
AN INTERNSHIP REPORT ON

The Selection and Recruitment Procedures of Southeast Bank Limited

United International University

Submitted to

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An internship report on

“The Selection and Recruitment Procedures of Southeast Bank Limited”



Letter of Transmittal

20 February 2021

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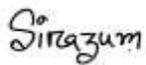
Subject: Request for Acceptance of the Internship Report on “*The Selection and Recruitment Procedures of Southeast Bank Limited*”.

Dear Sir,

With due respect, I am happily informing you that the internship report on “*The Selection and Recruitment Procedures of Southeast Bank Limited*” which was given to me in fulfilling the requirements of the internship program. Throughout the internship period, I have tried my best to add all the information I have gathered and observed. This internship program gave me a chance to comprehend practical knowledge and organizational culture.

In making this report as informative as I possibly can, I have given everything I have. Despite its shortcomings, the report may still provide the value to which it is intended.

Sincerely Yours,



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Acknowledgement

I have learned a lot from my learning development and professional development from my internship period. Being given the chance for the internship, I consider myself to be a lucky individual. I have met a lot of wonderful and talented people during the internship period who have helped me greatly with my knowledge.

In grateful appreciation, I give my sincere thanks to Mohd Hasanur Rahman Joardar, Professor of United International University, for his mentorship during the completion of the report. In the course of my internship and the report writing, he provided me with the essential ideas and knowledge, both in the theoretical and practical sense. His assistance was crucial to the report's completion.

Additional thanks go to the Human Resources department at Southeast Bank Limited, who considered me a qualified intern. Southeast Bank Ltd. is to be deeply appreciated for their assistance. I would like to thank the staff of Sat Masjid Road Branch for providing me with the opportunity for an internship program that I have successfully completed.

My thanks also go to Quazi Sowkot Imran, Principal Officer, Md Farid Uddin, Executive Officer have made it possible for me to carry out this study without having to detract from my regular workload. I would also like to thank Israt Alom, Senior Officer, Southeast Bank Limited, Sat Masjid Road Branch for her continuous support and also for supplying me with all the necessary materials, which were essential to the preparation of this report. The kind and friendly behaviour I received from them will never be forgotten.

Last, of all, I would like to say that all my gratitude is given to Almighty Allah for helping me accomplish this difficult task.

Table of Contents

1.1 Introduction	1
1.2 Origin of the Report	2
1.3 Objectives of the Study	3
1.4 Scope of the Study	3
1.5 Limitations of the Study	3
1.6 Methodology of the Study	4
2.1 Introduction of Southeast Bank Limited	5
2.2 History of Southeast Bank Limited	6
2.3 Goals of Southeast Bank Limited	6
2.4 Vision of Southeast Bank Limited	7
2.5 Mission of Southeast Bank Limited	7
2.6 The Overview of Products and Services Offered by Mutual Trust Bank Limited	8
2.6.1 The product of Southeast Bank Limited:	8
2.6.2 The Services of Southeast Bank Limited:	9
2.7 The Organizational Chart of Southeast Bank Limited:	10
3.1 Introduction of the Recruitment and Selection Procedure of Southeast Bank Limited	11
3.1.1 Recruiting Types	12
3.1.2 Employment Mode	12
3.1.3 Recruitment Sources	12
3.2 The Recruitment Method:	15
3.2.1 Written examination:	15
3.2.2 In-person interview:	15
3.2.3 Tested by Medical Personnel:	15
3.3 Selection and its Procedures:	15
3.3.1 The Importance of the Selection Procedure	16
3.3.1.1 Performance	16
3.3.1.2 Expense	16
3.3.1.3 Obligations under Law	16
3.4 The Procedure of Selection:	16
3.4.1 Application form	17
3.4.2 The Written Test	17

3.4.3 In-depth Interview Session.....	17
3.4.4 Practical Interview	17
3.4.5 Background Inquiry	17
3.4.6 Medication Examination	17
3.4.7 The Final Decision on Employment	17
4.1 The Data Analysis of the Survey Conducted on the Recruitment and Selection Procedures of Southeast Bank Limited.....	18
4.1.1 Analysis of Recruitment Sources.....	19
4.1.2 The Attribute Analysis	20
4.1.3 Analyzing the Selection Process	21
4.1.4 Analysis of the Satisfaction Level Regarding the Recruitment Process	22
4.2 The Findings from the Experience.....	23
5.1 Recommendation	24
5.1.1 Reconsidering policy:	25
5.1.2 Fairs for Jobs:.....	25
5.1.3 Internal Recruitment:	25
5.1.4 An Extensive Background Check is Required:.....	25
5.1.5 Internal Search is very Important:.....	25
5.1.6 Planning for the future:	25
6.1 Conclusion	26

Executive Summary

Banks are consistently pushing the envelope in delivering a clear demonstration. Financial processes are becoming progressively simple and faster for the first time, and the overseeing account area is progressively broadening. People are going with various inventive means and strategies as public interest for better administration continues to grow. Many establishments are searching for more opportunity to do business with their related clients in the engaged world of dealing with a record fragment.

