



**Internship Report**  
**On**  
**“Elements of Human Resource Management**  
**(A Study on Standard Bank Limited.**  
**At Nowabgong Branch)**



Submitted To  
Nujhat Anjum Ani  
Senior Lecturer  
Department of Business Administration.

Submitted By  
Md. Mahamudul Hasan  
ID No: 133-11-3518  
Major in HRM  
Batch: 36<sup>th</sup>  
Daffodil International University.  
Submission Date: 27.01.2020





## Letter of Transmittal

Date: 27.01.2020

Nujhat Anjum Ani

Senior Lecturer

Department of Business Administration.

Faculty of Business & Entrepreneurship

Daffodil International University.

**Subject: Submission of Internship Report.**

Dear Ma'am,

I am submitting my internship report of “**Elements of Human Resources Management (A Study on Standard Bank Ltd. At Nobabgong Branch)**” which was assigned me as a part of my BBA program. I have tried my level best to complete this report with the necessary information and suggested proposal that you were provide me as your best as well.

I have a clear belief that the report will fulfills your expectation and I have tried to give my best to make appropriate report as per your instruction. I would be very grateful if you accept my report. Your kind consideration and also your cooperation will be highly appreciated.

I am highly obliged for your guide and continuous cooperation and I hope that the report will complete as your expectations.

Thank you

Sincerely yours

Md. Mahamudul Hasan

ID NO: 133-11-3518

Major in HRM, Batch: 36<sup>th</sup>

Department of Business Administration.

Faculty of Business & Entrepreneurship

Daffodil International University.



## Declaration

I humbly declare that this report is based on work carried by me and no part of it has been previously for any higher degree. The report was conducted in the department of Business Administration, Daffodil International University under the supervision of Nujhat Anjum Ani Ma'am. It is also declare that this report has been prepared for academic purpose alone and has not been submitted elsewhere for any other purpose.

Md. Mahamudul Hasan

ID NO: 133-11-3518

Major in HRM, Batch: 36<sup>th</sup>

Department of Business Administration.

Faculty of Business & Entrepreneurship

Daffodil International University.



## Letter of Approval

This is certify that Md. Mahamudul Hasan , ID: 133-11-33518, Program BBA, Batch 36<sup>th</sup>, Major in HRM is a regular student of, Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International. He has successfully completed his internship program and has prepared this internship report under my direction. His assigned internship topic was **“Elements of Human Resource Management (A Study on Standard Bank Ltd. at Nobabgong Branch)”**. I think that the report is worthy of fulfilling the principal requirements of BBA program.

I wish his happiness and every success in life

Nujhat Anjum Ani

Senior Lecturer

Department of Business Administration.

Faculty of Business & Entrepreneurship

Daffodil International University.



## Acknowledgement

Firstly, I would like to convey my gratefulness to almighty Allah for enabling me the strength and opportunity to complete the report within the schedule time successfully.

The internship paper submitted here is performed as part of my internship program. Preparation of this report received assistance, guidance and took valuable time of my supervisor Nujhat Anjum Ani Senior Lecturer, Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University and Mohammad Jamal Hossain, Manager in-charge Nawabgonj Branch, Standard Bank Limited.

However, I am immensely indebted to several people of Standard Bank Limited without whose support the report would have been really difficult to conduct. I would take this opportunity here to thank them for sharing their valuable time for long discussion and wise suggestion, thoughts during the internship program.

Finally, I would like to give thanks to my supervisor Nujhat Anjum Ani for her continuous help, support, and advice and for the time she has spent for the refined my report. Without their continuous support, the report would have been a directionless writing.

Md. Mahamudul Hasan

ID NO: 133-11-3518

Major in HRM, Batch: 36<sup>th</sup>

Department of Business Administration.

Faculty of Business & Entrepreneurship

Daffodil International University.



## **Executive Summary**

Standard Bank Ltd. is one of the private bank in Bangladesh. The primary business of Standard Bank Ltd. is exchange financing, corporate banking, private banking and retail banking. This report contains five parts. First part manages Introduction, source, objective, extension, procedure and confinements of the report. Second section is the Organizational piece of Standard Bank Ltd where I have attempted to show an outline of Standard Bank Ltd. furthermore, its hypothetical foundation, Mission, Vision, and so forth. Third section contains the adapting some portion of the report; Elements of HRM , fourth part contains investigation and discovering , five part proposals ,end and reference .The report has been made by a cautious survey of distributed yearly report, contextual investigation and dialog with mindful people of Standard Bank Ltd. who are locked in and associated with my related division. While working with general financial division in Standard Bank Ltd., I have attempted to discover a few issues. Standard Bank Ltd has deficient number of PCs, absence of utilizing information base systems administration framework in clearing segment, hazy expected set of responsibilities to representatives, and so forth.

Finally, I have attempted to give a few proposals against the referenced issues of making completely mechanized in HRM banking Department, clearing the expected set of responsibilities idea to every representative, presenting database organizing framework, and so forth.

I trust and accept, by actualizing the referenced suggestions Standard Bank Ltd. can arrive at the pick of its prosperity.



## Table of Content

Chapters	Content	Page
	Letter of Transmittal	ii
	Declaration	iii
	Letter of Approval	iv
	Acknowledgement	v
	Executive Summary	vi
	Table of Content	vii-viii
Chapter-01	<b>Introduction</b>	1-5
	1.1 Introduction	2
	1.2 Background of the Study	2-3
	1.3 Scope of the Study	3
	1.4 Objective of the Report	3
	1.5 Limitations of the study	4
	1.6 Methodology of the Study	4-5
Chapter-02	<b>Organization</b>	6-11
	2.1 Historical Background of SBL	7
	2.2 Board of Director	8
	2.3 Vision, Mission & Objectives	9-10
	2.4 Products & Services	10
	2.4.1 Deposit Product	10
	2.4.2 Loan Products	10
	2.5 Services	11
	2.6 Branches of SBL	11



Chapter-03	<b>Elements of HRM.</b>	12-27
	3.1 Elements of Human Resources Management	13-14
	3.2 Recruitment and Selection	14-18
	3.3 Orientation	18-19
	3.4 Training & Development Policy of SBL	19-22
	3.5 Performance Appraisal	23-25
	3.6 Compensation, Rewards and Benefit	25-26
	3.7 Employee Relation	26-27
	3.8 Model of HRM Elements	27
Chapter-04	<b>Analysis Finding</b>	28-33
	4.1 SWOT Analysis	29-31
	4.2 Findings	31-33
Chapter-05	<b>Recommendation and Conclusion</b>	34-37
	5.1 Recommendations of SBL	35
	5.2 CONCLUSION	36
	<b>References</b>	37
	<b>List of Abbreviation</b>	37





