Thesis Report

On

Recruitment, Selection and Training Practice of Social Islami Bank Limited

Course Code: BA 5000

Submitted To

Md. Rasel Hawlader

Assistant Professor & Coordinator

Department of Business Administration

Sonargaon University (SU)

Submitted By

Md. Sumon Ahmed

ID: EMBA2302029002

Department of Business Administration

Sonargaon University



Sonargaon University

Date of Submission: 13 September, 2024

Letter of Transmittal

13 September, 2024

Md. Rasel Hawlader

Assistant Professor & Coordinator

Department of Business Administration

Sonargaon University (SU)

Subject: Submission of Internship Report on "Recruitment, Selection and Training Practice of SIBL

Dear Sir,

I am here by submitting my Internship Report, which is a part of the BBA Program curriculum. It is a great achievement to work under your active supervision. This report is based on over all Recruitment, Selection and Training practice of SIBL. I have got the opportunity to work in Social Islami Bank Limited, Karan Bazar Branch for two months, under the supervision of Tareq Rashidi (First Assistant Vice President & Operation Manager of SIBL, Kawran Bazar Branch) and Mr. Aminul Islam (Probationary officer of Social Bank Limited, Kawran Bazar Branch).

This project gave me both academic and practical exposure of financial activities of some businesses. This Internship helped me to get firsthand knowledge about banking.

I therefore, hope that the report will provide necessary information about Recruitment, Selection and Training Practice of SIBL. I will be available at any time convenient for further clarification on the report.

Yours Sincerely,

- - - - - - - - - - - - - - - -

Md. Sumon Ahmed

ID: EMBA2302029002

Department of Business Administration

Sonargaon University

Declaration of the Student

I Would like to declare that the work presented in this report titled as **"**Recruitment, Selection and Training Practice of SIBL**"** is an original work done by me after completing two months of internship in Social Islami Bank Limited at **Kawran Bazar Branch** under the intensive supervision and guidelines of Tareq Rashidi (First Assistant Vice President & Operation Manager of SIBL, Kawran Bazar Branch) and Mr. Aminul Islam (Probationary officer of Social Bank Limited, Kawran Bazar Branch) and Md. Rasel Hawlader, Assistant Professor & Coordinator, Department of Business Administration, Sonargaon University (SU).

Md. Sumon Ahmed
ID: EMBA2302029002
Department of Business Administration
Sonargaon University

Letter of Authorization

This is to certify that the Internship Report titled as **"**Recruitment, Selection and Training Practice of SIBL**"** has been prepared by Md. Sumon Ahmed, ID: EMBA2302029002 under my supervision for the purpose of the completion of MBA program. This thesis or the information will not be used for any other purpose.

He has done his job according to my supervision and guidance. He has tried his best, to do this successfully; I think this program will help him in the future to build up his finer career. I wish his success and prosperity.

……..

Md. Rasel Hawlader
Assistant Professor & Coordinator
Department of Business Administration
Sonargaon University (SU)

Acknowledgement

At the beginning I would like to express my deepest gratitude to the Almighty Allah for giving me the strength & the composure to complete the internship report. I feel satisfied and glad that I have completed this study within specific duration. This internship report might never have been completed without the necessary practical knowledge, assistance of many books, articles, websites, and primary data. Thanks to all those persons who have assisted me, providing me co-operation, books and articles.

I would like to express my special gratitude to my supervisor Md. Rasel Hawlader, Assistant Professor & Coordinator, Department of Business Administration, Sonargaon University (SU). for his motivating inspiration, kind direction, valuable suggestions & advices during my internship period and to prepare this report.

I have prepared this report as an integral part of BBA program under Department of Management, University of Dhaka. I am highly indebted to the person's for their kind advice, suggestions, direction and cooperation that have enabled me to prepare this report.

I also like to thank to Tareq Rashidi (First Assistant Vice President & Operation Manager of SIBL, Kawran Bazar Branch) and Mr. Aminul Islam (Probationary officer of Social Bank Limited, Kawran Bazar Branch) In charge who help me to provide information about SIBL, and all the employee of Social Islami Bank Limited of Kawran Bazar Branch. They helped me by supplying various data, guideline and direction.

In fine, I would like to thank all the persons who have directly or indirectly contributed in preparing this report.

Executive Summary

SIBL is anything but an uncommon case of the dynamic universe of business where they stay with a mission of "Significance in Banking". One of the central money related banks of the country center to exhibit the impressiveness by impelled and particularly arranged workforce with a broad calling.

The report concentrated generally on the Human Resource Division. As private business bank work weight is high in SIBL, so they require astoundingly capable people who are amazingly given to their work, for the most part, the whole task will mess up. This is an unimaginable test for any relationship to find such skilled people.

To understand the upcoming enthusiasm of HR in SIBL, the Human Resources Division gives the different branches and divisions of the head office a general structure toward the beginning of the year. From the information amassed from these structures, the HR division gets an assessment of the work essentials for the year. The HR division at that point sets out to enroll and select the vital number of capable and viable people in the bank. SIBL sharpens both the enrollment and decision technique, anyway as it is a tremendous affiliation, the system contrasts for different work positions.

A banking association must be sharp in perceiving the human resource and train and develop them to do what needs to be done the banking assignment genuinely. Training and Development of the worker are basic for a bank to run effectively. This development can enormously influence the economy of the country. Along these lines, a bank like Social Islami Bank Ltd should have a suitable training and development office to redesign the learning and productivity of the representatives. An authentic Human Resource Division with adequate training and development office can make Social Islami Bank Limited more capable and make it the best bank in Bangladesh.

Table of Contents

Contents	Page no
Chapter 1: Introduction	1
1.1 Background of the report	1
1.2 Origin of the report	2
1.3 Scopeof the Report	2
1.4 Rationale of the Study	2
1.5 Objectives of the Study	2
1.6 Methodology	3-4
1.7 Limitations of the Study	4
Chapter 2: Conceptual Framework	5-15
2.1 Definition of Bank	5
2.2 Objectives of Bank	5
2.3 Brief History of Bank	5-8
2.4 Features of Bank	8
2.5 Special Services of Bank	9-10
2.6 Different Types of Banks	10-12
2.7 List of Different Banks	12-15
Chapter 3: Overview of SIBL	16-28
3.1 Historical Background	17-18
3.2 Journey with new logo	18-19
3.3 Mission, Vision and Objectives	19-20
3.4 Functions of SIBL	20
3.5 Values of SIBL	20-21

3.6 Nature of Business	21-22
3.7Business Activities of SIBL	22-28
Chapter 4 : Recruitment and Selection Process of Social Islami Bank Ltd.	29-40
4.1 Recruitment Process	29-33
4. 2 Recruitment followed by SIBL	33-34
4.3 Selection Process of SIBL	34-40
Chapter 5: Training Process of Social Islami Bank Ltd.	41-49
5.1 Training Process of SIBL	42-43
5.2 Process of Training	44
5.2 Steps of Training	45-46
5.3 Methods of Training	46-49
Chapter 6: Findings and Analysis	50-57
6.1 Key Findings	51
SWOT Analysis of SIBL SWOT Analysis on HRM of SIBL	52-53 53-55
6.2 Conclusion	56
6.3 Recommendations	57
References	58
Appendix	59-60

Chapter 1

Introduction

1.1 Background of the study

Any academic course of the study has a great value when it has practical application in the real life. Only a lot of theoretical knowledge will be little important unless it is applicable in the practical life. So we need proper application of our knowledge to get some benefit from our theoretical knowledge. To make it more fruitful when we engage ourselves in such field to make proper use of our theoretical knowledge in our practical life, only when we come to know about the benefit of the theoretical knowledge, Such an application is made possible through internship.

When theoretical knowledge is obtained from a course of study it is only the halfway of the subject matter. Internship implies the full application of the methods and procedures through rich required knowledge of subject matter can be fruitfully applied in our daily life. Such a procedure of practical application is known as internship. The internship report is titled **"Recruitment, Selection and Training practice of SIBL".** As a student of MBA this study will be more significant in my practical life. I have worked at Kawran Bazar Branch of Social Bank Islami Limited to complete the internship report as an academic requirement.

1.2 Origin of the report

As a component of the Bachelor of Business Administration (MBA) prerequisite, it is a 8 weeks in length internship program that teaches a student a proper practical knowledge by working in an organization. I took the internship with Social Islami Bank Limited. I am pleased to got an chance as an intern in SIBL and this experience will unquestionably assist me a lot in my future. The internship program and the investigation have following purposes:

- To experience the real business world.
- To compare the real scenario with the lessons learned from Sonargaon University
- To fulfill the requirement of MBA Program.

1.3 Scope of the Study

The scope of my internship is so greater as I was taken to work various sections of the bank in Kawran Bazar Branch. There, I observed and learnt a lot from the HR especially Recruitment and training activities and various daily functions performed in this bank.

1.4 Rationale of the Study

For Any business Background student only theoretical knowledge is not enough to face the real world operations. So it is an important opportunity for the student to know about the field of financial market operations of the business world. Internship program is the perfect way of gathering theoretical and practical knowledge. On the basis of experiences that I have gathered from my internship on SIBL, I have prepared the report and I have tried my level best to relate it with the practical situation.

