

PalArch's Journal of Archaeology of Egypt / Egyptology

THE STUDY OF RECRUITMENT AND SELECTION PRACTICES IN ISLAMIC DEVELOPMENT BANK

Fatima Zafar¹, Abdulquddus Mohammad²

^{1,2}College of Business, Effat University, Qasr Khuzam, Jeddah Saudi Arabia

E.mail: ¹fzafar@effatuniversity.edu.sa

²amohammad@effatuniversity.edu.sa

Fatima Zafar, Abdulquddus Mohammad. The Study Of Recruitment And Selection Practices In Islamic Development Bank-- Palarch's Journal Of Archaeology Of Egypt/Egyptology 18(14), 847-856. ISSN 1567-214x

Keywords: Recruitment; Selection Practices; Employment; Skills

ABSTRACT

The study aimed was to evaluate the effectiveness and efficiency of the recruitment and selection practices in Islamic Development Bank, Jeddah. This study was to find out the challenges allied with recruitment and selection practices and find out ways to help and get better the recruitment and elhuman process in Islamic Development Bank. This study was based on 52 respondents from IDB employees through the use of questionnaires. The results indicated that methods used in recruitment and selection process were effective but time consumption and create difficulties for candidates and HR department. The study also discovered that R & S process were characterized with lots of challenges. The recommendations and suggestions made were that HR department should make the process less time consuming, less costly and be effective and efficient because if right kind of candidate is chosen for right job it may be expensive but the outcome will be higher.

INTRODUCTION

Human resource is most important resource in the company and company take times for quality human resource to be professionally trained and expenses for training and motivation [1]. Recruitment and selection is an important part of human resource management to fulfils an essential condition for establishment and operation of organization [2]. The main duty of human resource is to find competent people or employees to work with an organization by making selection and recruitment the foundation of all HR activity [3].

Recruitment and selection within an organization is an integral part of that organization's overall human resource management and planning process [4]. Recruitment and selection is the process of attracting and selecting best

candidates for employment. Recruitment is defined as process of citing the sets of specific attributes for job applications and selection is known as the process of either hiring or not hiring which is second step of the application process by decision consideration [5]. Selection processes strategic decision which the selected candidates is expected to work for long time for the organization and contributes greatly to the organization with their talents and experiences [6]. Recruitment increases the candidate job that possible allowed and required amount of money [7].

The personnel department of any large business organization often has detailed recruitment and selection policies that need to be followed by those responsible for hiring new employees. Therefore, it is important to understand the recruitment and selection process and policies being adopted by any organization. Recruitment and selection process is basically a process of getting pool of capable and efficient employees in an organization. Better recruitment and selection strategies can improve organizational out comes. If organizations use effective strategies and more likely to hire and retain satisfied employees.

In the 21st century the main competition and most important was human resource planning and development .Business success is completely depended upon the performance of those who work in the business. failure of achieving good result is because of failures in workplace. Sometimes it happened because of hiring a wrong person and hiring needs can be costly, it is important that conscious efforts are put into human resource planning.

Recruitment and selection also has an significant role to play in ensuring worker performance and positive organizational outcomes. It is frequently claimed that selection of workers occurs not just to replace departing employees or add to a workforce but rather aims to put in place workers who can perform at a high level and demonstrate commitment.

The recruitment and selection of employees is fundamental to the functioning of an organization, and there are compelling reasons for getting it right. Inappropriate selection decisions reduce organizational effectiveness, invalidate reward and development strategies, are frequently unfair on the individual recruit and can be distressing for managers who have to deal with unsuitable employees.

It is very important to manage a diverse workforce effectively and efficiently. In an organization the most important thing is to hire those candidates who are most capable for the specific job. It is important to build a strong and creative workforce which is representative of the better business community. This is only possible by using appropriate and comprehensive strategies for recruitment and selection.

There has been a significant amount of study examining what skills and qualities employers' value most in job applicants. Qualifications, work experience and communication or interpersonal skills are the most frequently identified qualities. Work experience and qualifications are measures of

competence in relation to an applicant's technical skills, whereas the concept of communication skills appears to be a generic term incorporating many different specific skills. Indeed, communication in the workplace encompasses team skills; leadership skills; an ability to negotiate with or persuade others; problem solving skills; organizational skills; crisis management skills; and presentation skills. In addition, the skills such as decision-making, problem solving, conflicts management, and team work and innovative are need in real workplace [8]. These soft skills are needed in the workplace and to work in high performance environment and promote productivity [9]. Soft skills are defined as the relevant qualities and skills that contribute to effective job performance [10].