An economy's development depends greatly on the banking industry. Banks are equally persuasive in Bangladesh. Bangladesh is home to several talented representatives of this industry and it is a huge market in Bangladesh. Southeast Bank Limited is a private bank that provides monetary administrations on behalf of clients. The Companies Act, 1994, gave it the authority to start its task starting on March 12, 1995. There are about 115 Southeast Bank branches, and they provide efficient and focused financial services to their customers.

Southeast bank has three branch sectors, one of which is General Banking, one that is speculation and one, which gives remote trading services. SEBL's Uptimes programming is a customer-centered approach to giving sharp support to customers in today's online banking world.

I poured myself into thoroughly studying the HR practices of Southeast Bank, particularly the recruiting, training, and preparing processes, during my general examination for the entry-level position report. In the report, the reader will find information on the bank's foundation, along with portions of earlier features from its history. Furthermore, Southeast Bank's authoritative profile is provided.

Besides that, Southeast Bank's executives also present the general procedures of how they recruit new officers. They also explain what priorities they pay attention to when searching for potential office candidates. In addition, the report demonstrates how different types of training sessions are being designed for diverse stakeholder groups within the bank.

Overall, I believe this article explains the Southeast bank's distinct HR practices that are significant to the bank's human resource strategies.



Chapter 1: The Introductory Division



1.1 Introduction

A banking system is needed in order to ensure rapid economic growth. In Today's world, banks are regulated throughout the world because the financial stability of the country is of paramount importance. The banks have been providing different kinds of funds for economic development by implementing different programs in order to grow economic growth in an economy. The main reason why Banks exist is to lend money and invest in different programs. It is very important to know that there are many other departments in a bank to operate the banking system efficiently. Thus, in Bangladesh, Southeast Bank Limited is considered one of the leading financial institutions.

In the bank, Human Resource Management is known as one of the departments responsible for managing Human Resources. The organization is primarily concerned with the dimensions of its people. Employees are one of the most important aspects of any company that strives for the success of the company. The Human Resource department is thus very well aware of the importance of managing people within the bank especially in terms of following the bank's guidelines, policies and other banking systems.

Controlling the departmental sectors is a major responsibility for human resource management. This includes recruitment and selection, development, reward, performance appraisal, compensation, and others. Consequently, the primary aim of Human Resource Management is to bring employee productivity in an organization to the maximum.

The purpose of this report is to examine the recruitment and selection process of the human resource management department of Southeast Bank Limited. Accordingly, the report contains the study on the recruitment and selection process of the bank, which reveals the efficiency of its recruitment, hiring and selection.

1.2 Origin of the Report

The purpose of the internship course that is held at every university at the end of the period of the bachelors is give the students the understanding of how an organization operates. The university is the sole provider of the theoretical knowledge. However, when it comes to the practical understanding, the university fails to provide. This is where the internship course comes in. The term paper on the Selection and Recruitment Procedure of Southeast Bank Limited is prepared upon those observed and gathered information, which were collected while completing the internship program there. In order to completed my internship program I have chosen Southeast



Bank Limited when I was played the role of an intern in their Dhanmondi Branch. I worked with the human resource management team that enhanced my understanding of my major.

1.3 Objectives of the Study

The **broad objective** of the internship program is to get the in-depth knowhow of the human resource practices regarding the selection and recruitment procedure.

The **specific objectives** of the internship program are the following;

- To understand the practical experience of the tasks conducted by Southeast Bank Limited
- To understand how the recruitment and selections of new employees are done.
- To understand how job descriptions are developed in related to the job criteria.
- To learn how to handle selected candidate
- To learn how to communicate with the applied candidates
- To manage interviews for the selected participants.
- To understand what processes are need to select an employee and how important to be accurate.

1.4 Scope of the Study

The coverage of the report is to point the areas of the activities that a bank conducts in order to select and recruit a candidate based on their skills, experiences and academics. The report will let the reader understand the functions regarding human resources management of one of the top ranked banks in the country

1.5 Limitations of the Study

There were some limitations in this report as well, like any other report.

- The time factor is, for instance, one of the most important factors, which was not sufficient to conduct a much broader and more accurate study.
- For some organizations, certain data are confidential and private, and sometimes they will not allow individuals to have access to it.
- Another difficult task was collecting data from Bank employees.



1.6 Methodology of the Study

The main methods that I implement and follow in order to prepare this report are summarized below:

1. Data from Primary Sources:

My bank supervisor has provided me with the following information. The Human Resources team at my department has also given me some input. As well as that, I have also interviewed 50 employees from the bank and base on the responses, I have gather relevant information, which I have incorporated in the report.

