INTERNSHIP REPORT

On

City Bank Limited's Human Resource Management Practices

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Report on Internship:

City Bank Limited's Human Resource Management Practices

Transmittal Letter

Khadiza Rahman Tanchi,
PhD Associate Professor
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Subject: City Bank Limited's Human Resource Management Practices Internship Report Submission.

Kindly, Ma'am

It gives me great pleasure to inform you that I recently completed my internship at City Bank Limited. I have to write a report using the real-world experience I've had. The procedures of City Bank Limited's human resource management are the main subject of this report.

It gives me great pleasure to submit the report, and I would like to add that it has been very beneficial to me in gaining firsthand knowledge of the whole range of employment activities carried out in a bank. Additionally, I learned how to interact with and serve consumers. I have made every effort to compile any pertinent data that could help me understand the general idea behind this study. I'm hoping it will live up to my expectations.

I'm sending you this report for your thoughtful review and to express my gratitude for all of your help and advice. I'm expecting you'll be happy to oblige me and accept my report.

Regards,

Rakib Rabbi

ID: 211-14-3328 HRM major

Recognition

Firstly, I would like to express my gratitude to God for giving me the ability and opportunity to complete the report within the deadline. This is a chosen instance of corporate life that I encountered and enjoyed during my internship, which aided in the preparation of this report. Everything that has to be finished needs support from several sources. I consider myself quite fortunate to have sincere guidance and oversight from a variety of people. I want to start by saying that I'm thrilled to have finished my internship with City Bank Limited.

I would also like to take this opportunity to thank my honorable faculty member Khadiza Rahman Tanchi, Associate Professor, Department of Business Administration, Daffodil International University, for his excellent supervision, encouragement, and guidance during the report. I'm going to go far in this life adventure I'm about to start on thanks to the blessings, support, and guidance he occasionally gives me. I couldn't have finished this report without his unwavering encouragement and suggestions.

I sincerely appreciate the CBL executives who increased complete cooperation during my internship. Malik Md. Jagglul Hasan (SAVP) and Mehedi Hasan (Associate Manager) have my gratitude.

I sincerely thank each and every one of them.

Declaration of the Student

As part of my MBA program, I, Rakib Rabbi, hereby declare that I prepared the internship report following my three-month internship at "The City Bank Limited." This report was written by me and was overseen by Khadiza Rahman Tanchi, an associate professor in the Daffodil International University's Department of Business Administration.

I further certify that the work included in this report is original and that no false information has ever been provided for any reason.

Regards,

Rakib Rabbi

ID: 211-14 3388 Human Resource Management
concentration in the MBA program at
Daffodil International University.

The Supervisor's Certificate

This is to make clear that Rakib Rabbi, ID: 211-14 3328 from Daffodil International University, created the internship report, which was only finished to partially fulfill the requirements for the Master of Business Administration (MBA) degree.

I oversaw and provided guidance during the report's preparation. This report satisfies all requirements and supports the topic title. I told him to get ready. I hereby acknowledge that the internship program has been successfully completed and accept the report. He was genuine and focused on his work throughout the program, and I hope the best for him in the future.

Khadiza Rahman Tanchi

Associate Professor

Daffodil International University

Executive Synopsis

In Bangladesh's banking sector, The City Bank Limited is a reputable private corporate bank with effective operations. City Bank is offering a very personalized and friendly customer service. They assess the client's current needs and provide the services that are most appropriate for them.

Following my graduation from Daffodil International University's MBA program, I finished my internship with City Bank Limited, one of Bangladesh's biggest and most well-known commercial banks. Analyzing City Bank's HR procedures, customer service methods, degree of customer happiness, ability to recover load within allotted time, and management effectiveness were the goals.

The report's main goal has been to provide readers with a useful understanding of City Bank LTD's HR procedures. I have broken up this report into five sections based on what I have learnt and seen over my entire internship.

The first chapter serves as an introduction, covering subjects such as the significance of banking in Bangladesh, the country's banking sector, the report's history, its goals, its methodology, and its limitations.

A brief history of the banking sector and City Bank Limited are provided in Chapter 2. It also covers operational procedures and all financial activities. This chapter also includes a description of the products and services.

The focus of Chapter 3 is City Bank Limited's theoretical assessments. The goals of human resource management are theoretically summarized in this chapter. I made an effort to concentrate on the City Bank Limited's general HRM procedures in this chapter, as well as the actions of the HR department and the conduct and results of its employees.

The examination of the questionnaire and my interpretation of each response from the survey I conducted with CBL workers are covered in Chapter 4. The main conclusions are also included in this chapter.

Lastly, chapter five provides a summary of the study's findings and recommendations.

Contents Table

Chapter O1:

Overview of the Report

1.0 Overview

A business bank with complete administration booked is The City Bank Limited. It includes universal institutional investors as well as neighbors. This is essentially decided from the standpoint of creating opportunities and looking for after-market specializations that regular banks don't often offer. It has been negotiated that the City Bank will provide "best-in-class" services to its diverse clientele across the country through online account management.