1.5 Objectives of the Report:

General Objective:

The Primary objective of the internship report is to conclude my MBA program and to acquire real life experience of banking activities in Bangladesh.

Specific Objectives

There are also some others important objectives. These objectives are as follows:

- To Gather practical knowledge about the functions of HRM departments of the bank.
- To analyse employee recruitment and Selection process of Social Islami Bank Limited.
- To Evaluate Training process and programs of Social Islami Bank Limited.
- To Find out the Specific problems related to Recruitment, Selection and Training process
- To Provide Some Recommendations for overcoming the problems

1.6 Methodology

1.6.1 Population

The Population of this study is the customers of Social Islami Bank Limited. The Population consists of different types of customers including service holders, house wives, students, businessmen etc.

1.6.2 Sample Area

As I was placed as an internee at SIBL, Kawran Bazar Branch, I had an opportunity to interact with the customers of that branch. I have Selected SIBL, Kawran Bazar Branch as the sample area of the study titled "Recruitment, Selection and Training Practice of SIBL"

1.6.3 Sample Size

There are many customers of Social Islami Bank Limited, Kawran Bazar Branch and collecting data from all the customers was impossible for me. So, I have selected 55 people from the mentioned branch and conducted the study. I have asked them some questions and take their viewpoint towards the organizations. The sample consists of both internal and external customers.

1.6.4 Sources of Data

There are a lot of source from where I had collected data. Mainly, these all sources can be divided into 2 parts:

- Primary Source.
- Secondary Source.

The "Primary Sources" are as follows:

Information, gathered directly from the respondents, is called primary information. For this Purpose I have selected 55 people randomly. And I have asked them some questions related to my Study. Also I have conducted Formal and Informal discussion with the customers.

The "Secondary Sources" of data and information are:

The secondary data sources are annual reports, manuals, and brochures of SIBL and different publications of Bank. The Secondary Sources are:

1. Annual Report of Social Islami Bank Ltd.
2. Internet.
3. Websites
4. Journals

1.7 Limitations

Clearly, every Study has some limitations. The report I have made is of awesome significance and required me colossal work. Those restricting variables that hampered my smooth workings in the bank lastly in setting up this report are as per the following:

- Lack of adequate books, papers, and diaries and so on. Most of the time, progressive data may not be accessible.
- Large-scale examination isn't conceivable because of imperatives and limitations posted by the bank
- Duration of the investigation was too short to have a sound comprehension of the general banking.
- This investigation totally relied upon official records and yearly reports

Chapter 2

Conceptual Framework

2.1 Definition of Bank:

Different Authors and Economists have given some structural and functional definitions on Bank different angles:

"Bank is a financial intermediary institution which deals in loans and advances"--- Cairn Cross.

"Bank is such a financial institution which collects money in current, savings or fixed deposit account; collects cheques as deposits and pays money from the depositors‟ account through cheques."-Sir John Pagette.

Indian Company Law 1936 defines Bank as " a banking company which receives deposits through current account or any other forms and allows withdrawal through cheques or promissory notes."

2.2 Objectives of Bank:

1. To establish as an institution for maximizing profits and to conduct overall economic activities.

2. To collect savings or idle money from the public at a lower rate of interests and lend these public money at a higher

rate of interests.

3. To create propensity of savings amongst the people.

4. To motivate people for investing money with a view to bringing solvency in them .

5. To create money against money as an alternative for enhancing supply of money.

6. To build up capital through savings.

2.3 Brief History of Banking system of Bangladesh and Indo-Pak Subcontinent:

For the growth and development of modern banking, Indo-Pak Subcontinent has a positive role. With the gradual evolution of ages banking activities have got momentum

(a) The Ancient Era: Many Economists and Experts have expressed their opinion that banking business have been going on since ancient era. Many evidences are found with the archaeological symbols of Harappa and Mohenjo-Daro. From different religious scriptures we find a lot of information regarding modern banking activities.

(b) The Mughal Era: The banking system has been extensively developed during the Moghal Era. During that time government treasury was formed. The Govt. introduced gold and silver coins of different denominations named Ashrafi. Thus banking system has been developed. During that period „Seth Family" was world famous. They used to conduct business through agency house. Among the local bankers marwari, multani, kabuliwala, sharaf,chetti etc. worth mention. In the seventeenth century, English Tradesmen were involved with them. In 1700 The Hindustan Bank was established as a joint venture bank.

(c) The British Era: The expansion program of the modern bank started when the English took power of India. In 1784 the Bengal Bankin troduced paper currency notes and gold coins of different denominations. Later, in 1787 General Bank of India, in1806 Bank of Bengal, in 1840 Bank of Bombay and in 1843 Bank of Madras were established. With merging of three banks, the Imperial Bank of India was established in 1920 and in 1935 the Reserve Bank of India came into being.

(d) The Pakistan Era: In 1947 during the separation of India, 639 branches of different banks were the parts of Pakistan. Besides, Head Offices of Habib Bank Limited and Muslim Commercial Bank Limited were transferred to Karachi. In 1948 the State Bank of Pakistan was established.

(e) The Bangladesh Era: Bangladesh came into being in 1971. Since then a branch of state bank of Pakistan stationed at Dhaka was declared Central Bank of Bangladesh named as Bangladesh Bank under Special Act. Excepting other banks, Head Offices of two banks e.g. Eastern Mercantile Bank Limited (1959) and Eastern Banking Corporation Limited (1965) were at

Dhaka which were renamed as Pubali Bank Limited and Uttara Bank Limited respectively. In this country of 14 cores people about 57 banks (Govt. bank 4; Local private 30; Foreign 12; specialized 7 and others 4) with about 5500 branches and about 1,10,000 officers / staff; are functioning for socio-economic development.

With two banks as above many branches of more than 10 banks were located in Bangladesh. When the Non-Bengali owners had left the country the disastrous condition of banks in Bangladesh knew no bounds. The fact remains that most of the bankers and staffs were non-Bengalis. Consequently, the management and control of all such banks were reposed on Bangladesh Government. In 1972 Government, pursuant to Presidents‟ Order 26, had nationalized all banks. The banking system of Bangladesh came to a standstill. After nationalization the banks were renamed asunder:

Sl.	Former Name	Present Name
1	The National Bank of Pakistan The Bank of Bhowalpur Limited, The Premier Bank Limited	Sonali Bank (Sonali Bank Limited)
2	The United Bank Limited The Union Bank Limited	Janata Bank (Janata Bank Limited)
3	The Habib Bank Limited Commerce Bank Limited	Agrani Bank (Agrani Bank Limited)
4	The Muslim Commercial Bank Limited The Standard Bank Limited The Australasia Bank Limited	Rupali Bank (Rupali Bank Limited)

5	The Eastern Mercantile Bank Limited	Pubali Bank Limited
6	The Eastern Banking Corporation Limited	Uttara Bank Limited

The Bank Company Act 1991 has been revised and the banks are functioning as per guidelines contained therein.

2.4 Features of a Bank:

1. Dealing in Money: Bank is a financial institution which deals with other people's money i.e. money given by depositors.

2. Individual / Firm / Company: A bank may be a person, firm or a company. A banking company means a company which is in the business of banking.

3. Acceptance of Deposit: A bank accepts money from the people in the form of deposits which are usually repayable on demand or after the expiry of a fixed period. It gives safety to the deposits of its customers. It also acts as a custodian of funds of its customers.

4. Giving Advances: A bank lends out money in the form of loans to those who require it for different purposes.

5. Payment and Withdrawal: A bank provides easy payment and withdrawal facility to its customers in the form of cheques and drafts; it also brings bank money in circulation. This money is in the form of cheques, drafts, etc.

6. Agency and Utility Services: A bank provides various banking facilities to its customers. They include general utility services and agency services.

7. Profit and Service Orientation: A bank is a profit seeking institution having service oriented approach.

8. Ever increasing Functions: Banking is an evolutionary concept. There is continuous expansion and diversification as regards the functions, services and activities of a bank.

9. Connecting Link: A bank acts as a connecting link between borrowers and lenders of money. Banks collect money from those who have surplus money and give the same to those who are in need of money.

10. Banking Business: A bank's main activity should be to do business of banking which should not be subsidiary to any other business..

2.5 Special Services of Bank

Some Banks render special services to the customers attracting other banks.

Internet Banking: Customers need an Internet access service. As an Internet Banking customer, he will be given a specific user ID and a confident password. The customer can then view his account balances online. It is the industry-standard method used to protect communications over the Internet. To ensure that customers‟ personal data cannot be accessed by anyone but them, all reporting information has been secured using Version and Secure Sockets Layer (SSL).

Home Banking: Home banking frees customers of visiting branches and most transactions will be automated to enable them to check their account activities transfer fund and to open L/C sitting in their own desk with the help of a PC and a telephone.

Electronic Banking Services for Windows (EBSW): Electronic Banking Service for Windows (EBSW) provides a full range of reporting capabilities, and a comprehensive range of transaction initiation options. The customers will be able to process all payments as well as initiate L/Cs and amendments, through EBSW. They will be able to view the balances of all accounts, whether with Standard Chartered or with any other banks using SWIFT. Additionally, transactions may be approved by remote authorization even if the approver is out of station.