2. Data from Secondary Sources:

I found these secondary sources to be more relevant to my research. Data from secondary sources can be obtained more swiftly than primary data.

- Having gone through the official website of Southeast Bank Limited.
- The annual financial reports that Southeast Bank Limited publishes.
- Journals, Magazines, textbooks, and papers published related to SEBL.



Chapter 2: Abstract of Southeast Bank Limited



2.1 Introduction of Southeast Bank Limited

Southeast Bank Limited has been one of the well-known banks in Bangladesh. A public limited company by shares, the bank is one of the leading banks in the country. Since the company offers a wide range of services to clients of all categories, the company has been a huge success in the country. Furthermore, the bank's management contributed greatly to the bank's achievement of financial success.

2.2 History of Southeast Bank Limited

Southeast Bank Limited is one of the biggest private commercial banks in Bangladesh. The bank was established in 1995 as a pioneer banking institution in Bangladesh with a vision to become the largest financial institution in the country. In addition, the directors of Southeast Bank Limited have made significant contributions to the growth of Bangladesh as well. Mr Alamgir Kabir is the chairperson of Southeast Bank Limited.

A team of highly trained professionals works in Southeast Bank to provide many different services and encourage people to work together as a team in order to achieve their targets. The bank's aim is to encourage and motivate their employees to use their abilities as a team to achieve their objectives. Therefore, there is no discrimination between individuals. Furthermore, Southeast Bank Limited also places an emphasis on gender equality amongst all employees. The current Southeast Bank workforce consists of 40% women.

2.3 Goals of Southeast Bank Limited

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



2.4 Vision of Southeast Bank Limited

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

2.5 Mission of Southeast Bank Limited

- Swift/Rapid Client Service
- Feasible Growth Strategy
- Constant Shareholder's Equity Return
- Innovative Banking at a Competitive Price
- Attraction and Retention of Quality Human Resource
- Commitment to Corporate Social Responsibility



2.6 The Overview of Products and Services Offered by Mutual Trust Bank Limited

2.6.1 The product of Southeast Bank Limited:

- 1. Deposit Products:**
 - Current Account (CD)
 - Fixed Deposit Account (FDR)
 - Savings Account (SB)
 - Short Notice Deposit (SND)
 - Monthly Savings Scheme (MSS)
 - Pension Savings Scheme (PSS)
 - Millionaire Deposit Scheme (MDS)
 - Millionaire Gold Deposit Scheme (MGDS)
 - Monthly Income Scheme (MIS)
 - Super Double Benefit Scheme (SDBS)
 - Wage Earners Pension Savings Scheme (WEPESS)

 - 2. Remittance Products:**
 - Wage Earners Welfare Deposit Scheme
 - Overseas Employment Loan Scheme
 - Special Interest Rate Deposit and Loan

 - 3. Retail or Consumer Loans Products**
 - Personal Loan
 - Home Loan
 - Car Loan
 - Business Loan
 - Industrial Loan
 - Working Capital Loan
 - Agricultural Loan

 - 4. Loan and Advanced Products**
 - Overdraft
 - Project Finance
 - Working Capital Financing
 - Syndicated Loan
 - Packing Credit
-



- Loan Against Export Bill & Loan Against Trust Receipt

5. Islamic Banking Products

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

6. Others:

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

2.6.2 The Services of Southeast Bank Limited:

- Export Services
- Import Services
- Remittance Business
- Dual Currency VISA Credit Card
- SWIFT Service
- Small and Medium Enterprise (SME) Banking
- Locker Services
- Internet Banking
- ATM Services
- Western Union Money Transfer Services
- Card Services

2.7 The Organizational Chart of Southeast Bank Limited:

Given below is the organogram of the Southeast Bank Limited.