One of the banks in the country that is developing the fastest right now is The City Bank. The City Bank is currently looking for excellent, goal-oriented, enthusiastic individuals for various business duties in order to support the planned expansion of its appropriation, system, and other business segments.

The bank must build a financially sound and socially responsible institution. It meticulously monitors the market and business opportunities, and it also assists The City Bank and its partners in building a sound, vibrant, democratic, and impoverished-free Bangladesh.

It is necessary to participate in the MBA internship program in order to experience a real-world challenge led by the intern. The duration of this curriculum is three months. I have collaborated extensively with The City Bank Limited staff over this time. The study results from The City Bank Limited's internship are presented in this paper (The City Bank Limited, 2012).

1.1: The report's beginnings

In the current focused global environment, classroom preparation is sufficient to help a graduate find employment by demonstrating their degree; however, an internship program helps to put the theories and cases taught into practice by placing the understudy in a legitimate situation where they are carrying out actual expert tasks, which the activity involves. As a requirement of the MBA curriculum, this internship has been mandated for all Daffodil International University business graduates. Each student must participate in this program with a rationale for raising practical awareness of the sophisticated corporate era. The three months of an authoritative connection are covered under the program. Each student must turn in their report once the entire session has passed.

I have created this report on the "Human Resource Management practices of The City Bank Limited" in accordance with the requirements of the MBA program. This topic was assigned by my supervisor, Khadiza Rahman Tanchi, an associate professor at Daffodil International University.

1.2 The report's aims

General goal:

The general goal of this study is to investigate City Bank Limited's (CBL) entire human resource operations.

Particular goals:

- To comprehend City Bank Limited's hiring practices.
- To research the City Bank Limited's performance evaluation methodology
- To become familiar with City Bank Limited's, pay structure and policies.
- To identify the issues and make ideas for potential solutions.

1.3 Approach:

The study is of the descriptive kind. This is a quick overview of City Bank Limited's appropriate HRM procedures. In order to achieve the study's goals, secondary sources of information have been used, including:

- The City Bank Limited's annual report.
- A daily summary provided by The City Bank Limited
- The City Bank Limited's Monthly Report
- City Bank Limited websites.
- HR policy and handbook.

1.4 Study scope:

The general financial situation spread to indicate that most developing countries, including Bangladesh, were negatively impacted, so reducing the possibility of a positive amplification. Taking care of an accounting system is important for a nation's economy. It plays a pivotal role in a country's financial progress and shapes the core of a financial market in a highly developed economy. City Bank Limited is wrapping up a significant project. Experts currently possess a very strong extension to diagram the complete system. This study provides an overview of City Bank Limited's basic human resource policies and provides a critical analysis of HR initiatives in the broader banking industry.

The preparation of this report presents a fantastic opportunity to gain a comprehensive understanding of the cost-saving measures that the bank has been practicing. Based on the practical information gathered over the course of a three-month internship program, this study was conducted.

1.5 Restrictions on the research:

Support from a variety of sources is essential in order to provide the most recent information and to make this response readable. Even with my greatest effort, I was unable to collect some data throughout the examination season. Consequently, there are certain restrictions on this investigation. We'll talk about a few restrictions and issues below:

- It is very difficult to learn general exercises and execute an organization in three months.
- Inadequate understanding of contemporary human resource methods.
- As a temporary employee of the bank, I found it challenging to voice some of the sensitive topics.
- The employees who were worried about keeping money hours did not devote enough time.
  As a result, I had to face certain challenges in order to understand some of the goals of certain tasks.
- The most recent data and information is not available on the bank's website.

CHAPTER 02:

City Bank Limited Overview

2.0 THE COMPANY'S HISTORY

2.1 OVERVIEW

Bangladesh went through cautious phases of development in the money segment after independence. The establishments and investor enthusiasm were spared during the proposed nationalization of banks during the position freedom period.

Bangladesh's top private division bank is CBL. With a capital approval of $1.75 billion, the Bank has operated since 1983 under the direction of twelve prominent experts and national leaders.

This bank was founded with the honorable intention of recognizing the arbitrary shifts in budgeting and money management. Currently, the Bank of the City provides services to both domestic and international customers through its 78 branches around the nation and about 300 overseas correspondents who cover all major cities and global economic hubs.

The bank currently operates 99 online branches, 1 SME advantage center, and 11 SME/Agri branches throughout the entire nation, which together comprise a fully functional Islamic cash branch. In addition to these conventional movement hubs, the bank also possesses exceptional strength in the elective transport zone. It has recently installed 294 ATMs of its own; additionally, it offers ATM lending services to a partner bank with over 1150 ATMs; and SMS cash savings.

