



**Daffodil**  
*International*  
**University**

**Internship Report on**

Human Resource Management Practices of United Commercial Bank  
Limited

**Submitted to**

Dr. Sheikh Abdur Rahim  
Associate Professor

Department of Business Administration  
Faculty of Business & Entrepreneurship  
**Daffodil International University**

**Submitted by**

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Department of Business Administration  
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**Date of Submission: 30-12-2020**

## Letter of Transmittal

Date: 30/12/2020

To,

Associate Professor Dr. Sheikh Abdur Rahim  
Department of Business Administration  
Faculty of Business & Entrepreneurship  
Daffodil International University

**Sub: Prayer for the Submission of the Internship Report.**

Dear Sir,

I have the pleasure to inform you that, I have prepared my internship report on “Human Resource Management practices of United Commercial Bank Limited”. I have tried my level best to prepare this internship report properly. I would like to thank you for your value a see support and guidance during my internship and preparing the report. May I therefore pray and hope that you would be kind enough to accept my internship report and obedient thereby.

Thank you.

Yours sincerely,

Layla Arjuman

ID: 193-14-3063

MBA program (Major in HRM)

Department of Business Administration

Daffodil International University

## Declaration

I declare that the presented internship report on “Human Resource Management practices of United Commercial Bank Limited” is prepared by me .I tried my best to collect relevant information that made the report specific and original. This report is not submitted for any other course, degree and fellowship. Whole report is uniquely prepared by me.

*Layla Arjuman*

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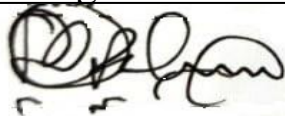
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## Letter of Acceptance

This is to certify that Layla Arjuman, ID: 193-14-3063, Program: MBA, Major: HRM is a regular student of the department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University. She has completed her report on “United commercial Bank Limited” and has prepared her internship report under my supervision. The data and findings presented in this internship report seem to be authentic. Thus, it has been accepted for presentation in the internship defense.

I wish her all success in life.

Signature



**(Associate Professor Dr. Sheikh Abdur Rahim)**

Department of Business Administration  
Faculty of Business & Entrepreneurship  
Daffodil International University

## Acknowledgement

At first I present my due regards to the almighty, which have provided me the brilliant opportunity to build and complete this report successfully with good health and sound mind. However, it would not have been possible without the kind support and help of many individuals. I would like to give thanks all of them. I want to give special thanks to my honorable advisor of this internship program **Dr. Sheikh Abdur Rahim** Associate Professor, Faculty of Business & Entrepreneurship, Daffodil International University. During the period of my internship work his guidance helps me and encourages me a lot. Without his support and advice I would probably fail to complete the work.

My cordial thanks go to very much grateful to all officer of United Commercial Bank for their support and proper guidance in completing my internship report. It is a great pleasure to me that I have got a chance to thank a large number of individuals for their help and encouragement to make the internship successful.

Finally, I would like to give a special thanks to the Daffodil International University authority for making this program available for us and putting this kind of content which will help us to fight the real world. From this internship program I have gathered practical experience which will help me in future to buildup my career. I tried my best to prepare this report accurately. My appreciation is extended to my friends and family, especially my mother who helped me always.

## **Executive Summary**

The United Commercial Bank is a well known private bank and it is working efficiently in the banking Industry of Bangladesh. This report is prepared on the basis of my Thesis experience in United Commercial Bank Ltd. United Commercial bank provides so many benefits for the customer and their employees. I have learned so many things from this internship program. The major purpose of this internship report is to provide helpful information about human resource management of United Commercial Bank Limited. One of the first generation commercial banks in Bangladesh is United Commercial Bank which provides expert banking services. It contributes to the social and economical development of the country. It has almost 187 branches in different districts. This report has been divided into five different chapters and each chapter contains necessary information about the report. The first chapter provide introduction of the report and also includes importance of the banking, origin of the banking, and limitation of the study. The second chapter is all about United Commercial Bank Limited. In this part I focus on the company overview. They have some mission and vision for their organization. They maintain corporate culture in their every branch. UCBL has organizational hierarchy and all the senior and junior officers follow all of the rules, system in the bank. Their product and services also explained in this chapter. The next and most important part of this report is chapter three. I explain overview of HRM practices in the UCBL. I provide information about compensation policy, training and development, leave, promotion, also performance appraisal of United Commercial Bank Ltd. They maintain all of this from their human resource department. Their human resource department takes decision at the time of recruitment and selection process. They care about employee and customer. It was great experience for me to know all of this HRM policy. In later part, the report carries out SWOT analysis that analyzing strengths, weakness, opportunities and threats to the organization and figure out some important factors regarding HRM practice in United Commercial Bank Ltd. I try to share my experience in this report. At the very last part I provide some findings, recommendation and this end with conclusion.

