and banking systems.

The department of a human resource management is mainly responsible for controlling different sectors of the department. Some of these sectors are: Recruitment and Selection Process, Training and Developing Process, Compensation, Performance Appraisal and many more. Hence, the main objective of an Human Resource Management is to maximize employee productivity of an organization.

Therefore, in this report I have mainly tried to focus on the Recruitment and Selection sector of the human resource management department of Southeast Bank Limited. Hence, the report is consisted with the research based on the recruitment and selection process of the bank which shows the consistency in order to increase the efficiency in recruiting, hiring and selecting.

History

Southeast Bank Limited is a private commercial bank in Bangladesh. It was established in 1995 with a dream and vision to become a pioneer banking institution in Bangladesh. Not only this but also, they tried to contribute significantly to the growth of Bangladesh as well. The name of the chairman of Southeast Bank Limited is Mr. Alamgir Kabir.

Southeast Bank Limited offers a lot of different services to the economy with a team of efficient professionals. Their main objective is to encourage and motivates every individual working in the bank to work together as a team in order to achieve their target. Therefore, every individual is being treated equally and with zero discrimination. Not only that, but Southeast Bank Limited also believes in gender equality among everyone working in the bank. At present 40% of Southeast Bank employees are women.

Product/ Service Offerings:

Product of Southeast Bank Limited:

1. Deposit Products:

- ✚ Current Account (CD)
- ✚ Fixed Deposit Account (FDR)
- ✚ Savings Account (SB)
- ✚ Short Notice Deposit (SND)
- ✚ Monthly Savings Scheme (MSS)
- ✚ Pension Savings Scheme (PSS)

- ✚ Millionaire Deposit Scheme (MDS)
- ✚ Millionaire Gold Deposit Scheme (MGDS)
- ✚ Monthly Income Scheme (MIS)
- ✚ Super Double Benefit Scheme (SDBS)
- ✚ Wage Earners Pension Savings Scheme (WEPSS)

2. Remittance Products:

- ✚ Wage Earners Welfare Deposit Scheme
- ✚ Overseas Employment Loan Scheme
- ✚ Special Interest Rate Deposit and Loan

3. Retail/ Consumer Loans Products;

- ✚ Personal Loan
- ✚ Home Loan
- ✚ Car Loan
- ✚ Business Loan
- ✚ Industrial Loan
- ✚ Working Capital Loan
- ✚ Agricultural Loan

4. Loan and Advanced Products:

- ✚ Overdraft
- ✚ Project Finance
- ✚ Working Capital Financing
- ✚ Syndicated Loan
- ✚ Packing Credit
- ✚ Loan Against Export Bill & Loan Against Trust Receipt

5. Islamic Banking Products:

- ✚ Al- Wadiah Current Account
- ✚ Mudaraba Savings Account
- ✚ Mudaraba Special Notice Deposit
- ✚ Term Deposit Receipt
- ✚ Mudaraba Double Benefit Scheme
- ✚ Hajj Sanchay Prokalpa