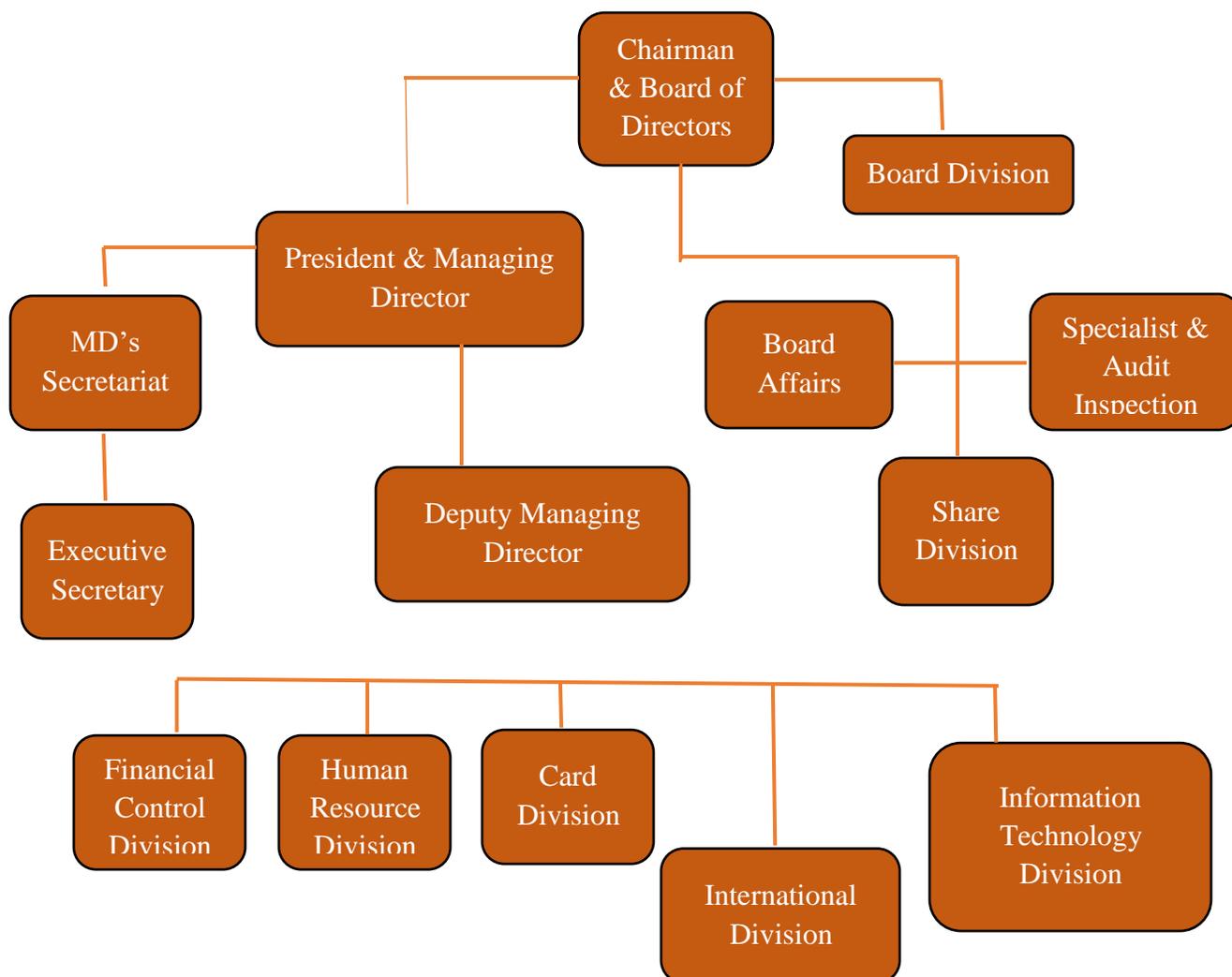


Figure: The Organogram of Southeast Bank Limited



Chapter 3: The Selection & Recruitment Procedure of Southeast Bank Limited



3.1 Introduction of the Recruitment and Selection Procedure of Southeast Bank Limited

Recruitment and Selection Processes are an integral part of Human Resource Management and one of the central activities. Also referred to as finding or being familiar with the best-qualified candidate in a cost-effective manner, the process also implies hiring in a cost-effective manner. This explains why it is essential to know the best potential candidates for any vacancies available.

The process of recruiting and selecting generally refers to collecting, screening, and choosing the most appropriate candidates for the best positions.

3.1.1 Recruiting Types

1. Recruitment on an Annual Basis
2. Recruitment on the Basis of Need

3.1.2 Employment Mode

1. Program for Internships
2. Job on contract
3. Full-time Position

3.1.3 Recruitment Sources

Recruitment is based on the following two sources:

- Sources within the company - Internal Source
- Sources outside the company - External Source

1. Internal Sources:

Here are some of the internal recruiting sources that South East Bank Limited uses;

- An Internal suggestion or recommendation.
- Notification Boards
- Newsletters and magazines
- Annotation to the Memorandum



2. External Sources:

The following external sources of employee recruitment are some of the most important ones:

- An advertising campaign
- Job Fair at the Educational Institution
- Social Media Promotion
- BDjobs
- HR Agencies
- The Waitlist

The Advertising Campaigns:

An organization may choose to use this tactic of recruitment in order to attract new talent. Southeast Bank Limited follows a similar procedure for recruiting. In addition to advertising on job circular websites, newspapers, and company websites, the company's website also lists the requirements for work force. A detailed description of the job duties and educational requirements, salary requirements, etc. should be included.

Job Fair at the Educational Institution:

The bank encourages direct recruitment, too, by cooperating with any reputable universities in Bangladesh. Consequently, these individuals have participated in this kind of activity such as job fair in the past and would like to do it more often. Several interviews were conducted on campus, followed by interviews at their office to determine which candidates are best suited to work for the company.

