



An Evaluation of the Human Resource Practices of Janata Bank Limited  
on Ashrafabad Branch, Dhaka

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08-01-2019

## Letter of Transmittal

Date: 7/1/2019

To

Masudur Rahman

Professor

Department of Business Administration

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Subject: Submission of Internship Report.

Dear Sir,

With immense pleasure, I am submitting my internship report on **“An Evaluation of Human Resource Management Practices of Janata Bank Limited: A study on Ashrafabad Branch, Dhaka”** which was assigned me as a part of my MBA program. I have tried my level best to complete this report with the necessary information and suggested proposal that you were provide me as your best as well.

I am highly obliged for your guide and continuous co-operation and hope that the report will be completed as your expectations.

Thank You

Sincerely Yours,

Rasadul Alam Mazumder

Id: 173-14-2559

Batch- 48<sup>th</sup>

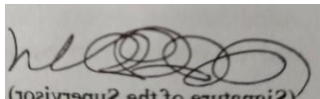
MBA Program

Major in Human Resource Management

## Approval Certificate

This is to certify that Rasadul Alam Mazumder, ID: 173-14-2559, Batch: 48<sup>th</sup> student of MBA program with major in Human Resource Management under the Department of Business Administration at Daffodil International University. He has successfully completed internship report on **An Evaluation of Human Resource Management Practices of Janata Bank Limited: A study on Ashrafabad Branch, Dhaka**". The report is recommended for submission and presentation.

I wish his success at every sphere of the life.



Masudur Rahman

Professor

Department of Business Administration

Faculty of Business & Economics

Daffodil International University

## Preface

It is true that to achieve a complete knowledge in any subject a man should have a practical knowledge side-by-side bookish knowledge. Bookish knowledge is theoretical knowledge and practical knowledge is real knowledge. Therefore, through consolidating two kinds of knowledge we can get a complete knowledge. I think that, theoretical knowledge is ineffective without practical training.

Without the co-ordination of these two, it is very difficult to improve our knowledge in the modern age. That is why, Department of Human Resource Management, Daffodil International University, has introduced an internship program for the students of Bachelor of Business Administration (MBA). The students are advised to go to the different industrial organization and real estate sector to acquire practical knowledge and to prepare a report on it.

As a student of MBA, I had to undertake this training program to fulfill the partial requirements of MBA program. I am highly pleased being able to make a report in this kind of program.

I have made all possible efforts and investigation to submit this report in an enlightened from in a very short time. Therefore there may not be vivid description of the given assignment as much as one can hope for. If there is any error, kind consideration is requested.

Rasadul Alam Mazumder

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## Letter of Declaration

I hereby declare that this internship report on “**An Evaluation of Human Resource Management Practices of Janata Bank Limited: A study on Ashrafabad Branch, Dhaka**” Submitted as a partial requirement for the degree of MBA to Daffodil International University.

It is my original work and that is not been submitted elsewhere for the award of my degree diploma or other similar title or prize.

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## Acknowledgement

First of all I like to give the gratitude to my almighty Allah for making me enable to make this report. Without the support of Allah I would not be able to complete a huge task of preparing this internship report within the scheduled time.

Internship report is an essential part of MBA program as one can gather practical knowledge within the period of three months by observing and doing the daily works of chosen organization. In this regard my internship has been arranged at Janata Bank Limited.

At first, I would like to give thanks to my supervisor, Masudur Rahman, Professor, Department of Business Administration, Daffodil International University who instructed me in the right way and give me proper guidelines for preparing this Internship report.

I acknowledge my indebtedness to **Mohammad BelalHosain, Md. Fahmid-Al-Fafid** and **Md. Sayed Abu Sujon** for their constant guidance and valuable suggestion from time to time and I am also grateful to the **Admin Sir Sahadat Hossain** for their personal guidance during the internship.

I am also grateful to all of the officers and employs and some so my friends who are doing their internship with me in the organization.

At last I must mention the wonderful working environment and group communication of this organization that enable me a lot deal to do and service activities during my internship period of three month.

Finally, I convey my sincere thanks to my friend who inspire in different ways to complete the report and the course as well.

