

Internship Report
On

Recruitment and Selection Process in Bangladesh: A Case Study on First Security Islami Bank Limited

Submitted To:

Department of Business Administration

Sonargaon University (SU)

Green Road, Dhaka-1215

Submitted By:

TORIQUL ISLAM

ID: BBA 2001019104

Program: BBA

Major: HRM

Department of Business Administration

Sonargaon University (SU)

Green Road, Dhaka-1215

Date of Submission: 5 January, 2024

Internship Report
On

Recruitment and Selection Process in Bangladesh: A Case Study on First Security Islami Bank Limited

Submitted To:

Md. Shahbub Alam

Lecturer

Department of Business Administration

Sonargaon University (SU)

Green Road, Dhaka-1215

Submitted By:

TORIQUL ISLAM

ID: BBA 2001019104

Program: BBA

Major: HRM

Department of Business Administration

Sonargaon University (SU)

Green Road. Dhaka-1215

Date of Submission: 5 January, 2024

Letter of Transmittal

Date: 5 January, 2024

Md. Shahbub Alam

Lecturer
Department of Business Administration
Faculty of Business
Sonargaon University (SU).

Subject: Submission of Internship Report.

Dear Sir,

With humble honour and respect, I am writing to formally submit my internship report titled **"Recruitment and Selection Process in Bangladesh: A Case Study on First Security Islami Bank Limited"** as a partial fulfilment of the requirements for my BBA degree. It has been an honour and a privilege to undertake this internship under your esteemed guidance.

Throughout the duration of this internship, I have had the opportunity to explore the recruitment and selection Process and practices within First Security Islami Bank Limited. This report, an essential component of my academic journey, sheds light on the fundamental aspects of the topic and serves as a testament to my dedication to the BBA program.

In crafting this report, my aim has been to provide a comprehensive overview of the HRM process adopted by First Security Islami Bank Limited. I believe this document serves not only as a record of my internship but also as a contribution to the broader understanding of HRM-related matters in our business landscape.

Once again, I express my sincere gratitude for your invaluable guidance and support throughout this internship. Your mentorship has greatly enriched my understanding and experience in the field.

Thank you for your time and consideration.

Sincerely Yours,

Toriqul Islam
ID No: BBA2001019104
Program: BBA (Major: HRM)
Department of Business Administration
Faculty of Business
Sonargaon University (SU).
Green Road, Dhaka 1215

Certificate of Supervisor

This is to certify that Toriqul Islam, ID No: BBA2001019104, Program: BBA, Major in HRM is a regular student of Department of Business Administration, Faculty of Business; Sonargaon University. He has successfully completed his Internship Program at First Security Islami Bank Limited. He has prepared this report under my supervision. His assigned internship topic is **"Recruitment and Selection Process in Bangladesh: A Case Study on First Security Islami Bank Limited."**

He is very active, sincere, hardworking, and meticulous and possesses a good moral character. I wish his all success at every step of his life.

Md. Shahbub Alam
Lecturer
Department of Business Administration
Faculty of Business
Sonargaon University (SU).
Green Road, Dhaka 1215

Student's Declaration

I, the undersigned, a student of Business Administration, Department of BBA program, Major in HRM of Sonargaon University do hereby declare that the internship report on **"Recruitment and Selection Process in Bangladesh: A Case Study on First Security Islami Bank Limited."** is the original one and has been prepared by myself and has not been submitted anywhere for any degree, diploma, title or recognition.

The report was prepared under the supervision of Md. Shahbub Alam, Lecturer, Department of Business Administration of Sonargaon University.

Yours Sincerely

_____

Toriqul Islam
ID No: BBA2001019104
Program: BBA (Major: HRM)
Department of Business Administration
Faculty of Business
Sonargaon University

Acknowledgement

At first, I want to sincerely thank the Almighty, the most compassionate, for granting me the capability to successfully complete this report. My heartfelt appreciation extends to my supervisor, Md. Shahbub Alam, Lecturer, Department of Business Administration at Sonargaon University. His constant encouragement, diverse guidance, valuable suggestions, and advice during my internship were pivotal in shaping this report. His support was invaluable, and without his direction, completing this work on time would have been challenging. He provided unwavering assistance and the necessary insights to analyse the industry and achieve my objectives.

In conclusion, I wish to express my gratitude to all the esteemed teachers of the Department of Business Administration. Their consistent inspiration and assistance have been a guiding light throughout my academic journey.

EXECUTIVE SUMMARY

Human resource management also known as people management is one of the most important department in every organization. Human resource management includes some key tasks like job analysis, recruitment, selection, training, compensation, and performance appraisal. It helps an organization to fill its key position with appropriate employee and ensure their highest productivity by proper training, appraising and motivation. After complete my internship I make a report on recruitment and selection process of First Security Islami Bank Limited. It is based on my theoretical and practical knowledge.

First of all, I describe Introduction part of my report. The introduction covers the background of the study, objective, scopes, limitations of the report, literature review, and methodology. After that I have describe the overview of First Security Islami Bank Limited, the bank profile, vision, mission, and strategies. Corporate information of board of directors, products and service, organizational structure, my job responsibilities as an intern, findings & recommendations has been given gradually. This report outlines some key issues of human resource management in First Security Islami Bank Limited. Recruitments start with the job analysis process by the HR personnel of the bank. First Security Islami Bank Limited is a large organization with its 187 branches and more than 2000 employees. The recruitment process of First Security Islami Bank limited is centralized. All the employees need to recruit or terminate, are done by the Human Resource Management department. Except human resource management department, branch personnel of the bank cannot recruit their employees. The recruitment can be internal or external and it depends on positions they need to feel the vacancy. The process of recruitment which includes, job advertising, written test, interview, medical test, job offer, bond sign and etc. Human resource department also ensure the training program and performance appraisal. Finally I add a small recommendation which may be helpful for the bank.

Table of content

Serial no.	Contents	Page no.
	Cover page	None
	Letter of transmittal	I
	Acknowledgement	II
	Executive Summary	III
	Table of Content	None
	Chapter 1: Introduction 1.1 Introduction 1.2 Origin of the report 1.3 Objective of the report 1.4 Scope of the study 1.5 Methodology 1.6 Limitations of the study	 1 2 2 2 3 4
	Chapter 2: Organizational Review 2.1 History 2.2 Vision 2.3 Mission 2.4 Strategies 2.5 SWOT analysis 2.6 Corporate information 2.7 Shariah board 2.8 Organization Hierarchy 2.9 Departments 2.10 Products 2.11 Online banking 2.12 Mobile banking 2.13 SMS banking 2.14 ATM banking 2.15 Utility bills 2.16 Accounts opening 2.17 Cheque book house 2.18 Account closing 2.19 Cash section 2.20 Remittance 2.21 Clearing 2.22 Crossing 2.23 Dispatch 2.24 Branches 2.25 CSR	 5 5 5 6 6-8 8-9 9-10 11 12 12 13 13 1 13 14 14 14 14 15 15-19 19 19 20 20 20
	Chapter 3: My job duties and responsibilities	21
	Chapter 4: Staffing strategy	22

	Chapter 5: Human resource planning Demand forecasting Supply forecasting Job analysis	 23 24 25
	Chapter 6: Job analysis Process of job analysis Role of job analysis Sample job circular	 26-27 28 29
	Chapter 7: Recruitment and selection Recruitment and selection process Internal recruitment External recruitment	 30 31-33 33-35
	Chapter 8: Recommendation	36
	Chapter 9: Conclusion	37

Chapter-1

1.1 Introduction

In these days our living is deeply dependent in the banking system. The house we live in may have been mortgaged to a bank, the car we drive or the taxi and the bus we ride to our office may have been bought with money borrowed from yet another bank. The businesses we see around have their links with banks; they might have borrowed money from a bank to finance their working capital or fixed assets. If nothing else, they will have at least a current or a savings account for deposit of the day's sale proceeds. So it is clear that bank and banking business is very much important for us in all aspects and steps of our life.

