



**Daffodil**  
*International*  
**University**

**Internship Report**  
**On**  
**Human Resource Management Practices of Premier Bank Limited:**  
**A Study on Mohammadpur SME Branch**

**Supervised by**

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**Date of Submission: 26 May, 2023**

# Letter of Transmittal

26 May, 2023

Mohammad Shibli Shahriar  
Associate Professor  
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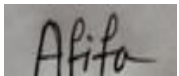
**Subject: Submission of a report for an internship on "Human Resource Management Practices in Premier Bank Ltd."**

Dear Sir,

With respect, I represent my internship report on “ **Human Resource Management Practices of Premier Bank Limited**” . I tried my best to complete this report in compliance with proper guideline those provided by organization & my supervisor. I have done my best to work on this report with great supervision and devotion to its publishing, presentation, and usefulness as it is an essential component of my internship. and profitable as much as possible.

I would like to express my gratitude for your tiring effort that helped me successfully complete this project. Thank you for your kindness. Finally, I would be grateful once again if you would give me your wise advice on the effort.

Sincerely Yours,

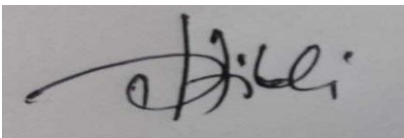


.....  
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## Certificate of Approval

I hereby certify that I am Daffodil International University student Nusrat Jahan Afifa, ID: 213-14-325.  
I oversaw the preparation of her internship report, which was titled “ The information and findings in this internship report appears to be reliable. As a result, it is approved for presentation at the internship defense.

I hope she has a prosperous future.



.....  
MOHAMMAD SHIBLI SHAHRIAR  
Associate Professor  
Department of Business Administration  
Faculty of Business & Economics  
Daffodil International University

## Certificate

Premier/MohammadpurSME/2022/489  
December 15, 2022

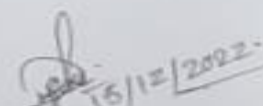
### TO WHOM IT MAY CONCERN

This is to certify that **Ms. Nusrat Jahan Afifa** has successfully conducted internship from the period of 22.09.2022 to 15.12.2022 with The Premier Bank Ltd, Mohammadpur SME Service Centre.

We wish him every success of her life.

  
Authorized Signature

Fatema-Tuz-Zohora  
SEO & Deputy Manager  
The Premier Bank Ltd  
Mohammadpur SME Service Centre, Dhaka

  
Authorized Signature  
Zulfikar Rahman Chowdhury  
FVP & Manager  
The Premier Bank Ltd,  
Mohammadpur SME Branch

**The Premier Bank Limited**

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## Acknowledgement

It is not possible to write an internship report without the help and encouragement of others. This is certainly no exception. At the beginning of this report, I would like to say a big thank you to all the people who helped me to achieve this. Without their energetic advice, help and encouragement, I would not have progressed with this internship report.

Firstly, I would like to thank Almighty Allah for all the gratitude.

I deem it a pleasure to acknowledge my faculty, Mohammad Shibli Shahriar Sir for his conscientious direction and support in the accomplishment of this assignment as well as his valuable teachings in us Human Resource Management course throughout the trimester.

I would have also been able to complete this report without exact, efficient information without the appreciated cooperation of Md. Zulfiker Rahman Chowdhury, FVP & Manager at Mohammadpur SME Branch at Premier bank Limited who gave me sufficient insight about many of the HR practice of the organization.

I also extend my gratitude to Daffodil International University to provide me with such a strong academic atmosphere and positive environment to work towards success in life.

Finally, I must say that no height to achieve without some sacrifice made at some end and it is here where owe my special debt to my parents and my friends who have always showed their love and care the entire time.

## Executive Summary

Human resources management (HRM) in the banking sector is the practice of managing and overseeing the recruitment, hiring, training, and development of banking employees. Banks rely on HRM to ensure they have the right staff with the right skills in the right positions. To this end, banks typically have a wide range of HRM processes and policies in place, including recruitment and selection, onboarding, training and development, performance management, and reward and recognition.

Recruitment and selection are an essential part of HRM in the banking sector, as it ensures that the right people are hired for the right jobs. Banks typically advertise vacancies in newspapers, on their websites, and through recruitment agencies. Once applicants are identified, banks use interviews, assessment tests, and background checks to decide which applicants are best suited for the job. This Report has been made based on “Human Resource Management Practices in Premier Bank Limited” Who plays the vital role & the most essential part for the organization & business. So, for this reason importance of management system in human resource of banking sector has been increased rapidly worldwide. Human resource is the only effective way to increase the value of capital, land, technique for adding proper value of business.

Onboarding is another important part of HRM in the banking sector. This process involves introducing new employees to the organization, familiarizing them with the organization’s culture, policies, and procedures. It is important for banks to ensure that new employees are well-equipped to perform their duties and understand the expectations of their roles.

Training and development are crucial to the success of any organization, and even more so in the banking sector. Banks typically provide employees with training on technical and soft skills, such as customer service, communication, financial analysis, and risk management. Training programs are also often offered to help employees develop their career paths.

Performance management is a key component of HRM in the banking sector. This process involves setting objectives, monitoring progress, and providing feedback to employees. Banks use performance management to ensure that employees are meeting the organization’s standards and expectations.

Finally, banks use reward and recognition programs to motivate and retain employees. These programs typically involve bonuses, salary increases, promotions, and recognition awards. By showing their appreciation for employees, banks can ensure that they remain committed and motivated to perform their duties.

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# **CHAPTER-01**

## **INTRODUCTION**



## 1.1 Introduction

The banking sector in Bangladesh has experienced tremendous growth since its inception in the late 1960s. Bangladesh is one of the fastest-growing economies in South Asia and is making significant progress in financial inclusion with the help of its banking sector. The banking sector in Bangladesh plays a crucial role in the country's economy by providing access to financial services to large segments of the population, such as the unbanked and the underbanked. The banking sector in Bangladesh is dominated by the state-owned banks, which account for over 70% of the total banking assets. Private sector banks and foreign banks have also started operating in the country in recent years. The banking sector in Bangladesh has been playing an increasingly important role in the country's economic development. The sector is making significant progress in terms of enhancing financial access and inclusion and providing the necessary financial services to the unbanked and underbanked population. The banking sector in Bangladesh is also playing a key role in the country's efforts to achieve its goal of becoming a middle-income country by 2021. The banking sector in Bangladesh is well-regulated by the Bangladesh Bank, which is the central bank of the country. The Bangladesh Bank has launched several initiatives in recent years to promote financial inclusion and access to banking services.

