



**Internship Report
On
Evaluation of Human Resource Management
Practices of Janata Bank Ltd.**

Supervised By:

Mr. Sheikh Abdur Rahim

Associate Professor

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University, Dhaka.

Prepared By:

Khurshida Akter Shiku

ID # 163-14-2157

MBA Program

Major: HRM

Daffodil International University, Dhaka.

Date of Submission : 25 November 2018

Letter of Transmittal

Date:

To: **Mr. Sheikh Abdur Rahim**

Associate Professor

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University, Dhaka-1207.

Subject: **Submission of Internship Report.**

Dear Sir,

I have got an opportunity to practical working in Janata Bank Ltd (JBL) and prepare an Internship report. I am very much pleased to submit the report on **“Evaluation of Human Resource Management Practices of Janata Bank Ltd.”** which is ruling prerequisite for the fulfillment of MBA program. This report is a result of the program that I have conducted during specified time. All the works presented here is done with utmost sincerely and honesty.

I have tried my best to make this report holistic and informative enough. Besides this, there may be shortcomings. I would be grateful if you consider those from excusable point.

Thanking you

Sincerely yours

Khurshida Akter Shiku

ID # 163-14-2157

MBA Program

Major: HRM

Daffodil International University, Dhaka.

Declaration

I, **Khurshida Akter Shiku**, declare that I have completed my internship program under the supervision of **Mr. Sheikh Abdur Rahim**, Associate Professor, Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University (DIU) and Dhaka, Bagladesh.

I have presented internship report title “**Evaluation of Human Resource Management Practices of Janata Bank Ltd.**” is uniquely prepared by me after the completion of three months’ work at Janata Bank Limited.

I also confirm that, the report is only prepared for my academic requirement not for any other purpose. It might not be used with the interest of opposite party of the corporation.

Khurshida Akter Shiku

ID # 163-14-2157

MBA Program

Major: HRM

Daffodil International University, Dhaka.

Letter of Acceptance

I am pleased to certify that the internship report entitled “**Evaluation of Human Resource Management Practices of Janata Bank Ltd.**” submitted by **Khurshida Akter Shiku** in fulfillment the requirements for the degree of Master of Business Administration, Daffodil International University under my supervision. I believe that this internship report is an original one and it has not been submitted elsewhere for any degree or diploma.

I wish her every success in life.

(Mr. Sheikh Abdur Rahim)

Associate Professor

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University, Dhaka-1207.

Acknowledgement

It makes me very glad in spite of many limitation I have completed this report successfully. In conducting this report I have got cordial and sincere assistance from many comers.

First, I am very grateful to **Daffodil International University**, to arrange the internship program in **Janata Bank Ltd.** for MBA student that helped us in many respect.

I am also very grateful to honorable Supervisor **Mr. Sheikh Abdur Rahim**, Associate Professor, Daffodil International University of Bangladesh, who supervised me for the purpose of this report. This internship report is prepared under his proper guidance.

I am also very grateful to **Md. Abul Hasnat Bhuiyan**, Manager, Dhanmondi Branch of Janata Bank Ltd. And also very thankful to all of staff of Janata Bank Ltd. Who gave me long patient hearing and answering my numerous questions and queries nicely.

They supplied me the most important information for which they deserved appreciation.

With thanks and best regard

Khurshida Akter Shiku

ID # 163-14-2157

MBA Program

Major: HRM

Daffodil International University, Dhaka.

Executive Summary

This project report is prepared as a requirement of the Internship Report of MBA program Daffodil International University of Bangladesh. This project report focuses three months practical training in Janata Bank Ltd. This report will allow a clear idea about the Human Resources Practices in Janata Bank Ltd.

The total report can be divided into four broad head. The introduction part includes background, objectives, methodology of the study. This part also includes the limitation of the study.

In second part, I have discussed about the overall idea of Janata Bank Ltd. where I have assigned to make project report.

In the third part, I have discussed about HR Practices of Janata Bank Ltd. where, I have discussed about the human resources practices in Janata Bank Ltd. such as recruitment and selection, training and development, performance appraisal system, promotional policy, compensation, and disciplinary action.

In the four part, I have tried to analysis the report and finally, recommendations and conclusion.

Table of Contents

Title		Page No.
Letter of Transmittal		i
Declaration		ii
Letter of Acceptance		iii
Acknowledgement		iv
Executive Summary		v
<i>Chapter 01: Introduction</i>		
1.1	Background of the Study	01
1.2	Scope of the Study	01
1.3	Objectives of the Study	01
1.4	Methodology of the Study	02
1.5	Limitations of the Study	02
<i>Chapter 02: Profile of Janata Bank Ltd.</i>		
2.1	Overview of Janata Bank Limited	03
2.2	Vision of Janata Bank Ltd.	05
2.3	Mission of Janata Bank Ltd.	05
2.4	International Award	05
2.5	Financial and Operational Performance of JBL	6
2.6	Performance of Janata Bank Ltd.	7-10
2.7	Human Resources	10
<i>Chapter 03: HR Practices of Janata Bank</i>		
3.1	Definition of Human Resource Management (HRM)	12
3.2	Importance of HRM	12
3.3	The Objectives of HRM	12
3.4	Responsibilities for both HR & Compliance	13
3.5	Rewards & Control Systems	14
3.6	Recruitment and Selection	14