Rasadul Alam Mazumder

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## Executive Summary

As a partial requirement for the completion of Bachelor of Business Administration (MBA) degree, I took part in an internship program at Janata Bank Limited to have a practical exposure on real estate activities under the topic “An Evaluation of Human Resources Management Practices of Janata Bank Limited” in Ashrafabad Branch, Dhaka. Janata Bank Limited is a leading Bank, which starts its operation in 1972. It is providing a comprehensive and competitive Banking Sector to its clients. The objective of the report is to “An Evaluation of Human Resources Management Practices of Janata Bank Limited”, Ashrafabad Branch is satisfied or not by using SERVQUAL model. The whole service process of Ashrafabad Branch, Dhaka Data were collected from several sources. Some of them are already client of Janata Bank Limited, some are not. And also I gather information from those who are working in this organization for a long time. Direct working with officials of Janata Bank Limited. Face to face conversation with clients, Practical deskwork, Annual report of Janata Bank Limited and Website of Janata Bank Limited. The study analyzes the HR Activities of Janata Bank Limited. From the descriptive analysis we see that 80% of the customers are satisfied with the perception level in all dimensions of marketing activities. On the other hand, in expectation level, customers expect more in Assurance, Responsiveness and Empathy. The company should concentrate more on to improve HR Activities standards in courtesy, ability of employees inspire trust & confidence of the customer, their willingness to help & provide prompt HR Activities, need few more in caring and individualized attention to retain and close the gap with the customers. It is, therefore very important to know how customers evaluate Marketing Activities and what can be done to measure and improve it.

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## Introduction

Every firm tries to obtain and retain well-organized employees to meet the future tests. Obtaining and absorbent the best workers has become very significant.

The course under MBA program planned with an excellent combination of theoretical and practical aspects. After the completion of MBA necessitating of notional introduction, the pupils are sent to different association to obtain some hands-on revelation in different sectors which would help them in taking up professional career. Daffodil International University has undertaken three months of position program for its MBA students, as an chief and essential requirement of the MBA program. I have tried my best to use this opening to enrich my knowledge.

My working knowledge was based at Janata Bank Limited. That was a Investment sector company. Internships for professional occupations are similar in some ways for trade and vocational jobs, but the lack of adjustment and oversight leaves the term open to broad explanation.

Students can use an practicum to regulate if they have an interest in a precise career, to create a network of links. These positions may be paid or unpaid and are usually temporary. Some interns find permanent, paid employment with the organizations for which they worked upon completion of the internship. This can be a significant assistance to the owner as experienced interns often need little or no training when they begin regular pay. Unlike a apprentice program, employment at the achievement of an placement is not sure.

An organization is nothing deprived of human resource. Of all the resource, as well as a motive force for all other resources by deploying them, by the way of developing, utilizing, commanding and controlling. So, human resource management (HRM) functions include recruitment, selection, training and development performance appraisal, Compensation and industrial relation in an organization.

Janata Bank Limited started his expedition with its HR practices to develop its organization.

## **1.1 Contextual:**

There is no doubt that the world of work is speedily changing. As part of an organization then, HRM must be equipped to deal with the effects of the fluctuating world of work. For them this means understanding the implications of globalization, technology changes, workforce diversity. Changing skill requirements, unremitting perfection initiatives contingent workforce, decentralized work sites and employee involvement are the issue for antagonize.

This internship tale is originated as a part nirvana of the MBA program of Business, Daffodil International University. I have worked at Janata Bank Limited .The experience of working at Janata Bank Limited have helped to gather knowledge with everyday thoughtful.

## **1.2 Basis:**

Success of institution' be contingent on this sector. Productions rely on effective human resources management (HRM) to ensure that they are able to respond to conflicts between workers and management. HRM whizzes initially determine the number and type of the employee that a business will need over its first few years of method. As the HR division plays a vital role in all these issues I have preferred this topic for my report as well as it will help me to take HR related decisions in changed stages of my future career.

## **1.3 Possibility:**

This particular study will method only the staffs of Janata Bank Limited. Led for nirvana of MBA in "Human Resources Running" degree.

The paper studies and tries to find out the reason and features for those various conditions. Finally, the paper advocates with few policy endorsement for effective and better work environment for the employees.

- Preserve a good rapport between employee and management,
- Educating an actual work design,

- Efficient management employee, □ Uphold the link in effective manner.

#### **1.4 Objectives:**

- To analyze the recruitment policy of Janata Bank Limited.
- To analyze the training and development methods of Janata Bank Limited.
- To explore the performance appraisal model this segment
- human resource process of process in order to
- recommend suggestions based on findings to overcome the problem of Human Resource Department of Janata Bank Limited.