The banking sector in Bangladesh is a crucial part of the country's economy. It is responsible for providing liquidity to the economy and facilitating economic development. As the banking sector continues to grow, it is essential for banks to invest in Human Resources Management (HRM) practices in order to remain competitive. HRM practices in the banking sector in Bangladesh can help to attract and retain talented staff, develop and motivate employees, create a positive work environment, and facilitate the development of a high-performance culture. Investment in HRM practices can also help to reduce employee turnover, improve efficiency, and increase customer satisfaction. It is important for banks in Bangladesh to invest in HRM practices in order to remain competitive and to ensure the success of their businesses.

Premier Bank Limited Bangladesh (PBL) is one of the largest and most successful banks in Bangladesh. It has been operating since 1998, and has been recognized as one of the most profitable banks in the country. The bank has a strong presence in the corporate, retail and SME banking sectors. It has been able to maintain a strong financial performance with its innovative products and services. This report is based on an internship program conducted to explore the human resource management practices of Premier Bank Limited Bangladesh. It is aimed to explore and analyze the HRM policies and practices of the bank, as well as to investigate the effectiveness of the HRM practices in the organization. The report will also outline the strategies used by the bank to attract, select, motivate and retain the best employees in order to achieve the organizational objectives. In addition, the report will discuss the impact of the HRM practices on the performance of the bank. Finally, it will draw conclusions and suggest recommendations for the improvement of the HRM practices in Premier Bank Bangladesh.

## 1.2 Literature Review

The performance of any organization depends on the resources, and the most important resource of any organization is its people. Therefore, effective human resources management (HRM) practices are essential for organizational success. This literature review focuses on the HRM practices in Premiere Bank Limited (PBL) and their impact on the overall performance of the organization.

The first study in this literature review explores the HRM practices of PBL and their impact on employee performance. The study uses a quantitative approach and surveys employees working in PBL to understand their perception of the HRM practices. The study results show that there is a positive correlation between HRM practices and employee performance. The study also found that some of the key HRM practices that were identified as important for employee performance included training and development, performance appraisal, and reward systems.

The second study examines the impact of HRM practices on organizational performance in PBL. The study uses a qualitative approach and interviews managers and employees of the bank. The results of the study show that HRM practices such as staff recruitment, job design, and performance measurement have a positive effect on the overall performance of the bank. The study also found that the implementation of effective HRM practices leads to improved employee satisfaction, which in turn leads to improved organizational performance.

The third study looks at the impact of HRM practices on employee retention in PBL. The study uses a quantitative approach and surveys employees of the bank to understand the impact of HRM practices on employee retention. The results of the study show that there is a positive correlation between HRM practices and employee retention. The study also found that the key HRM practices that have the most impact on employee retention include training and development, performance appraisal, and reward systems.

Finally, the fourth study examines the impact of HRM practices on customer satisfaction in PBL. The study uses a qualitative approach and interviews customers of the bank. The results of the study show that HRM practices such as staff recruitment, job design, and performance measurement have a positive effect on customer satisfaction. The study also found that the implementation of effective HRM practices leads to improved customer satisfaction, which in turn leads to improved organizational performance.

Overall, the studies reviewed in this literature review suggest that HRM practices have a positive impact on employee performance, organizational performance, employee retention, and customer satisfaction in PBL. Thus, PBL should continue to invest in HRM practices in order to ensure its long-term success.

### 1.3 Scope of the report

This report examines the Human Resources Management practices of Premiere Bank Limited Bangladesh. It gives an overview of the bank's recruitment, selection and training processes, as well as the various policies and procedures in place. It will also discuss the bank's approach towards employee motivation and reward systems, and their efforts to create a positive work environment. This report will also provide an assessment of the performance of Human Resources Management in the bank and offer recommendations for any potential improvements.

The scope of this report on human resources management practices in Premiere Bank Limited Bangladesh will include:

- An overview of the current human resources management practices at Premiere Bank Limited Bangladesh.
- An analysis of the strengths and weaknesses of the current human resources management practices at the bank.
- An assessment of the effectiveness of current human resources management practices at the bank.
- Recommendations on how to improve the human resources management practices at the bank.
- An outline of the potential impact of the proposed changes to the human resources management practices on the overall performance of the bank.

### 1.4 BACKGROUND OF THE REPORT

There is no doubt that the world of work is rapidly changing. As part of an organization then, HRM must be equipped to deal with the effects of the changing world of work. The report focuses on the human resources management practices of Premiere Bank Limited Bangladesh. The report examines the ways in which Premiere Bank Limited Bangladesh has developed, implemented, and evaluated its human resources management practices over the past 10 years. The primary research method used in this report is a review of the current literature and interviews with key personnel within the organization. The research also includes a review of the company's policies, procedures, and practices related to human resources management. This will provide an in-depth understanding of the current situation in the organization, as well as the changes that have occurred over the past 10 years. The report also provides a comparison of the practices of Premiere Bank Limited Bangladesh with those of other banks in the region. Finally, the report will present recommendations for future improvements in the human resources management practices of the organization.

## 1.5 OBJECTIVES OF THE REPORT

The main objective of this report on human resources management practices in Premiere Bank Limited Bangladesh is to analyze the current human resources management practices and identify the areas of improvement. This will help the bank to identify the gaps in the existing HR policies and practices and develop strategies to enhance their HR management system. The report will also provide recommendations on how to improve the effectiveness of the human resources management system of the bank. Finally, the report will provide a comprehensive review of the current HR practices of the bank and suggest ways to maximize the potential of the bank's HR team.