Other communication competencies include cultural adaptation, social competence and language proficiency. An applicant's success with job seeking is related to their ability to describe their experiences, skills and knowledge through a range of media. Thus, effective communication is an essential competency required by all job applicants. The study aimed was to evaluate the effectiveness and efficiency of the recruitment and selection practices in Islamic Development Bank, Jeddah.

METHODOLOGY

There were two different approaches included the qualitative approach and the quantitative approach. This study was used quantitative business approach as well as qualitative approach. There were two kinds data collection such as primary data and secondary data.

The data which relevant to the study problems that collected in this study was primary data. There were several ways to collect data included observation, survey (questionnaire) and interview. The survey and questionnaire were most important, effective and popular in studies. The survey research is classified into three types included exploration, description and explanation purpose. The survey was designed to collect data from employees who basically conducted to know employees point of view on recruitment and selection process. A structured questionnaire had been developed to collect information. The samples had selected through convincing sampling. The secondary data collection such as research articles, website blogs and research papers. A total of 60 questionnaires were distributed and 52 respondents were involved in this study.

RESULT AND DISCUSSION

Result

In Figure 1, majority of respondent's rate the recruitment and selection process faced during their selection were good (51-79%). Meanwhile, only 3.92% of participants rated recruitment and selection process poor (0-49%) while 27.45% of the respondent rate recruitment and selection process satisfactory (30-50%). Less than 16 % participants rate recruitment and selection process Excellent (80-100%). Most of the participants which was 52.94 % of rated recruitment and selection process good (51-79%).

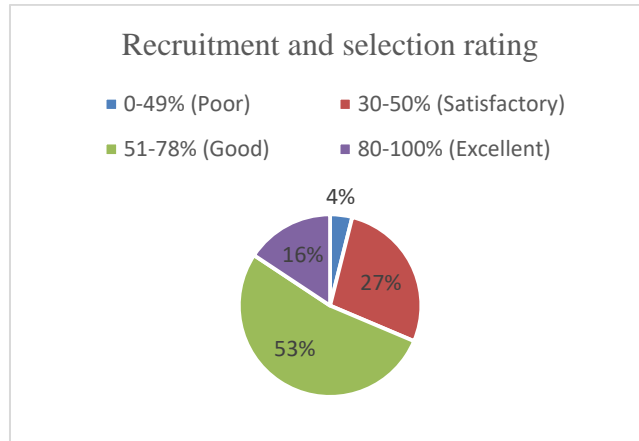


Figure 1 Recruitment and selection rating

The majority of respondents rate interview as the most appropriate method for selecting candidate in Figure 2. Meanwhile, only 2% of participants respond that filling application form was appropriate. Almost 26% of the participant responds that group interview was the most appropriate. In addition, only 6 % of the respondent believed that tests were the more appropriate method and most of the respondent which is 66 % said that interview was the most appropriate method of employee selection in IDB.

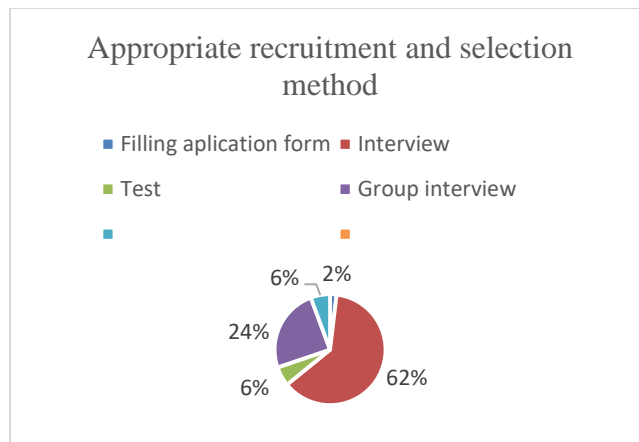


Figure 2. More appropriate recruitment and selection method.

Majority of the participants responded that yes and will co-ordinate the company for internal referencing as shown in Figure 3. Less than 42% of the participants said no and will not co-ordinate the company for internal referencing and 58.82% of respondents said that yes and will co-ordinate the company for internal referencing.