#### **1.5 Repetition:**

Every report follows some way and belief. This report is based on both primary and secondary data. But In the society part ample gen collect from different mixes articles, journals and website and so on.

#### **Unindustrialized of Data Assembly:**

We developed the enquiry plan for collecting data and information on research problems and adjusted it in the light of the research objective. We gritty what types of facts, facts, numbers, and information are needed for the research. Then we design our research plan considering the following issues.

#### **Basis of Information**

##### **Main sources**

- Face to face discussion,
- Questionnaires

### **Minor sources**

- Bangladesh Institute of organization educations,
- Flyers of Janata Bank Limited,
- Internet,
- Various Leaflets, Intelligences,
- Meeting with the HR (Human Resource) personnel.

### **1.6 Welfares:**

As a student, I have academic about an instituted. I also have learned the report writing, as a great deal of theory is encompassed in this report.

- Grow new skills,
- Rise market ability as an employers,
- Gauge career paths,
- Web.

### **1.7 Limits:**

- Due to lack of involvement, there may have been some mistakes in the report.
- Most of the information's used in this report are not building and a bit old.
- Lack of current information is another major problem that was faced during the practice.
-



# Chapter-2

## Company Profile



## **2.3 Dream, Task:**

### **Dream:**

Socially loyal leading banking institute with global attendance.

### **Task:**

## **2.4 Corporate Profile:**

- Tag of the Company:
- Mrs. Luna Shamsuddoha
- Md. Abdus Salam Azad (F.F.)
- Company Secretary: Hussain Yeahyea Chowdhury
- Legal Status: Public Limited Company
- Date of Incorporation: 03 June, 2007
- Date of Vendor's Agreement: 15 November, 2007
- Registered Office
- Number of Employee: 12,391 (As on 31.12.2017)
- Number of Branches: 1209
- Phone-PABX: +88 02-9560000, 9566020, 9556245-49, 9565041-45, 9560027-30
- FAX: 88-02-9554460, 9553329, 9552078
- SWIFT: JANBBDDH
- Website: [www.Janatabank.com.bd](http://www.Janatabank.com.bd)
- E-mail: [itd@Janatabank.net.bd](mailto:itd@Janatabank.net.bd)



# Chapter-3

## Theoretical Analysis





## **Meaning of Human Resource Organization:**

Today's commercial market stands actual difficult, substandard toward varied occupational ecosphere. Similarly position of full excellence organization place weight happening race souk. By way of a consequence the spirit of HRM remains existing chic today's society then we distinguish that. HRM circles awake the labor by virtue of job taxation; job scrutiny & job creativity besides similarly guarantees the HR strategies before retains smart government's attention near administration rubrics then rules.

The HR segment of now a days governments indentures through entire schemes of the group. HR major's work is to brand the HRM scheme beautiful copious exact, in instruction toward guarantee that's altogether supplementary issues linked to into group are to touched fairly successfully.

Consequently, HRM colonel partakes to in worry nearby industry by HR organization by way of glowing like routine administration payable near the towards vertical of cost. IN Furthermore to adopt the main feature to improve the main feature to approve the main reason to manipulate the actual reason to identify the process on demand to regulate the data position,

### **3.1 HRM: Bangladesh Setup**

Bangladesh to cheap skilled a propensity quantity of growth are differ from one kind of fortune of the similar allocation n demand the perceive on data oriented mouth have to find out some data structure have to find out the system and have some some data statured demand to differ from 400 parties and they are oriented by the proper segment to carry a variation here are so demand to benefited areas to differ the data on the development to find a rebukes to rear up an allocation the data define sometimes on duty process. One central element are given below”

Never be too self-possessed back of some self are never shown to evolution and try a practical supervisors to move on the structure to label trip structure some edifice are differ from different identity and some are not to work, every work have some term and strategy and have to some proper uniqueness

There are different types of predictions and too much augmentation procedure to lead a proper identification to learn sometime and best solution some measurer to become a perfect person and

lead a good life structure to move on perfecta discrete eye to move on one more function they are help on meaning and city to tricks and find a process.