The last two decades have seen a revolutionary development in the banking field of Bangladesh. The expansion of the branches of banks, privatization of major national banks, introduction of the scheme of social control, have all resulted in growth of banking habit among the people and realization by banks of their social responsibilities. Basic changes are being introduced in the working patterns of our banks so that they can fit in well in our new economic and social system. On account of the growing importance of banking institutions most of the universities and educational institutions give priority on the study about banking and its industry. For this reason, I conduct my internship in First Security Islami Bank Limited (FSIBL) and try to accumulate the knowledge regarding banking industry.

First Security Islami Bank Limited is a place where I could learn the basic operation of my department. This organization has created a positive image to the customer's mind by providing better service. This bank has introduced some modern banking scheme that has got high market demand. As it maintain the pace with the competitive business world, its activities, culture, philosophy and style leads an intern student to be the best at any field of working life. As an intern student I have got the opportunity to work with this organization for three months and acquire idea about real business world. This report is based on Financial Performance Analysis up to 2009 to 2013 to get an overall idea of banking activities of First Security Islami Bank Limited has been showed.

1.2. Origin of the report

This report is prepared as per as internship requirement of my Bachelors of Business Administration (BBA) program of Sonargaon University. I worked three months in First Security Islami Bank Limited. In these three months I have to do various banking activities. This report is a brief overview of those daily activities I have done during the internship period.

1.3. Objective of the Study

This study has been conducted as partial fulfillment of requirement of the Bachelor in Business Administration (BBA) under HRM performance of First Security Islami Bank Ltd. Moreover, the objectives of the study are:

- To analyze the daily activities of First Security Islami Bank ltd.
- To identify the major strengths and weaknesses of First Security Islami Bank ltd.
- To find out the problems of the bank.
- To make some suggestions to overcome these problems.
- To achieve a broad idea about Operations, Functions, Performance, HR policy & system of banking organization
- Make sense about the managerial technique and customer relationship.
- Develop communication skill through communicating different employee of banking organization.
- Know about the general activities of organization and make sense about the internal environment of banking organization.

1.4. Scope of the study

As I was an intern, my scope was limited and restricted for some purpose. I had maintained some official formality for the collection of data of my report. This study will give a clear idea about the financial performance of First Security Islami Bank Ltd. Finally, the financial position of the bank on its last couple of year's performance is collected from the annual reports. There are some other scopes that help me to learn more about the bank.

- Information availability because of online banking.
- Good communication system.
- Have a wide area of gaining knowledge.
- Good working environment.

1.5. Methodology

This report has been prepared on the basis of experience gained during the period of internship. Data has been collected from primary as well secondary sources.

Primary Sources

- Face to face conversation with bank officers.
- Questionnaire.
- Personal observation – during bank hour.
- Discussion with the bank personnel.
- Work in different departments of the bank- accounts opening, accounts, clearing, foreign exchange & remittance departments.
- Face to face conversation with the client.
- Facing some practical situation related with the day to day banking activities.

Secondary Sources

- Banks financial statement.
- Monthly transaction record of the bank.
- Annual Reports.
- Web Sites.
- FSIB published documents.

1.6. Limitations of the report

As a financial institution every bank has to maintain high level privacy for each and every task. It is quite difficult to get a clear picture about all the operations of banking business within a short period of time. So, the study is simply able to give an idea not the whole picture. Due to the bank's policy of maintain security, I did not get the opportunity to collect information regarding all departments. Other Limitations are given below.

- Three months time is not enough for such an extensive study. It is very difficult to collect all the required information in such a short period.
- Lack availability of data sources.
- There are different departments like accounts, cash, general banking, foreign exchange and etc. For this reason, it is difficult to collect information of all the departments within a short period of time.
- Up-to-date information was not available.
- Don't give the data from there source document.
- The bank officer is very busy with their jobs, which lead a little time to consult with them.

Chapter-2

2.1. History

First Security Islami Bank Limited (FSIBL) was incorporated in Bangladesh on 29 August 1999 as a banking company under Companies Act 1994 to carry on banking business. It obtained permission from Bangladesh Bank on 22 September 1999 to commence its business. The commercial banking activities of the bank encompass a wide range of services including accepting deposits, making loans, discounting bills, conducting money transfer and foreign exchange transactions, and performing other related services such as safe keeping, collections and issuing guarantees, acceptances and letter of credit. The company philosophy "A step ahead in time" has been precisely the essence of the legend of Asian success; the bank has been operating with talented and brilliant personnel, equipment with modern technology so as to make it most efficient to meet the challenges of 21st century. At first in 1999 the bank incorporated as First Security Bank Ltd. and then in January 01, 2009 the bank changes its name and mode of business and incorporated as First Security Islami Bank Ltd.

2.2 Vision

To be the premier financial institution in the country by providing high quality products and services backed by latest technology and a team of highly motivated personnel to deliver excellence in Banking.

2.3. Mission

- To contribute to the socio-economic development of the country.
- To attain the highest level of satisfaction through the extension of services by dedicated and motivated professionals.
- To maintain continuous growth of market share by ensuring quality
- To ensure ethics and transparency in all levels.
- To ensure sustainable growth and establish full value of the honorable shareholders and
- Above all, to contribute effectively to the national economy.

2.4. Strategies

- To achieve our customer's best satisfaction & win their confidence.
- To manage & operate the bank in the most effective manner.
- To identify customer's need & monitor their perception towards meeting those requirements.
- To review & update policies, procedures & practices to enhance the ability to extend better customer services.
- To train & develop all employees & provide them adequate resources so that customers can reasonably addressed.
- To promote organizational efficiency by disclosing company plans policies & procedures openly to the employees in a timely fashion.
- To ensure a congenial working environment.
- To diversify portfolio in both retail & wholesale market.

2.5. SWOT Analysis of FSIBL

SWOT analysis means strength, weakness, opportunity and threat analysis of company. It is very important for a bank to know the strength and opportunities they have. On the other hand, weakness and threats is the area bank need to improve. Here SWOT analysis of FSIBL bank are given below-

Strength:

- First strength is that it is a Shariah based bank.
- By this time it has established an integral, customer friendly relationship with its clients
- It has prominent saving scheme named DPS for a fixed or lower income group of people of this society.
- It provides services even after the banking hour to special clients.
- Sound profitability growth and high assets.

- Experienced management team.
- Honest, sincere and dedicated employee competency.
- Wide market share and stable source of fund.
- High attention on recovery of overdue amount and or pre-overdue situation.
- High attention on individual performance.
- High attention on making quality investment and disposal of proposals.
- All the officials are dedicated and honest to serve their own duty.
- As a whole the human resource is the main capital of the division.
- Business ethics of the division is similar to the ethics and values of mass people of our country.