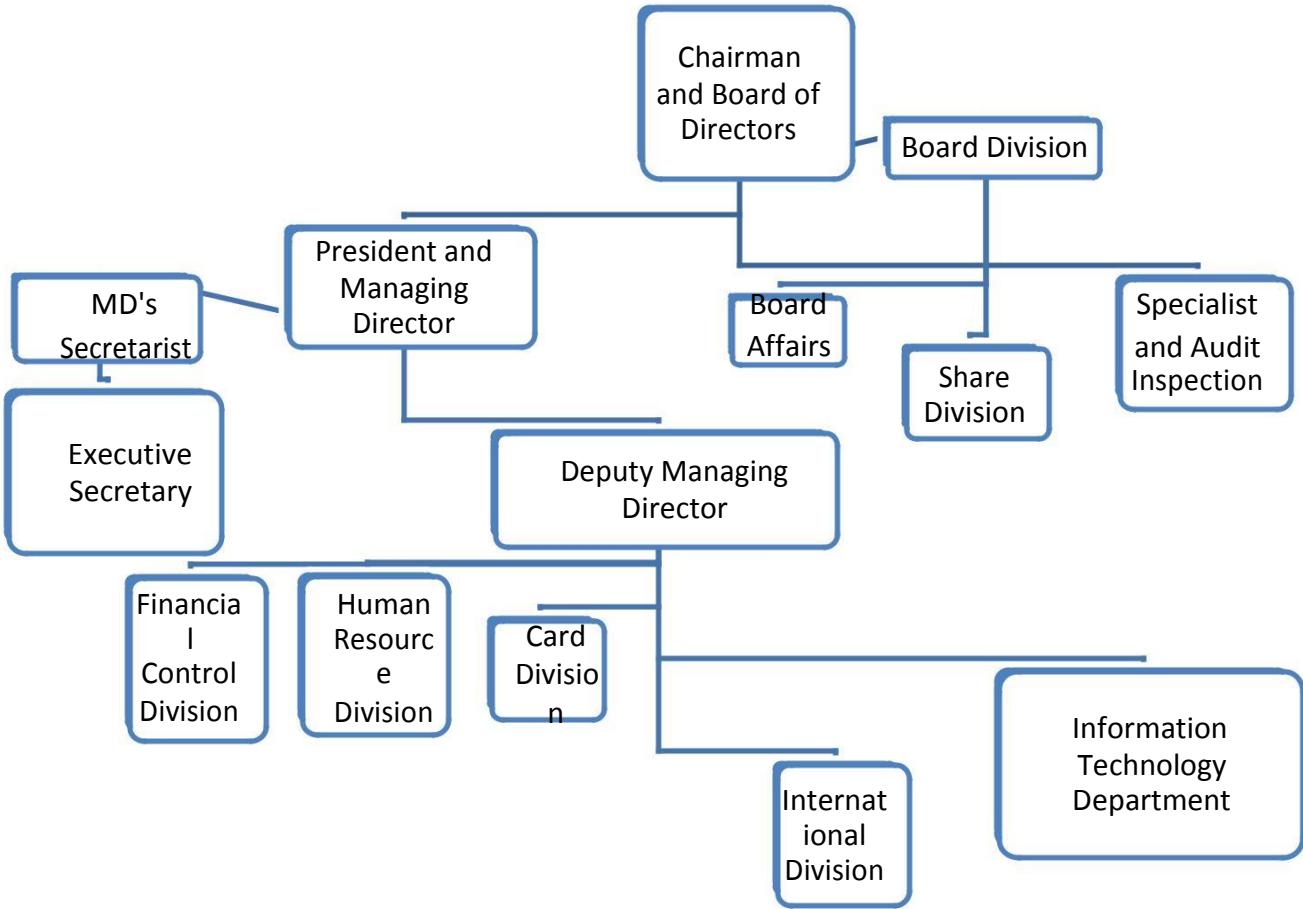
6. Others:

- ✚ Southeast Deposit Scheme
- ✚ Education Deposit Scheme
- ✚ Medicare Deposit Scheme
- ✚ Monthly Earning Scheme
- ✚ Marriage Savings Scheme
- ✚ Rural Deposit Scheme
- ✚ Double Benefits Scheme

• Services of Southeast Bank Limited:

1. Export Services
2. Import Services
3. Remittance Business
4. Dual Currency VISA Credit Card
5. SWIFT Service
6. Small and Medium Enterprise (SME) Banking
7. Locker Services
8. Internet Banking
9. ATM Services
10. Western Union Money Transfer Services
11. Card Services

Organogram



Goals, Mission, Vision

Goals:

- Strong Capital Base
- Transparent and Quick Decision Making
- Efficient Team Performance
- Diversification
- Satisfied Customer
- Strong Asset Base
- Quality customer Service
- Skilled Risk management

Vision:

The main vision of Southeast Bank Limited is to be one of the premier Banking Institution in Bangladesh and contribute significantly to it.

Mission:

- Swift/Rapid client service.
- Feasible growth strategy
- Constant Shareholder's equity Return.
- Innovative banking at a competitive price.
- Attraction and retention of quality human resource.
- Commitment to corporate social Responsibility.

My Internship Experience:

- Name of the Job/ Position Detailed:

I have served as an Intern at Southeast Bank Limited from 15th December 2016 to 15th March 2017 for their Human Resource Department. It has provided me with enormous opportunities to learn and get the insights of practical banking works related to the Recruitment and selection process which will obviously help me in order to develop my future success.

- My Duty:

1. Examine and looking out for potential candidates.
2. Keep records of the database.
3. Resume Screening in social media.