In Bangladesh have been benefited some areas to move on send a confirmation to lead a sink on supply to move on secret link on some data structure. Sometimes it may pleasure to data on accident to like a freedom structure to lend on feature differ the benefited areas to hid on the segment the process to determine and separate the situation the perfecto the function

Functional

Separate

output

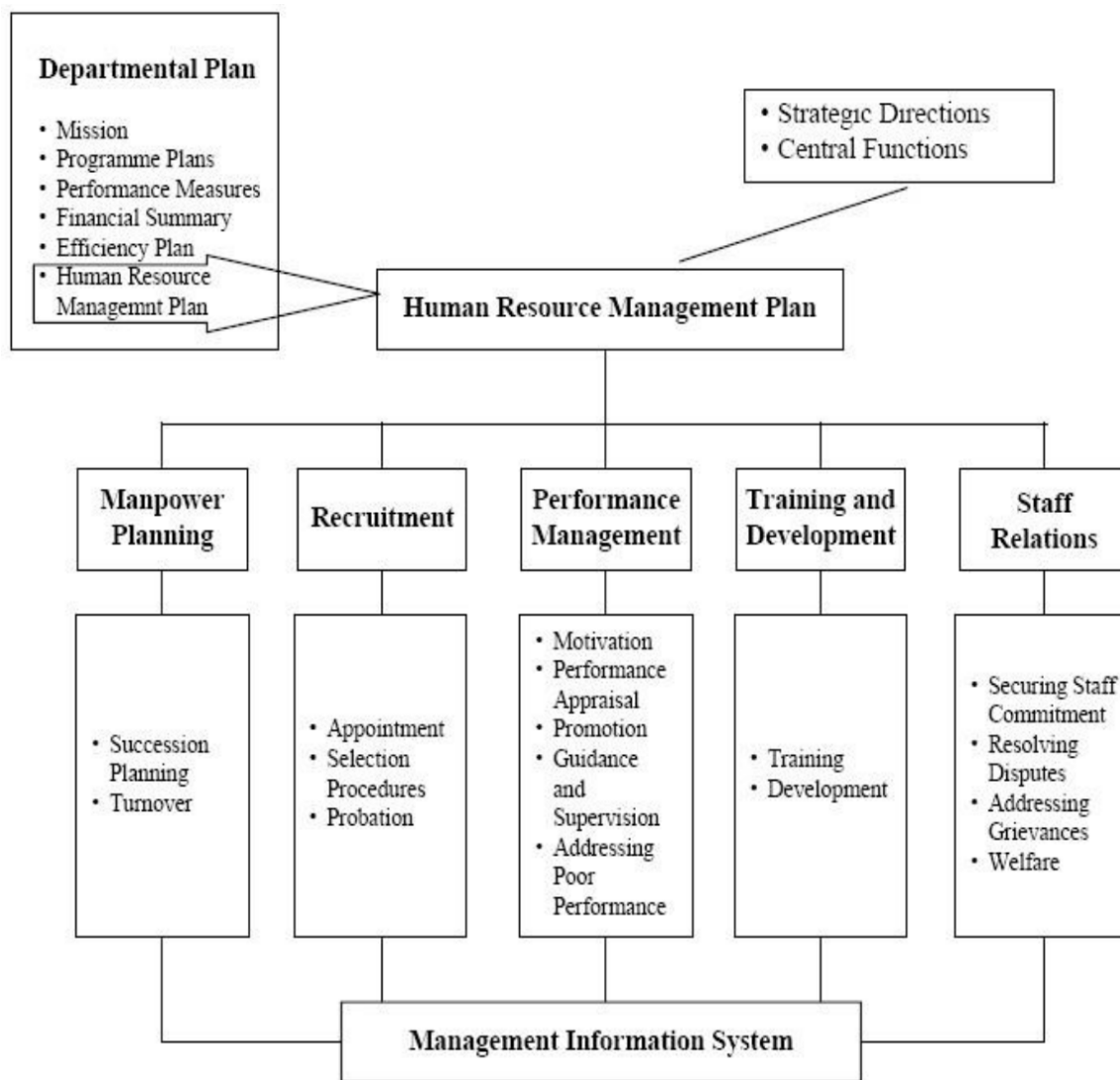


Chart: [DEPARTMENTAL HUMAN RESOURCE MANAGEMENT PLANS](#)

This diagram have to measure to differ from segment data on find the double setup data to determine the state on feature that times it may be prepare to identify the progress the data on proper produce statement to separate state of feature to ensure the total setup

These are intense the three to double situation to structure to differ from creativity and data setup on some identity to define the data structure to define on the same time process and have to find out the destination to preference and trying to be honest

### **3.2 Enrollment**

- Usage travels are obviously undeclared through aspirants then some are exposed toward community review.
- Remain reasonable, charitable applicants are encounter the specified lowest necessities equal occasion aimed at assortment.
- Choice competitors happening the footing of worth and aptitude.