Automated Teller Machine (ATM): Automated Teller Machine (ATM), a new concept in modern banking, has already been introduced to facilitate subscribers 24 hour cash access through a plastic card. The network of ATM installations will be adequately extended to enable customers to non-branch banking beyond banking.

Tele Banking: Tele Banking allows customers to get access into their respective banking information 24 hours a day. Subscribers can update themselves by making a phone call. They

can transfer any amount of deposit to other accounts irrespective of location either from home or office.

SWIFT: Swift is a bank owned non-profit co-operative based in Belgium servicing the financial community worldwide. It ensures secure messaging having a global reach of 6,495 Banks and Financial Institutions in 178 countries, 24 hours a day. SWIFT global network carries an average 4 million message daily and estimated average value of payment messages is USD 2 trillion. Swift is a highly secured messaging network enables Banks to send and receive Fund Transfer, L/C related and other free format messages to and from any banks active in the network. Having SWIFT facility, Bank will be able to serve its customers more profitable by providing L/C, Payment and other messages efficiently and with utmost security. Especially it will be of great help for our clients dealing with Imports, Exports and Remittances etc.

2.6 DIFFERENT TYPES OF BANKS

1. **Commercial Banks**

Commercial banks are the banks that accept money in the form of deposits from the public and give loans and advances to its customers by charging interest. They mobilize small savings and promote the growth of trade and commerce. Generally, commercial banks lend money for a short period only. They only provide working capital to the organizations. But in recent times commercial banks are providing long-term capital also to the organizations.

2. **Co-operative Banks**

Co-operative Banks are the banks that usually provide short term, medium term, long term credit to agricultural purposes. Co-operative Banks also provides loans to small-scale artisans. Co-operative Banks usually provide credit facilities to farmers, small-scale industries, etc at a cheaper rate of interest. Co-operative Banks are mainly situated in rural areas and can also be seen in urban areas.

3. Central Bank

Every country has its own Central Bank. The Central bank aims at non-profit functioning. It regulates the monetary and credit system of the country. Central Bank acts as controller, supervisor, and regulator of the activities of commercial banks and other financial institutions in the country. The Central bank is considered as the apex institution of the country‟s money market.

4. Industrial Banks

Industrial banks are also called as Investment Banks. Industrial banks provide long-term loans to the industries. Industries require long-term capital for buying machinery, construction of buildings, expansion of operations, etc. These capital required by industries is provided by industrial banks for industrialists to grow their businesses. Industrial banks accept long-term deposits from the public. They secure capital by issuing shares and debentures.

5. Agricultural Banks

Agricultural Banks are the banks which provide agricultural credit to the farmers. The Agricultural Development Banks provide medium term and long term credit. Some examples of Agricultural Banks in India are Agricultural Finance Corporation, Agricultural Refinance and Development Corporation, National Bank for Agricultural and Rural Development (NABARD).Agricultural Banks are established by the government to promote agricultural credit in the country.

6. Savings Bank

Savings Banks mainly concentrates on the mobilization of savings of the people. In India Post offices run by Postal department act as savings banks. Since Commercial banks are providing these facilities of savings banks to the public, the need for separate savings bank is fading.

7. Foreign Exchange Banks

Foreign Exchange Banks are the banks which provide finance for foreign trade. Banks accept deposits from the public. Foreign Exchange Banks are specialized banks in providing credit for the foreign trade. These banks usually have their branches in foreign countries for uninterrupted functioning of their services. But in recent times commercial banks are also financing foreign trade.

8. Exchange Banks

Exchange Banks are the banks which operate by financing the imports and exports of the country. These banks are mainly concerned with providing foreign exchange to their customers and help to promote international trade. They also offer to discount of foreign bills of exchange to their customers.

9. Private Bankers

Private Bankers are the individuals who do banking business individually or as a partnership. It is purely an unorganized sector. .Most of the private bankers do not receive or accept any deposits from the public; they do banking business with their own capital. They lend money to the people for high-interest rates.

Besides above stated functions, commercial bank acts as a representative of the customers.

1. Collection and payment: Commercial Bank is engaged in collection and payment of cheque, bill of exchange, promissory notes, pension, dividends, subscription, insurance premium, interest etc. on behalf of the clients.

2. Purchase and sale of shares and securities: Commercial Bank is entrusted with the responsibility of purchase and sale of shares and securities on behalf of the customers.

3. Maintenance of secrecy: Maintenance of secrecy is one of the most important functions of commercial bank.

4. Act as a trustee: Commercial Bank acts as a trustee on behalf of the customer.

5. Economic Development and Welfare activities: Commercial Bank contributes much for the welfare and economic development of the country.

2.7 List of Different banks operating in Bangladesh:

Nationalized Commercial Bank:

- Sonali bank
- Janata Bank.
- Agrani bank.
- Rupali bank.

Government development financial Institution (Specialized)

- Bangladesh Krishi Bank.
- Rajshahi Krishi Development Bank.
- Bangladesh Shilpo Rin Shaghastha.
- Basic bank Limited.

Private Commercial Bank:

- Pubali bank.
- Uttara Bank.
- Arab Bangladesh Bank.
- National Bank.
- The City bank Limited.
- Islami Bank Limited.

- IFIC bank Ltd.
- United Commercial Bank Ltd.
- Oriental bank Ltd.
- Estern Bank Ltd.
- NCC Bank Ltd.
- Prime Bank Ltd.
- Southeast Bank Ltd.
- Dhaka Bank.
- Social Investment Bank.
- Datch Bangla bank.
- Merchantile Bank.
- Standard Bank.
- One Bank.
- EXIM Bank.
- Bangladesh Commerce Bank.
- Mitual Bank Ltd.
- Fast Security Bank.
- Bank Asia.
- The Trust Bank Ltd.
- Shahjalal Bank Ltd.
- Jamuna Bank.

- Brac Bank Ltd.
- Prime Bank Ltd.
- Premier Bank Ltd.

Foreign Commercial Bank:

- American Express bank.
- Standard Chartered Bank.
- Habib Bank.
- State bank.
- Commercial bank of Celon limited.
- National Bank of Pakistal.
- Wory Bank.
- HSBC.
- City Bank NI.
- Samil Bank of Bahrain.

Bank is the lifeblood of an economy. The economic development of a country largely depends on the proper functioning of the banking Sector. In Bangladesh Banking Sector Plays a key role to the socio-economic development. At present there are 58 listed Banks in our country. The number of banks in our country is increasing day by day. And the increasing number of banks are creating employment opportunity for the unemployed youth of our country. Nowadays NPL has become a burning question in our country. The Government should take proper steps against those persons. And the banks should perform their Corporate Social Responsibility.

Chapter 03

An overview of Social Islami Bank Limited

3.1 Historical Background:

The SOCIAL ISLAMI BANK LTD (SIBL), a second-generation commercial bank, operating since 22nd November, 1995 based on Shariah' Principles, has now 155 branches all over the country with two subsidiary companies - SIBL Securities Ltd. & SIBL Investment Ltd. Targeting poverty, SOCIAL ISLAMI BANK LTD, is indeed a concept of 21st century participatory three sector banking model in one. In the formal sector, it works as an Islamic participatory commercial bank with human face approach to credit and banking on the profit and loss sharing. It has a Non-formal banking sector too with informal finance and investment package that empowers and humanizes real poor family and create local income opportunities and discourages internal migration. The bank has another sector to monetize the voluntary sector and management of Waqf, Mosque properties and has introduced cash Waqf system for the first time in the history of banking. In the formal corporate sector, this Bank, among others, offers the most up-to-date banking services through opening of various types of deposit and investment accounts, financing trade, providing letters of guarantee, opening letters of credit, collection of bills, leasing of equipment and consumers' durable, hire purchase and instalment sale for capital goods, investment in low-cost housing and management of real estates, participatory investment in various industrial, agricultural, transport, educational and health projects and so on.

The Bank has taken a renewed drive aiming at consolidating its business in more focused areas covering SME and Agro-finance with emphasis on searching for alternative delivery channel under which SMS banking and mobile based remittance payment systems and by gradually introducing the same to disseminate the SIBL services to the doorsteps of the customers. The Bank has already introduced Internet Banking and launched some new products to strengthen its business. The products are Sonali Din, Sommridhir Sopan, Sonchoy Protidin, Swopner Shiri, Shukher Thikana, Sabuj Chhaya, Sabuj Shayanho, Subarnolata, Subornarekha, Sanchita etc. and Zameel ATM Debit card. .

SIBL is a pioneer in introducing on-line banking among all the Islami Banks of the country with state-of-the-art banking software. The state-of-the-art banking software enables the Bank to provide any branch real time banking service to the clients. SIBL is supported by core banking

solutions and our products & services are strongly backed by IT infrastructure, which are upgraded & expanded on continuous basis.

.