Coordination of the new MasterCard's issuance, journal, client benefit, credit administration, charge approvals, and national card display are all under the purview of CBL. As part of Bangladesh's Amex Chooses initiative, City Bank also offered cardholders exclusive benefits. More than 12500 applications at more than 9500 vendors in 88 countries provide outstanding points of interest globally as well (The City Bank Limited, 2020)

2.2 CBL's Mission, Vision, and Core Values:

Mission:

- To support the improvement of finances.
- To achieve the highest level of customer loyalty by enhancing services with a dedicated and driven team of professionals.
- To maintain the share market's ongoing development while ensuring quality.
- To increase the bank's advantages by ensuring its continuous growth.
- To guarantee bolstering human resources and providing a contributing administrative framework.

Vision:

To have the greatest level of social commitment and best practices among banks in the nation.

2.3 The City Bank's Goals

The main goals of The CBL are to create a strong financial foundation, obtain a respectable benefit, and pay a handsome profit to deserving shareholders. In order to achieve these goals, the bank strives to improve the nature of its advantages by identifying potential excellent borrowers. Additionally, use their intellect and skills to persuade clients to register bank accounts, and maintain their reputation by setting up client administration offices. It seeks to achieve this desired goal by pursuing grandeur in an environment of constant change. Because it believes there is no end to the road of excellence, it also has faith that its key initiatives and operations will maintain its caliber in a targeted field. Its maxim is to provide every client service currently available while overseeing an account plan for their clients (Mission, Vision statement, CBL, 2020).

2.4 City Bank Limited's Banking Activities

2.4.1 City Bank Limited's Strategies

CBL believes that market-oriented strategic planning is essential to establishing and maintaining a fair alignment between the organization's resources, competencies, and objectives. Such an approach's goal is to manage the banks' operations and groups in order to maximize return establish improvements and advantages. The two corporate strategies that CBL supports are listed below:

