Internship report
On
"Human Resource Management Practices of Shahjalal Islami Bank PLC"

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SUBMITTED TO:

Ms. Nujhat Anjum Ani
Senior Lecturer
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University

PREPARED BY:

Aysha Akter Asha
ID: 202-11- 6564
Program: BBA
Major: HRM
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University

Date of Submission: October, 2024

LETTER OF TRANSMITTAL

Date: October, 2024

To,
Ms. Nujhat Anjum Ani
Senior Lecturer
Department of Business Administration
Faculty of Business & Entrepreneurship

Daffodil International University

Subject: Submission of Internship Report entitled "Human Resource Management Practices of Shahjalal Islami Bank PLC".

Dear Madam,

It's my pleasure to publish an internship report after a profitable three-month Internship attachment at Shahjalal Islami Bank PLC, Uttara Branch. The title of the internship is **"Human Resource Management Practices of Shahjalal Islami Bank PLC".** I tried to explain all my learning that I have gathered from this internship duration quickly in this report.

I have situated my exceptional exertion to accomplish the desires of the report and expectation that my undertaking will fill the need. The workable data and experience collected at some point in the file planning will highly assist in my future professional life. I will be obliged on the off hazard that you sympathetically verify this undertaking.

Sincerely yours,

____

Aysha Akter Asha
ID: 202-11- 6564
Program: BBA
Major: HRM
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University

SUPERVISORS DECLARATION

This is to certify that the internship report **"Human Resource Management Practices of Shahjalal Islami Bank PLC"** for the degree of Bachelor of Business Administration

(BBA) major in HRM from Daffodil International University carried out by Aysha Akter Asha, ID: 202-11-6564 under my supervision. As far as I am concern, no part of the internship report has been submitted for any degree diploma, title, or recognition before.

I wish her every success in life.

Nujhat

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Ms. Nujhat Anjum Ani
Senior Lecturer
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University

شاه جلال اسلامي بنك بي إل سي

Shahjalal Islami Bank PLC.
Committed to Cordial Service

শাহ্‌জালাল ইসলামী ব্যাংক পিএলসি
আন্তরিক সেবায় প্রতিশ্রুতিবদ্ধ

Human Resources Division

SJIBPLC/CHO/HRD/2024/126-5
30.01.2024

Dr. Sayed Farrukh Ahmed
Associate Professor & Head,
Department of Business Administration
Daffodil International University
Daffodil Smart City, Ashulia, Dhaka, Bangladesh

Sub: Acceptance of Internship

Muhtaram/Muhtarama,

Assalamu-Alaikum.

With reference to your letter dated 23.01.2024 we are pleased to inform you that Management of Shahjalal Islami Bank PLC. has allowed Aysha Akter Asha, student of BBA, ID- 202-11-6564, Major in Human Resource Management, Daffodil International University for internship at our Uttara Branch for a period of 3 (three) months effective from 04/02/2024 to 03/05/2024.

During her internship, Aysha Akter Asha should not divulge any internal information/report of our Bank to the outsiders and she should submit an internship report to Human Resources Division, Corporate Office within 7 (seven) days on completion of the internship program through our Manager, Uttara Branch.

Kindly note that during the internship period Aysha Akter Asha will not be eligible for getting any sort of internship allowance and/or TA/DA.

Ma-assalamah.

Sincerely Yours,

8

Mian Quamrul Hasan Chowdhury
Additional Managing Director

شاه جلال اسلامي بنك بي إل سي

Shahjalal Islami Bank PLC. শাহ্‌জালাল ইসলামী ব্যাংক পিএলসি.

SJIBL/UB/2024/2211
May 12, 2024

To Whom It May Concern

This is to certify that Ms. Aysha Akter Asha, a student of Daffodil International University, Dhaka, D/O –Md Alauddin & Shuli Begum of North Vuighor, Fatullah, Kutubpur - 1421, Narayanganj, Bangladesh has completed 03 months' internship program at our branch from 04/02/2024 to 03/05/2024. We believe that she will be able to do her assigned work properly in the future.

We wish her every success in life.

Mohammad Abu Hanif
Executive Vice President & Manager

Uttara Branch : Anowar Complex (1st & 2nd floor), House # 12, Road No # 14/C, Sector # 4, Uttara, Dhaka-1230, Bangladesh
Phone : +880 2 58953586, 8932084, 48953553 (PABX), E-mail : uttara@sjiblbd.com
Website : www.sjiblbd.com, SWIFT: SJBLBDDHUTR

ACKNOWLEDGMENT

First of all I would like to thank and show my gratitude to almighty Allah to give me the ability to fulfill this internship report. I learned a lot of things from Shahjalal Islami Bank PLC which will be an asset for my lifetime. Though the time was short together enough knowledge, it was a great opportunity for my career.

I am so grateful to my supervisor **Ms. Nujhat Anjum Ani,** Senior Lecturer, Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University for her incredible suggestions and guidance. I am deeply grateful to all concerned persons who provide valuable guidance, suggestions and advices in collecting information, analyzing and preparing the report. I am particularly indebted to them whose efforts and cordial cooperation of this report.