Weakness:

- Traditional network system and lack of full scale automation.
- Poor marketing of investment products.
- Lack of required information specifically on SME.
- No growth on carrier advancement. So the employee wants to switch elsewhere.
- FSIBL Bank Ltd. does not have an individual marketing department.
- They have limited advertising strategy on behalf on their bank and accompanied by conservatism rule in this sector.
- FSIBL Bank Ltd. does not use the share mode of investment.

Opportunity:

- Scope of market penetration through diversified investment products.
- Increasing awareness of Islamic banking among the clients.
- Scope develops new committed entrepreneurs.
- Country wide branches having wide opportunities to access in different kinds of business.
- Service charges in other banks are comparatively higher than FSIBL Bank Ltd.
- No other banks could provide as much integral working atmosphere as FSIBL Bank Ltd.
- Bank introduce Islamic card, which is a first time in Bangladesh.

Threats/ Challenges:

- Because of the intense competition, most of the competitor banks of FSIBL Bank Ltd. are coming up with new service line ATM.
- The competitor banks of FSIBL Bank Ltd. have more geographical coverage than FSIBL Bank Ltd.
- State law defers with the Islamic Shariah.
- In the money market of Bangladesh there is no call money system of Islamic Shariah.
- Some other conventional banks have opened their Islamic banking branch.

2.6. Corporate Information

Chairman	Mr. Mohammad Saiful Alam
Vice Chairman	Mr. Alhaj Mohammad Abdul Maleque
Managing Director (Current Charge)	Mr. Syed Waseque Md. Ali
Company Secretary	Mr. S. M. Nazrul Islam
Legal Status	Public Limited Company
Date of Incorporation	August 29, 1999
Date of Commencement of Business	August 29, 1999
Date of getting license from Bangladesh Bank	September 22, 1999
Date of Opening of First Branch	October 25, 1999
Corporate Head Office	House- SW (I) 1/A, Road-8, Gulshan-1, Dhaka-1212, Bangladesh.
Registered Office	23, Dilkusha, Dhaka-1000, Bangladesh
Line of Business	Banking
Authorized Capital	Tk.10,000 Million
Paid up Capital	Tk.4,114.38 Million
Date of consent for IPO	04 June 2008
Phone	88-02-9888446 (Hunting), 8402613-8402625 (ICT Division).
Fax	880-02-9891915

E-mail	bcs@fsiblbd.com , info@fsiblbd.com
SWIFT Code	FSEBBDDH
Auditors	Shafiq Basak & Co, Chartered Accountants, Shatabdi Centre (6th Floor), 292, Inner Circular Road, Fakirapool, Motijheel, Dhaka. Phone: 02-7192098, Tel/ Fax: 02- 7194870, E-mail:shafiq_basak@yahoo.com
Legal Advisor	The Law Counsel, Barrister & Advocates, City Heart (7th Floor), Suit No. 8/8, 67, Naya Paltan, Dhaka-1000. Phone: 9349647-8, Fax: 9349866, 9567029, E-mail:l.counsel@bdonline.com.
Tax Consultant	K.M. Hasan FCA, K.M. Hasan & Co. Chartered Accountants,DhakaOfficeHome Tower Apartment (8 th & 9 th Floor), 87, New Eskaton Road , Dhaka – 1000, Phone: 9351457,9351564, Fax: 9345792-112.

2.7. Shariah board : Shariah Members

Name	**Position**	**Address**
Sheikh (Moulana) Mohammad Qutubuddin	Chairman	Baitush Sharaf Complex, Shah Abdul Jabbar(R) Road Dhanialapara, Chittagong-4100.
Mufti Sayeed Ahmed	Vice Chairman	Markaz-e- Eshaete Islam 2/2 Darus Salam, Mirpur, Dhaka
Moulana M. Shamaun Ali	Member Secretary	491, Wireless Railgate, Bara Moghbazar, Dhaka-1217

Moulana Abdus Shaheed Naseem	Member	2/C Green Valley Apartment 493, Wireless Railgate, Bara Moghbazar, Dhaka-1217
Mr. Mohammad Azharul Islam	Member	Lecturer Department of law, University of Dhaka, Dhaka-1000

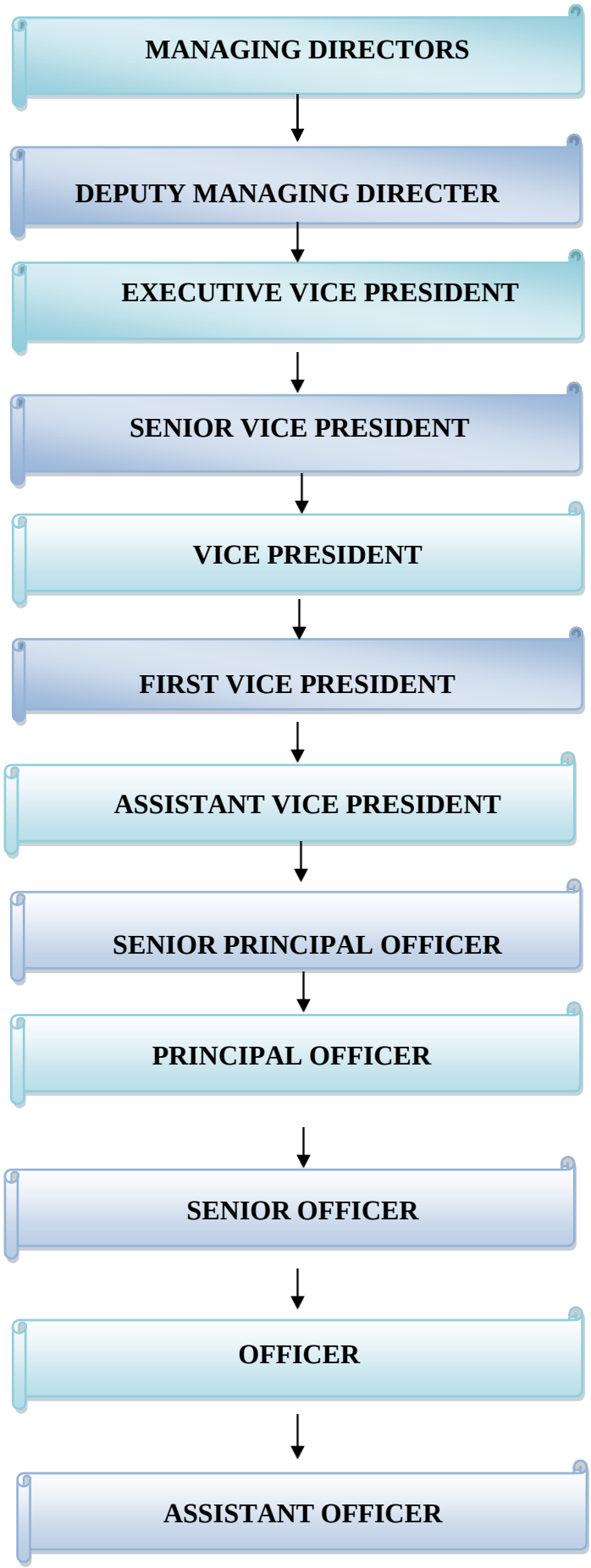
Observers Members

Name	Position	Address
Alhaj Md. Abdul Maleque	Vice Chairman, Board of Directors, FSIBL& Observer Member, Shari'ah Council	8/A, OR Nizam Road Panchlaish R/A Chittagong.
Prof. Md. Sharif Hussain	Board of Directors, FSIBL & Observer Member, Shari'ah Council	57, East Hajipara (5 th Floor) Rampura, Dhaka-1219
Mr. Shahidul Islam	Board of Directors FSIBL & Observer Member, Shari'ah Council	House# 7, Road# 1, Nasirabad Housing Society, and Post: Medical Dist.: Chittagong.