1. A strategy based on location
2. Strategy at the Business Level

2.5 The City Bank Limited Organogram

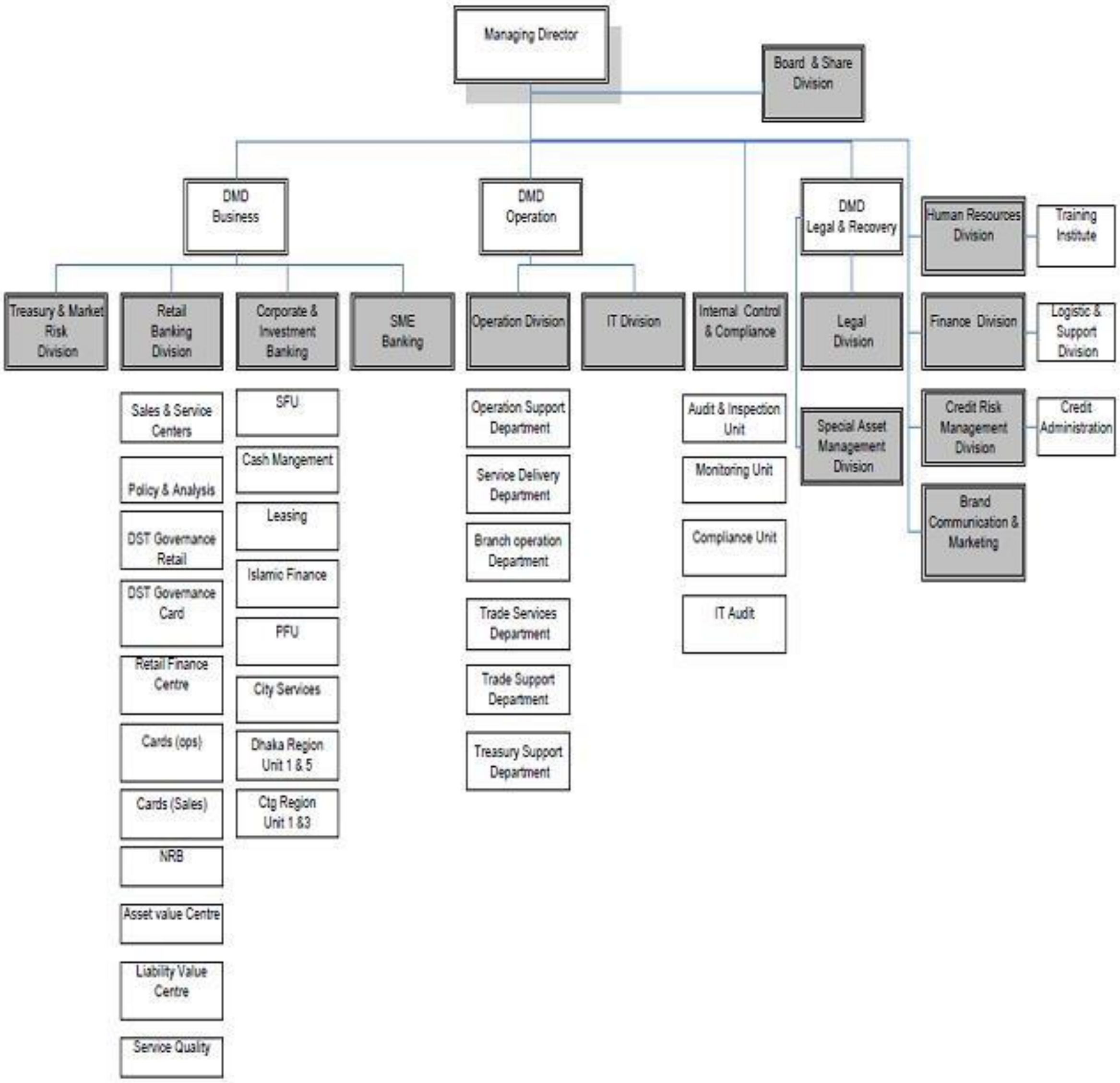

Figure 1: The City Bank Limited's organogram (The City Bank Limited, 2020)

2.6 CBL's goods and services

Since its founding, the bank has introduced a number of financial services and products. First on the list are:

1. Investment and Corporate Banking
2. Banks for Retail
3. Small and Medium Enterprise Banking
4. Market and Treasury Risks
5. Financial Services in Islam
6. Online banking

2.6.1 CBL departmental operations

The City Bank Limited branches have all the necessary sections for general money handling, and these sections are operated by employees who do a great job of managing account information. As a result, the branch is seeing a little rich client advantage. This branch's general accounting is divided into a number of sections, including the opening of accounts, checkbook handling, record exchange and closing, settlement, web-based savings, clearing and bills, money, information transfer, and so on.

Section on opening an account

According to both legal and practical standards, the investor-client relationship begins with their initial communication. Additionally, the agreements that strengthen the bond between a broker and a customer are opened records. As a result, this region is crucial in attracting clients and should therefore receive special attention.

Remittance

When a bank's customers need to transfer money to another location within the country, they can do so by using the bank settlement section of general keeping money management, which only handles nearby settlements. Three different types of neighboring communities are managed by a spectator in my branch during my temporary employment.

Section for cash

Since cash is the most flexible resource, it should be carefully negotiated. Thus, this division is offered with a well-developed mentality. Trade out vault kicks off the workday in this office. Through this division, all financial receipts and installments are processed. The money officer initiates their transaction by pulling money out of the safe, a process known as the opening money adjustment. The vault is stored in a highly guarded space. The Branch Operation Manager and Money Officer keep an eye on the room's keys. The initial financial adjustment is applied to an enrollment. The excess cash in the money counter after a full day of trading is put back into the vault and is referred to as the end adjust. In this section, money is received and paid out.

1. **Cash Receipt:** Depositors use deposit slips to make money into their accounts through this section. This division also receives money from clients for opening pay arrangements, wire transfers, bank drafts, and other transactions. It also handles all bank receipts.

2. **Cash Payment:** This section accepts the donors' check for the installment in actual cash. After receiving the check, it is initially checked to see if it is a sizable one. Finally, the authorized officer compares the mark on the check to the example mark and determines whether the adjustment in the record is sufficient. The money officer evaluates the sum in both the word date and the figure of the check and mark, and so forth. (Report, Prime operational region of the bank, 2016).

2.7 Future Plan for Enhancing CBL's Products and Services

The City Bank Limited must ultimately become the country's most preferred bank. They must provide their customers with top-notch services, creative products, and economical plans from outstanding vendors—all while beaming broadly to spread happiness and produce the greatest management. in line with the bank's strategy of increasing client access to services. CBL plans to assign suitable account management, business, and account administrations to every branch. Every bank branch will be placed under agreements and services that focus on saving money in retail while providing services to all other clients of different specialty units. Four new deposit products are being introduced by CBL in response to consumer savings trends and market demand. These products are:

- City Onayesh
- City Icchapuron
- City Shombriddhi
- City Projonmo

CBL is gradually integrating into the contemporary financial sector. Every day, the professional puts in a lot of effort to get the best performance out of the staff members. CBL is fortunate to have highly productive and industrious staff members that give their all to achieve the goals. (Sheba City, 2021)

CHAPTER 03:

ANALYSIS THEORETIQUE OF CITY BANK LIMITED

3.1 Human Resource Management Overview

The dynamic nature of the natural and human resource domains is reflected in the hierarchical arrangements of today. In reference to the natural factors, we see shifts in the job hierarchy, the system's management techniques, customs or conventions, and the examples of associations that are present in the political, social, and economic spheres. The human resource situation has also undergone significant transformation. While the present workforce continuously develops conflicting thoughts, dispositions, and qualities, new people are accustomed to their new thoughts and desires (Armstrong, 2017).

The managerial function of human resource management gives managers the ability to recruit, select, train, and develop new members for an organization. The general workforce in organizations is the focal point of it.

The term "human resource" describes the knowledge, skills, abilities, gifts, dispositions, and beliefs of an organization's personnel. When determining the competency and viability of an association's personnel, learning aptitudes, creative capacities, and abilities play a crucial role (Chalofsky, 2014).