3.7	Training and Development	14
3.8	Performance Appraisal System	16
3.9	Promotional Policy	16-19
3.10	Compensation and Benefits of JBL Employees	20-24
3.11	SWOT Analysis	24
<i>Chapter 04: Findings, Recommendations & Conclusion</i>		
4.1	Findings of the Study	24-26
4.2	Recommendations	27
4.3	Conclusion	28
References		29

Chapter 01

Introduction

1.1 Background of the Study:

The Internship program of MBA students of the Faculty of Business & Economics, Daffodil International University is an structural part of the MBA program. After completion of the Internship program, a student must submit the report on the assigned topic to the Supervisor and Department. The program is three months duration .1 was assigned to Janata Bank to complete the program. The period for this program was from March20, 2018 to May21, 2018 for me.During this period I worked with the employees of the organization.The Faculty Supervisor of the program has selected a topic for me .My topic is **“Evaluation of Human Resource Management Practices ofJanata Bank Ltd”**.

1.2 Scope of the Study

This Report literally gives a luminous idea of human resource management of Janata Bank Ltd. This report is mainly focused on the “Evaluation of Human Resource Management Practices of Janata Bank Ltd. The scope of the study is limited to organization set up, functions and performances of Janata Bank Ltd. The main work is on “Evaluation of Human Resource Management practices of Janata Bank Ltd. The Substances presented in this report will not to be applicable outside of Janata Bank Ltd. and will not to be used any accept Daffodil International University.

1.3 Objectives of the Study

The study has been conducted with the following objectives:

- i) To investigate the human resource management practices of Janata Bank Limited
- ii) To evaluate the human resource management practices of Janata Bank Limited
- iii) To find out the problems of human resource management practices of Janata Bank Limited
- iv) To provide some suggestions to overcome the problems of human resource management practices of Janata Bank Limited

1.4 Methodology of the Study.

Research Analysis:

The methodology used in conducting the present study is her below.

(A) Primary Data

- ❖ Confronting conversation with the respective officers and staff of Janata Bank Ltd
- ❖ Verbal interview of the responsible officers.
- ❖ Observation of department of JBL.

(B) Secondary data:

- ❖ Relevant papers and publications
- ❖ Annual report of JBL.
- ❖ Manuals of different department.
- ❖ Janata Bank web site.

1.5 Limitations of the Study:

This study come across some Limitations while managing it in the study in area.

- There is lack of availability
- Unseemly uniting among various department
- There was lack of time that would mostly with stands a comprehensive on the topic selected
- The latest information were not available

Chapter Two

Profile of Janata Bank Limited

2.1 Overview of Janata Bank Limited

The bank was initially emerged in the banking scenario of the then East Pakistan as “The United Bank Limited” and “The Union Bank Limited” at the initiative of some Bangalee entrepreneurs in the year 1959 under Bank Companies Act 1913. After the independence of Bangladesh in 1972 this Bank was nationalized as per policy of the Government and renamed as Janata Bank Limited. Janata Bank Limited is a 100% government owned commercial bank in Bangladesh.