Social Media Promotion:

The bank also uses the social media platforms such as Facebook, Instagram and LinkedIn as an active place to look for the potential candidates. Vacancy posts are posted on several vacancy announcement groups as well as other university and educational group for further reach. Nowadays, this extremal sector is working really well for the recruitment for the bank. This is also a cost effective and efficient way to find appropriate candidates.

BDjobs:

BDjobs is one the biggest job-searching platform of Bangladesh. This platform is well trusted and well designed for both the employees and the employers to find their best-suited workforce. Southeast Bank Limited utilizes this platform for their ideal candidates more often now.



HR Agencies

Our country has a number of human resource consulting firms and agencies that help and facilitate different organizations in recruiting and training new employees. Despite the fact that SEBL does not utilize employment agencies, these organizations are actually responsible for verifying the eligibility of employees and ensuring they have the required documents too.

The Waitlist

In addition to creating a waiting list of candidates, Southeast Bank Limited also consults with third parties. This is a group of candidates who attempted the exam more than one time but did not meet the workplace requirement of being employed. On occasion, candidates who meet the job requirements of the job opening are taken from the waiting list for interviews.

Eligible candidates must meet the following requirements:

1. A candidate's basic requirement should include:
 - a) Qualifications for the position depending on the educational experience.
 - b) The minimum age is 30.
 - c) Having been properly examined by a well-known medical authority.

2. Probationary Officers must meet the following requirements:
 - a) For a successful career at the Bank, candidates must have outstanding potential and aptitude to rise to the challenge and work hard.
 - b) The following qualifications should be required of candidates:

MBA with at least 3.0 GPA and no less than 2nd Class in the other examination;
Not less than 2(two) As in any discipline and no less than 2(two) As in any other examination from a recognized public or private university.

3. Knowledge of Computers:

The following minimal knowledge should be familiar to any new recruit at Commuter:

OS: Windows, Linux

Spreadsheet Software: Microsoft Excel/SPSS,

Word Processing Software: Microsoft Word Email: Microsoft Outlook.

3.2 The Recruitment Method:



During the procedure of recruitment and selection, every candidate must go through various exam phases.

3.2.1 Written examination:

In addition to General Math, English, Analytical and Banking skills, and General Knowledge are covered in this test.

3.2.2 In-person interview:

The officers and managers of the bank will conduct a face-to-face interview session

3.2.3 Tested by Medical Personnel:

As a result of passing both the first and second levels, the candidate needs to undergo a medical examination at the establishment recommended by the bank.

3.3 Selection and its Procedures

The candidate is chosen using a series of procedures and is known as a selection process. It is much more than just deciding on the perfect individual. It is known as employee selection to ensure the right person goes to the right place. Even though both are the main elements of employment, there is a difference between the processes of selection and recruitment.

3.3.1 The Importance of the Selection Procedure

Below are three vital considerations when deciding what should be selected:

- Performance
- Expense
- Obligations under Law

3.3.1.1 Performance

An organization's success is heavily dependent on this factor. SEBL primarily focuses on achieving success for the organization through performance criteria. The Bank performs better when faced with an individual who has the required skill set.

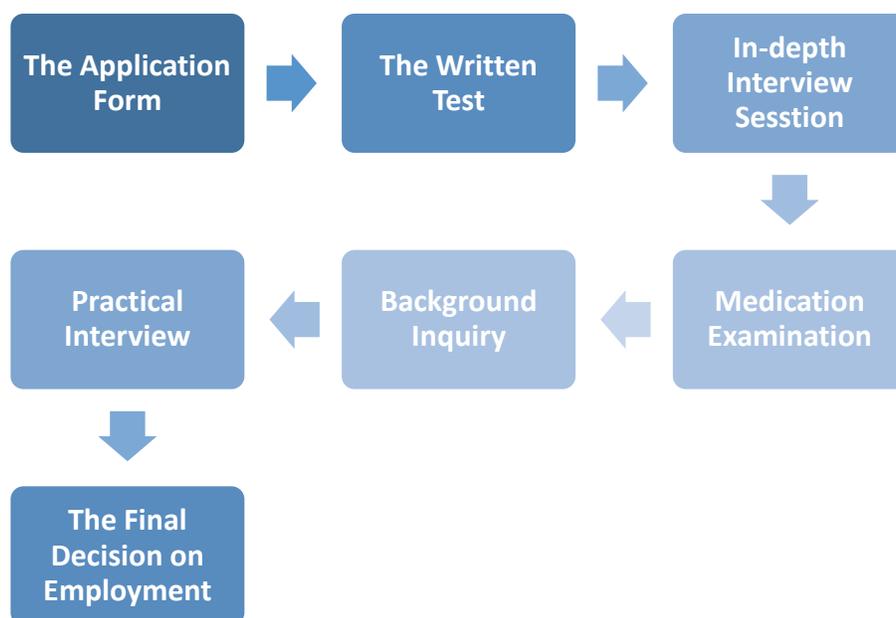
3.3.1.2 Expense

Whenever selecting any potential candidate, one must consider the cost-benefit ratio in order to avoid any unnecessary use of resources and finances.