I would like to thank all the employees of SJIBPLC, Uttara Branch for the absolute love and sustain they have exposed to me. They constantly delicacy me as a member of their team. As well I have unique appreciation towards subsequent resource person for helping me. I am also obliged to elevated officials and all the officials and staffs and officers, for their sociable activities, heartiest support and other services throughout my internship.

Aysha Akter Asha
ID: 202 11 6564
Program: BBA
Major: HRM
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University

EXECUTIVE SUMMARY

During this report, I am summarizing my three months long experience with identification of Human Resource (HR) practices Shahjalal Islami Bank PLC (SJIBPLC), Uttara Branch, Dhaka. The HR practices and managerial effectiveness of SJIBPLC have been studied for operating under Islamic Shariah principles since 2001. I: Introduction.II: General Profile of the bank III : An Resilient Distributed Dataset (RDD) on HRM IV : Staff Performance/Job Descriptions V. Establishment and Efficiency VI. It continues on with a SWOT analysis concerning the HR department at SJIBPLC, uncovering internal strengths and weaknesses as well external opportunities and threats. The report then closes with the actual findings and recommendations that may be made to generate much better human resource practices within this particular business.

TABLE OF CONTENTS

Chapter -1

Introduction

1.1 Introduction

This internship report program may be a requirement for getting Daffodil International University, Bachelor of Business Administration (BBA) Program. To urge grasp of the record, every student should inclusive an internship submission in which they have to figure in an endeavor and put mutually an internship report even as doing so. The likelihood to role as an intern at Shahjalal Islami Bank PLC, Uttara Branch, Dhaka became a notable possibility. While operating at Shahjalal Islami Bank PLC HR Department, it became indomitable that there aren't any huge variations amongst real lifestyles HR approaches and hypothetical HR ideas.

At present the banking industry plays an imperative role in economic life and it doesn't matter that the worldwide banking industry is evolving rapidly thanks to struggle, globalization, technological advancements and deregulations. Human resource management may need to affect the consequences of a shifting banking environment as a part of the business. Human resource management may be a big deals immediately because it requires companies to supply the proper people for the proper positions during a short period of your time. It’s difficult to convince them to use completely new HR techniques. Properly designing HR practices and methods are often a process that needs tons of attention and energy. The magnitude of different opportunities and provision can't be underestimated. For the time of my internship at SJIBPLC, I had the providential opportunity to find out how SJIBPLC promotes its employees to use various HR methods. Additionally, it is often difficult to make a decision on HR strategies that encourage staff to implement them over time. The internship series at SJIBPLC gave me a far better understanding of managerial performance within the workplace. SJIBPLC HR internship work is included within the internship awareness. To present my internship report, I chose the study topic to look at and illustrate how SJIBPLC conducts its human resource management practices.

1.2 Rationale of the Study

Internship program is a pre-requisite for acquiring BBA program. Before completion of the degree a student must undergo the internship program. Every student under the Internship program has to prepare a report based on the report or particular matching with the Intern's area of specialization and organizational requirement. The report writing consists of Intern's analysis, findings, and achievements. For serving people it needs skilled human resource. So this paper is going to show how to get skilled "**Human Resource Management Practices of Shahjalal Islami Bank PLC",** Uttara Branch,

Dhaka is prepared as report under the supervision and guidance of Ms. Nujhat Anjum Ani Senior Lecturer, Department of Business Administration

1.3 Objectives of the Study

1. To know the Human Resource Management Practices of Shahjalal Islami Bank PLC.
2. To analyze and review existing recruitment system of Shahjalal Islami Bank PLC.
3. To manner a SWOT analysis of SJIBPLC HRM procedures.
4. To know about the training and development policy of the SJIBPLC.
5. To compose a number of recommendations for the development of SJIBPLC HRM procedures.

1.4 Scope of the study

The scope of this report is mostly limited to Shahjalal Islami Bank PLC as the report is based on practical observations, and also limited to the related departments of this report. There was no scope of doing outside surveys except getting some help from secondary data of other banks. The scope of the study is only limited to the Human Resources Division of Shahjalal Islami Bank PLC. The report mainly covers on Human Resources Management of Shahjalal Islami Bank PLC.

1.5 Methodology of the Study

In this study, this methodological section addresses specific methods or techniques used to identify, select, process, and analyze information about SJIBL's human resource management function.

1.5.1 Data Collection Source:

The sources of data were of two types-

1. The Primary Data The primary data are:

- Discussion familiar persons working this bank.
- Face-to-face conversation with my boss and office staff.
- Interview from manager and other employees of Shahjalal Islami Bank PLC.

2. The secondary data

The secondary data are:

- Annual report-2023
- Different textbooks
- Website sources: https://www.sjiblbd.com/
- Academic Books to the related fields
- Journal on training program of the organization
- Published documents
- Bangladesh Bank Report.

1.5.2 Research Design

This research has been designated on descriptive type, which briefly explains about the "Human Resource Management Practices of Shahjalal Islami Bank PLC was the major secondary data source in this regard.