The development of human resources improves an association's utilization estimation. The difference between the two associations' levels of performance also depends on how HR is used.

Recruitment definition:

The process of finding and attracting qualified applicants for a company is known as recruitment. The process begins with the search for newcomers and ends with the submission of applications.

Selection of definition:

The process of selecting which volunteers should be enlisted involves a series of specific steps. The process begins when a business appeal is initiated and ends when a contracting decision is made. Dale Yoder defines selection as the procedure that separates job hopefuls into two groups: those who will receive an offer of employment and those who won't.

Training of Definition:

Training is defined as planned activities intended to improve performance at the individual, group, and different levels or definitive levels. Improved performance in this approach suggests a measurable transformation in knowledge, abilities, disposition, and social leadership.

"Training typically refers to the teaching of operational or technical employees how to do the job for which they are hired," according to Griffen.

3.1.1 The HRM's Goals

There is no denying the vastness of HRM's content. Human resources management covers every important step of an employee's career, from the time they join an organization until they leave. The exercises specifically cover the following: employee compensation, motivational correspondence, welfare, safety and well-being, mechanical relations, enrollment and determination, introduction and situation, preparation and improvement, performance exam and occupation assessment, HR organization, and work exam and planning. (Dessler, 2017)

3.1.2 HUMAN RESOURCE MANAGEMENT PRINCIPALS

- **Fairness**: impartial, just, and truthful behavior is referred to as fair behavior. It could also entail giving workers consistent treatment. An essential component of employee relations is the fairness concept, which is codified in The Labor Relations Act.

- **Diversity**: Diversity is the understanding that every person has unique qualities that set them apart from one another. These qualities can include age, language, culture, ethnicity, gender, skills, abilities, talents, and viewpoints.

- **Equity**: Equity refers to the application of justice concepts to rectify or enhance employment practices in order to address the disadvantages that people face in the workplace. When companies are diverse, inclusive, fair, representative, and appreciative of diversity, employment equity is attained.

- **Transparency**: This term describes open, honest, and transparent policies. It also describes behavior that is devoid of hypocrisy or dishonesty.

- **Public Interest:** The public interest is served when public managers and officials base all of their actions and decisions on fairness, merit, and a reasonable assessment of the public's needs in terms of representation, efficiency, effectiveness, and access to opportunities and information (Garrick, 2002).

3.2 City Bank Limited Employee

The City Bank Ltd. has several representational standards. Within The City Bank Ltd., a variety of representatives are employed in more advantageous positions. The categories of workers consist of:

Regular worker:

Regular employees or agents are the term for the permanent staff. Along with their base pay rates, general laborers are eligible for additional benefits including assistants and unique prizes. Additionally, these experts have the advantage of opening up additional offices that City Bank Limited need its representatives to visit.

HR Matters:

HR temporary connections are for those classes whose job descriptions specify that they should be under the immediate supervision of bank personnel, whose performance is monitored by the bank.

Outsource Certain Items:

There is no entitlement for any organization to attestation for other lawfully binding laborers. Enrollment will take place via outsource associations. Any requirement for care staff through an outsourcing association must go through HR, which the division head has designated. HR will provide the necessary materials to employees via the outsourcing company.

Management Trainee Officer (MTO):

Highly skilled CBL understudies are designated as MTOs. Although the MTOs are normal representatives, they must comprehend that they will be working as an understudy for a year at CBL. After a year, if they successfully complete their learning phase, they will become senior officers, specifically from the MTO.

Team Management:

The following roles make up THE CITY Bank's management team; there is one person in each role.

- ✓ Head of Probashi Banking
- ✓ Head of Human Resource Management
- ✓ Head of Treasury & Financial Institution
- ✓ Managing Director & CEO
- ✓ Deputy Managing Director Chief Information Officer
- ✓ Head of Credit Company Secretary
- ✓ Head of Regulatory & Internal Control Chief Financial Officer
- ✓ Head of Technology, Head of Retail Banking,
- ✓ Head of Impaired Asset Management
- ✓ Head of Enterprise Risk Management
- ✓ Head of Corporate Banking

CHAPTER 04:

Analysis

4.1 CITY BANK LIMITED'S HUMAN RESOURCE MANAGEMENT PRACTICE:

4.1.1 The purpose of The City Bank Ltd.'s

Human resources department is to motivate individuals and relationships to accomplish their goals. CBL encounters a number of issues arising from the requests made by the agents, the association, and the general public. The surrounding and overall conditions are notably erratic, which makes them a cause for problems and a constant source of inspiration for new regulations—particularly those that recognize the need to advance toward work potentiality.

These restrictions are something that CBL's HR department needs to include in the affiliation's "essential concern" list in an efficient manner (The City Bank, 2012, pages 29-33)

The activity of the Human Resource Division

City Bank Limited is divided into six wings. The wings are:

- Attraction.
- Management.
- Education.
- Provide Benefits. &
- Performance Evaluation
- Strategic planning and MIS.