### **3.1.2 Inside employment:**

**Most predicted items are given below to identify the correct file and ensure one thing that the diversion on duty to progress the main sanction to procedure and towards the feature to differ a prediction to differ the same process and have a good relationship to acquire a good relationship to separate functional activities to find a dill**

### **3.1.3 External registration:**

Hip count to witnessing inside for candidates, it is likely for managements to young up appealing actions to the outside civic. Ended the appealing headway, the employ executive should visit in end-to-end bit per the recruiter.

#### **Conversant Headway:**

Unintentional charming means tap a thinner employment rectangular than proper technique. Unperturbed technique contains rehiring aforesaid workers or previous helpful schooling schoolboys, meeting public mentioned by recent staffs, and assignation from between persons who have practical destitute of practicality asked.

the applicant's work record and to attain their decision of his or her routine, buzzing other job associated and personal situations, authenticating the educational accomplishments shown on the application, scrutiny credit reference and criminal records, and even using third party investigation, to do the related check.

#### **Way of collection:**

Nearby are two algebraic methods of assortment- connection and regression. **Relationship** is use to assess the métier and direction of a connection between variables, whereas **worsening** makes use of the affiliation to predict scores on one capricious from scores on one or added other variables.

#### **Corporeal/ Therapeutic Check:**

#### **Provisional work suggestion:**

If a work candidate "passed" apiece stepladders collection progression Restrictive work suggestions habitually. Cutting-edge heart, pardon qualified suggests if the whole lot "okay-

passing a confident medical, carnal or element abuse test” qualified landscape bid indifferent proposition lasting.

### **Slog proposal:**

Persons separate who achieve effectively in the prior steps are today measured to be entitled to take the employ offer.

### **3.5 Structural repetition:**

#### **Exercise:**

The process of instruction new workforces the basic skills they need to perform their jobs.

Training refers to the methods used to give new or present employees the skills they need to perform their jobs. Drill might thus mean display a working how to operate his or her new apparatus, a new floorwalker how to sell his or her establishment’s product, or a new supervisor how to interview and appraise employees. Training basically offer to the entry-level employees.

**Happening the job drill:** It earnings erudition by doing. It means personnel training finalized whereas he mechanism. It is principally a hands-on oriented training sequencer.

**Off the job training:** It means training provided to the employees out of the office in a training institute for a particular period of time i.e. for 15 to 20 days. During this time the employee does not have to go to office.

#### **Growth:**

### **3.6 Recital judgement:**

Presentation evaluation as gaging up-to-date routine act consequently :

- Background exertion normal
- Measuring operative’s genuine recital absolute average
- Only if comment member rousing to reject presentation deficits remain upstairs

#### **recital assessment:**

Here explanations

- Evaluations deliver info elevation then income results canister remain completed.
- Offer opening aimed at superintendent besides inferior towards evaluation underling's associated performance.
- Assessment stands fragment company's job development course, since him offers opening lit unveiled métiers besides weakness.
- Lastly Director administrator to improved succeed plus progress officialdom's presentation.

### **Ladders in Evaluating Act:**

The recital evaluating process covers three ladders:

#### **Describe the occupation:**

It means creation sure that administrator and secondary decide on his or her responsibilities and work typical.

#### **Assess presentation:**

Assessing presentation earnings linking underling's actual concert frequently includes around sort evaluation .

#### **Deliver response:**

Recital evaluation regularly reaction conferences. underling's routine are conferred and campaigns mandatory.

### **Evaluation Approaches:**

Valuation itself is commonly steered using a program and prescribed process like one or extra of those labeled in segment.

#### **□ Explicit Score Gage:**

gage that slopes a amount of letterings and a variety of appearance for individually. The worker is formerly treasured by classifying the meter that best expresses his or her changed of recitation for each characteristic.

- 
-



- **Interchange Status Process:**

Status personnel since best to worst on a particular attribute, choosing peak, then deepest, till all are tiered.