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# **Chapter-1**

## **Introduction**

## **1.1 Introduction**

I have completed my internship at United Commercial Bank Limited (UCBL) as a mandatory requirement to complete my Master of Business Administration Degree. As an HRM major, I have selected “**Human Resource Management Practices of United Commercial Bank Limited**” as the topic of my internship report. I tried to integrate my theoretical knowledge of HR and combine it with the practical HRM practices as observed at UCBL during my internship. I have tried to cover all the major functions of UCBL’s Human Resource Management such as recruitment, selection, compensation and benefits, training and development, and convey my understandings of the different functions of the bank’s HRM practices through this project. At the end of the report I have conducted a SWOT Analysis on both the HRM Practice of UCBL and the organization as a whole, followed by discussing critical points. I have also tried to provide some recommendations based on my knowledge and observation during my internship.

## **1.2 Objectives of the Study:**

The study has been led with the following objectives:

- I. To investigate the human resource management practices of United Commercial Bank Limited.
- II. To evaluate the human resource management practices of United Commercial Bank Limited.
- III. To examine the human resource management activities of United Commercial Bank Limited.
- IV. To find out the problems relating to the human resource management practices of United Commercial Bank Limited.
- V. To provide some suggestions to overcome the problems and bringing effectiveness on the practices of human resource management of United Commercial Bank Limited.

### **1.3 Methodology of the Study**

In this report I have gathered both essential and optional information. All the data has been gathered from perception; additionally I gathered information from formal and oral conversation.

#### **Primary Data**

- Personal Observation
- Conversation with the bank officials and HR personnel

#### **Secondary Data**

- Information from the web
- Annual reports of United Commercial Bank Ltd.
- HR Books and scholarly articles

### **1.4 Limitations of the Study**

Some limitations were faced while writing the paper. Some of the limitations are listed below:

- Every association has their own mystery that isn't presented to other people. While assortment the information they didn't unveil their inside strategy that hampers the hierarchical classification.
- Access to more inside data, which I was unable to get a grip of and they didn't unveil those issues before me.
- Many representatives of the branch were not all around educated about their HR Policies.
- Sometimes they couldn't give data because of caught up with working timetable.
- Shortage of time: I needed to finish this report inside a brief time frame. So the time imperative of the examination ruining the course of immense zone and time for setting up a report inside the referenced period is truly troublesome.

## **Chapter-2**

# **Overview of the United Commercial Bank Ltd**

Counting RMG and framework advancement extends it's an original business private bank in a financial area. UCBL likewise incorporates account opening, shutting, checking balance; charge card, individual credits and so on UCBL give the best an incentive to their clients. They consider business people too. They give SME banking framework to their clients. They have both approaching and active settlement framework in the bank. Their most well known is retail banking and they offer all the types of assistance from the nearby offices. UCBL utilizes all products for their financial administrations. Joined business bank gives the primary goal to their client need and wants. They have the best workers for keep up all the financial administrations.

## 2.1 Corporate information

Name of the Company	:	<b>United Commercial Bank Ltd.</b>
Legal Form	:	A public limited company incorporated in Bangladesh on 26th June 1983 under the companies Act 1994 and listed in Dhaka Stock Exchange Limited on 30th November 1986 and Chittagong Stock Exchange Limited on 15th November 1995.
Commencement of Business	:	27 June 1983
Head Office	:	Bulus Center, Plot - CWS- (A)-1, Road No - 34, Gulshan avenue, Dhaka-1212.

Telephone No.	:	+88-02-55668070, +88-09610999999
Fax No.	:	+88-02-55668070-6000, +88-09610999911-5200
Website	:	<a href="http://www.ucb.com.bd">www.ucb.com.bd</a>
SWIFT	:	UCBL BDDH
E-mail	:	<a href="mailto:info@ucb.com.bd">info@ucb.com.bd</a>
Chairman	:	Mrs. Rukhmila Zaman
Managing Director	:	Mr. Mohammed Shawkat Jamil
Auditors	:	MABS & J Partners Chartered Accountant
Tax Consultants	:	Mr. Md. Mosharrof Hossain, Advocate
Legal Counsellor	:	T.I.M Nurun Nabi Chowdhury
No. of Branches	:	195
No. of ATMs	:	521
No. of SME	:	2

Centers		
Off-Shore Banking Unit	:	1
No. of Employees	:	4,988 (As on 31.12.2019)
<b>Stock Summary</b>		
Authorized Capital	:	Tk. 15,000 million
Paid up Capital	:	Tk. 11,596.44 million
Face Value per Share	:	Tk. 10
Registered Office	:	Bulus Center, Plot - CWS- (A)-1, Road No - 34, Gulshan avenue, Dhaka-1212 Phone : +88-02-55668070, +88-09610999999 E-Mail : <a href="mailto:info@ucb.com.bd">info@ucb.com.bd</a> Web site : <a href="http://www.ucb.com.bd">www.ucb.com.bd</a>
Chairman's Office	:	Plot - CWS- (A)-1 Road No - 34 , Gulshan avenue, Dhaka-1212 E-Mail : <a href="mailto:chairman@ucb.com.bd">chairman@ucb.com.bd</a>

## **2.2 Mission of the UCBL**

To give everybody best bank administration and monetary help. This will give the best client care and furthermore increment the monetary government assistance of Bangladesh.

