

Internship Report

On

“Human Resource Management Practices of Southeast Bank Limited”



Prepared for:

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Daffodil
International
University

Submission Date: December 18, 2019

Internship Report

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“Human Resource Management Practices of Southeast Bank Limited”

**[Conducted on behalf of Southeast Bank Limited, Khan Plaza, Rd No. 7,
Dhanmondi, Dhaka 1205, Bangladesh]**

Letter of Transmittal

December 18, 2019

Dr. Gouranga Chandra Debnath

Associate Professor and Head
Department of Business Administration
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Academic Supervisor

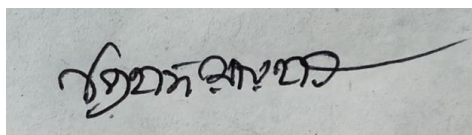
Subject: Submission of Internship Report

Respected Sir,

It is of critical benefit and joy to me to display you my entrance level position adventure paper organized as a piece of the Internship program. I endeavored to collect data to make my endeavor paper unequivocal and clear through my transitory position and using central data from relevant source. I have analyzed each inch and outs about components that impact the report "Human Resource Management Practices of Southeast Bank Limited."

I endeavored my best to make material and conceivable masterminding so it winds up effective and in a similar class as you foreseen. I really trust this report will fulfill the need suggested. I will recognize whether you kindly manage a segment of your significant events by encountering the report.

Expressing gratitude toward you,

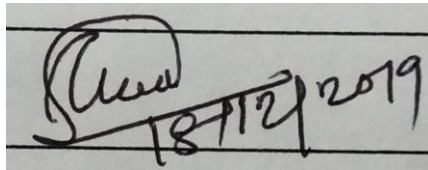


Md Zihad Rayhan
ID No: 182-14-2727
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Letter of Acceptance

I am fulfilled to certify that the Internship Report on "Human Resource Management Practices" of Southeast Bank Limited (SEBL) arranged by Md Zihad Rayhan, ID No: 182-14-2727 of the Department of Business Administration (Major in Human Resource Management) is affirmed for introduction and protection. Md Zihad Rayhan worked with "Southeast Bank Limited" as an assistant under my watch. I am additionally satisfied to guarantee that the information and the discoveries exhibited in the report seen to be real.

Md Zihad Rayhan bears a decent good character and an incredibly fulfilling personality. It has in certainty been an exceptional joy working with her. I wish her beginning and end accomplishment for the duration of regular day to day existence.



Handwritten signature and date: 18/12/2019

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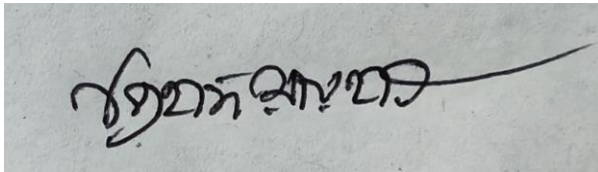
Dr. Gouranga Chandra Debnath
Associate Professor and Head
Department of Business Administration
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Declaration

I accordingly truly articulate that the work showed in this brief employment report called "HR Management Practices" of Southeast Bank Limited (SEBL) has been finished and has not been starting late submitted to any school to get an educational underwriting.

The work I have submitted doesn't infringe any present copyright and no bit of this report is replicated of any work done as of now by a title or something else.

In addition, I agree to reimburse the advancement against any misfortune or damage rising up out of the break of past obligations.



Md Zihad Rayhan
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Acknowledgement

It is conceivable that this entry level position report has never been managed without hands-on learning, the help of different books, articles, goals and essential information. Improved my vision on money trade rehearses and the cash related business. Due to all of those individuals who have helped me, giving help, article books. I should offer my wonderful gratitude to my chief, Nazrul Islam, Executive Director for his supervision, collaboration and course.

My unending appreciation to Tanmoy Shaharier, Senior Officer, and he works especially in inward audit, of Southeast Bank Limited, Dhanmondi Branch for being patient and supporting me in the midst of my entrance level position program. My accomplices and partners at the bank had in like manner been exceptionally helpful, and made my transitory position all the additionally charming and noteworthy.

I have worked at Southeast Bank Limited, Dhanmondi branch for a quarter of a year. As a right hand, I got the opportunity to perform differing sorts of tasks related to cash exchange works out, general banking and the credit the board division, which extended my perspective on the movement of Southeast Bank Limited, Dhanmondi Branch.

Executive Summary

Banking portion is broadening its convey obvious occasion reliably. In the essential time the money related strategy is winding up quicker, less complex, and the regulating account zone finding the opportunity to be logically wide. As the enthusiasm for better organization assembles bit by bit, they are going with different creative through and things. With the genuine target to get by in the drew in field of the managing a record part, all keeping money association are chasing down better association chance to give their related customers. Banking industry is the potential business where the advancement of a country depends a lot. In Bangladesh, banking industry is moreover powerful. This industry is colossal in Bangladesh and holds various skilled delegates. Southeast Bank Limited is a private bank that gives cash related organizations to its customers. It started its assignment on under Companies Act, 1994 on March 12, 1995. Southeast Bank has a total of 115 branch framework and they are giving comprehensive and centered money related organizations to its clients.

Southeast bank has 3 focus workplaces General Banking, theory and remote exchange division accept a basic activity through giving differing organizations to their customers. Nowadays web banking is twisting up progressively surely understood in the private bank and consequently SEBL has their very own fantastic programming "Uptimes" for giving a sharp help of the clients. All through my general assessment for the section level position report I tried to focus on the HR practices of Southeast Bank especially on the enrollment and getting ready procedure. The report contains an establishment history of the bank close by a segment of its highlights from the previous years. The goals and obstacles for making this report. A point by point definitive profile of Southeast bank is moreover given. On the other hand, the rest some segment of the report contains a full depiction of the general system of how the human resource the administrators of Southeast Bank enlists new officials and what are the key centers that they look for the potential hopefuls. Furthermore, the report moreover gives how various types of instructional gatherings are being planned for the unmistakable component of officials at the bank.

At last, I believe this report consolidates the different unmistakable pieces of Southeast bank which is huge to the HR practices of the bank that it's perform.

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Chapter- 01

INTRODUCTION

1.01 Introduction

A bank is a financial foundation affirmed to get store and make credits. Bank may in like way give money related associations, for example, wealth the board, cash exchange and safe store boxes. There are two sorts of banks: business/retail banks and adventure banks. In various nations, banks are facilitated by the national bank. The bank guides putting aside additional money and credit relationship to ensure contributes and various pioneers' assets at putting aside additional money and credit foundations expressly and the soundness of the budgetary area everything considered.