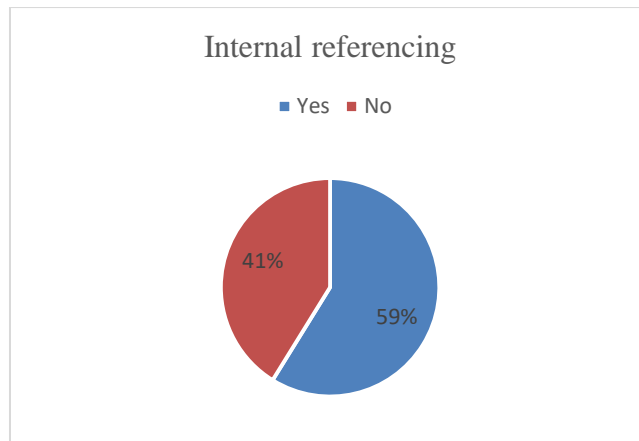


Figure 3.Internal referencing

In Figure 4, most of the participant responded that ability should be the criteria for employee promotion. Almost 31.11% of participant responded that experience should be the criteria for employee promotion and 68.89% of respondents experience should be the criteria for employee promotion.

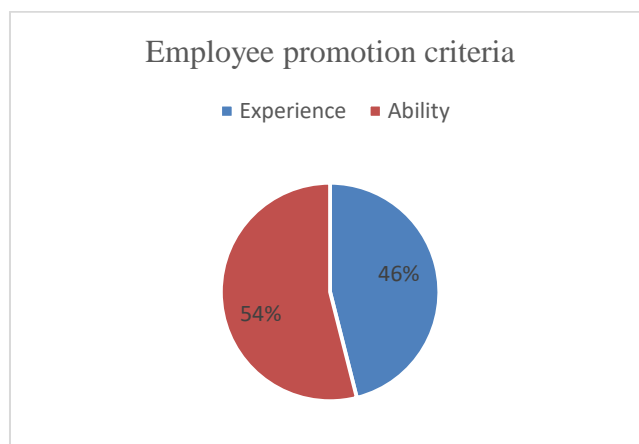


Figure 4. Employee promotion criteria

In Figure 5, majority of participant responded that internal advertisement is the best method for internal recruitment in IDB. 42.86% of respondent said that promotion was the best method for internal recruitment. Almost 24.49% of respondents claimed that transfer was the best method for internal recruitment. There were 10.20% of respondents said that references were best method for internal recruitment. Most of the participant which was 67.35% of respondents believed that interview was best method for internal recruitment.

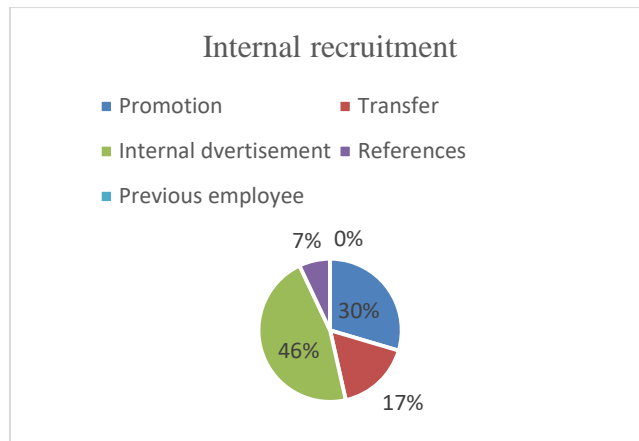


Figure 5 Internal recruitment

In Figure 6, majority believed that newspaper advertisement was best method for external recruitment in IDB. There were 44.68% participant responded that social media was the best method for external recruitment. Meanwhile, 25.53 % of respondents believed that campus visit was the best method for external recruitment and 76.60% of the respondents claimed that newspaper advertisement was the best for external recruitment in IDB.

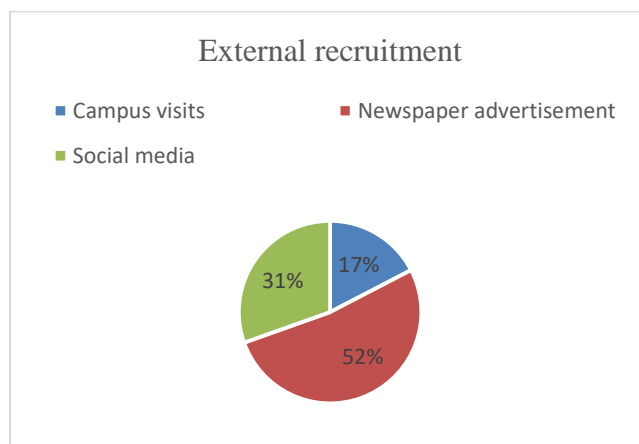


Figure 6 External recruitment

In Figure 7, majority of respondents rate the recruitment and selection process adopted by IDB was good (51-79%). There were 7.84% of participants rated recruitment and selection process poor (0-49%).Meanwhile, 23.53% of the participant rate recruitment and selection process satisfactory (30-50%) .Almost 13.73 % participant’s rate recruitment and selection process excellent (80-100%). Most of the participants which is 54.90%rated recruitment and selection process good (51-79%).