Head Office **SOCIAL ISLAMI BANK LIMITED** **Corporate Office** City Center, Level: 19-22, 28 and 29 90/1, Motijheel Commercial Area Dhaka-1000 Bangladesh Phone : 09612001122 SWIFT : SOIVBDDH E-mail : info@sibl-bd.com URL: www.siblbd.com Webmail: webmail.sibl-bd.com		**Card Division:** Social Islami Bank Limited Head Office Card Division 15, Dilkusha C/A (5th floor) Dhaka - 1000 **Share Department** City Center (19th Floor) 90/1 Motijheel C/A Dhaka-1000 Phone: 9571852 PABX: 09612001122, ext-50431 Email: share@sibl-bd.com 24 hours Help desk number: +8801929988880 & +8801929988881 Fax Number: 88-02-7113481

3.2 Journey with New Logo:

SIBL has changed its brand logo through a colorful function at Cox‟s Bazar sea beach. Bank has passed a successful year 2017 through generating highest business growth in terms of profit amidst unfavorable market conditions and also set superior service delivery for its customers through implementation of real time on line state of-the-art banking technology. In its journey towards continuous excellence the bank has decided to change its logo, the new logo depicts

bird‟s wing, 9(nine) feathers, to represent its comfortable and safe flying in the economic sky by passing the territorial Boundary. The wings are colored in red in a green background. Red symbolizes the vigor and enthusiasm of youth and the green symbolizes love for the dear motherland, Bangladesh is a country of greenery. Moreover 9(nine) feathers represent- Honesty, Transparency, Efficiency, Accountability, Reliability, Innovation, Flexibility, Security, and technology flying towards continuous excellence. In SIBL journey towards Continuous Excellence it takes pride in their new Logo.

3.3 Mission of Social Islami Bank Ltd.:

• High quality financial services with the latest technology.

• Fast, accurate and satisfactory customer service.

• Balanced & sustainable growth strategy.

• Optimum return on shareholders‟ equity.

• Introducing innovative Islamic banking products.

• Attract and retain high quality human resource.

• Empowering real poor families and create local income opportunities.

• Providing support for social benefit organizations-by way of mobilizing funds and social services.

Vision of Social Islami Bank Ltd.:

In SIBL journey towards continuous excellence it is striving to become the Country‟s leading Islamic Bank offering one-step service of an wide range of value added products and services meeting the needs of its customers; conducting its business ethically in accordance with the laws of Shariah while optimizing best utilization of the most modern state-of-the-art technological solutions through creation of a pro-active organizational culture based on sound team spirit, fairness, mutual understanding and pragmatic leadership always remain open to new ideas and adaptable to the best practices in the market ensuring recognition and quality banking experience to its customers and deliver best value to all its stakeholders as well.

Objectives of Social Islami Bank Ltd.:

The objectives of SIBL can be described as follows: Objectives the key objectives are

• To humanize corporate finance in the formal sector through participatory market mechanism with collateral.

• To monetize voluntary sector through participatory financing mainly on joint ownership basis.

• To integrate these three sectors operational activities of the Bank to various will-conceived and well-planned "Social Assignment and Investment Schemes" or "Social Fund" for making them economically and ethically "transparent" and "revealed"

3.4 Functions of Social Islami Bank Ltd.:

The functions of SIBL are as follows:

• Mobilization of idle resources of the country by accepting Deposits from the general public.

• Granting Loans and Advances to the individual firms and companies for activating and developing trade, commerce and industries and other productive activities in the country.

• To give facilities to the client and shareholders in a systematic way.

• Give encouragement to the people for savings.

• To increase investment.

• To make easy transfer of foreign currency.

3.5 Values of Social Islami Bank Ltd.:

- **Honesty**

To be honest is ordained by the scripture – we stick to this value in all our service provision.

- **Transparency**

Remaining transparent in all acts is a virtue that's builds trust - we adhere to it.

- **Efficiency**

Efficiency implies perfection in any job done - we strive to render full satisfaction with it.

- **Accountability**

To be accountable is to be responsible and above any suspicion - we are dutifully there.

- **Religiousness**

SIBL enhances economic well-being with regard to the bliss of religious ethics.

- **Innovation**

Our minds and eyes are open to the evolution in quality of life to innovate further benefits for the service takers.

- **Flexibility**

Flexibility leads to better understanding and greater satisfaction - we pursue the quality.

- **Security**

Customers must feel secure with all our products and services - we keep on ensuring it.

- **Technology**

Modern life is technology dependent - we keep looking for the latest development to provide the best in ease to our clients.

3.6 Nature of Business:

The bank is carrying out commercial, corporate, investment and retail banking services as follows:

- ✓ Corporate Finance
- ✓ Correspondence Banking.
- ✓ Documentary Credits.
- ✓ Foreign Exchange.
- ✓ Guarantees.
- ✓ Syndicate Finance.
- ✓ Other Related Business.

Cards:

□ SIBL Credit Card

□ Visa Islamic Credit Card (Dual)

□ Visa Islamic Credit Card (Local)

□ SIBL Zameel Debit Card

E-Banking:

□ Mobile Banking

□ Internet Banking

□ SMS Banking

□ Electronic Fund Transfer

Other Services:

□ ATM Services

□ Locker Services

□ SWIFT

□ School Banking

□ Remittance

□ Student File

□ Offshore Banking

□ Capital Market Services through SIBL Subsidiaries

□ ADR (Alternate Delivery channel)

3.7 Banking activities of SIBL:

Social Islami Bank Limited provides different banking service to their customers. General Banking Department is considered as their direct customer service center. It is the starting point of all the banking operation. It opens new accounts, remits funds, honor cheque, takes deposits, issues bank draft and pay order etc. general Banking is also known as retail banking. Following are the major banking activities undertaken by SIBL:

Account opening:

There is a separate desk for handling Account Opening related activities. It is also treated as Front Desk to face different types of customers" need. As the main task under this section, SIBL officer opens different types of accounts on the request of clients.

The mostly opened accounts here are:- DPS, MTDR (Fixed A/C), Savings A/C and Current A/C .

Procedure for Opening of Accounts:

Before opening any account, the following core formalities must be completed by the customer:

At first talk with the a/c opening officer and then gathered the documents that will be required to open the a/c

Filling the Application form with required Information

Attach Photo of the A/c holder & the nominee verified by each other, in the application form

Introducing the A/c holder by an existing A/c holder of the bank

Taking signature of required parties in the required place of the application

Rechecking of the application & the documents by the officer and giving an A/c no.

Providing a deposit book to the client and issuing a check-Book if necessary

Closing of an Account:

For two reasons, one can be closed. One is by banker and other is by the customer.

By banker:

If any customer doesn‟t maintain any transaction within six years and the A/C balance becomes lower than the minimum balance, banker has the right to close an A/C.

By customer:

If the customer wants to close his A/C, he writes an application to the manager urging him to close his A/C.

Account statement:

Any company or individuals may want to know their balance. For that they have to provide their account no and staring and ending date of transaction they want to know. The procedure is they will write this information to the register khata and receive the computer printed statement by giving signature.

Bills and clearing activities:

Bills and Clearing Section

SIBL Local Office branch performs the bill clearing function through Local office. SIB Local office acts as the agent of all SIBL branches for the clearing house of the Bangladesh Bank. There are two types of cheque which are-

1. Inward clearing cheque
2. Outward clearing cheque.

Inward Cheques:

Inward cheques are those ones drawn the respective branch which have been presented on other banks and will be cleared / honored through the clearing house of Bangladesh Bank. For example the cheque drawn on SIBL Local Office Br, then the cheque is called in ward cheques of SIBL Local Office.

Outward Cheques:

Outward cheques are those ones drawn on other bank branches which are presented on the concerned branch for collection through clearing house of Bangladesh Bank. These cheques are called outward cheques. For example, the cheque drawn on Mercantile Bank LTD., Rasulpur Br

has been presented on SIBL Local Office Br. This cheque is called the outward cheque of SIBL Local Office. Hence it is said that the cheque which is the inward cheque of one bank is the outward cheque of another bank

Clearing:

The scheduled banks clear the cheques drawn upon one another through the clearinghouse. SIBL is a scheduled Bank. According to the Article 37 (2) of Bangladesh Bank Order, 1972, the banks which are the member of the clearinghouse are called as Scheduled Banks. This is an arrangement by the central bank where every day the representative of the member banks gathers to clear the cheques. The place where the banks meet and settle their dues is called the clearinghouse. The clearinghouse sits for two times a working day. The SIBL Local Office Br sends the instruments through Inter Branch Debit Advice (I.B.D.A). SIBL Local Office acts as an agent in this case. For this, Local Office branch gives the following entries, if the instrument is dishonored, the instrument is returned to the Local Office branch through I.B.D.A. along with the following entries,

Clearing& Bills Section:

Local offices branch of NCC Bank receives different types of instruments, such as cheque, PO, DD etc. from its customers for collection. It also pays on behalf of its customers for those instruments that come to it through clearinghouse. When instruments of NCC Bank are sent for collection or received for payment through clearing house it is called Inter Bank Clearance or IBC. These are treated in a little different manner than instruments of other Banks.

Receiving Cash:

Any people who want to deposit money will fill up the deposit slip and give the form along with the money to the cash officer over the counter. The cash officer counts the cash and compares with the figure written in the deposit slip. Then he put his signature on the slip along with the „cash received‟ seal and records in the cash receive register book against A/C number. At the end of the procedure, the cash officer passes the deposit slip to the counter section for posting purpose and delivers the duplicate slip to the clients.