Southeast Bank Ltd (SEBL) is one of the key supporters of economy of Bangladesh. It has been winding up speedier as one of the pioneers of new age bank in private section in regard of business and profitably. General monetary division generally finishes mind blowing course of action of banking exercises. Southeast Bank gives refinement of organizations take on Conventional Banking, Islamic Banking, Loan and Advance, Foreign Trade, Remittance, Internet Banking, Mobile Banking, etc.

1.02 Origin of the Study:

The Internship report is required a focal fundamental for the satisfaction of the Masters of Business Administration (MBA) course instructive projects of Daffodil International University. For this transitory position I was allotted in Southeast Bank Limited by the endorsing of the school. The purpose of this transitory activity report is "Human Resource Management Practices of Southeast Bank Limited" which is picked by the academic boss Associate Professor and Head Dr. Gouranga Chandra Debnath. With veritable heading of academic chief and authentic administrators I have sorted out this report. For any business school understudies understudy essentially informative undertakings improvement isn't satisfactory for managing the guaranteed business circumstance, along this lines it is an open gateway for the understudies to consider the field of business through the impermanent position report program. As section level position report program is an ideal mix of the speculative and down to business learning. The inside instructor causes me with setting up this transitory activity report.

1.03 Objectives of the Study:

Broad objective: To analyze the Human Resource Management Practices of Southeast Bank Limited.

Specific Objective: In line with the broad objective, the detailed objective of the study may be spelled out as follows:

- To find out the current recruitment and selection process of Southeast Bank Limited.
- To identify the training & development process of Southeast Bank Limited.
- To analyze the performance appraisal process of Southeast Bank Limited
- To evaluate the compensation and benefit plans of Southeast Bank Limited.
- To provide recommendations on the basis of findings.

1.04 Methodology

This report has been set up the subject to encounter amassed amidst the period of passage level position. For setting this report, I have furthermore get information from yearly report and site of the Southeast Bank Limited I have presented my experience and finding by using particular diagrams and tables. Which are presented in the examination part? The nuances of the work plan are equipped underneath:

Data gathering strategy

Significant data for this report has been amassed essentially by direct supervision of different records, papers. Reports are operational technique and unquestionable workforce. No filtered through survey has been used. Information concerning office encounters of the bank has been gathered through inciting with bank authorities.

Data sources strategy: Both fundamental and discretionary wellspring of data are used to complete this examination. These two sources are explained underneath.

1. Primary sources:

Up close and individual talk with the bank work environments and staff

Discussion with the clients

Distinctive manual of Southeast Bank Ltd.

Distinctive freebees of Southeast Bank Ltd.

2. Secondary sources:

Annual report of Southeast Bank Limited.

Various papers or record of Southeast Bank limited.

Records and reports of the part of Southeast Bank
Limited Unpublished data or information.

Divers course perusing.

1.05 Limitation of the Study

A quarter of a year isn't sufficient to recognize about business banking practices through I have been gotten most silly help from each and every person of the Southeast Bank Limited. Completely, I couldn't pass on a stunning report for the time hindrances. Very far, the extension and estimation of the examination has been abbreviated.

Lacking of time, the exactness of data most likely won't have been completely immaculate.

Science the perfect size of information couldn't be taken, proposed working framework may not be helpful without suitable changes.

Absence of experience.

The documentation part of the letter of credit concerning passage and import is incredibly tangled and tremendous customs are kept up.

The important issue that made different issue as for assertion of associated requested. All framework composing PC programs.

Chapter-02

Overview of the Organization

2.01 Overview of Southeast Bank Limited

General banking is one of the basic spaces of a formal area. Through this section bank get and allocate cash to money related authority client relationship by opening different spots of records and giving brief organizations to the clients. It is known as operational focus purpose of a bank. The officials' staffs occupied with this division manage with cash just as take essential employment rendering the better client organizations. So cash offers should have a lot of experienced and all around acted towards the respected clients by offering brief associations in receipt and part of money with reliably showing grinning face. Since bank make advantage by contributing individual money, so it have to collect cash from clients by different way and need to ensure best organizations for pulling in customers. Southeast Bank Limited has different sorts of organization they have standard banking, Islamic banking, Loans and Advances, remote trade, Remittance, Internet Banking, Telecash, etc each branch has general money related division, outside exchange division, adventure division, little and medium monetary division.

2.02 Historical Background

Southeast Bank Limited is an arranged Bank under private region set up under the ambit of bank Company Act, 1991 and Incorporated as a Public Limited Company under Companies Act, 1994 on March 12, 1995. The Bank began business banking practices reasonable from May 25, 1995 amidst this compelled capacity to time the Bank had been feasible to situate itself as a unique cash related foundation in the country. The Bank had been by and large acclaimed by the business mastermind, from little business visionary or exorbitant experts and mechanical totals, including the highest point of the line corporate borrowers for forward-looking business viewpoint and imaginative financing courses of action thusly inside brief period it has could make a picture for itself and it has earned unprecedented reputation in the country's money related division as a Bank with vision. Till now it has one hundred thirty five branches, in actuality.

Business Banks are one of the key supporters of flop hopelessly economy of Bangladesh. The appoint flops horribly capital favorable circumstances for the correct progress work environments. People and the organization itself are particularly dependent upon the organizations given by these banks in the cash related market for the technique of budgetary improvement to work really. Business banks go about as cash related center individuals by playing out the farthest point of get together the favorable circumstances from one assembling and advancing the proportionate to another while making a sensible extent of advantage ensuing to meeting the expenses of financing. Crediting is said to be the customers. There are various sorts of credits and advances through which the bank practices the limit of Lending.

The Bank Philosophy-"A Bank with Vision" has been crucially the pith of the legend of bank accomplishment.

It has been ending up speedier as one of the pioneers of the new age banks in the private part in view of business and highly as it is apparent from the spending rundown all through the previous four years.

Chapter- 03

Human Resource Management Practices of Southeast Bank Limited

3.01 Human Resource Management:

The Human Resources Division is a champion among the most imperative bits of any affiliation. This is the division that deals with the whole work organizing of the affiliation and without authentic work orchestrating an affiliation won't prepared to work in a smooth manner. Thusly, it is basic for any kind of relationship to have a not too bad solid Human Resources Division. The conventional Human Resources Department (HRD) of Southeast Bank Limited presents sensible and solid Human Resources Management (HRM) methodologies and practices all through the relationship to deal with its present and potential workforce. This division is one of the most fundamental and involved parts of SEBL. This division expects a basic activity in the staffing of some bit of the organization systems of the Bank similarly as consenting to all of the pieces of HRM.