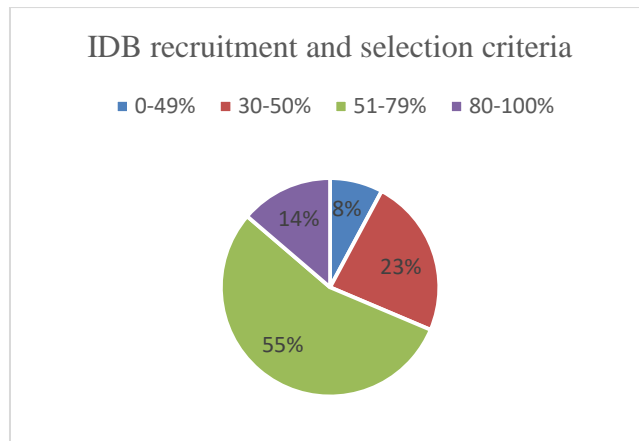


Figure 7.IDB recruitment and selection criteria

In Figure 8, majority of the participant responded that never seen any expatriate failure and cultural shock in IDB. There were 36.54% of respondents claimed that yes and seen expatriate failure and cultural shock in IDB while 63.46% responded never seen any kind of expatriate failure and cultural shock in IDB.

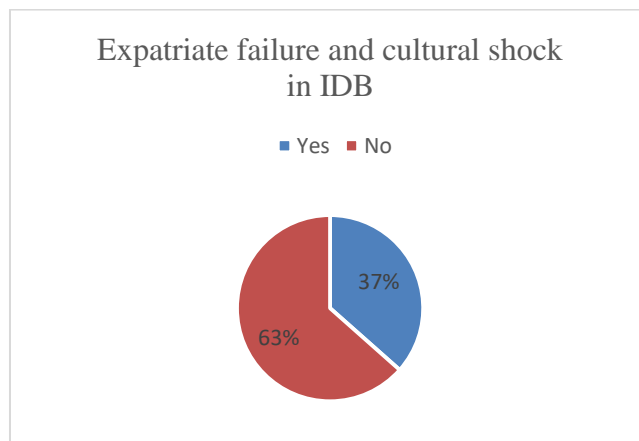


Figure 8 Expatriate failure and cultural shock in IDB

In Figure 9, 30.76% of respondent mentioned that never faced any problem during recruitment and selection. 15.38% participants responded to that facing time delay problem such as time between application and shortlist notification was too long to the level people thought that their application was not shortlisted. HRMD need to communicate the applicants more frequently and inform them the status of their application. Meanwhile, 13.46% of the respondents stated that facing significant delay in receiving interview call and then waiting for the final result and getting visa, iqama and visa for their families. There were 9.61% of respondents stated that facing big time gaps in communication, language, and also lack of clarity. Furthermore, 1.92% of respondents stated that facing adjustment process because it was not easy as there was no orientation to prepare during transition as recruited from the USA. In additions, 3.84% of the respondents mentioned that facing

considerable hardship in moving to Jeddah, as the bank did not arrange for the reception and accommodation.

Meanwhile, 7.69% of the respondents stated that the recruitment and selection process was very long and not smooth. 3.84% of participants responded who are working as a recruitment and selection specialist that facing problem in finding right candidates. 5.76% of respondents stated that no one gave proper guidance about the job and Host country. 1.92% participants responded that the recruitment and selection process was very smooth and fast