## **2.3 Vision of the UCBL**

To be the bank of best option that will give monetary development. The bank point is to assume a significant job in all the financial exercises, trade and industry by putting resources into network development and new innovation adaption to have competitive advantage.

## **2.4 Objective of the UCBL**

- To contribute in the economy in Bangladesh and keeping up client esteem.
- To give the client monetary arrangement and they need to give the client quick assistance
- To make their own picture in the financial business of nation and keep up the great connection with investors, clients.
- In this new period they need to offer the best imaginative assistance with the new and creative innovation.
- By utilizing distinctive sort of organization, programming they are including in the advancement of industry, business, trade.
- To guarantee the best help they use flex cube software and Sylvia software for the HRMD.



## **2.5 Corporate Culture of UCBL**

The United Commercial Bank full motto is **(United we grow)**. They need to guarantee the glad financial framework in the financial business. It set up itself one of the original banks in the financial business. In the private area banking they offer the best support with their creative practice, dynamic methodologies and proficient group the board. They keep up corporate social duty. As a mindful corporate body UCBL received CSR rehearses in a formal, organized way in accordance with their association vision to help the burdened populace of the nation by showing social drive. UCBL keep up professional workplace. All the officials and the staffs wear formal dress in the workplace. The bank which is keeping up corporate culture can make great relationship and client devotion with their client. Corporate culture is significant for keeping up great connection with the partners. UCBL give the higher need to their workers so representative and high level can accomplish their corporate objective together. It likewise urges representatives to try sincerely and give the best for the association. It assists with creating hierarchical methodologies, values, morals, objectives, speculators and more noteworthy network.

## **2.6 Management**

UCBL has youthful and committed administrators who has encountered in financial area.

So UCBL has gifted administration and they turn out effectively for the accomplishment of the association. Their administration contemplates how to expand the resource of investors and they consider how to give the best administrations for their clients. UCBL initiates experienced individuals in their bank and orchestrate preparing for each worker for the better execution. United Commercial Bank organizational hierarchy is given below:-



## 2.7 Product and services of UCBL

**Deposit** The bank offers all of this product and services. UCBL product and services are given below:-

### Deposit account

- Saving deposit
- Fixed deposit
- UCB women savings account
- UCB youngsters savings

- Special note deposit
- Short term deposit
- Foreign currency deposit
- RFCDD ( Resident foreign currency deposit)
- NFCDD (Non-resident foreign currency deposit account)
- Dynamic benefits savings
- UCB NRB savings
- UCB retail deposits

### **schemes**

- UCB Multi Millionaire
- UCB Earning Plus
- UCB Money Maximize
- Time Deposit Scheme
- Monthly savings scheme
- Deposit insurance scheme
- Consumer credit scheme
- RMG DPS
- UCB women's DPS plus
- Super flex DPS

### **Investment schemes**

- Import finance
- Working capital finance
- Trade finance
- Industrial finance
- Export finance
- Under writing and bridge finance

## **Card service**

- UCBL debit card
- UCBL credit card
- UCB master card
- UCBL VISA classic blue- local/dual/international
- VISA Gold-dual/international
- VISA classic black-local/dual
- VISA classic pink-local/ dual
- Supple card-local gold/dual/international/classic
- Supple card
- dual/international gold

## **Computer service**

- SMS banking service
- Online banking service
- Any branch banking service
- Signature verification

## **UCB SME product details/loan products**

- Continuous loan
- Demand loan
- Term loan
- Short-term agricultural and micro credit
- SME non-funded loan products
- SME deposit products

## **Digital services**

- Ucash
- Upay
- Cards

- Unet
- Agent banking

## **2.8 UCB Imperial banking service**

At UCB Imperial they esteem their relationship with the clients. They give client immaculate administrations, status acknowledgments, and advantaged gets to. They offer genuine majestic assistance. UCB Imperial is the favored method of banking and held for the special minority. It is tied in with distinguishing needs and making client's abundance wake up through Returns, Rewards and Relationships. UCBL offer exceptionally custom-made financial experience that is recognized by their confirmation to help clients capitalizes on their abundance. To meet Clients explicit necessities they plan items that offer banking, getting, assurance and speculation, selective new items alongside a significant level of administration by proficient relationship chiefs. All the committed, talented and prepared chiefs cooperate for the supreme clients of UCBL. At the point when individual is a magnificent client unfamiliar trade, protection, loaning is consistently prepared for their administration.