### 1.5.1 Board objective

The board objective of the report is to evaluate the human resource management practices of premier bank limited. As well as to know about human resource management practices on premier bank limited.

### 1.5.2 Specific objectives

- To identify the current HRM practices of Premiere Bank Limited Bangladesh.
- To evaluate the effectiveness of HRM practices adopted by Premiere Bank Limited Bangladesh.
- To compare the HRM practices of Premiere Bank Limited Bangladesh with other similar banks in Bangladesh.
- To suggest suitable recommendations to enhance the HRM practices of Premiere Bank Limited Bangladesh.
- To assess the impact of HRM practices on employee satisfaction and organizational productivity.

## 1.6 Data Collection Methods

### 1.6.1 Source of Data

#### Primary sources:

- Head of HR
- Branch Manager
- Academic Supervisor
- Executive level employees
- Personal day to day observation

#### Secondary sources:

- Annual report of premier bank limited
- Websites
- Journals
- Books

## 1.7 LIMITATIONS OF THE REPORT

The main limitation of the study is lack of information provided by the organization. Premier Bank Limited was very cooperative with us in making this assignment but due to its company rules and insecurity in the market, we could not overcome this obstacle.

Other limitations of this study are:

- It was quite hard to collect accurate information.
- It does not cover other banks or other types of organizations.
- It does not cover any changes that have occurred in the past or any potential changes that may occur in the future.
- It does not cover any other areas of HR such as recruitment, performance management, or employee engagement.
- It does not cover any external factors such as the legal and regulatory environment or the macroeconomic environment.
- It does not consider any other factors such as the organization's culture, organizational structure, or the external environment.

# Chapter-02

## Organization overview

## 2.1 History

Premier Bank Limited (PBL) was established in 1999 with the authorization of the Bangladesh Bank under the Bank Companies Act, 1991. The Bank started its commercial operation in Bangladesh on 10th August 1999 with a vision to exceed the expectations of its stakeholders by providing quality products and services.

The Bank was listed with Dhaka Stock Exchange (DSE) and Chittagong Stock Exchange (CSE) in 2004 and 2005 respectively. In the same year, the Bank was awarded the Certificate of Merit for the highest growth in deposit by the Bangladesh Bank.

In 2006, the Bank was awarded the “Best Bank” Award by the Bangladesh Business Awards. In 2008, the Bank was awarded the "Best Bank" Award by Global Finance Magazine.

The Bank continues to receive several awards and recognition from the banking industry. In 2010, it won the “Best Bank” Award from Bangladesh Business Awards, “Bank of the Year” Award from The Banker Magazine and “Best Foreign Exchange Bank” Award from Asian Money Magazine. In 2011, the Bank was awarded the “Best Bank” Award from Bangladesh Business Awards and the “Best Bank” Award from Global Finance Magazine.

In 2013, the Bank was awarded the Certificate of Merit for highest growth in deposit by the Bangladesh Bank. In the same year, it also won the “Best Bank” Award from Bangladesh Business Awards, “Bank of the Year” Award from The Banker Magazine and “Best Foreign Exchange Bank” Award from Asian Money Magazine.

The Bank has a wide network of 121 branches in Bangladesh and one overseas branch in Bahrain. It also has plans to open several more branches in the near future.

The Bank has implemented several initiatives to ensure that its customers receive the best possible services. It has implemented a number of innovative IT solutions to enhance customer convenience and security. The Bank is also the first in Bangladesh to introduce a mobile banking service, which allows customers to access their accounts and conduct banking transactions through their mobile phones.

The Bank has also implemented several social initiatives to improve the lives of the people in the local communities. Through its CSR activities, the Bank has organized several programs to provide health care services and financial literacy to the people in the local communities.

The Bank is committed to providing its customers with the highest levels of customer service and to continuously improve its products and services to meet the changing needs of its customers.

## 2.1.2 Corporate Philosophy

- I. **For The Customers:** Our corporate philosophy is to provide customers with quality products and services that exceed their expectations. We strive to create a satisfying customer experience by delivering outstanding value and exceeding customer satisfaction. We value our customers and strive to build long-term relationships through trust and integrity. We will always be open to feedback and strive to make improvements to our products and services. Our goal is to be the go-to source for our customers and to be the best in the industry.
- II. **For The Employees:**
  - Treat everyone with respect and dignity.
  - Work together as a team to reach common goals.
  - Embrace new ideas, technologies, and diversity.
  - Make decisions that benefit the company, customers, and employees.
  - Promote a safe and healthy work environment.
  - Adhere to a code of ethics and act with integrity.
  - Strive for excellence and continuous improvement.
  - Celebrate success and recognize achievements.
  - Provide opportunities and support for growth and development.
  - Be honest and transparent in all communication.
- III. **For The Shareholders:** Our corporate philosophy is to create long-term value for our shareholders through responsible business practices, innovation and growth. We believe that our success is linked to the success of our shareholders, and we strive to ensure that our decisions are aligned with their interests. We are dedicated to delivering superior returns and creating a sustainable future for our shareholders. We recognize that our shareholders have entrusted us with their investments and we take this responsibility seriously. We strive to maintain our commitment to transparency, integrity, and accountability in all of our business decisions.
- IV. **For The Community:** Our corporate philosophy is to be a positive and engaged member of our community. We strive to create a safe and welcoming environment for all members of the community, regardless of race, gender, religion, or any other differences. We value diversity and strive to create an inclusive atmosphere for everyone. We believe in giving back to our community through charitable giving, volunteerism, and mentorship programs. Our goal is to be a leader in our community and to positively impact the lives of those around us.