3.02 Objectives of Human Resource Management:

According to Scott, Clothier and Spiegel, - the objective of human resource management is to gain most prominent individual improvement, alluring working associations among delegates and organizations, and to impact the trim of HR as showed up distinctively in connection to physical resources. The key objective of human resource management is the unequivocal objective of human resource management officials according to the accompanying:

To ensure reasonable utilization of human resource, all other various levels of resources will be capably utilized by the HR.

To develop and keep up a good definitive structure of relationship among all of the people in a relationship by isolating organization tasks into limits, positions and livelihoods, and by describing undeniably the obligation, master for every action and its association with various occupations in an affiliation.

To produce most prominent improvement of HR inside the relationship by offering open entryways for movement to laborers through planning and guidance.

To ensure bargain of individual/total destinations with those of the relationship in such a manner, that the staff catch and burn a sentiment of duty and loyalty towards it.

To recognize and satisfy the necessities of individuals by offering diverse money-related and non-monetary patches up. To achieve the above endeavors the going with activities:

(i) Human asset arranging, i.e., deciding the number and sort of faculty required fill different situations in the association. (ii) Recruitment, determination and arrangement of work force i.e., business work (iii) Training and advancement of representatives for their productive execution and development. (iv) Appraisal of execution of workers and making remedial strides, for example, move starting with one employment then to the next. (v) Motivation of workforce by giving budgetary impetuses and roads of advancement. (vi) Remuneration of workers. The workers must be given adequate compensation and incidental advantages to accomplish better quality of living and to propel them to show higher profitability. (vii) Social security and welfare of workers.

3.03 Recruitment and Selection:-

Enrollment is a center farthest point of human asset association. It is the basic development of plan. Enlistment suggests the general procedure of drawing in, short posting, singling out reasonable believability for occupations (either endless or brief) inside an alliance. Choice can in like way imply outlines related with picking people for unpaid situations, for example, settled parts or unpaid understudy parts. Chief, human asset generalists and enrollment specialists might be depended with completing choice, yet now and again open section work working environments, business selection work environments, or authority search for consultancies are utilized to tries bits of the approach. Electronic progressions to help all bits of choice have progressed toward getting the chance to be no matter how you look at it. As demonstrated by (Syamala Devi Bhoganadam, Dr. Dasaraju Srinivasa Rao, October 2014) among all other HR limits selection is as far as possible where specialists are section into the affiliations. It's a problematic task to find the ideal people for right endeavor. Various examiners state selection should be good to the affiliation to help in the forceful market. There are various hotspots for standard enlistment is by laborer referrals, trades and progressions, walk around and by the promotions.

3.04:- Training and Development:-

Planning and headway is a part of human resource the administrators stressed over legitimate development went for bettering the execution of individuals and social affairs in various leveled settings. It has been known by a couple of names, including "human resource progression", and "learning and improvement". At the point when it is connected to blending, arranging and making delegates, a strategy is implied empower the new laborers to change in accordance with their new associations and work duties. These procedures of advancement are intended to help representatives to completely comprehend what working is about in the association and to assist them with getting completely profitable at the earliest opportunity.

In the front line working condition, getting ready and progression tries have unprecedented interest from direction in significantly express occupation capacities to long stretch capable improvement. Nowadays, it has ascended as a proper business work, a crucial segment technique, and an apparent calling with specific theories and systems. Much more associations have gotten a handle on steady learning and propelling laborer improvement, and acquiring an exceedingly capable workforce. Believe it or not, the nature of delegates and the interminable improvement of their aptitudes and proficiency through getting ready are directly commonly seen as basic factors in ensuring the long stretch accomplishment and profitability of privately owned businesses.

In affiliations planning and make program works as an evolving system, by the methodology new incompetent specialists goes into the affiliation get real getting ready and they make themselves as skilled agents. A suitable getting ready and progression program can ensure motivation, promise to the readied delegates meanwhile those awakened specialists takes to incite be gifted in the market to server the affiliation their best for the various leveled improvement.

3.05 Performance Appraisal:-

Is the demonstration of looking over laborer work execution and offering analysis to those agents about both positive and negative pieces of their execution? Execution estimations are basic both for the affiliation and the individual, for they are the basic data used in choosing pay manufactures, headways, and by virtue of authorities who perform inadmissibly, removal. A show assessment (PA), also insinuated as a demonstration study, execution evaluation, (job) improvement trade, or delegate assessment is a technique by which the action execution of a specialist is accounted for and surveyed. (Aguinis, 2011) said "Execution the board is a consistent technique of recognizing, assessing and making execution in relationship by interfacing each individual's execution and goals to the affiliation's general crucial destinations". Boss assurance that agent's activities and yields are immaculate with the affiliation's targets and therefore, help the affiliation improvement a forceful business advantage.

3.06 Reward Systems: -

Prize structure is ordinarily managed by HR spaces as well. This bit of human asset association is fundamental, for it is the structure by which affiliations outfit their laborers with compensations for past accomplishments and motivations for top later on. It is in like way the instrument by which affiliations address issues inside their work compel, through foundation of disciplinary measures. Changing the work constrain with association goals, communicated Gubman, "requires offering authorities a work relationship that moves them to assume liability for field-tried technique." (Ulrich, Dave. *Passing on Results: A New Mandate for HR Professionals*. Harvard Business School Press, 1998).

3.07 Compensation Management:-

Remuneration Management is the exhibit of dispersing a type of budgetary motivator to an agent for their work by techniques for the association's system or procedures. In basic terms, it is paying an agent in perspective on the picked compensation and course of action for help for the position. The target of compensation organization is to find quality people who perform quality work and after that reimburse them to hold them and lessen turnover rates. Some phenomenal sorts of pay fuse pay, extra time pay, commission, rewards and bolster understanding that may fuse prosperity and dental security, escape time, and retirement investment funds. Human Resource Management has accept significant part in each and every affiliation. Today workers are viewed as organizations resources so they have to increasingly proficient and successfully oversaw. To persuade worker's compensation and advantages is considered as one of the significant factor. As indicated by (Nazir, 2010) representatives are not ready to work just for money, they anticipate extra. This extra is known as worker benefits. It's additionally a piece of a pay, individuals are effectively get gotten repetitive to their work so they have to rouse and it a significant assignment to HR authorities to deal with them. Along these lines, compensation won't just thing they need for their inspiration so anything which is equivalent to money is progressively functional for the workers as their inspiration.

