



## **Internship Report**

Submitted to the

Department of Business Administration to  
Fulfill the Degree of Bachelors of Business Administration

## **Internship Report**

**On**

**Human Resource Practice of Sonali Bank Limited, Jigatola.**

**Supervised by**

Dr. Mohammad Abdur Rahman

Associate Professor

Department of Business Administration  
Faculty of Business and Entrepreneurship  
Daffodil International University (DIU), Bangladesh

**Promoted by**

Abdullah-Al-Ahad

ID: 172-11-5592

Major: HRM (47th batch)

Bachelor of Business Administration  
Department of Business Administration  
Faculty of Business and Entrepreneurship  
Daffodil International University

**Date of submission: 28/11/2022**

## LETTER OF TRANSMITTAL

Dr. Mohammad Abdur Rahman

Associate Professor

Department of Business Administration

Daffodil International University (DIU), Bangladesh

**Subject: Submission of internship report on “Human Resource Practice of Sonali Bank Limited, Jigatola”.**

Dear Sir

As a requirement to complete the internship at Sonali Bank Limited Daffodil International University under the BBA program. With due respect and honor, I am pleased to submit an internship report on "Human Resource Practice of Sonali Bank Limited" which is ready on the dynamic management and guidance of someone like you.

I have learned a lot from this study on the numerous facets of human resources in the banking industry. In every step of the design of this report, I have done my best to adhere to your instructions. In order to make this report as accurate and accurate as possible, I have also gathered what I believe to be the most crucial data. Your advice was greatly helpful to me when I was writing my report. I'm hoping you'll recognize my efforts.

I truly hope that this report will enable you to assess the quality of my project-related work. Whenever it is necessary, I would be more than pleased to help with the interpretation of any section of the article.

Sincerely yours,



---

Abdullah-Al-Ahad; ID: 172-11-5592; Major: HRM

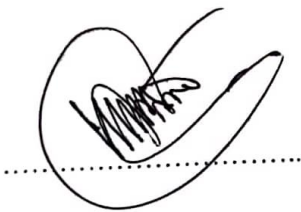
Bachelor of Business Administration

Daffodil International University

## CERTIFICATE OF SUPERVISOR

This is to certify that during his internship at Sonali Bank Limited, Abdullah-Al-Ahad, ID No. 172-11-5592, a student of the Bachelor of Business Administration (BBA) program with a Human Resource Management concentration from the Department of Business Administration at Daffodil International University, worked under my supervision. He cited "Human Resource Practice of Sonali Bank LTD" in his internship report. The report, in my opinion, satisfies the requirements for the BBA degree. He clearly put a lot of thought into this report and was eager to provide an accurate overview of the pertinent works, which makes me delighted to state. The report's facts and conclusions seem to be accurate.

I hope he has a successful future.

A handwritten signature in black ink, enclosed within a hand-drawn oval. The signature is stylized and appears to read 'Dr. Mohammad Abdur Rahman'. Below the signature is a horizontal dotted line.

(Dr. Mohammad Abdur Rahman)

Associate Professor

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

## STUDENT DECLARATION

Abdullah-Al-Ahad here, I'd like to officially announce the current internship report, which is titled "Human Resource Practice of Sonali Bank Limited." I produced a report specifically to Sonali Bank Limited after working there for three months at the Jigatala Branch in Dhaka.

I also make sure the report is written solely for academic purposes and not for any other use. I hereby state that the report may not be utilized for any other purpose without my prior written consent.



---

Abdullah-Al-Ahad  
ID: 172-11-5592

Major: HRM  
Bachelor of Business Administration  
Department of Business Administration  
Daffodil International University

## ACKNOWLEDGEMENT

I want to begin by sincerely thanking the Almighty God for giving me the stamina and strength to complete the internship report. I'm pleased and relieved that I was able to finish this research on schedule. Without the necessary hands-on experience, numerous books, papers, websites, and basic facts, this internship report wouldn't have been comprehensive. My understanding of employee work satisfaction has grown as a result. I appreciate everyone who gave me advice and books and articles.