## 2.1.3 PRODUCTS AND SERVICES

### **Retail Banking**

- ✓ Current/Savings/Foreign Currency/Payroll Accounts
- ✓ Term Deposits (fixed/monthly savings/monthly income/retirement plan)
- ✓ Loans (home/auto/personal/freedom fighter)
- ✓ Elite Banking (for customers who maintain a balance of CASA BDT 20million and FD BDT 30million)
- ✓ School Banking( Banking facilities to students)
- ✓ Remittance Service (foreign remittance from Bangladeshi expatriates living abroad)
- ✓ Locker Service

### **Corporate Banking**

- ✓ Corporate finance (short term/long term/foreign trade/work order/team loan/working capital loan)
- ✓ Syndication and Structured Finance
- ✓ Cash Management solution( Payment service/utility bill/IPO management/Hajj services/Electronic Government Procurement Payment)

### **SME Banking**

- ✓ Medium & Long Term Loan
- ✓ Trade Finance
- ✓ Working Capital Finance
- ✓ Women Entrepreneurship Loan
- ✓ Micro & Agriculture Finance
- ✓ Transaction Banking

### **Internet Banking**

- ✓ View account profile and contact details
- ✓ View balance and transaction details
- ✓ View statement and download
- ✓ Fund transfer between accounts

## 2.2 MISION, VISION AND OBJECTIVES OF PREMIER BANK LTD

### 2.2.1 Vision

“To be the best amongst the top financial institutions.”

### 2.2.2 Mission

- To be the most caring and customer friendly provider of financial services, creating opportunities for more people in more places.
- To ensure stability and sound growth whilst enhancing the value of shareholders investments.
- To aggressively adopt technology at all levels of operations and to improve efficiency and reduce cost per transaction.
- To ensure a high level of transparency and ethical standards in all business transacted by the Bank.
- To provide congenial atmosphere which will attract competent work force who will be proud and eager to work for the Bank.
- To be socially responsible and strive to uplift the quality of life by making effective contribution to national development.

### 2.2.3 Goal

We make conscious endeavor to elevate our life and activities. There is no place for fun in ‘Reactive Management’. We learn to anticipate and act.

Service First

For us ‘Service first’ is not just an abstraction; we do mean it. It holds a prime and central focus in our operation. We believe, discharge of quick & quality service is the hallmark for banking standard.

## 2.3 HIERARCHY OF PREMIER BANK LTD

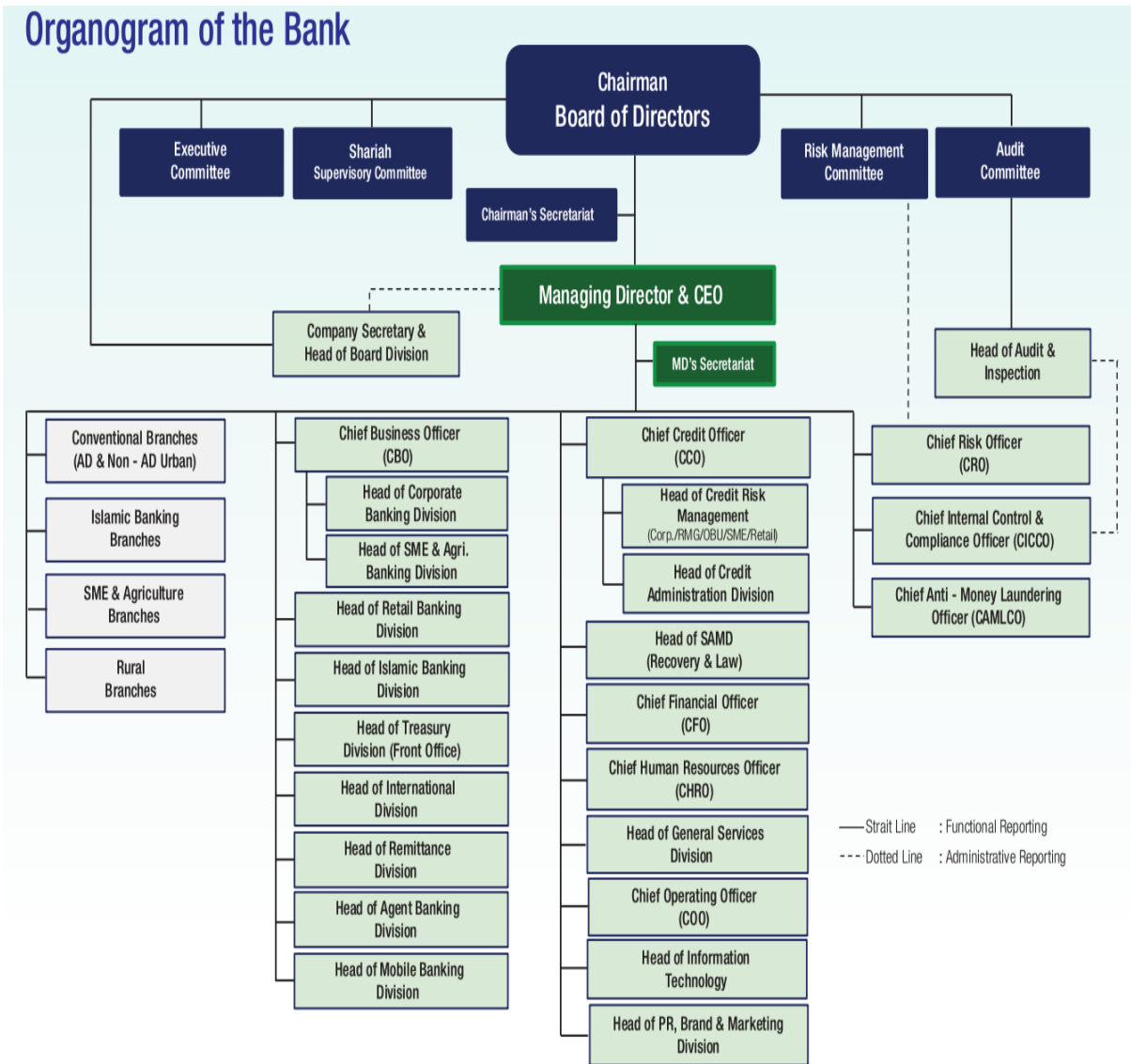


Figure-1: Hierarchy of Premier Bank Ltd.

# **Chapter -03**

## **HRM PRACTICES IN CERTAIN DIVISIONS**

## What do we understand by Human Resources?

Human Resources (HR) is a term used to refer to the people in an organisation who are responsible for the recruitment, management and development of the organization's workforce. This includes processes such as recruiting, training, compensating, and evaluating employees. HR is also responsible for creating and maintaining a safe and healthy work environment, and for providing guidance and support to employees.