## ***Chapter-01***

### ***Introduction of the report***



## **1.1 Introduction:**

Bank is an exceptionally old foundation that is contributing toward the improvement of any economy and is treated as a significant assistance industry in the advanced world. Monetary history shows that improvement has begun wherever with the financial framework and its commitment towards budgetary advancement of a nation is the most noteworthy in the underlying stage. Present day banks have a significant impact in advancing monetary improvement of a nation. Bank gives important assets to executing different projects during the time spent monetary advancement. They gather investment funds from huge masses of individuals dissipated all through the nation which without banks would have stayed perfect and ineffective, these dispersed sums are gathered, pooled together and made accessible to trade and industry for meeting the budgetary prerequisites. Bank assumes a fundamental job in the economy by giving methods for installment and assembling assets. Bank is the most significant money related foundation in the financial advancement of a nation relies upon the improvement of banking division. The present current banks are giving customary banking as well as extending the numerous money related administrations. In this day and age the life of the individuals straightforwardly are inside the field of banking whether ordinary or standard banking isn't a more up to date idea in Bangladesh as it has begun its activity since 1999. Not many individuals know about its activity. In any case, things are evolving. Standard banking is likewise getting fame in the nation. Temporary position program fundamental for each understudy, particularly for the understudies of Business Administration, which causes them to know the genuine circumstance, hence an understudy takes the entry level position program at the last phase of the four year certification to dispatch a profession with some reasonable experience. Against this setting, I have finished my three months temporary position in the Standard Bank at Nawabgonj Branch which has helped me a great deal to comprehend the genuine circumstance life circumstance of banking business.

## **1.2 Background of the Study:**

Any scholarly course of the investigation has an extraordinary worth when it has down to earth application in the reality. Just a ton of hypothetical information will be of little significance except if it is appropriate in the down to earth life. So we need legitimate utilization of our



insight to get some profit by our hypothetical information in our handy life. Building a solid base of down to earth information is conceivable through proposition. At the point when hypothetical information is gotten from a course of study, it is just the most of the way of the topic. Theory suggests the full utilization of the techniques and methods through rich procured information on the topic can be productively applied in our day by day life, such a methodology of down to earth application is known as proposition. The contextual analysis is titled "Components of Human Resource Management on Standard Bank Limited" As an understudy of BBA, this examination will be increasingly huge in my commonsense life, I have worked at Nawabgonj Branch of Standard Bank Limited to finish the entry level position program as a scholarly necessity.

### **1.3 Scope of the Study:**

This report has been set up through broad talk with bank workers and with the customers. Plan gave by the bank likewise assists with setting up the report. At the hour of setting up the report, I had an extraordinary chance to have a top to bottom information on all the financial exercises rehearsed by the Standard Bank Limited.

### **1.4 Objective of the Report:**

The main objective of this report is to learn about Human Resources Management Elements of Standard Bank Ltd.

- To learn about recruitment and selection procedures of the bank.
- To identify training and development methods applied in the bank.
- To know organization practices on Standard Bank Ltd.
- To provide a company profile on Standard Bank Ltd.
- To identify the problems faced by Human Resource Management Department of Standard Bank Ltd.
- To recommend actions to overcome the problems of Human Resource Management Department of Standard Bank Ltd.
- To know performance management practices and compensation practices in the bank.



## **1.5 Limitations of the study:**

The officials are very co-usable yet they are too occupied to even consider giving personal time to get information about commonsense exercises. In addition they need to bargain in an exceptionally serious condition dependent on cash related exercises. I need to set up this report alone. Each assignment has a few restrictions. I confronted some typical imperatives over the span of my temporary position. These are as per the following:

**Deficiency of time:** I needed to finish this report inside a shorter timeframe. So the time limitation of the investigation ruining the course of immense territory and time for setting up a report inside the referenced period is extremely troublesome.

**Caught up with workplace:** The authorities had a few times been not able to give data due to their gigantic routine work.

**Absence of adequate all around educated authorities:** Numerous authorities of the branch are not all around educated about various frameworks of Standard Bank Ltd. They know however less. I needed to confront a lot of trouble to gather this data.

**Deficient information:** Some ideal data couldn't be gathered due to privately of business

## **1.6 Methodology of the Study:**

Primary Data is those types of data which are collected from the root. It's also called the raw data. There are various tools of collecting primary data...

- Direct observation
- Interviewing & conversation Secondary Sources:

Secondary data are those, which have already collected by someone else and wishes have been passed through the statistical process. This data can be collected by two sources. The sources of information include Internal tools:

- Annual report 2011
- Bank brochures
- General report,



- Magazines / journals / Periodicals
- General banking manual
- Statement of affairs
- Progress report of the Bank
- Bank Rate sheet.
- Official records

External tools:

- Website
- Banking related Books
- Bangladesh Bureau of Statistics report etc.



# ***Chapter-02***

## ***Organization***



## **2.1 Historical Background of SBL:**

Banking segment is extending its turn in various money related occasions each day. Simultaneously the financial procedure is getting quicker, simpler and the financial territory is getting more extensive. As the interest of better assistance is an expansion step by step. By and large by "Bank" we can without much of a stretch comprehend that the monetary organization manages cash. Yet, there are various sorts of banks like, Central Bank, Commercial Bank, Savings Bank, Investment Bank, Industrial Bank, Co-usable Bank and so on. Here I will examine a bank which name is Standard Bank Ltd, which is a business bank.

Standard Bank Ltd has a long and savoring legacy. Standard Bank Limited (SBL) began its excursion in the monetary area of the nation as a venture organization back in May 11, 1999. The organization worked up to 1999 with 4 branches and from that point with the consent of the Central Bank changed over in an undeniable calendar private business bank in June 3, 1999 with settled up capital of Tk. 39.00 center to serve the country from a more extensive stage.

The Bank is dealt with a group of productive experts. There wins a constructive authoritative atmosphere in the Bank that produces sentiment of nobility, trust, order and transparency in its kin and results in checking them to post better outcome persistently in the Bank. The way of life of keeping up suitable workplace in the Bank has additionally empowered the staff to Benchmark them better against the executives desires. A guarantee to quality and greatness in administration is the sign of their personality.