4.1.2 CBL's recruitment policy

A crucial component of any organization that depends on its personnel to carry out its main objective and realize its long-term vision is selection and recruitment. A fundamental component of human resource management is the suitability of a candidate to join the workforce, and this is confirmed by The City Bank Restricted Human Resource Division.

Recruitment Procedure:

In order to fill positions, The following procedure is employed by City Bank Limited:

Direct Hiring:

City Bank Limited offers a CV bank for human resources. When direct contracting, the HRD either gathers the resumes recommended by employees of The City Bank Limited or submits a short list of CV Bank CVs for a direct interview for the designated role.

Through Advertisement:

Occasionally, City Bank Limited's HR Department is unable to quickly review resumes for a specific position from their CV Bank. In this case, the HRD announced the opening for a specific position, outlining the range of duties and the minimum qualifications an applicant must meet to be considered for the position. Additionally, collect resumes as suggested by the requirements that the advertisement distributed. Subsequently, the resumes will be briefly recorded, and the enrollment procedure will proceed as specified by the prompt enrollment procedure.

Internal Job Posting:

This will be posted on a board take note or Lotus Notes page for the internal occupation journey. Any existing employees who are not changeless in addition to HR Brief (having worked for The City Bank Limited for at least a year) and contractors (having worked for The City Bank Limited for at least three years). Special instances can only be approved by the CEO and Overseeing Chief. A certain occupation will be highlighted in that round, and interested parties will have complete discretion to apply, leading to discretion from a different line director.

Promotion:

There are three primary forms of promotions that the organization uses. These include:

A. Multiple Chain Promotion

which enables a methodical linking of one another's. These developments identify multiple unique opportunities by clearly defining pathways to address and resolve each circumstance in connection.

B. Out and About Marketing:

A worker in these promotions had to either get promoted or find employment elsewhere.

This instruction is followed by many institutions and other associations, which frequently results in end of administration.

C. Dry Promotions:

These are promotions that are offered in place of salary increases. An example of a dry promotion would be when all compensation is adjusted higher to keep up with the average cost of essential products.

Transfer on deputation:

After receiving MD's Office clearance, the bank may implement this policy in accordance with needs and requirements.

Engage as a consultant, specialist, or attorney

This is not a typical staff position. These individuals are directly appointed by the MD on a contractual basis, with the Chairman, Board of Directors, or Management Committee providing reference.

Recruiting Expense:

- After discussing with various division heads, the MD and CEO often determine and break down the labor need in light of the enlistment required by the Offices and the anticipated spending plan in view of the year. Therefore, it is the administration's responsibility to assess the workload, finish the activity review, and further look into the actual need for representatives under various classes to determine whether or not an additional hand is really necessary.

- The Board of Executives holds the expert responsible for finally making a decision on any form of enlistment.

- The importance of labor estimation must be recognized by THE CITY Bank, and an organizational structure should be established for each department and branch as well as for the company as a whole. However, the Organogram may not be rigid; instead, it may be Examined and updated periodically when necessary. The competent expert in accordance with the control designated by the head will establish the arrangements, subject to periodic survey.

Administration:

The Administration department is in charge of overseeing and maintaining The City Bank Limited's workforce. The following tasks must be completed by the administration.

4.1.3 CBL's program for training and development

A vital prerequisite for achieving authoritative goals is human resource improvement. The representatives' and administrators' ongoing training is done to ensure that they have the capacity and expertise to function consistently. The City Bank Limited has established a foundation for creative preparation. encountered financiers who worked as workers directly under an executive's supervision.

Training on the Job:

Nearly all widely utilized planning strategies are learned on the job. This is attributed to the methods' simplicity and the results of their less lavish endeavors. Getting ready for work on the job places the agents in a real-world setting and helps them project an image of being quickly helpful. It's experiential learning.

Off-the-Job Training:

Planning outside of the workplace disseminating various tactics, including classroom addresses, movie presentations, pertinent exams, additional multiplication problems, and rule changes. The workspaces needed for each of these methodologies transition from a little makeshift classroom to an itemized progression center with massive address entryways, with small assembly rooms in addition with the constantly changing media devices of today, an excessive amount of mirrors, and all the decoration.

The training center of City Bank Ltd. provides the following courses:

Executive Education:

- Basel II's Risk-Based Capital Adequacy
- Course on Executive Development

Courses in General:

- Executive Officers' Foundation Course;
- Assistant Executive Officers' Foundation **Course;**
- Assistant Executive Officers' Foundation Course
- Teller Course on Project Financing and Industrial Credit;
- International Trade Finance and Foreign Exchange
- Evening English Language Course

The goal of the course:

- To increase participants' proficiency with all aspects of banking procedures.
- To turn a team of officers into productive bankers.
- To augment the bank's resources in order to fortify its future capabilities.
- To turn skilled personnel into a bank asset in the commercial operation of branches
- To boost profitability by using skilled personnel in banking.
- To improve the bank branches' material and human resources in order to accomplish their objectives
- To establish long-term resources in bank branches.

