

Internship Report

on

**Evaluation of Human Resource Management Practices of Al-Arafah
Islami Bank Limited
(A Core on Uttara Branch)**

Prepared by

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Bachelor of Business Administration (BBA)

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Daffodil International University



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International
University

Date of Submission: December 6, 2019

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On

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Islami Bank Limited
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Supervised by

Dr. Gouranga Chandra Debnath

Associate Professor and Head

Department of Business Administration

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Daffodil International University



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Date of Submission: December 6, 2019

Letter of Transmittal

Date: December 6, 2019

Dr. Gouranga Chandra Debnath
Associate Professor and Head
Department of Business Administration
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Subject: Submission of Internship Report on “Evaluation of Human Resource Management Practices of Al-Arafah Islami Bank Limited”

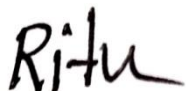
Dear Sir,

I have prepared my internship report on the topic of “Evaluation of Human Resource Management Practices of Al-Arafah Islami Bank Limited” under your kind supervision as a requirement of completing the degree of BBA program. I have tried my best to prepare the report in consistence with the optimal standard under your valuable direction.

I made every effort to reveal Gooder insight in this report. I hope that this will meet the standard of your judgment.

Thanking you for your kind supervision.

Sincerely yours,



.....
Ritu Akter

ID: 152-11-929

Major in HRM

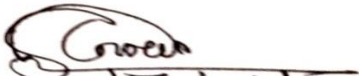
Program: BBA

Department of Business Administration

Daffodil International University

Certificate of Supervisor

I, hereby, certify that, Ritu Akter, a student of BBA Program, Department of Business Administration, Faculty of Business and Entrepreneurship, Daffodil International University, bearing ID No. 152-11-929 has prepared her Internship Report on “Evaluation of Human Resource Management Practices of Al-Arafah Islami Bank Limited” as a requirement of Bachelor of Business Administration (BBA) degree. The report is recommended for the presentation in the internship defense. I wish her all success in life.

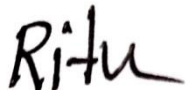


.....
(Dr. Gouranga Chandra Debnath)

Associate Professor and Head
Department of Business Administration
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Daffodil International University

Student Declaration

I, the undersigned, thusly announce that the Internship Report "Assessment of Human Resource Management Practices of Al-Arafah Islami Bank Limited" has been set up by me under the direction of Dr. Gouranga Chandra Debnath Associate Professor and Head, Department of Business Administration, FBE, Daffodil International University as a necessity for the achievement of BBA degree from Dean, Faculty of Business and Entrepreneurship, Daffodil International University. It is likewise pronounced that, this report has been set up for scholarly reason just and has not been/won't be submitted somewhere else for some other reason.



.....
Ritu Akter

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Major in HRM

Program: BBA

Department of Business Administration

Daffodil International University

Acknowledgement

With regards to quickly changing worldwide situation the significance of handy information can never again be overlooked. In this view Department of Business Administration, Daffodil International University consistently empowers the understudies for improving their abilities and effectiveness.

I am in a learning procedure. Henceforth, whatever is the yield, this temporary position report without a doubt improved my learning with a Good deal of potential information not accessible in the customary instruction framework. In this manner, I offer my unassuming thanks and gratitude to my noteworthy temporary job Supervisor Dr. Gouranga Chandra Debnath Associate Professor and Head, Department of Business Administration, FBE, for his co-usable methodology that empowered me to taste such an extraordinary encounter.

I express my true to the individual I meet who helped me a ton by furnishing significant data alongside enough articles and hypothesis while setting up this entry level position report. I accept that this report will be useful for the following understudies who will indict further research in this significant field.

Finally I express my appreciation to all strong Allah, without whose will and help nothing would be conceivable in this world.

Abstract

The title of this Internship Report is “Evaluation of Human Resource Management Practices of Al-Arafah Islami Bank Limited” was assigned by my Internship supervisor and approved by the University authority. Al-Arafah Islami Bank Limited can simply say that Bank is financial organization that deals with money. But it is the precise most definition about bank. In modern age it is imposable to think a country without bank. Banks play diversified role in an economy. The most important task that is done by a bank is building of capital. That is the key factor of the development of an economy as the pioneer in the private sector bank of Bangladesh. Al-Arafah Islami Bank Limited is an economic institution whose main aim is to earn profit through exchange of money.

This report based on the internship program, partial requirement for the Bachelor of Business Administration in Daffodil International University. The main objectives of report are to find out Human Resource Management of Al-Arafah Islami Bank Limited. The report is divided into five chapters.

First Chapter contains the introductory part of the report which implies introduction, origin, background, objectives, scope, methodology, limitations.

Second chapter includes the Al-Arafah Islami Bank Limited, Slogan, Corporate culture, Ownership Pattern, Objective of the Bank, Mission, and Vision.

Third chapters consists theoretical review and Human Resource Management Practices of Al-Arafah Islami Bank Limited.

Four chapters consists findings and recommendations. While working with Human Resource Management Practices of Al-Arafah Islami Bank Limited. I have tried to find out some problems at Al-Arafah Islami Bank Limited and also I have tried to give some recommendations against problems of Human Resource Management division in Al-Arafah Islami Bank Limited.

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Chapter-1

Introduction

1.1 Introduction

There is no uncertainty that the universe of work is quickly evolving. As a element of an organization at that point, HRM must be set up to appointment with the impacts of the changing universe of work. For them, this implies understanding the ramifications of globalization, innovation changes, workforce assorted variety, changing ability prerequisites, persistent development activities, unforeseen workforce, decentralized work locales and Employees organization. We should look how this change is influencing HRM objectives and practices.

The present test of HRM is to coordinate projects including HR with key hierarchical objectives. To an ever increasing extent, organizations are under gigantic aggressive weight around the world. HR directors must discover approaches to create viable projects to address this difficulty. Another significant part of HRM is the need to guarantee cost adequacy of projects and strategies through the ideal usage of HR.

1.2 Origin

In order to fulfill the partial requirement of the BBA program, my respected supervisor Mr. Gouranga Chandra Debnath Associate Professor and Head, Department of Business Administration, Daffodil International University, assigned me to study “**Evaluation of Human Resource Management Practices of Al-Arafah Islami Bank Limited**” followed by a detail report.

1.3 Scope

There is a hole between the hypothetical information and reasonable information. Our entry level position program has been propelled primarily to overcome any issues. Under this program the understudies are required to compose report dependent on perception and encounters during the course work.

I was allocated to Al-Arafah Islami Bank Limited (AIBL) at Uttara Branch to finish the program. In this report I have concentrated on all the subjective which incorporate profiles of AIBL, HRM rehearses in AIBL.

1.4 Objectives of the Study

Every task has a particular aim. A study without objectives cannot reach the destination. My internship program was also directed to some particular targets. The main objectives of this study are “A study on modes of investment of Al-Arafah Islami Bank Limited (AIBL)”. For searching the overall customer related job I had to find out loan and advance department at this branch. So I have found two type of objective. They are given below:

Primary Objectives:

The primary objective of this report is to observe the investment related activities for the HR Department of Al-Arafah Islami Bank Limited, Uttara Branch.

Specific Objectives:

The specific or the main objectives of this report will be:

- To know about the recruitment and selection process of AIBL
- To analyze the performance management system of AIBL
- To identify the training and development process of AIBL
- To find out employee benefit and facility provided by AIBL
- To find out some problem regarding HRM practices in AIBL
- To make some recommendations to overcome the problems that is identified

1.5 Methodology of the Study

So as to make a thorough and instructive task report exceptionally straightforward system has been utilized. The fundamental strategy for the report is utilizing some poll for gathering the primary data the primary information from both the HR officials and some dependable laborer. Once more, the optional information has been gathered by different wellsprings of data. Various information and data are required to meet the objective of this report. Those information and data were gathered from different sources, for example, primary and secondary which is appeared underneath.

Primary Sources of Data:

- Observing different hierarchical systems.
- Conversation with the bank officials and staffs.
- Informal discussion with the customers
- Manuals of Bank
- Face to face discussions with the representatives at different fields.

Secondary Sources of Data:

- Annual report of Bank
- Several kinds of Academic test books.
- Different production in regards to Banking capacities.
- Information about the association from their organization profile.
- Web destinations of Bangladesh Bank, and so on.

1.7 Limitations of the Study

Objective of the practical orientation program is to have reasonable presentation for the understudies. My residency was for twelve weeks in particular, which was by one way or another not adequate. In the wake of working entire day in the workplace it was particularly troublesome, if not difficult to examine again the Theoretical parts of banking. Then again to set up my temporary job report I have confronted a few confinements as pursues. It is a typical propensity of any offices to hold back their departmental information and data.

1. Lack of Time: The timeframe for this examination was short, which was insufficient. Along these lines, I couldn't go internal and out investigation. In some cases the authorities were occupied and were not ready to give a lot of time.

2. Insufficient Data: Some basics data couldn't be gathered because of classification of business.

3. Lack of Supervision: Few authorities in some cases felt upset, when they were occupied with their errands. Once in a while, they would not like to regulate because of weight of remaining task at hand.

Other Limitations-

- a) The staffs of the branch were some time so bustling that they couldn't help every one of us time.
- b) Training temporary job report is extremely irksome.
- c) This sort of report planning is costly.
- d) Collection of information was not smooth.