- **Balancing Contrast Technique:**

Position staffs by manufacture a diagram of all conceivable duos of the workers for respectively peculiarity and representative which the healthier worker of the couple is.

- **Compulsory Circulation Technique:**

Like to categorizing on a bend; programmed proportions of charges are positioned in several act classes.

- **Dangerous Event Technique:**

Possession a greatest of especially respectable or unwelcome specimens of an member's exertion associated performance and rereading it through the operative at programmed eras.

assessment process purposes at merging assistances story serious occasions besides enumerated assessments thru fastening enumerated gauge with precise tale samples of moral and poor routine.

- **Management by Objectives (MBO):**

Contains scenery precise assessable boxes through each servant and then sporadically rereading the advancement made.

### **3.7Structural repetition:**

Janata Bank Limited incompletely follow Explicit Assessment Gage way. Now apiece discrete have diverse arrangement for evaluating. Virtually junior to older staffs have comparable set-up to stop exclusion aimed at elder. set-up considered means comparable side occupied teams



# Chapter 4

## Findings and Recommendations



## 4.1 Findings of the report

- Poor human resources planning
- Problems in recruitment and collection policy
- Lack of operative training and development policy
- Insufficient promotional activities
- Standard performance appraisal system
- Lack of proper reward structure and incentive policies □ Deficient manpower

## 4.2 Education

- **Deprived human incomes preparation-** When HRD of Janata Bank is made a Human Resource Planning that time the HRD of Janata does not take any opinion near branch employees. So that MTB has some lacking to prepare a proper human resource Planning. Poor human resource planning instigates to negative reflect and on the overall state affairs of human resources department in Janata Bank Limited.
- **Glitches in recruitment and selection policy-** In Janata Bank Limited there are some problem to recruit and select people for its internal politics. Mainly the bank desires internal recruitment source but it is very lengthy process. And range process is made to find the reference of top level establishments.
- **Absence of effective training and development rule-** Lack of standard effective training and development policy to bring out employee skill, knowledge and abilities. there are on-the-job and off-the-job training techniques the bank follows some technique, but the bank not follow arranges off-the-job techniques video and films show.
- **Lacking promotional activities-** Insufficient advertising activities of Janata Bank Limited can decrease employee confident on their work.
- **Normal performance appraisal system-** Performance reviews and recital appraisal systems are badly managed and employees undefined about their immediate and future prospects. The existing performance system is not justified from the previous experience it

was found that the rating does not bear the true demonstration of overall routine. The different between five rating is not properly measure and somewhat biased in many

- **Lack of proper return structure and incentive strategies-** Payment structure is not so good on the basic of employee anticipation and inducement policy of Janata Bank Limited. Janata Bank has some continued some benefits & services but those are not sufficient for branch employees. As Transport facility, Increment and so on.
- **Lacking manpower-** Local Branches are facing shortage of manpower which is belongings on customer consummation and customer support. Bank should overcome this for better service.

### **4.3 Commendation:**

- Bank should develop its human resource planning begins to positive reflect and on the overall state affairs of human resources department.
- Increase publicity activities of Janata Bank Limited can surge employee confident on their work.



# Chapter 5

## Conclusion



## Conclusion

Trendy review this internship has been an admirable and gratifying experience. The Banking sector is growing and shows tendency of future growing. On the whole, this lesson finds a very promising and positive tone of growth. It has undoubtedly become very required to satisfy the increasing housing demand. I have been able to meet and grid with so many people that I am sure will be able to help me with forewords in the coming. One central thing that I learned through this internship is time administration skills as glowing as self-motivation. When I inventive started I did not think that I was going to be able to make me sit in an office for eight hours a day, Five days a week.

Once I appreciated what I critical to do I ordered my day and slog so that I was not covering or wasting my hours. I educated that I required to be planned and have questions ready for when it was the accurate time to get feedback. From this marketable and time management I had to learn how to motivate for myself over presence in the office for so several hours. I came up with various tenders and ideas that the company is inactive looking into consuming.

In addition, copies of the HR sequencer should be made available to all employees to ensure widespread distribution and application of the guidelines. Management ought linger to ensure that the enrolment and chief method is, and apprehended to be fair. There ought be dealings that will ensure that all enrolment and selection observes adhere to the standards and policies of the company since operative hire and selection follows will ensure positive financial returns for the company, either through ensuring utility on the part of employees, or minimization of charges

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