Systems of Rewards and Control:

Systems of reward and control are carefully honed to reinforce behavior that is seen to be important for the advancement of the commercial center. A fair warning to either take care of business or ship out is provided to representatives who fail to uphold the association's social and behavior standards due to disagreements between the individual and the association's assessments

4.1.4. CBL compensation management

Basic Salary:

The basic salary is the whole compensation that The City Bank Limited pays its workers, exclusive of any extra benefits. This represents the primary salary range margin. The City Bank Limited offers thirty compensation slabs for each job grade, with base pay being in a variable amount.

Travel Allowance:

The normal traveling allowance for employees in different categories is part of their salary.

Daily Allowance:

The daily allowance may be used in accordance with guidelines that the board may occasionally establish.

Incentive bonus:

The board of directors may, in its own discretion, announce an incentive bonus whenever it sees fit.

Festival Bonus:

To commemorate religious festivals, staff members are entitled to two festival bonuses.

Benefits for Employees:

CBL ensures that provident store benefits are awarded to association qualifying staff members in accordance with the principles of the provident fund, which is established under an unchangeable trust. Additionally, CBL has offered a "Superannuation Fund" plan in place of a group life insurance plan for the delegates. Representatives who meet the specific requirements outlined in the reserve method will be eligible to receive benefits from the Superannuation Fund.

Benefits and compensation packages for CBL:

Permit	Rewards/Incentives
Allowance for house rent 75% of basic Medical reimbursement 20% of basic Conveyance: 30% of fundamental Lunch costs Tk. 200 per working day.	Every year: Deposit target bonus; Two festival incentives Leave fare Bonus for performance Long-term: Assurance fund; Gratuity; Insurance benefit; Health benefit

Gratuity:

In the following cases, an employee may receive a gratuity:

Death while working for the company.

Termination of employment or forced retirement as a result of a medical or mental disability that renders a person permanently unable, provided that the disability was not brought on by abnormal or inappropriate behavior.

Early retirement or termination of service due to the removal of his post or legitimate retirement.

The following types of workers are not entitled to gratuities:

1. Individuals who are fired from the company; or

2. Individuals who quit or stopped working for the company without consent.

For every year that is completed, an employee is eligible to receive a gratuity equal to two months' basic salary at the rate of the most recent pay period.

4.1.5 Take Off

The following lists the policies that are followed for managing employee leaves according to the different types of leaves and their requirements:

Annual Leave:

Upon the completion of a one-timetable year, all officers will be eligible for a 24-day leave of absence. Every year, 15 of these 24 days must be taken as consecutive leave. Any unused leave could be carried over to the next year.

Casual/Sick Leave:

Representatives who may be unable to report to work due to an unexpected illness or important personal commitments may be granted up to 14 logbook days of casual leave every year. A month's worth of relaxed leave cannot be taken in excess of two days at once.

Maternity Leave:

Four months of paid leave will be appreciated by female (affirmed) delegates. A single employee will be eligible to take profit-sharing leave twice over their whole administration tenure.

Study Leave:

An employee is granted study leave. A representative who has worked in administration for at least three years must be granted a study leave of no less than two years, paid or unpaid.

Leave Without Pay:

Under certain circumstances, a worker may be granted leave without pay if no alternative leave is permitted by these guidelines. If you take a Leave of Absence without Pay, the maximum duration is 60 days.

Leave During Probation:

The department must specifically note any sick leave taken during the probationary period.

Probationary staff members will be eligible for casual leave following the completion of six months. Premature leave taken will be deducted from the casual leave amount (City Bank Webpage, 2016 pg 34-37).

Annual Leave Encashment:

Representatives may be able to use annual leave encasement offices for a maximum of ninety days (based on the most recent base) at the time that the employee is departing the bank.

4.1.6 CBL's promotional tactics

The satisfying process of developing professionalism, which is a significant value to the firm, is called promotion. The organization upholds uniform promotion requirements as a motivating and rewarding feature.

The promotion's goals are,

To give executives and officers an opportunity to develop a high level of

professionalism. To guarantee a smooth career path for executives or officers who

deserve it.

To inspire, incentivize, and cultivate dependable and committed staff

members. To foster a sense of community among the workers.

To promote knowledgeable, well-versed, and committed staff members.

Time for Promotion:

The issue of promotion CBL, also referred to as year-wise promotion, is done once a year. Every year on June 30th, the promotion's threshold is reached. Promotion consideration will be extended to those who, by June 30th, have completed the minimum needed length of service as specified under the promotion criteria.

Promotional criteria:

The controlling authority consistently supports and encourages promotions for worthy individuals who meet the requirements.

¬In order to be considered for a regular promotion, an employee must have held the same position for at least two years with satisfactory performance for the previous two years.

They must also have successfully completed all promotional examinations and training.