1.5.3 Data Analysis and Process

Different types of computer software are used for coverage the gathered information from analysis, such as Microsoft Word, Microsoft Excel and Data are analyzed using my own ruling.

1.6 Limitations of the study:

It was very much intricate and inconvenient to prepare a report on human resources management topic without being attached to the HR department.

- Human resources department was reluctant to provide information, because of difficulty in accessing sensitive data and information.
- Non-availability of some preceding year's statistical data.
- The possession of the internship period is three month. Since Human Resources Division is a vast area, after doing the regular office works from 10 AM to 4 PM it is not possible to go through in depth within this short span of time.
- Last three months the division has conducted huge recruitment that limits my involvement in other working areas of the division.
- Limitation of employment personal.
- Lack of practices in human resource management.
- The secondary source of information was not enough to complete the report.
- Within this limited period it is a bit tough to track all the facts perfectly.

Chapter -2

Organizational Overview of SJIBPLC

2.1 Overview of the Organization

Shahjalal Islami Bank PLC commenced its business activities in accordance with the principle of Islamic Shariah on 10 May 2001 under the Banking Companies Act, 1991. During these years, Shahjalal Islami Bank PLC has diversified its service coverage by opening new branches in different locations strategically important worldwide. the country. offering various investment products and deposit services. Islamic Banking, in essence, is not just INTEREST-FREE banking, but offers intelligent trading products, thus generating genuine income and thus incre asing the GDP of the economy. The board of directors enjoys high credentials in the country's business arena, the management team is strong and supportive and prepared with excellent professional knowledge under the leadership of a veteran banker, Mr. Mosleh Uddin Ahmed.

2.2 Profile of the Bank

Name of the Company :	Shahjalal Islami Bank PLC.
Legal Form :	Public limited company incorporated in Bangladesh on 01-04 2001 under the companies Act
Commencement of Business :	10-05-2001
Registered Office :	Shahjalal Islami Bank Tower Plot No.-04, Block-CWN(C), Gulshan Avenue, Dhaka-1212
Telephone No. :	88-02-222283457 (Hunting)
Fax No. :	88-02-222297607
Website :	https://.sjiblbd.com
SWIFT :	SJBLBDDH
E-mail :	sjiblho@sjiblbd.com
Chairman :	Mr. A.K. Azad
Managing Director & CEO :	Mr. Mosleh Uddin Ahmed
Auditors :	M/s. Hoda Vasi Chowdhury & Co. Chartered Accountants BTMC Bhaban, (6th & 7th Floor) 7-9 Kawran Bazar C/A, Dhaka-1215 Phone: +88 (02) 8189323 – 24

Tax Advisor :	M/s. K.M Hasan & Co., Chartered Accountants 87, New Eskaton Road, Dhaka. Phone: +88-02-9351457, 9351564
Credit Rating Agency :	Emerging Credit Rating Ltd. SHAMS Rangs, 104 Park Road, Level- A1 & A2, Baridhara, Dhaka-1212 Phone: + 880 2 986 0911, + 880 2 986 0897
No. of Branches :	140
No. of Sub-branches :	4
No. of ATM Booth :	132
Subsidiary Company :	Shahjalal Islami Bank Securities Limited DSL Building, (3rd floor) 1/C, DIT Avenue, Dainik Bangla, Motijheel, Dhaka-1000.
Off-Shore banking Unit :	01
No. of Employees :	2,875
Authorized Capital :	Tk. 15,000 million
Paid up Capital :	Tk. 11,130 million

2.3 Vision of the Bank

The majority estimable brand of shariah banking & speculation in Bangladesh ensuring sustainable value for all their stakeholders personified with human development based on morality and ethics.

2.4 Mission of the Bank

- Inflexible quality service and client service.
- Establish high standards of integrity.
- An inclusive and innovative bank.
- Sustainable value for all stakeholders.
- Permanent development of professionalism and updating of the system to address challenges and promote excellence.
- Automation and digitalization of systems by adopting cutting-edge technologies in total safety to guarantee rapid and accurate customer service.
- HRD based on morals and ethics.

2.5 Board of directors

Name	Designation
Mr. A.K. Azad	Chairman
Mr. Mohammed Younus	Vice Chairmen
Mr. Mohiuddin Ahmed	Vice Chairmen
Dr. Anwer Hossain Khan, MP	Directors
Mr. Md. Sanaullah Shahid (Rep. of Electra International Ltd.)	Directors
Mr. Abdul Karim (Nazim) (Rep. of Shamsuddin Khan & Harun Miah Ltd.)	Directors
Mr. Khandaker Sakib Ahmed	Directors
Engr. Md. Towhidur Rahman	Directors
Mr. Fakir Akhtaruzzaman	Directors
Mr. Md. Moshiur Rahman Chamak	Directors
Mrs. Tahera Faruque	Directors
Mrs. Jabun Nahar	Directors
Mr. Ekramul Haque	Independent Directors
Mr. K.A.M. Majedur Rahman	Independent Directors
Mr. Nasir Uddin Ahmed FCA, FCS	Independent Directors
Mr. Mosleh Uddin Ahmed	Managing Director