## The importance of an HR department in an organization

An HR department plays a vital role in any organization. It is responsible for recruiting, selecting, and onboarding new employees, as well as developing and managing employee relations, employee benefits, and compensation. The HR department is responsible for ensuring that the company follows applicable labor laws, and they are also responsible for developing and implementing policies, procedures, and programs that support employee development and productivity. An effective HR department ensures that the organization has the right people in the right roles, and that employees understand their roles and responsibilities. The HR department also helps to create an environment of trust and respect between management and employees, as well as helping to resolve employee issues in a timely and effective manner.

## Functions of the Bank

**Accepting Deposits:** The primary function of a bank is to accept deposits from customers. Banks use the deposits to create loans and provide other financial services to customers.

**Lending Money:** Banks are in the business of lending money. Banks decide how much to lend, to whom and at what interest rate, depending on their assessment of a customer's creditworthiness.

**Providing Payment Services:** Banks provide payment services to their customers, such as check processing, electronic fund transfers, and debit and credit card services.

**Managing Investments:** Banks offer a variety of investment services, including providing advice on investments, managing investment portfolios, and providing access to stock and bond markets.

**Offering Financial Advice:** Banks provide financial advice to individuals, businesses, and governments. Financial advice can include budgeting, asset allocation, estate planning, and tax planning.

### 3.1 Human Resource Planning Process:

Planning of human resources is the life -blood of the firm. Without the right people in the right place at the right time, the firm could go out of business. In Premier Bank Limited, the human resource planning process goes through many factors. To ensure proper planning, the process starts with the branch managers who internally assesses by themselves through their knowledge and requirements based on worker volume, performance standards and amount of work in the particular branch about how many man power is needed. Then they inform the HR division at the Head Office of their labor shortage. The department then goes onto assess further based on the branch's performance and thus, through a series of steps determined the amount of labor needed in order to avoid any shortage or surplus.

## 3.2 Staffing Method:

The Premier concern of the staffing function in the management process is the timely fulfillment of the man power requirements within an organization.

Human resource department mainly focus on few step that are following:

### I. Recruitment:

- 1. Application:** The first step of the recruitment process in commercial banks is to submit an application. This is typically done online, but can also be done through an in-person meeting.
- 2. Screening:** The second step is to screen applications and resumes to identify qualified candidates. This process is usually done by the bank's Human Resources department.
- 3. Interview:** Candidates who pass the screening process will then be invited for an interview. This interview is usually conducted by a panel of representatives from the bank's management team.
- 4. Background Check:** The next step in the recruitment process is a background check. This is done to verify the candidate's identity, qualifications, and work history.
- 5. Offer:** If the candidate passes the background check, a job offer will be made. This offer may include a salary, benefits, and other terms.
- 6. Acceptance:** Once the offer is accepted, the candidate will be officially hired. At this point, the bank will provide the necessary training and paperwork for the new hire.

### II. Employee Testing and Selection:

Premier Bank Limited is committed to selecting the best qualified individuals for their positions. Their employee testing and selection process is designed to identify individuals with the relevant knowledge, skills, and abilities to perform the job.

The process begins with an initial screening of applicants to determine if they meet the minimum qualifications. Applicants who meet the qualifications are then invited to participate in a skills assessment test and/or a personality assessment. These tests measure the applicant's knowledge, skills, and abilities related to the job.

After the tests are completed, Premier Bank Limited reviews the results and determines the most qualified candidate for the position. The most qualified candidate is then invited for an interview. During the interview, the candidate is asked questions about their qualifications and experience, as well as their ability to work in the company's culture. After the interview, the candidate is then chosen for the position. A background check is also conducted to ensure the candidate is legally allowed to work in the country and has no criminal record or other disqualifying factors. Once the candidate is selected, they receive an employment offer and contract. The contract outlines the duties, benefits, and other details of the job. The candidate is then officially an employee of Premier Bank Limited.

Selection is the process of choosing from among candidates from within the organization or outside, the most suitable person for future positions. Selection activities typically follows:

