



Daffodil
International
University

REPORT ON

Analysis of Performance appraisal of –Janata Bank Limited.

Supervised By

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Associate Professor and Head

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Prepared By

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ID # 161-11-4994, (Human Resource Management)

Bachelor of Business Administration

Department of Business & Entrepreneurship

Daffodil International University.

Internship Report
On
Analysis of Performance Appraisal
Of





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Submitted To:

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Date of Submission: 27, November 2019

Performance Appraisal of-Janata Bank Limited.

Letter of Transmittal

27, November 2019

Gouranga Chandra Debnath

Associate Professor and Head

Department of Business Administration.

Faculty of Business & Entrepreneurship.

Subject: Submission of internship report on Analysis of “Performance Appraisal” of Janata Bank Limited.

Dear Sir,

It gives me a Boundless pleasure in preparing this report on “**Performance Appraisal at motijheel Branch Abdul Gani 1-no Road of Janata Bank Limited**” That has been assigned owing to me. It has been a large opportunity for me to gain a real life experience. It has provided me with a great scope of applying the stored knowledge learned through the Whole university life in the practical field.

Would be honored if you go through my Internship Report and find it as really put in a lot of attempt while preparing it.

Sincerely,



ID: 161-11-4994

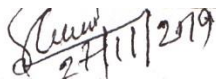
Bachelor of Business Administration.

Performance Appraisal of-Janata Bank Limited.

Certificate of Approval

This is to certify that Adreta Atia Ibnat, ID # 161-11-4994, BBA (Human Resource Management), is a regular student of Department of Business Administration, Faculty of Business and Entrepreneurship, Daffodil International University. She has successfully completed her internship program at Janata Bank Ltd and has prepared this internship report under my direct supervision. Her assigned internship topic is “Performance Appraisal at Motijheel Branch of Janata Bank Ltd”. Thinking that the report is capable of fulfilling the some requirements of BBA program. So, also announce that the study has been prepared for academic purposes only and this paper may not be used in original market scenario.

Have gone through the report and found it a well written report. She has completed the report by herself and wish her every success in life.



Gouranga Chandra Debnath

Associate Professor and Head

Department of Business Administration

Faculty of Business & Entrepreneurship.

Acknowledgement

It is essential to know the relationship between theory and practical knowledge. So, as a student of real knowledge by quality of preparing such kind of internship report. It is time to thank all that persons who helped me to complete this project successfully and properly.

At the absolutely on set, would like to open gratefulness to my respectful teacher Gouranga Chandra Debnath, Associate Professor and Head, Faculty of Business & Entrepreneurship, Daffodil International University. Willing to supervise the internship projects his restlessness to help in every step of the way induced me to propel myself higher.

Would you like to speedy my honest thanks to Md. Maksud Hossain Assistant general manager and all JBL Officers for their support and kindness.

Very much thankful to my organization's Assistant General Manager Md. Maksud Hossain and Anjumanara Begum Senior officer, Janata Bank Limited. Would carry my sincere improvement to Md. Maksud Hossain for providing me the absolute and golden opportunity for working as an Internee at the Janata Bank Limited.

Performance Appraisal of-Janata Bank Limited.

Executive Summary

This internship report is a regional requirement for the Bachelor of Business Administration. As a part of the internship program, it was placed at the Abdul Gani 1-no Road, Corporate Office of the Janata Bank Limited. During this three month internship program, have learned a lot about Employee Performance and Process, how to auditing, how to Employee worked and maintain requirements, and how to motivate a client at any situation, how a bank gain their profit. This topic is – ‘Employee Perception and Performance Appraisal of Janata Bank Limited. This report compose two major parts such as: Organizational Part and learning Part.

In the Organizational Part, discussed about company’s management Perspective which include (Historical Background, Mission, Vision, Goal, Management system, and Employees performance analysis.

In the learning part, Discussed about the Employee performance appraisal of this company on the basis of different methods and performance analysis. Measured the performance of the Motijhil branch of Janata Bank Limited. Finally at the end, weary to recommend on the basis of the findings.

Performance Appraisal of-Janata Bank Limited.

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JANATA BANK LIMITED.

CHAPTER-01

INTRODUCTION

Performance Appraisal of-Janata Bank Limited.

1.1: Introduction:

Janata Bank is one of the reputed bank in Bangladesh, This bank is established under the Bangladesh Banks order 1972; after liberation it is the 2nd greatest position owned commercial bank in Bangladesh. This bank has many branch such as-Abdul Gani road Motijhil, Kawran Bazar, Dhanmondi, New Market and its head office is located at Motijhil in Dhaka Bangladesh. This Bank has huge number of employees. This bank provides many services helping consumer and motivate them to their work. Every person is too much helpful in bank, they are talking to others very friendly and kindly. This bank is decorated very beautiful and quiet environment and every person are highly educated.

Bangladesh has big population there are many uneducated and hopeless people in Bangladesh, so this bank giving the opportunity this people who are not savings their money and there are illiterate they do not know how they savings their money so this bank help them very much.

At that place are diverse management manage the banks in Bangladesh. From acquire the banks usefulness excellent performance appraisal of employee's representation essential nature. Decent performance appraisals opportunity for bank manager and employees. They raise their simple perception on particulars working purpose, needs and measure into adaptable performance. Employee performance appraisal is only one element which is necessary the arrangement then act of performance appraisal kind of generator to the accuracy between an evaluations allocations this individually in banks. Employee performance appraisal are really measures within in all build of appraisal utility. Manager should identify proper evaluation like who are willing to employees and agree the consolidation to comparative collection to banks effectiveness on behalf of the bank. Performance appraisal system needs to monitor and it's understanding to the organization.

Employee Performance Appraisal this components is very important for Adoption and want to Performance Appraisal in bank. Perception of Employees are way of in all making evaluation usefulness.

1.2: Nature of the Report

Nowadays, effective experience is as like elementary kind of attentive training this possess someone to get effective topic manager especially in the absolute focused working condition. Through the closing target to gather acquirement and representation, in compliments to the real improvement and administration to the work. From, an internee officer motivate the possibility to prove by fulfill the knowledge for all goal and purposes and acquire from their staff and conferee.

Since, that report, have improve knowledge which collected in as internee the internship time, and try to right experience of Janata Bank Limited have gathered the turning point "Performance related Employee Performance appraisal Analysis of the Janata Bank Limited". This topic analyzed to motivate their employee to achieve their goal. Focused the target and evaluate the employee's performance for banking sector. This performance to evaluate five types are-outstanding, very good, good, satisfactory and dissatisfactory. Banking sector measure their employee's performance through this types and when any employee improve their performance than the bank provide them reward, bonus, promotion.