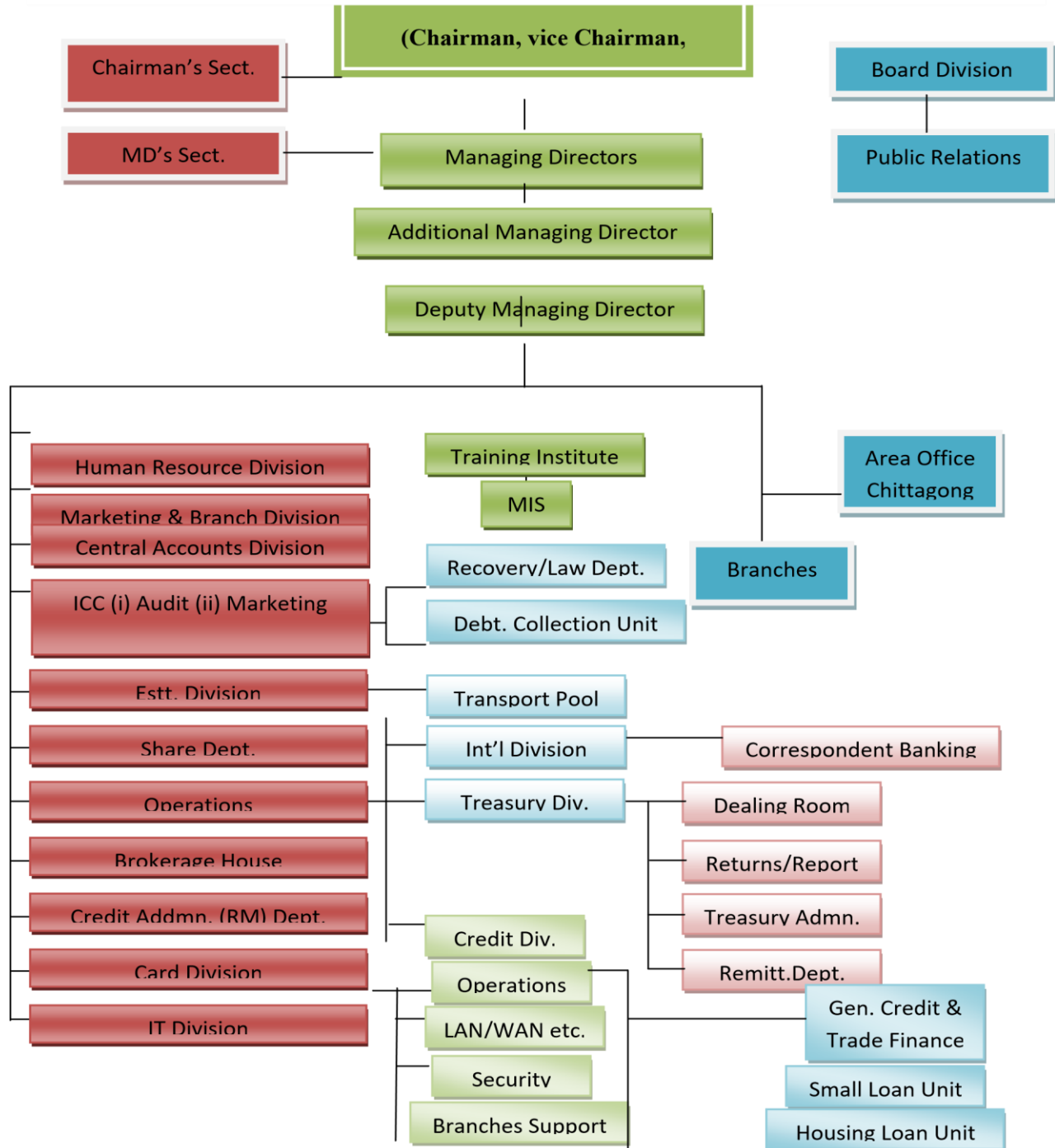
The bank has set up another Standard in financing in the mechanical exchange and outside trade business. Its different store and credit items have likewise pulled in the customers both corporate and people who feel comfort in working with the bank.

Standard Bank Limited rose as another business bank to give productive financial administrations and to contribute financial improvement of the nation. The Bank initiated its activity on June 3, 1999. The point of the organization was to prepare assets from inside and put them in such manners to build up nation's modern and exchange segment and assuming an impetus job in the development of capital market too. The approved capital of the Bank is Tk. 1500 center and the Paid up Capital is Tk 570 center.



**2.2 Board of Director:**

**ORGANIZATIONAL STRUCTURE OF STANDARD BANK LTD.**



Source: Standard Bank Ltd, (2014) Annual Report, Head Office, Dhaka.





## **2.3 Vision, Mission & Objectives:**

### **Vision:**

Standard Bank will be a remarkable association in Bangladesh. It will be an information based association where the Standard Bank experts will gain consistently from their clients and partners worldwide to include esteem. They will function as a group, stretch themselves, improve and break obstructions to serve clients and make client reliability through a worth chain of responsive and expert assistance conveyance. Consistent improvement, issue arrangement, greatness in administration, business reasonability, effectiveness and including worth will be the usable expressions of the association. Standard Bank will serve its clients with deference and will strive to impart a solid client assistance culture all through the bank. It will treat its workers with poise and will construct an organization of profoundly qualified experts who have respectability and put stock in the Bank's vision and who are focused on its prosperity. Standard Bank will be a socially mindful organization that won't loan to organizations that detrimentally affect nature and individuals.

### **Missions:**

- ❖ High quality money related administrations the most recent innovation.
- ❖ Fast, Accurate and Satisfactory client support.
- ❖ Balanced and reasonable development technique.
- ❖ Optimum return on investors' value.
- ❖ Introducing imaginative Banking items.
- ❖ Attract and hold great HR.
- ❖ Empowering genuine poor families and make nearby pay openings.
- ❖ Providing support for social advantage associations - by method for preparing assets and social administrations.

### **Objectives:**

- ❖ To accomplish positive Economic Value Added (EVA) every year.
- ❖ To be advertise pioneer in item advancement.
- ❖ To be one of the best three monetary Institution in Bangladesh as far as cost productivity.



- ❖ To be one of the best five monetary establishments in Bangladesh in term of piece of the overall industry in all noteworthy market sections we serve.