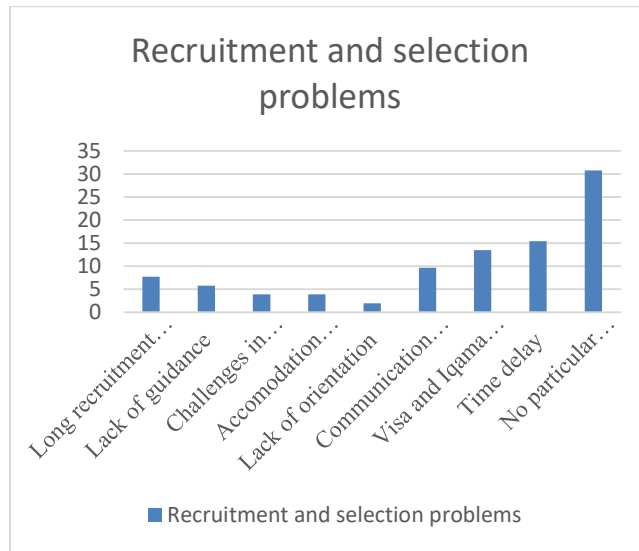


Figure 9. Recruitment and selection problem

In Figure 9, almost 49 participants responded that interviews and written tests were more appropriate because given candidate detailed, education, work experience and speaking ability. Meanwhile, 3 participants responded that group interviews were more appropriate because group interviews help to filter candidates with specific traits such as leadership potential. The candidates can be assisted to develop a specific career path in IDB subsequent to them joining the Bank.

There were 36.53% of participant responded that no recruitment and selection process has not improved since joining the IDB. Meanwhile, 63.46% of participant responded that yes recruitment and selection process improved remarkably since joining IDB.

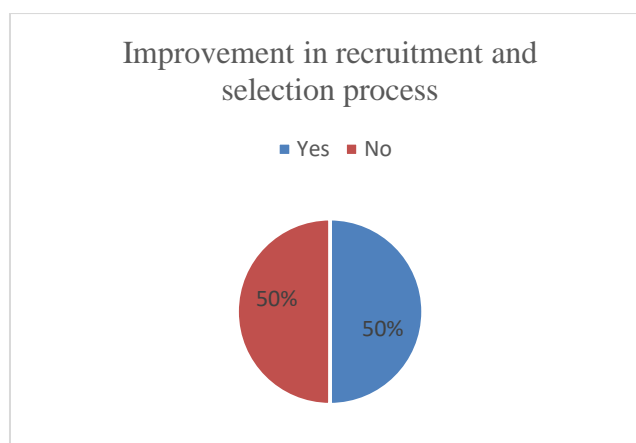


Figure 10. Improvement in recruitment and selection process

CONCLUSION

In conclusion, recruitment and selection is the back bone of every organization and every organization should try to make their recruitment and selection more competent. Human resource department should keep motivating their employees and appraise employees to help in performance improvement. This will always keep employees on their toes to give off their best.

REFERENCES

- Negrut, M.L., Mihartescu, A. and Mocan, M. L. 2014. Aspects of the internship importance in human resource training. *Procedia- Social and Behavioral Sciences*, 191, 2015, 308-315.
- Petrescu, M., Burtaverde, V., Mihaila, T. and Mihaela, A. 2015. Situational judgement tests- a fact in call center personnel selection. Pilot study. *Procedia-Social and Behavioral Sciences*, 187, 2015, 762-766.
- Harky, Y.F.M. 2018. The significance of recruitment and selection on organizational performance: the case of private owned organizations in Erbil, North of Iraq. *International Journal of Contemporary Research and Review*, 9,2.
- Tomcikova, L. 2016. The effective recruitment and selection practices of organizations in the financial sector operating in the Slovak republic. *Economy and Society and Environment*.
- Jiarakorn, H., Suchiva, S. and Pasipol, S. 2015. Development of recruitment and selection process for assistant teachers using multiple approaches. *Procedia- Social and Behavioral Sciences*, 191, 2015, 783-787.
- Vardarlier, P., Vural, Y. and Birgün, S. 2014. Modelling of the strategic recruitment process by axiomatic design principles. *Procedia-Social and Behavioral Sciences*, 150,2014, 374-383.
- Anonsh, M., Hamad, N. and Batool, A. 2014. Impact of recruitment and selection of HR department practices. *European Journal of Business and Management*, 6,31.
- Musa, F., Mufti, N., Latiff, R.A. and Amin, M.M. 2012. Project-based learning (PjBL): inculcating soft skills in 21st century workplace. *Procedia- Social and Behavioral Sciences*, 59, 2012, 565-573.

- Ngang, T.K., Yie, C.S. and Shahid, S.A. 2015. Quality teaching: relationship to soft skills acquisition. *Procedia-Social and Behavioral Sciences*, 191, 2015, 1934-1937.
- Ngang, T.K. and Chan, T.C. 2015. The importance of ethics, moral and professional skills of novice teachers. *Procedia-Social and Behavioral Sciences*, 205, 2015, 8-12.

Columns on Last Page Should Be Made As Close As Possible to Equal Length

Authors' background

Your Name	Title*	Research Field	Personal website

***This form helps us to understand your paper better; the form itself will not be published.**

***Title can be chosen from: master student, Phd candidate, assistant professor, lecture, senior lecture, associate professor, full professor**