3.3.1.3 Obligations under Law

There needs to be a nondiscriminatory selection process for selected groups for equal employment laws.

3.4 The Procedure of Selection





3.4.1 Application form

The application form must be filled out by the candidates. There are many different pieces of information that comprise the application form, for example, the qualifications, age, previous experiences, etc. could be academic qualifications, age or previous experience.

3.4.2 The Written Test

The major job requirement test is the one that matters the most for getting the job.

3.4.3 In-depth Interview Session

Interviewing is mainly focused on assessing whether the candidate has what it takes for the job opening or if the position requires a certain person.

3.4.4 Practical Interview

These particular interviews determine a candidate's passion for a specific job and how broadminded they are by asking analytical questions or numerical questions.

3.4.5 Background Inquiry

A candidate's citizenship will mainly be examined in this way. For the purpose of ensuring that the criminal background check does not reveal any criminal or illegal activity, this is a necessary step.

3.4.6 Medication Examination

Physical and mental fitness tests are needed for the candidate to be qualified for the opening position of the job.

3.4.7 The Final Decision on Employment

The decision has primarily been made based on the numerous tests that have been completed to meet the preliminary requirements in order to become eligible for the opening position.



Chapter 4: The Analysis and Finding

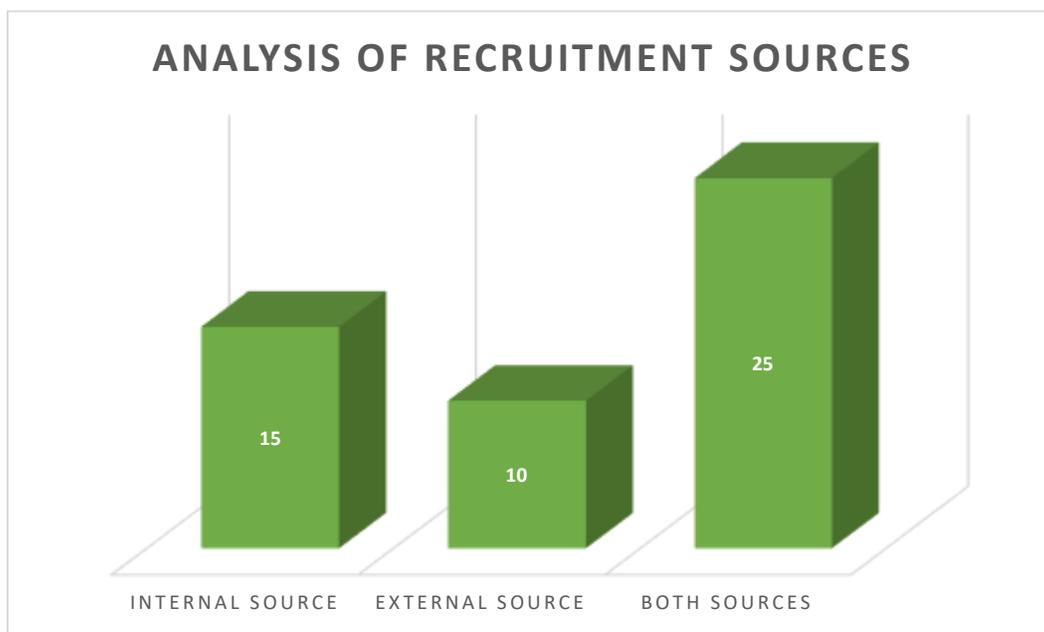
4.1 The Data Analysis of the Survey Conducted on the Recruitment and Selection Procedures of Southeast Bank Limited

As it was mentioned early, a survey was conducted on 50 employees based on several factors. Even though, there weren't any fixed questionnaires used in order to achieve the data, verbal interview sessions were done based on the relevant queries.

The analysis is discussed below;