Table 2.1: Board of directors

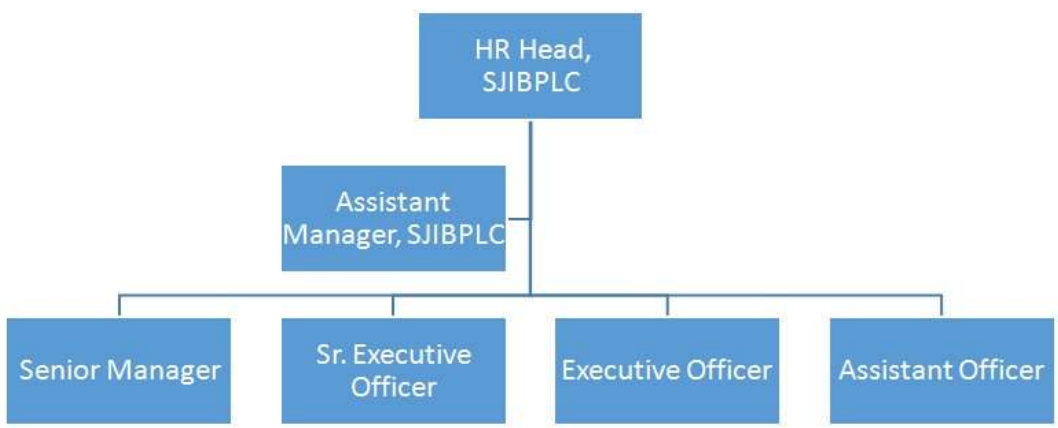
2.6 Strategies of the Bank

Their approach is to Perform towards Sustainable growth realization

Their Strategic Intent

To be the exclusive shariah based Bank in Bangladesh An exceedingly caring bank to:

2.7 Team HR- SJIBPLC Organogram



2.8 SJIBPLC Rank Structure

2.9 Human Capital

The Bank is devoted to continuation brilliance in banking and operates with a robust assurance to achieving unbroken and sustainable growth within the organization. Human Resources (HR) plays a fundamental role in shaping the longer term victory of the bank. Guided by a long-term vision, HR strives to cultivate an environment where people can thrive, promotion sustainable organizational performance through partnership. Recognizing that a first-class balanced, and motivated workforce is important to success, the bank maintains a apparent mission, vision, and strategy. The HR Division endeavors to draw in capable individuals with the appropriate attitude, placing them deliberately to satisfy the bank's objectives. Emphasizing a culture of learning and innovation, the bank encourages its employees to tackle challenges and drive the bank forward. Employee development stands as a top precedence for the bank, recognizing that proficient and skilled personnel are vital for managing financial risks and maximizing organizational value. The HR Division is devoted to nurturing human capital and instilling a hearty sense of organizational commitment and ownership. Through permanent assessment of employee strengths and weaknesses, the HR Division provides required training, updates HR policies, and offers employee settlement and Social Security. Career development programs also are implemented to make sure employees remain motivated, inspired, and positive in achieving the bank's goals.

Chapter-3
Human Resource management Practice of SJIBPLC

3.1 Human Resource Management

Human Resource Management or HRM is the strategic approach to managing employees within an organization for the long-term success of the business. First and foremost, it is to create a management style that is supportive, flexible and show empathy which can help inspire employees to work at their best. HRM has a great influence in developing and maintaining work environment which is good for the people as well as organization to achieve their desired goals by improving its overall performance. Getting and keeping the right employees via appropriate human resources practices related to selection, training and management are critical in accomplishing these goals — whichever structure it is designed into.

HRM can include a number of functions such as workforce planning, recruitment and selection with employee training. It is vital that the training and opportunities offered are attracting a strong workforce at entry-level, but also helping employees to stay with AN because they have paths in which they can grow. This way the employee is equipped with what it requires to work well, which would ultimately help in organizational development. Moreover, HRM helps in providing a safe, fair and positive work environment for employee well-being (Dessler, 2011). ARMSTRONG (2006) additionally postures that HRM is a key influence of organizational prowess by way of alignment on personnel with broader, organization-wide strategic objectives.

Human resource planning can be defined as the process by which an organization determines human resource requirements for the future, in such a way that adequate numbers of skilled persons are available at the appropriate time. This process involves evaluation of present staff, recognition of intervention measures, and projection of future requirements (Reilly, 1996). In order to coordinate HR functions with the objectives of the organization, HR planning integrates human capital activities with the instated goal of the organization (Deb, 2006). It acts as a change agent to the current manpower level and redeploys resources to an optimal level commensurate with the objective of the organization (Bhattacharyya, 2006).