1.3: Background of the Study

Bachelor of Business Administration (BBA) degree from Daffodil International University (DIU), as elementary required to complete a momentary work from a renowned topic conference and kit a report. Kind of an understudy of BBA, have completed three months going on target condition from Janata Bank Limited, Dhaka and plan for summary term report name "Employee perception and Performance Appraisal of Janata Bank Limited" Through run actual Perception with changeable purpose towards JBL, Dhaka Sector.

1.4: Objectives of the Report

There are two types of objectives such as:

- a) Broad of Explanation and

Performance Appraisal of-Janata Bank Limited.

b) Specific objectives.

Broad of Explanation:

- To Identify Employee's performance Appraisal of Janata bank limited in Bangladesh.
- To analyze Employees Performance Appraisal of Janata Bank Limited.
- To Evaluate the Employees Performance Appraisal of JBL.

Specific Objective:

- Findings the Problem of their Employees performance Appraisal in Janata Bank Limited.
- Recommendations and solve the problem of their Employees performance appraisal of Janata bank Limited.

1.5: Methodology of the reports

Whole report follows some process & Principals. This report is exclusively based on Elementary and Accessory sources.

Elementary sources:

- Manager.
- Employee.

Process of Collecting Elementary Data:

This report has been collected data from Janata bank both employees and manager. How they perform and what about inspiration for Employee perception.

- Way of right performance in their sector.
- Standards Communicate between manager and office employee face to face.
- Measurement of standards performance with Employees.
- Employee Perception take some inspiration and impact their organization.
- Employee Perception by greatest Purpose of use our adviser.

Accessory sources:

- The role of these experiment found out advantage of accessory sources. Accessory data have been procured since own thought, Website, follow books and yearly report.

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Report Writing& Data Analysis:

- Taken various thinking with exercise understanding Public Ltd. And AIBL literary report document of Employee performance analysis.
- Cover with writing that report with own based on myself learning and experience.
- Planned and created on using MS word 2013.
- Recommendation and Interpretation are related Employee performance system.

1.6: Limitations of the Study:

There were some limitations in this report to finish that report. Some of the limitations are-

- Because of protect hide of JBL secret I get consider some data this report.
- An individual action plan cannot be fulfill the lists to study employee performance system.
- Sometimes it was very difficult found out to all the actual information.
- Bank worker are not share all data with other people they are maintain some restriction.
- Bank website was not enough to update spontaneously to collect essential data.

JANATA BANK LIMITED.



CHAPTER-02

Organizational Part

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2.1: JBL Profile:

By target of the making development and coming with searching the way and the present by Maksud Hossain, (GAM) of Janata Bank Ltd was association affected like public organization. Janata bank limited is second largest bank in Bangladesh.

It obtain win a successive profit and taken a fair dividend on the years. High-property purchaser service by the integration and use of modern technology and measure their accurate performance of the bank to achieve their winning. The bank helps their customer friendly and they get and take in a right amount of their customer. Both The customer and employee which they are needs.

The Bank is determined to set the main to the typical saving. It bear built a right promise at the Employee perception and performance appraisal system are development of the group.

Vision, Mission, and Commitment

Vision:

- In Bangladesh commercial bank is to be suited the operative greatest bank to help performance and socio-economic development of on the country and to grow a primary bank in South Asia.

Mission:

- It was maintaining Employee performance and provided beautiful customer service.
- They worked at by experienced management system and strong group.
- Service fast and provide their actual benefit.
- Employee's performance training and development.
- Stable and focused their target.
- Alternative system are followed bank employees.
- Carry and contain quality of HR.

JBL Management system:

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Janata bank limited Management system is very excellent and this bank responsible for their all activities. The decision-making in an organization, such as-Employees opinion, manager's opinion and other officers provide their own opinion. They were chosen related to reduction needed to adjust to external and internal factors. Management must also decide where to use performance in human resources within an organization.

Human Resource Department:

Human resources department manage their all process in the organization. A human resources department is a critical part of employee well-being in any work. HR responsibilities include salaries, benefits, firing, and compensation, hiring, and keeping up to date. Human resources is relate to use both the people who work for a company or organization and the department responsible for managing resources related to employees. Human resource management is at a time support position used to write the management and development of employees in an organization.

2.2: services offering:

- Compensation for employee's,
- Better performance for better payment,
- Friendly cooperate,
- Understand the problem and identify,
- Reward for workers,
- Incentives,
- Bonus and extra reward for good performance.

2.3: SWOT Analysis:

SWOT analysis is a skillful planning technique used to help an Organization to identify its internal strengths and weakness, opportunity and threats related to working competition. Wishing try give accurate strategic analysis of Janata bank limited.

“S”=Strengths influence contributory for achieving the target.

“W”=Weakness influence harmful for achieving the target.

“O”=Opportunities strange environment that are helpful for achieving the target.

“T”=Threats strange environment that can harm the working performance.

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Strengths of JBL:

- Attractive location in Janata bank limited.
- Management knowledge of the organization.
- Good community with manager and employee.
- Beautiful environment in side of the branch.
- Strong and positive performance.
- Increasing presence in the market and joint responsibility improvement.

Weakness of JBL:

- Lack of Organizational behavior exercise.
- All department are not thoroughly overall by the working efficiency and responsibilities.
- Increase in Employees performance.

Opportunities of JBL:

- Additional experienced and managerial identify to a great extent.
- Better service for better relationship with customer and Employees.
- By providing better reward and other benefits to motivate employee.

Threats of JBL:

- Reduction into the operations of the bank.
- Political influences and globalization of services, technological improvement.
- Lack of well-trained employee.

SWOT Analysis

	Opportunities (External Positive)	Threats (External Negative)
Strength (Internal Positive)	Strength-Opportunity Strategies	Strength-Threats Strategies

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	With the online instance Banking service and Proper or accurate given ATM service strength of JBL can maximize opportunities of the Bank.	If JBL adventure properly and perform accomplish instance or can give emergency banking service than the threats would be reduced.
Weakness (Internal negative)	Weakness-Opportunities Strategies If JBL adventure to the locality than opportunities would be developed and maximised	Weakness-Threats Strategies In case the employees acquire appropriate training and powerful relationship making capability raises than threats must be return in a short time.

All that fact, discussed on the upon of SWOT analysis was observed by mine in internee time. Whatever, of these could be good useful time for the bank a speedy growth of the JBL. In future greatest target management must be thoughtful about the Banking services and development of their strategies and would be like to think that the management authority employee needs strength and try too few mindset in their working hour. They must be provide concern to at times they need rest or entertainment at work place.