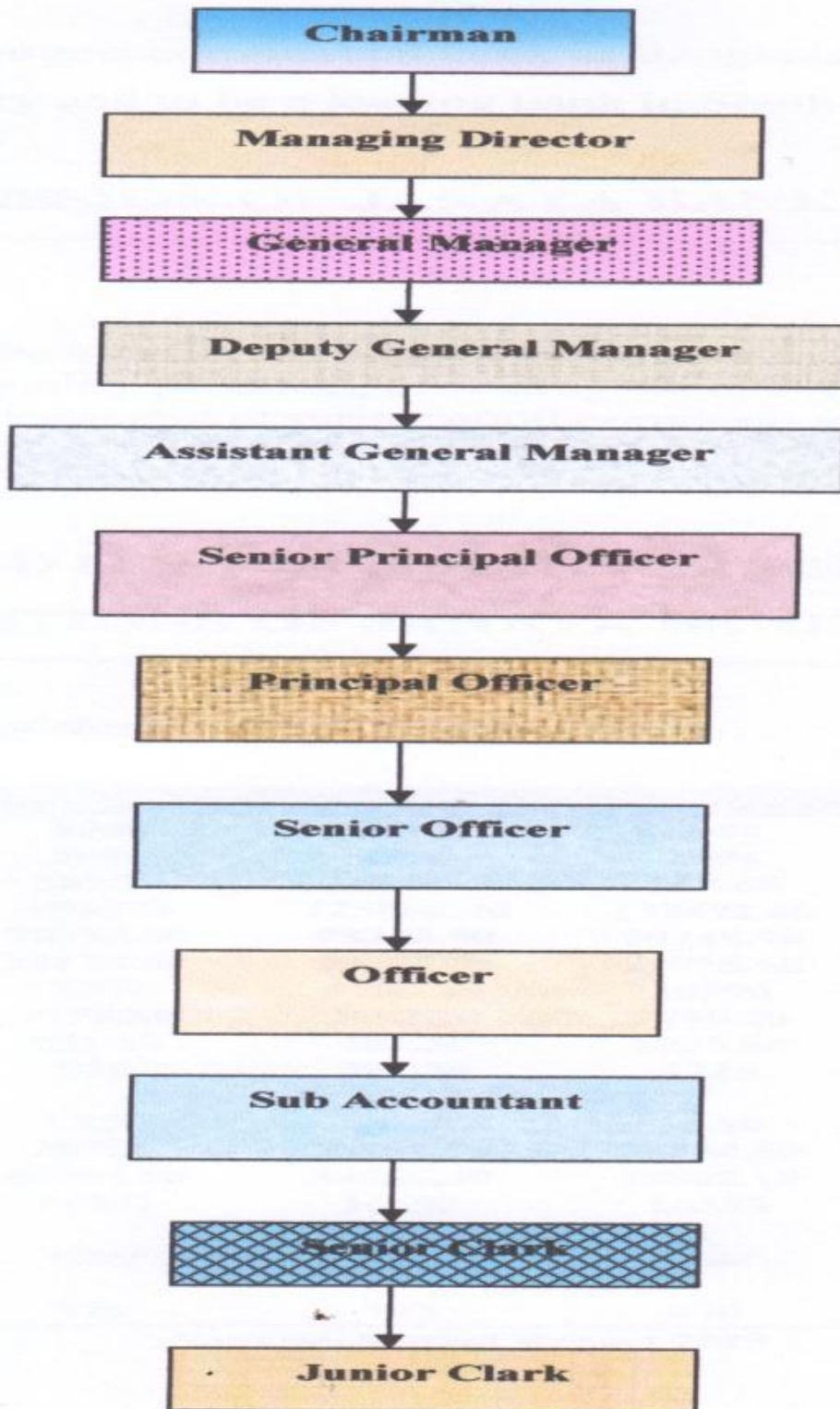
List of Branches

Branch	No. of Branch
Corporate-1 Branch	10
Corporate-1 Branch	39
Overseas Branch	4
Grade-1 Branch	186
Grade-2 Branch	209
Grade-3 Branch	300
Grade-4 Branch	98
Local Office	1
Total Branches:	847

Overseas Branch

Sl.	Name	Status
01.	Abu Dhabi	Foreign
02.	Al-Ain	Foreign
03.	Sharjah	Foreign
03.	Dubai	Foreign
Total: 04		

Organizational Structure



Corporate Information

2.2 Vision of Janata Bank Limited

Turn into effectual largest commercial bank in Bangladesh to support socio-economic development of the country and to be a ruling bank in South Asia.

2.3 Mission of Janata Bank Limited

Janata Bank Limited will be an effective commercial bank by maintaining stable growth strategy, delivering high quality products, providing excellent customer service through an experienced management team and ensuring good corporate governance in every step of banking network.

2.4 International Award

For its good performance recently the Bank has been recognized internationally and domestically. JBL Achieved awarded and those are given below:

- ❖ **International Award-The Bank of the year-2013 in Bangladesh**
- ❖ **ICMAB Best Corporate Award-2013**
- ❖ **International Award -“World’s Best Bank Award-2011 in Bangladesh**
- ❖ **International Award -“World’s Best Bank Award-2010 in Bangladesh**
- ❖ **International Award -“World’s Best Bank Award-2009 in Bangladesh**
- ❖ **International Award -“World’s Best Bank Award-2008 in Bangladesh**
- ❖ **International Award -The Bank of the Year-2004 in Bangladesh**
- ❖ **Janata Bank Limited receives “Asian Banking Awards 2004” on financing Program for Women Entrepreneurship:**
- ❖ **Janata Bank Limited gets “The Banker Award-2003”**
- ❖ **International Award-The Bank of the Year-2002**
- ❖ **International Award-The Bank of the Year-2001**

2.5 Financial And Operational Performance And Other Conditions Of Janata Bank Limited

Financial and operational performance: 2011-2017

Take in Million

<i>Particulars</i>	<i>2009</i>	<i>2010</i>	<i>2011</i>	<i>2012</i>	<i>2013</i>
<i>Authorized capital</i>	8000	8000	8000	8000	8000
<i>Paid up capital</i>	2594	2594	2594	2594	2594
<i>Reserve fund</i>	539.70	548	558.60	547.37	1293
<i>Deposits</i>	104678	125066.40	138892.60	138597	151036
<i>Advance</i>	80952.90	93293.90	99748.70	101461.90	107786
<i>Investment</i>	20559.60	20455.80	29718.60	22821.80	28375
<i>Revenue</i>	9207	9703.30	10990	11518.40	10934.50
<i>Cost</i>	9195.80	9692.10	9750.20	9397.50	8621.60
<i>Operating profit</i>	831.20	402.50	1239.80	2120.90	2312.90
<i>Provision for loans/assets</i>	820	391.30	1225	2100	2180.40
<i>Net profit</i>	11.20	11.20	14.80	20.90	-
<i>Export</i>	30780	32387.70	34454.60	42865	54623.30
<i>Foreign funds</i>	48004.80	54666.30	58889.10	60475	74920
<i>Total number of employees</i>	16947	16692	16330	15993	15705
<i>No. of foreign correspondent</i>	1209	1274	1062	1100	1120
<i>No. of branches</i>	898	900	870	847	847

Source: Annual Report 2013

Contribution of Janata Bank to Bangladesh Economy

Particulars	2015-16	2016-17
GDP growth	5.50%	5.30%
Agro based growth	2.70%	3.10%
Export	US \$7500 million	US \$ 6548 million
Import	US \$ 9800 million	US \$ 8699 million
Deposit growth	TK. 1212300 Million	TK. 1065738 million
Credit growth	TK. 974500 million	TK. 832600

2.6 Performance of Janata Bank Limited

The goal of the bank is to successfully contribute in the socio-economic progress of the nation by contriving a commercially sound banking system. It provides credit to deserving borrowers and at the same time protect depositor's interest.