- My Key Learning's:

1. Recognize and distinguish working with professional standards
2. Understand the moral values and the ethical behavior.
3. Arranging and enable to keep information.
4. Effective time distribution.
5. Dress appropriately.

- Recommendation:

As an Intern, I have observed some criteria's and also have some personal recommendation for their internship program:

1. Training for Interns: There must be some sort of 1 to 2 hours or a day long training program for the interns before joining the workplace to know about the culture, moral values and of course the workplace environment about the Bank.
2. Remuneration: Southeast Bank Limited used to provide higher remuneration for the interns before. However, nowadays there are no remuneration for the interns. Hence, they should plan for a basic and a recommended remuneration package for the Interns in order to keep them motivated as well.

Summary

Southeast Bank Limited is one of the leading premier banking institution in Bangladesh. They have achieved success through different departments. However, one of the departments is their human resource department. They tried their level best to keep up their good reputation through different categories. Recruitment and Selection Process is one of the main category through which they could recruit and select the best potentials among all. Therefore this report is consisting of the Recruitment and Selection Process of Southeast Bank Limited. It also contains the methodology I used to make the report and also describes some limitations I faced during the making of my report. In fact, this report also contains some analysis I raised out through the Recruitment and Selection Process in order to find out the required findings. Based on my findings I have also added some recommendations at the end including conclusion as well.

Methodology:

The two main methodology I used and followed in order to make my report are given below:

Primary Data:

I have gathered information directly from my supervisor in my bank. I have also consulted with my colleagues from the Department of Human Resource Department. Not only that but I have also collected information through interviewing 50 employees of the bank as well.

Secondary Data:

These are the secondary sources I used to gather more relevant Information. These are more quickly obtainable than the primary data.

- Go through the websites.
- Annual reports of Southeast Bank Limited.
- Other published Documents, Journals, Articles related with SEBL.

Limitations:

Like any other report, I have also faced some Limitations as well.

- Time, for example is a major limiting factor.
- Some data are confidential and private for the organization, which is sometimes not allowed from the organization to provide.
- Collecting Data from the busy employees of the Bank was another hard task.

Introduction:

Recruitment:

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

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

Types of Recruitment:

1. Yearly Recruitment
2. Need based Recruitment.

Mode of Employment:

1. Internship Program
2. Contractual Job

3. Full time Job

Sources of Recruitment:

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

- Internal Sources
- External Sources

Internal Sources:

The internal sources of recruitment at Southeast Bank limited are given below;

- Personal Suggestion/ Recommendation.
- Notice Boards
- Magazines/ Newsletters
- Memorandum

Personal Suggestion/ Recommendation: The existing employees of SEBL would definitely get to know about any job circular or vacancies before any other candidates. Hence, they probably may inform their friends, relatives or any other known people to fill up the vacancy. This might sometimes offend other candidates who would have wished to fill up the required vacancy, however, it is very much essential for the existing employee to make sure that only highly potential and eligible candidates are been recommended to fill up the given vacancies.

Notice Board: It is one of the easiest and most convenient ways the employees could get notified about any current vacancies. The Notice Board is been ensured that it is been positioned in such a place so that everyone could easily see and get notified about it. Therefore, everyone has equal opportunity to know about vacancies and the design/ content of each vacancy notice must be eye catchy as well.

Magazine: Southeast Bank Limited has always been publishing their monthly in house magazine for their staff to read. Hence, all the current vacancies are always been updated and every employee has the equal right to get to know about the current job opportunities advertised on it.

Memorandum: It is possibly another best option to get to know about the current vacancies through memorandum. Though memorandum has always been sent to the departmental managers, however, they could read it out to their team leaders and hence they might spread the news among all the staff.

External Sources:

Some of the main external sources of recruiting employees are given below:

- Advertising
- Educational Institution
- Employment Agencies
- Waiting List

Advertising: This is one of the most common and convenient way in which an organization could recruit new employees. Hence, Southeast Bank Limited also uses this method of the recruitment. The requirement for manpower advertises details through newspaper, different job circular websites and of course through their website. Hence, the details includes: educational requirements, experience, salary perquisites, duties, responsibilities and etc.

Educational Institution: Southeast Bank limited also prefers and get into some activities which encourages direct recruitment from any reputed universities in Bangladesh. Hence, they have taken part into this kind of activities before and are willing to do this more often. They took several on-campus interviews and from there, many potential candidates are been called for interview at their office.