As a subdivision of HRM, human resource development deals with such processes as recruitment and selection, remuneration, and observance of workplace regulations so that the laws and organization standards are observed. Also, HRD aims to develop the relevant employees and their productivity so that they will assist the organization in realizing its vision by being able to provide a favorable workforce that is motivated in an appropriate manner (Maitin, 2003). In other words, having the right combination of HRM and HRD activities ensures access to a capable, focused, and active workforce which is responsive to the organizational objectives

3.2 The functions of HRM

The Human resource management ensures the graceful implementation of a corporation. Ranging from formulating the right rules for career necessities, the method ends by ensuring the success of the company's business expansion. As a result, human resource management is an invisible agent that brings together all parts of the organization to enable a smooth transition of labor. Furthermore, within the era, organizations became more people-centric than ever, especially since this loom pays off in terms of improving employee recital and reducing proceeds rates. For companies and organizations to understand their goals,. Human resource management (HRM) departments play an chief role within the overall growth and development of a corporation because if employees learn and improve their skills, the organization will automatically grow and develop. Job investigation; enrollment; selection; training and development; performance management; and compensation and remuneration are a number of the key actions of human resource management. Of these 5 functions are described.

3.2.1 Recruitment and Selection process of the Bank

a) Recruitment

The recruitment process in SJIBPLC plays a very crucial role in the complete employee lifecycle of the bank. This includes phases such as gathering and assessing CVs, interviewing relevant professionals and hiring the candidates finally. The aim is to make sure the available positions are occupied in the personnel of the bank. The recruitment process can be undertaken by both in-house HR and outsourced recruiting firms, however, the process of selection is conducted by HR managers in collaboration with relevant departments to enable recruitment and onboarding of new employees.

streamline it. additionally, for announcements of latest vacancies, the most media chosen by SJIBPLC are its website and social media pages.

b) Selection

The SJIBPLC selection process are often defined because the process of choosing and pre-selecting suitable candidates with the required qualifications and skills to fill vacant positions. the choice process varies among the banks' branches. so as to pick suitable candidates, the bank implemented its employee selection process.

Preliminary Written Tests
↓
Selection Tests
↓
Interview
↓
Health Check-up
↓
Issuance of Appointment Letter

Through a structured selection process, the bank will identify candidates that don't match the positions and permit suitable candidates to fill the vacancies. From the initial information, the bank uses the subsequent tests to work out suitable employees:

Situational Judgment Test

In these tests, candidates are faced with various hypothetical work-related situations. Each scene gives specific steps. In most cases, there are four to 5 activities, but this might vary. Choosing between these options and determining which is that the best is that the candidate's job. they need to decide what they're going to do if they face this example. additionally, SJIBPLC only accepts options in multiple-choice questions.

Aptitude test

SJIBPLC evaluates the knowledge and skills of candidates through this aptitude test. As a results of organized education (such as training or classroom teaching), these exams are designed to see the talents and knowledge acquired during a certain grade. it's common practice to match performance ratings with aptitude tests.

Achievement test

Through this achievement test, SJIBPLC evaluates the knowledge and skills of candidates. These tests are designed to live the talents and knowledge acquired during a specific grade, usually through planned teaching, like training or classroom teaching. A successful test is typically the other of a capability test.

Writing test

Written tests are going to be wont to assess candidates' skills, abilities and knowledge associated with the position they're seeking, which is that the most vital and concentrated element within the SJIBPLC selection process. They need to answer four sets of questions, including Bengali and math questions and English and computing questions.

Mock/simulation test

SJIBPLC conducts mock tests on candidates to know their reactions to situations which will be encountered at work and the way to resolve difficulties. Because banks have a deep understanding of candidates' attitudes, problem-solving skills, and the way they affect real- world situations, they're one among the foremost commonly used psychological tests today.

Role-play test

As a part of the SJIBPLC role-playing test, the bank determines how candidates might answer difficult situations that always arise within the business. As a part of the bank interview process, interview candidates are asked to play the role of company employees and describe how they're going to affect hypothetical or real events.

Job knowledge test

SJIBPLC uses this professional knowledge test to assess a person's understanding of the many aspects of the profession. These tests will measure a person's factual and procedural knowledge of the relevant role. The professional knowledge test also can be called the pass or mastery test.

3.2.2 Training and Development

The Bank makes it a point to prepare and train which improves employee skill and competencies while making sure that all individuals are comfortable to learn, create, and alter behaviors, which improve efficiency and outputs directed towards achieving the Bank goals. In order to respond to the rapidly changing business environment, dynamic customer needs, changing nature of products and services, and technological and regulatory requirements the Bank has identified training as one of the key focus areas. This way, employees are able to remain flexible, qualified and focused on the Bank's objectives which builds up growth and responsiveness of the Bank in a competitive environment.

Shahjala Islami Bank PLC recognizes the worth of HR, which may help recover banking services if appropriately trained. The bank untiring success is predicated on an extraordinary and skilled workforce in terms of human resources. Commonest human resources are a crucial source of advantages. To draw in an outsized pool of talented human resources and make global structures, banks should understand and execute human resources structures, arrangements and workout that allow workers to develop their skills and practices within the matching method the bank should do. With reduced capital, the bank attempted to demonstrate unexpected performance. As a result, quality positions are selected per annum from a broad educational base at the lower levels of the bank, so as to create excellent administrations for its clientele. SJIBPLC currently has 168 branches. As a result, a big amount of labor was invested in registering experienced bankers. Furthermore, the test recruitment method and, consequently, the internship within the bank were started. Shahjala Islami Bank PLC may be a representative welfareoriented organization. Consequently, the bank's management tries to spot all possible solutions that it deems useful to enhance the competence and efficiency of its employees. it is your one-stop training facility. Top bankers, academics and other wealthy people were asked to supply their postal addresses. Legislative body were sent to the Bangladesh Banking Training Association, the Bangladesh exchange Dealers involvement and therefore the Central Shariah Board for Islamic Banks of Bangladesh, also as many other seemingly state-owned institutions, to acknowledge the big strides made in 2019. During this regard we will see that the legislative bodies that are organized perform alright.