Operating profit & advances increased by 9 % & 6% respectively over the last year.

Equity of the Janata Bank Limited

<i>Particulars</i>	<i>Amount in million(TK.)</i>
Paid-up capital	2593.9
Statutory reserve	203.30
Others reserve	1089.70
Total	3886.90

Source: Annual Report 2017

Profit

Profit of Janata Bank is shown in below

Taka in million

<i>Particulars</i>	<i>2017</i>	<i>2016</i>
Operating profit	2312.90	2120.90
Pre tax net profit	-	20.90
Distribution of net profit:	-	15.80
Transferred to reserve fund	-	3.10
Transferred to benevolent fund	-	-
Transferred to insurance fund	-	2.00

Source: Annual Report 2017

Deposit & Deposit mix

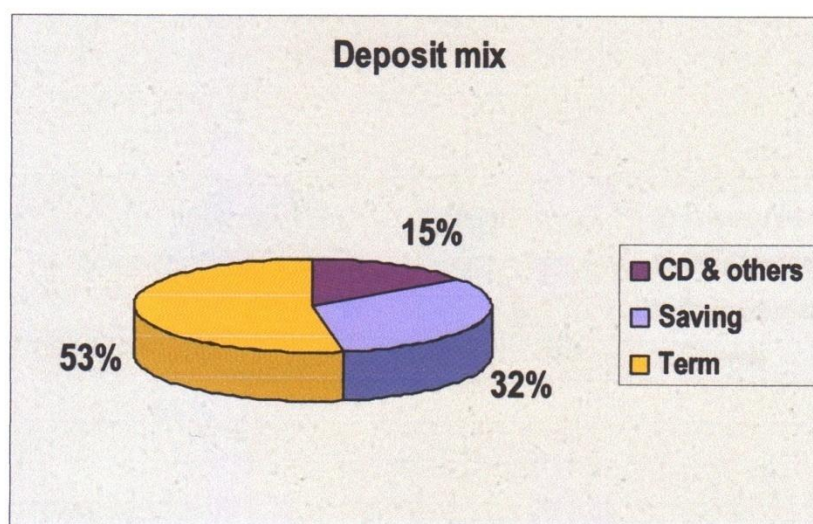
Break-up of deposit & deposit mix

Taka in million

<i>Type</i>	<i>As on 31-12-2017</i>	<i>As on 31-12-2016</i>
Current & others account deposits	22378	19672
Bill payable	1141	913
Savings bank deposit	48354	44110
Term deposit	79163	73902
Total	151036	138597

Source: Annual Report 2017

Break-up of deposit & deposit mix



Source: Annual Report 2013

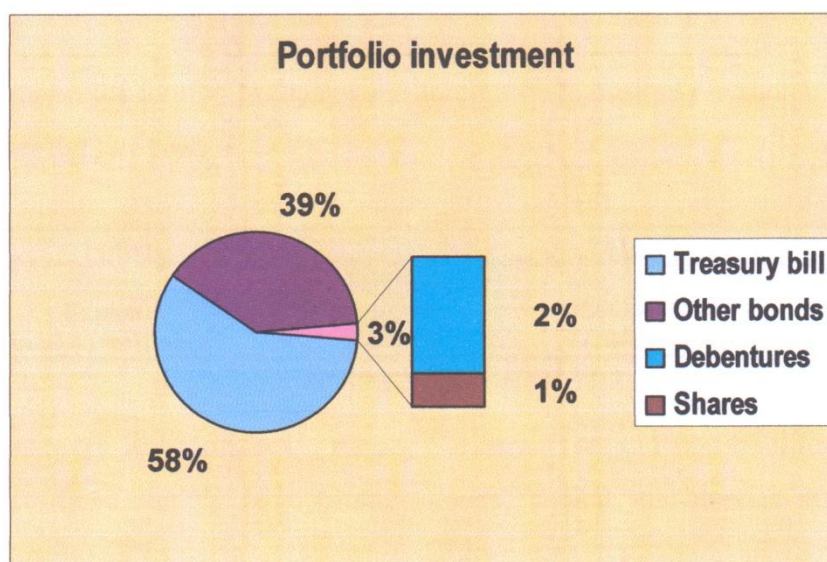
Investments

Janata Bank follows the portfolio investment. Portfolio wise investment is described below:

Particulars	2017	2016
Treasury bill	16450.00	10390.00
Other bonds	11057.20	11512.00
Debentures	682.30	726.00
Shares	185.50	193.00
Total	28375.00	22822.00