### **Imperial customers**

Advantageous thres hold prerequisites for enlisting as a need client (least equilibrium necessity for being an Imperial financial client. Majestic reserve funds a/c month to month avg. balance.BDT 25 lacs or 40 lacs in FDR alongside 10 lacs in magnificent investment funds)

## **2.9Special privileges/ benefits**

- Dedicated Relationship Managers with top-level need banking experience
- Queue less banking in rich Imperial parlors and special consideration in branches
- Complimentary meet and welcome help at the air terminal
- Highly compensating Imperial Savings store account with revenue accumulation on regular routine and interest installment on month to month premise
- Attractive financing cost on Fixed Deposit results of various tenors

- Imperial marked Debit Card with withdrawal limit Tk. 1.5 lac every day and POS installment limit Tk. 2 lac for each day
- Platinum Credit Card (limit up to BDT 10 lac) with up to 03 valuable cards (Life-time yearly expense full waiver for Primary Card and 01 Supplementary Card)
- Complimentary Priority Pass enrollment for Platinum Credit Card holders to get to in excess of 600 air terminal parlors across the world (access charges will apply)
- Opening of Imperial Account for the close relatives with any equilibrium
- Waiver of various charges and expenses
- Discounts at elite advantage accomplices

### **Other service**

- Travelers checks
- Lockers administration
- Inward and outward settlement
- SMS banking
- Meet. Welcome and help administration at the air terminal.
- Complimentary need pass enrollment to get to in excess of 600 air terminal parlors across the world.
- Business meeting offices
- Specially plan Imperial marked check book (free issuance forever time)
- Exclusive Imperial marked charge card with life-time yearly expense waiver.
- Higher ATM money withdrawal limit against Imperial Debit Card (up to BDT 1.50 Lac every day)
- Higher POS installment Limit against majestic Debit card (up to BDT 2.00 lac every day.
- 80% waiver on credit handling expense.
- Free protection of bank dissolvability endorsement/balance affirmation declaration/account explanation.

- Online/downtown exchange charge: postponed.
- Free underwriting of unfamiliar money alongside particular swapping scale.
- Free web banking SMS banking.
- Account support expense/least equilibrium charge: deferred
- No pay request issuance charges.
- Joint names/minor/NRB CAN ALSO OPEN Imperial investment account.
- They can profit heaps of energizing proposals from their essential accomplices across different sections.

## **2.10 Problem statement**

Our business banking framework confronting expanded rivalry for their business in impending days. Indeed, even in getting proper individuals for fitting post is turning into a test. The individuals who work in an association Human Resource Management is for them. The Manager, Representatives, venture official, field laborers, organizers and staffs are the piece of human asset the executives. Meanwhile, association runs by these individuals and they are fundamental asset. Bank needs individuals to deal with the association appropriately. Setting up prevalent administration in the association Best execution for best outcome proper asset Mobilization and financing for the association.

**CHAPTER-03**  
**Human Resource Management**  
**Practices of United Commercial Bank Ltd**



### **3.1 Human Resource Practice in UCBL:**

In each association human resource the executives assume a significant job. Joined Commercial Bank Ltd is monetary establishment that offers monetary types of assistance. In an association human asset the executives worried for the worker. Joined Commercial Bank Ltd has set equivalent need on all the 4 key elements of the improvement of HRM-procurement, advancement, maintenance, inspiration. UCBL update the nature of human asset the board. UCBL fundamental objective is creating worker aptitude and information through preparing and improvement. They need to offer the best types of assistance to their client. Too they give preparing to their top administration by giving them chance of traveling to another country. Countless officials take preparing at Bangladesh Bank Training Academy (BBTA) and Bangladesh Institute of Bank Management (BIBM). Today Human Resource territories make an incentive in the association and it is significant for the achievement of any association. Joined Commercial Bank has pleasantly embellished PC based HRM division. UCBL execute the HRIS programming in the bank. It gives subtleties on finance, enrollment, preparing, organization. This framework gives or conveys significant outcomes to human asset division additionally association. UCBL Human Resource office assists with taking the essential choice. It improves correspondence all through the organization and the representatives. UCBL human asset office permits the HR division to zero in on activities instead of desk work.

### **Human Resource Division's:**

#### Human resource division of United Commercial Bank:-

- Administration
- Recruitment
- Training
- Performance appraisal
- HRIS and strategic planning
- Benefits

## **Development plan of UCBL for current year**

- Select employee with good educational background
- Upgrade HR through training and development
- Customer service, safety, environment, skill etc.
- Progress computer skill
- Training for all the new comers
- Development of leadership
- Cross functional training and job rotation
- Development of managerial development
- Learning culture

### **3.2 Recruitment and selection process of UCBL**

Human Resource Managements significant part is employee recruitment and selection. Setting the ideal individuals in the ideal spot is the most basic piece of any association. By enrollment measure association pick best possibility for their association. Joined business Bank enrolls and select up-and-comer by Human Resource Management. They have a human asset office for doing all the enrollment and determination measure. Their Human Resource office keeps a few standards and arrangements while the select the applicant.