3.2.3 Training and Competence Development

The Bank recognizes preparation and development as vital workings to reinforce the talents and competencies of its human resources. The Bank promotes a learning-friendly environment where people can't only obtain new skills but also concern original ideas, develop skills, behaviors that improve their efficiency and contribute to the Bank's business impending. To acclimatize to the swiftly evolving business background, sprouting product profiles, processes, customer preferences, equipment applications and conformity requirements, training has become a key approach for the Bank.

Identifies detailed training wants covering different precedence aspects of banking and adapts training programs accordingly, taking under consideration the extent of data and positions of participants. Each educational program is taken into account an investment, meticulously designed to realize definite objectives, with qualified trainers ensuring the effectiveness of every gathering in developing the talents and capabilities needed to tackle compound issues.

The Bank communicates training programs for workers of every one levels throughout the year at its Training Academy, ensuring incessant upgrading and up skilling for future positions. Furthermore, the Bank periodically appoints officers and executives to participate in courses, seminars and workshops controlled by renowned institutions like BIBM, BBTA and BAB, further elevating their understanding and knowledge.

Sl. No.	Course Type	Training Provider/Training Institute	No. of Courses	No. of Participants
1.	SJIBPLC. (in house) Training Program	SJIBTA & Corporate Head Office	103	12,283
2.	External Training Programs (Local)	Bangladesh Bank & BBTA	22	76
3.	External Training Programs (Local)	BIBM	58	79

Sl. No.	Course Type	Training Provider/Training Institute	No. of Courses	No. of Participants
4.	External Training Programs (Local)	Jamuna Bank PLC, BAB, CSE Department of BUET, BIAM, ICCB, ICCB with ICC UAE, ADB TSCFP, ABB, AACOBB, UCBL, Prime Bank PLC., IFIC Bank PLC., MBL, Blackstone Institute, NCC Bank PLC.., Dhaka Bank PLC., DSE Training Academy, MTBL, Bank Asia PLC., EXIM Bank PLC, CSBIB, IBBPLC, IBB, Life Spring, IFC., BICM. IBCFRTA.	42	77
5.	Foreign Training (India)	ICICI Bank Ltd., Armor Bangladesh Ltd., SCB	3	3
	Total		**228**	**12,518**

3.3 HR Policies & Practices of SJIBPLC

SJIBPLC is devoted to establishing a uniform set of Human Resources (HR) policies and guidelines that encompass all aspects of HR management, ensuring a cohesive HR management practice across the organization. The bank's HR policies cover a good range of areas, including talent acquisition, HR development, performance management, remuneration and allowances, disciplinary and grievance management, harassment eradication, NIS, KYE, Employee Background Screening, Employee House Building & Car Policy, and Internship Policy. These comprehensive HR policies function a roadmap for day-to-day HR operations and supply guidance for decision-making, thereby streamlining internal processes.

3.3.1 Succession Planning

HR plays a pivotal role in ensuring the longer term success of the Bank by cultivating an efficient workforce. to understand this vision, it's essential to reinforce the capabilities of middle management, fostering their professional and private growth while strategically placing them within the organization. a strong talent management process is in situ to cultivate a pool of trained and skilled executives who can seamlessly assume key roles when vacancies arise. This succession planning initiative begins with the recruitment of fresh talent, where SJIBPLC. Rigorously selects candidates. Once onboarded, the bank focuses on developing employees' skills, expertise, and knowledge, preparing them to assume leadership positions within branches, divisions, or departments within the event of organizational expansion or attrition. Moreover, regular leadership training sessions are conducted to groom middle management for higher responsibilities, ensuring a smooth transition when seasoned employees exit and new recruits are able to step in as successors.

3.3.2 Merit based Recruitment

The Bank continues to draw in, retain, and devote in top talent to make sure future inclination. HR regularly assesses present and future HR wants supported the strategic plan. Gaps in acquaintance, skills, and skills are identified through piece management, ensuing in the recruitment of both fresh and experienced employees through a rigorous procedure. The bank believes through a blend of qualified and fresh officers for operational competence and effective training. Capacity acquisition may be a long-term strategy, with HRD sustaining recruits to supply to the bank's development. Despite challenges, HRD fruitfully recruited 86 Probationary Officers in 2023 through competitive examinations, followed by an orientation program at the Training Academy.