3.08 Recruitment and Selection Process of South East Bank Limited:-

Meaning of Recruitment:

Having great individuals in a group gives an upper hand to a business. Utilizing the ideal individual for the job will emphatically impact the presentation and profitability of the work group all in all. Choosing an inappropriate individual can bring about lower execution, higher working costs, diminished confidence and expanded turnover among other staff individuals. In human resource the board, "enlistment" is the path toward finding and getting the best and most qualified contender for a work opportunity, in a helpful and wise way. It can similarly be described as the "strategy of searching for arranged laborers and invigorating and asking them to apply for occupations in a affiliation". It is one whole methodology, with a full life cycle, that starts with unmistakable verification of the necessities of the association concerning the movement, and completions with the colleague of the agent with the affiliation. At the point when we talk about the enlistment methodology, we rapidly think about activities, for instance,

Objectives of Recruitment Policy:

The purpose behind convincing work is to exhibit the ideal individual with the right aptitudes meanwhile best practices and genuine necessities recommended. The powerful selection process depends upon the achievement of each stage.

According to Mamariarai (1998), there should be segments in a tolerable enlistment approach:

- a. Association's destinations (Short and Long term)
- b. Recognizable proof of the enrollment needs
- c. Favored sources off enrollment
- d. Criteria of choice and inclinations
- e. The expense of enrollment and its monetary ramifications of the equivalent

Types of Recruitment

Enlistment can be separated into 2 sorts,

- 1) Internal Recruitment
- 2) External Recruitment

RECRUITMENT

INTERNAL	EXTERNAL
<input type="checkbox"/> Transfers	<input type="checkbox"/> Press advertisements
<input type="checkbox"/> Promotions	<input type="checkbox"/> Educational institutes
<input type="checkbox"/> Upgrading	<input type="checkbox"/> Placement agencies/outsourcing
<input type="checkbox"/> Demotions	<input type="checkbox"/> Employment exchanges
<input type="checkbox"/> Retired employees	<input type="checkbox"/> Labor contractors
<input type="checkbox"/> Dependents and relatives of deceased employees	<input type="checkbox"/> Unsolicited applicants
	<input type="checkbox"/> Employee referrals
<input type="checkbox"/> Retrenched employees	<input type="checkbox"/> Recruitment at factory gate

Internal Recruiting:

An internal wellspring of selection incorporates enlisting hopefuls inside. Delegates starting at now working in their very own association are pulled back to other office or higher position. If the laborers' execution are eminent and adequate, they are offered chance to have increasingly raised sum from the present post. If extra aptitudes required, affiliation are setup to give getting ready. This is perhaps the simplest methods for choosing up-and-comers as the presentation of their work definitely known by the executives.

Methods of Internal Recruitment:

- 1) Selecting top capacities inside a relationship to bigger sum
- 2) Promotions
- 3) Internal Advertisement
- 4) Temporary specialists to definitive period
- 5) Contract laborers to ephemeral
- 6) Temporary laborers to constant
- 7) Retired laborers for specialist position

Advantage of Internal Recruitment:

An internal wellspring of enlistment, that is obtaining agents inside the affiliation, has its own one of a kind course of action of ideal conditions and shortcomings. The central focuses are according to the accompanying .

It is clear, basic, quick, and down to earth.

No need of acknowledgment and planning, as the candidates unquestionably know their movement and commitments.

It moves the delegates to lock in, and extends the work relationship inside the affiliation.

It helps in making laborer immovability towards the affiliation.

Employees stay for a broad stretch in the association when they are raised to higher position. Rivalry among delegates to include unusual state when collaborators get progressed.

Disadvantage of Internal Recruitment

It thwarts new contracting of potential resources. Once in a while, new resources bring creative considerations and new thinking onto the table. It has restricted extension since all the empty positions can't be filled.

It has obliged degree since all the unfilled positions can't be filled.

Dissatisfied co-delegate may stop the situation because of envious or tendency.

If an internal resource is progressed or traded, by then that position will remain void.

Employees, who are not progressed, may wrap up being vexed and demotivated.

Discrimination may exist in individual standing, language, religion for headway

No open doors for outside representatives.

Lack of inventive.

External Recruiting:

An external source incorporates enlisting contenders remotely for better execution. Outside delegates reliably feel energetic and imaginative for new associations, logically powerful enough to find business issues and fix it. Notwithstanding the way that choosing external candidates might be more earnestly anyway it has a logically productive result on business appeared differently in relation to inside source,

- Sources of External Recruitment
 - Job entryways.
 - Social media enrollment.
 - Newspaper Ads and Magazines
 - Website.
 - Campus enrollment.
 - Direct Walk In.
 - Recruitment offices
 - Internal worker referrals.

Advantage of External Recruitment:

Create new open entryways for occupation searchers and experience

laborers. Organization stamping addition through external sources.

There will be no biasing or preference between the laborers

Internal representative referrals.

The scope for picking the right candidate is more, because of the extensive number of hopefuls appearing.

Increases business framework as outside contenders of exceptional aptitudes can take business to extra mile.

Ability to enlist the candidates with novel capacities business

need. New innovative musings and improvement.

High efficiency.

Disadvantage of External Recruitment:

Create new open entryways for occupation searchers and experience laborers. Organization stamping addition through external sources.

There will be no biasing or partiality between the laborers.

The scope for picking the right candidate is more, because of the extensive number of hopefuls appearing.

Increases business framework as outside contenders of amazing aptitudes can take business to extra mile.

Ability to enlist the candidates with one of a kind capacities business need.

Recruitment Process of South East Bank of Ltd:-

Advertisements:

This is a champion among the most notable and accommodating way by which an affiliation could choose new agents. In this manner, Southeast Bank Limited moreover uses this method for the enlistment. The essential for work advances nuances through paper, various occupation round locales and clearly through their site. Therefore, the nuances consolidate: educational necessities, experience, pay perquisites, commitments, obligations, etc.

Educational Institution:

Southeast Bank compelled similarly slants toward and get into specific activities which empowers direct enlistment from any supposed universities in Bangladesh. In this manner, they have taken part into this kind of activities beforehand and are glad to do this even more routinely. They took a not many on-grounds interviews and starting there, various potential candidates are been assembled for conference at their office.

Work Agencies:

There are a couple of amounts of human resource consultancy firm or workplaces in our country which truly assistants and help differing relationship to enroll new specialists. In spite of the way that SEBL don't look up for work workplaces regardless, these affiliations basically scan up for all of the requirements of the agents whether they are adequately qualified and are their chronicles real too.