Employment Agencies: There are several numbers of human resource consultancy firm or agencies in our country which actually helps and assist different organizations to recruit new employees. Though SEBL do not look up for employment agencies however, these organizations basically look up for all the requirements of the employees whether they are eligible enough and are their documents valid too.

Waiting List: Southeast Bank Limited also prepares waiting list of candidates. These are the candidates who have already sat for the exam once but could not meet up the expectation for being employed. However, in times of need, these candidates are pulled up through the waiting list in order to the fulfillment of the required job position.

Requirement for eligible candidates:

1. Basic requirement for every candidate:
 - a. Educational background eligibility according to the position applied.
 - b. Age must be 30 or below.
 - c. Declared physically fit by a competent Medical Authority.
2. Minimum requirement for Probationary Officer:
 - a. Candidates must be of exceptional promise and aptitude to face the challenge and hard working for a successful career in the Bank.
 - b. Candidates should have the following educational qualifications:
MBA with minimum 3.00 CGPA with 2nd Class in other examination; Or Master Degree in any discipline with minimum 2(two) First Division and 2(two) Second Division and no Third Division from any recognized Govt., Private University.
3. Computer Literacy:
All new recruits should have minimum Computer knowledge of the followings:
Operating System : Windows, inux **Spreadsheet :** Microsoft Excel/SPSS, **Word Processor:** Microsoft Word Email: Microsoft Outlook.

Mode of Recruitment:

Every candidate must have to go through the usual process of recruitment and seat for different Exams step by step.

1. Written Exam: It includes general Math's, English, Analytical, Banking knowledge and General Knowledge.
2. Viva/ Interview: This would be a face to face interview session conducted by the senior and experienced officers and managers of the bank.

3. Medical Test: If the candidate pass from the first two levels then he/ she needs to go for a medical test from the recommended medical institute by the Bank.

Selection Process:

Selection is the known as another basic process in which the potential and the eligible candidates are been chosen step by step. It is much more than just deciding on the perfect individual.

To place the right person into the right place is known as employee selection.

However, there is difference between Selection and Recruitment Process though both are the main categories of employment process.

Importance of Selection:

The three main categories for the importance of selection are given below:

1. Performance
2. Cost
3. Legal Obligations

Performance:

It is one of the major criteria of any organization to succeed. Hence, SEBL mainly focuses on the performance criteria in order to achieve the effective way of success. An individual with the required skill will do better for the Bank, especially in its performance criteria.

Cost:

In order to ignore any nonessential wastage of resources and finances, cost-benefit ratio has to be considered while selecting any potential candidate.

Legal Obligations:

There must be an equal employment law needs non-discriminatory selection procedures for selected groups.

Selection Process:

1. Application Form
2. Employment Test
3. Comprehensive Interview
4. Technical Interview
5. Background Investigation
6. Medical/ Physical Test
7. Final Employment decision

Application form:

The candidates are required to fill up the application form. The application for is consist of many data related to the candidate. For example: Academic qualification, age, previous experience and etc.

Employment Test:

- *Written test:* It is the major test that is recommended for the opening position of the required job.

Personality Test: The main aim of this test is to bring out or understand the characteristics of an individual which are non- intellectual in their nature.

Comprehensive Interviews: The main focus of this interview is to determine whether the candidate is the perfect fit for the opening position or the required job.

Technical Interview: This particular interview actually determines how creative the candidate is through some analytical or numerical questions for the required job.

Background Investigation: This is mainly to check whether the candidate is a valid citizenship of the country. This is to ensure for the criminal verification as well that if the candidate has any issues related to criminal or illegal activities.