Source: Annual Report 2017

Percentage wise investments of 2017



Source: Annual Report 2017

Performance of foreign exchange and foreign trade business

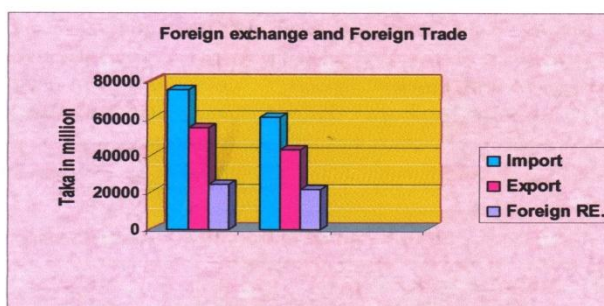
The performance of foreign exchange and foreign trade business is shown below marked an increase over the last year.

Taka in million

Particulars	2017	2016	Increased
Import	74919.70	60475.00	14443.70
Export	54623.30	42865.00	11758.30
Foreign remittance	24330.80	21383.00	2946.80

Source: Annual Report 2017

Foreign exchange and foreign trade are shown by a bar-chart



Source: Annual Report 2013

2.7 Human Resources

Total number of employees of Janata Bank as on 31st December, 2017&2016:

Types	2017	2016
Executive	244	250
Officers	7759	7861
Non-officers	7702	7882
Total	15705	15993

Source: Annual Report 2015

Human Resource Development:

Coordinate 178 training courses during the year 2016 through their three training institution, to develop more skill and growth group of and skilled managers in bank training agenda name “Credit Risk Management”, “Asset Liability Risk Management”, Foreign Exchange Risk Management”, “Internal Control & Compliance Risk Management”, and “Anti Money Laundering” curses are being held under the program of “Managing Core Risk Banking” introduced by Bangladesh Bank along with other training courses.

Information Technology of Janata Bank Limited

- A. 103 Computerized important branches with one stop services.
- B. Strongly implemented the banking application software named “JB Soft Banking”. Other important in house developed application software(s) are functioning smoothly. Beside, above Branch Banking Software of four different vendors’ are also being used by the bank.
- C. Recognition internet Banking, SWIFT, ATM, POS, and EFT facilities.

Chapter Three

Human Resource Management Practices of Janata Bank Limited

3.1 Definition of Human Resource Management (HRM):

It is a function of the company or organization which deals with the concerns that are related to the staff of the company in terms of hiring, compensation performance, safety wellness, benefits, motivation and training it is also a premeditated approach to manage people and the work culture. An efficient HRM enables the workforce of an organization to contribute efficiently and effectively towards the overall achievements of a company's goals and objectives.

HRM Functions :

- i) Job analysis and job design
- ii) recruitment and selections of retail employees
- iii) Training and development
- iv) Performance management
- v) Compensation and benefits
- vi) Managerial relations

3.2 Importance of HRM:

A company or organization is develop when its internal working environment is good and all employee get their demand as per their need, no doubt they give their best input and output is outstanding it's plays very Important role concern of managers of all level and create space for employee involvement, performance and growth

3.3 The Objectives of HRM:

1. Drive efficiency in organization work and also structuring employee confidence in a positive direction
2. Coordination and harmonious functionality within and between different departments
3. Offering employee satisfaction
4. Keeping up with the societal and ethical models

3.4 Responsibilities for both HR & Compliance:

- To prepare and maintain personal files of all employees as per checklist
- To keep and update the CV bank category/department wise
- To check daily attendance of all employees including manager
- To update employee record.
- To maintain leave records of all employees.
- Assist Head of HR and Admin for interview, recruiting, planning and induction management
- To check and ensure the house keeping/sanitation and cleanliness of office, factory and factory premises as per checklist.
- Preparing Training schedule and organize training programs by consulting Head of HR & Admin and General Manager.
- To check and authorize the salary advice at the end of every month and send them to the Finance &Accounts Department for Preparation of Salary Bill.

To maintain register of

- Personal Check list file
- Attendance register
- Daily production planning and schedule
- Salary and increment
- Disciplinary and Misconduct
- Leave Management
- Accidents
- Strength of manpower
- Updating license

Utility bills like telephone, mobile bills, electric, gas, water boiler and other bills would be handled by HR Department. Every month Janata bank ltd. would receive bills form the respective office and HR assistant would records all bills in respective register files.

3.5 Rewards & Control Systems:

Employees are getting motivation through rewards it may financial or non financial. organization has been also benefitted most through the knowing employees strength and weakness and further shape up their lickings with control

HR Practices in Janata Bank

3.6 Recruitment and Selection System of Janata Bank

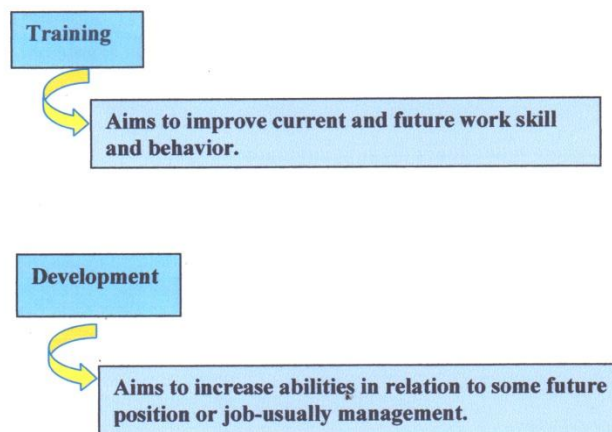
Generally recruitment is the process of generating a accumulation of candidates for particular job. Janata Bank is used advertisement in the media, notice board, educational institution recommendation, professional association etc as the sources of recruitment. The candidates should be Bangladeshi citizen, minimum 18 years of old and physically fit for the job.