Holding up List:

Southeast Bank Limited furthermore prepares holding up overview of hopefuls. These are the hopefuls who have starting at now arrange for the test once anyway couldn't get together the longing for being used. In any case, amidst need, these candidates are pulled up through the holding up summary in order as per the general inclination of the necessary action position.

Meaning of Selection

To remember one candidate who is most likely going to perform favored in the circumstance over the others. This joins portions of the person's learning capacities and experience similarly as their place in the lifestyle of a set up gathering. The Selection is the route toward picking the most sensible contender for the unfilled situation in the affiliation. Toward the day's end, assurance suggests disposing of prohibited applicants and picking those individuals with fundamental capacities and capacities to fill the occupations in the affiliation. While enlistment can be viewed as a positive activity making a perfect number of work searchers, decision is inherently negative in that it will in all likelihood incorporate expulsion of competitors. Pilbeam and Corbridge (2006) give a supportive outline of potential positive and negative perspectives seeing that: "The selection and assurance of laborers is essential to the working of an affiliation, and there are persuading clarifications behind putting everything in order. Raunchy assurance decisions lessen definitiveness, invalidate prize and improvement frameworks, are once in a while uncalled for on the individual enrollment and can be disturbing for executives who need to oversee unacceptable laborers."

Selection Process:

The Employee decision Process occurs in following solicitation

1. Fundamental Interviews-It is used to discard those contenders who don't meet the base capability criteria set some place around the affiliation. The capacities, educational and family establishment, aptitudes and interests of the confident are investigated in the midst of groundwork meeting. Preliminary gatherings are less formalized and masterminded than the last gatherings. The hopefuls are given up a brief about the association and the movement profile; and it is in like manner investigated how much the candidate contemplates the association. Starter interviews are in like manner called screening interviews.
2. Application spaces - The contenders who clear the crucial gathering are required to fill application clear. It contains data record of the candidates, for instance, bits of knowledge concerning age, capacities, clarification behind leaving past occupation, experience, etc.
3. Reference checks - Referees are useful for recognizing past work issues and lighting up the precision of information presented in a gathering or CV. Only somewhat level of all reference checks are negative, thusly, normally difficult to isolate between contenders dependent on reference checks alone.
4. Composed Tests-Variety made tests drove in the midst of decision strategy are aptitude test, information test, thinking test, character test, etc. These tests are used to impartially overview the potential cheerful. They should not be uneven.
5. Employment Interviews-It is a reasonable association between the examiner and the potential candidate. It is used to find whether the candidate is generally fitting for the necessary movement or not. Regardless, such gatherings eat up time and money both. Likewise the capacities of the cheerful can't be judged. Such gatherings may be uneven sometimes. Such gatherings should be coordinated honestly. No preoccupations should be there in room. There should be a reasonable correspondence among cheerful and examiner.
6. Medical assessment Medical tests are directed to ensure physical health of the potential delegate. It will lessen chances of laborer non-appearance.

7. Appointment Letter-A reference check is made about the contender picked and after that finally he is appointed by giving a conventional course of action letter.

Ordinary Mistakes in Selection Process:

1. Confiding in early presentations: Managers should truly attempt to locate hopefuls' hidden impression with the early presentation
2. Assess a candidate on an inappropriate element: One of the most generally perceived mistakes examiners make is to endeavor and find a newcomer with unclear qualities from compelling current agents, or even themselves. A contender with a complimentary, rather than indistinct, character and capacities likely could be of an increasingly unmistakable bit of leeway to the gathering.
3. Making requests that are insignificant to the movement: This lounges around inertly and doesn't convey any beneficial information with which to rate or evaluate the cheerful capacities. Be careful so as not to make requests of an individual or lifestyle nature. Assembling getting decisions as for factors immaterial to the movement can put organizations in a legally weak position.
4. Talking exorbitantly: The purpose behind the gathering is to amass as a lot of appropriate information about the contender approve the law in assurance process, negligence is no explanation.

Rating Errors:

1. **Specific Perception:** Interpreting the contenders what is seen or heard subject to interests, experiences and tempers. Gives singular inclinations a chance to all around ok alone for the decision system.
2. **Radiance Effect:** Drawing a general impression around an individual subject to a singular trademark. For example: in the wake of doling out a high score on "organization", a rater may feel that a comparable score is defended for "effort", paying little heed to whether evidence suggests that should be the circumstance.
3. **Complexity Effects:** This happens when examiners differentiate contenders and each other, instead of against the execution rules of the action or the developed criteria.

4. **Projection:** This happens when an examiner acknowledges that a cheerful issue as themselves. For example: a cheerful that went to a comparative school as the examiner may be viewed as resembling the examiner in various manners.

Choice Process of South East Bank Ltd :

Decision is the known as another major strategy wherein the potential and the certified contenders are been picked all around requested. It is extensively more than essentially choosing the perfect individual. To place the lucky individual into the ideal spot is known as delegate assurance.

Affirmation of Written Test:

The competitors who are managed and recorded, the gathering card are sent to those candidates and are taught to sit for a created test.

Inception of Written Test:

The contenders need to appear for a 40 imprints for a test reliant on General Aptitude closely by General learning, Mathematics and English. The contenders confirming 60% engraving in this created test will possess all the necessary qualities for the gathering. An overview of the extensive number of candidates will be made who meet all necessities for the gathering. Because of enlistment of experienced lenders, the Management will genuinely converse with them. They don't have to sit for any made test.

Meeting:

The hopefuls who qualified in the made test are the ones who sit for the gathering. The gathering includes 36 imprints. These 36 imprints are appropriated in 5 segments, 7 imprints for Appearance and Personality, 8 for Knowledge and Related Field/Subject, 7 for General Knowledge, 7 to test the Analytical capacity of the hopefuls and 7 for social capacities which is basic for a kind of work and for the most ideal stream of information.

Establishment Investigation:

The contenders who demonstrated adequate execution in the gathering are again managed and after that their encounters are explored by arriving at their past chief, refs, checking their informational establishment showed up on their application, etc.

Preparation of Desirable Candidates List:

After the establishments of the hopefuls are out and examined, the most fitting and appealing candidates are picked for the necessary posts.

Last Approach by the Management:

After the once-over is prepared, a further custom is required. The Management finally attests the once-over in order to choose the likelihood for the necessary posts.

Arrangement and Placement:

This is the last advance in the decision methodology. The productive rivals in the initial steps are finally offered for course of action. They are officially offered by a plan letter for the particular post where all of the bits of knowledge about portion and various things are referenced. After the contender recognizes the plan letter, he/she is finally placed in the vacant situation of different division or exhibited on the branches where the enlisted individual finally starts his/her official commitments.