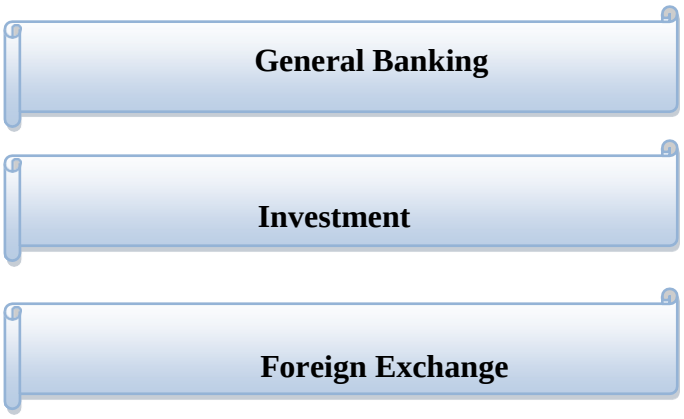
Managing Director

Name	Position	Address
Mr. Syed Waseque Md. Ali	Managing Director (Current Charge), FSIBL & Observer Member, Shari'ah Council	House SW(I)1/A(4th Floor), Road – 8, Gulshan -1, Dhaka-1212

2.8. Organization Hierarchy:



2.9. Departments of FSIBL



2.10. Products

Deposit
Al-Wadiah Current Deposit
Mudarabah Savings De
Mudarabah Short Term Deposit
Mudarabah Term Deposit
Consumer Finance Scheme
Monthly Savings Scheme
More than Double the deposit in 6 years
Monthly Profit Scheme

Service
Ready Cash Card services
Remittance service
First security bank Ltd. is a member of SWIFT (society for worldwide interbank financial telecommunication)
The bank is planning to introduce Master Card very soon.
FSIBL is also planning to introduce Merchant Banking Activities.

2.11. Online Banking

FSIBL Online Banking includes balance inquiry, limit inquiry, profit details, term deposit details, investment repayment schedule, cheque book details, clearing, cheque status, transaction details, customerinformation, statement request, cancelling cheque request, address change request, cheque book requisition, password change, EMI calculator.

2.12. Mobile Banking

Features of FSIBL Mobile Banking are convenient, faster electronic fund transfer, safe payment system, cash withdrawal, fund transfer facilities, widely available throughout the Country, simple account opening.

2.13. SMS Banking

First Security Islami Bank welcomes to access banking needs from anywhere anytime. It is indeed a fast, secure, convenient and quickest way of banking. The service is available round the clock 24×7 a week. People can get real-time banking information and in touch any time with FSIBL from their mobile. They can check balance, account information, or even get mini account statements through FSIBL SMS banking service.

2.14. ATM Banking

First Security Islami Bank Ltd. has implemented successfully Automated Teller Machine (ATM) card transaction from June 25, 2008. Through Automated Teller Machine (ATM) /Debit card, customer can avail the facilities like withdrawal money, balance inquiry and purchase goods from Point of sale (POS).

2.15. Utility Bills

The utility bill's received following Branches

Branch Name	Bill's Type
Topkhana	Dhaka Under process (Electric bill)
Mohakhali,	Dhaka Titas Gas
Gulshan	Dhaka DESCO
Keranihat,	Chittagong Pally Biddut Shomitty
Shafipur, Gazipur	Dhaka Pally Biddut Shomitty

2.16. Accounts Opening

In accounts opening there is a relationship between the banker and the customer. Initially all the accounts are opened with a deposit money by the customer and hence these accounts are called deposit account. Usually a person needs to open an account on take services form it. Without an opening an account, one can get only a few services from the bank. So the banking begins actually by opening an account with a bank.

2.17. Cheque Book House

On the submission of the requisition slip attached with the cheque book given during the account opening, the assigned person or the person authorized by the account holder will be given a cheque book.

2.18. Account Closing

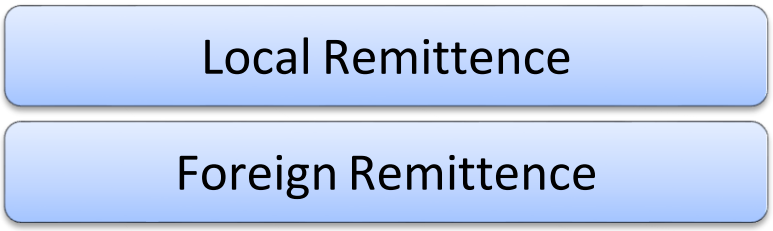
It is a general right for each account holder to close his or her account at any time if he /she is inconvenient to continue. But it requires also some formalities. The person needs to apply an application to the manager of the specified branch mentioning the reason for account closing also the date when he/she would like to close the account by paying closing charge.

2.19. Cash Section

The main tasks of the cash department are Receiving Cash from Clients and Paying against instrument. Instead it also maintains the locker service the amount of opening balance is entered in the daily register. After the whole day's transaction the surplus amount of money receipts in the cash counter is put back in the vault and it is known as closing balance

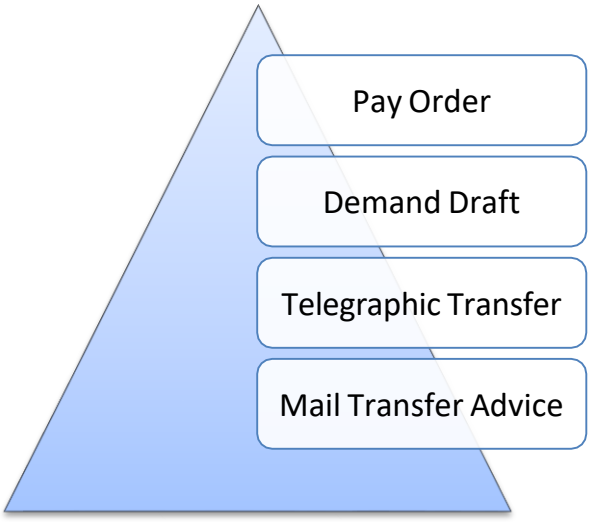
2.20. Remittance

The word "Remittance" originates from the word "remit" which means to transmit money/ fund. In banking terminology the word "remittance" means transfer of fund one place to another place.



Local remittance

Remittance of fund is to be collected in two ways. Any person can remit funds to another through Inland remittance by using the following means of remitting funds with charges.



- **Pay Order (PO):**

A pay order is a written under, issued by a branch of the Bank, to pay a certain sum of money to a specific person or a bank. It may be said as to be a banker's cheque as it is issued by a bank and payable by itself.

- **Demand Draft (DD):**

This is an instrument through which customers money is remitted to another person /Firm/ organization in outstation (outside the clearing house area) form a branch of one Bank to an outstation branch of the same Bank or to a branch of another Bank (with prior arrangement between that bank with the issuing branch).

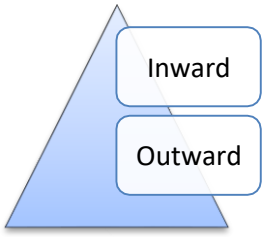
- **Telegraphic Transfer (TT):**

A Telegraphic Transfer is a method of remittance, which is effected by the banker through a coded telegram attested by secret cheek signal, on receipt of which, the paying office pay the amount to the payee by crediting his account.