JANATA BANK LIMITED



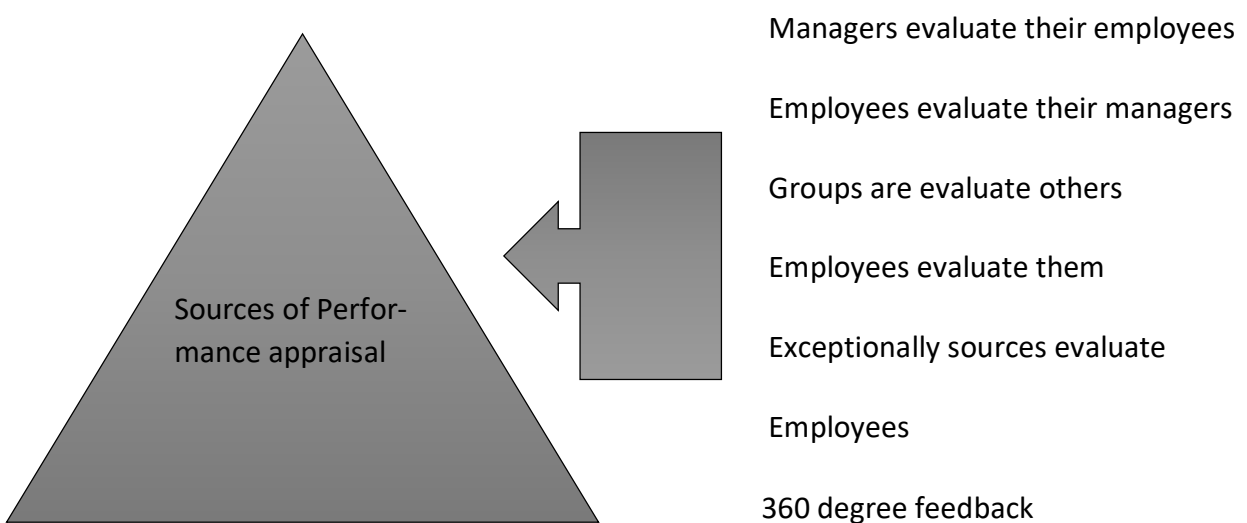
CHAPTER-03

Learning Part

➤ Human Resource Management and Performance Management:

Human resource management (HRM) administration Performance management system formation of the activities or method involved by an organization in expectation of improve employee performance then, the organizational performance accordingly. Performance is accepted at the organizational altitude and the individual altitude. At the organizational altitude performance management oversea organizational performance and assimilate present performance with organizational performance.

3.1: Who conduct performance appraisal:



Sources of Performance appraisal:

- **Manager:** Appraisal made by an employee's manager and try to a manager only one superior level.
- **Self-Appraisal:** Appraisal made by the employee get evaluated, usually an evaluated to finished by the employee.

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- **Included Appraisal:** Through an employee appraisal of a beneficial, that is additional adequate for development than for managerial objectives.

Meaning of performance Appraisal: Performance appraisal is a process of evaluating the ability, skills, behavior and sense of employees in their working place. It is usually, talented and measurable destiny on the job performance.

In another words, Performance appraisal can be implied kind of the measurement of individual's performance in a methodical way.

The performance appraisal grow controlled with like this factors as like quality of performance, quantity of performance, job sense, ability and capability of performance.

Performance Appraisal: Performance Appraisal is a process of measuring the employee's performance, Distribution their knowledge with them and founding for ways to development their performance.

EVALUATION PROCESS: Special,

Very good,

Good,

Terminal,

Dissatisfactory.

3.2: Methods of performance appraisal: There are two methods in performance appraisal such as-

a) Traditional performance appraisal methods and

b) Modern performance appraisal methods.

a) Traditional performance appraisal methods: Traditional methods is a performance appraisal which is temporary evaluation or else measurement of the employees working performance with the pre-founded value as like leadership, quality, quantity, sense of work, wisdom, ability.

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There are many types of traditional performance appraisal methods such as-

- Process of ranking,
- Double compare,
- Measure of grading,
- Method of Labored distribution,
- Labored selection method,
- Control method,
- Method of Troublesome cause,
- Measure of graphic method,
- Measure of experiment method,
- Method of Course investigation,
- Secret method.

1) Rating measures method: It is beloved of all traditional method of performance appraisal.

In that method measures of rating balance is built to evaluate the employee's performance appraisal. Managers evaluate their employees performance special-

Attitudes,

Attendance,

Well-behavior and

Interpersonal ability ore skills.

This bank used in this method range 1-10, Low score presents in negative feedback and high as usual presents in positive feedback.

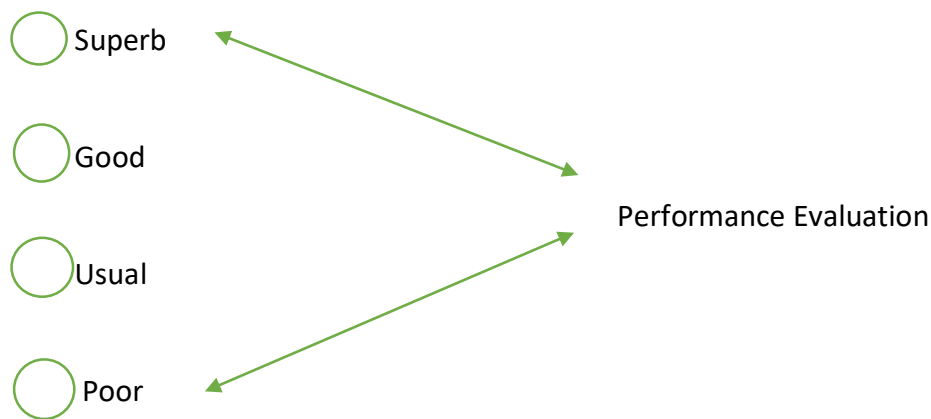
Low



High

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- 2) **Checklist method:** Checklist prepared in that method. It is included in expositive explanation related into behavior of the employees. Every explanation has choice two parts, one is yes and No and two part is right and wrong.
- 3) **Labored allocation method:** That process were beloved to all the bank. It is founded on the right that the employee's performance vary from the largest in the bank.
Down performs,
General performs,
High ranking performs.
- 4) **Essay method:** In that method the reprove writes a representation about the employees behavior and performance appraisal, That's are include-
Attitudes,
Work sense,
Current perform of employees.
- 5) **Field review method:** That method is based on the manager's decision on the employee's performance. Skills, behavior.



b) Modern performance appraisal methods: Modern methods is a center of performance appraisal which is grow in to measurement, Human resource bookkeeping method conducting faithful measurement of rating process Management by objectives and 360 degree appraisal.