3.09 Training and Development of South East Bank Ltd:

Preparing:

Getting ready is a program that urges agents to learn express data for completing the duty enough, handily and emotionally. Getting ready is unquestionably not an unending method anyway it is reserved at irregular between times in order to keep specialist bent limits at a most extraordinary measurement. Generally getting ready is given by the masters or specialists in that related field or occupation.

Advancement:

Improvement is an edge work which is continuously expansive and highlight on agents' near and dear growth & future through legitimate aptitudes, learning, and limits instead of a brief occupation work. All things considered, headway insinuates those learning openings proposed to empower laborers to create. It isn't on a very basic level inclination or orchestrated. Or maybe, it gives general learning and means which will be valuable to laborers in higher positions. Tries towards progression much of the time depend upon singular drive and goal. Headway works out, for instance, those gave by the administrators developmental programming engineers, are usually hardheaded.

Purpose of training and Development:

Getting ready is required at each period of work for every person at work. Getting ready prompts extended operational proficiency and extended association advantage. To keep one-self revived with fast-developing advances, thoughts, characteristics and condition planning accept a basic activity. Thusly, getting ready programming engineers are in like manner fundamental in any relationship for improving the idea of work of the delegates at all measurements. Additionally, planning gives agents a progressively broad care, an extended mastery base and that prompts overhauled mindfulness.

The board progression attempts to improve managerial execution by presenting data, changing mindsets and growing aptitudes. The genuine objective of headway is regulatory apleness through an orchestrated and a cognizant technique of learning. This suits masterminded advancement to meet the future various leveled necessities.

There are five stages of preparing and advancement process:

Need Analysis: It recognizes the specific work execution aptitudes which is required.

Instructional Design: In this technique, individuals choose assemble and produce the arrangement program.

Validation: It is the strategy by which the bugs are socked out of the readiness program.

Implement the Program: It truly infers train up the concentrated on specialist gathering.

Evaluation: In this system, the organization assesses the program's success or frustration.

Techniques for Training:

Basically two sorts of methodologies for planning are used to change the laborers to new occupation or to new post inside any association.

Off the job training:

Off the job training is coordinated in an examination corridors doled out for planning. This readiness can be sorted out at an alternate instructional center point, or near the workplace or a long way from the work. Off the job training empowers students to devote their total thought to the materials as in-address, presentation, logical examination, basic reasoning, imagine, practice, etc are being taught there.

On the job training:

Hands on getting ready implies empowering new or natural laborers to learn by playing out a specific business or task watching peers, senior accomplices or boss. Therefore individuals keep learning by performing like on the sensible field. At work can be in like manner coordinated by arranging of using hands on application reinforced by study corridor type direction.

Advantages and Disadvantages of Training:

Advantages:

Helps to improve corporate picture.

Increase the element of academic learning and aptitudes of the agents of the affiliation. Employee's conviction and trust towards the affiliation increases.

The affiliation's general proficiency level additions and moreover the affiliation increments improved profit.

Employees of the affiliation fathom the destinations and how to meet them.

Creates a sound and strong association between the laborers and besides with the organization of the affiliation.

Organizational progression endeavors place.

Employees see clearly about how to make each vital stride.

The affiliation can perceive the agent's ability to work and the working measurement.

Disadvantages:

Employees can't play out their official work truly while they are doing the instructional course.

Well prepared workers leave the association and attempt to secure the better position with more advantages.

Increase cost of the affiliation

Takes a ton of time.

To offer getting ready to the laborers, SEBL first finds the arrangement needs. It contains two systems:-

Identify the part/criteria in which getting ready is required;

Identify the agents who genuinely need the readiness.

The readiness program in SEBL is done in yearly reason similarly as resulting to contracting new specialists. To lead the arrangement program they made a summary of limits, for instance, when it will be held, who will lead the program, what number of educators will be there, will they be contracted from outside or inside the association, what number of delegates will sit for each opening, what will be the range of the readiness program, should the laborers be sent in to another nation for the planning or they should get the nearby getting ready, getting ready spending plan, openness of getting ready helps, usage of those aides, and so on.

Their arrangement program is organized generally in two sorts, for instance:-

Functional Training: This is an office smart getting ready program. That suggests delegates from each division line HR office, Marketing office, R&D, Production office are given getting ready on express necessities according to their departmental movement after the need recognizing verification.

Behavioral Training: Behavioral Training: These are fragile aptitudes planning, for instance, social capacities, etiquettes, social measures, shock the administrators, and so forth. This sort of getting ready is for every delegate of abhorrence division smart.

Again these two sorts of getting ready are given in two distinct manners:

On The Job Training: In SEBL delegates are doled out with assignments, work turn and even follow up to the managers while having hands on getting ready. This isn't only for the new determination agents yet what's more for the present specialists. Thusly they are learning and endlessly experiencing new articles related to their doled out occupations while playing out their standard ordinary commitments in their action place. For instance, tackling a specific undertaking and make a report on this, use of machines, security issues, report making, and so forth. In various manners it manufactures the learning of the laborers without having any additional cost and time.

Off The Job Training: SEBL driving forces getting ready outside the affiliation when fundamental, which is considered as the off-the-work planning. They assign experienced mentor to setup their laborers. Every so often the agents are sent outside the country, for instance, in Singapore or Netherlands to go to the planning programs. The lead these readiness with the objective that their laborers can change into their work and turn into an uncommon resource for their association.

In the wake of experiencing the arrangement programs the shows are evaluated by the mentors. Delegates lead, intrigue, preparation to the new program, confirmation, score of

Activities, proximity in the courses, workshops, moods everything is gauged and evaluated by the mentors, supervisors, peers and the administrators and the analysis is given.

Training Facilities for Bankers in Bangladesh:-

At any rate in Bangladesh the financial specialists need to encounter assorted planning at different events of their occupation in Bangladesh Institute of Business Management (BIBM).