- **Mail Transfer Advice (MT):**

When the remitter desires the banker does it through a mail transfer advice. The payee must have an account the paying office as the amount remitted in such a manner is meant for credit to the payee's account and not cash payment.

Foreign Remittance: Foreign remittance is the transfer of foreign currency from one country to another country. In another word, foreign remittance means, remittance in foreign currency that are received in and made out abroad. Actually, foreign remittance is purchase and sale of freely convertible foreign currencies as permissible under exchange control regulations of the country. Foreign remittance is very important for the country as valuable foreign exchange is involved in the transfer mechanism. Foreign remittance takes place in two ways-



- **Inward Remittance**

Remittance comes from foreign countries to our country is called inward remittance. To the bankers or ADs inward remittance means purchase of foreign currency by authorized dealers. Generally, inward remittances are received by draft, mail transfer, TT, purchase of foreign bills & travelers Cheque, export bills. Basically, these are the formal channels of receiving inward remittance. A local bank also receives indenting commission of local firm also comes under purview of inward remittance.

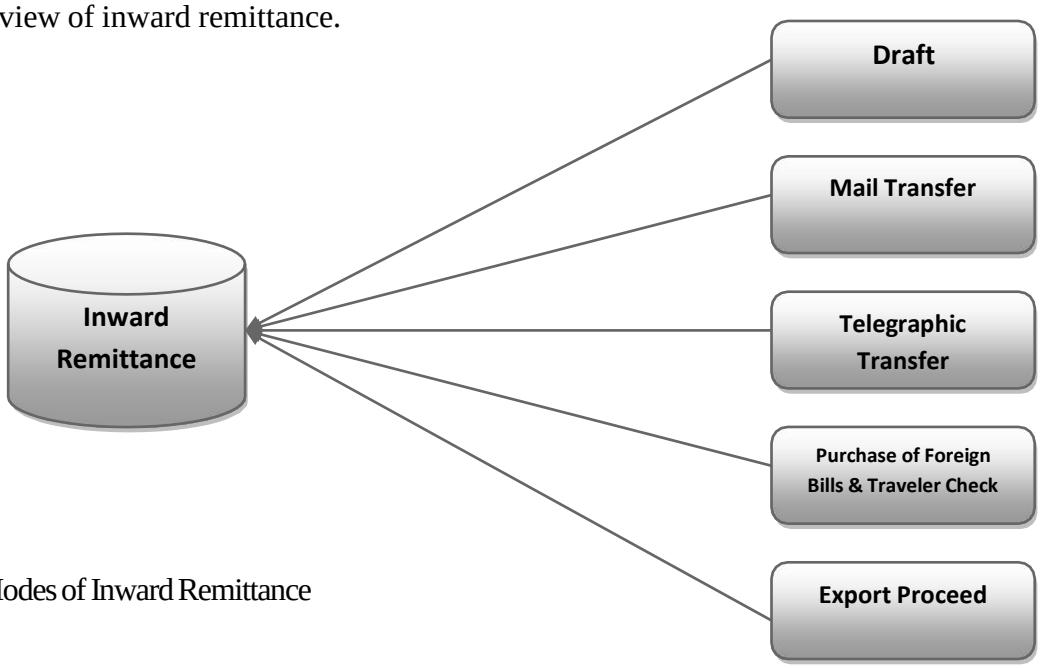


Figure – Modes of Inward Remittance

- **Outward foreign Remittance**

Remittance from our country to foreign countries is called outward foreign remittance. On the other word, sales of foreign currency by the authorized dealer or formal channels may be addressed as outward remittance. The authorized dealers must utmost caution to ensure that foreign currencies remitted or released by them are used only for the purposes for

which they are released. Out ward remittance may be made by appropriate method to the country to which remittance is authorized. Most outward remittance is approved by the authorized dealer on behalf of Bangladesh Bank. Outward remittance may be made for following purposes –

- Travel
- Medical treatment
- Educational purpose
- Attending seminar etc.
- Balance amount of F.C account.
- Profit of foreign companies.
- Technical assistance
- New exporters up to USD 6,000/- for business promotion
- F.C. remittance can be made for fare, exhibition from export retention quota.

Outward remittance in favor of beneficiaries outside Bangladesh may be made in any of the following manners:

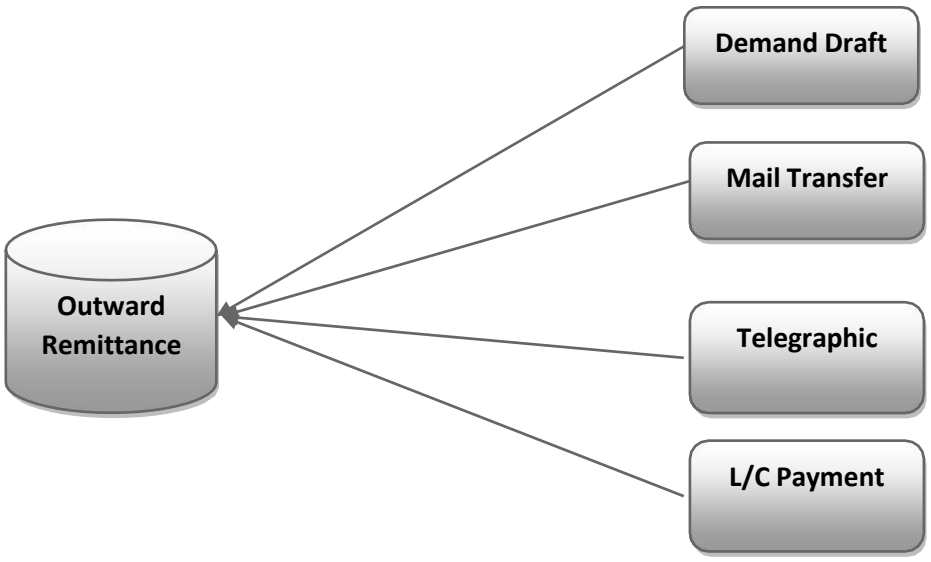


Figure: Modes of Outward Remittance

Instruments of Foreign remittance:

Cash for **:** Dollar, pound, France Fr. Riyal or any other currency.

T.C **:** Travelers cheque.

F.D.D **:** Foreign demand draft.

T.T **:** Telegraphic Transfer, cable transfer or swift transfer.

M.T **:** Mail Transfer.

I.MO **:** International Money order.

Cheque **:** By any person & institution.

P.O **:** Payment order.

2.21. Clearing

Receiving all kinds of inward & outward checks for collection/ payment, issue pay order/ pay slip is the main task of this department.

2.22. Crossing

Crossing cheque is written across the face of the cheque within two parallel lines. This practice becomes common even outside of clearing house, as an element of safety.

2.23. Dispatch

Dispatch includes all correspondence, letter, statements, returns, and telegrams. This dispatch is also known as Mail. Dispatch is primarily divided into two types:

- **Inward:** It means what are receives from the outside.
- **Outward:** It means what sent to the outside

2.24. Branches

First Security Islami Bank Limited (FSIBL) has about 137 branches throughout all over Bangladesh to deliver the best service to their clients.