#### **Recruitment and selection process:**

1. Advertisement
2. HRD, send application in head office
3. Select the application
4. Reject-because of mistake, lack of skill
5. Primary list of all application
6. make a time for written test
7. Take the written test
8. Arrange the list of oral test
9. Issue the interview card
10. Complete the oral test

11. Reject candidates for lack of general knowledge
12. Form a list of selected candidates
13. Accept the permission of authorities
14. Collect medical certificate
15. Reject because of physical problem
16. Announce the appointment letter

### **Recruitment philosophy of United Commercial Bank**

- UCBL select competitors when the need show up and they additionally employs from outside for opening at all level.
- UCBL consistently complement recruiting worker for the long term. UCBL select and enlist those representatives who will assist with accomplishing the authoritative objectives, likewise who will push ahead through the hierarchical chain of command for the senior level positions.
- They regarded workers as a family, with the goal that together they can create authoritative culture.

#### **Types of recruitment:**

- Yearly recruitment process by HR department
- Demand based recruitments when there is any vacancies arise.

#### **There are also five types of recruitment:**

- Direct recruitment- UCBL HR department select shortlist of CV for the immediate enlistment.

- Promotion-UCBL gives promotion based on legitimacy and no worker will be promoted based on their seniority.
- Lateral appointment- in the lateral appointment, the specific and capable up-and-comers are chosen dependent on their age
- Contractual-applicants are chosen Based on agreement

### **Employment types:**

- Full time employment
- HR contractual
- Internship programs

### **Recruitment sources:**

United Commercial bank recruitment source is two sorts. One is interior sources and another is outside sources. They generally search for the best up-and-comer from the market that can assist the association with getting incredible.

### **Internal recruitment-**

#### Job position- UCBL

- Job position -requires distributing employment opportunities to every current worker. This declaration move data about the idea of the position, likewise the capability requires. On the off chance that any worker who is intrigued may did at work.
- Employee referrals- UCBL discover candidate by division, casual correspondence in light of the fact that casual correspondence between directors can head to the disclosure that the best worker previously working in the distinctive segment of the bank.

- Skills inventories-UCBL HRD has all the representative data. Their ability, instruction, work history and other significant data put away in the UCBL information base. From this they can choose representative for specific work.

## **External recruitment-**

### **Advertisement and online source:**

One of the mainstream strategies is Advertisement. At the point when an association needs to speak with the competitors that time the most valuable way is Advertisement. Through notice association can portray about employment position, necessities and other data. UCBL speaks with the individuals through promotion. They utilize online Advertisement. The online ad are- Face book, LinkedIn, Bd-Jobs. They additionally give advertisement in the Newspaper.

### **Internship-**

Internship gives the chance to the candidates. So it is a win-win situation.

### **Job Requirements:**

Employment Requirements:

Academic Qualification: applicants ought to have post-advanced education with 4 years praises/designing in any subjects from UGC endorsed any rumored University with in any event CGPA 3.00out of 4.00 or First Class (comparable outcome) in both graduation and post-graduation level and least GPA 4.00 out of 5.00 in SSC and HSC levels or least 5B in O level and 2B in A level.

#### **Age:**

Not over 30 years .

#### **Nationality:**

Applicants must be Bangladeshi citizens

### **Selection procedure**

:- the selection process will be on merit basis, short listed applicants will have to sit for competitive written test and successful candidates will be called for interview.

## **Salary:**

Chosen Probationary Officers will proceed waiting on the post trial process for a time of one year with a balance out compensation of 41,900/- every month. On palatable accomplishment of the trial period, Probationary Officer will be affirmed as Senior Officer in the proper size of the Bank of Taka 52,000/- every month with different benefits. At UCBL we reward individual and group execution with yearning compensation and motivating force projects and we move our kin to develop and advance with wide learning and extension openings. We support our staff to move between various zones of the business and assist us with conveying particular abilities and different aptitude to make inventive, high-performing groups. With UCB Bank work you will savor an animating, testing, and profoundly remunerating profession in a workplace that is high speed, energizing and enabling.

## **3.3 Training and development**

United Commercial Bank Ltd Human Resource Department centers around Training and improvement of its representatives. Representatives can think about their occupation related aptitude, obligations and execution from the preparation. Training will help to the new workers to think pretty much all the abilities that will assist with playing out a work. Preparing is a learning experience and it will improve individual to play out a work. UCBL likewise coordinated a month long establishment course for its chiefs. UCBL has learning and improvement community to prepare. Its HR office masterminds all the Training programs for the representatives. UCBL human asset office guarantees that all the representative get profits by the preparation program for the client assistance. Different Training program are offered to the representatives as per the bank rules. They accept if worker prepared well they will offer best types of assistance. After the direction program UCBL outfit both trial official and the board learner official with establishment course. In establishment course they cover explicit and general preparing of the bank. All the Training orchestrate by HRD. Training span 30-45 days in length. After the preparation program both trial and the executive's student official submit with their undertaking. United Commercial Bank offer BIBM (Bangladesh Institute of Bank Management) Training to all the officials.

## **Types of training**

United Commercial Bank has two type training. One is specific training and another one is general bank training.