Chapter-2

Profile of the Organization

2.1 Organizational Overview of Al-Arafah Islami Bank Ltd

Al-Arafah Islami Bank Ltd. as the name infers a recently shaped business bank in Bangladesh. It has been joined in Dhaka, Bangladesh as an open constrained organization and its Head Office of the Bank is situated at 36, Dilkosha, C/A, Dhaka-1000.

In the realm of industrialism the business organization of the world take a stab at the purchasers fulfillment as a main business technique whatever might be the result of the organization, either administration or non administration. Administration is the result of bank. There is an idiom that client care begins rights directly from the stairs of the bank building. The watchman at the entryway is first individual gusto detests of the bank, gets a client with wishes in grinning face.

2.2 History of Al-Arafah Islami Bank Limited (AIBL)

Islam gives us a total way of life. Fundamental target of Islamic way of life is to be effective both in our human and undying life. Subsequently in each part of our life we ought to pursue the convention of Al-Quran and way of life of Hazrat Muhammad (sm) for our incomparable achievement. Al-Arafah Islami Bank began its adventure in 1995 in view of the said standards and to present a cutting edge banking framework dependent on Al-Quran and Sunnah.

A gathering of built up, committed and devout characters of Bangladesh are the planners and managers of the Bank. Among them a prominent Islamic researcher, financial expert, author and ex-agency specialty of Bangladesh government Mr. A.Z.M. Shamsul Alam is the originator Chairman of the bank. His dynamic initiative and constant motivation gave a lift to the bank in getting an a dependable balance in the money related market of Bangladesh.

A gathering of 26 committed and noted Islamic characters of Bangladesh are the individual from official board of the bank. They are additionally noted for their business discernment. Al-Arafah Islami Bank Ltd. has 56 branches.

Insight of the managers, Islamic brokers and the desire of Almighty Allah make Al-Arafah Islami Bank Ltd. generally present day and a main bank in Bangladesh.

2.3 Vision and Mission

Vision

To be a pioneer in Islami banking in Bangladesh and contribute significantly to the growth of the national economy.

Mission

- Achieving the satisfaction of Almighty Allah both here & hereafter.
- Proliferation of Shariah Based Banking Practices.
- Quality financial services adopting the latest technology.
- Fast and efficient customer service.
- Maintaining high standard of business ethics.
- Balanced growth.
- Steady & competitive return on shareholders' equity.
- Innovative banking at a competitive price.
- Attract and retain quality human resources.
- Extending competitive compensation packages to the employees.
- Firm commitment to the growth of national economy.
- Involving more in Micro and SME financing.

2.4 Commitments of AIBL

- Ours is a customer focused modern Islamic Banking sound and steady growth in both mobilizing deposit and making quality Investment to keep our position as a leading Islami bank in Bangladesh.
- To deliver financial services with the touch of our heart to retail, small and medium scale enterprises, as well as corporate clients through our branches across the country.
- Our business initiatives are designed to match the changing trade & industrial needs of the clients

2.5 Objectives of Al-Arafah Islami Bank Limited (AIBL)

Al-Arafah Islami Bank Limited has confidence in its solid responsibility to satisfy its client needs and fulfillment and to turn into their first its client decision in banking. The bank is resolved to run every one of its exercises according to Islamic Shariah. AIBL, its consistent Promotions and proceeded with progress has earned heaps of notoriety that made AIBL is one of the main Private Banks of the nation.

- Its aims are to introduce a welfare-oriented banking system and also establish equity and justifies in the field of all economic activities.
- Investment is made through different mode permitted under Islamic Shariah
- All the activities of AIBL are conducted on interest-free system according to Islamic Shariah.
- It plays a vital role in human resource development and employment-generation, particularly for the unemployed youths.
- Investment income of bank is shared with the Mudaraba depositors according to ensure a reasonably fair rate of return on their depositors.
- Its aims are to achieve balanced growth & development of the country through investment operation, particularly in the less development areas.
- It extends co-operative to the poor, helpless and low income group of people for their economic recruitment particularly in rural areas.

2.6 Management of AIBL

Management is the way toward planning, leading and controlling crafted by organizations individuals and utilizing all accessible authoritative assets to arrive at expressed hierarchical objectives.

The strength of a bank relies upon the quality of its supervisory crew. Al-Arafah Islami Bank Limited is pleased to have a group of exceptionally energetic, accomplished and experienced administrators who have been contributing considerably to the proceeded with progress and development of the bank.

The administration of the bank is vested in 23 part top managerial staff, which regulates the issues of the bank through an overseeing executive, the CEO of the bank. The enrolled administrative center of the bank is at Motijheel, Dhaka.

2.7 Products of AIBL as an Islami Bank

The AIBL offers their customers general banking facilities which ensure the safety of their money and effective investments & return. Following are the ways through which banks collect their deposits from the clients:

- a) AL-WADIA CURRENT DEPOSIT (CD)
- b) MUDARABA SHORT NOTICE DEPOSIT (MSD)
- c) MUDARABA SAVINGS DEPOSIT
- d) MUDARABA TERM DEPOSIT (MTD)
- e) DEPOSIT UNDER OTHERS SCHEMES
- f) MONTHLY PROFIT BASED TERM DEPOSIT (PTD)
- g) MONTHLY INSTALLMENT BASED TERM DEPOSIT (ITD)
- h) MONTHLY INSTALLMENT BASED HAJJ DEPOSIT (MHD)
- i) ONE TIME HAJJ DEPOSIT (THD)
- j) MARRIAGE & INVESTMENT DEPOSIT (MIS)
- k) AL-ARAFAH SAVINGS BOND (ASB)
- l) FOREIGN CURRENCY DEPOSIT (FCD)
- m) PENSION DEPOSIT SCHEME (PDS)
- n) CASH WAQFA DEPOSIT SCHEME (CWD)
- o) MUDARABA MILLINAIRE DEPOSIT SCHEME
- p) MUDARABA DOUBLE DEPOSIT SCHEME
- q) MUDARABA LACPOTI DEPOSIT SCHEME
- r) MUDARABA KOTIPOTI DEPOSIT SCHEME

2.8 AIBL at a Glance

Islam provides us a complete lifestyle. Main objective of Islamic lifestyle is to be successful both in our mortal and immortal life. Therefore in every aspect of our life we should follow the doctrine of Al-Qur'an and lifestyle of Hazrat Muhammad (Sm.) for our supreme success. Al-Arafah Islami Bank started its journey in 1995 with the said principles in mind and to introduce a modern banking system based on Al-Qur'an and Sunnah.

A group of established, dedicated and pious personalities of Bangladesh are the architects and directors of the Bank. Among them a noted Islamic scholar, economist, writer and ex-bureaucrat of Bangladesh government Mr. A.Z.M Shamsul Alam is the founder chairman of the bank. His progressive leadership and continuous inspiration provided a boost for the bank in getting a foothold in the financial market of Bangladesh

A group of 20 dedicated and noted Islamic personalities of Bangladesh are the member of Board of Directors of the bank. They are also noted for their business acumen. Al-Arafah Islami Bank Ltd. has 176 branches (upto October 2019) and a total of 3682 employees (upto December 2018). Its authorized capital is Taka 15000 million and the paid-up capital is Taka 10440.22 million as on 31 December 2018.

Wisdom of the directors, Islamic bankers and the wish of Almighty Allah make Al-Arafah Islami Bank Ltd. most modern and a leading bank in Bangladesh.

2.9 Present some data on the bank below

Particulars	Taka in (Million)				
	2014	2015	2016	2017	2018
Authorized Capital	15,000.00	15,000.00	15,000.00	15,000.00	15,000.00
Paid up Capital	9,469.58	9,469.58	9,943.06	9,943.06	10,440.22
Reserve Funds & Other Reserve	5,620.87	6,432.32	7,468.16	8,556.96	9,365.62
Shareholders' Equity (Capital & Reserve)	18,159.52	19,236.07	21,337.48	22,520.68	23,483.22
Deposits	166,851.17	169,887.08	199,703.92	244,806.26	266,205.48
Investment	146,740.37	162,503.14	196,519.38	235,905.23	261,874.13
Total Income	22,211.79	21,079.94	21,621.69	24,048.39	28,726.20
Total Expenditure	15,878.34	14,719.79	14,110.66	17,092.62	22,417.31
Profit Before Tax & Provision	6,333.45	6,360.15	7,511.03	6,955.77	6,308.89
Profit Before Tax	4486.59	4563.47	5963.16	5600.88	4130.91
Profit After Tax	2,324.95	2,465.88	3,349.40	3,169.50	2,456.80
Fixed Assets	2,661.11	3,057.38	3,240.18	3,260.38	4,494.61
Total Assets (Excluding off-balance sheet items)	210,439.01	229,106.66	272,900.04	319,255.29	338,465.30
Import Business	101,244.70	107,049.80	118,786.60	156,700.00	168,573.80
Export Business	75,843.90	79,362.90	88,152.20	104,540.00	114,481.90
Core Capital (Tier-I)	17,181.97	18,244.48	20,359.39	21,459.85	22,379.93
Supplementary Capital (Tier-II)	1,732.06	4,828.03	5,095.97	5,488.97	10,078.56
Total Capital	18,914.03	23,072.51	25,455.36	26,948.82	32,458.49
Total Capital Ratio	14.03	16.65	14.91	13.06	14.68
% of NPIs to Total Investment	4.50	4.66	4.54	4.10	4.79
Number of Shares Outstanding	946,958,503	946,958,503	994,306,428	994,306,428	1,044,021,750
Earning per Share (Taka)	2.20	2.25	3.07	3.15	2.35
Book Value per Share (Taka)	19.18	20.31	21.46	20.88	20.80
Price Earning Ratio (Times)	6.77	6.53	5.18	7.64	8.48
Price Equity Ratio (Times)	0.78	0.72	0.74	1.15	0.96
Dividend per Share					
a. Cash Dividend %	14.00	10.00	20.00	15.00	15.00
b. Bonus Share		5.00		5.00	2.00
Number of Branches	119	129	140	154	168
Number of Employees	2,649	2,810	3,070	3,446	3,682
Number of Shareholders	52,007	44,427	36,695	30,386	25,793