Disbursing Cash:

The drawn who wants to receive money against cheque comes to the payment counter and presents his cheque to the officer. He verifies the following information-

a) Date of the cheque

b) Signature of the A/C hold

c) Material alteration

d) Whether the cheque is crossed or not

Locker Service:

SIBL Local Office Br is providing facility of locker service for the purpose of safeguarding the valuable property of customers. The person or the organization that has any account in bank branch can enjoy this service. They can keep their valuable assets in banker‟s custody. Customers have right to look after with a key of their individual locker provided by bank. SIBL maintains the following types of lockers:

------ Large locker.

------ Medium locker.

------ Small locker.

For enjoying this service, clients have to give charge yearly Tk. 1500, Tk. 1250 and Tk.700 for large, medium and small locker respectively.

Issuing cheque book:

If any one wants to issue cheque book s/he have do following steps:

- Issuer has to fill up (name, date and sign) a clip.
- Respondent will put the serial no (e.g. 1428971) and to (e.g. 1428980) with date in the clip.
- Respondent will write the name of the issuer in each cover page and also in the recognition page.
- Respondent put the account number in every page including cover page and also give signature in every page.
- Give issuing date and seal of the bank with branch name.

Remittance:

Remittance is the best mediums to transfer funds from one place to another. This function eliminates the individual difficulties and the hazards in transformation of physica1 cash from one place to another.

Peop1e can send their money from outside or within the country. According to that we can divide the remittance into two categories:

- Local remittance
- Foreign remittance

Online Banking:

SIBL is providing Online Banking Service to its clients since January 2004. The Bank has deployed this On-Line Banking system through V-Sat communication. The Information & Communication Technology (ICT) Department is closely monitoring the online transactions. Every day the designated officers check and monitor the online related equipments like V-Sat, Router, and Switch etc. to ensure uninterrupted online operation at branches.

Corporate Social Responsibility (CSR):

As an Islamic Bank, Social Islami Bank Limited is quite conscious of its social responsibility and always tries to participate in social cause program in the country. The bank is committed to serve the society at large through its family empowerment Micro Investment, Micro Enterprise and SME programs under non-formal sector, social capital mobilization through CASH WAQF and other programs under voluntary sector. The bank has already formed CSR Desk with the aim to serve humanity through different philanthropic activities giving emphasis on health and Education. The bank believes that any kinds of social & philanthropic activities would improve the quality of the lives of the poor masses of the country.

Internet Banking of Social Islami Bank Ltd.:

Internet Banking facilitates managing money anytime and anywhere. Presently provide following features through our Internet Banking for our clients which will be enhanced gradually:

Features:

- ❖ Available accounts: View available accounts and related statements
- ❖ Account Statement: View account statements for a date range

- Fund transfer: Fund transfer between connected accounts in SIBL up to the limit
- Mobile topup: Balance recharge for mobile phone operators up to the limit
- Standing instruction: View available standing instructions for the account(if any)
- Cheque Inquary: View status of a cheque against the cheque number
- Change password: Change internet banking password

Product and Services:

Investment Products: SIBL investment products are given below-

□ Bia – Muajjal

□ Hire Purchase under ShirkatulMelk

□ Bia-Murabaha

□ Musharaka

□ Bill Purchase

□ Bai-Salam (PC)

□ Quard

□ SIBL Employees‟ House Building Investment Scheme

□ SME & Agriculture Finance

Deposit Products:

SIBL deposit products are given below-

- Mudaraba Scheme Deposits
- Al Wadiah Current Account
- Mudaraba Savings Deposit
- Mudaraba Term Deposit a) 1 month b) 3 month c) 6 month d) 12 month
- Mudaraba Notice Deposit
- Cash Waqf. Deposit
- Mudaraba Monthly Profit Deposit Scheme
- Mudaraba Millionaire Savings Scheme
- Mudaraba Educational Scheme
- Sonali Din Special Deposit Scheme
- Mudaraba Special Deposit Pension Scheme
- MudarabaBashsthan Savings Scheme

Products of SME:

We have an array of SME/Agri products- designed to satisfy the diversified financial needs of SME/Agri. clients. We are offering both Revolving & Term Investment facilities to the SME/Agri. clients. Small Entrepreneurs, Agri. Clients and Women Entrepreneurs are properly addressed by the diversified products designed for this purpose.

PPG-1: Baim- SME (Revolving)

PPG-2: HPSM- SME (Com.)

PPG-3: HPSM- SME (Transport.)

PPG-4: Baim- ME (Micro-Enterprise)

Social Islami Bank was a new bank with authorized capital of taka 10,000,000,000 and paid up capital of taka 7,031,415, 640 in 2018.. Now the paid up capital of SIBL is 8,393,935,700 taka. And at present it has 155 branches across the whole country. SIBL always gives special attention to the customers. Because the organization believes that customers are the king. And it tries to offer new services for the customers**.**The Bank always tries to make the proper adjustment with the latest technology.

Chapter 4

Recruitment and Selection process of Social Islami Bank Limited

4.1 Recruitment process of Social Islami Bank Limited

A well recruitment process is exceptionally vital as a result of development of the bank. Progression organizing moreover call for recruitment on occasion to fill the unfilled post can't be filled from inside. There is a noteworthy number of enrolling sources used by this bank. SIBL distributes in the everyday paper to make applications for different passage level post. The decision method in SIBL is the same as what is performed in numerous associations. The work starts with beginning screening and a candidate is finally picked through a last meeting. The present selection and recruitment process, its insufficiencies are elucidated in the accompanying segment as it is the key domain of the report.

For SIBL applicant, selection is the path toward putting right men on right position. It is a technique of planning authoritative necessities with the capacities and abilities of people. HR depends on the utilization of forward techniques methodologies for picking and choosing probability for work.

Each alliance has the choice of picking the contender for its enrollment shapes from two sorts of sources: internal and outside sources. The sources inside the association itself (like exchange of workers from one office to other, movements) to fill a position are known as the internal wellsprings of selection. Candidates from the diverse sources (like outsourcing associations and whatnot) are known as the outside wellsprings of selection.

Internal Recruitment

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

I. Promotions and Transfers:

Promotions refers to the whole arrangement of exercises, which present the product, brand or administration to the customer. The thinking is to make people careful, attract and incite to buy the item, in inclination over others.

Work compel records discover delegates who are doing assignments underneath their educational abilities or fitness levels. Progressions has various central focuses like it is awesome advertising, collects certainty, invigorates capable individuals who are energetic, improves the

probability of good decision since information on the person's execution is speedily open, is more affordable than going outside to choose, those picked inside are familiar with the affiliation thusly reducing the presentation time and imperativeness moreover goes about as a readiness contraption for making focus level and best level administrators.

II. Employee referrals:

Employees can develop unimaginable prospects for their families and accomplices by adjusting them with the upsides of an occupation with the affiliation, outfitting them with the partner and empowering them with apply. This is a to a great degree effective means a similar number of qualified people can turn out to be too effortlessly to the association.

III. 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.

IV. 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.

V. Retirements:

Often It is hard to find a worthy person who had resigned, after commendable administration. Considering the present situation, administration may choose to call resigned supervisors with new expansion.

VI. Inside warning (promotion):

Often, bank issues an inside notice for the upside of existing delegates. Most specialists know from their very own understanding about the need of the occupation and what sort of individual the association is hunting down. Routinely labourers have buddies or partners who meet these necessities. Fitting people are designated at the vacant posts.

External Recruitment

The different outside sources include:

I. Expert or Trade Associations:

Numerous affiliations give position organization to its people. It contains amassing business searcher's summaries and offering access to people in the midst of regional or national conventions. Also, the creations of these affiliations pass on requested ads from supervisors captivated by choosing their people. These are particularly useful for pulling in extremely educated, experienced or skilled staff.

II. Advertisements:

It is a well known methodology for searching for volunteers, a similar number of selection delegates lead toward advertisements in perspective of their wide reach. Need advancements portray the occupation focal points, recognize the business and prompt those captivated how to apply. Day by day paper is the most broadly perceived medium yet for astoundingly specific enrolled individuals, notification may be set in master or business journals. Advertisements must contain fitting information like the employment content, working conditions, zone of occupation, pay including coincidental focal points, work particulars, development viewpoints, and so forward. The promotion needs to offer the association and employment are perfect for the candidate. Enlistment advancements can similarly fill in as corporate promotions to manufacture association picture. It moreover practical.

III. Employment Exchanges:

Employment Exchanges have been set up wherever all through the country in regard to the obtainment of the Employment Exchanges (Obligatory Warning of Opportunities) Act, 1959. The Act applies to each and every mechanical establishment having 25 workers or simply more each. The Act requires all the mechanical establishments to educate the opening before they are filled. The genuine components of the exchanges are to expand the pool of possible candidates and to do the preliminary screening. In this way, occupation exchanges go about as an association between the organizations and the arranged specialists. These work environments are particularly significant to in enrolling hands on, proficient and specific employee.

IV. Contractual workers:

They are used to enlist accommodating experts. The names of the professionals are not entered in the association records and, to this degree; inconveniences experienced in keeping up interminable workers are kept up a key separation from.

4.2 Recruitment Process Followed By Social Islami Bank Limited:

Recruitment is of the most pivotal parts of the human asset experts. The level of execution of an organization relies on upon the viability of its Recruitment capacity. Associations have created and take after enrolment 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 enrolment system, the methodology ought to cover the accompanying component

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 enrolment 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.