## **2.4 Products & Services :**

Standard Bank Limited has two types of products & services:

### **2.4.1 Deposit Product:**

- Current Deposit
- Savings Deposit
- Short Term Deposit
- Fixed Deposit
- Deposits Under Scheme

### **2.4.2 Loan Products:**

- Secured overdraft
- General Loan
- House building Loan
- Staff Loan
- Transport Loan
- Loan Against Trust Receipt
- Payment against document
- Packing Credit
- Lease Finance
- SME
- Consumer Credit
- Bill Purchase



## **2.5 Services:**

- Credit Card Services
- Debit Card
- Remittance
- Pay order

## **2.6 Branches of SBL:**

Total 48 Branches in Dhaka Chittagong:

Total 26 Branches in Chittagong Khulna:

Total 11 Branches in Khulna Rangpur:

Total 13 Branches in Rangpur Sylhet:

Total 6 Branches in Sylhet

Total Branches: 104



# ***Chapter-03***

## ***Elements of HRM***



### **3.1 Elements of Human Resources Management:**

Human asset the executives is a procedure which includes around four essential capacities procurement, advancement, inspiration and support of HR. These fundamental components are the key strides for accomplishing authoritative objectives. The fundamental affecting element of these segments is hierarchical objective in light of the fact that such exercises are to be performed inside the given imperatives so as to achieve the undertaking. These four components or elements of HRM can be depicted as follows:

**Acquisition:** Acquisition work is worried about enrollment and determination of labor prerequisite for an association. It guarantees that the organization has the correct number of individuals at the ideal spot and at the ideal time that are skilled to finish required work. It is the beginning stage of human asset the board work. Procurement is essentially worried about arranging, enlistment, determination and socialization of workers. It chooses and mingles the equipped workers who have embraced the association's way of life.

**Development:** Development stage starts after the socialization of recently selected workers in an association. It is worried about granting information and ability to play out the undertaking appropriately. Additionally, it is an endeavor to improve representative execution by granting information, changing dispositions and improving abilities. It tends to be done through educating, training, homeroom courses, assignments, proficient projects, etc. A definitive objective of representative advancement is obviously to upgrade the future execution of the association by the effective workers. The improvement of representatives isn't just for recently designated workers, it is likewise for existing representatives to create them as indicated by change in inside and outer condition.

**Inspiration:** Just preparing and improvement don't rouse representatives to improve work. For this, they ought to be roused. Here inspiration implies a movement which instigates and motivates individuals to perform well in genuine work floor. Inspiration incorporates work determination, execution assessment, prize and discipline, work execution, remuneration the board, discipline, etc. It is significant for better work execution since superior relies upon both capacity and inspiration.



**Support:** Support is the last parts of human asset the executives. It is worried about the way toward holding the workers in the association. This contributes towards keeping the representatives who can improve for the association. It makes such a plain and benevolent condition for those superior workers and makes them to stay in a similar association for a more drawn out timeframe. This necessitates the association ought to give extra offices, safe working conditions, neighborly workplace, and good work relations. On the off chance that these exercises are acted in right way, we can hope to have skilled and equipped representatives in the association. These representatives are focused on the hierarchical goals and are happy with their employments.

### **3.2 Recruitment and Selection:**

#### **Recruitment:**

Recruitment is bound to accomplish its destinations if selecting sources mirror the kind of the situation to be filled. Certain enlisting sources are more viable than others for filling specific sorts of occupations. Each association has the alternative of picking the contender for its enrollment forms from two sorts of sources. Those are

**1. Internal Source:** The sources inside the association itself (like exchange of representatives from one division to other, advancements) to fill a position are known as the interior wellsprings of enlistment. In 3 different ways inner applicants are enrolled:

**Employment Posting:** Posting notice of employment opportunities on organization announcements sheets is a successful inward enrolling strategy. It advises workers about openings and required capabilities and welcomes qualified representatives to apply. The notification typically posted on organization announcement sheets or electronic notice sheets or are set in the organization paper. Capabilities and different certainties are drawn from the activity examination data.

**Aptitude Inventories:** Utilizing HRIS can locate the most appropriate up-and-comer and this must be secure and classified wellspring of interior competitor. This source gives satisfactory yet applicable representative data.



Selections: Proposal from potential manager, representatives who are keen on the presented opening report on the HR Department and apply.

**2. External Sources:** Enlistment applicants from the various sources (like re-appropriating organizations and so forth.) are known as the outside wellsprings of enrollment. Notwithstanding searching inside for up-and-comers, it is standard for associations to open up selecting endeavors to the outer network. These endeavors are talked about underneath:

Add: At the point when an association wishes to convey to the open that it has an opportunity commercial is one of the famous technique utilized. Need and depicts the activity, the advantages and advises the individuals who are intrigued how to apply. It is the most mainstream strategy.

Worker Referrals/Recommendation: A worker will suggest in the event that he accept the individual can perform satisfactorily. Worker referrals additionally may have obtained increasingly exact data about their latent capacity occupations. The recommender regularly gives the candidate more practical data about the activity than could be passed on through business organizations or paper ad.

Business Agencies: There are sure expert associations which look towards enrollment and work of individuals; they supply expected labor to destitute concerns.

Schools Colleges and Universities Recruiting: Whatever the instructive level required for the activity includes a secondary school certificate, explicit professional preparing, or a composition foundation with a bachelor's, Master's or doctoral qualification, instructive organizations are a great wellspring of potential workers. Sending a business' delegates to school grounds to pre-screen candidates and make a candidate pool from the graduating class.

Spontaneous Application: Many employment searchers visit the workplace of understood organizations all alone. Also without Consolation from different sources candidates go straightforwardly to the association. What's more, Obliging treatment of any candidate is a decent business practice.



Employment Agencies: These sorts of various association can be a wellspring of representatives when people are required on a transitory premise. Impermanent workers are especially significant in meeting transient vacillations in HRM needs. It doesn't give initiates. They are a wellspring of supplemental laborers. The transitory specialists really work for the office. During get-away and top season, these offices can be a superior other option. Choice:

Choice the correct workers are significant for an association. Representatives with the correct aptitudes and characteristics will improve work for the organization. Workers without these aptitudes won't perform viably and subsequently the firm will endure. Procedure of determination:

Determination exercises commonly observe a standard example, starting with an underlying screening meeting and closing with the last business choice. The choice procedure commonly comprises of eight stages:

- ❖ Finishing the application structure
- ❖ Work test
- ❖ Far reaching meeting
- ❖ Foundation examination
- ❖ A Conditional employment proposition
- ❖ Medicinal or physical assessment
- ❖ The lasting employment proposition.
- ❖ Introductory screening meeting

Finishing the Application Form: Once the in starting screening has been confused, candidates are approached to finish the association's application structure. The measure of data required might be just the candidates name, address, phone Number and other data.

Business tests: Association verifiably depended to an impressive degree on insight, fitness, capacity and intrigue tests to give significant contribution to the choice procedure.

The exhaustive meeting: The candidate might be met by HRM questioners, ranking director inside the association, a potential manager, potential partners or a few or these.





Foundation examination: The following stages in the process are to attempt a foundation examination of those candidates who seem to offer Potential as workers. This can incorporate reaching previous businesses to affirm the competitors work record and to acquire their evaluation of their presentation, reaching other employment related and individual references, confirming the instructive achievements appeared on the application, checking credit reference and criminal records, and in any event, utilizing outsider examination to do the historical verification.