Chapter-3

Analysis

3.1 Introduction

Employees are the center assets of any organization, without them, one can't run their organization, and HR is led with the development of individuals toward more elevated level of competency, imagination and satisfaction. It assist employee's with turning out to be better increasingly mindful individual and afterward it attempts to make an atmosphere in which they add to the furthest reaches of their improved capacities. It accepts that extended capacities and open doors for individuals with lead straightforwardly to enhancements in working adequacy. Basically, the human resource approach implies that individual's better outcome. Banks consistently figure out what occupations should be done, and what number of and kinds of worker will be required.

Human Resource Department is liable for the fundamental measurement of individuals of the organization. It is answerable for contracting able individuals, training them, helping them perform at significant levels and elements to guarantee that these Employees keep up their beneficial connection with the organization. HR Department of AIBL Bank Limited is exclusively capable chiefly for recruitment, training and Promotions, guaranteeing compensation and advantages of staffs, performance examinations and prizes. With each one of those center capacities Human Resources Department linkage its activities meet the organization's destinations.

Human Resource Management:

Human resource management includes all the board selections and practices that straightforwardly influence or impact the individuals, or HR, who work for the organization. As of late, expanded consideration has been committed to how organizations oversee Human Resources. This expanded consideration originates from the acknowledgment that an organization's employees empower an organization to accomplish its objectives and the administration of these HR is basic to an organization's prosperity.

Functions of HRM:

- Planning for Organization, Jobs and People
- Strategic Human Resources
- Human Resources Planning
- Job Analysis
- Acquiring Human Resources
- EEO (Equal Employment Opportunity)
- Recruiting
- Selection
- Building performance
- Human Resources Development
- Human Resources Approaches to improving Competitiveness
- Rewarding employees
- Performance Appraisal
- Compensation and Benefits
- Maintaining Human Resources
- Safety and Health
- Labor Relation
- Employment Transitions
- Managing Multinational HRM

Importance of HRM:

Today, experts in the HR territory are significant elements in the achievement of any organization. Their occupations require another degree of modernity that is uncommon in HR management. As anyone might expect, their status in the organization has additionally been raised. Indeed, even the name has changed. Despite the fact that the terms individual and HR the management are as often as possible utilized reciprocally, note that the two indicate very various angles.

Philosophy:

Human Resource works with the employees in the organization. Its main views are to put the right people in the right places and also make them an asset for an organization.

Objectives:

Human Resource Management refers to the practices and policies one need to carry out the people or personnel aspects of one's management job. These include:

- Conducting job analysis (determining the nature of each employee's job)
- Planning labor needs and recruiting job candidate.
- Selecting job candidates
- Orienting and training new employees
- Managing wages and salaries (determining how to compensate employees)
- Providing incentives and benefits
- Appraising performance
- Communicating (interviewing, counseling, disciplining)
- Training and development
- Building employee commitment.

3.2 Human Resources Department of Al-Arafah Islami Bank Limited

HR Department of is one of the most regarded workplaces with the commitments of staffing, preparing and improvement, association advancement, execution examinations, fulfilling, control and upkeep and so forth. With the start of The Human Resources Department of experienced directors to finish the whole commitments. The Human Resources Department of stands in its Head Office at Motijil, People Insurance Bhaban under the prompt supervision of the top organization.

3.3 Organogram of the Human Resources Department of Al-Arafah Islami Bank Limited (AIBL)

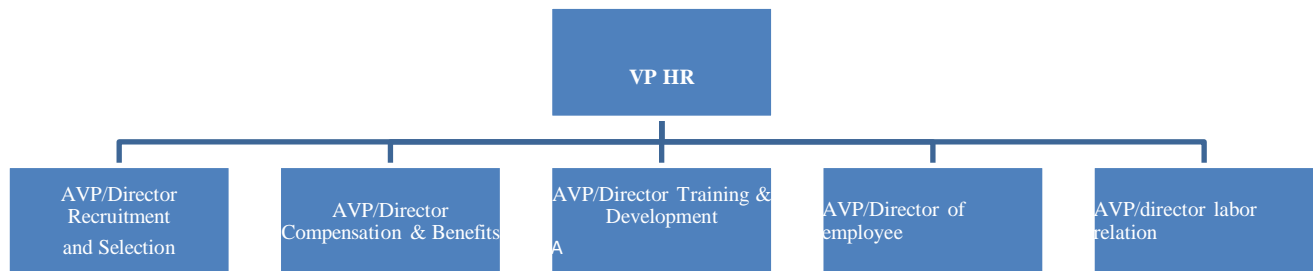


Figure: Structure of HR Department in a Large Organization

3.4 Objectives of the Human Resources Department of Al-Arafah Islami Bank Limited

The objective of HRM can be described as follows-

- To procure the opportune individual for the activity
- To diminish Employees turnover
- To thought process individuals to perform at high exertion levels.
- Not to sit around with pointless meetings.
- To evacuate out of line work rehearses.
- To keep up a high resolve and better human relations internal the beginning.
- To keep up authoritative harmony.
- To draw in equipped individuals and hold them in the organization.
- To perceive and fulfill singular needs.

Basic Principles of HRM

- Treat individuals with deference and poise
- Deal with individuals as complete people

- Treat all Employees with equity
- Provide individuals with equity
- Make individuals feel that they are most important resource for the organization
- Rewards ought to be earned, not given
- Not to think little of the possibilities of individuals
- Provide individuals with all important data

Functions of the Human Resource Department

- To control the organization of HR of the bank
- To access and gather good work force who will be ideal for the bank
- To take program and actualize for creating HR
- To make appointment, Promotions and evaluating expertise of official and staff
- To keep up organization with government and other institution
- To access and award retirement offices at the hour of retirement
- To speak with e organization investigating their requests
- To give credit for house building, vehicle, bike and guarantee their appropriate

Utilization

- To give medicinal offices to the staff
- To keep up and award leaves without standard leave
- To facilitate and assess the branch office
- To get ready and usage approach about HR and related exercises

3.5 Core Functions of Human Resources Department in Al-Arafah Islami Bank Limited (AIBL)



Figure: Core HR Process in HR department of backed by the Human Resources Manual.

3.6 Recruitment and Selection

Recruitment and selection are two of the most significant elements of staff the management. Recruitment goes before selection and aides in selecting a correct applicant.

Recruitment is a procedure to find the wellsprings of labor to meet the prerequisite of the staffing plan and to utilize successful measures for drawing in that labor in sufficient numbers to encourage powerful selection of effective faculty.

Staffing is one primary capacity of the management. All directors have obligation of staffing capacity by choosing the CEO and even the foremen and administrators have a staffing duty when they select the average specialists. Be that as it may, the work force chief and his faculty office is principally worried about the staffing capacity.

Each organization needs to care for Recruitment and selection in the underlying time frame and from that point as and when extra labor is required because of extension and Promotions of business exercises.

Recruitment

Recruitment intends to appraise the accessible opportunities and to make appropriate game plans for their selection and appointment. Recruitment is comprehended as the way toward looking for and acquiring candidates for the occupations, from among whom the opportune individuals can be selected. A formal definition states, “It is the process of finding and attracting capable applicants for the employment. The process begins when new recruits are sought and ends when their applicants are submitted. The result is a pool of applicants from which new employees are selected”. In this, the accessible opportunities are given wide attention and appropriate applicants are urged to submit applications in order to have a pool of qualified possibility for logical selection.

In Recruitment, data is gathered from intrigued competitors. For this distinctive source, for example newspaper advertisement, work trades, internal promotion, and so forth are utilized.

Recruitment Process

The Good structure of the Recruitment procedure is a key to the effective recruitment and staffing process. The HRM Function needs to concentrate on the plan of the procedure and to coordinate with all the included gatherings - managers, employees, offices and web recruitment services. The Recruitment procedure is one of a kind for every organization and the HRM Function needs to make alterations in the general plan of the recruitment procedure, which can be taken from any source. The recruitment procedure configuration isn't a simple occupation; however the HR Recruiter must be keen enough to bring the Recruitment plan, which will fit the organization's need. The Recruitment procedure of Al-Arafah Islami Bank Limited (AIBL) resembles the accompanying stream outline



- First a vacancy arises. This is because of the formation of a new position, on different events it might be on the grounds that a current individual from staff has been advanced or is resigning.
- The set of working responsibilities is refreshed and a Employees selection is written. The set of working responsibilities records the obligations of the activity while the Employee particular gives subtleties of the experience, aptitudes and capacities expected to complete the activity.
- A vacancy advertisement is written and is flowed through the recruitment channel that the bank employments. The channels including papers, web recruitment locales, corporate site.
- A shortlist (According to CV) is arranged of candidates who will be welcome to go to for meet. This is finished by the recruitment board that contrasts every application structure and the requirements of the Employee selection.
- Interviews are held. The board will utilize a similar appointment of inquiries with every interviewee. The meeting incorporates a selection test.
- Then references are mentioned for check.
- Appoint the successful candidates and arrange induction.