I would prefer to express my special gratitude to my supervisor **Dr. Mohammad Abdur Rahman** Associate Professor of Management & Finance, Faculty of Business and Entrepreneurship at Daffodil International University (DIU), Bangladesh for his inspiration, kind guidance, valuable advice, and suggestions during my internship period and for creating this report.

For their constant support and direction during my internship, the Jigatla Branch Manager of Sonali Bank has my sincere gratitude. He helped me a lot in adjusting to this new environment and provided me the drive to work harder. I want to thank all of my SBL teammates for their sincere collaboration during the workday and their sage advice. They are all incredibly helpful.

## EXECUTIVE SUMMARY

The report's objective is to examine Sonali Bank Limited's use of human resources. My understanding of the actual state of Sonali Bank Limited's financial institution has greatly benefited from the internship program. SBL has established itself as one of Bangladesh's leading and fastest-growing banks. In terms of the bank, we may state that it is a business where employees take financial deposits from the public and disburse loans to individuals. This bank mostly serves the government. Maximizing corporate value is a company's ultimate objective. To optimize the value of corporate SBL, general banking areas must be ensured. The organization's vital "Human Resource Practice" provides support for this report.

The Sonali Bank Limited's human resource management system has gained in significance. By selecting, keeping, and retaining the most productive workers, human resources may effectively increase the value of capital to add the correct value to the organization's bank. The Sonali Bank Limited's HRM practice is subject to a SWOT analysis, which examines the bank's strengths, weaknesses, opportunities, and threats. I advise if the bank takes the necessary action to get over its restrictions. It will develop into the people's heart-trusting bank. As a token of appreciation for finishing the internship, I attempt to draw on my real-world expertise when reporting on this banking activity.

## CONTENTS

<b>Letter of Transmittal</b> .....	II
<b>Certificate of Supervisor</b> .....	III
<b>Student Declaration</b> .....	IV
<b>Acknowledgement</b> .....	V
<b>Executive Summary</b> .....	VI
Chapter 1 .....	1
<i>INTRODUCTION</i> .....	1
<b>1.1 Introduction:</b> .....	2
<b>1.2 Background of the Report</b> .....	2
<b>1.3 Scopes of the study</b> .....	3
<b>1.4 Objectives of the Report</b> .....	3
<b>1.5 Methodology of the study</b> .....	4
<b>1.6 Limitations of the study</b> .....	5
CHAPTER 2.....	6
<i>ORGANIZATIONAL OVERVIEW</i> .....	6
<b>2.1 History of Sonali bank Ltd</b> .....	7
<b>2.2 CORPORATE PROFILE</b> .....	8
<b>2.3 Services of Sonali Bank:</b> .....	9
<b>2.4 Islamic Banking Service</b> .....	10
<b>2.5 The Products of Sonali bank</b> .....	12
<b>2.6 Core business of Sonali bank</b> .....	12
<b>2.7 Payment of Sonali Bank Ltd</b> .....	13
<b>2.8 Sale and Purchase of Sonali Bank Limited.</b> .....	13
<b>2.9 Ethical Considerations:</b> .....	13
<b>2.10 Organization Structure of Sonali Bank Ltd:</b> .....	14