4.1.1 Analysis of Recruitment Sources

Type	The Number of Respondents
Internal	15
External	10
Both	25
Total	50

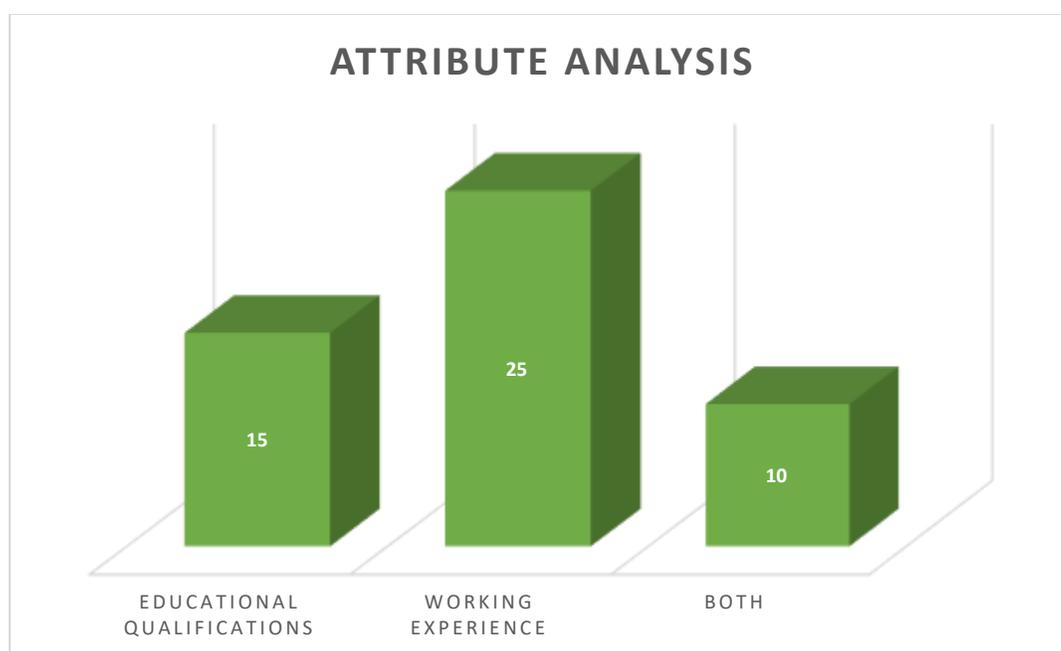


Interpretation:

If we look into the chart, we will notice around 15 employees voted for the internal recruitment process whereas 10 differed and went for the external source. However, around 50% of the total respondents were interested in both external and internal sources.

4.1.2 The Attribute Analysis

Type	The Number of Respondents
Educational Qualification	15
Working experience	25
Both	10
Total	50

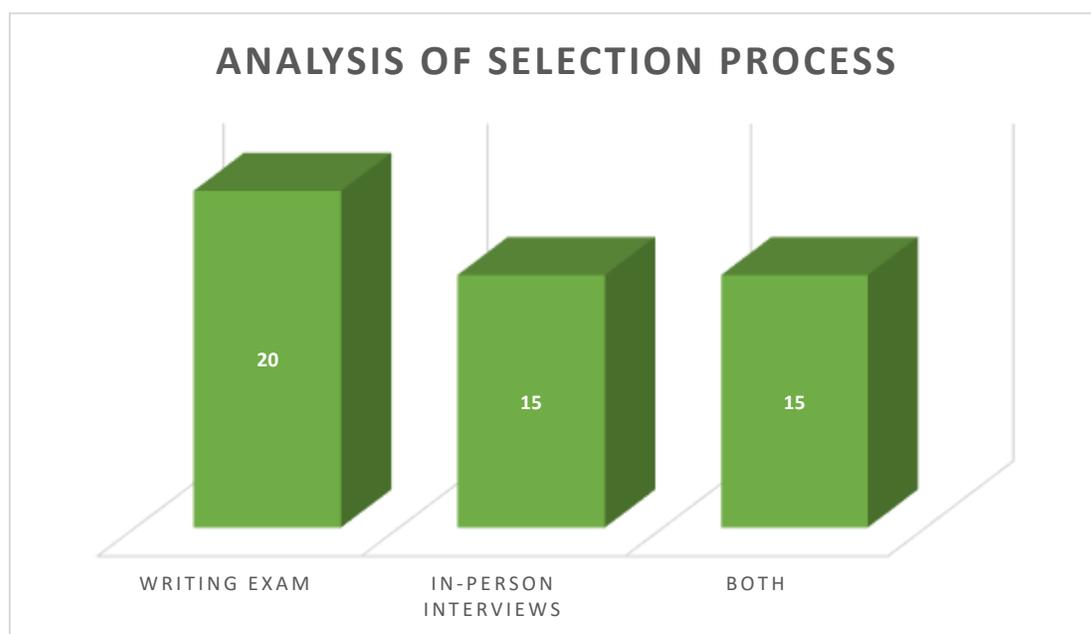


Interpretation:

With 25 respondents on average, Southeast Bank Limited clearly values the experience of its employees, as the above graph and table illustrate. There is a universal agreement among 15 people that the written examination is essential. Nevertheless, 10 of the respondents see both factors as equally important for recruitment and selection procedures.

4.1.3 Analyzing the Selection Process

Type	The Number of Respondents
Writing Exam	20
In-person interviews	15
Both	15
Total	50



Interpretation:

In the chart above, the interview, written test, and oral interview are the main methods of selection at Southeast Bank Limited of the respondent of about 20 people. In Southeast Bank Limited, 15 of the 50 candidates prefer Interview as a primary source of selection, while 15 of them cite both as essential categories.