Method OF recruitment

- a) Internal recruitment
- b) External recruitment

Internal source: refers to the present working power of the bank. In case of opening somebody as of now on the finance is advanced, moved or at some point downgraded to bring down level.

External source: refers to recruitment of new bundle of individuals from the candidate pools screened from intrigued applicants who have applied for the opportunities.

AIBL initiates individuals from both Internal and External sources.

Internal Recruitment

Internal recruitment refers to the filling of job vacancies from internal the business - where existing employees are selected as opposed to utilizing somebody from external.

Sources of Internal Recruitment

In Al-Arafah Islami Bank Limited (AIBL) it has a few wellsprings of recruiting internally. Coming up next are the most generally utilized strategies for recruiting individuals in Al-Arafah Islami Bank Limited (AIBL).

Promotions & Transfers: This is a system for filling opening from interior through moves and advancements. Move is a sidelong advancement interior a comparable assessment, beginning with one occupation then onto the following. It may incite changes in commitments and obligations, working conditions, etc anyway not so much pay.

Advancements, on the other hand, incorporate improvement of Employee from a lower level circumstance to a progressively raised level position joined by changes in commitments, obligations, status and worth. Associations generally plan move records or a central pool of individuals from which opening can be filled for manual vocations. Such individuals are ordinarily given to various divisions, dependent upon inner necessities.

Job Posting: Bank uses another strategy for inner enrollment which is Job Posting, another technique for contracting people from inside. In this system, the association communicates business opportunity on see sheets; staff sees board, in-house magazine. One of the noteworthy

focal points of this procedure is that the bank acknowledges a chance to significantly qualified up-and-comers working inward the association to look for improvement openings inner the association.

Employee Referrals: Employees referral implies utilizing individual to locate job opportunities. In Bangladesh most of the people gets job by using Employee referrals. It is a suggestion from a present Employee with respect to a vocation candidate. Employees working in the organization are urged to prescribe the names of their companions, working in different organizations for a potential opening sooner rather than later. Truth be told, this has become a well known method for recruiting individuals profoundly aggressive employment advertises these days.

Internal Recruitment Benefits

The internal recruitment process has a few advantages for the bank. Interior benefits for Al-Arafah Islami Bank (AIBL) resemble following:

Economical: The expense of recruiting internal candidates is negligible. No costs are caused on promoting.

Suitable: The organization can pick the correct candidates having the primary aptitudes. The applicants can pick a correct opportunity where their abilities can be completely used.

Reliable: The organization has the information about reasonableness of a contender for a position. The bank can distinguish who will be increasingly solid for the known position. Since the bank accepts 'Realized fallen angels are superior to obscure fiends'.

Satisfying: Internal recruitment internal the bank is a strategy of inclining toward individuals from internal offers customary Promotions for Employees. It propels them to try sincerely and gain promotions.

Retention: Internal recruitment is an approach to hold most potential Employees in Al Arafah Islami Bank Limited (AIBL).

Internal Recruitment Weakness

At one side Al-Arafah Islami Bank Limited (AIBL) enjoys the advantages of internal Recruitment likewise at the same time it has some shortcoming. The principle soft spot for the bank are-

Constrained decision: The inner recruitment of the employees diminishes the zone of decision. The decrease in the region of decision implies less number of candidates. The decision is to be made out of individuals working in the bank. It disheartens passage for capable individuals, external the organization.

Empowers Favoritism: Internal source energizes preference in this framework. More often than not it is seen that the bosses generally select their top picks. The most exceedingly awful piece of this framework brings here and there colossal misfortune for the bank as a less fit individual is designated for the post.

Limitation on Fresher: The deformity of the interior wellspring of Recruitment is that the youngsters completely outfitted with the cutting edge specialized information however they remain rejected from section. Therefore, elderly individuals run the save money with their old thoughts and thinking.

Advantages and disadvantages of internal recruitment:

At the point when internal recruitment is utilized the opening is filled by an individual of known capacity. There are a few advantages of internal recruitment:

- Improve altruism of the association
- Improve inspiration of workers
- Improve likelihood of better choice as the competitors are better known to the association
- Less exorbitant

In the case of internal recruitment the bank also faces some difficulties:

- Prevents fresh people from external the organization who may be right and competent
- Option is limited within the bank
- Inhibits innovation and creativity

External Recruitment

The External Recruitment is the wellspring of the crisp blood for the organization. As an extremely basic HR Process, the external Recruitment process must be set up cautiously. The

outer recruitment is a procedure, which is exceptionally touchy to changes on the external market like joblessness rate, work economic situations, financial variables and others and the directors are extremely delicate about that also.

In Al-Arafah Islami Bank Limited (AIBL) HR managers are basically worry about how to be effective with external recruitment and an undeniable activity showcase examination.

External Recruitment Channels

Al-Arafah Islami Bank Limited (AIBL) utilizes outer recruitment channels to impart work opening to the open group of spectators and the right utilization of the external Recruitment channel brings the correct contender for the specific occupation position. For the most part the HRM is liable for checking the activity advertise and respond suitably to the progressions hands on showcase with the correct utilization of the channels used to bring the normal level and number of competitors at the reasonable expenses. Al-Arafah Islami bank Limited (AIBL) for the most part utilizes the accompanying recruitment channels-

- Corporate Web-site
- Newspaper
- Job Web-site
- Interns (Less frequently used)

HR managers in the bank needs to settle on basic selection dependent on the a few criteria for above Recruitment channels which resemble speed, cost, quality, accessible outer recruitment spending plan. This implies administrators need to choose whether there is individuals ready to do work or not, what channel will cost the amount to the organization, what will be the quality and is there assets to get new individuals organization.

To utilize the outer recruitment channel HRM division needs to set up the Recruitment plan in the start of the year with the objective that the bank can apportion reserves per channel. The whole HR division must be the chief as this office is answerable for the expense and nature of the conveyed applicants.

Advantages and disadvantages of external recruitment

External recruitment can bring in new ideas and viewpoints. Other advantages are as follows:

- Injection of new bloods with new knowledge and creativity
- More economic for the organization in the long run

There are some disadvantages for external recruitment which are as follows:

- External recruitment is costly
- Cause brain drain due to fear of lack of growth potential
- Hanger probability of employee turnover
- Demoralizing existing employees

Selection

Selection is characterized as the way toward separating between candidates so as to distinguish (and recruit) those with a more prominent probability of achievement in work.

Selection is fundamentally picking a candidate from (a pool of candidates) who has the fitting capability and competency to carry out the responsibility.

Selection in hypothetical term: Selection is the way toward picking people who have important capabilities to fill occupations in an organization. The fundamental object is to pick the person who can most effectively play out the activity from the pool of qualified competitors.

The motivation behind selection is to get the most appropriate up-and-comer who might meet the requirements of the activity in an organization best, to discover which work candidate will be effective. To meet this objective, the organization acquires and surveys data about the candidates as far as age, capabilities, aptitudes, experience, and so forth. The most appropriate individual is then gotten in the wake of wiping out the inadmissible candidates through progressive phases of selection procedure. Any jumbled in such manner can cost an organization a lot of cash, time and issue.

Selection Process

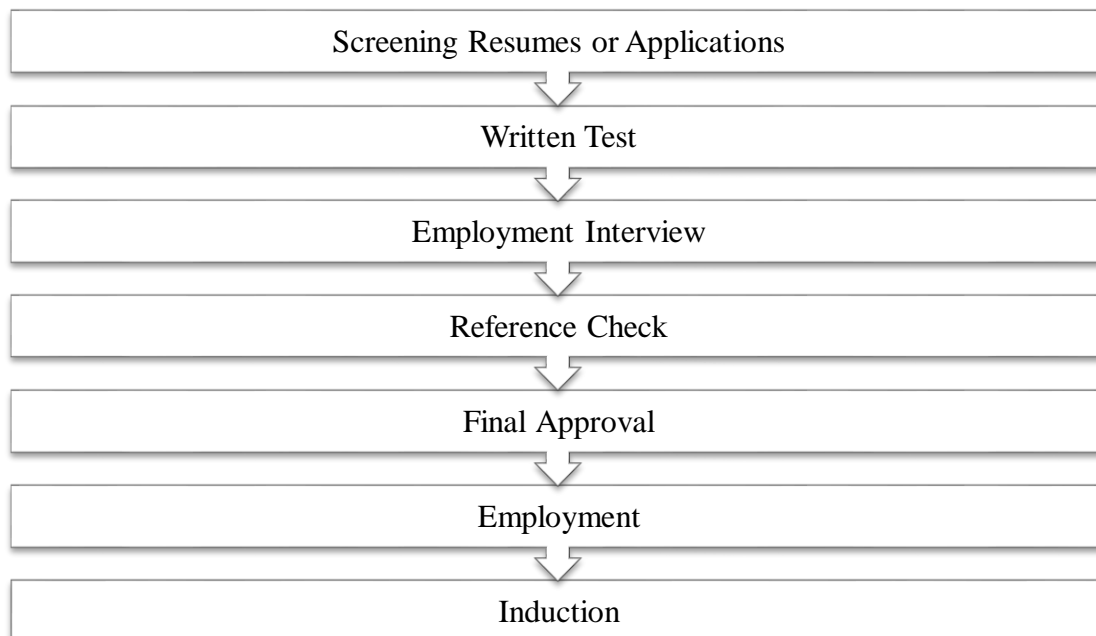
Selection is a long procedure, beginning from the fundamental meeting of the candidates and consummation with the agreement of business.

