AN EMPIRICAL INVESTIGATION ON THE EXISTING RECRUITMENT AND SELECTION POLICY AND PROCEDURE IN THE BANKING INDUSTRY

CASE STUDY
KENYA POST OFFICE SAVING BANK (POST BANK)

PRESENTED BY

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DECLARATION

This research project is my original work and has not been submitted in any other university.

15th July 2009

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This research project has been submitted for examination with my approval as university supervisor.

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ABSTRACT

This research was undertaken to investigate the existing recruitment and selection procedures at the banking industry specifically at the post office saving bank. The Kenya post office saving bank has one thousand four hundred (1400) employees working all over the country and five hundred (500) employees are working at the headquarter in Nairobi. The research specifically targeted those working at the headquarter. Hundred (100) employees was selected as a sample from five department in the bank.

The objectives of the research is to determine the effectiveness of the existing recruitment and selection procedures at Kenya the post office saving bank. The research was conducted in two stages, first stage hundred questionnaire(Appendix II) was sent to employee working at the bank. The second stage (Appendix III) an intensive interview was conducted with five heads of department to strengthen the validity of the data collected in the questionnaire. Seventy subjects returned the questionnaire and thirty did not return it over the one month period. Since recruitment and selection process is the backbone of the bank activities and its success depends on the way the recruitment and selection is done. If the process is carried out probably as required and effectively will yield better candidates who are capable of their duties.

It is recommended that candidates should be sourced very well so as to select out the most qualified and competent person that can carry out his/her duties without any difficulties. The process is very crucial to the bank a plan should be made before undertaking it.

Collected data was from the seventy (70) questionnaires and intensive interview, analyzed by the assistance of an excel package and presented in percentage pie chart and tables.