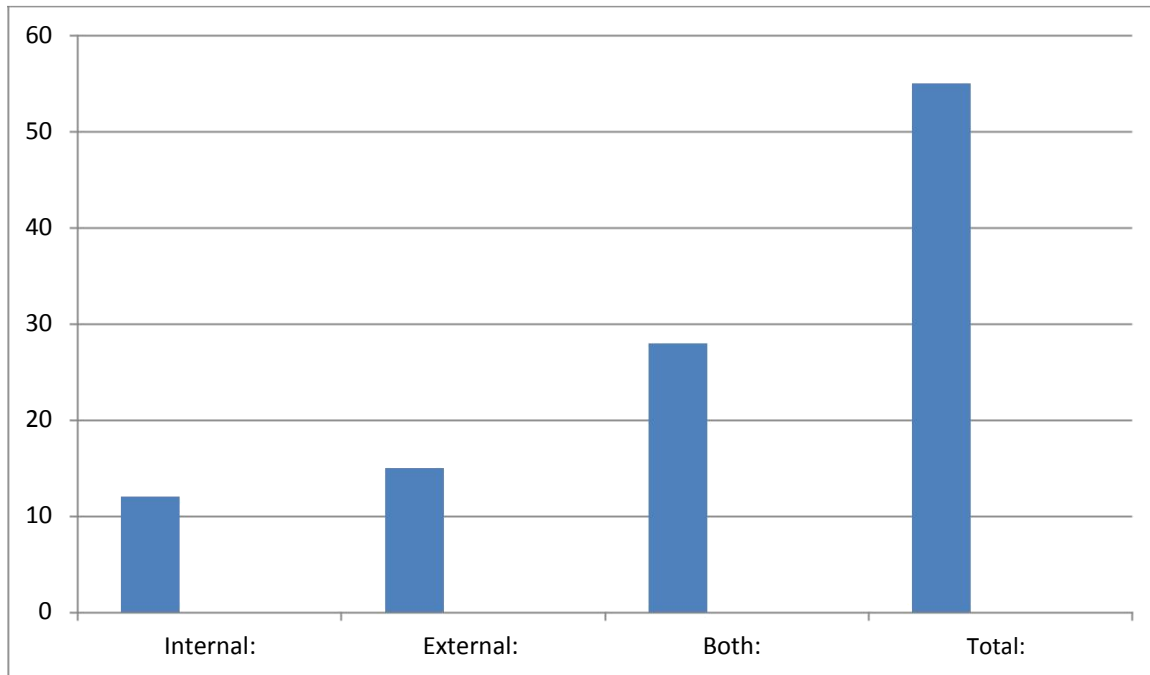
Medical or Physical Test: The candidate must go for a required medical test in order to be physically and mentally fit for the opening position of the job.

Final Employment Decision: This is mainly based on the decision made through the overall tests that have been taken step by step in order to fulfill the requirements for the eligibility of the opening position.

Data Analysis:

Analysis about the recruitment source:

Details:	No. of Respondents:
Internal	12
External	15
Both	28
Total	55

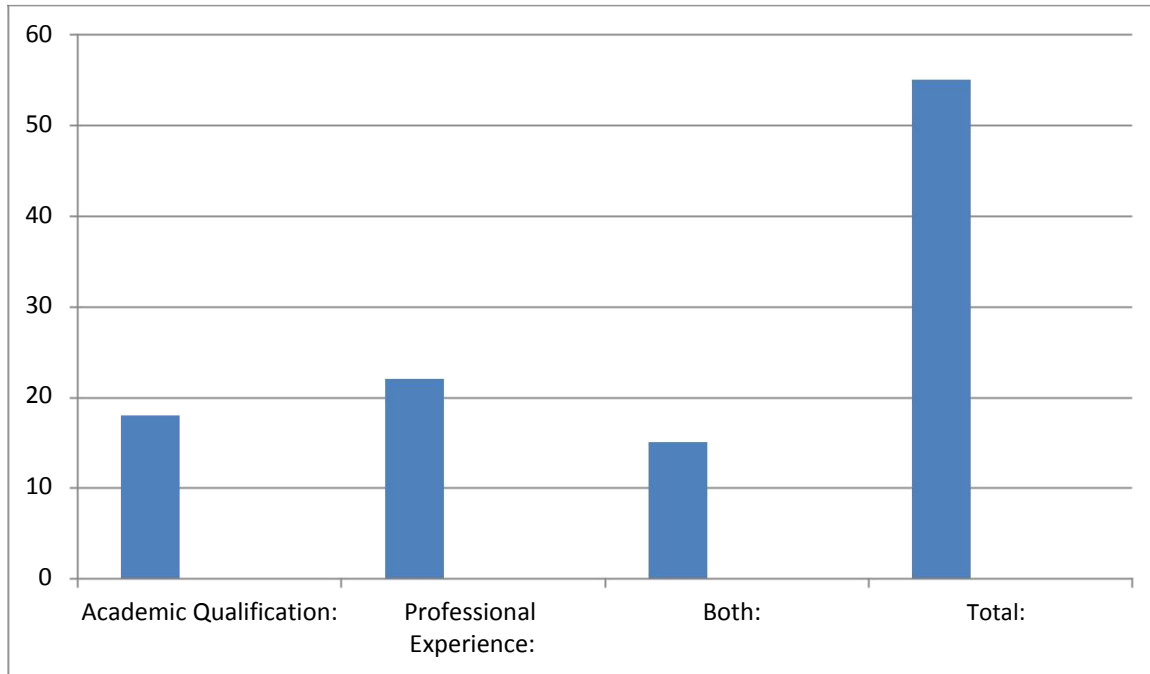


Interpretation:

According to the above chart, it has been found out that, 15 of the total respondents agreed that Southeast Bank Limited follows external recruitment sources and 12 of them voted for internal recruitment sources. However, the remaining 28 out of 55 have agreed to the point which says that SEBL follows both the recruitment sources.

Analysis about the attributes:

Details	No. of Respondents
Academic Qualification:	18
Professional Experience:	22
Both:	15
Total:	55

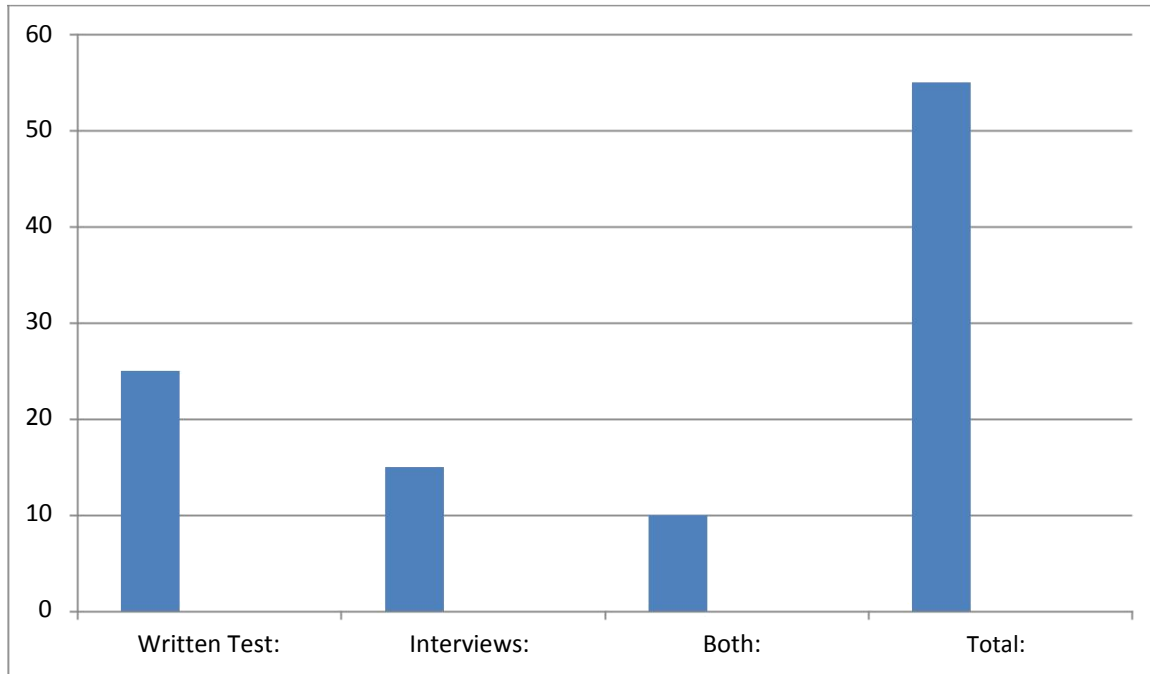


Interpretation:

According to the above graph and table, it has been clearly observed that Southeast Bank Limited mostly prefers the professional experience with the highest number of respondents of about 22. 18 people have accepted that written test is important as well however, 15 of them thinks both are equally essential attributes taken into preference for recruitment and selection process.

Analysis about the main sources of selection:

Details:	No. of respondents:
Written test:	25
Interviews:	15
Both:	10
Total:	55



Interpretation: According to the above chart it has been observed that the main sources of selection in Southeast Bank Limited is written test with the highest no. of respondent of about 25 people. 15 of them prefers Interview as the main source however, 10 of the 55 people thinks that both are vital categories as the main sources of selection in Southeast Bank Limited.