The accompanying outline gives a thought regarding selection process:

1. PRELIMINARY INTERVIEW
2. SELECTION TEST
3. INTERVIEW
4. REFERENCE CHECK
5. SELECTION DECISION
6. PHYSICAL EXAMINATION
7. JOB OFFER
8. CONTRACT OF EMPLOYMENT
9. CONCLUDING THE SELECTION PROCESS
10. EVALUATION OF SELECTION PROGRAMME

Selection Process of Arafah Islami Bank Limited

Selection is generally a progression of obstacles or steps. Al-Arafah Islami Bank Limited (AIBL) pursues its very own built up Selection process for choosing suitable applicants. In this procedure every one of the means are effectively cleared before the candidate continues to the following one.



Selection Process of Al-Arafah Islami Bank Limited (AIBL) begins with the screening of accessible resumes for a specific work.

1. Screening of resumes is accomplished for make sense of absolutely undesired or inadequate competitors. It is basically an planning procedure in which the primary data is inspired from the candidates about their training, aptitudes, experience.

2. After planning meeting HR staff of the bank sort out the qualified contender for the position and are being requested sitting in written test. In written trial of Al-Arafah Islami bank Limited (AIBL) it steps through a few exams. This are-

- **Conceptual Test:** In reasonable the applicant is given a contextual investigation. In that the bank can quantify how successfully the applicants react to the given situation.
- **Informal Test:** Informal test is somewhat of a competitor may need to act in a pretend. Some of the time applicants are given a situation and are asked to what the person in question would do if the circumstance emerges.
- **Intelligent Quiz Test:** Intelligent test resembles MCQ type. Candidates are some sort of numerical issue in MCQ type and need to answer those.
- **General Knowledge:** In written trial of Mutual Trust bank applicants need to confront general information test. In this test applicants have know about the current affairs of the nation just as universally. Likewise some verifiable certainties need to reply.

3. Interview is a basic element of selection and no selection method is finished without interviews. Also, Al-Arafah Islami bank Limited (AIBL) is not uncommon from this progression. In the meeting competitors are posed inquiries related with their instructive institution, past work history, training visited and other which are filled in their resume. In Al-Arafah Islami bank Limited (AIBL) when an up-and-comer sits for meet the board steps through some exam of the candidates. These resemble-

Intellectual Test: These are mental capacity tests. The interview board measure the up-and-comer's learning capacity and the capacity to get guidelines and make decisions. These tests additionally measure a few capacities, for example, memory, jargon, verbal familiarity and so forth.

Skill Test: Skill test measure a person's capability to get familiar with specific abilities like bookkeeping, industrial, numerical, and so forth. This test show whether an individual has the abilities to get familiar with a given activity rapidly and productively.

Personality Test: Interview board of Al-Arafah Islami Bank Limited (AIBL) measures an applicant's character test commonly through the style of him/her. Applicant's spruce up, prepping style, method for carry on and talking every one of those reflects character and this is a significant factor for procuring the chose up-and-comer.

Integrity Test: This test is taken to quantify the candidate's trustworthiness. The candidates are required in this test to reply in "yes" or "no".

Reference check in selection procedure is a significant point. Here competitors are approached to make reference to in his application structure, the names and addresses of at least two people who realize him well. These might be his past managers, heads of instruction organizations. These individuals are mentioned to give their forthright assessment about the up-and-comer without bringing about any risk.

After the interview candidates are short recorded by the office and are at long last affirmed by the official of concerned division.

After definite approval, business is offered as an appointment letter referencing the post, the position, the compensation grade, the date by which the up-and-comer should join and different terms and conditions in a nutshell.

Recruitment is done in bank in the wake of joining of other employees. Acceptance is the way toward getting employees when they start work, acquainting them with the organization and to their associates, and illuminating them regarding the exercises, traditions and conventions of the organization by the branch director.

3.7 Selection & Staffing process Of AIBL

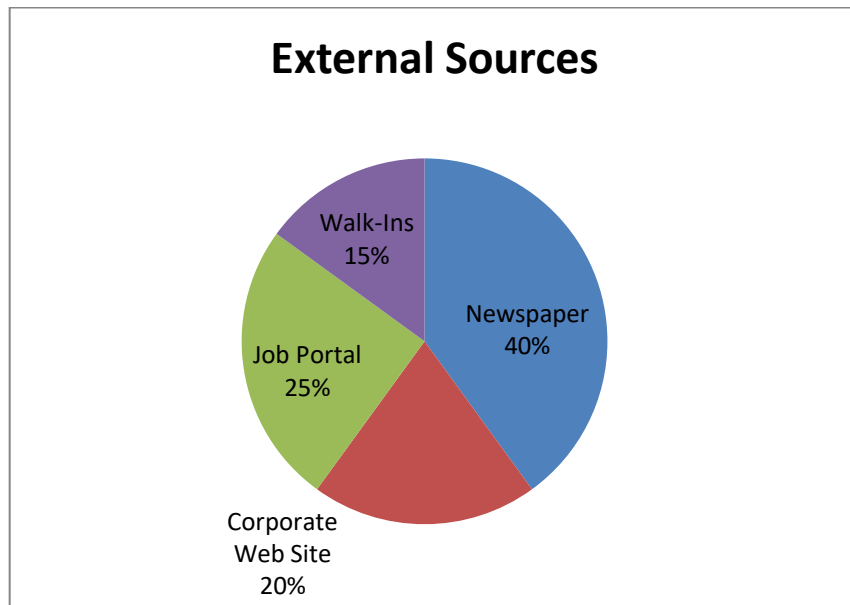
Al-Arafah Islami Bank Limited (AIBL) is focused on choosing and utilizing the most appropriate person(s) for the accessible position(s) by the method for

- Successful and proper screening and selection;

- Selection guidelines are important to aptitudes, training, experience, training and information vital for effective occupation performance;
- The contracting system fits in with the organization's prerequisites and organization's strategies and techniques;
- By no means, an individual utilized with some other organization is named as full time normal or on contract in Al-Arafah Islami Bank Limited (AIBL).
- Every standard appointment in Al-Arafah Islami Bank Limited (AIBL) will comply with its current positions and compensation structures.
- Nobody who is beneath 18 years old can be procured as a Employees for Al-Arafah Islami Bank Limited (AIBL) either regular, contract, temporary or casual status

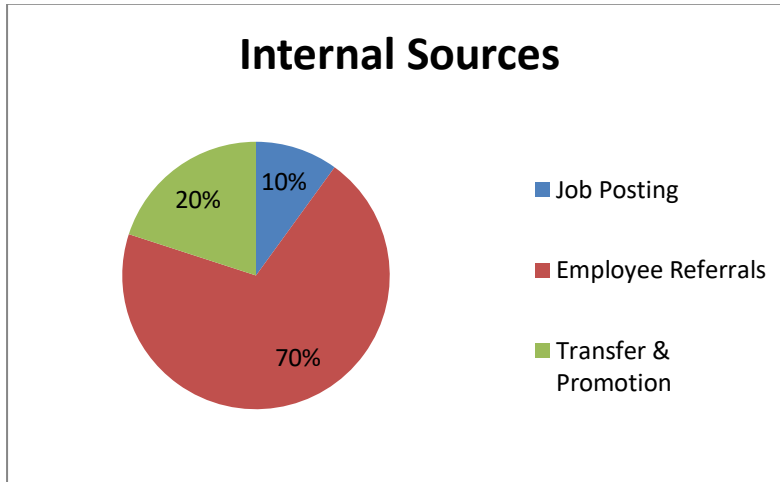
Survey Analysis

Frequently used External Recruitment Sources



Relating to this information I have drawn a pie outline. As indicated by the responder the vast majority of them addressed paper is generally utilized for selecting individuals remotely.

Frequently used Internal Recruitment Sources



From the appropriate response given by various Employees in the bank the majority of them had reacted if there should be an occurrence of internal recruitment Employees referrals is generally utilized.