Bangladesh Institute of Bank Management Training Module:-

Serial No	Course Name	Duration
1	Agricultural Financing and Commodity Market	02 days
2	Asset-Liability Management in Banks	05 days
3	Banking Technology for Branch Managers	05 days
4	Branch Human Resource Management in Banks	02 days

5	Branch Management and Branch Simulation	07 days
6	Bank Guarantees	02 days
7	Banking Supervision & Regulatory Compliance	03 days
8	Basel-iii for Bank Executives	02 days
9	Project Financing and PPP	05 days
10	Credit Appraisal and Management	01 day
11	Financial Crime and Compliance Issues in Banks	01 day
12	Mobile Banking and Agent Banking in Bangladesh	02 days
13	Team Building for work Excellence in Branch Banking	02 days
14	Case-based Analysis	02 days
15	Enhancing Service Quality and Digital Marketing in Banks	02 days
16	IT Security and Fraud Prevention in Banks for Non-IT Executives	05 days
17	Domestic and International Factoring	02 days
18	Management of Non-performing Loans: Case-based Analysis	02 days
19	Governance of IT Operation Management and Information Security in Banks	02 days
20	Legal Aspects of Security and Documentation	02 days

Analysis of Training & Development of SEBL:

Being a specialist of SEBL similarly as an understudy of HRM of Daffodil International University my examination about planning and headway program is that that all delegates should go under the arrangement and improvement process for individual and master advancement. Southeast bank acknowledges to achieve sensible business execution, gloriousness advancement to the most anomalous measure of good measures. Top organizations should try to develop each and every laborer with the objective that they can give their best for the affiliation. Genuine planning and headway can make delegates progressively astute and capable.

Being a specialist of SEBL similarly as an understudy of HRM of Daffodil International University my examination about getting ready and headway program is that the all delegates should go under the arrangement and improvement process for individual and expert development. As, SEBL accepts to accomplish practical business execution, development and activity greatness to the most significant level of moral models and polished skill. SEBL top administration should attempt to build up every single representative with the goal that they can give their best for the association. In this way, appropriate preparing and advancement offices can make representatives of SEBL progressively intelligent and effective.

3.10 Performance Appraisal Methods of South East Bank Ltd

Meaning of performance appraisal:

It is an efficient evaluation of an agent's demonstration and obligation to an affiliation. Associations use execution assessment to give agents contribution on their work and to legitimize pay enlargements and prizes, similarly as end decisions. They can be executed at some arbitrary time anyway will by and large be yearly, semi-yearly or quarterly.

Objectives of South East Bank Ltd Performance Appraisal:

To recognize the gap between the certified and the ordinary execution.

Evaluate the strong and considerable focal points about their work.

To recognize the relationship among chiefs and agents.

Evaluating an agent to choose the remuneration groups, wage structure, increase in salary, etc.

To keeping up progressive control.

Types of Performance Appraisal:

Technological Performance Appraisal:

It studies particular bent/limits of an agent. It comprehends specialist throughput and recognizes how strong he/she is truth be told.

Employee Self-assessment:

The specialist assesses himself/herself and it is finally differentiated and the chief's done evaluation results. It is trailed by trades and if there are contrasts, boss tends to the laborer about it.

Manager Performance Appraisal:

In this sort, director experience the assessment technique. It is the activity of the manager that is crucial managing both the gathering and the client. Head needs to satisfy the client base without upsetting the (team's) laborer soul. Consistently chief assessment process incorporates analysis from the specific associates and a portion of the time from the client as well.

Venture Evaluation Review:

A salesman is settled on a choice by the targets he/she has set versus his/her results. Salesmen are immovably held to the cash related goals of any affiliation. The overseer and agent must find ways to deal with achieve targets before which they should set reasonable goals.

Task Evaluation Review:

This is a champion among the best ways to deal with recognize how incredible a specialist is granulating endlessly. Rather than to keep a tight grip on study a delegate year's end, it helps evaluating laborer send of each assignment.

Technical Skills:

It is very basic for a laborer to be proficient as for his/her particular authority before getting handle on work. Particular capacities don't just identify with IT benefits alone where an agent should be sound enough in his/her particular work space (either programming language or working structure). It spreads over every affiliation (w.r.t cash related/banking organizations, one should be in actuality skilled managing records; a business master must be in certainty sound in assessment and reports, etc.)

Performance appraisal tools and techniques:-

South East Bank Ltd utilize those apparatuses to make the assessment as flawless as could be allowed:-

Ranking Method: Situating delegates from the best to most exceedingly awful, picking generally dumbfounding and least until all are situated.

Paired Comparison Method: Situating agents by making a layout of each and every comprehensible pair of the laborers.

(BARS) Behaviorally Anchored Rating Scale

It goes for merging the upsides of record essential events by securing a rating scale with express story.

Management by Objectives.

Characterizing unequivocal quantifiable destinations with each laborer and once in a while evaluating the progression made.

3.11 Compensation and Benefits of South East Bank Ltd:

Meaning of Compensation

Pay is the compensation gotten by an agent as a side-effect of his/her responsibility to the affiliation. It is sifted through preparing that incorporates altering the work-agent association by giving monetary and non-cash related favorable circumstances to laborers. Compensation is a principal bit of human resource theory which helps in moving the agents and improving legitimate sufficiency. Other than fundamental compensation, pay in like manner joins portions, for instance, rewards, advantages sharing, extra time pay, affirmation rewards and checks, and arrangements commission. Compensation can in like manner consolidate non-monetary lives, for instance, an association paid vehicle, speculation openings in explicit cases, association paid cabin, and other non-budgetary, yet assessable, pay things..

Compensation depends on:

Market investigation about the estimation of similar occupations in the business focus,

Employee responsibilities and accomplishments.

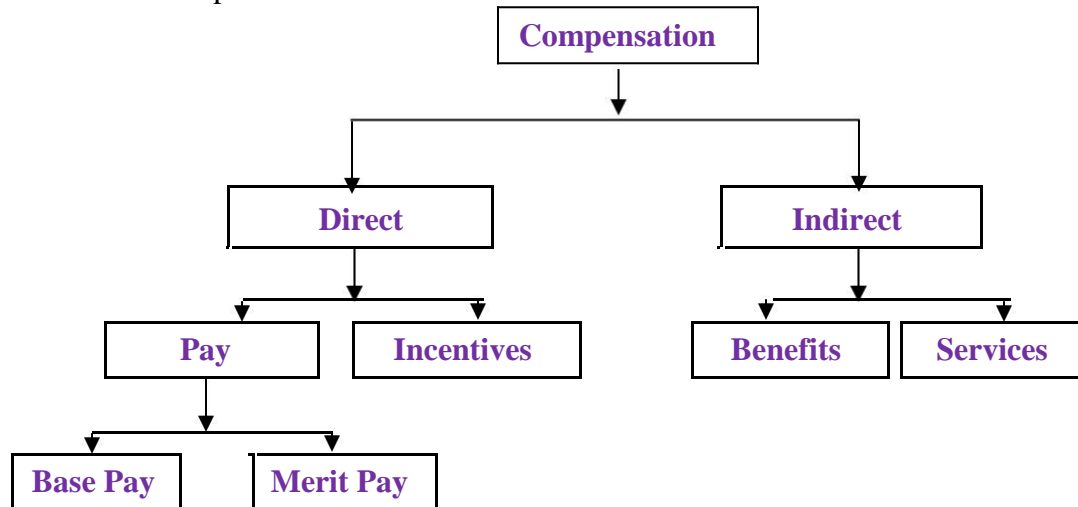
The availability of agents with like aptitudes in the business focus.