Contingent employment bid: In the event that an occupation candidate passed every progression of the choice procedure up until now, it is ordinarily standard for a contingent employment bid to be made. Contingent employment propositions for the most part are made by a HRM agent. Basically, what the restrictive employment proposition suggests is that if everything looks at alright passing a specific medicinal, physical or substance misuse test the contingent idea of the employment proposition will be expelled and the offer will be perpetual.

Physical/Medical Examination: Physical tests must be utilized as a choice gadget to screen out those people who can't genuinely follow the necessities of a vocation.

Employment proposition: Those person who perform effectively in the previous advances are presently viewed as qualified to get the Employment offer.

Strategy for choice: There are two measurable strategies for determination relationship and relapse. Connection is utilized to evaluate the quality and bearing of a connection between factors, though relapse utilizes the relationship to anticipate scores on one variable from scores on at least one different factors.

Beginning Screening: As a finish of our selecting endeavors, association ought to be set up to start a primer survey of Potential satisfactory up-and-comers. This underlying screening is as a result a two stages technique: (1) the screening of requests and (2) the arrangement of screening interviews.

Hierarchical practice: Standard Bank LTD initiates representatives both formal and casual ways. Formal enlistment as a rule portion through Newspaper commercial, where section level representatives has been enrolled. In the commercial, criteria are referenced extraordinarily for



enrollment. Yet, some of the time they likewise enlisted experienced individuals in drug level and top Level. Casual technique is additionally valid for this bank. For this situation they consider the instructive level for passage level for example money Officers, junior officials and so forth. They additionally enlist mid-level individuals the individuals who are experienced and acceptable reputation.

Top level individuals enlistment likewise been done on contract premise.

### **3.3 Orientation:**

Employee orientation gives new representatives fundamental foundation data they have to play out their occupations good, for example, data about authoritative guidelines.

Procedure of direction: Direction is really parts of the business' new-worker socialization process. Socialization is the progressing procedure of imparting in all representative the common demeanors, standard, qualities, and examples of conduct that are normal by the association and its specializations. Direction programs extend from brief, casual prologue to long, formal projects. In either new representatives typically get a handbook or literature that spread things like working hours, execution surveys, jumping on the finance, and excursions just as a voyage through the offices. Other handbook data regularly incorporates representative advantages, faculty arrangements, the worker's day by day steering, organization association and activity and wellbeing measures and guidelines. The HR master, who clarifies such issues as working hours and get-aways as a rule, plays out the initial segments of the direction. The representative is then acquainted with their new manager. The letter proceeds with the direction by clarifying the specific idea of the activity, acquainting the individual with their new associates, acclimating the new representative with the working environment, and ideally assisting with lessening the new individual's first day nerves.

Why direction: Direction is helping the new workers, who join the association. By direction the representative will have the option to comprehend the standards and guidelines of the association and furthermore think about the working hours, working Condition, authoritative profile and so forth.



Association practice: Standard Bank Ltd. masterminds the direction program in a proper manner. They welcomed their new workers who are chosen for the activity in a specific spot. They educate them about their activity hour, hierarchical guidelines and guidelines, about their top administrations and furthermore their banks profile.

### **3.4 Training & Development Policy of SBL:**

Standard Bank Ltd. has its own preparation organization to fortify the abilities of HR. Be that as it may, there is an absence of explicit preparing for explicit employments. Thus, the representative needs to take in things from the activity by doing it for all intents and purposes.

Classes of Employee Development Training:

There are two classes Employee Development Training

- Inner Training.
- Outside Training.
- BIBM Training:

Bangladesh Institute of Bankers Management learners are required on arranged premise to build up a group of youthful potential crisp alumni to create them as future pioneers of the financial area. The quantities of determination decided each year relying upon the adjustments in business and turnover. The determination procedure is done through a hardened contending technique. The up-and-comers are relied upon to be with high scholarly execution. All representatives should take BIBM Training.

Purchaser Training: SBL accepts that proper types of preparing and empowering openings add to Human Resources Development (HRD) by method for updating the activity abilities, existing possibilities. At the point when the representatives take shopper preparing than it will be simpler to banking works.

Abroad Training: This will allude to those occasions and intercessions that will empower further development and improvement of representatives and may require travel out of the nation. This will be facilitated and organized by Head of HR and its spending will be situated in the HRD Budget and affirmed.



Preparing Evaluation: The HR Division and BIBM (Bangladesh Institute of Bankers Management) orchestrate test about the preparation for assessing preparing. The test will be held following 7 days and 15 days and checking to the important position.

Preparing Report : Endless supply of preparing a worker must present a total preparing report to the branch administrator with a duplicate to HR. This remembers interest for workshops, courses, meetings, any abroad visit (preparing, workshop, class, nation program visits etc).The substance of this report will incorporate just the central matters of the preparation. Whenever asked by the branch chief, a nitty gritty visit report for field trips and particularly visit to different banks or money related organizations in nation or outside the nation ought to be submitted. Any senior worker who takes an interest in meeting, workshops, and talk session will impart to every single other representative on come back to their office. All workers ought to present their report in English. All Offices/Units/Departments will give information of their worker who have finished preparing on a yearly premise to HR to refresh the Human Resources data in the representative's close to home document.

Preparing Analysis: Standard bank gives preparing into a few classes. There are BIBM preparing, IIR preparing, International fund and credit (Loan and Advances, Recovery), Money clothing, Account opening preparing, Consumer preparing, Environmental conduct Mannerism. The organization representative must be prepared to guarantee their exhibition. Standard Bank Ltd. accepts that proper types of preparing and empowering openings add to Human Resources Development (HRD) by method for overhauling the activity aptitudes, existing possibilities and development which advantage worker and the association. For this reasons, the Standard Bank Ltd encourages representatives to build up their ability and information along these lines improving their commitment to the work place. It is suggested that every representative ought to have chance to overhaul their insight and ability through HRD intercessions which could incorporate preparing, workshops, exposures, trade visits and some other type of improvement opportunity gave by the association. Line directors are liable for instructing, assets, and execution. The members are the individuals who really experience the procedures. The facilitators are Human Resource Management staff. What's more, the suppliers are pros in the field. Every one of these gatherings has its own plan and inspirations which now and then clash



with the plans and inspirations of the others. Research has indicated explicit advantages that an association gets from preparing and building up its laborers, including.

- ❖ Increased profitability
- ❖ Reduced representative turnover
- ❖ Increased productivity bringing about monetary benefits.

Hands on Training: Establishment courses have two sections: hypothetical preparing in the foundation and occupation revolution. The officials on post trial supervision are required to experience both in a time of one year. During this period, three-staged preparing modified is viable. On hypothetical preparing state general banking, the officials are required to experience turn when all is said in done financial exercises under the supervision of HRD.