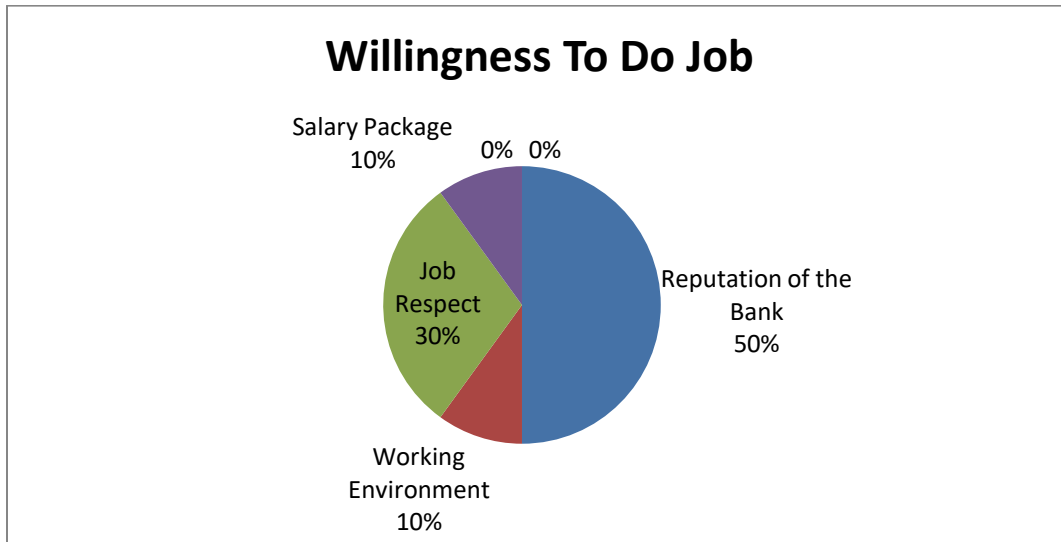
Best way to recruit People



The Employees at Al-Arafah Islami Bank Limited (AIBL) communicated their fluctuated perspectives about the most ideal way, to select individuals. The employees in bank bear a

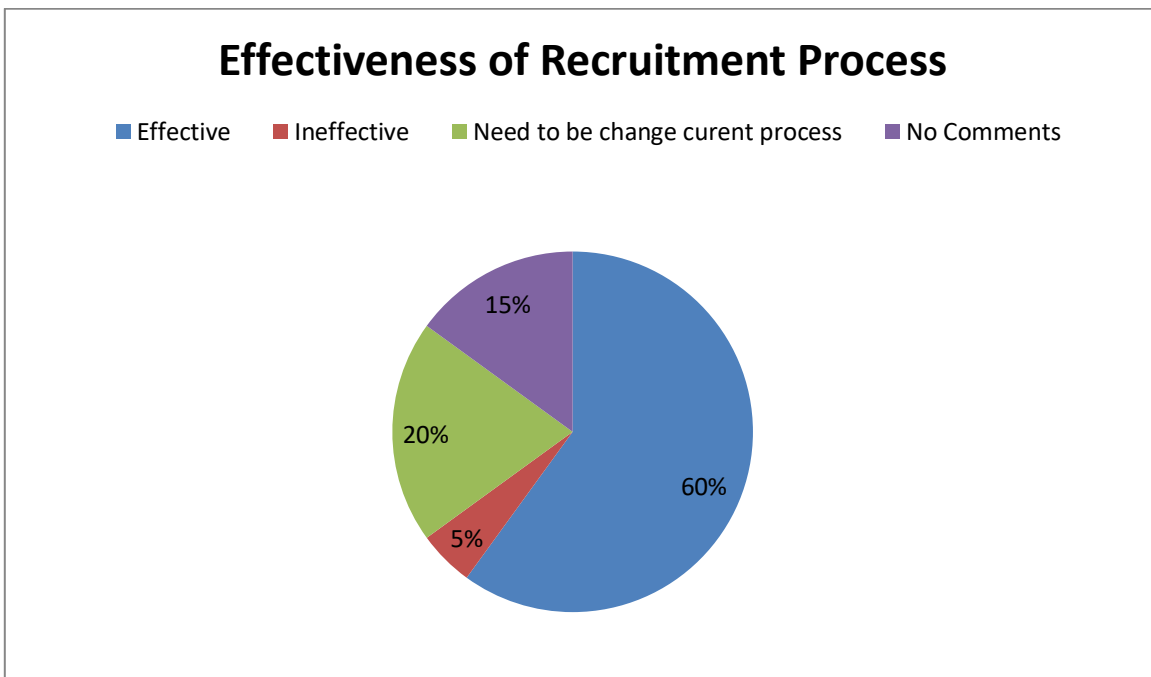
supposition (about 40%) that notice is the most ideal approach to recruit individuals. Promoting characterizes precisely the need of the organization, and what isolates it from its rivals.

Willingness to do Job



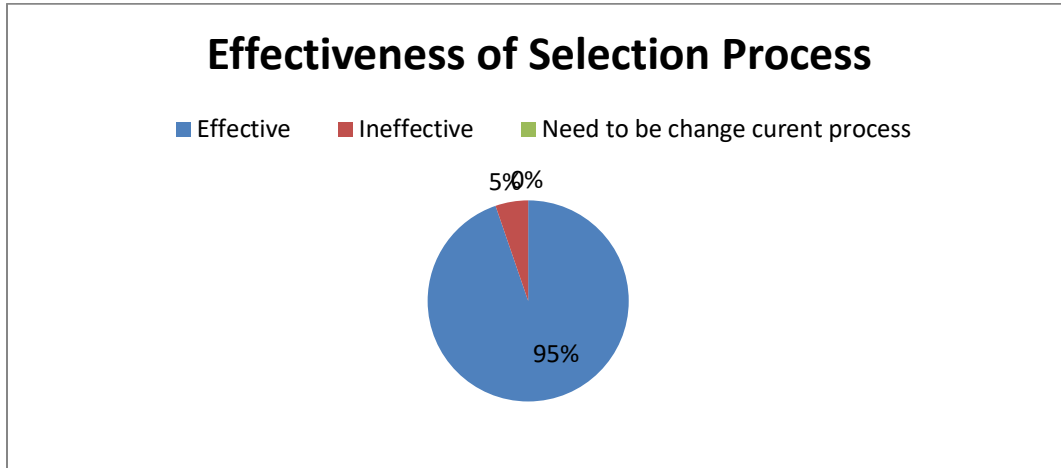
From the outline it tends to be comprehended that the vast majority of the employees are roused by the notoriety of the bank. Additionally the regard in banking work matters for individuals to work as indicated by the respondents.

Effectiveness of Recruitment Process



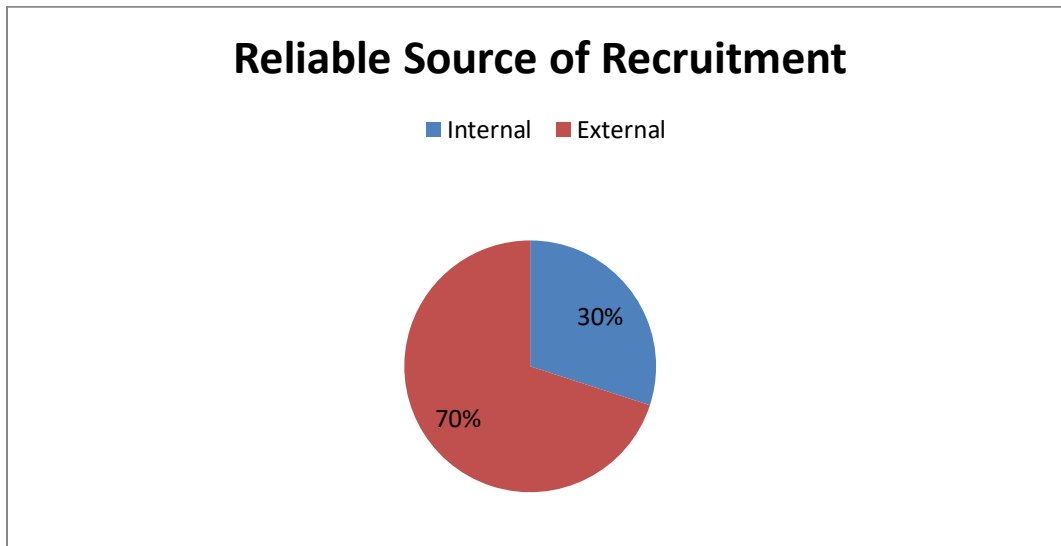
From the above diagram it is seen that the majority of the respondents feel that the present procedure of recruitment is powerful for the organization. Some feel that the bank ought to be increasingly financial when it is going to promote opening in freely.

Effectiveness of Selection Process



Practically the entirety of the respondents are happy with the procedure of selection of the bank which is seen from the diagram.

Most Reliable Source of Recruitment



In term of dependable source the mentality of the respondents was maintenance of outer on the grounds that they think candidates from external are increasingly experienced and talented. Less was maintenance of internal wellspring of Recruitment.

3.8 Training and Development Process of Al-Arafah Islami Bank (AIBL)

Define Training and Development

Training to new employees is significant for the explanation that they have to gain fundamental aptitudes identified with the specific occupation in which he is utilized and development mean plans to build capacities in connection to some future position or employment normally the management.

Objectives of training

Like each organization, Al-Arafah Islami Bank Limited (AIBL) and the Employees or HR of this organization have a few targets. The hierarchical and individual objectives are corresponding. So a training program is coordinated toward the achievement of both hierarchical and singular objectives. We can arrange the objectives in two significant headings.