Analysis about the level of satisfaction of SEBL employees regarding the current recruitment process:

Details:	No. of respondents:
Highly Satisfied:	17
Satisfied:	33
Dissatisfied:	3
Highly Dissatisfied:	2
Total:	55



Interpretation: According to the above line chart, we can basically find out that 33 of total respondents are satisfied with the current recruitment process of SEBL. In fact, 17 of them are highly satisfied with it. On the other hand, 3 of them are dissatisfied and 2 of the total respondents are highly dissatisfied with the current recruitment process of Southeast Bank Limited.

Findings:

For recruitment process southeast bank gives importance on internal and external sources. Whenever there is a position opening for new entry, South east bank deliver the information about the job to all the employees with an official declaration. All the requirements and job description have been mentioned by the authority clearly so that interested candidates can apply. On the other side, the bank recruits through the references of other departments. Internally the manager chooses the best candidates among the existing employees who can be most fit for the job. During recruitment procedures authorities emphasize on employees skills, educational

Background, experiences and other activities. Besides, externally the organization puts advertisement for vacancy in different job hunting sites , as well as employees are taken from personal contact or by employees leasing. In terms of selection process SRBL follows very structured and standard steps. The selection processes us strictly followed by the selection board because of the strict pre-set rules determined by the organization. For selecting CV the organization follows some selective criteria. After screening CV at the first stage interview is held and on basis of interview selected candidates sit for the written test. Candidates who score good and meet the score asked by the organization are called in the next stage for a final interview. After recruiting candidates are assigned for the post according to the job description. SEBL also practice the system of promoting current employees on basis of performance to fill the vacant position. However, mostly the recruitment is done from outside. Interns of the bank are recruited for permanent employee based on their performance throughout the period. Employee leasing is hardly implemented in this case.

SEBL maintains their own way to keep good relation with the employees. They ways are quite absolute according to my opinion.

Recommendation

Recommendation - strategic planning: In order to find out the human resource need of an organization effective and efficient employment planning design is quite important. Customized designed software can be introduced to SEBL in order to keep the employees update; to measure the quality of current employees, to forecast the future requirements go qualified employees.

- Checking policy: During the selection process, while interviewing and written exam the authority can check the candidate whether he/she is the same person of the picture provided in the application.
- Vacancy fill up: instead of filling the vacant position with the outside candidates, company can fill it up with the employees within the organization by determining performance.

- Importance of internal search: SEBL always emphasize on external search during recruitment. Therefore, they can develop their own employees with more training so that they can directly go for internal search. For the internal announcement and passing information SEBL can introduce a internal communication network which will give more opportunities to the existing candidates. They can make a dashboard in the communication site where all the new opportunities will be placed and employees could directly apply for the new scope.
- Background Check: HR department should start a system of background check of the new potential employees. All the information should be verified by investigating at the previous work place. A strict check should be done to ensure that the candidate does not have any criminal records, checking credit references and other verifications are must to be done by SEBL
- Job Fair: Besides internal recruitment, SEBL should participate in different job fairs for direct recruitment. They can participate in career fairs which will give them more exposure as well to get clients. SEBL can introduce a new program for the fresher where they can do direct recruitment from different universities interested to build career in finance and banking background.

Conclusion

After developing the strategic plans and designing the proper career and employment growth of the employees, it is must to get the right person in the organization for the flourish further. Taking the right people and the right decision is important as it directs to the growth of the organization, concerned with the future aim and also to get the expected outcome as well as to meet the KPI. To acquire all of these the organization needs a proper and well-designed human resource planning. Recruiting the right person has always been the most important element for the success of an organization. A step by step process has to follow by the human resource department during recruitment and also for the existing employees a system has to be introduced by the HR department where they can upgrade the position by giving test required for the opportunity. That is how the organization can face the success in long term. For the growth in this industry SEBL has to look for best fit and best resources. The best fit for the declared position can lead the bank for future growth by utilizing the human resource properly. All the procedures should be followed strictly to obtain the goal and KPI of every department. Although SEBL is doing great since last few year and came one step forward in banking industry in terms of growth. Still it has to give importance for recruiting best people for different position. On the other side emphasizing on existing employees to upgrade their position by preset test can lead the bank to work more efficiently. And the sooner is better.

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