Chapter-3 .....	15
<i>Findings and Analysis</i> .....	15
<b>3.1 Human Resource Practices in Sonali Bank Ltd:</b> .....	16
<b>3.2 Functions of Human Resource Management:</b> .....	16
<b>3.3 Human Resource planning of Sonali Bank Limited</b> .....	17
<b>3.4 Recruitment of sonali bank Limited</b> .....	18
<b>3.5 Selection PROCESS</b> .....	23
<b>3.6 Training and Development</b> .....	25
<b>3.7 Performance Appraisal</b> .....	27
<b>3.8 Definition of compensation</b> .....	30
<b>3.9 Promotion of Sonali Bank LTD</b> .....	31
<b>3.10 Transfer and separation policy of Sonali Bank Ltd</b> .....	32
<b>3.11 SWOT Analysis of Sonali Bank Ltd:</b> .....	33
Chapter-4 .....	35
HR Practice at Jigatala Branch, Sonali Bank Ltd:.....	35
<b>4.1 Organogram of Jigatala Branch, Sonali Bank Ltd</b> .....	36
<b>4.2 HR Practice at Jigatala Branch, Sonali Bank Ltd:</b> .....	37
Chapter-5 .....	38
<i>Findings, Recommendation &amp; Conclusion</i> .....	38
<b>5.1 Findings:</b> .....	39
<b>5.2 Recommendation</b> .....	39
<b>5.3 Conclusion</b> .....	40
<b>5.4 Reference:</b> .....	40



# CHAPTER 1

## *INTRODUCTION*

## 1.1 INTRODUCTION:

Management of human resources is focused on the employees of a company. "Human management" can be an important and challenging task due to the dynamic nature of human beings. No two people are alike in mental capacity, tactics, feelings, and behavior. They are vastly different as a group and subject to the influence of different diversity. A productive, thriving workforce is the most crucial component of a successful company, and human resource managers are in charge of it. In businesses, human resource management plays the duty of training personnel ineffective job performance. To do this, individuals must be viewed as human resources rather than as an organization's expense. The newest element of human resource management and human capital management is to view people as resources. The management team is advised by the human resource management team to strategically manage employees as corporate assets. These include providing guidance on employee development and training plans, managing personnel and recruitment, and coordinating employee benefits. Therefore, HR specialists are consultants rather than employees in discrete corporate operations. They give managers advice on a variety of matters involving workers and how they assist the company in achieving its objectives.

In order to give employees a competitive edge at work, the HR department typically takes a strategic approach to the effective management of people in an organization. In order to achieve an employer's company's mission commission, it is created to maximize employee performance. HR focuses on rules and methods and mostly deals with managing people within the company. The design of employee facilities, hiring, training, development, performance reviews, and award supervision fall under the purview of HR departments. HR is concerned with combining organizational practice with obligations resulting from agreements and governmental regulation, as well as organizational change and labor relations.

## 1.2 BACKGROUND OF THE REPORT

I've been given permission by Daffodil International University to prepare a report on Sonali Bank Limited, the largest state bank in Bangladesh.

I was given the chance to work as an intern at Sonali Bank Limited for three months. I have to write a report after my internship is over. The report includes Sonali Bank Limited's appointment and choice. I received the topics and instructions for this report from my supervisor. This paper provides a detailed synopsis of the Sonali Bank Limited hiring process. This paper describes the nature and function of the Human resources department as well as its performance.

Human Resource Management is a corporation that focuses on hiring, managing, and guiding those who join the organization. No one can run an organization without employees, and human resource management is driven by the development of individuals levels of skill, creativity, and perfection. Employees are the main asset of any organization. HRM management builds employees into better people. It assumes opportunities for people with expanded capacity and direct improvement. The primary purpose of this report is to provide my insights into the use of human resource management by Sonali Bank Limited. The report discusses the HRM practices and policies of Sonali Bank Limited and how they will use their human resources to grow their bank and their general activities.

This report attempts to accurately represent the position of Sonali Bank Limited within the sector.

### **1.3 SCOPES OF THE STUDY**

I had a fairly narrow range of responsibilities because I was an intern. When gathering information for my report, I adhered to certain official formalities. This research focused mostly on Sonali Bank Limited's human resources practices. I'm making a general banking comparison. It was challenging for me to speak with HR and get data because I wasn't given the chance to work at Sonali Bank Limited's head office.