Method of appointment:

Appointment to the posts of officers and other employees shall be made by direct recruitment or by promotion. generally, there are following important recruitment principles of Janata Bank:

- a) Recruiting skilled HR
- b) Not be prejudice by other chance
- c) Indistinguishable employment opportunities

3.7 Training and Development Program of JBL



Training Methods of Janata Bank

Generally two types of methods namely:

1. On the job Training:

On the job training is normally given by a senior employee or manager on the job site. The employee is shown how to perform the job and is allowed to do it under trainer's supervision. The various forms of on the job training include the following:

Job rotation

It's a cross training which is the practice of moving employees between different task

Apprenticeship training

Given instruction by very expert employee or employees

Coaching

Coaching is similar to apprenticeships because the coach attempts to provide a model for the trainee to copy. It tends to be less formal than an apprenticeship training program.

2. off the job training:

Off the job training is usually given at a place not necessarily to the job site and tends to rely more heavily on communications than on the modeling approach used in on the job programs. The various techniques of off-the job training include the following:

Class room training

It is a lecturing method and very useful for quickly imparting information to large groups with little or no knowledge of the subject.

Video presentation

Through television, films and multimedia presentation are similar to lectures and are very useful to train the new incumbents.

Behavior modeling

Modeling is one of the fundamental psychological processes by which new existing patterns can be altered.

Case study

By studying case situations trainees learn about real or hypothetical circumstances and the actions others take under those circumstances. Trainees can develop decision making skills from this approach.

Training Institute of Janata Bank

In order to develop knowledge, skill and attitude of the employees. The Janata Bank institute has been offering different types of training programs on different Banking affairs. This institute has two other training centers situated at Rajshahi and Comilla.

Objectives of Training Institute

The major objectives are:-

- ◆ Approaching both theoretical and practical knowledge.
- ◆ To impression training programs based on day-to-day banking require.
- ◆ To prosper new training programs for reaching organizational goals.
- ◆ To grow the standard of performance of the work force employed in the bank.

3.8 Performance Appraisal System of Janata Bank Limited

Performance Appraisal:

Performance appraisal is a process of summarizing, assessing and happening the work performance of an employee. In order to be effective and constructive, the performance manager should create every effort to acquire as much objective information about the employee's performance as possible.

Steps in Appraising Performance:

A performance appraisal contains four steps. This are—

a) Job analysis:

Job analysis is the procedure for determining the duties and skill requirements of a job and the kind of person who should be hired for it. Job analysis includes job description and job specification.

b) Goal setting:

The second step of performance appraisal process is goal setting. To measure the Performance of the employees of an organization, the HR department of the organization has to set the goal of the measuring performance. After setting the goal go to the appraising Performance.

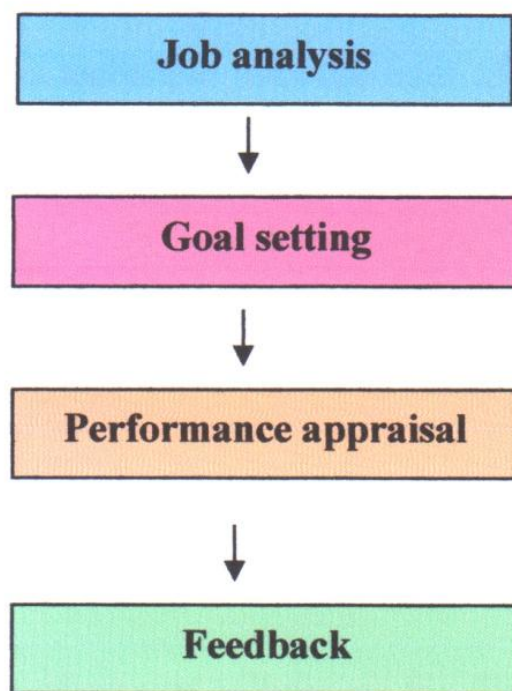


Figure: Performance appraisal process

c) Performance appraisal:

comparing performance into different type of rating from which they define the standards

d) Feedback:

It is the most effective way to measuring performance. By this way feedback session of the subordinates decide and plan for further needed.

Performance Appraisal Methods:

Performance appraisal is normally organized with the aid of a predetermined and formal method. Different methods of performance appraisal are shown below

1. Essay Appraisal:

Overall impression of performance like- individual's strengths, weaknesses, potential, and so on.

2. Graphic Rating Scale:

It's not like depth of any essay appraisal, but it is more consistent and reliable.

3. Field Review:

This is an appraisal done by someone outside. Employees own department usually corporate or HR department.

3. Forced-Choice Rating:

This technique was developed to reduce bias and establish objective standards of comparison between individuals.