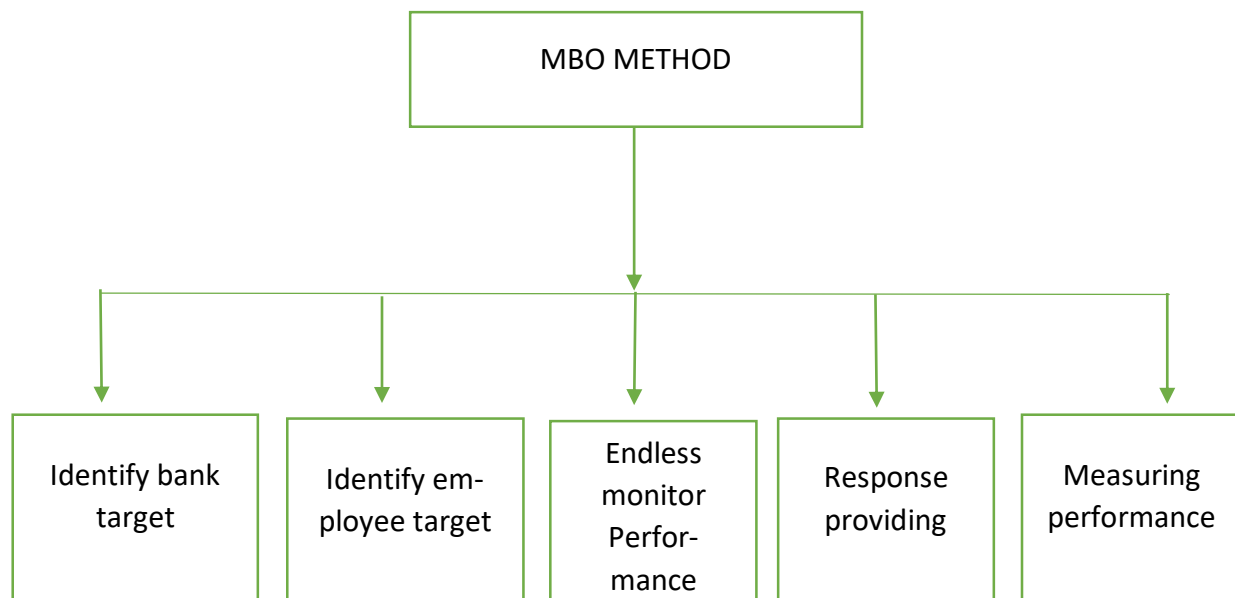
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There are 6 types of modern methods of performance appraisal such as-

- Management by objectives(MBO),
- 360 degree appraisal,
- Measurement center process,
- Conducting faithful measurement of rating process,
- Psychological appraisals,
- Human resource bookkeeping process.

MBO: MBO means Management by objectives is a skillful management design that target to promote the performance by well defining targets that are approved to across both management and employees in the organization.

Importance of MBO: Management by objectives to might be a sensible understanding of their nature and the responsibilities prospective of them for employees. So, they can realize how their activities, Bearing to the achievement of the organizations target. Management by objectives also importance of fulfilling the personal goals of every employees.



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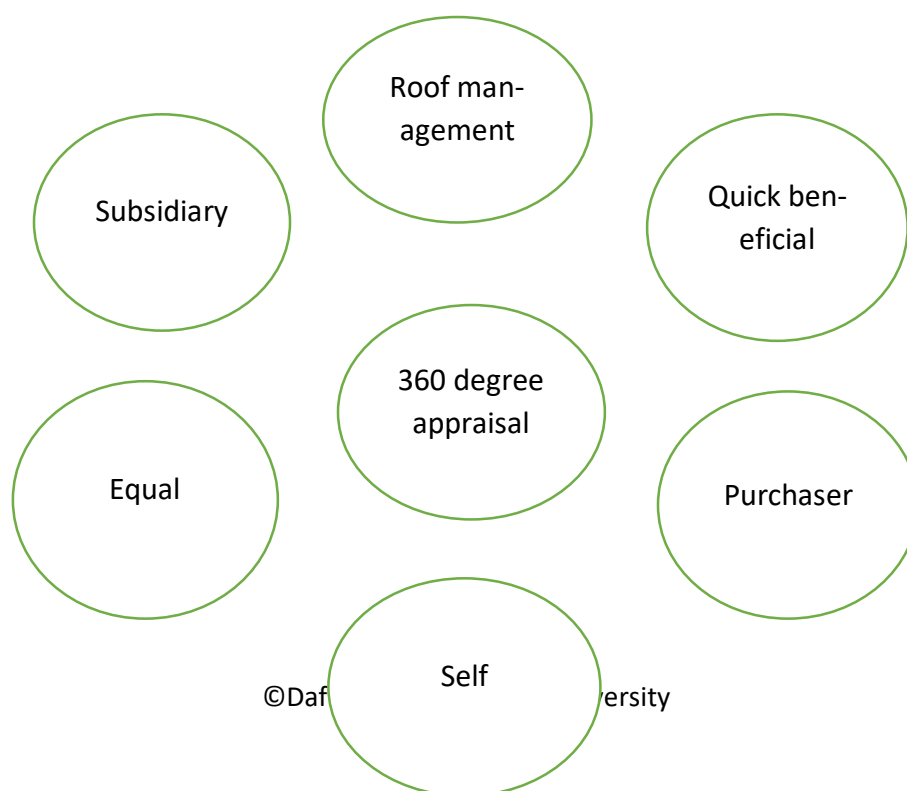
Here are some MBO (Management by Objectives) in the JANATA BANK LIMITED this are identify the bank target, Employees target for identify, monitor the employee's performance, evaluation the performance, Response provides. This report are preparing by all activities of Performance appraisal of employee perception process. So, this report are through by employee's performance, employee's rewards, and their responsibilities and banks commitment.

Performance appraisal research on has developed to a focus on the performance appraisal system. Integrity of the banks give over to how much the processes and method applied to right and purpose and how the customer are manage during the system. Performance appraisal support a manager to assess gone by and improve future performance.

Performance appraisal quality the employee's to solidify on the origin targets and the bank targets with an experience to recognized and revise the defective to develop the output. This support full organization to development its performance to largest levels by concerning this position.

360 degree appraisal: It is a methodical thing and recompose of data by performance an individual or team, a number of stakeholders from accomplished.