The desiring of the business to pull in and hold a particular agent for the regard they are believed to add to the work relationship.

The productivity of the association or the advantages available in a non-advantage or open zone setting, and consequently, the limit of a business to pay feature rate pay.

Types of Compensation:-

1. Direct Compensation
2. Indirect Compensation



Major Components of Compensation

Fundamental wages/Salaries:-

These suggest the cash some portion of the compensation structure subject to which various segments of compensation may be sorted out. It is conventionally a fixed aggregate which is at risk to changes reliant on yearly growths or subject to periodical compensation climbs. It is sorted out subject to the circumstance of an individual in the affiliation and changes from assessments to grades.

Dearness allowance:-

The portion of dearness reward urges delegates and authorities to go up against the cost augmentation or development of expenses of product and undertakings at up by him.

Rewards:-

The prize can be paid in different manners. It will in general be fixed rate on the principal pay paid yearly or in degree to the profitability. The Government in like manner suggests a base statutory compensation for all agents and workers.

Commissions:-

Commission to Managers and agents may be established on the business pay or advantages of the association. It is constantly a fixed rate on the goal achieved.

Blended plans:-

Associations may similarly pay laborers and others a mix of pay similarly as commissions. This course of action is called blend or mixed game plan. Beside the compensation rates paid, the

agents may be equipped for a fixed degree of unending inventory of fixed focal point of offers or advantages or Performance goals.

Piece rate wages:-

Piece rateremuneration are prevalent in the gathering pay. Thelaborers are paid wages for all of the quantity conveyed by them.

Sign on Bonuses:-

The latest example in the compensationorchestrating is the single sum prize for the moving toward laborer. A person, whorecognizes the offer, is paid a solitary sum as abit of a bonus. Regardless of the way that thispreparation isn't regular in an enormous segment of the endeavors, Equityresearch and hypothesis banking associationsare paying this to pull in the uncommon capacity.

Advantage sharing portions:-

Advantage sharing isagain a clever thought nowadays. This canbe paid through portion of cash or through ESOPS. The sorting out ofwages may be done so that, it attracts forcefulness and improved proficiency.

The game plan of accidental points of interest doesn't attract any explanation. These include:

- Company cars
 - Paid vacations
 - Membership ofsocial/cultural clubs
 - Entertainment tickets/allowances.
 - Discounted travel tickets.
- Family vacation packages.

Reimbursements:-

Agents, dependent upon their degrees in the affiliation may getreimbursements subject to the Expenses procuredand validated.

Affliction/Maternity Leave:

The extending social insight ofcorporate had realized the portion ofcontamination preferred position tothe Employees of associations. Thissimilarly joins portions in the midst of pregnancy of women agents. The expenses caused inview of harm or sickness are reviewed orreimbursed to the laborers. Associations arefurthermore giving supporting cashrelated points of interest to the gathering of the confiscated laborers. Inany case, associations dealing with these cost through fitting security approaches like, Medical and catastrophe assurance.

Compensation Management of South East Bank Ltd:

This Project is set out to seek after a sensible, forceful and versatile pay course of action. The Secretary is the lastmaster for underwriting of this game plan and will address and review the methodology on proposition of the Project Director/Project Steering Committee periodically.

The remuneration of employees consists of;

- Basic Salary
- House Rent
- Medical Allowances and other Allowances.

Pay rates are characterized between the delegates concerned and the board. The compensation ranges for these action grades are evaluated from time to time. Brief and re-proper staffs don't have any designated movement grade. The understandings get an assembled portion for every month and there are the same benefits relevant.

Fundamental Pay:

Fundamental pay ranges (BSRs) is comparable with the activity reviews and is controlled by the Finance Ministry.

House Rent Allowances:

House rent rewards paid to the laborers according to their assessment.

Medical Allowances:

Therapeutic stipends might be paid to the workers as per their activity grades and on such conditions that might be endorsed in the able specialist every once in a while.

Celebration Bonus:

All standard and unending delegates get two rewards each year. One is Eid-UI-Fitr and another in the midst of the Eid-UI-Azha

Chapter:-04

Findings & Recommendations

4.1 FINDINGS:

The findings of the study are as follow:

Absence of appropriate Job Analysis:

The job analysis process of SEBL is not standard. Because the management of SEBL is not able to apply various HRM functions.

Lack of standard Recruitment & Selection Policy:

Their recruitment and selection process is not up to the mark. Because in Southeast bank, they recruit and select reference basis. They misuse their power.

Limitation in Proper Training and Development Policy:

Southeast bank is not providing proper training and development policy. When a person join SEBL, they only provide seminars which is not enough for a employee. They need training to learn about banking policy and to do their job.

Insufficient compelling Compensation Policy:

Compensation policy of SEBL is attractive. They provide all types of direct and indirect compensation to employees. It is a positive finding that I found.

4.4 RECOMMENDATIONS:

Formulate proper Job Analysis Policy:

The job analysis policy should be taken by HR department, Head Office. Job analysis should be designed well before recruitment.

Policy development for Proper Recruitment & Selection Process:

Southeast Bank need to use their power positively. They should avoid references. They have to think equally for every candidate.

Effective Training & Development Policy:

Southeast Bank need to provide effective training and development policy according to their recruitments. They need to sharpen their existing skills and development specialized skill.

Effective Compensation policy:

South East Bank Ltd need to change for proper benefit & service to the employee. Employees of long term job lose interest if they do not have effective benefits & services. HR management should look after this benefits & services. SEBL senior employees need more benefits beside salary. They will encourage when get more benefits & services from the organization- like overseas tour, picnic, sports, dinner program etc.

CHAPTER:-05

Conclusion & References

5.1 Conclusion:-

The achievement of a business bank depends, as it were, in the idea of organization rendered to the clients. Nature of organization depends upon the wellness and the idea of the delegates of the affiliation. Likewise, the master of SEBL must be vigilant in enlisting the helpful individual for every movement. As has been seen, the enrollment and assurance methodology of SEBL has spaces for advancement. The methodology and system should be refreshed. So yet both the enlisting and planning process they have been getting so far has been somewhat effective, to change in accordance with the developing occasions, the methodology should be reexamined and streamlined.

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