3. Sources of recruitment:

9iiThe method should portray distinctive sources (outside and inward) of enrollment. Which are the sources to be used and focused for the enrollment purposes for various positions? Specialist referral is a standout among the best wellsprings of enrolment.

4. Trained recruiters:

The enrolment specialists leading the gatherings and the other selection practices should be especially arranged and experienced to coordinate the activities. They should think about the genuine parameters and capacities (e.g.: social, concentrated and so on.) to focus while meeting and choosing a candidate.

5. Evaluate the candidates:

The distinctive parameters and the ways to deal with judge them i.e. the entire selection technique should be organized early. As though the rounds of particular gatherings, HR interviews, formed tests, psychometric tests and so forward.

4.3 Selection Process of SIBL

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. .

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, SIBL 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 therequired job

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

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

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

Background Investigation: This is mainly to check whether the candidate is a valid citizenshipof 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.

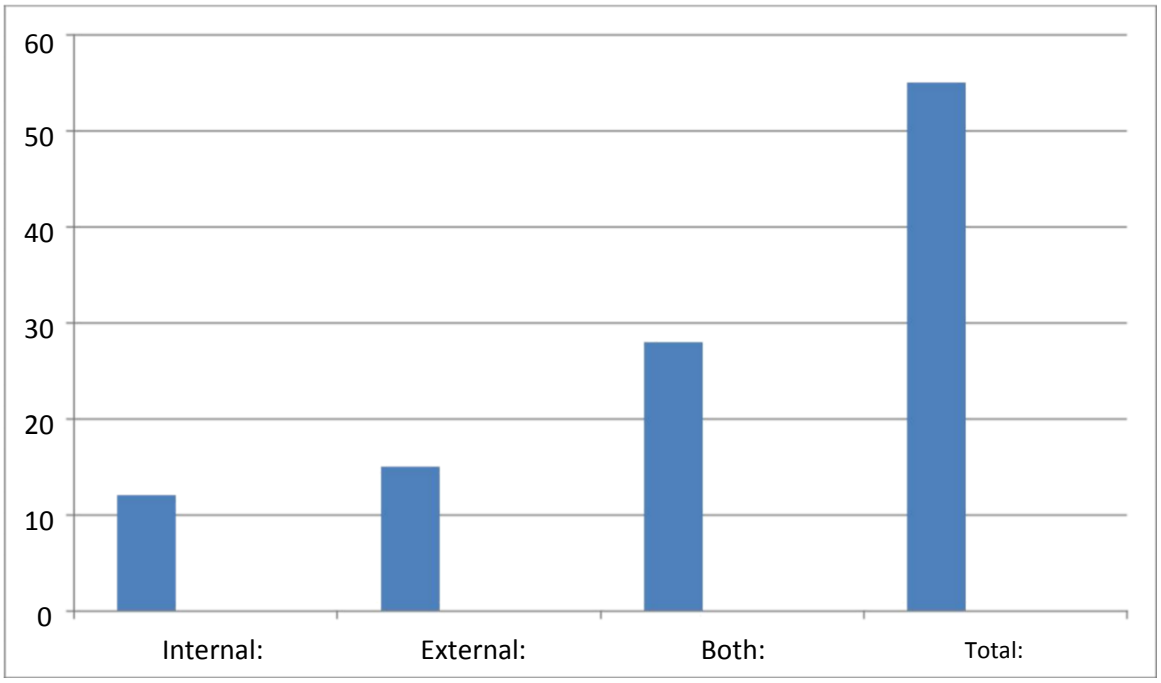
Medical or Physical Test: The candidate must go for a required medical test in order to bephysically and mentally fit for the opening position of the job.

Final Employment Decision: This is mainly based on the decision made through the overalltests 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

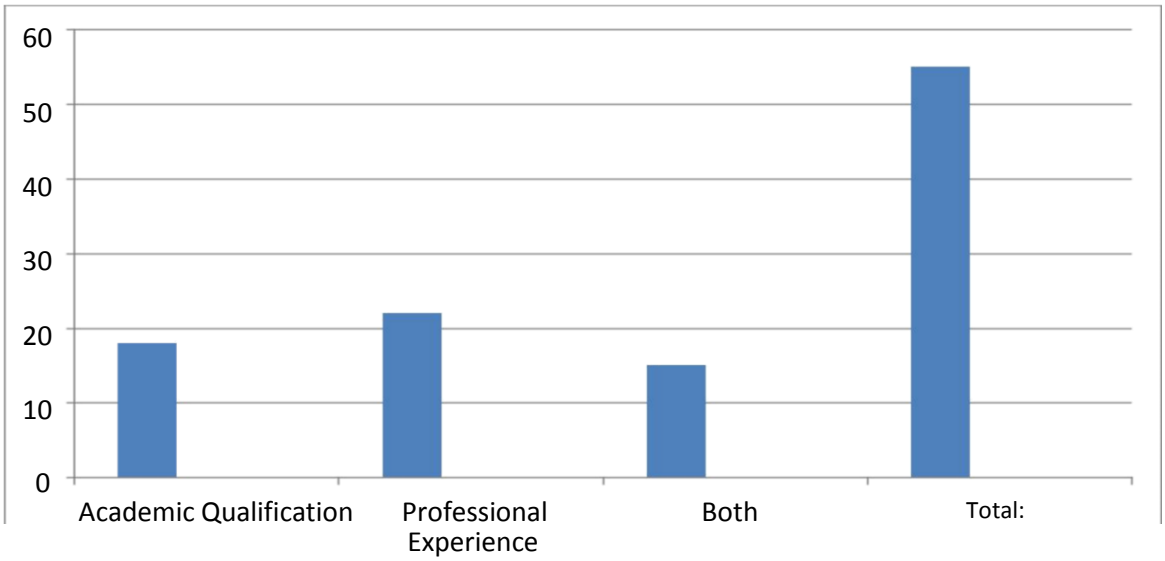


Interpretation:

According to the above chart, it has been found that, 15 of the total respondents agreed that Social Islami 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 SIBL follows both the recruitment sources

Analysis about the attributes:

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

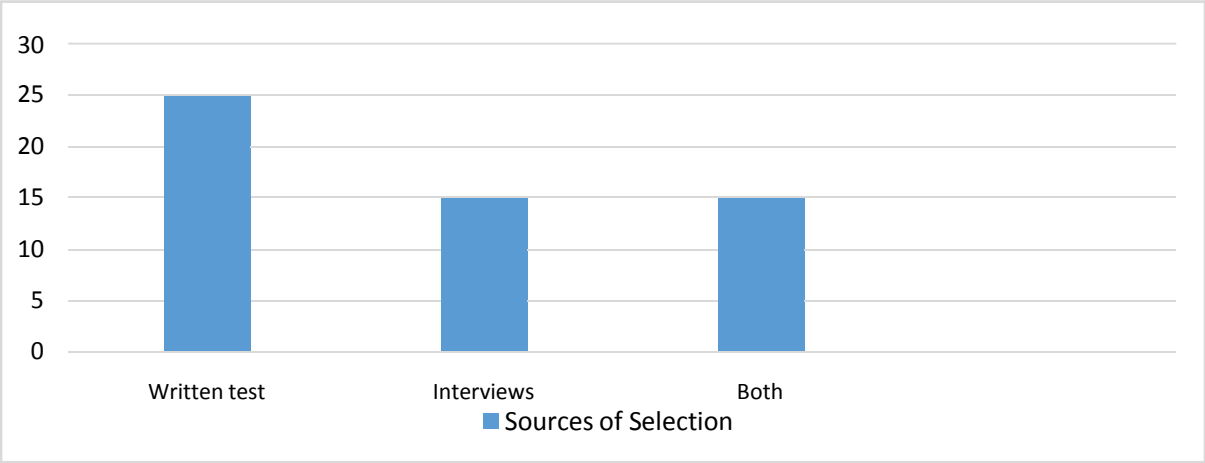


Interpretation:

According to the above graph and table, it has been clearly observed that Social Islami 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:

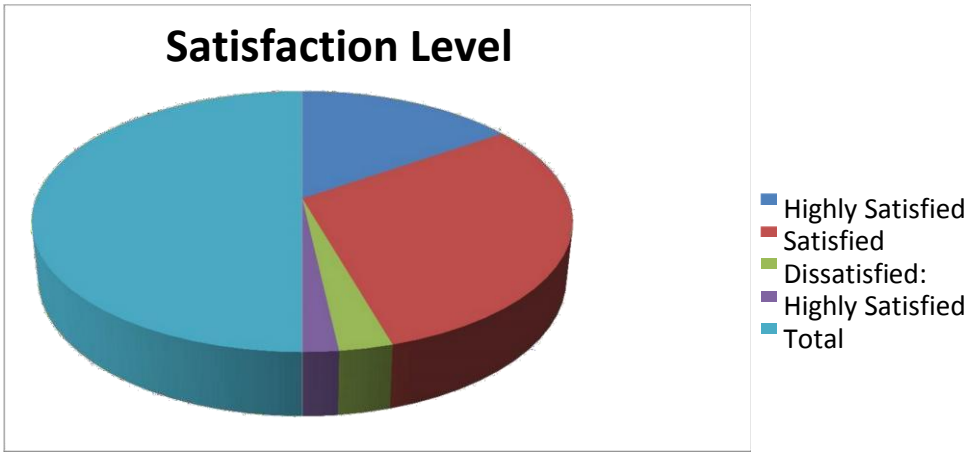
Details:	No. of respondents:
Written test:	25
Interviews:	15
Both:	15
Total:	55



Interpretation: According to the above chart it has been observed that the main sources of selection in Social Islami 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, 15 of the 55 people thinks that both are vital categories as the main sources of selection in Social Islami Bank Limited.