5. Critical incident Appraisal:

The discussion of ratings with employees has, in many companies, proved to be a traumatic experience for supervisors.

Performance appraisal system of Janata Bank Limited

Employee performance appraisal system as adopted in Janata Bank with effect from August, 1995, is a part of the whole system to Human Resource Development. There are two components of the Janata Bank appraisal system. These are

- i) Periodic Performance Review (PPR),
- ii) Annual Performance Appraisal (APA)

i) Periodic Performance Review (PPR):

Periodic Performance Review is used for assessment of skill and to identify the development need of the employees.. This assessment is done once a year.

ii) Annual Performance Appraisal (APA):

The annual performance appraisal forms at the Janata Bank are designed by following a simple management model that the employees at lower level require more of technical skills where as employees moving upwards gradually require more of conceptual and human skills.

3.9 Promotion Policy of Jana Bank

Promotion

Promotion satisfies the needs of human beings in the organization. Since the promotion depends upon capabilities and good performance.

Promotional policy

Policy varies with organization. Since promotion is a sensitive issue to the employees, it is very essential, that promotion policies are clearly stated, widely circulated and fully explained to their employees.

- ⊙ Length of service
- ⊙ Weight age on seniority
- ⊙ Weight age on reservation.
- ⊙ Mix between internal promotions vs. external recruitment.
- ⊙ Weight age on merit, abilities and education.
- ⊙ Process for promotion.
- ⊙ Liable allocation to department to initiate and handle cases of promotion.

Promotional policy of Janata Bank

A. Promotional Line

There are three promotional lines and these are—

1. Non clerical:

Scopes of these lower grade employees are limited but they are allowed time scales without changing the designation. Examples are- Sweepers, Guards and Jamaders.

2. Clerical:

Category includes Junior Clerks, Senior Clerks, Sub-Accounts and Junior Officer. A junior clerks can move up to junior officers, senior officers, principal officers, senior principle officers, assistant general managers, deputy general managers. But he cannot be promoted to GM, DGM and MD as they are directly appointed by the government through the ministry of finance.

3. Officers and Managers

For promotion at officer levels, a quota system operates 50% of the vacancies for Junior and Senior officers are filled through internal promotions and the remaining 50% through fresh recruitment from outside.

B. determination of promotional opportunities

Promotional opportunities in Janata Bank are assessed on an annual basis through a committee headed by the General Manager (Administration). It considers these factors suchas:

- Normal retirement
- Dismissal
- Suspension
- Discharge
- Voluntary separations and
- Upgrading branches

3.10 Compensation and Benefits of JBL Employees

Financial and non-financial incentives according to its affordability and Compensation is the human resource management function that deals with every type of reward individuals receive in exchange for performing organizational task. In other word we can say that compensation is a mode through which an organization logically evaluates the contributions of its employees and provides them within the government regulations.

Various compensation dimensions of Janata Bank Limited

- House Rent
- Leave with Pay (staff)
- Children's education facility
- Home furnishing allowances (MD&GM)
- House loan
- Sick leave
- Materiality leave
- Ordinary leave

Several Types of Leave in Janata Bank Limited

- With full payment
- With half pay
- Advance leave
- Without pay
- Special disability leave
- Study leave
- Quarantine leave
- Maternity leave
- Casual leave

Pay scales of Janata Bank Limited

JB has no pay scales for its own employee's. It follows the pay structured of Bangladesh Govt.

Compensation Principles of Janata Bank Limited

There is a Welfare Trust in JB. The compensation is determined according to the nature of case. It is determined by the committee.

Government pension and allowance calculations

- ◆ An employee is eligible for pension after completing 10 years of jobs.
- ◆ If the pension able job period is less than 3 years then he will not be eligible for pension/ allowances
- ◆ But the period is more than 3 years but less than 5year then he will get 3 months salary
- ◆ If the period is more than 3 years but less than 10 years then he will get 2 months salary for every years

Retirement

After completing 25 years of job, one may to through pension or retirement. According to the policies of services of Janata Bank, retirement of a staff/ officer will be regulated by the rules Of Public Servants Retirement Act 1995, according to this rules, an employee can get following types of retirement.

1. Retirement on disablement:

If an employee becomes disable to perform his job or to carry out the position where he is, due to his physical or mental disability, will be considered eligible for pension. But

- a) For this reasons he has to apply along with the recommendation of medical board
- b) The recommendation of medical board is not needed for the retirement on old age
- c) The persons who apply for pension showing others reasons except these two reasons will not be considered eligible though he has applied with the recommendation of medical board.

2. Retirement on old age:

The problems of retirement in JB are solved by the Public Service Retirement Act 1995. According to section 4 of this act, an employee must go to the full retirement within the competition 58 years of his age from the government job. But therefore going to full retirement, he has to go the pre retirement preparation leave for a period of one year depending of the leave cumulated. For this reasons, he has to apply before. That means, he has to apply for the pre- retirement preparation leave before the completion of 57 years of his age, otherwise he will be offered directly full retirement.