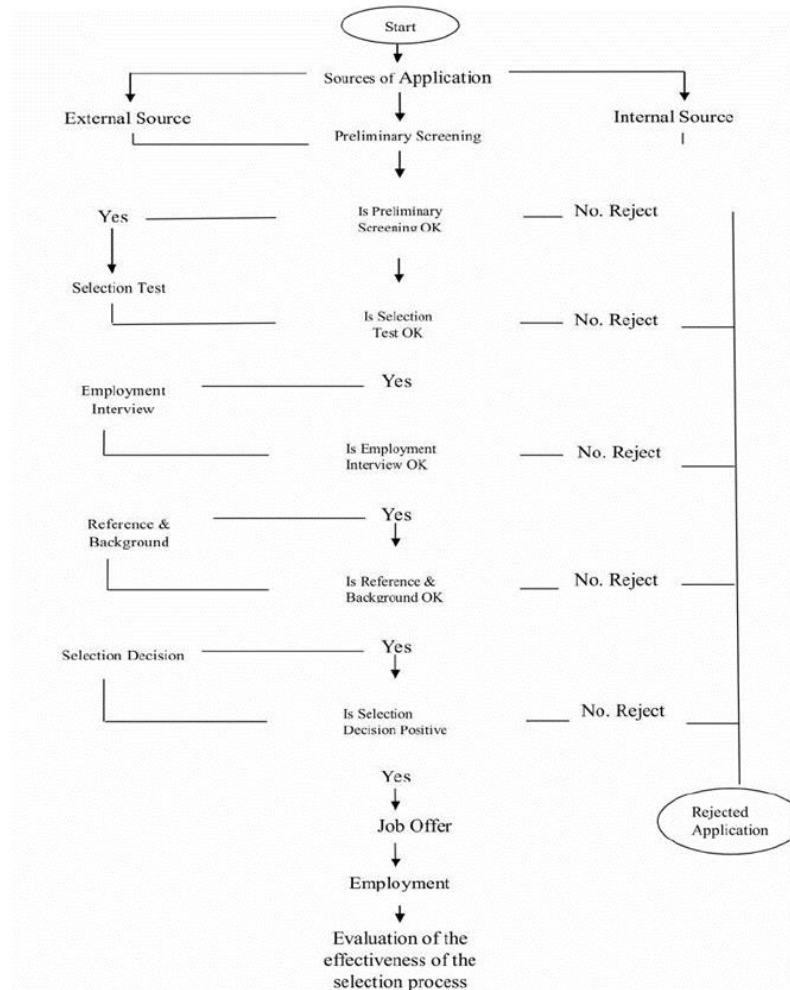


Figure-03: Employee Testing and Selection

Premier Bank Limited does not actually conduct work, samples and simulations to the examinees, but they surely do perform background checks and reference checks before selection employees. This process of checking has been made a mandatory rule by the Bangladesh Bank to ensure that the organization selects lawfully sound employees. Bangladesh Bank hold the “Corporate Memory Management System” which holds all the information about previous employees of banks and it is through this system that PBL conduct their background and reference checks.

### **III. Orientation and Placement:**

Premier Bank Limited's Orientation and Placement Program is designed to help new employees, interns, and college graduates transition into the workforce. Our program provides essential information about working at Premier Bank, such as company benefits, policies and procedures, and expectations for performance. We also provide an introduction to the Premier Bank culture, our history, and the various departments within the organization.

Our Placement Program helps new employees, interns, and college graduates develop the skills and knowledge necessary to transition into their new roles. We provide comprehensive training and development opportunities, including classroom instruction, on-the-job training, and mentoring. We also offer career counseling services to help new employees identify career paths and make the most of their opportunities.

At Premier Bank, we recognize that each new employee brings unique talents and experiences to the organization. Our Orientation and Placement Program is designed to ensure that all new employees are given the opportunity to develop the skills and knowledge they need to succeed in their roles. We strive to create a supportive and inclusive environment where everyone can contribute to the success of the organization.

### **3.3 TRAINING METHODS AND DEVELOPMENT FACILITIES**

Training methods and development facilities depend on the company and industry and may include on-the-job training, formal classroom instruction, online training, mentoring, and workshops. On-the-job training is often the most cost-effective and efficient method for providing employees with the skills and knowledge needed for their job. Formal classroom instruction provides employees with a structured environment to learn new skills and understand the concepts behind their job. Online training allows employees to study and learn at their own pace. Mentoring provides employees with a more personal approach to learning in which they are guided and supported by a more experienced mentor. Workshops are interactive events that provide employees with hands-on experience in a specific area of their job. Development facilities may include computer labs, libraries, and other physical areas designed to allow employees to practice and hone their skills. Premiere Bank Limited Bangladesh may offer a combination of these methods and facilities to its employees to enhance their professional development.



### 3.3.1 METHODS OF TRAINING

Premier Bank Limited, Bangladesh provides a range of training programs for its employees. The following are some of the training methods used by the bank:

- 1. Classroom Training:** This involves training sessions conducted in the bank premises and typically cover topics such as banking policies and procedures, customer service, compliance and regulations, and product knowledge.
- 2. On-the-job Training:** This involves employees learning and practicing job-related skills on the job. This type of training allows employees to gain experience in their role and gain knowledge about banking policies and procedures.
- 3. eLearning:** This involves using technology such as web and video conferencing, online courses, and webinars to deliver training materials. This type of training allows employees to learn at their own pace, and enables employees to access the training materials wherever they are.
- 4. Mentoring:** This involves experienced employees mentoring and guiding new employees in the bank. This type of training allows new employees to learn from experienced staff and gain valuable insights into the banking industry.
- 5. Internal Seminars and Workshops:** This involves conducting seminars and workshops within the bank to educate employees on topics related to banking, customer service, and compliance.

### 3.4 PERFORMANCE STANDARD

Performance standards are measures of performance that are used to assess the amount of work done, the quality of work, or the efficiency of work. Performance standards are used in many different industries and organizations, and they can be used to measure performance in terms of quantity, quality, time, cost, or any combination of these. Performance standards can be set at the individual, team, organizational, or industry level. They can also be used to measure progress over time, allowing organizations to track progress and identify areas of improvement.

By Performance Appraisal PBL identifies the following things:

- Determine who is to be promoted, demoted, transferred and terminated.
- Identify employee's strengths and weaknesses.
- Assesses training and development needs.
- Review and set salary and bonus levels.
- Provide feedback to employees on their performance.
- Foster better communication between managers and employees.
- Identify and reward top performers.
- Encourage employees to strive for greater achievement.
- Provide a basis for making decisions about pay increases, promotions, transfers and layoffs.
- Evaluate job performance, productivity and efficiency.

### 3.5 MEASURING TRAINING EFFECTIVENESS WITH PERFORMANCE STANDARD

Measuring training effectiveness with performance standards involves evaluating the degree to which employees are performing their tasks in a way that meets or exceeds the standards set by the organization. The performance standards can be used to determine if the training has been successful in helping employees acquire the necessary skills and knowledge to perform their job duties efficiently and effectively. Common performance standards include rate of accuracy, speed of task completion, quality of customer service, adherence to safety protocols, and overall job performance. Organizations can use a variety of methods to measure training effectiveness, including pre- and post-assessment tests, surveys, and observation of job performance.

Premier bank can actually Measure four basic categories of training outcome with the performance standard. They are following:

- I. **Knowledge and Skills:** This is the ability to understand and apply the knowledge and skills learned from training. It can be measured in terms of the number of correct answers on a test or other assessment of knowledge and skills.
- II. **Attitude and Behavior:** This relates to the way in which individuals think and behave in relation to the training. It can be measured by observing or surveying participants to determine their attitudes and behaviors before and after training.
- III. **Productivity and Efficiency:** These measures how effectively the training translates into improved performance in the workplace. It can be measured by comparing productivity and efficiency metrics before and after training.
- IV. **Retention:** These measures how much of the training is retained over time. It can be measured by administering follow-up assessments to test retention of the material.