### **Specific training:**

- SME banking
- Treasury operation
- Money laundering policies
- HR management
- Credit management
- Foreign trade payment
- Retail banking
- Housekeeping
- CIB reporting

### **General training:**

- General banking
- Cash management
- Asset, liability, risk management
- Bank laws
- IT securities
- Foundation course
- Basic accounting concept
- Customer service
- Foreign exchange regulatory
- Workshop
- BASEL-II, SBS-I,II,III

### **3.4 Employee Training Method:**

At the point when the association concludes that they need to give Training to their workers and they have distinguished their objectives than the association needs to configuration Training programs for their representatives. This two kind of strategy utilized by UCBL for the Training:-

- On-the-job Training

This is the most utilized Training techniques in all association. In this representatives can get familiar with the work in genuine work floor. From at work Training representative can play out their work in genuine manner. They can think about the climate and circumstance. In this Training cycle they do the work and they take help from the chief, peers with the goal that they can perform well in the association.

- Off-the-job Training

In this Training cycle representatives gain their occupation jobs beside the genuine work floor. So in this preparation association will take worker another area to enlist or accomplish basic information. Off-the-job Training is costly. Workers can focus on the learning since this learning cycle gives them tranquil climate.

### **3.5 Compensation Policy of UCBL:**

UCBL Provide different types of compensation:

- **Financial**
  - Basic salary
  - Bonus
  - Wages
  - Incentive



➤ **Non-Financial**

- Housing facilities
- Transportation
- Medical
- Vacation and festival bonus
- Insurance and loan

**3.6 Bonus and Benefits:**

**Basic salary**

Essential compensation does exclude any Extra Payment and it is the measure of cash that a representative procures each year in their work. So this is the main Principal in the salary. UCBL board surveys compensation at any rate once every a long term.

**Bonus**

The Bonus can be paid differently. Bonus can be fixed rate on the fundamental compensation paid every year and a bit to the productivity. UCBL gives their Bonus based on great execution. So it is added with the wages as a prize. All perpetual workers of United Commercial Bank restricted are qualified for one yearly rewards each comparing to essential compensation under the accompanying case:

Attendance in the calendar year	Bonus entitlement
200+ days	100%
90+days	50%

### **Festival bonus**

In United Commercial Bank they give two sort of Festival bonus. One is EID-UL-FITR and another on is EID-UL-AZHA. They additionally give execution base Bonus framework and it kept up by the pay and advantages wing.

### **House rent allowances**

House rent allowances might be remunerated to the workers at such rates and on such conditions as might be recommended by the position. This is accommodate the worker with the goal that representative can feel propel in their working environment. Based on position each worker gets their essential house lease remittance.

### **Medical allowance**

United Commercial Bank ponders their well being of representatives. Their medical stipend incorporates medical coverage and therapy. Installment of the cost will be limited to the treatment of the companion and kids. Only one out of every odd worker will get the treatment profits by the UCBL.

### **Car purchase and loan scheme**

United Commercial Bank Limited paid transportation cost to its directorate. Likewise organization paid driver cost, fuel cost and all fundamental upkeep for the vehicle. In the event that a worker needs to purchase a car they have credit office from the bank. All the representatives are satisfactory to any reason advance gave on the off chance that they have served the organization for a very long time.

### **Provident fund**

All lasting representatives are qualified to get the Provident fund. The representative commitment equivalent to 10% of the essential compensation, it deducted every month through the finance. So it is a financed plot. The workers and friends commitments are approved to the people representatives account.

## **Gratuity**

A tip is allowed to or on record in the in case of Death in the hour of administration:

- Termination of administration or required retirement come from lasting inadequacy because of physical or mental burden gave this has not been brought about by the unpredictable or unseemly propensities.
- Termination of administration or exiting the workforce needed from the revocation of his post or genuine retirement. The accompanying classes of representatives are not adequate for tip:
- Those who are released from the association or
- Those who left or dropped their administration without the authorization of the association. The measure of tip allowable to a worker is a total equivalent to multi month's essential compensation for each finished year at the pace of last compensation drawn.

## **Merit based pay system**

UCBL follow merit based compensation framework and they select based on legitimacy. All the candidates are assessing dependent on their presentation in a specific probation period. They are inspected by their working capacity. Representative beginning compensation will be expanded after finish of probation period.

### **3.7Leave Management:**

#### **Maternity leave-**

The time of maternity leave for a Female worker will be 84 real long periods of nonappearance which will incorporate ends of the week, public occasions, likewise

including the day of conveyance. Hitched lady workers are qualified for maternity leave benefits according to "The Maternity Benefit Act 1939".

- 42 days or a month and a half quickly going before and including the day of conveyance.
- 42 days or a month and a half promptly following the day of conveyance.

Any female worker will not be qualified for maternity leave except if she has been utilized by the bank for a time of at least nine months promptly going before the date of conveyance.