Off the Job Training: Study hall or talk is best use to make comprehension of a theme or to impact dispositions through instruction about a point. In its least complex structure the talk is only enlightening somebody regarding something.

Video Presentation permits the student to be put into a genuine activity circumstance, take care of a particular issue, and get prompt input as to viable of the choice made. This preparation can be as straightforward as giving some explanatory or procedural information, or mind boggling as instructing how to finding or improve relational abilities.

Research facility Training planned the relational abilities, which can be help for future occupation

duties; its principle structure is affectability preparing which builds an individual's affectability to other.

Contextual investigation endeavor to mimic basic leadership circumstance that learner may secure on the position. The student must make certain judgment and distinguish conceivable answer for the issue. This preparation is particularly significant for top administration representatives. By this preparation they find out about the genuine speculative conditions.



Staff of SBL Training Program: The foundation has developed a pool of proficient/skillful mentor inside the association. Notwithstanding changeless and proficient coaches, speakers are drawn from operational side so that hands on experience might be trade and shared. Far beyond, speakers from Central Bank, proficient preparing foundations, colleges, inquire about associations and Govt. associations are additionally welcome to share perspectives and experience. Senior and retired financiers are likewise consistently to improve compelling of preparing.

Advancement: Advancement fundamentally give to the administration level. The board advancement is any endeavor to improve Managerial execution by granting information, evolving frames of mind, or expanding aptitudes. A definitive point of such Development programs is, obviously, to improve the future execution of the association itself. Hence, the general administration advancement process comprises:

Surveying the organization's requirements (for example, to fill future official openings, or to help seriousness),

Assessing the administrators execution, and afterward

Building up the administrators (and future directors) themselves.

Authoritative practice: Gifted human asset is nucleolus of any assistance situated association. By keeping this in mid-level they give Priority in human asset improvement. For human asset advancement and making them refreshed in Standard Bank Ltd. give preparing to its workers during the time in its all around enlivened preparing establishment arranged on the Aoudad Hossain showcase at Tegan. The establishment has possess coach and furthermore bring pro as a visitor speaker for Provide preparing. Other than workers are likewise being sent to BIBM for better preparing. In 2005 there are 536 workers get preparing from the banks preparing establishment at 16 preparing plan. Other hand 81 representatives achieved instructional class/works/workshop which were orchestrated by BIBM.



### **3.5 Performance Appraisal:**

Performance Appraisal is characterized as assessing a representative's present or past presentation comparative with their Performance standard. The evaluation procedure hence includes:

Setting work standard

Surveying the workers genuine execution comparative with these standard and

Furnishing input to the worker with the point of inspiring the individual to wipe out execution insufficiencies or to keep on performing above per.

Why execution examination:

There are four purposes behind assess execution.

Examinations give data whereupon advancement and compensation choices can be made.

Give chance to boss and subordinate to survey the subordinates business related conduct.

Examination is a piece of the association's profession arranging process, since it gives a chance to audit the individual's vocation designs considering their displayed qualities and shortcoming.

At long last it enables the chief or the manager to better to oversee and improve associate Performance Appraisal ions execution.

Steps in Appraising Performance:

The exhibition evaluating process contains three stages:

Characterize the activity: It implies ensuring that boss and subordinate concede to their obligations and occupation standard.

Assess execution: Assessing execution implies contrasting subordinates real execution with the models that have been set; This generally includes some sort of rating structure.



Give input: Execution examination for the most part requires one or more criticism sessions. Here the subordinates execution and Progress are talked about and plans are made for any improvement that is required.

Examination Methods: The examination itself is for the most part led utilizing foreordain and formal strategy like at least one of those Described in this area.

#### 1. Realistic Rating Scale:

A scale that rundowns various characteristics and scopes of execution for each. The worker is then appraised by distinguishing the scale that best depicts their degree of execution for every characteristic.

#### Shift Ranking Method:

Positioning representatives from best to most noticeably awful on a specific quality, picking most noteworthy, at that point least, until all are positioned.

#### Combined Comparison Method:

Positioning workers by making a diagram of every single imaginable pair of the representatives for every characteristic and demonstrating which the better representative of the pair is.

#### Constrained Distribution Method:

Like reviewing on a curve; Predetermined rates of rates are put in different execution classes.

#### Basic Incident Method:

Tracking remarkably great or bothersome instances of a representatives business related conduct and Reviewing it with the worker at foreordained occasions.

#### Typically Anchored Rating Scale (BARS):

An examination technique that targets joining the advantages of story basic occurrences and measured evaluations by Anchoring a measured scale with explicit account instances of good and horrible showing.





The board by Objectives (MBO):

Includes defining explicit quantifiable objectives with every worker and afterward intermittently assessing the advancement made.

Authoritative practice:

Standard Bank Limited mostly follows Graphic Rating Scale technique. Here every individual have distinctive organization for assessing. Practically junior to senior workers have comparative arrangement to fill in however there is some exemption for the senior level. The organization is planned in the manner like clenched hand page must be topped off by the workers by him yet they need to sign in every one of the pages. There is point framework for evaluating workers. For instance, if the workers have Banking Diploma they get extra point and the M.B.A degree holders get a bigger number of imprints than the Graduate and Masters Pass holders. There is additionally arrangement for marks for the workers the individuals who can bring more Deposit or bring great client. By considering all these, Divisional Head put stamps and assess every representative. After that the evaluation structure will send to Human Resource Department. Normally HRD gets this structure from All over the nation. After got totally every one of the structures they prepare it for the last assessment for the top Management. For the most part there exists assessment group where they at long last select the meriting applicants. After that a List has been sent to the Board for the last endorsement.

### **3.6 Compensation, Rewards and Benefit:**

Compensation:

Representative pay alludes to all types of pay or rewards going to worker and emerging from their Employment, and it has two fundamental parts. There are immediate money related installments as wages, compensations, Incentives, commissions, and reward and there are circuitous installment as monetary advantages like boss paid Insurance and get-aways.



Rewards:

Prize fundamentally gave to the representatives of the association for their great execution. It is of two kinds (1) Intrinsic and (2) Extrinsic.

Natural Reward:

It is the individual fulfillments one lands from the position itself. These are self-started rewards, for example, having pride in ones work.

Outward Reward:

It incorporates cash, advancements and advantage. Their ongoing theme is that they are outer to the activity and originate from outside source, for the most part from the board.

Advantages:

Advantages incorporate compulsory insurance programs, pay for time not worked, and discretionary assurance programs, private retirement plans and a wide assortment of different administrations.