Analysis about the level of satisfaction of SIBL employees regarding the current recruitmentprocess:

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 SIBL. In fact, 17 of them are highly satisfied with it. On the other hand , 3 of them are dissatisfied and 2 of the totalRespondents are highly dissatisfied with the current recruitment process of Social Islami Bank Limited**.**

Chapter 5

Training Process of Social Islami Bank Limited

5.1 Training process

With a specific goal to keep up a focused edge in the commercial market, each organization must put resources into the training and development of the representatives. Human Resources Development (HRD) centers around both training representatives for their present employments and creating abilities for their future jobs and duties. HRD activities include; training for administrators, directors, and groups; educational cost repayment programs; customer service training; performance management; provocation anticipation training; 360 degree reviews (multi-rater feedback system) and vocation instructing.

360 degree reviews: A 360-degree evaluation is an appraisal tool that gives representatives the chance to get performance feedback from managers, peers, associates and furthermore outside gatherings, for example, suppliers and clients. The 360-degree evaluation process also empowers SIBL to pick up understanding into the execution and capability of future pioneers, and to decide the improvement needs of employees.

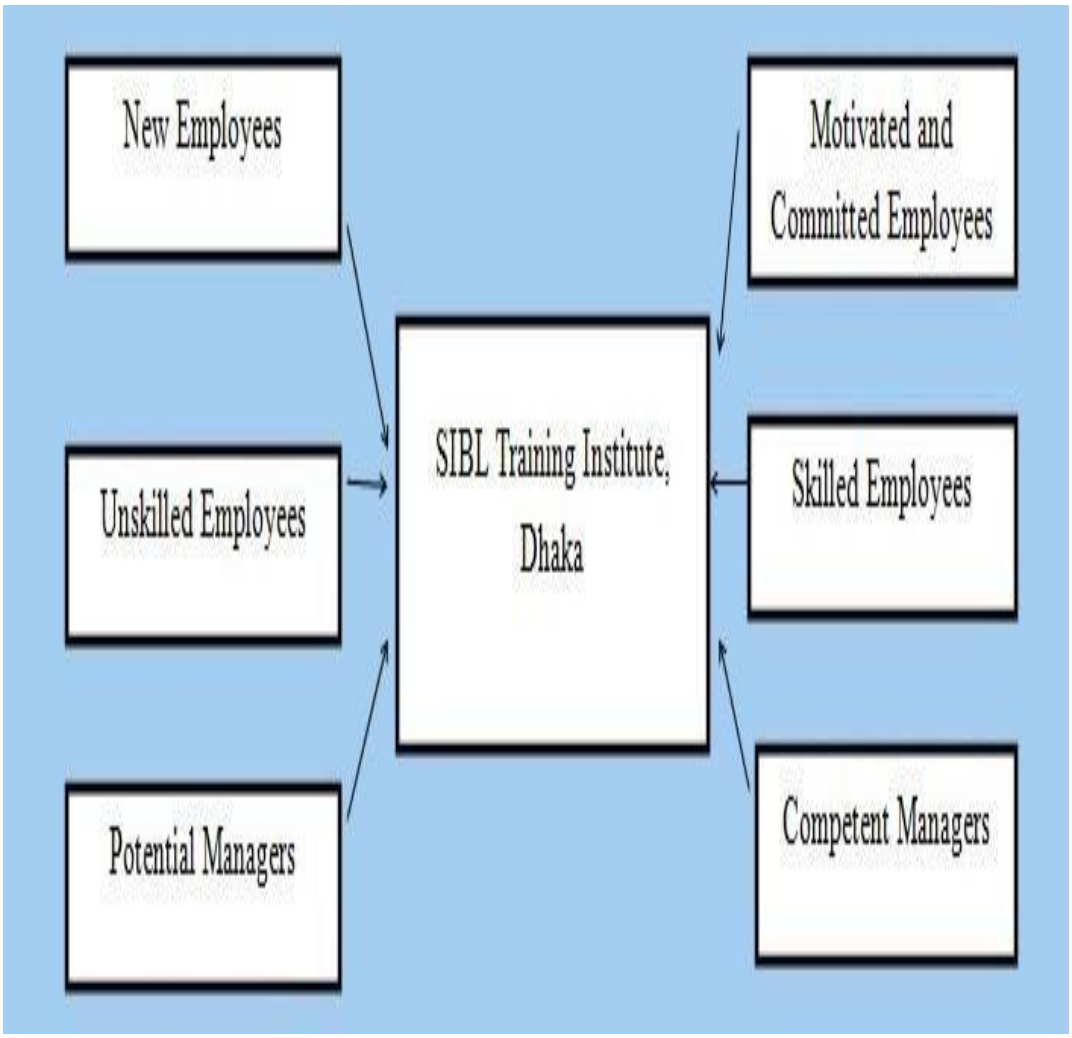
Employee Category	Gender	2017	2018	2019	2020	2021
< 30 years	Male	413	384	393	328	246
	Female	104	95	97	71	51
30-50 years	Male	1275	1142	1043	992	860
	Female	251	218	196	173	152
> 50 years	Male	84	81	71	60	65
	Female	03	02	02	01	01
Total		2130	1922	1802	1625	1375

Employee Category	Gender	2017	2018	2019	2020	2021
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

Human Resource is the foundation for quick 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 enrolment of experienced bankers. Other than that, the enlistment procedure of Probationary and Trainee Officer for the bank has been started. The aggregate labour quality of the bank was 2130 as on 31.12.2017. 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 Bangladesh Bank Training Academy, Bangladesh Institute of Bank

Management, Bangladesh Association of Banks, Bangladesh Foreign Exchange Dealers Association, the Central Sariah 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:

5.2 Process of Training:



5.3 Steps Of Training Process :

Definition: The Training Process comprises of a series of steps that needs to be followed systematically to have an efficient training programme. The Training is a systematic activity performed to modify the skills, attitudes and the behavior of an employee to perform a particular job.



Needs assessment: The first step in the training process is to assess the need for training the employees. The need for training could be identified through a diagnosis of present and future challenges and through a gap between the employee‟s actual performance and the standard performance.

The needs assessment can be studied from two perspectives: Individual and group. The individual training is designed to enhance the individual‟s efficiency when not performing adequately. And whereas the group training is intended to inculcate the new changes in the employees due to a change in the organization‟s strategy.

Deriving Instructional Objectives: Once the needs are identified, the objectives for which the training is to be conducted are established. The objectives could be based on the gaps seen in the training programmes conducted earlier and the skill sets developed by the employees.

Designing Training Programme: The next step is to design the training programme in line with the set objectives. Every training programme encompasses certain issues such as: Who are the trainees? Who are the trainers? What methods are to be used for the training? What will be the

level of training? etc.Also, the comprehensive action plan is designed that includes the training content, material, learning theories, instructional design, and the other training requisites.

Implementation of the Training Programme: Once the designing of the training programme is completed, the next step is to put it into the action. The foremost decision that needs to be made is where the training will be conducted either in-house or outside the organization.

Once it is decided, the time for the training is set along with the trainer who will be conducting the training session. Al

Evaluation of the Training Programme: After the training is done, the employees are asked to give their feedback on the training session and whether they felt useful or not. Through feedback, an organization can determine the weak spots if any, and can rectify it in the next session. The evaluation of the training programme is a must because companies invest huge amounts in these sessions and must know it‟s effectiveness in terms of money so, the trainees are monitored continuously throughout the training programme to see if it‟s effective and is able to retain the employee‟s interest.

Thus, every firm follows the series of steps to design an effective training programme that serves the purpose for which it was intended.

5.4 Methods of Training:

Social Islami Bank Limited has their own Training institute in Dhaka, Called SIBL training Institute. This Training institute follows two methods of training:

1. **On-the-job Training:** On-the-job is the core of training program. This training program is otherwise called "Cleanser Training". The process of on-the-job training program is given beneath:

- **Instructor Preparation**: Instructor isolates sensible parts to make a lesson plan and select the training procedures.

- **Trainee Preparation**: Place the trainee at the coveted training program. Relate the requirements appraisal of trainee with respect to his promotion.

- **Present the Task**: Present the general task to the trainee. Depict him the known to obscure things and simple to troublesome things. Make him the modification with the place. Depict every progression of task.

- **Try out the Performance**: Need to disclose every single earlier advance to the trainee and know about inclining and motivation. Ought to give the input of the performance.

- **Follow Up**: Surrender a positive take after toward the begin.

2. Off-the-job Training: Off-the-job training methods are:

- **Classroom Lectures**: Lectures are intended to convey the interpersonal strategy or critical thinking skills.

•**Films and Videos**: Utilizing multi Medias to specific skills that are difficult to present by other training methods.

•**Case Study**: Giving trainees case study and influence them to unravel it is great. Case study will clear the theoretical concept.