Objectives of training related to Bank

- ◆ Achieving effectiveness in activity
- ◆ Improving information on new strategy
- ◆ advising the financial appointment
- ◆ giving information on bank-client relationship
- ◆ Change of frame of mind toward the activity
- ◆ Reduction of Employee turn-over
- ◆ Improving nature of work

Objectives of training related to individual

- 1. Reducing inherent fear about jobs:** Training is diminishing inborn dread about occupations.
- 2. Updating Knowledge:** Technological progression, business natural changes and new the board ways of thinking have now made it basic for the organization to reestablish and refresh the information and abilities of the employees with the objective that they do not become excess for clear utilitarian ineptitude. The above all else requirement for labor training accordingly, is to restore and refresh information and abilities of Employees to maintenance their compelling exhibition thus additionally to create them for future administrative positions.
- 3. Avoiding Obsolescence:** the second significant requirement for training is to deflect utilitarian outdated nature.
- 4. Improving Performance:** Continuous training being required to restore and revive data and capacities of workers; it makes them for all intents and purposes convincing. The-third need is thusly, to make workers convincing in their show through consistent preparing.
- 5. Developing Human Skills:** Apart from underlining on specialized and Conceptual abilities, new training modified likewise accentuate on creating human aptitudes of employees. Such human aptitude is primary for successful relational relations and continuing sound workplace. This requirement for training along these lines likewise can't be out and out disregarded.
- 6. Imparting Trade-specific Skills:** In industrial employment, the show is to recruit worker and employees through obligatory apprenticeship training Such apprenticeship training empowers an organization to confer industry and exchange explicit aptitudes to worker. This additionally, in this way, is a significant requirement for labor training.
- 7. Stabilizing the Workforce:** Throughout the world the significance of training is currently progressively felt for balancing out the workforce to withstand the innovative change and for making the organization dynamic in this changed procedure. The board scholars currently collectively concur that it is the obligation of the organization to prepare and build up their labor as persistent procedure.

3.9 Methods of Training used by Al-Arafah Islami Bank Limited (AIBL)

Methods are the routes through which employees are prepared. Al-Arafah Islami Bank Limited (AIBL) utilizes a few techniques for training relying upon the circumstance and training objectives. Be that as it may, the strategies for training can basically characterize into two types.

Managerial On-the-Job Training

On – the – work training isn't only for non managers. Administrative on – the – work training techniques incorporate work pivot the training/understudy approach, and activity learning.

1. Job Rotation

Job rotation implies moving administration learners from division to office to widen their comprehension of all pieces of all pieces of the business and to test their capacities. The learner – frequently an ongoing college alumni may go through a while in every office. The individual may simply be an eyewitness in every division, except all the more normally gets completely associated with its tasks. The student accordingly learns the division's business by really doing it, while finding what employments the person likes.

2. Coaching/Understudy Approach

Here the trainee works legitimately with a ranking director or with the individual the individual in question is to supplant, the last is answerable for the student's training. Typically, the understudy soothes the official of specific obligations, allowing the student to become familiar with the activity

.3. Action Learning

Activity learning programs give managers and others discharged time to work all day on ventures, dissecting and taking care of issues in offices other than their own. The fundamentals of a common activity learning program incorporate. Painstakingly chose groups of five to 25 individuals; allotting the groups true business issues that stretch out past their standard specialized topics and organized learning through instructing and criticism. The business'

ranking directors as a rule pick the activities and choose whether to acknowledge the groups' proposals.

Off the job Training Methods

1. Lectures

Lecturing has a couple of inclinations. It is an energetic and clear way to deal with offer data to gigantic social events of understudies as when the business control needs to get acquainted with the remarkable features of another thing. You could use composed materials rather, be they may require broad more age cost and won't empower the give-and-take examining that discussions do.

2. Programmed Learning

Whether the medium is a course book, PC, or the Internet, customized Learning (Or modified guidance) is a bit by bit, self-inclining technique that comprises of their parts.

1. Presenting addresses realities or issues to the student
2. Allowing the individual to react
3. Providing criticism on the precision of answers.

By and large, modified learning presents actualities promotion follow-up questions. The student would then be able to react, and ensuing casings give criticism on the exactness of their answers. What the following inquiry is regularly is frequently relies upon the exactness of the student's response to the past question. Modified learning's fundamental advantage is that it decreases training. It additionally encourages learning in light of the fact that. It gives students a chance to learn at their very own pace, gives quick input and (from the student's perspective) reduces the risk of error.

3. Audiovisual-Based Training

Audiovisual-based training techniques like, PowerPoint's, video conferencing, audiotapes, and tapes can be very successful and are broadly utilized. The Ford Motor Company utilizes recordings in its seller instructional meetings to mimic issues and test responses to different client protests, for instance. Audiovisuals bend more costly than regular talks cottage offer some

advantages. Obviously, they generally will in general be all the more intriguing. What's more, think about utilizing them in the accompanying circumstances:

1. When there is a need to represent how to pursue a specific succession after some time, for example, when training fax machine fix. The stop-activity, moment replay, and quick at moderate movement abilities of audiovisuals can be helpful here.
2. When there is a need to open learners to occasions not effectively self evident in live talks, for example, a visual voyage through a manufacturing plant or open-heart medical procedure.
3. At the point when you need organization wide training and it is too exorbitant to even think about moving the mentors here and there.
4. Simulated training (occasionally called vestibule training) is a strategy where students learn on the real or reenacted hardware they will use at work, yet are really prepared off the activity. This is a need when it is excessively expensive or risky to prepare Employees at work. Putting new sequential construction system worker right to work could slow creation, for example, and when security is a worry—likewise with pilots—reproduced training might be the main handy other option.

Simulated training may happen in a different live with a similar hardware the students will use at work. Be that as it may, it frequently includes the utilization of hardware test systems. In pilot training, for example, aircrafts use pilot test programs for security', learning proficiency, and cost investment funds, remembering adages for.

5. Case Study: Case study method helps students to learn alone by autonomous thinking. A set of information or some illustrative materials are given to the members requesting that they dissect, distinguish the issues and furthermore tc5 prescribe answers for the equivalent.

Benefits for Employees

- The opportunity for promotion and self-development;
- Improved work fulfillment through better occupation execution
- A challenge: the opportunity to adapt new things;

- Adaptability: Gooder capacity to adjust to and adapt to changes
- Increase work scope and consider work pivot.

Benefits for the Organization

- Higher productivity through better work performance, progressively productive utilization of HR;
- Objectives and objectives all the more successfully met;
- Decreased costs because of less work turnover, blunders, mishaps and so on.
- An increasingly competent, portable workforce;
- Existing staff all the more effectively held;
- A protection strategy;
- Employees are better ready to adapt to organization

3.10 Training institutes of Al-Arafah Islami Bank Limited (AIBL)

Al-Arafah Islami Bank Limited (AIBL) training institution was built up in 2002. From that point forward, establishment has been leading different sorts of training programs on various financial undertakings so as to create information, aptitude, and frame of mind of the Employees of Al-Arafah Islami bank. Restricted (AIBL).

Objectives of Training Institutes

The major objectives are:-

- ◆ To advance both hypothetical and pragmatic information in banking and furthermore creating administrative aptitudes of the workers of bank.
- ◆ To affect preparing programs dependent on everyday financial needs.
- ◆ To increase the expectation of execution of the work power utilized in the bank.

Activities of Al-Arafah Islami Bank Limited Training Institutes (AIBLTI), Dhaka

Officers/staff trained since it's inception	
Year	No. of officers'/staff
2014	500
2015	1000
2016	1200
2017	1300
2018	800

Figure: Officers/staff trained since its inception

3.11 Compensation and Benefits for Al-Arafah Islami Bank Limited (AIBL)

Employee compensation alludes or a wide range of pay or rewards going to representatives and rising up out of their business. Accordingly pay implies what worker gets in return for their work.

Benefits are circuitous financial payments given to Employees. They may incorporate wellbeing and extra security, get-away, annuity, training plans, and limits on organization Products or example.

Compensation and Maintenance of the Employee

House Rent Allowance:

- a) 50% of Basic compensation from SVP to DMD

- b) 50% of Basic compensation from FAVP to VP
- c) 50% of Basic compensation from officer to JAVP

Car loan schemes:

- a) DMD to MD: One full time vehicle with fuel, driver and upkeep cost. Likewise, 1 vehicle gave according to rank. Existing vehicle credit plot.
- b) AVP to SEVP: Car will give as standard the Bank existing vehicle credit conspire

Ceiling for Furniture:

- a) DMD Tk. 400,000/-
- b) SEVP Tk. 325,000/-
- c) EVP Tk. 275,000/-
- d) SVP Tk. 225,000/-
- e) VP Tk. 200,000/-
- f) SAVP Tk. 175,000/-
- g) AVP Tk. 150,000/-

LEA (Leave Fare Assistance):

- LFA compensation after completion of 1 year confined service.

3.12 Several Types of Leave in Al-Arafah Islami Bank Limited (AIBL)

- ◆ Ordinary leave (with full compensationment)
- ◆ Leave on half compensation
- ◆ Advance leave
- ◆ Leave without compensation
- ◆ Special disability leave
- ◆ Maternity leave
- ◆ Casual leave

There is a welfare trust in Al-Arafah Islami bank. Limited (AIBL) the compensation is determined according to the nature of case.