3. Retirement on will:

Any employee, who has completed 25 years on the govt. job, can go to the retirement at anytime by giving one month notifications. But

- a) The notification can not be revoked or amended
- b) Even the govt, can not postpone the notification
- c) This retirement can be taken at the time of leave or vacation

3. Compulsory retirement:

The government can send a person to retirement for the webbing of the society without notifying any reasons that has completed 25 years of govt, jobs.

- d) Only govt, has this power
- e) The employee will have the right to receive all the benefits along with the leave on pre-retirement preparation.

5. Retirement on death:

If an employee died after attaining fitness of retirement, his family will have the rights to receive this pension.

Suspension

Suspension or temporary removal from service is next in severity. Suspension may be for several days or weeks. Since suspension is a form of lay-off, it should not be used unless the offense calls for at least a lay-off

Demotion

If suspension has not been effective and management wants to avoid dismissing the problem employee, demotion may be an alternative.

Pay cut

Cutting the problem employee's pay is sometimes used as a discipline measure. Although it has a demoralizing effect on the employee, it is a rational action if the last one is dismissal. If the pay cut can always be rescinded, the problem employee alters his behavior.

Dismissal

Dismissal the problem employee is the management's ultimate disciplinary action. It is generally referred as industrial capital punishment.

3.11 SWOT Analysis

Every company must have some strengths, weakness, opportunity & threat. The best portfolio is the one that best fits a company's strength, weakness to the opportunity in the environment. Janata Bank Limited always tries to put strong service into its more profitable business & drop its weaker ones. It also hunts for its opportunities. & try to overcome its threat.

SWOT (Strengths, Weaknesses, Opportunities, Threats)

Strengths:

- Gigantic structure all over the country.
- Large number of capital
- Sustainable growth
- Sponsoring services
- It is always solvent

Weaknesses:

- Time management tactics to be more efficient.
- It could improve the publicity system.
- Introduction to latest business technology.
- Proper utilization of human resources.
- Publicity of the public companies is few steps ahead.
- High cost and risky investment.

Opportunities:

- To spread in the foreign countries.
- Ensuring every level of assets.
- To be a pioneer company.
- Becoming the best insurer in general banking sector.

- Combining all the small and big organizations with in the country.
- Joining everyone so that the risk would fall.
- Data analysis and data record could be improved by new technologies.
- As it is a statutory bank it gets the benefit of any financial changes before any other organization.

Threats:

- A barrier such as formality in case of decision making.
- Obstacles of expansion & unstable political condition.

Mass publicity and new technology of the rival companies

Chapter Four

Findings, Recommendations and Conclusion

4.1 Finding of the Study

- i) **Lack of specialized skills:** A large number of applicants, lack of specialized skills, political pressure, union pressure, nepotism etc. are the major problems faced by the organization regarding selection.
- ii) **Lack of Management Information Systems:** An effective management information system enables various levels of information to be systematically collected about human resource matters so that departments policy branches and Civil Service Branch can monitor and predict the effectiveness of human resourceManagement practices.
- iii) **Improper Training and Development:** JB provides training on the basis of seniority and merit list.
- iv) **Performance Appraisal Problem:** The appraisal review guides the decision regarding salary increment to a great extent. This encourages employees to show better performance.
- v) **Lack of Accountability:** Increase accountability of HRM function in organization is continuing to grow in importance and influence. Accountability in HRM lead organization to be more productivity, develop ability and willingness to be more accountable.

4.2 Recommendations

Considering the findings we recommended that:

- i) JBL should change the traditional Management system and to follow the good HR practice in the organization.
- ii) JBL should create opportunity participate with strategy, monitor and improve on-going HRM performance.
- iii) Verify and demonstrate departmental effectiveness in HRM, Create service – wide checks and balances to safeguard delegation and provide true accountability for HRM.
- iv) Training supervisor should be smart who can able to give dynamic and timely training to the employees.
- v) Encouraging and motivating employees through performance appraisal. Performance appraisal serves as a motivation tool, and it does help to grow strengthening total organizational competencies and creating effectiveness and efficiency.

4.3 Conclusion

Janata Bank (JB) is fully a government organization. Their HR policies and practices are different from the private organization. It can play a very important role in this respect, as it is the prime development financing institution of the country .It has a code of conduct for successful implementing HR policies for the employees and specific issues are highlighted about the Human Resources and different related aspects but it do not have any monitoring activities to find out whether the member of the management deal with employees according to their rules and regulation .I believe and hope that this report will offer a number of benefits to improve and update the Human Resource practice for its smooth operation and will cooperate in redesigning the system and atmosphere of the department .There is a standard Human Resources practices in JB because they have to maintain the rules and regulation of the Govt . As Janata Bank is the organization upon whom the govt, have much control, so they practice the area of Human Resource (HR) in a unique way .It has extensive chance to create a value for and also create a competitive advantage through practicing the Human Resource Management.

References

Annual Report 2017

Dessler, Gary; Human Resource Management, 7th ed., India: Prentice Hall of India, 2000, PP 343-361.

Kothari, C. R., Research Methodology, 2nd ed., New Delhi: WishwaPrakashan, 2013-2013.

Strategic Human Resource Management, Third Edition, Written by- Anthony, William P., Pamela L. Perrewe, K. Michele Kacmar.

Web References:

www.jbl.com.bd

www.wikipaedia.com