2.25. CSR (Corporate & Social Responsibility)

Events-

- Inauguration Of First Security Islami Bank National School Hockey Tournament 2015
- FSIBL Handed Over 50,000 Blankets to Prime Minister Relief Fund for Cold Heated People
- Closing Ceremony Of First Security Islami Bank Golf Tournament 2014 Held
- Inauguration Of First Security Islami Bank Golf Tournament 2014
- Inauguration of Health Care Clinic "SHEBA" of Bangladesh Air Force Women's Welfare Association (BAFWWA) at Jessore
- FSIBL Donated 1 Crore Taka to Prime Minister Relief Fund for Flood Affected People
- Opening of FSIBL Children Science Congress 2014
- Closing Ceremony of FSIBL Children Science Congress 2014
- Inauguration of FSIBL School Banking at Khajura M. N. Mittro High School, Jessore
- First Security Islami Bank Ltd. Donated 10,00,000/- (Ten Lac Taka) Only To Raj Textile Secondary School

Scholarship-

- FSIBL Scholarship Class ONE-FIVE
- FSIBL Scholarship SIX-TEN
- FSIBL Scholarship HSC- HONS
- FSIBL Scholarship MASTERS
- Instruction for Scholarship

Chapter-

My duties and responsibilities as an intern

As an intern I have joined First Security Islami Bank Limited Mohakhali branch on January 18th 2015 and successfully completed my three months internship. In this short period of time I got chance to work in accounts department, general banking department, clearing department, foreign exchange department and human resource department. The knowledge I have learned from different departments is given below.

In accounts department I have learnt about the supplementary details. Every transaction done by the branch has to kept record with original documents like, cheque, deposit slip, pay order, debit voucher and credit voucher. In every transaction there are two parts. They are client part and general ledger (GL) part. Accounts department has to do it very carefully because all the transaction record here with the original documents. I have done this work under the supervision of Mrs. Rezena Begum (Principal Officer) and Shahbuddin Arif Khan (Officer).

Account opening, closing, providing cheque books, client service and etc are being done by general banking department. In this department I have learnt how to fill an account opening from and documents needed for opening an account and collecting check books. I have worked in this department under the supervision of Mr. Md. Mamun (Officer).

Clearing department is one of the most important departments of the bank where I learnt how to receive a cheque and how to authorize it. I also recorded the cheque into the cheque book register. If the amount of cheque is more than 500000 tk than it is consider as a high value cheque. In clearing department I have learnt from Mrs. Nafiza Sultana (Junior Officer).

In foreign exchange division I have learnt how to open a letter of credit and how to fill the letter of credit (L/C) form. In this department I also came to know about the dollar endorsement and foreign remittance by the help of Ishtiak Al Anis (Asstt.Officer)

From human resource department I have learnt the recruitment and selection procedure. This procedure includes the CV collection, CV screening, making interview call and etc. Though it was a very short period of time but it was a great opportunity for me to learn the job by actually doing the job.

Chapter-

Staffing Strategy:

At first they measure the space of their outlets then they calculate how much people they will need. The History of Human Resource Management is the strategic and coherent approach to the management of an organization's most valued assets-the people working there who individually and collectively contribute to the achievement of the objectives of the business. The terms "human resource management" and "human resources" (HR) have largely replaced the term "personnel management" as a description of the processes involved in managing people in organizations. Human resource management is evolving rapidly. Human resource management is both an academic theory and a business practice that addresses the theoretical and practical techniques of managing a workforce. Human resource management has its roots in the late and early 1900's. When there are less labor then there are more working with machinery. The scientific management movement began. This movement was started by Frederick Taylor when he wrote about it a book titled “The Principles of Scientific Management”. The book stated, "The principal object of management should be to secure the maximum prosperity for the employer, coupled with the maximum prosperity for each employee”. Taylor believed that the management should use the techniques used by scientist to research and test work skills to improve the efficiency of the workforce. The human relations movement is the major influence of the modern human resource management.

In First Security Islami Bank Limited the HRP strategies initial decision is taken by the HR Manager, when it makes any vacancy then branch manager give a requisition to the HR department after that HR Manager verify the vacancy and analyze what type of employment they need. Then, HR manager announced circular for the interview. After collecting the CV HR personnel scanning all the CV and they make a short list of the candidates. Short listed people are requested to sit for the exam, and few more people are rejected. After the exam the rest of the process is going in a formal way. For higher level employees like CEO, VP, AVP, it may differ. First Security Islami Bank Limited, use succession planning for recruiting the higher level employees.

Chapter-

Human resource planning of First Security Islami Bank Limited

Demand forecast:

HR requirement or demand forecasting means the estimation of the quantity of people and the quality of people that may require in future. To forecast the future requirement HR manager have to keep in mind some factors. There are seasonal fluctuation, interest rate, currency exchange, industry and competition. Human Resource Forecasting technique can be two types. They are subjective / judgmental technique and Quantitative technique.

Subjective or Judgmental techniques are

- **Managerial estimates (follow by FSIBL)**
- Delphi technique
- Nominal group technique

Quantitative techniques are

- Ratio analysis
- **Trend analysis (follow by FSIBL)**
- Scatter plot
- HR budget
- Regression analysis

First Security Islami Bank Limited uses both subjective and quantitative techniques for their HR forecasting. Among those techniques they use the trend analysis and managerial estimates to find out the employee requirements. Trend analysis is forecasting for employees depends on previous years trends. Depends on previous year requirements they predicts for current years requirements. Managerial estimates means forecasting based on managers own judgments or previous experience. HR manager decides how many employees they need based on his experience.

Supply forecasting:

Supply forecasting or availability forecasting is the process of estimating availability of human resources. It can be internal and external supply of human resource. Supply forecasting may uses both subjective and quantitative techniques.

Judgmental techniques are

- Skill inventories
- **Management inventories (follow by FSIBL)**
- Manager judgment
- Replacement planning
- **Succession planning (follow by FSIBL)**

Quantitative techniques are

- Linear program
- Movement analysis
- Vacancy analysis
- Markov/ transition analysis

From the different techniques First Security Islami Bank Limited uses management inventories and succession planning. Succession planning means bank develop some employees for the key management post like CEO, AVP, SAVP, etc. So, by using succession planning bank estimate how many employees are available. According to bank they always reserve some employee for future requirements.

Action plan

Action plan is taken if there is a shortage or surplus of employee. If there is a shortage in any branch they go for the contractual employee but most of the time they have employee surplus. It will help them to fill the shortage number of employee in any time.

Job analysis of First Security Islami Bank Limited

Job analysis is the process of studying and collecting information relating to the operations and responsibilities of specific job. The immediate products of this analysis are job description and job specification. Job description contains various information of a job and they are given below:

- Job Title/Job identification/Organization position
- Location
- Job summary
- Duties
- Machine, tools and equipment
- Materials and forms used
- Supervision given or received
- Working conditions
- Hazards

Job specification basically contains the information about the requirements that's essential to perform the task. For example:

- Physical specification: Height, Weight, Chest, Vision, Hearing, Health, Age, Ability to use tools, equipment, machine.
- Mental Specification: Arithmetical calculation, Interpreting data, Ability to plan, Reading ability, scientific ability, Judgment, General Intelligence, Memory etc.
- Emotional and social specification: Emotional stability, flexibility, Social adaptability in human relationships, Personal appearance including dress, posture etc.
- Behavioral Specification: Judgment, Research, Creativity, Teaching ability, Maturity trail of conciliation, self-reliance, dominance.