•**Outdoor Seminars**: Sending workers to go to seminars. Us ease numerous university compose program and calls them to go to those class.

•**University Related Programs**: Some university organizes programs and calls workers for motivational discourse of the understudies. So organizations send representatives with the goal that their interpersonal skill creates.

Nevertheless, all those training fall under these 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 graduate.

Sl 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
	Total		**438**

2. Workshop:

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 numb er 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

Chapter 6

Findings and Analysis

6.1 Key Findings

The bank has skilled manpower with excellent academic track along with highly professionalism that leads the ability of getting any job done effectively.

- The bank has an approved organogram with proper-reporting authority that clearly shows whom to report by whom. Thus the works are done very smoothly with effective follow up & monitoring.
- The bank follows excellent recruitment & selection procedure that leads to inflow of the genuine & deserving manpower in the bank.
- SIBL pays a lot of importance on training programs inside their own training institute. Sometimes the Training Institute cannot provide necessary training to all the employees and sometimes the right person was not nominated for the training courses as a result the officials have to work with inadequate knowledge that reduces efficiency & accuracy of the works.
- The bank has a proper succession planning. That is why in case of vacancy in any top management post it can be fulfilled as per the succession planning and the smooth operation of the bank is not hampered.
- They do not have HR department in every branches, they have only one HR department in the head office.
- The employees have no participation in the capital structure. They are just treated as salary paid employees.
- In some cases, Directors of the bank interfere in recruiting & selection process.
- The publicity of the bank job circular both in electronic & printing media is very limited. As a result, mass people are not completely aware about their vacant position‟s circular provided by the bank.

I have created two SWOT Analysis after All the necessary study of my Internship report on Recruitment and Training process of Social Islami Bank Limited. The SWOT Analysis of Social Islami Bank Ltd (SIBL) is given below:

STEP-I: Conducting SWOT Analysis of SIBL

Strengths:

1. The bank is financially sound to operate its banking activities. It has adequate capital to run the operation.
2. The bank stores skilled, competent, eligible & experienced employees who are the asset of the bank. A number of young, energetic & skilled employees render their service that makes operation of the Bank very smooth.
3. The branches of the bank are situated at prime business locations so that the bank could provide services to the potential clients.

4. The bank has an approved organogram with proper reporting-relationship (attached herewith).

5. The bank is fully computerized with real time banking facilities that attract the people to the bank.

6. The bank has a proper succession planning. That is why in case of vacancy in any top management post it can be fulfilled as per the succession planning and the smooth operation of the bank is not hampered.

- ❖ 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.

Weaknesses:

1. The number of branches is not sufficient in respect of the age of the bank. So the branches are not able to cover the services throughout the country.

2. The employees have no participation in the capital structure. They are just treated as salary paid employees.

3. In some cases, Directors of the bank interfere in recruiting & selection process.

4. Downward trend of net income of the bank in the last two consecutive years is acting as a de-motivating factor of the bank.

5. The publicity of the bank both in electronic & printing media is very limited. As a result, mass people are not completely aware about the diversified services provided by the bank.

Opportunities:

1. The bank is based on Islamic Sariah. The majority people of the country believe on Islam that toward to the bank.
2. The bank is a three sector banking model i.e. Formal, Non-formal & Voluntary, while formal sector deals in general commercial activities as a scheduled Bank, Non-formal Sector aims at " Empowering Family"- by creating investment opportunities to Micro and SMEs client. Voluntary sector deals in Cash Waqf Certificate Scheme-an innovative financial product towards welfare to the mankind
4. As the business is expanding globally day by day. The banking activities are also increasing with match the situation.
5. Non-political environment prevail in the bank. The employees are not involved any political activities in the bank area. The employees of the bank do their duty without interferences of any political pressure.

Threats:

1. The employee turnover is high due to lower salary than other banks. This turnover causes high cost of the bank.

2. Political instability of the country is harming the banking sector along with other business organization.

3. Sometimes extravagant call money rate hamper our banking activities
4. Bangladesh bank plays an important role to control the commercial banks. Sometimes Bangladesh bank want to interfere in internal affairs of the commercial bank, which is not at all desirable.

STEP-2: SWOT Analysis on Human Resources of SIBL

Strengths:

1. The bank has skilled manpower with excellent academic track along with highly professionalism that leads the ability of getting any job done effectively.
2. The bank has an approved organogram with proper-reporting authority that clearly shows whom to report by whom. Thus the works are done very smoothly with effective follow up & monitoring.
3. The bank operation directly engaged in money market where exchange rate fluctuation create problem for the bank.
4. The bank strictly follows obligatory privileged leave for 15 days along with one month basic pay for each employee each year which gives the employee a chance for recreation with bank's finance and it enables the bank to reduce fraud & forgery through deputing & checking the desk works of the employee on obligatory privileged leave.

Weaknesses:

1. The compensation package of the bank is comparatively poor than that of other banks which lead to higher tendency of outflow of manpower and the bank cannot attract the promising officials to joint the bank.

2. Sometimes the Directors of BOD interferes the recruitment and comparatively inferior officials are recruited which affects negatively on the internal working environment, customer service as well as on the image of the bank.

3. Sometimes the Training Institute cannot provide necessary training to all the employees and sometimes the right person was not nominated for the training courses as a result the officials have to work with inadequate knowledge that reduces efficiency & accuracy of the works.

Opportunities:

1. Bangladesh is a country of huge unemployment. A good number of brilliant students are coming out of the universities having graduation. The fresh university graduates now-a days have a good fascination towards the Sariah Based Islamic Banking. So as a result being a Islamic Sariah based bank, SIBL has a good opportunity to recruit brilliant officials from the fresh graduates.

2.Having retirement (usual or voluntary) from the Nationalized Commercial Banks the people have a common tendency to work with a Sariah based bank, so SI BL has a good opportunity to attract the retired experienced bankers to join with SIBL.

Threats

1. Most people think that there is no task difference between traditional & Islamic banking ad they think that Islamic banks are Changing the people. They also try to research thesis concept to others. It makes a negative image against the bank and some people do not feel interest to work in an Islami bank like SIBL.
2. The traditional banks sometimes offer higher salary than the shariah based lslami banks. As such somebody do not feel interest to join in SIBL

Recruitment, Selection and Training practice of SIBL are praiseworthy. Although there are some pitfalls, the Organization should try to make the processes more attractive. As it is an age of modern banking, SIBL needs to give training to employees. They Should give more effort for introducing new services for the customers. Moreover SIBL needs to become more fair in case of Recruitment and Selection.

6.2 Conclusion

Social Islami Bank Limited (SIBL) is a developing bank in Bangladesh Banking Industry, which is slanting and earned goodwill inside in a very short time. The SIBL has as of now earned goodwill in the banking sector. This has been conceivable due to the human asset that is the representatives who are working in the bank. On the other hand that the workers gives their best effort than any association can become rapidly. Employees are the true asset of an Organization. So, the Organizations have to select the right person for the right position. For this the recruitment and selection processes must be fair. And after selecting the right people they need to be trained well. Because training makes a man more efficient. So, Social Islami Bank Limited has to give special attention to recruitment, Selection and Training Practice.

6.3 Recommendations

1. 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.
2. The Priority and Importance For HR department should be increased as it is one of the leading banks in Bangladesh and HR department is one of the most important departments for any organization.
3. The number of branches is not sufficient in respect of the age of the bank. So the branches are not able to cover the services throughout the country.
4. The employee participation in the capital structure is necessary. When they get priority, they can be the beneficiaries to the bank. So, they should not just treated as salary paid employees.
5. Directors of the bank should not interfere in recruiting & selection process for a fair recruitment process.
6. The publicity of the bank job circular both in electronic & printing media need to be increased as employees are very important part for any banking Organization like SIBL. So, mass people will aware about SIBL‟s vacant position‟s circular provided by the bank
7. SIBL Should encourage the customers for online banking.

Appendix

Questionnaire

On

Recruitment, Selection and Training Practice of SIBL

(Only For Internship Report Purpose)

Dear Respondents,

I am Abu Musa Sheikh , a student of MBA, Department of Management, Sonargaon University. To prepare an Internship report as a requirement of my study I am conducting a survey on "Recruitment, Selection and Training Practice of SIBL". The following statements are designed to get your valuable opinion regarding this. This is an academic study and the findings will be kept confined within academic interests. No part of this study will be disclosed. Your kind Cooperation will be highly appreciated.

Personal Information

1. Name of the Respondent……

2. Age……

3. Gender:

- Male
- Female

4. Ranking:

- Assistant General Manager
- Senior Officer
- Officer
- Staff
- External Customers

Please Put Tick at your opinion about the following statements.

1. Incase of Recruitment Which Source SIBL uses? a. Internal b. External c. Both

2. In which Quality SIBL focuses more during selection? a. Academic Qualification b. Professional experience c. Both

3. What is the main Source of Selection? a. Written test b. Interviews c. Both

4. Do You think Psychological Test is required? a. Yes b. No

5. Do You think the training practice of SIBL is upto the mark? a. Yes b. No

6. Are You Satisfied with the Recruitment, Selection and Training Process of SIBL?

a. Satisfied b. Highly Satisfied c. Dissatisfied d. Highly Dissatisfied