

A STUDY ON THE IMPORTANCE OF THE
SELECTION PROCESS IN HIRING TELLERS IN THE
BANKING SECTOR

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The respondents of:
The top level management who involved in the selection process at 8 Commercial Bank
Institutions located at Kuala Lumpur

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ABSTRACT

The main purposes of this study were to identify the steps used in the selection process in hiring the tellers, identify the perception of the importance towards the steps used in the selection process in hiring the most qualified candidates for the tellers' position and identify the problems occurred in the selection process in the banking sector. A study was conducted into the headquarters of 8 commercial bank institutions in which all the headquarters were located at Kuala Lumpur. There were 40 respondents responded to this study. All the respondents were non-randomly selected. Only the top level management who have involved in the selection process in hiring the candidates were became the respondents for this study. Data on the importance of the selection process in hiring tellers in the banking sector were collected through the questionnaires. All the questionnaires were duly answered and returned. The study showed all the 8 bank institutions conducted all the steps in the selection process in hiring tellers in the banking sector. The study also showed that majority of the respondents was agreed that all the steps in the selection process were important to be conducted in hiring the candidates for a vacant position. Other than that, there were several problems have been identified occurred in the selection process for hiring tellers in the banking sector. Thus, by conducting this study, the researchers came up with the suggestion of the solutions to solve the problems occurred in the selection process in hiring tellers in the banking sector.