4.1.4 Analysis of the Satisfaction Level Regarding the Recruitment Process

Type	Number of Respondents
Highly Satisfied	10
Satisfied	23
Neutral	12
Dissatisfied	3
Highly Dissatisfied	2
Total:	50



Interpretation:

According to the above line chart, 23 of the total respondents indicated that they are satisfied with the current recruitment processes of SEBL. It is highly satisfactory for 10 of them. On the other hand, three of the total respondents said they felt dissatisfied, with two being highly unhappy with Southeast Bank Limited's current recruitment process. However, 12 people find the process neutral.



4.2 The Findings from the Experience

A mixture of internal and external sources is used for Southeast Bank Limited's recruitment process. Southeast Bank Limited informs all employees who apply for the job, those jobs will be available with an official declaration every time a position opens up. It has been specified that all required qualifications and job parameters have been detailed by the authority for interested candidates to apply. The bank, however, recruits by using references from a variety of departments within the bank. Internally, the candidate chosen for the job must be selected by the manager among existing employees who are best suited for the job. Authorities emphasize an employee's skills, training, and academic background during recruitment procedures. Employees are taken from personal contact or by leasing as well. Besides externally advertising for vacancies in different job hunting sites, the organization also hires employees from personal contact. The process of selection at SEBL follows incredibly structured and time-tested procedures. As a result of the strict rules determined by the organization, the selection process is strictly followed by the selection board. Some selective criteria are used by the organization for the selection of CVs. Interviews are conducted on the basis of CV screening at the first stage, and selected candidates are then given a written test. In a final interview, candidates with good scores will be called in for the next stage. Once candidates have been recruited, they are matched with the job descriptions. Employees of SEBL can also be promoted on the basis of performance to get a vacant position filled. Although most recruiters are from outside and hence the organization is mostly reliant on outside resources. The bank recruits interns into permanent positions based on their performance during their internship. There is little use of employee leasing in this case. The bank maintains relationships with its employees in a way that has helped the company to grow. According to my opinion, they are absolute principles.



Chapter 5: Recommendation



5.1 Recommendation

5.1.1 Reconsidering policy:

The authority may check the candidate during the interview and written exam whether he or she is the same person as the photograph on the application.

5.1.2 Fairs for Jobs:

SEBL should participate in local and regional job fairs for direct recruiting, in addition to internal recruiting. Although they have done a few job fairs, the number is impressive. The bank can attend career fairs that will make it easier for them to find clients as well as expose you to greater exposure. New recruits from different universities with a finance and banking background interested in working for SEBL at the bank can participate in the bank's new program for fresher.

5.1.3 Internal Recruitment:

By determining the employees' performance, the bank should fill a vacant position within the company instead of recruiting outside candidates.

5.1.4 An Extensive Background Check is Required:

A background check system should be put in place by the HR department for new employments. An investigation should be conducted at the professional's former workplace to verify the provided information. In addition, SEBL must check credit references and perform other checks on potential candidates in order to ensure that they do not have any criminal record.

5.1.5 Internal Search is very Important:

A strong emphasis is always placed on utilizing external search when recruiting. Thus, they can put more training on their own employees in order to make it easier for them to go for internal searches right away. The bank can create a team, which will act as a communication network, for internal announcements and obtaining information. This will give more opportunities to the existing candidates. Employees can apply directly for the new opportunities in the dashboard on the communication site and new opportunities can also be shown to their bosses.

5.1.6 Planning for the future:

A very effective and efficient employment planning process is very important for determining the human resources requirements of an organization. In order to keep employed employees updated, SEBL can implement custom-designed software to measure the quality of employees currently employed, to forecast the needs of qualified employees in the future.



Chapter 6: Conclusion



6.1 Conclusion

A suitable person should be employed as soon as possible to grow professionally within the organization after developing a strategic plan and designing a proper career path and employment growth. In order to reach the organization's objectives as well as to meet the KPI, taking the right people and the right decisions is critical for growth. A properly designed human resource planning is necessary to attain all of these goals. An organization's success depends greatly on recruiting the right person. Employees need to follow the same process that the human resource department does during recruitment, at the same time as the PR department should introduce a system that would allow employees to be upgraded even if they do not meet all the requirements to gain that position. In order to succeed on the long term, it is important for SEBL to search for the best candidate and for the most suitable resources in the industry. By utilizing human resources effectively, the bank will grow more rapidly in the future with the best candidate for the declared position. The department's goal and KPI should be reached by following all procedures strictly. SEBL has grown at an impressive rate in the past few years, outperforming the banking industry on the national scale. Even so, recruiting top-quality employees for various positions must remain paramount. By requiring changes in current employees and ensuring their advancement through the new tests, the bank can be more efficient in its work. When the development is coming sooner, the bank itself will reach the mission faster.



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