### **1.4 OBJECTIVES OF THE REPORT**

The study's primary goal is to develop a thorough case study on the Human Resources Management duties carried out by Sonali Bank Limited. The precise goal is:

- To identify Human Resource practice and policy of Sonali Bank Limited.
- To identify the Human Resource Functions performed by Sonali Bank Limited.
- To identify some problems with all these practices by Sonali Bank Limited
- To develop recommendations based on the findings

## 1.5 METHODOLOGY OF THE STUDY

The following list includes the report's methodology: -

- The research was conducted using a design that involved gathering both primary and secondary data.
- Population: The employees of Sonali Bank Ltd. made up the study's population.
- Trial Size: The Jigatala branch of Sonali Bank Ltd. had a trial size of 10 personnel, all of whom were executives.
- There are two different sorts of data used. As follows:
  - Primary Data
  - Secondary Data.
- ◆ **Primary Source:**
  - Questionnaire research
  - Relevant work experience
  - Details provided by senior coworkers and the branch manager
- ◆ **Secondary Source:**
  - SBL's annual report (the Year 2020-2021)
  - Web-based network support.
  - A number of publications, essays, and compilations on general banking operations.
  - A different "Procedure Manual" from SBL.
  - Circulars sent by the SBL and Bangladesh Bank head offices.
- **Data Analysis:** Within the research, both the qualitative and measurement (questionnaire analysis) have been used. Using the renowned Liker scale, quantitative questions were rated. Different kinds of computer software, including Microsoft Word and Microsoft Excel, were utilized to analyze the data that was gathered.

## 1.6 LIMITATIONS OF THE STUDY

While writing this term paper, some restrictions were encountered. The following list includes a few restrictions: -

- The study's principal shortcoming was the dearth of information that was required for it.
- The study's biggest drawback was its brief duration. Enough time is needed for an analytical purpose.
- Sonali Bank Ltd. has some duties under the law and trade secrets about which I am unable to fully enlighten you.
- Secondary data is the foundation of the report.
- Due to minor and insufficient issues, the bank's management was hesitant to disclose certain details.
- Lack of practical work experience.

## CHAPTER 2

# *ORGANIZATIONAL OVERVIEW*

## 2.1 HISTORY OF SONALI BANK LTD

The Bangladesh Bank (Nationalization) Order of 1972 authorized the establishment of Sonali Bank, the largest commercial bank in the nation (presidency Order No.26 of 1972). by taking over the locations of the previous Bank of Bahawalpur Limited, Premier Bank Ltd., and National Bank of Pakistan. The National Bank of Pakistan was a government-supported bank that was founded to fund the jute sector in East Pakistan in the early period of Pakistan. Two private banks were operating class banking over the century during that period. Following the establishment of Bangladesh on December 16, 1971, the newly established Sonali Bank for Mass Banking received special permission from the government to represent Bangladesh Bank in places where Bangladesh Bank is not present. With 1204 branches and around 21,839 as of this writing, it becomes the largest commercial bank in the nation with an increase in performance and commercial within a few years. The National Bank of Pakistan, Premier Bank, and Bank of Bahawalpur were all liquidated by the Banks' Nationalization Order 1972 (Presidential Order-26), which made Sonali Bank Limited the largest and most important Nationalized Commercial Bank. The bank, a wholly state-owned organization, had been fulfilling its obligations to create the nation by taking up government-entrusted various socio-economic programmers as well as money market activities of its own free will, spanning all sectors of the economy.

On November 15, 2007, Sonali Bank Limited began operating as a Public Limited Company with 100% government ownership, assuming all of Sonali Bank's assets, liabilities, and business operations. Following corporatization, the Bank's management has been granted the necessary authority to boost the bank's competitiveness and streamline operations.

The Board of Directors of Sonali Bank Limited is made up of 11 people. The Chief Executive Officer and Managing Director of the Bank is a renowned banker and respected executive. The main commercial district of the capital of Bangladesh, Motijheel, is where the bank's corporate headquarters are situated.