3.4 Performance Appraisal System

In the context of addressing this particular theme, the so-called performance appraisal will be defined as a systematic evaluation of one's efforts in terms of specific tasks. To supervise operational performance, enhance staff motivation, and optimize any management policy, one single mechanism may be of help – a performance appraisal program. People assist organizations even quite solely because they know their team actively manages them and might use their efforts once necessary. When they are told "good job," employees become more confident about achieving something. This surely can put an organization in a better position for accomplishing its overall objectives if there is a free and fair performance appraisal system in the organization. It needs to be observed that throughout the performance evaluation review not only will the training needs be identified and addressed, but hidden talents may also be exposed. SJIBPLC employs the following techniques to assess its performance

Weighted Checklist Method:

The slanted checklist advance describes a performance appraisal approach during which the evaluator pays close awareness to task analysis, during which managers assemble an inventory of successful and ineffective worker behaviors by position, which is then predictable in descriptive way.

Approach to critical incidents:

The decisive incident advance to performance investigation is one during which administration records together the positive and harmful aspects of employee performance over the course of their workday.

Balanced Scorecard :-

The reasonable scorecard lays out the steps necessary to attain the desired outcomes.; the whole control panel translates the institute mission and apparition into a group of performance objectives.

The Behaviorally Based Rating Scale (BARS):

The behavior-anchored ranking range system describes a performance assessment highlight on specific activation or develops cues that illustrate effective or fruitless performance. The ranking scale and important occasion method of member of staff performance review are shared into a behavior-based mark or rating scale.

Management by objectives:

Managing by objectives may be a structure during which managers and people build a ambition for a selected period of your time, analyze routine and incentive employees supported their results.

Assessment Center advance:

This performance appraisal method evaluates employee performance in societal settings. Employees are encouraged to partake in situational activities (basketball activities, breakout rooms, simulations, role-playing instruction, etc.) designed to assist them specialize in their prospective success in various positions and errands.

Psychological evaluation:

This strategy is essential for the diagnosis of employees' hidden talent and potential since it makes the emphasis on predicting the future performance rather than evaluation of results of previous work by the employee. In this context, a trained psychologist evaluates recruits during the performance appraisal process by carrying out online tests that are complemented by interviews, psychosomatic examination, and even decorated dialogues. The purpose of such tests is to obtain a range of features of an employee's intellectual-emotional and extra associated nature that would drive his or her performance within the bureau in future.

Human resources accounting approach (costs):

The cost accounting process examines a people routine in terms of the economic benefits he or she provides to the corporate. This outline is usually calculated by comparing the cost of retaining a member of staff to the cash offerings the corporate has earned from that person.

360 Degree Feedback:

There is a general certainty within the business that the advance performance evaluation procedure is obsolete and abortive. To remain provoked and occupied in culture from the results of perform reviews, people needed ongoing write to with team privileged and supervisors, also as permanent feedback techniques, like 360-degree feedback. Several writing is implicated in evaluating a personal performance within the 360-degree feedback approach. Every agents within the corporate who interact with workers, including higher authority, equals and even clients, have collected workers' opinions. To collect this information, a web questionnaire created specifically for this purpose is typically used. When everyone during a company evaluates their officer, colleagues, clients and suppliers, additionally to participating in frequent self-evaluations, an efficient performance analysis is guaranteed with different level openings.

3.5 Promotion, reward and motivation

Employee inspiration is critical to organizational sensation, as aggravated employees tend to be more committed, work harder and accordingly produce better results. An engaged employee is sensitively committed to the corporate, which positively influences his or her behavior towards the organization. At the Bank, employee incentive is inspired through diverse means, counting promotions, rewards like incentives and many thanks letters, and overseas training opportunity for deserving employees. The HR section also takes under consideration the residence and permanent district of employees when planning their transfer and secondment to the varied locations, allowing them to stay on the brink of their relations. This approach improves employee motivation and commitment to the organization. Furthermore, the Bank ensures a strong working situation across the group and offers spirited salary packages and other benefits, further escalation employees' sense of belonging.

3.6 Compensation

Employees are paid in accordance with the performances they put forth for the company. Employee compensation is a term that refers to all types of payments or bonuses that are given to or earned by an employee for their services. Dwelling on the term's definition, an employee compensation means the payment made to an employee for performing the work. Employees of the organization are rewarded in the form of loopy monetary rewards which may take the shape of provision of life and health insurance, holidays, pension, education and training, and purchasing and business case discounts.

SJIBPLC officer receive compensation and benefits as follows:-

House rent subsidy

FAVP to VP, the housing rental subsidy is 50% of the basic salary.
official to JAVP, 50% of the basic salary is transferred. SVP to
DMD 50% of the essential salary is transferred.

LFA (Exit Tariff Assistance)

LFA recompense is earned after one year of limited service.
Compensation for public employees during probationary periods
The parolee is TK. 15000/- (consolidated) traditional
knowledge. 20000/- for a provisional Officer.

Car loan plan

From AVP to SEVP: - The car will be provided as per the existing car loan program of the bank.
From DMD to MD: - A permanent car, including fuel, driver and maintenance.
Additionally, a car is provided for each rank. A car loan program already exists.