Chapter-6

Process of Job Analysis used by First Security Islami Bank Limited

Determine the job or process: Analyzing all the jobs at a time is complex and costly affair. So, only a representative sample of jobs is selected for the purpose of detailed analysis. Under it, the job analyst investigates to determine which managers or employees require job analysis. They collect the information part by part.

Determine the Method: This is the second step of job analysis under which required information related to various aspects of jobs are collected. Information is obtained through different methods such as interview, observation, questionnaires, journals & diaries, output and production analysis etc. It is associated with preparation of plans and programs and assignment of responsibilities to the concerned person. For job analysis First Security Islami Bank Limited normally use interview, observation, questionnaire, job description and specification.

Questionnaires: They use this technique for the department heads because it's less time consuming & cheap. The questions they ask are very structured and sequential. In questionnaires they asked about specific duty they perform, how many people they need to supervise, etc.

Interview: They also took interview for top level management employees. It is time consuming to take an interview, however they take the interview because it is easier to extract detailed information.

Observation: For lower level employee they used observation process. The observation method of job analysis is suited for those jobs in which the work behaviors are observable involving some degree of movement on the part of the incumbent, job tasks are short in duration allowing for many observations to be made in a short period of time. They used it because there is no chance for cheating or giving any wrong information. Moreover, it is less costly than other technique.

Current job description & Specification: During the time of updating the job analysis they used current job description & specification. There might some job duties and requirements that remain unchanged. For every post, doing job analysis is nothing else but wasting of time and money. They also get an idea about the job from the present job description & Specification.

- **Examine the record data:** After collecting the data they verify it to check whether any types of deceitful information are provided or not. After checking data by respective department heads, it again rechecked by HR manager.

- **Fixed performance standard for the job:** After verifying the data they fixed the performance standard. They have annual business plan. They fix the performance standard from the annual business plan. In bank it is known as the target.

- **Maintain new methods & performance standard:** To maintain performance standard they have different training programs. Supervisors are also instructed to monitor and provide positive reinforcement. They have also reward system. Every year they provide best employee award, performance bonus based on their performance.

Role of job analysis in HR activities of First Security Islami Bank

Job analysis plays a vital role in HR activity. It ensures the most important HR activities like recruitment, selection, performance appraisal, designing compensation system etc.

Recruitment: For recruitment purpose they need job analysis. To give an advertisement on newspaper about the vacancy they have to introduce the job and the requirements they want. They can provide that information easily from the job description and job specification. That also saves their time on critical moment.

Selection: For employee selection purpose they need job analysis, specifically job specification part. They need to verify the person applied whether he meets the requirements or not. They can compare his information with the job specification of that particular job.

Performance Appraisal: During the time of promotion interview and increments, bank use the job analysis information. To get promoted every employee tries their best. Bank keeps record of their performance and compares it with their standard performance.

Designing compensation system: For developing pay scale they need to conduct job analysis. Almost every year new duties and responsibilities are adding. With new duties salary will increase. Moreover to design the pay scale they need to count the duties. For that they need job analysis.

Build your dream Career

সবার জন্যে সবসময়

www.fsiblbd.com

First Security Islami Bank Limited, a third generation progressive Shariah Based Private Commercial Bank having 117 branches all over the country with excellent working environment, corporate culture & steady growth in its business expansion program desires to recruit **Probationary Officers** to strengthen the team. Potential individuals who are challenge striving, forward looking, proactive & self-motivated possessing pleasing personality with the following criteria are encouraged to apply.

Pre-requisite

- **MBA/MBM/Masters with Honors'** in Finance, Accounting, Management, Marketing, HRM, Banking, MIS, International Business, Economics, English, Public Administration, Law, Computer Science, Mathematics, Statistics and Agricultural Economics.
- **Acceptable Universities**: Any Public or Private University approved by UGC.
- Candidates must have at least 03 (three) 1st classes/divisions or equivalent (At least GPA-3.00 in case of S.S.C/H.S.C & 60% marks or CGPA-3.00 in case of Hons' & Masters Degree) and candidates having 3rd Division/Class/ GPA below 2.00 or marks below 45% in case of S.S.C/H.S.C and CGPA below 2.25 out of 4.00 or marks below 45% in case of Hons' & Masters need not to apply.
- Computer literacy is a must.

Catch a Glimpse

- Candidates possessing requisite qualification will be called for **written test.**
- Only the successful candidates securing qualifying marks will be called for **interview** as per the merit list of the written test to complete the selection process.
- Selected candidates will be appointed as **Probationary Officer** for a period of 01 (One) year with a monthly consolidated pay of **Tk.37,500/- (Taka Thirty Seven Thousand Five Hundred)** only. On successful completion of Probation Period, they will be absorbed as **Officer** under the Bank's regular pay scale.
- Age 30 years (maximum) & 22 years (minimum) as on **17.04.2014.**

Keynote

- Finally selected candidates have to execute a Surety Bond to serve the bank for a period of 05 (Five) continuous years from the date of joining.
- Job location: Anywhere in Bangladesh.
- Only published academic results are acceptable.
- Any persuasion will be treated as disqualification.
- **The management reserves the right to accept or reject any application.**

Apply Instruction

The intending applicants are requested to visit **www.fsiblbd.com/career** and may apply online with confidence by furnishing their detailed Resume with a recently snapped passport size photograph **(30-50 kb)**, SSC Certificate & last Academic Certificate (scanned, size: **200-300 kb**) using the online application form.

Application Deadline: April 17, 2014.

Senior Vice President & Head
Human Resources Division

ATM

FSIB ISLAMI BANK

ফার্স্ট সিকিউরিটি ইসলামী ব্যাংক লিঃ

فارست سيكيوريتى اسلامى بنك ليميتد FIRST SECURITY ISLAMI BANK LTD.

Chapter-7

Recruitment and selection of First Security Islami Bank Limited

Recruitment: Recruitment is the process of finding and getting the best candidate for job opening and it is from within or outside organization. The recruitment process includes analyzing the job requirements, attracting employees, selecting employees, etc.

Overall recruitment & selection process

Requisition for specific outlet

↓

Approve from business head

↓

CV collection

↓

CV screening (Based on education & experience)

↓

Written test

↓

Experience, certificate & reference check

↓

Panel interview

↓

Medical test

↓

Salary discussion & offers appointment letter

The overall recruitment & selection process of First Security Islami Bank Limited is basically starts from initial requisition where HR needs employees for specific vacant positions. This requisition is firstly approved by the business head of the certain branch. 40 days time frame has fixed for fulfilling the vacant position and by taking this as target the HR division of the bank starts CV collection. The highly experienced human resource experts of First Security Islami bank limited starts to screen the CVs based on candidates experience and educational qualifications. A formal written test takes place. After taking the written test the eligible candidates are selected to the next level which is panel interview. Before taking the interview HR verifies the certificate and checking the reference of the candidate. The managing director and someone from HR take the interview to the specific candidate. An applicant who passes the panel interview will get an offer to join the bank or few candidates are kept as a reserve for the next vacant position. Whenever the company needs more employees for their vacant positions, the human resource department directly calls from the reserved candidates. The final stage of the process is medical test. As it is very costly so this is last step of this process. The physical and mental fit persons will be selected as an employee of the bank and then the HR offers the salary to the candidate. To reduce turnover bank fill a contract with employee call bond sign. Thus the recruitment and selection process is accomplished by the first Security Islami Bank Limited.