Collected data is and reaction to the single participant in a clear way planned to raise understanding accepted and finally behavior.



Performance Appraisal of-Janata Bank Limited.

In own perception, thinking about this topic in the bank selecting their employee's for evaluation to their performance as like- self measurement, group measurement, purpose their outcome, ability to skills evaluation and 360 degree appraisal.

Group appraisal In Janata Bank Limited

The group appraisal systems are rated by community of customer component the early manager of the employee and other manager which have the learning of the employee working condition towards with the worried top management and an individual experience.

They are working in group and their group appraisal related to the community of customer. The manager and the employees have the learning of the employee working condition of the Bank towards with their top management and a single employee's performance experience.

So, the learning part its own perception the Janata bank limited is appraisal system in employees perception motivational part complete their works they inspiration for their employees.

Banks provide their incentives, bonus, compensation, rewards, promotions and other activities. An effectively well-designed performers are good employee in the bank.

- Janata Bank Limited provide their employees incentives and they opportunity perform in group,
- The top management of Janata Bank Limited are very good in every employee.
- The group appraisal are working towards with the worried and top management and an individual experience.
- Group appraisal are very necessary in every bank especially in Janata Bank Limited.

Behavioral Faithful setting Balance in Janata Bank Limited

Performance:	Rating:	Nature:
Exceptionally Good:	7	Pupil can look about to make

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			Expensive suggestions owing To increased exchanging and Might to through relationships With purchaser all over the World.
Good	:	6	Pupil can look about establish Introduce creates ideas for Moved exchange.
Highly average	:	5	Pupil can look about retain Concern with the purchaser Wholly the year.
Average	:	4	Manager can manage with Different in time the deliver Goods.
Under average	:	3	the manager can look about The character to clean out Requested by the company.
Poor	:	2	the purchaser can look about To convey the part.
Highly poor	:	1	Coffee breaks and get about Can look about to accept

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Permanent intentionally.

3.3: Importance of performance appraisal: Performance appraisal may be acquire and set the management so that they were thoroughly managed. That obtain taken much right achievement of the managing customers into the bank as much as individually development. Manager and appraisal are reciprocal knowing, understanding and relationship.

There were many ways of producing of performance appraisals and ideas alternative on the time kind of where are the more useful appraisal process and way. In reality, performance appraisal into whole types it they are contribute their performance evaluate to their management system.

The performance appraisal is definitely started to approved with the customer included good prepare and beautiful leading performance appraisal giving opportunity to help the managers improve their employees performance appraisal in the bank.

3.4: Objectives of performance appraisal: There are many objectives in performance appraisal where some special objectives in performance appraisal is employees performance evaluate.

Assess objectives:

- *Staffing,
- *Compensation,
- *Assess to selection process.

Development objectives:

- *Training and development,
- *Response of the performance,
- *Future approach.

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The target of the evaluation process to identify the performance it is helps to condition between the actual right performances of Janata Bank Limited.

3.5: Process of preformation appraisal:

- Allocation achievement measure,
- Communicating measure,
- Measuring standards,
- Assimilating measure,
- Discussing effect and
- Acceptance refining standards.

Performance appraisal (PA) means to all that methods that are used to evaluate the-

- ◆ Individually,
- ◆ Performance,
- ◆ Possibility of its community

In the organization is essential in the effective implementation of some system. It is important so that managers in the Janata bank limited should experiment towards realize employee connected idea to get efficient classify employee attention or target to the organization.

Finding analyzed employees owing to the performance appraisal system appeared to 8 variables of Janata Bank Limited in Bangladesh. This variables remain-

1. Allowance progression,
2. Inspiration,
3. Job satisfaction level,
4. Knowledge level,
5. Right behavior,
6. Response,
7. Free work,
8. Organization commitment.

Performance Appraisal of-Janata Bank Limited.

1. Allowance Progression: The performance appraisal system should be improve and it's measure the actual or real performance of the employees. It's measure how they doing their actual performance.

2. Inspiration: Inspiration is must important part of any organization to their success. Performance appraisal system motivated for employees as like-

- Promotion,
- Rewards,
- Incentives,
- Compensation,
- Training,
- Bonus.

3. Job satisfaction Level: Employees job satisfaction is connected significantly include the significant work responsibility for job. Employees satisfaction means manager satisfaction then manager satisfaction means organization successful.

4. Knowledge Level: Appropriate knowledge should be successfully perform as like same the employee is capable to keep up his or her attributed functions and responsibilities following necessary knowledge.

5. Right Behavior: Performance appraisal system should be right as empower where the employees make over the work. Standard Judgement based on challenge for really and coherently over employees to finish then except trend and importance.

6. Response: Response should be running completely the appraisal stage. The manager should retard the employee identify what he or she is performing right again she or he is declining less in appointment the purpose.

7. Free Work: There are many rules in the whole banking sector in Bangladesh. Employee should their work independently and own method that in future protect bank's utility.

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9. Organization Commitment: Promise might be any organization key of the target. Because every bank has their commitment. It way to which intimate are accepted to allow any of themselves to self the organizations perfectly grow.

So, Employee's perception on the system is very necessary for JANATA BANK LIMITED their manager and their employees. It is very essential and effective implementation in the bank's performance. Finding the analyzed employees perception and performance appraisal system appeared by eight variables in JANATA BANK LIMITED.

Performance appraisal can motivate employees in Janata Bank:

An employee performance appraisal can measure kind of an employee to improve this creativity. At that time an employee experience this target well defined, this performance appeal identified and occupation development accomplishment in position to help progression these position, the benefit is to motivate the employee to achieve their target.

- **Types of way to motivate employee:**

1. Good performance provide good salary or bonus,
2. Entertainment arrangement inside of bank,
3. Beautiful decorate both inside and outside,
4. Management gives their employees incentive for their works.
5. Bank provide them performance reward for their excellent performance.
6. Manager and office staff are showing them to good relationship.
7. Good community are vary every employees and manager character.
8. Good behavior and friendly relation.

Performance appraisal can improve performance: Performance appraisal accommodate to give true response as well as identifying bounds for improvement. An employee can criticize with still making their development like tanning program with the manager then the employee can improve their skills. It motivates employees in case approved by a good ability based compensation method. A perfect employee appraisal is a necessary responsibility for organization manager. Employees are highly admired for their performance and given probable ways to improve the bounds this are

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no longer get efficient. So, perfect planned appraisal systems can capability good relationships among managers and employees to improve the appraisal system there are different ways such as-

- a .A cooperate way,
- b .Free purpose,
- c .Focus on remarkable nature,
- d. Eliminate several reaction.

a .A cooperate way: whether, the manager and employees are both helps to performance appraisal system, they are probably to confirm it. Then the co-operate way has different benefit.