Al –Arafah Islami bank has been providing treatment facilities for its personnel’s. There are two doctors in the head office for the employees.

For example, if anybody needs open heart surgery he/she will get taka for treatment.

Compensation scales of Al-Arafah Islami Bank Limited (AIBL)

Al-Arafah Islami Bank Limited (AIBL) has compensation scales for its own employee’s .It follows the compensation structured of it’s won Bank.

Gratuity Calculations

Gratuity Tables

Amount of Basic (As per Grade)	Rate of Gratuity	Amount of Gratuity
Tk. 43450(SVP)	1	TK43450
Tk. 31500(AVP)	1	Tk. 31500
Tk. 26000(SPO)	1	Tk. 26000
Tk. 29750 (PO)	1	Tk.29750
Tk. 29750 (PO)	1	Tk. 29750
Tk.21950 (PO)	1	Tk. 21950
Tk. 20750 (PO)	1	Tk.20750
Tk. 19600(SR.OFFICER)	1	Tk19600
Tk. 14900(OFFICER)	1	Tk.14900
Tk.12, 875 (JUNIOR Officer)	1	Tk.12875
Tk. 13500 (ASSTT.Officer)	1	Tk.1350

3.13 Performance Appraisal Methods of Al-Arafah Islami Bank Limited (AIBL)

Performance Appraisal

Performance management is the continuous processes that identify measure and develop the performance with the organizations objectives rewards and recognition the primary objective of performance examination is to assess the real performance of the employees contrast with standard of performance. Each organization needs a framework assess its Employees performance. Good performance ought to be fortified where restorative move ought to be made for bothersome performance.

The basic objectives of performance appraisal are:

- Identifying the correct employees who have the probability to meet the desires.
- To lessen preposterous compensation costs which brought about with the employees who never meet the desires.
- Identifying the training and development needs.
- Strategizing employees' and organizations objectives.
- Enhancing employee's exertion with the objective that their exhibitions can fortify.
- Establishing a legitimate criticism process through interchanges among Employees and their subordinates.
- Assessing employees' exhibition with the end objective of getting organization's vital objectives.

Performance Appraisal Methods:

360-Degree Feedback:

It is a strategy which is exact grouping of execution data on an individual social occasion, got from different accomplices like brief directors, associates, customers, companions and self. In reality any person who has important information on how an Employee does an obligation may

be one of the appraisers. This framework is particularly useful to the extent progressively broad perspective, increasingly critical self-advancement and multi-source input is important. 360-degree assessments are important to check between near and dear capacities, buyer devotion and gathering building aptitudes. In any case on the negative side, getting analysis from various sources can be alarming, bargaining, etc. Different raters may be less talented at giving balanced and target analysis.

Graphic Rating Scale:

A scale that rundowns various qualities and a scope of performance for each. The Employee is then evaluated by distinguishing the scale that best depicts their degree of performance for every characteristic.

Alternation Ranking Method:

Positioning employees from best to most noticeably awful on a specific attribute, picking most elevated, at that point least, until all are positioned.

Paired Comparison Method:

Positioning employees by making a diagram of every single imaginable pair of the Employees for every characteristic and demonstrating which is the better Employees of the pair.

Forced Distribution Method:

Like reviewing on a bend; foreordained rates of rates are set in different performance classes.

Critical Incident Method:

Tracking phenomenally Good or bothersome instances of a Employees's business related conduct and surveying it with the Employee at foreordained occasions.

Behaviorally Anchored Rating Scale (BARS):

An examination strategy that targets consolidating the advantages of story basic episodes and evaluated appraisals by mooring a measured scale with explicit account instances of good and terrible showing.

Management by Objectives (MBO):

Includes defining explicit quantifiable objectives with every Employees and afterward occasionally looking into the Promotions made.

Organizational Practice

Al-Arafah Islami Bank Limited to a limited extent seeks after Graphic Rating Scale procedure. Here each individual have various situation for evaluating. For all intents and purposes junior to senior Employees have relative arrangement to fill in yet there is some extraordinary case for the senior level. The arrangement is arranged in the way like Fist page must be finished off by the representative's autonomous from any other person anyway they have to sign in all of the pages. There is point structure for assessing Employees. For example, if the representatives have Banking Diploma they get additional point and the M.B.A degree holders get a greater number of imprints than the Graduate and Masters pass holders. There is moreover arrangement for marks for the Employees the people who can bring more store or bring Good customer. By considering all these, Divisional Head put stamps and survey each Employee. After that the assessment structure will send to Human Resource Department. By and large HRD gets this structure from wherever all through the country. After got absolutely all of the structures they set it up for the last appraisal for the top the administration. Generally speaking there exists appraisal bunch where they finally select the meriting applicants. After that an overview has been sent to the Board for the last endorsement.

Chapter-4

Findings, Recommendations and Conclusion

4.1 Overall Learning from Internship

1. As part of the Internship program of Bachelor of Business Administration course necessity, I was allocated for doing my entry level position in Al Arafah Islami Bank Limited for the time of a quarter of a year. During my temporary position period in the Al Arafah Islami Bank Limited Uttara Branch I worked under for all offices.
2. During entry level position, one needs to comply with the principles and guideline of the organization, do the day by day plan exercises; and some other the occupations doled out by the director. During the temporary job program, I worked in General Banking. In General Banking I had given everyday administrations like sort the information, written compensation request, clearing, move scroll, bank money scroll, orchestrating voucher, I became more acquainted with the record opening technique (general), Photo and mark filtering, managing client, Issue of check book, Bank explanation issuance, utilizing different office types of gear like photograph copier, check author.
3. I additionally worked in the Loans and Advances Department. In Loans and Advances Department, my activity was to give money related proportion investigation, to learn money credit (CC) Procedure, venture item, speculation authorize exercises, credit observing strategy, speculation recuperation exercises, sort the archives, accommodate the un-accommodated sections, and sources of info the information into exceed expectations sheet and PC produced programming.
4. I have confronted a few issues in my entry level position program, for example, client's awful remark for give postpone administrations and some official's horrendous exercises.
5. At the finish of my entry level position I can say I learned parcel of viable working things of banking framework which very surprising from our scholastic information, and I additionally figured out how to manage client in various circumstance and furthermore I saw that bank administration likewise shift on customer and banks relationship.

4.2 Findings of the Study

- In AIBL there was a decent number of expert and qualified HR. On a normal 75% of staff were proficient. 18% were semi-proficient and the remaining 7% were non-proficient. Among the expert a large portion of them were MBA or BBA holders.
- There was an incredible deficiency of ICT-proficient labor in the bank just 4% staff had proficient IT institution with transient testament courses, while 70% had least information on it and the remainder of staff 26% had no IT information.
- The study found that AIBL bank has its very own training organization for human resource promotions actuates yet there is no appropriate HR data framework. Every single human resource was midway overseen by their individual base camp.
- AIBL pursued normal procedural strides for selection and work of qualified Employees, finish of use structure business test (CV investigates, written, Viva-voice) and last Employees selection.
- Employees were progressively happy with compensation scale, present occupation position and compensation. In any case, Employees are not happy with working hour, leave strategy and HR appointment. Employees firmly contended that they are not happy with the ongoing HR strategies and practices practiced in the bank.

4.3 Recommendations

- Education capability, experience, abilities, skills and ICT-proficiency of the potential competitors are given accentuation in the determination and enlistment procedure of workers.
- To create HR ABIL ought to embrace diverse HRD programs including proceeding with instruction and preparing. IT-orientated, profession advancement, and so forth. Banks have great number of splendid representatives and it ought to make open doors for worker's higher investigations with cooperation/grant at home and abroad.
- AIBL and upkeep in body's labor ought to apportion adequate spending plan and sent skilled workers to universal gathering and courses to set them up for the focused information market of 21st century.
- AIBL can use HRIS software to recruit new employees.
- AIBL should concern about employee facilities life over time, leave and HR policies.

4.4 Conclusion

Considering the realities that have been examined up until now, it very well may be expressed that Human Resource Management Practices in Al Arafah Islami Bank Limited is very agreeable, however all the procedure of HRM techniques are not carefully pursued as expressed in the references. Their Recruitment and selection, training and development process are update, standard and palatable step by step.

The administration system, hierarchical appointment, frame of mind towards Employees and workplace of Al Arafah Islami Bank Limited has a positive catalyst on the general technique of the human resource promotions of the bank. As it is a typical recognition that the best organization consistently makes a modified mix of the considerable number of elements that best satisfies their requirements.

The standard job of the HR office job is to give help with HRM matters and straightforwardly meddle in creating the organization's merchandise and enterprises. As indicated by their administration, gaining their insight, building up the ability of the Employees, inspiring them to significant levels of performance and guaranteeing that they keep on keeping up their promise to the organization are basic in accomplishing hierarchical objective.

Based on these standards, the HR division is relegated for finishing those undertakings that are viewed as primary. In Al Arafah Islami Bank Limited, the HR Department bargains the immense workforce about their Recruitment and selection, training and Promotions process from an extremely proficient and current perspective. Its HR appointment and Development procedure depend on fitting guidelines. The HRM practice in Al Arafah Islami Bank Limited can be shown as particularly sufficient for creating a true, legit, reliable, dedicated and scholarly workforce.

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