Internal recruitment

Internal recruitment means attracting the candidates from within the organization. There are many different mechanisms for internal recruitment. Some are formal and sore are informal. It is good for an organization like bank because they more familiar with the organization.

Planning phase issues: Two issues in planning phases both organization and administrative issues are followed by first Security Islami Bank Limited. Internal labor market can be divided into segments of workers either informally of formally.

Organizational issues:

Formal: If an employee wants to change the post of the job or move from one department to another department which is termed as mobility paths in HR. Except submitting the CV & medical test an employee must give the written test & panel interview as well for this specific post. Exception can be considered depending on the position and qualification of candidates.

Traditional: For the traditional mobility paths they follows an only upward movement that means they only offer promotion and try to avoid demotion for specific performances but sometimes they hold promotion based on below average performance. Sometimes they transfer employees from one branch to another branch.

Administrative issues:

Requisition: When a branch manager finds there is a need to hire an employee, whether to replace a terminating employee or because of an increase or change in workload, the first step is to complete a position requisition form and forward it to the HR head for taking approval. The purpose of this form is to establish a valid need for the new position, indicate that funding and space are available, and provides a source document for posting the position. Basically for the mid or top level positions HR's first preference is to internally recruit a job description, detailing all essential position functions, required education and experience should be attached.

Coordination: Efforts need to be coordinated in accordance to the organization's staffing philosophy. If we discuss about the recruitment philosophy of bank they always follow the lead strategy. Lead strategy means the aggressive recruitments.For an example bank need 100 employees and recruit 100 employees. First Security Islami Bank Limited sometimes coordinates with other agency for their head hunter programs.

Recruitment Budget: FSIBL never exposes their recruitment budget amount outside the organization.

Recruitment Guide: A formal document that details the process to be followed to attract applicants to a job. It shows time, money and staffing activities required to fill the job, as well as the steps taken to fill the vacancy. FSIBL has a specified guideline for their recruitment and selection process. The HR executives follow the guide for making sure that their progression is in right tract or not.

Sources of candidates:

Job posting: Spells out the duties and requirements of the job and shows how to apply. Internal job notices are only posted by email to all employees or the official notice bulletin board. In some of the cases the leading position vacancy like the posting of CEO is published in newspaper.

Skill Inventories: FSIBL has a classified database for controlling their valuable information of employees. So this information is secured and kept confidential. It must give adequate but relevant employee information. Information is always updated.

Temporary and contractual employees: Sometimes FSIBL recruits temporary and contractual employees for maintaining the pressure of branch and for instant vacant filling situation. Often they are considered as permanent workforce depending on their performance. This decision is taken within one year.

Succession planning: FSIBL follows the succession planning for filling the key or leading position of the organization. The HR observes the potential candidate more than two years.

Medium used for communication message:

FSIBL follows the job posting as a medium of communication message where they clearly define the job duties and eligibility requirements and most of the time they send it via email. For internal recruitment bank usually use this.

External Recruitment Process:

First Security Islami Bank Limited attempts to maintain an image and atmosphere that is consistent with its promise for quality service and customer satisfaction. This process helps to encourage a huge pool of candidates. First Security Islami Bank Limited mostly uses these methods because they can choose best talent for them. External recruitment process deals with at first organizational and administrative issues that is planning phase.

Organizational Issues:

FSIBL coordinate an HR activity that is highly centralized. They do not recruit any employee by their individual branch of the bank. At first they need to take permission from the head office. Moreover, they provide advertisement of their vacancies from their head office where all the vacancies are informed. FSIBL has followed all the rules and regulations very strictly. The advantage of centralized recruitment is that there is no nepotism andfair recruitment. All the decisions are taken by the head of the bank. Head office does all the official procedure of recruitment.

Administrative Issues: Based on their preference FSIBL use some of the administrative issues.

Requisitions

A formal document sends to approve from the branch head then HR does all the procedure for fulfilling vacancy. If it is approved than HR try to fill with existing employees. If it is not possible to fill the vacancy with existing employee, than they go for external recruitments.

Timing:

The bank is very apprehension about the timing of the recruitment. At least three to four months before, they start the recruitment process.

Process flow and Record keeping:

FSIBL maintains data record of every single step of recruitment and selection. They record all the information of the applicants and what the sources of the recruitment they use.

Selecting Recruiters:

The bank head usually select the professional recruiters. They go for the recruiters based on their strong communication skill and experience on it. Also give importance on the knowledge about the job.

Strategy Development:

FSIBL uses the open recruitment strategy. Open recruitment strategy is very efficient for First Security Islami Bank. They need huge employees as they have large number of branches. From the open recruitment strategy they can get diverse background employees. For these reason they use open recruitment strategy. Moreover FSIBL gets more options to choose the best talent for their bank.

Recruitment sources and medium used for communicating massage:

First Security Islami Bank Limited advertises through newspapers and online and it is very selective approach. As they get high volume of candidates to apply. They have their own web site "www.fsiblbd.com". Employment brand is important factor for an open recruitment strategy and they have their own recruitment team.

Chapter-

Recommendation

The highly centralized nature of the banks recruitment decisions often leads to delays and complications due to branch managers being unable to act without the central offices permission. By giving more decision making power to branch management, a considerable amount of time can be saved, allowing the employees involved to return to work faster.

- Employee should not transfer frequently because customers are always like to see the familiar face. It may impact on customer because some employees are act as an opinion leader for customer.
- First Security Islami Bank Limited should have more focus on team based performance. It will help to increase the co-relation among bank personnel's.
- FSIBL conduct its promotion interview in every two or three years. Promotion interview should be in every year and it may motivate employees more than before.
- First Security Islami Bank Limited may introduce the individual performance bonus for each success. It is highly encouraging for the achievement oriented bank employees.

Chapter-

Conclusion

First Security Islami Bank Limited one of the growing banks which successfully implement the effective HR practices for recruitment, selection, and performance appraisal. FSIBL believes that their profitability increasing day by day because of their highly committed employees. To continue this profitability they always motivate their employees. First Security Islami bank Limited gives promotion, increments and performance bonus for their employees. With a bulk of qualified and experienced human resource, First Security Islami Bank Limited can exploit any opportunity in the banking sector. It is the pioneer in introducing many new products and services in the banking sector of the country. Moreover, in the overall-banking sector, FSIBL provides its wide spread branch networking all over the country. From my little experience, bank may achieve the loyalty of the customers, by providing them effective and dependable services, credit facilities and updating with user friendly modern technologies.

As an emerging bank First Security Islami Bank limited is doing a great and I feel proud to get chance and worked with this bank and its personnel's. I hope that FSIBL will be one of the leading private banks within few years.

References

- *First Security Islami Bank Limited. (2009). First Security Islami Bank Limited. Annual Report.*
- *First Security Islami Bank Limited. (2010). First Security Islami Bank Limited. Annual Report.*
- *First Security Islami Bank Limited. (2011). First Security Islami Bank Limited. Annual Report.*
- *First Security Islami Bank Limited. (2013). Summary.(2012). Annual Report.http://www.fsiblbd.com/anual%20report%202013*
- http://www.fsibl.bd.com
- *Heneman III, Herbert.; Judge, Timothy A (2005). Staffing Organizations. USA: McGraw-Hill*
- *Mathis, L., Jackson, H., (2006). Human Resource Management 12th ed. Managing Equal Employment and Diversity. pg. 105. Retrieved, February 11, 2010*
- *Milkovich, George T, Copyright 2008, Compensation Management, Tata McGraw Hill Education*