Chapter 4

Findings and Analysis

4.1 SWOT Analysis:

SWOT state for S- Strength, W- Weakness, O- Opportunity and T- Threats. SWOT analysis is the way to evaluate the strategy against the weakness and create more opportunity for the future. By analyzing strength and weakness any organization can more aware and can able to make defense from future threats. So SWOT analysis is very important factor for a renowned organization.

Strengths

Strength is referred to as the constructive internal problem that a business can employ to accomplish its goals and objectives. Some strength has been given bellow:

1. Own training center.
2. Rich human resources department.
3. Special skills and knowledge.
4. Positive public image.

Weaknesses

Weaknesses are the suggestion of internal unhelpful aspects that stifle or hinder the bank's ability to achieve its purpose and objective. Some weaknesses are given bellow:

1. High personnel turnover rate.
2. Lack of equipment.
3. Digital HR technologies are scarce.
4. Laughable leisure opportunities.
5. There are essentially no recreational actions that employees can participate in and relax from the demands of their work.

Opportunities

Opportunities represent the external choices that a business will undertake to fulfil its objectives. SJIBPLC prospects include:

1. Increase the bank employees.
2. Advanced technologies and equipment.
3. Accept a part-time shift.

Threats

1. Cost of training may increase.
2. Other banks could provide greater benefits to human research.
3. Lack of knowledge about Islamic banking.
4. Human resource constraint of Bangladesh bank.

4.2 Major Findings of the Study

I worked in Uttara, Dhaka branch, Shahjalal Islami Bank PLC. I tried to find out more about the HR procedures of the renowned bank. I collected source from the bank and associated information collected from the Internet to conduct my research. Whether the HR department of Shahjalal Islami Bank PLC should fully convey the inducement aspects to its people to ensure pleasure at work.

- HR planning helps them estimation the correct number of staff needed to total tasks.
- The bank can monitor the functioning location provided to people with the help of HR planning, ensuring that they accept a sanitary working surroundings, higher salary, more benefits and services. As a answer, long-term bonds are developed with the bank's people.
- Inside recruiting is often radically faster than outside recruiting.
- Utilizing an external recruiting process allows the bank to broaden its knowledge base beyond that of its recent employees, incorporating new ideas and viewpoints.
- Shahjalal Islami Bank PLC should periodically hire new staff as needed. Using a recruiting firm can help a bank find the right employee, which is beneficial.
- Training leads to greater prepared efficiency and profits for the bank.
- Training provides employees with broader knowledge and skills, resulting in greater personal progress.
- A performance appraisal helps in creating compensation correspondence for employees. Presentation assessment can be used to evaluate benefits.
- SJIBPLC can just encourage its staff by using a capable recompense process.
- SJIBPLC provides professional training to new employees at its own training facilities or at Bangladesh Institute of Bank Management (BIBM) of Bangladesh Bank.

Chapter-5
Recommendations & Conclusion

5.1 Recommendations

This bank is one of the leading financial institutes in Bangladesh. It is hard for me to propose SJIBPLC as an intern. Human resources are enormously expensive in today's businesses. I exposed some records that need to be enhanced in HRD actions.

- The bank should apply appropriate guidelines. The objective of Human Resource Management is to enhance the productive output of individuals.
- Officials working in consumer service must be sufficiently trained. Because occasionally the staff is unable to give adequate answers to customers' questions.
- Each year or each six months the HR section of the organization must conduct an employee satisfaction survey.
- The procedure of choosing a and choosing a bank is not automated. Banks must streamline this screening and selection process using human resource management software in order to facilitate these procedures.
- Although a bank must occasionally hire new employees, it must do so consistently. Employing a recruiting firm can be beneficial for a bank since it helps locate the right candidate.
- To get effective and efficient employees, the bank should organize adequate training and development programs.
- The bank must provide direct and direct compensation to its staff. The bank must have a job-based salary arrangement that is more competitive than other banks in the country.
- To appraise the work of the employees, the bank should follow the promotion policy properly.
- Regular performance reviews and giving competent workers praise and incentives will keep them motivated.
- The Human Resources Division should be given more responsibility with the aim to lessen hiring expenses, eliminate prejudices, and improve hiring process' efficacy and efficiency.
- There is a need to increase the number of ATMs.

5.2 Conclusion

SJIBPLC's HR section is that the mainly classified and sheltered within the company. I had restricted access to data as an intern, which frequently prevented me from obtaining a position that was too vulnerable for the bank. Accordingly, all the facts offered within the investigation allowable me to simply accept it. Whilst SJIBPLC employees update their human resources practices, some improvement are prepared in some areas. The SJIBPLC will review the counsel raised within the study recommendations section. Consistent with research on human resource management methods conducted by SJIBPLC, people are the foremost valuable resource for organizational success. The creation of those crucial resources involves a number of factors. Procedures for hiring and selecting employees are essential. Additionally, the hiring and selecting technique is necessary to increase the organization's effectiveness.. Dynamic and appropriate original training techniques are needed. Performance appraisal may be a fundamental investigation that examines a staff job performance and culminates within the achievement of an educational program. To finish, pay and benefits must be adequate in order that workers remain dedicated to their job duties. All HR section can help the corporate achieve its definitive goals.

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