### 3.6 FINANCIAL AND NON-FINANCIAL BENEFITS

Premier bank Ltd. believes in providing efficient service as well as sufficient benefits to the employee at their satisfaction. The benefits and facilities provided by the banks to its employee are as follows:

**Competitive salaries and bonuses:** Banks provide salaries that are competitive and often higher than other industries. They also provide bonuses and other incentive-based compensation to their employees.

**Comprehensive health insurance:** Banks provide comprehensive health insurance plans that cover major medical expenses, such as doctor visits and hospital stays.

**Retirement benefits:** Banks provide retirement benefits, such as 401(k) plans and pension plans, to their employees.

**Education assistance:** Banks offer educational assistance programs to their employees, such as tuition reimbursement and student loan repayment assistance.

**Paid time off:** Banks provide paid vacation and sick leave for their employees.

**Flexible work arrangements:** Banks offer flexible work arrangements, such as telecommuting and flex-time, to their employees.

**On-site amenities:** Banks often provide amenities such as cafeterias, fitness centers, and other recreational facilities for their employees.

**Professional development:** Banks provide professional development opportunities, such as seminars, workshops, and conferences, to their employees.

### 3.6.1 FINANCIAL BENEFITS

- I. **Salary and wage:** Salaries and wages depends on the job role and experience of the employee. The bank offers competitive wages and salaries that are based on the industry standards. Salaries and wages may also vary from one location to another.
- II. **Bonus:** Bonuses for Premier Bank Limited Bangladesh employees may include:
  - a. **Performance based bonuses:** These may be awarded to employees who go above and beyond their job requirements and contribute significantly to the success of the bank.
  - b. **Referral bonuses:** These may be given to employees who refer potential new customers to the bank.
  - c. **Anniversary bonuses:** These may be awarded to employees who have been with the bank for a certain number of years.
  - d. **Special recognition awards:** These may be given to employees who have achieved excellence in customer service or other areas of their job.
  - e. **Profit sharing bonuses:** These may be awarded to all employees based on the bank's overall profitability.
  - f. **Two festival bonuses:** Mainly Muslim employees are got two Eid bonuses which are equal to basic salary.
  - g. **One incentive bonus:** Every year employees get incentive bonuses which is based on their performance and only when they achieve a set goal.
- III. **Gratuity:** The gratuity policy for employees of Premier Bank Limited Bangladesh is as follows:
  - a. All employees are entitled to a gratuity equal to 15 days of basic salary for every completed year of service.
  - b. A maximum of 30 days of gratuity can be paid to any employee upon completion of 10 years of service.
  - c. In case of death of an employee, the spouse is entitled to receive a gratuity equal to 15 days of basic salary for every completed year of service.
  - d. In case of retirement, the gratuity will be equal to 30 days of basic salary for every completed year of service.
  - e. In case of resignation, the gratuity will be equal to 15 days of basic salary for every completed year of service.
  - f. In case of termination due to misconduct, no gratuity will be paid.

This is a benefit scheme of the employees of the Premier Bank Ltd. for their security after they leave the institution on retirement or otherwise. The Board Of Director Of The Premier Bank Ltd have framed the "Gratuity" rules in exercise of power under article 128 of the article of association of the company. The benefit is paid to the nominee or heir in case of the death of the employee.

However, employees with the following characteristics are not entitled to this benefit:

- Employees, who are dismissed from the service of the bank on account of any misconduct, breach of discipline.
- Employees who resign or discontinue the service without permission.
- Employees appointed on contract basis.
- Employee appointed on temporary basis

- 3 Provident Fund:** Premier Bank Limited provides a provident fund scheme for its employees in order to provide financial security to them and their families. Under the scheme, the Bank contributes an amount equal to 8.33% of the employee's basic salary every month and the employee contributes an amount equal to 10% of the basic salary every month. The Bank deducts the employee's contribution from his/her salary and deposits the same in the employee's provident fund account. The Bank's contribution is credited to the employee's account once in every quarter. Employees are eligible to withdraw the entire balance in their account at the time of retirement or after completion of 5 years of service, whichever is earlier. The Bank also allows partial withdrawal for specific purposes like marriage, medical treatment, purchase of land or house etc.
- 4 Staff house building and car loan:** Premier Bank Limited offers a host of benefits to its employees, including a house building and car loan. The house building loan allows employees to purchase a house or build a new home. The loan covers up to 95% of the total cost of the building or purchase and offers low-interest rates. The car loan is also available for employees of Premier Bank Limited. The loan covers up to 90% of the cost of the car and offers competitive interest rates. The loan also offers flexible repayment options and a low down payment.

### 3.6.2 NON-FINANCIAL BENEFITS

These benefits give psychological satisfaction to employees even when financial benefit is not available. Such benefits are:

- **Recognition and Appreciation:** Showing gratitude and appreciation to employees for the job they have done is a great way to boost morale and motivation.
- **Flexible Scheduling:** Allowing employees to choose their own work hours or work remotely can help them to better manage their personal and professional life.
- **Work-Life Balance:** Offering programs such as sabbaticals, paternity leave, and flexible working hours can help employees to better balance their work and personal life.
- **Professional Development:** Offering employees the chance to attend seminars, workshops, and trainings helps them to further develop their skills and knowledge.
- **Team Building Activities:** Hosting team building activities are a great way to boost morale and camaraderie among employees.
- **Open Communication:** Encouraging an open and honest communication between employees and management can help to build better relationships.
- **Health and Wellness Programs:** Offering health and wellness programs such as gym memberships, health screenings, and stress management classes can help employees to stay healthy and productive.

# **Chapter-04**

## **FINDINGS AND RECOMMENDATIONS**

## 4.1 SWOT ANALYSIS

### STRENGTHS

- It has a well- established network of branches throughout Bangladesh.
- It provides a wide range of banking services, ranging from retail banking to commercial banking.
- It has a devoted platoon of largely educated Human Resource Management professionals.
- It has a strong focus on client service and satisfaction.
- It has a strong brand recognition in the Bangladeshi banking sector.