## 2.2 CORPORATE PROFILE

Name of the Company	Sonali Bank Limited
<b>Chairman</b>	Mr. Ziaul Hasan Siddiqui
<b>CEO &amp; Managing Director</b>	Mr. Md. Aatur Rahman Prodhan
<b>Company Secretary</b>	Mr. Tauhidul Islam
<b>Legal Status</b>	Public Limited Company
<b>Genesis</b>	Emerged as Nationalized Commercial Bank in 1972, following the Bangladesh Bank (Nationalization) Order No. 1972 (PO No.26 of 1972)
<b>Date of Incorporation</b>	03 June, 2007
<b>Date of Vendor's Agreement</b>	15 November, 2007
<b>Registered Office</b>	35-42, 44 Motijheel Commercial Area, Dhaka, Bangladesh
<b>Authorized Capital</b>	Taka 6000.00 Crore
<b>Paid-up Capital</b>	Taka 4530.00 Crore
<b>Number of Employee</b>	18,115
<b>Number of Branches</b>	1229
<b>Phone-PABX</b>	0257161080-88
<b>FAX</b>	88-02-9561410, 9552007
<b>SWIFT</b>	BSONBDDH
<b>Website</b>	<a href="https://www.sonalibank.com.bd/">https://www.sonalibank.com.bd/</a>
<b>E-mail</b>	<a href="mailto:info@sonalibank.com.bd">info@sonalibank.com.bd</a>

**2.2.1 Our Mission:** Dedicated to offering a wide variety of high-quality products that meet the diverse needs of people with the goal of improving their quality of life, generating value for the stakeholders, and assisting in the socio-economic growth of the nation.

**2.2.2 Our Vision:** World-wide presence of a significant banking institution that is socially responsible. This bank wants to raise the bar for excellence in the nation. The effective completion of Commercial Bank of Bangladesh will boost the nation's socioeconomic development and the growing popularity of driving in South Asia.

**2.2.3 Our Slogan:** Your trusted partner in innovative banking.



## 2.3 SERVICES OF SONALI BANK:

To guarantee competent customer service In addition to computerization, Sonali Bank has launched corporate e client service and one-stop service. The SWIF (Society for Worldwide Interbank Finance and Telecommunication) system was introduced by Sonali Bank to streamline foreign currency operations in its 12 branches. A website, Reuter service, internet service, and Ready cash service have all been introduced by the bank. The bank has adopted a strategy to introduce a shared At To guarantee competent customer service In addition to computerization, Sonali Bank has launched corporate e client service and one-stop service. The SWIF (Society for Worldwide Interbank Finance and Telecommunication) system was introduced by Sonali Bank to streamline foreign currency operations in its 12 branches. The bank has developed a proposal to set up a shared ATM network in many key locations. It has already issued an order form for this ATM system at several important locations. It has already issued an order form for this. In addition to its standard banking services, Sonali Bank Limited offers a wide range of customized services through its nationwide branch network.

### ➤ **Collection:**

- Gas, Electricity, Telephone, Water/Sewerage bills
- Passport fees, Visa fees, and Travel tax
- Source Tax and VAT
- Land Development Tax
- Municipal Holding Tax
- Customs & Excise duties
- Zakat Fund
- Hajj Deposit

### ➤ **Payment:**

- Pension for government and other corporate bodies' employees
- Pension of Bangladesh Bank workers
- Stipend or scholarship for students
- The pay for government and private teachers
- Army retirement
- Food procurement bill on the government's behalf

### ➤ **Social Services:**

- Allowances for widows, divorcees, and poor women
- Compensation for rehabilitation for acid-survival women

- Old-age benefits
- Disability benefits
- Freedom fighters' compensation
- Financial assistance for mothers in need
- **Sale & Encashment/Purchase:**
  - Certificates of Deposit
  - Bonds for Worker Development
  - Investment Bond in US Dollars
  - Award Bonds
  - Trading of dirty or ripped notes
  - Lottery receipts from various semi-governmental and autonomous bodies
  - Sanchaypatra
  - Unit Certificates from ICB
  - The application for the Public Service Commission; the application for the Judicial Service Commission
- **Other services:**
  - One-stop services for paying utility bills, renting a locker, using an ATM, using online and SMS banking, paying taxes online, sending money abroad, etc.