The actual appraisal from intention likely more than significant and appropriate to right away empower the targets of their equal.

b .Free purpose: Performance appraisal system will be 2 goals that complete by the appraisal process-Firstly, it is provide employees response. This is help to the employees to develop themselves and improve their performance. Secondly, to achieve the performance and to communicate and maintenance government decisions about promotions, increases salary and transfers.

c. Focus on remarkable nature: In the performance appraisal system are consideration among the manager and the employees are most important. In this process managers are trained their employees and easily handle them. They improve their performance for focus their target.

d. Eliminate several reaction: In all appraisal appearance include an affiliate Employee strengths and weaknesses where manager observation about the employee's tendency and attributes that will contribute to or run into with an employee's work performance. In the appearance, the manager requirement to defeat the employee's about the personal consumption as like-experience, personality and behavior.

3.6: Performance appraisal system in Janata Bank Limited:

Performance appraisal system is a right criticism of an employee's working performance and in total achievement towards a company such as- right performance, right measurement of performance. Performance appraisal measures an employee's right skills, their right target, and growth.

Banks use performance appraisal to give employee's large representation feedback on their job and justify salary increases and bonus.

There were many systems in performance appraisal-

- Making target plan,
- Recognized target plan,
- Finished own appraisal,
- Fulfill manager evaluation,
- Recognized manager appraisal,
- Maintain association with review.

- I. **Making target plan:** Target is the main part of any banks or organization. So, every manager or their employees have focused their main part that is target. If any organization can focused the target than the organization achieve their success easily or very fast.
- II. **Recognized target plan:** It is very essential for organization, manager should take the acknowledged from other organization. It is very special reward for any organization.
- III. **Finished own appraisal:** Self-evaluation is used in the performance appraisal system to inspire other staff or employee's to take the dictions and responsibility for their personal performance. Performance by measurement their own achievement or their failures of development target.
- IV. **Fulfill manager evaluation:** Role of the evaluation of management in successful banking sector performance such as management is relates to the accomplishment of their right

Performance Appraisal of-Janata Bank Limited.

decisions and actions with means by that several association and fulfill an organization's target.

- V. **Recognized manager appraisal:** Performance appraisal and manager needs to permissive the strengths and weakness of employees.
- VI. **Maintain association with review:** Maintain the criticism with organization working relationship. Criticism and behavior on the information necessary to maintain organization.

In the learning part, think about own perception, making the target plan, recognized target plan and finished own appraisal. In the banks need to fulfill their target and their appraisal system. In Janata bank limited focused their main or primary part of target their plan design and create a new method of performance.

A.Problems in Janata Bank Limited of their employee's performance:

There were some problems in Janata bank limited of their employee's performance.

- Firstly, they compare with other organizational workers and managers or contrast their mistakes.
- Second, benefit of the modernism and
- Thirdly, their tendency.

A. Employee How to avoid this problems:

- Recognized and understand the problems there must be focus their problem and identify this.
- Experiment and open the right appraisal consummation of task.
- Attempt to defender the employees from the away influence.

3.7: Select to evaluate employee's performance in Janata Bank:

Every banks selecting their employee's from through their performance there are many types of select to evaluate employee's performance-

Performance Appraisal of-Janata Bank Limited.

- Group measurement,
 - Self-measurement,
 - Ability evaluation,
 - Purpose outcome,
 - 360 degree appraisal.
- ✓ **Group measurement:** Group measurement are used to connect to degree with measures. Measurement of groups are also used for measures that might independent prediction as their quantity behavior in the Janata bank limited.
- ✓ **Self-measurement:** At first self-measurement are used to connect to degree with measures and that groups are also used for measures have individually performance measures their actual quality for Janata bank limited.
- ✓ **Ability evaluation:** The making of a Judgement about the value of employee's skill, talent. Employee's performance judge the manager for their own success to achieve organization goal.
- ✓ **Purpose outcome:** The motive for which any created or done the way an occurrence turn out. Purpose of outcomes in organization are very potential.

Benefits of performance appraisal in JBL: Performance appraisal deliver to give positive feed-back like identify the ground for improvement. An employee might be discussion with development and create developmental means training plan with the manager. So, improve his or her skills it motivate the employee's and it supported by compensation based on good merit.

- I. Individual performance of employee's,
- II. Nature and position of the employee's,
- III. Individually improvement,
- IV. Ability based compensation method,
- V. The management approach,
- VI. Organization success monitor,
- VII. Promotions and rewards,

Performance Appraisal of-Janata Bank Limited.

VIII. Records of performance appraisal.

I. Individual performance of employee's: It is impact how all the group still the bank is doing something.

II.Nature and position of the employee's: It refine the employee's nature and position in the organization. Some workers as like to learn where they remain concerning their work performance.

III.Individually improvement: It is most important part of their banking sector and it is benefit for the employee. Performance appraisal offer to give positive feedback as like identify the grounds improvement.

IV.Ability based compensation method: Basically it is motivates the employee's supported by a good merit compensation system. Better performance get better pay and benefits.

V.The management approach: This approach discussions for many types of problem, bring out expectations and plan for the future in the bank.

VI. Organization success monitor: Monitor the bank sector all activities and it monitor the success of the bank sector recruitment.

VII.Promotions and rewards: Performance appraisal method also helps the management in decided their promotions and rewards.

VIII.Records of performance appraisal: Performance appraisal records can changes in the performance in the future both manager and employees.

Benefits of performance appraisal for the Management in Janata Bank:

- 1) Performers and non-performers are identification and their development at excellent performance.
- 2) Employees prepare to opportunity for respecting superior responsibilities.
- 3) This is the best opportunity for employees and management to improve their communication skills.
- 4) Needs training and development and its identification.

Performance Appraisal of-Janata Bank Limited.

- 5) Improvements for new generation of ideas.
- 6) Approved their opinion and decision.
- 7) Good relationship with manager vs employers' vs customer.
- 8) Identification the all problems and try to solve this problem.
- 9) Risk to higher performance to get high level of salary, bonus and promotions.
- 10) Best identification of powerful and training between career plans.

Benefits of performance appraisal for the Janata Bank:

- 1) Completely the organization improved performance.
- 2) Generation into a progress of endless improvement and their success in life.
- 3) Communicate the information with their customer are valued in the organization.
- 4) Organization provides their employee's good salary for their satisfaction.
- 5) Good relationship with communicate their employee's friendly.
- 6) Understand the problem and solve and sharing this.
- 7) Measure the actual performance for their employee's.
- 8) Performance measures are ratings for based on their personal record and evaluation are not verification by their actual doing performance.