Hierarchical Practice:

Standard Bank Limited typically gives pretty much the above pay, prize and advantages. They gave monetary remuneration like Basic compensation, extra, wages, motivating forces and nonfinancial like lodging, restorative, transportation, and protection.

### **3.7 Employee Relation:**

Representative connection implies dealing with the connection among administrators and laborers. Firms in which just a portion of the workers are unionized may have both representative relations and work connection capacities for managing the two kinds of workers.

Purposes behind representative connection:

Representative connection in an association is vital for the welfare of the association. On the off chance that the relationship is well, at that point association is profited. It additionally causes the Management to take choices viably by taking guidance from the workers. It likewise

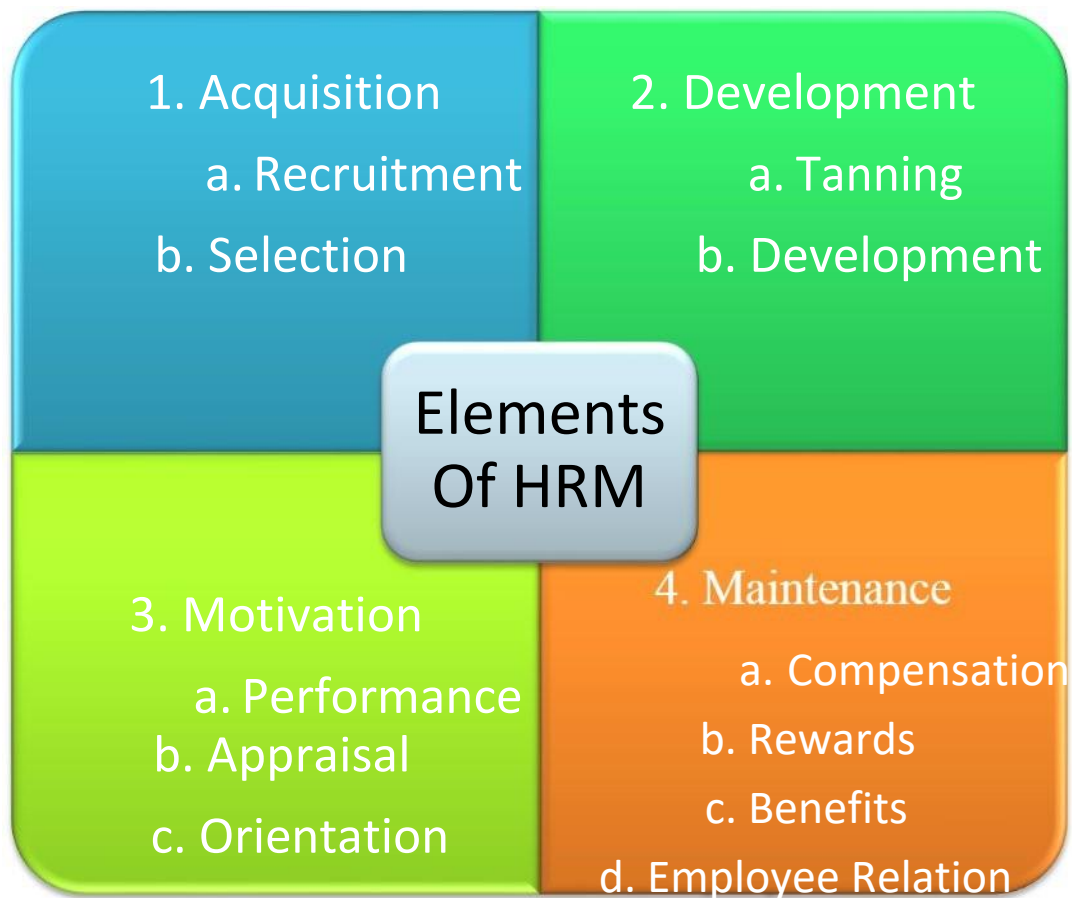


incorporates research and gatherings with top administration to build up a situation on pay and other costly advantages

Hierarchical practice: Standard Bank Ltd. likewise has great connections among representatives.

The representatives have well access to their chief and can give their feeling in regards to any issues.

### **3.8 Model of HRM Elements:**





# *Chapter-04*

## *Analysis Finding*



## **4.1 SWOT Analysis:**

SWOT Analysis is a significant device for assessing the organization's Strengths, Weaknesses, Opportunities and Threats. It causes the association to distinguish how to assess its exhibition and output the large scale condition, which thusly would assist the association with navigating in the fierce sea of rivalry.

### **1. Strengths**

#### a) Company Republication

Standard Bank Ltd has just picked up notoriety in banking industry in this nation especially among the new comers. Inside a time of 2years, Standard Bank Ltd has just settled assert toting in the financial division having ligaments development in the benefits and stores.

b) Sponsors  
SBL has been established by a gathering of prominent business visionaries of the nation having satisfactory money related quality. The support's chiefs have a place huge industry and combinations of the nation.

#### c) Top administration

The top administration of the bank is additionally a significant quality for the SBL and contributed intensely towards development and improvement of the bank. The top administration authorities all have rumored of banking experience.

### **2. Weakness**

Shortcoming is a restriction or insufficiency in assets abilities or capacities that truly obstructs a company's viable exhibition. SBL shortcomings are as per the following.

#### Publicizing and advancing

This is the significant set bank for SBL and probably the most vulnerable point. SBL does not seek after on forceful advertising contrasted with different banks. It isn't in the lime light like different banks. SBL doesn't have any presentation sheets.

#### Camouflaged business



As of now, there are "from simpletons however barely any hands" and this is identified with the issue or reference arrangement. There are individuals who are just drawing pay rates toward the month's end however not have a piece of commitment towards the association. On the nation, there are individuals who tried sincerely yet are not acknowledged as needs be.

#### Impediment of PC (STELAR) Bank

PC (STELAR) Bank isn't exhaustive financial programming. It is alluring that an increasingly extensive financial framework ought to supplant PC bank framework.

#### Collaboration

At SBL have Mid-level and lower level administration, there are no group works. In any case, clearly numerous occupations are acted in gatherings of a few so as to diminish the outstanding task at hand and improve the procedure of inconvenience of the activity.

#### Openings

SBL can seek after a broadening procedure in extending its present line of business. The administration considers alternatives of beginning dealer banking or broadens into leasing & cons malice business by growing business portfolio in headache workable for SBL to decrease business hazard.

### **3 Threats**

#### Worldwide bank

The reimbursed development of worldwide bank represents a potential risk to the new private Banks. Because of the blasting vitality part, progressively outside banks are relied upon to work in Bangladesh. Since the outside banks have terrific monetary quality, it will presents risk to neighborhood banks partially regarding snatching the in inventive customers.