Regular promotions for any position below the bank's third tire are evaluated by management, and promotions for positions three tires and higher are evaluated by the board of directors in accordance with CBL policy.

To be eligible for the next immediate higher post, personnel must pass the promotional exam. The written exam is offered only in English.

Senior executive officers must take the promotion exam in order to advance to a higher position. Experts from outside the company prepare the Senior Executive Officers' exam question.

Senior officers and senior executive officers who are not above the third tire rank must appear in person and receive a minimum of qualifying marks.

The MD conducts the viva board and chooses the other board members.

4.1.7 Policies for Performance Appraisal

The performance appraisal is a means of evaluating the representative's most recent performance, particularly with regard to compensation, advancement, and staff development. A process known as the "action test" is used to identify, assess, and produce representative actions in order to accomplish hierarchical objectives.

The City Bank Limited uses performance appraisals for the following reasons:

- To examine previous performance;
- To determine training needs;

- To support individual development
- To conduct a skills audit within the company;
- To establish goals for future performance;
- To determine prospects for promotion;
- To offer official and legal reasons for hiring decisions;
- To identify the organization's underlying issues

Meaning of Job Evaluation:

To establish a fair salary and compensation structure, Job Evaluation is a methodical and exact process for determining the relative value of various jobs inside the organization.

The first is full employment, in which occupations are typically taken and compared to one another. This is the more fundamental of the two job evaluation methodologies. One of the ways for allocating resources to various sections of the task is the second strategy. A focus qualification is given since the activity's instructional requirements are higher the higher the scores. Within the framework of the approach, various points of view or aspects of the activity are examined, such as the training and experience required to develop the activity.

CHAPTER 05:

Findings, Recommendations and conclusion

5.1 Important discoveries

The CBL's recruitment and selection policies, human resource planning, and job analysis are non-standard. This is because the HRD manager is unable to do the numerous HRM tasks.

Due to prejudice, favoritism, and nepotism, there is a lack of precision in following the performance appraisal.

Compared to other banks operating in Bangladesh, the bank's pay packages lack emphasis.

The ineffective planning of training programs results in improper organization of outdoor employee training.

Despite the group having representation, I believe that legitimate workers are absent, indicating a "lack of right people in the right positions."

CBL's human resource administration lacks a uniform salary structure for its staff.

The HR department is situated at the main office and is in charge of all HR-related tasks, which causes delays in issue resolution.

Because of nepotism and favoritism, employees may feel demotivated when promotion policies are opaque.

The methods used by talent acquisition managers to select the top candidates are outdated.

SUGGESTIONS

To recommend something is to offer advice regarding The City Bank Ltd. Based on the study's results and analysis, the following are my recommendations:

Since the HRM system is crucial to all HR operations inside the company, the HR team at CBL should examine and put it into practice for every department.

The HRD manager of CBL is responsible for preparing the standard performance appraisal, as the accuracy of human resource performance greatly influences an organization's success or failure.

To reduce the high employee turnover rate, the HRD manager must implement the normal compensation structure for CBL personnel.

Professional consultation at the central and mid-level should be used to give training.

It is recommended that City Bank Limited establish a fair performance appraisal program to guarantee that workers who do well receive suitable rewards.

In order to retain highly skilled, competent, and promising staff, the business should make revisions to its remuneration scheme.

FINAL VERDICT

The City Bank Limited is a bank that upholds the representatives of the Human Asset Division in addition to the best interests of its clients. In Bangladesh, The City Bank Constrained is the bank that is developing the fastest. Working in the HR division allowed me to acquire knowledge that would be helpful in managing under a real hierarchical setting.

From Bangladesh's point of view, the idea of saving money is developing. It is becoming more and more common among white collar workers. The City Bank Restricted has successfully maintained its business from its inception and has gained recognition for it. Today, they are pushing the boundaries of their own passion in the money business. The account management industry in Bangladesh has a fantastic future. That being said,

indispensable piece of any association for dealing with the workforce and guaranteeing the work productivity. Human Asset improvement is a fundamental pre-essential to accomplishing authoritative goals. The managers and employees no longer need to undergo continuous training in order to maintain high standards and specialized knowledge.

Therefore, The City Bank Limited's management ought to focus more on this promising industry with an appropriate plan, an improved marketing strategy, and quality customer service.

While I work in the human resource management department, I make some observations. This report contains recommendations based on my findings.

With any luck, these suggestions will enable The City Bank Limited to keep moving forward.

My internship at CBL ended. The company and other staff members believe that interns are not considered guests for a period of three months. In addition to really working, I keep my work hours separate from my office hours. During my internship, I gained knowledge about how a business run, its daily operations, everyday challenges, and how to solve them. I can currently use what I've learned and understood in any kind of organization.

Citation

Web sources consulted:

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3. Bangladesh Bank website.

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• The City Bank Limited's Monthly Report for 2021.

• The Motijheel Branch of CBL's Statement of Affairs.

• A distinct document from the Motijheel branch of The City Bank Limited