So, thinking about own perception Performance appraisal benefits are very important and it is essential for every banks specially JANATA BANNK LIMITED. Because of, for the management improve their new generation ideas and they provide their trainer suggest for training and development. On the other hand, Benefits for the banks improve their performance, communicating skills, good relationship and identify their problem.

3.8: Some appeal to develop their performance appraisal methods in Janata Bank:

Today, most each famous bank or a corporate level has very personal process to doing the performance appraisal of the workers and the employees. It is currently through to be a troublesome part of a banks culture or their environment. A bank has no performance appraisal process they might be founding for develop for their workers and employees.

Performance Appraisal of-Janata Bank Limited.

Performance appraisal to develop: A performance appraisal is a ritual processes used by measure an employee's utility and distribute both banks developmental objectives. It helps indicator decision making concerning action of employees, individual planning and development training.

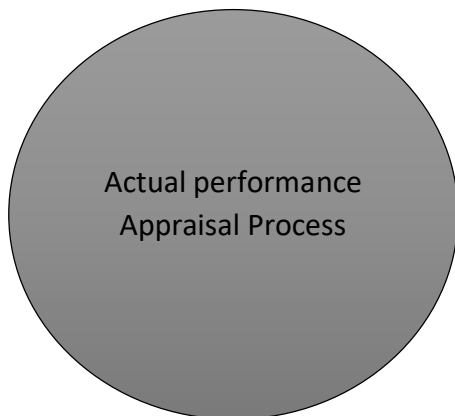
Step 1: Measuring the performance of current appraisal system: If the bank in the meantime has a process, it should investigate it new to analyzed the problems and different countenance by the employees or the banks. Since there, the manager of the banks should make the plan to the modern performance measuring the process.

Step 2: Identify the targets: The targets and purpose obey to very clearly so that the performance appraisal and employee perception is to development in the team. The beneficial solution should come to from the measurement process.

Step 3: The workers performance evaluation: The measurement is not effective where it is made by an elaborate time. It is an effective process. The performance of employees is evaluated on the basis of their works day to day increase this.

5 item of rating balance In Janata Bank Limited

- Measurement under significantly performance,
- Measurement of Simply acquire performance,
- Realize measurement of performance,
- Overcome standards performance,
- Overcome significantly standards performance.



Management by Objectives

360 degree Feedback

Measurement headquarters process

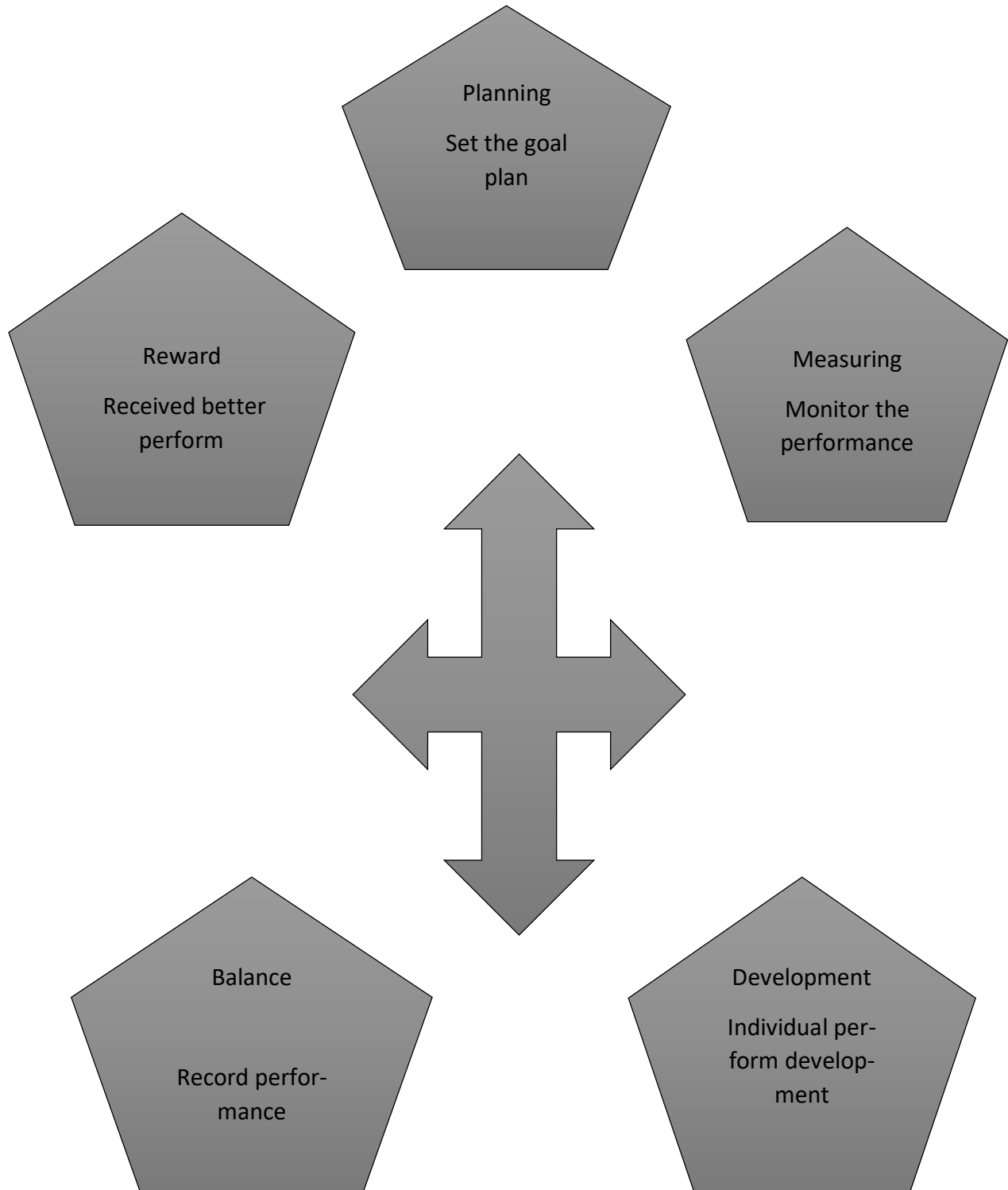
Rating balance

Psychological Evaluation

Human resource bookkeeping process

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★ Toolbox of performance management:



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In the learning part, own perception that the Janata bank limited through their activities in perceptual system include in job environment incentives such as reward, compensation. Reward is very important thing for every employees because of, this is the motivational part in their work.