#### Up and coming banks

The forthcoming banks private neighborhood banks likewise represent a danger to the current business Bank a greater amount of the nearby private banks may develop. On the off chance that



that happens the power of rivalry will rise further and banks should grow new systems to finish the faring banks.

### Contemporary banks

The contemporary banks of Standard Bank Ltd like Dhaka bank, prime bank, one bank, southeast bank. EXIM bank, IFIC bank, Dutch Bangla Bank, NCC bank, Eastern Bank, Jamuna bank, UCBL, and BRAC are its significant adversaries. They are doing forceful contrasting just as lengthy timespan contributors. SBL ought to repeat watchful missing the means taken by these banks as these will thus influence SBL systems.

## **4.2 Findings:**

As an association, Standard Bank Limited has earned the notoriety of top nonbanking activity in Bangladesh. With a main part of qualified and experienced human asset, Standard Bank Limited can investigate any open door in the financial segment. It is pioneer in presenting numerous new items and administrations in the financial area of the nation. In addition in the general financial segment, it is unparalleled with some other banks on account of its wide spread branch organizing all through the nation. Yet at the same time there are a few issues in Standard Bank Limited. These are mentioned below:

### **Problems in Appraisal System:**

Poor appraisal system is one of the major problems of Standard Bank Limited. Even there is no visible existence of any standard and effective feedback system. Higher salary is not the only thing that employees want but they also need appraisal to feel valued and affirmed in the organization.

### **Absence of HR Involvement with the Employees:**

The HR cannot play a significant role in ensuring the employees are treated right and motivated. There is a lack of co-ordination between HR and other department which is creating more problems internally. HR involvement with the employee is very important in an organization.

### **Lack of Co-Ordination with Other Related Division:**



Standard Bank Limited has maintains a few co-ordinations with the related divisions and departments. Lack of co-ordination caused a lot of suffering to the managers as well as the customers.

### **Lack of Adequate Training & Development Opportunity:**

Proper training is very important issue for the employees of financial institutions. In Standard Bank Limited, proper training needs requirement is not justified rather done by the employee's personal interest.

### **External Inequity:**

Standard Bank compensation structure establishes organizational internal equity. But in case of external equity, the non-banking financial institution is lagging behind. External equity as well as internal equity plays an important role in an organization's design of its compensation structure.

### **Lack of Software Effectiveness:**

SBL currently using a new software name Bank Ultimo's .As its new for the company so to run different software user faced some technical problems like computer system were slow, error MIS sometimes and it creates difficulty for working.

### **Absence of Skilled & Highly Educated Staff:**

SBL requires skilled and highly educated staff. There is a deficiency of expertise people in HR department of this financial institution. Nowadays, there is large number of M.B.As who is unemployed. These young people have the knowledge and skill to compete in this competitive and dynamic environment of non-banking financial sector. SBL should recruit new young professional.

### **Salary Structure:**

Majority of the SBL of Ulsan Branch employees are not satisfied with their salary. It is seen that their salary are not adjusted even though every year we are having at least 6% inflation. It means same money but the value of their money is less. They need to spend more money but they are not earning more. It makes them dissatisfied.





### **Absence of HR Involvement with the Employees:**

The HR cannot play a significant role in ensuring the employees are treated right and are motivated. There is a lack of co-ordination between HR and other department which is creating more problems internally. HR involvement with the employee is very important in an organization.



# *Chapter 05*

## *Recommendation and Conclusion*



## **5.1 Recommendations of SBL:**

After finish of the investigation, I have assembled some down to earth information about the Elements of Human Resource rehearses in Standard Bank Limited. Presently I might want to give a few suggestions which may be useful to update the Elements of Human Resource practice of Standard Bank Limited is given as under:

- ❖ First of all, the principle significant thing for an association is the Recruitment which exists in this bank isn't all around structured. The bank for the most part enrolled individuals in conventional manner. For this situation what they can do is they can go for grounds enrollment, procure foundation for helping them enlisting individuals. They can likewise go for online enlistment which is an advanced strategy.
- ❖ From the purpose of Training, it tends to be said that their instructional class is well however not so much useful. They Provide preparing to their representatives by their preparation establishment or send them to BIBM which is one of the rumored Institution for the investors to be prepared up. In these sorts of trainings, they typically get hypothetical thought. In this Case, they can likewise mastermind hands on preparing which will empowers the representatives to adapt all the more viably.
- ❖ Another thing is that subsequent to getting preparing the workers are normally not set in their appropriate region. For instance a worker got preparing in settlement however he has been posted in Foreign Exchange Department. For this situation what happened is after couple of time he overlooks the substance of the preparation. So it ought to be remembered that in the wake of preparing, they ought to be appropriately put.
- ❖ Another issue is their presentation evaluation framework which is very back dated. Normally a worker is qualified to get advancement after like clockwork. In any case, which isn't valid. Accordingly, representatives get baffled and can't gather in their work. Additionally, there is no choice for execution premise advancement. For this situation, it needs to think about that advancement is inspiration which is valuable for workers. Subsequently, it will likewise valuable to diminish representative turnover.
- ❖ The bank doesn't have pay for its representatives which is nearly low in the association and it ought to be updated.



## **5.2 CONCLUSION:**

Standard Bank Limited is the private sector bank of Bangladesh fully owned by local entrepreneurs. Bank plays an important role in the business sector and in the industrialization of a country. Among all the 39 branches Principal Branch performing much better than the others. The performance of the branch for last six months is so impressive.

Standard bank limited- the real time online banking, is one of the leading commercial banks in Bangladesh established with a unique determination of setting a standard of banking. The service provided by standard bank limited is quite satisfactory. Recently SBL has opened their 92th branch. The bank is committed to contribute to growth of GDP.

Throughout the internship period, I have observed their foreign exchange department closely. I have found that foreign exchange department of the bank serving their service quite efficiently and effectively. For this only reason the foreign exchange department is playing a leading role of all departments. Even if their income of import business is high, I believe that SBL would take initiative to increase their income from exports. Officers are very sincere to their client and client are quite satisfaction overlooking some minor incident.

In the end, it can be said that apart from the contribution in GDP, Standard Bank Limited (SBL) is contributing to create necessary employment in Bangladesh. SBL is not only serving their banking activities in Bangladesh, but they are also running their banking activities outside of the country. Though there is slowdown in export operations but I believe that I could be overcome through implementing well-timed favorable decision.



## References

1. <https://www.standardbankbd.com/>
2. <https://en.wikipedia.org/wiki/SBL>
3. <https://www.standardbankbd.com/AnnualReport.php>

## List of Abbreviation

Short Name	Full Name
SBL	Standard Bank Ltd.