### **Study leave-**

Any employee can't profit the investigation surrender for to greatest two years. Study leave is typically recognized if the course of study which the worker hopes to seek after is probably going to profit the bank.

### **Hajj leave-**

A permanent executives who needs to play out a hajj at own costs, might be took into account a 45 days hajj leave with pay. This leave can be benefited once in a whole time of administration.

### **Special leave-**

The application for extraordinary leave should be sent to HR division, over the relevant departmental head and alongside suitable reasons. The case of exceptional leave might be for death of close individual, marriage and so forth.

## **3.8 Performance appraisal system of UCBL:**

Performance appraisal implies ordinary investigation of a worker's employment Performance and generally commitment in the organization. From Performance Appraisal Company can think about worker aptitudes, development, accomplishment and need. It is otherwise called representative examination or yearly survey.

### **Purposes of performance appraisal in the UCBL**

- Measure execution precisely

- Review past execution
- Determine preparing and advancement needs
- Provide vocation way
- Evaluate adequacy of HRM capacities
- Set focus for future execution
- Decide pay and rewards
- Improve dynamic capacity

### **Strategy of performance appraisal:**

Improve organization execution UCBL follow a portion of this examination strategy :

- Behaviorally Anchored Rating Scale (BARS)
- Paired Comparison Method
- Critical episodes
- Management By Objective (MBO)

### **3.9 Green HRM**

Green HRM is getting famous step by step everywhere on the world. So it implies utilization of HRM strategies to develop the practical utilization of assets inside business associations and furthermore advances the reason for natural supportability. Green HRM cut down the contamination created by business, home and general living propensities. It diminishes the negative effect on the climate. Setting up a green culture can influence worker conduct, additionally develop inside culture.

Advantages of Green HRM

- Promote worker assurance.
- Contraction in the ecological effect of the organization.
- Helping organizations cut their expense without losing their abilities.
- Organization can decrease their carbon impressions and they can establish neighborly climate.
- Increased in general execution and seriousness.
- Reduce the natural harm and lessen the utilization of ecologically harming materials.
- Improvement in the consistency standard of the representatives.

### **3.10 Green Banking at UCBL**

The Green Banking Policy of United Commercial Bank Limited has just been defined by the 'Green financial Cell' and the Board of Directors endorsed it. In accordance with the Policy, satisfactory subsidizes will be designated in the following spending plan of the Bank for related exercises.

According to the rule of Bangladesh Bank, a different strategy has been detailed as Environmental Risk Management (ERM) Policy, lined up with Credit Risk Management Policy. The Board of Directors likewise endorsed the ERM Policy. In addition, Formulation of a draft 'Green Office Guide' with the end goal of improvement of In-house Environment Management is at the last stage. Meanwhile, the accompanying exercises and projects have been attempted in consistence with Green Banking Guidelines of Bangladesh Bank:

1. Variable Refrigerant Flow (VRF) framework Air Cooler, decreasing around 25% power utilization, has been introduced at Bank's Corporate Head Office.
2. Since the initiation of 2011, the Bank has begun introducing energy proficient bulbs in the recently settled Branches.
3. As an underlying activity of setting up climate amicable Branches, the Bank has presented sun powered energy framework at Noapara Branch, Chittagong and different Branches will be outfitted with a similar framework stage by stage.
4. Different divisions of the Bank are dispersing operational rules, fliers and Management choices just as gathering proclamations through email decreasing utilization of paper.
5. The Data Center worked inside the Corporate Head Office at Gulshan utilizes In-Row Precision Air-Cooling System which guarantees least force utilization to keep up vital temperature for the Data Center Equipments.
6. Number of Application and Database Servers has been solidified in high limit Servers which has decreased force utilization.
7. Managed Rack based Structured Network has been actualized at Data Center. As such required space and disseminated heat is significantly less contrasted with customary Data Center.
8. Central UPS (Uninterrupted Power Supply) introduced at each floor which diminishes absolute reinforcement power prerequisite.
9. Separate Network Switch room at each floor decreases pointless link laying in the Data Center.
10. CRT (Cathode Ray Tube) Monitor has been supplanted by LCD (Liquid Cristal Display) Monitor in all work stations in Head Office which lessens dispersed warmth and force prerequisite for the PC framework.

11. UCB is the pioneer in presentation of Bangladesh Electronic Fund Transfer Network (BEFTN) exchange framework which lessens reliance on paper-based exchange.

12. Sixty quantities of ATM Booths have been introduced which lessen activity time and utilization of check book.

13. Bank's all printers are with twofold sided printing office and empowered with 'Eco-textual style'.

14. HR Management programming has been introduced for age of pay exhortation which is decreasing manual desk work.

15. In-house CIB programming has been introduced which is permitting Branches to include information as and when required thus praising paperless work process.

16. In-house MIS programming introduced for catching operational information, concentrated preparing and KPI which has diminished utilization of paper and saving time and work hour.