And compensation deserve the employee for their family or their own self. Janata Bank Limited is a government bank in Bangladesh. In the bank manager or their other employees were very hardworking and active their work.

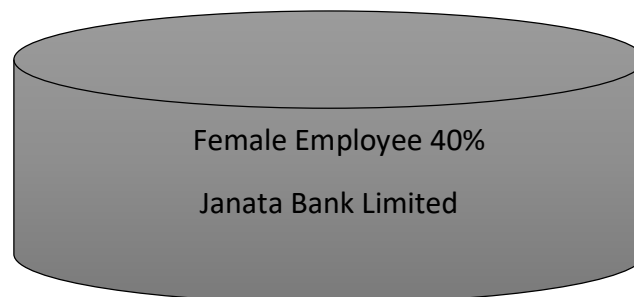
Their responsibility are very good because they would complete their work every day they never thing that doing this tomorrow. Employees and manager behavior are very nice and they communicate each other in softly and friendly in the Janata Bank Limited.

Employee present in Janata Bank Limited:

Janata bank limited in Bangladesh have 100% present of employees and other staff. They are very punctual and attentive in their work. Otherwise, it is a public bank under the government so Janata Bank Limited always show their 100% present.

There were many types of employees as like old employee, young employee and especially female employees are same participation in their work environment.

Female Employees Attend: Female employees are Average in small but the female employees are attend 40% through 100%. This percentage is not bad for Janata Bank Limited. Nowadays, female and male belong same position in every working place or every places. In own perception, banking sector work is very comfortable work for female employees.



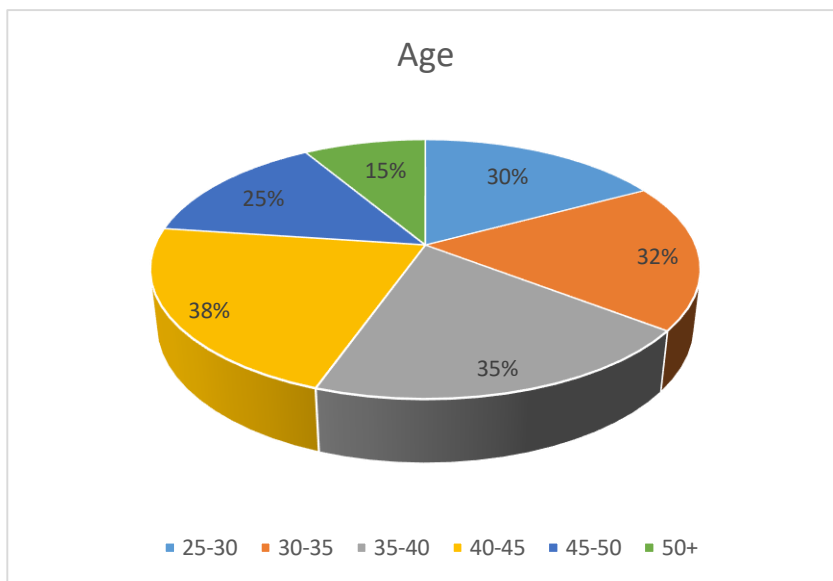
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Male employee attend: Male employee are present very much in the Janata Bank Limited. Male employees are present 60% through 100%. They are very strong and male employee are need for every organization especially, in bank.

Male employees understand any problem easily and they found it fast. They focus their target and active in work female and male employees are same position belonging this. Banking sector is very comfort the both parties.



3.9: Age Respondent of Janata Bank Limited:



Performance Appraisal of-Janata Bank Limited.

In learning part own perception is, Age respondent of Janata Bank limited is always good and their employees are maintain their all personal activities. The banking sector are follow every employee's personal data and they always put employee's personal information.

Here see that, age respondent table in employees in the Janata Bank Limited.

- 25-30 = 30%
- 30-35 = 32%
- 35-40 = 35%
- 40-45 = 38%
- 45-50 = 25%
- 50+ = 15%

Through the age of 25-30 employees are works in 30%, the age of 30-35 employees works in 32%, in the same position 35-40 employees are works in 35%, 40-45 employees are works 38%, 45-50 employees have complete their works in 25% and finally, the age of 50+ employees are works in 15%. Day by day increases the work in Janata Bank Limited.

JANATA BANK LIMITED



CHAPTER-04

Findings and Recommendations

4.1: Findings:

- They cannot evaluate their employee's performance.
- Janata Bank limited Managers and their Employees are very active in their works.
- They identify their problems and they solve it very fast, they never leave their jobs.
- They considers the decisions of their Employees.
- They treat their Employees well and communicate well.
- The Bank Manager accepts the opinion of the employees and discusses their problems.
- Manager always observe their employees performance but sometimes they are not found Their proper performance.
- The Bank always wants their right employees for right job.

4.2: Recommendation:

- They must be evaluate their employee's performance.
- The performance appraisal method evaluate their future expectation of the employees for career development.
- They must be follow right method of their performance evaluation.
- To increase their performance appraisal analyzed their performance properly and accurate.
- The Bank encourages their employees to increase their performance with motivation, Better performance for better salary and reward.
- Performance appraisal method of Janata Bank Limited may be created by promise between employees achieving in the organization target.

4.3: Conclusion

A good planned is must for any organization, so employee performance appraisal methods help a mobilized human resource technique as own success of the organization object. Employee performance appraisal process are commonly excellent directing among complete in all parts durability of a process. Employee performance appraisal is most important might be played a rising significant character in the up-coming kind of appraisal exercises and way to carry on for development. Since, the end of the study this afford to part which is overall employee performance appraisal method of Janata bank limited are unpleasant. The result of this study are based on measurement of the employee's towards variables of performance appraisal. The development of dependable performance measures to evaluate the performance appraisal of Janata Bank Limited provides over effective establishments to think in the evaluation of performance appraisal system.

Employee performance appraisal is very essential in every organization. These study processes skills are helps that organization to achieve their target. Every organization has many types of employees or staff or workers. There were some female and some male so, this perception through that thinking about environment in the organization, male and female are both same works in their corporate life.

4.4: References:

From, fittings that report have collected news originally to reports of Janata Bank Limited, specific local site and web in compliments to relation experiment, the sites of Janata Bank Limited and others report in regard to relation of search. The particular references are under the below:

Website:

1. <https://www.Janatabank.com/>
2. <https://www.slideshare.net/>
3. <https://www.bb.org.bd/>