### WEAKNESS

- PBL doesn't have a large presence in the digital banking sector.
- PBL doesn't have a comprehensive Human Resource Management strategy in place.
- PBL doesn't have a comprehensive hand training and development program.
- PBL doesn't have a comprehensive performance operation system in place.

### Opportunities

- Premier Bank Limited can concentrate on developing a comprehensive Human Resource Management strategy to ameliorate hand engagement and retention.
- Premier Bank Limited can concentrate on developing a comprehensive hand training and development program to ensure that workers are better equipped to handle the changing requirements of the association.
- Premier Bank Limited can invest in digital banking technologies to more serve its guests and reach out to the growing population of tech- expertise consumers.

### Threats

- The Bangladeshi banking sector is largely competitive and new players are entering the request every day.
- The rising cost of labor and other coffers may put pressure on the profitability of Premier Bank Limited.
- The changing client requirements and preferences might lead to a drop in client fidelity towards Premier Bank Limited.
- The adding use of technology in the banking sector might lead to guests preferring digital banking results over Premier Bank Limited's traditional banking results.

## 4.2 FINDINGS OF OBSERVATION AND ANALYSIS.

### FINDINGS OF THE REPORT

- The Bank cannot exercise proper HRM guidelines. The HRM have some objects but cannot follow all of them.
- For the training and development sector, there are several on- the- job and off- the- job training ways that the bank cannot follow.
- In the reclamation sector, Banking Sector of Bangladesh cannot follow the proper guideline of HRM.
- To estimate hand's performance, Banking Sector of Bangladesh cannot give hand's performance duly.
- The exposure process, the bank cannot follow of those process.
- There are several ways of hand's prices, similar as natural versus foreign prices, fiscal vs. non-financial prices, and performance- grounded vs class prices, but the bank cannot give all of the system.

### 4.3 RECOMMENDATIONS

- The Bank should exercise proper HRM guideline. The purpose of Human Resource Management is to ameliorate the productive donation of people to the association ways that are strategically, immorally, and socially responsible.
- To get effective and effective workers the Bank should arrange proper training and development programs.
- To motivate the hand's the bank should follow proper guideline of HRM The entire HR department should be well informed regarding their pretensions and objects.
- Job satisfaction and motivating instruments are demanded for the bank.
- Job description should be clarified and proper training should be important to ameliorate the performance to nethermost position operation.
- To estimate hand's performance the bank should follow creation policy duty.



# **Chapter- 05**

## **CONCLUSION**

The banking sector is one of the most important profitable sectors in the world and it's essential for the development of the global frugality. HRM practices in the banking sector have a significant impact on the performance and growth of the sector. Banks have to ensure that their HRM practices are over to date, biddable with regulations and effective in supporting business objects. The HRM practices in the banking sector should concentrate on creating a positive working terrain, furnishing training and development openings, promoting diversity and addition, and encouraging hand engagement. By doing so, banks can ensure that their HRM practices are salutary for workers, clients and the sector as a whole.

-Human resources are like natural resources; they are often boned deep. You have to go looking for them; they are not just lying around on the surface. You have to create the circumstances were they show themselves- Ken Robinson

The HRM practices in Premier Bank Limited Bangladesh have improved significantly since its inception in 1999. The bank has implemented various initiatives to ensure that its HRM practices are upward to date and meet the needs of its employees. The bank has developed a comprehensive HRM system that includes recruitment, training, performance conduct, compensation and benefits, and hireling development. The bank also offers a range of motivations and rewards for hirelings, including recognition and rewards for performance, flexible working hours, hireling referral programs, and other benefits. The bank has also invested heavily in developing a strong employer- retainer relationship, which has performed in enhanced hireling satisfaction and commitment. Overall.

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# APPENDIX

## QUESTIONNAIRE

Dear Sir/ Madam

I'm a pupil of Daffodil International University, conducting a review on" HRM Practices of Premier Bank Limited" as a fulfillment of my training Report.

You're requested to respond to the questions which will take about 7- 10 twinkles of your time. I assure you that the information about your organisation will remain rigorously nonpublic and will be used for academic purposes only.

Name:

Designation:

Please read and answer the ensuing statements.

### SECTION 1 RECRUITING AND SELECTION

Q1 How does the HR department of PBL source and attract job candidates for vacant positions?

Through social network platform like Facebook and LinkedIn

Through job vacancy spots like BdJobs.com and Careerjet.com

Through journals and other press releases

Others

still, please specify  
If" Others".

R Q2 Does your association follow Equal Employment occasion Compliance or share Rights?

Yes.

No.

Q3 Do you suppose that hand testing and selection is important?

Yes

No

Q4 Does your association conduct work slice and simulations for examinees?

Yes

No

Q5 Does your association perform background and reference check while opting feasible job campaigners?

Yes

No

occasionally

## SECTION 2 TRAINING AND DEVELOPMENT

Q6 For developing the working effectiveness of the workers, do you give any training programs?

Yes

No

Q7 If 'Yes' to Q6, what type of training program do you conduct?

A. On- the- job training B. Off- the- job training C. Both

Q8 Following Q7, please tick the types of " on- the- job" and " out- the- job" training programs your organization (11:58 am, 19/03/2023) A. Programmed learning B. Audiovisual- grounded training C. platoon training D. Lifelong and knowledge training Others, please specify:

A. For ' out- the- job training B. Outside forums C. part- playing D. In- house development Center Executive coaches

Q9 To increase job challenges and reduce tedium is job gyration, job enrichment and job blowup rehearsed in the association?

A. Only one of the below is rehearsed. B. Only two of the below are rehearsed. C. All are rehearsed. D. None are rehearsed.

### SECTION 3

Q10 Please tick the types of fiscal and non-financial benefits your company offers to the workers

fiscal benefits

hires and stipend

lagniappes Gratuity

Others, please specify

Provident fund

Non-financial benefits

Promotion

Recognition of graces through instruments

Competent and motivating supervision

Comfortable working conditions

Job security

Food and transport services

Career advancement openings

Flexible time and leaves Recreational programs

\*\* END OF QUESTIONNAIRE \*