17. The Bank has been giving accentuation on financing eco-accommodating business exercises and energy proficient enterprises like Effluent Treatment Plant. The Bank has as of late financed Term Loan of Tk.16.85 Crore to build up two block fields utilizing Hybrid Hoffman Kiln (HHK) innovation.



## **CHAPTER-4**

### **SWOT Analysis**

## **SWOT Analysis of the UCB Bank Limited**

### **4.1Strength:**

- UCBL has ideal rules to keep up their representatives. UCBL has an enormous number of representatives however they keep up and control gigantic number of labor force appropriately.
- Human Resource Division use 'x' 'y' persuasive hypotheses
- They kept up all the CV in their information base with the goal that they can undoubtedly gather the data
- Their colleagues uphold each other appropriately due to that they can accomplish authoritative objective.
- They have inside and outside enrollment opportunity.
- The bank gives all the sort of item to its client.
- Bank delivers the profits to its investor appropriately.
- They mastermind preparing offices for their worker with the goal that representative can cover each vital subject. From the preparation representatives can perform well in each branch of the association.
- UCBL have legitimate correspondence framework in each branch of their bank.

#### **4.2 Weakness:**

- In UCBL an excess of work tension on the representatives makes them discouraged towards their work.
- Few position pay structure not that much high for the worker. This debilitate to the worker to buckle down.
- Sometimes it's hard to maintain huge number of representatives.
- Online enrollment framework should be overhauled.

#### **4.3 Opportunity**

- From the enormous number of labor forces UCBL get bunches of advantages. This gigantic number of work power benefits this bank to get different thoughts and plans to expand profitability.
- UCBL Human Resource Division consistently considers the worker development and attempts to explore new territory for the representative so representative can inspire them in the work place towards the work.

#### **4.4 Threats**

- It's hard to keep up the colossal number of workers for the bank.
- It's additionally hard for the Human Resource Division to keep up the enormous number of representatives.
- Reference control makes danger for UCBL.

## **CHAPTER-05**

### **Findings, Recommendations and Conclusion**

## 5.1 Findings

- Bank enrollment and choice cycle framework is all around planned.
- UCBL give preparing to their representatives in the preparation foundation, from the preparation they find out about hypothetical and commonsense thought. Their instructional class is likewise very much planned and they additionally gain from the hands on preparing.
  
- Their execution examination framework additionally all around planned and they get advancement from the exhibition.
- Their Human Resource Department keeps up great remuneration strategy framework.
- Lack of reasonable business visionary class.
- The board and representatives are capable.
- Customers are fulfills with the bank administration and financing cost should be expanded. Here and there representatives can't focus on the workers.
- The need to publicize with the goal that client can think about themselves well.
- Customers are dazzled with the bank working hour and online assistance framework should be better for the client.
- Senior the board ought to talk with the client that what sort of issue they are confronting while at the same time giving the client care. So they can better their client care

## 5.2 Recommendations:

On the basis of the findings and analysis of the study, my recommendations are given below-

- The board authority of UCBL needs to look some significant issues like remittance and move approaches, pay arrangements. They ought to follow the advanced HR framework with the goal that they can keep up their huge labor.
- We realize that achievement and advancement relies upon Organization Human Resource Management so UCBL need to mind loaded with the precision of Human Resource Management.
- Temporary workers at UCBL don't have the security and solidness that perpetual representatives have. They should be furnished with little medical care, annuities or other comparative advantages. UCBL should likewise set a creation; dispersion and deals target and any representative having a place with the specific zone arriving at an ideal objective in the main quarter should be chosen as a perpetual worker.
- Training should be given by proficient discussion.
- The authority of the UCBL ought to set up an underlying execution examination policy. HRD administrator additionally stay away from the biasness with the goal that worker can get the compensation for their exhibition.
- UCBL HRM authority should attempt to diminish the additional outstanding burden of the workers to lessen representative distress and turnover.
- UCBL ought to improve their remuneration program to keep exceptionally qualified, able and promising representatives.

### **5.3 Conclusion**

The United Commercial Bank guarantees the best help for their customers and notwithstanding the agents by Human Resource Division. It is the speediest creating bank in Bangladesh. This temporary position report has been centered on the general Human Resource Management in the United Commercial Bank Limited. I center on UCBL foundation, values, mission, vision, hierarchical structure and administrations contributions. At that point I took conclusion take a gander at UCBL Human Resource Management, its remuneration framework, execution evaluation, preparing and advancement. In the current market United Commercial Bank performing great monetarily. Regardless of all its deficiencies UCBL is doing very well on the lookout. They stood sixth among the 52 banks which incorporate 10 specific banks, 9 unfamiliar banks and 30 private banks. In any case, to give their rivals a serious edge, they need to improve a great deal. Else it will be hard for them to keep up their position and achieve their destinations. Their devoted group of workers is continually investing all their best amounts of energy to build up the bank as one of the main worry in the business. Yet, just devotion won't help a lot if some fearless moves are not taken by the administration. In view of my experience, I think UCBL has the likelihood to be the market chief in the event that they defeat their current shortcomings very soon.

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