## 2.4 ISLAMIC BANKING SERVICE

In light of the growing demand and potential of devout Muslims, Sonali Bank Limited has introduced Islamic Banking conditioning. It is completely based on Islamic Shariah. Establishing Islamic Windows at Sonali Bank Limited was the aim of a heavily penciled Shariah Administrative Commission comprising renowned Islamic academics, economists, and bankers. The largest state-owned commercial bank, Sonali Bank Limited, started its Islamic banking operations on June 29, 2010, in the following five branches, each with a separate window.

- Commercial branch of Wage Earners in Dhaka
- Commercial branch of Agrabad, Chittagong
- Commercial branch of Khulna, Khulna
- Sylhet points and objects, Bogra commercial branch, Bogra Darga gate corporate branch
- To put Shariah-based online banking at the doorstep of pious Muslims.
- To directly participate in honest and public wealth banking in order to develop a great Islamic banking system.

- To use Sonali Bank Limited's well-rounded skills and reputation to revitalize Islamic banking.
- To promote saving after direct investment. to provide additional employment opportunities through design investment.

➤ **Deposit Products:**

- Al-Wadceah Current Account(AWCA)
- Mudaraba Savings Account(MSA)
- Mudaraba Special Notice Deposit Account(MSNDA)
- Mudaraba Term Deposit Account(MTDA)
- Mudaraba Hajj Saving Account(MHSA)
- Mudaraba Sonali Monthly Deposit Scheme(SMDS)
- Mudaraba Monthly Profit Scheme(MMPS)

➤ **Investment Products:**

- Bai-Murabaha
- Bai-Muajjal
- Bai-SalamBai-Istisna
- Hire Purchase Under Shirkatul Melk(HPSM)

## 2.5 THE PRODUCTS OF SONALI BANK

Sonali Bank Limited has expanded its service portfolio to include a variety of products in addition to standard banking services. SBL provides a range of goods & services, including:

- **Deposit Plans:** Current Account Deposits, Savings Bank Deposits, Fixed Deposits, Contributory Savings Plans, Monthly Benefit Savings Plans, Special Savings Plans, Education Savings Plans (managed by Islamic Banking Branch), Non-Resident Foreign Currency Deposits, Wage Earners Development Bonds, Non-Resident Investors Taka Accounts, and Multicurrency Accounts.
- **Loan Programs:** General Loan Program; Hire Purchase; Lease Finance; House Building Loan/Apartment Loan Program; Consumer Credit Program; Car Loan; Loan for Any Purpose; Loan Against Salary; Doctors Loan; Small and Medium Enterprise Programs; Credit Card

## 2.6 CORE BUSINESS OF SONALI BANK

The following services are provided by Sonali Bank Limited:

- Business Banking
- Finance for Projects
- SME financing
- Consumer loans
- Trade internationally
- Finance for Trade
- Syndication of Loans
- Trading with foreign currencies
- Rural areas and microloans
- Loan with NGOs
- Treasury Management in Government
- Money Market Activity
- Financial Market Activity
- Remittance

## 2.7 PAYMENT OF SONALI BANK LTD

- Sonali Bank Ltd. provides payments and pensions to a range of workers.
- They work for various corporate entities and the government.
- Pension of Bangladesh Bank workers
- Army retirement
- A scholarship or student stipend.
- Pay for Government and Private Teachers
- In addition, Sonali Bank issues DDs, payment sections, and DDPs.
- Payment scheduler

## 2.8 SALE AND PURCHASE OF SONALI BANK LIMITED.

- Savings certificates are offered by Sonali Bank Limited.
- Sale Prize Bond from Sonali Bank Limited,
- A variety of quasi-government lotteries and independent organizations
- Depositories receipts
- The swapping of soiled or torn notes.

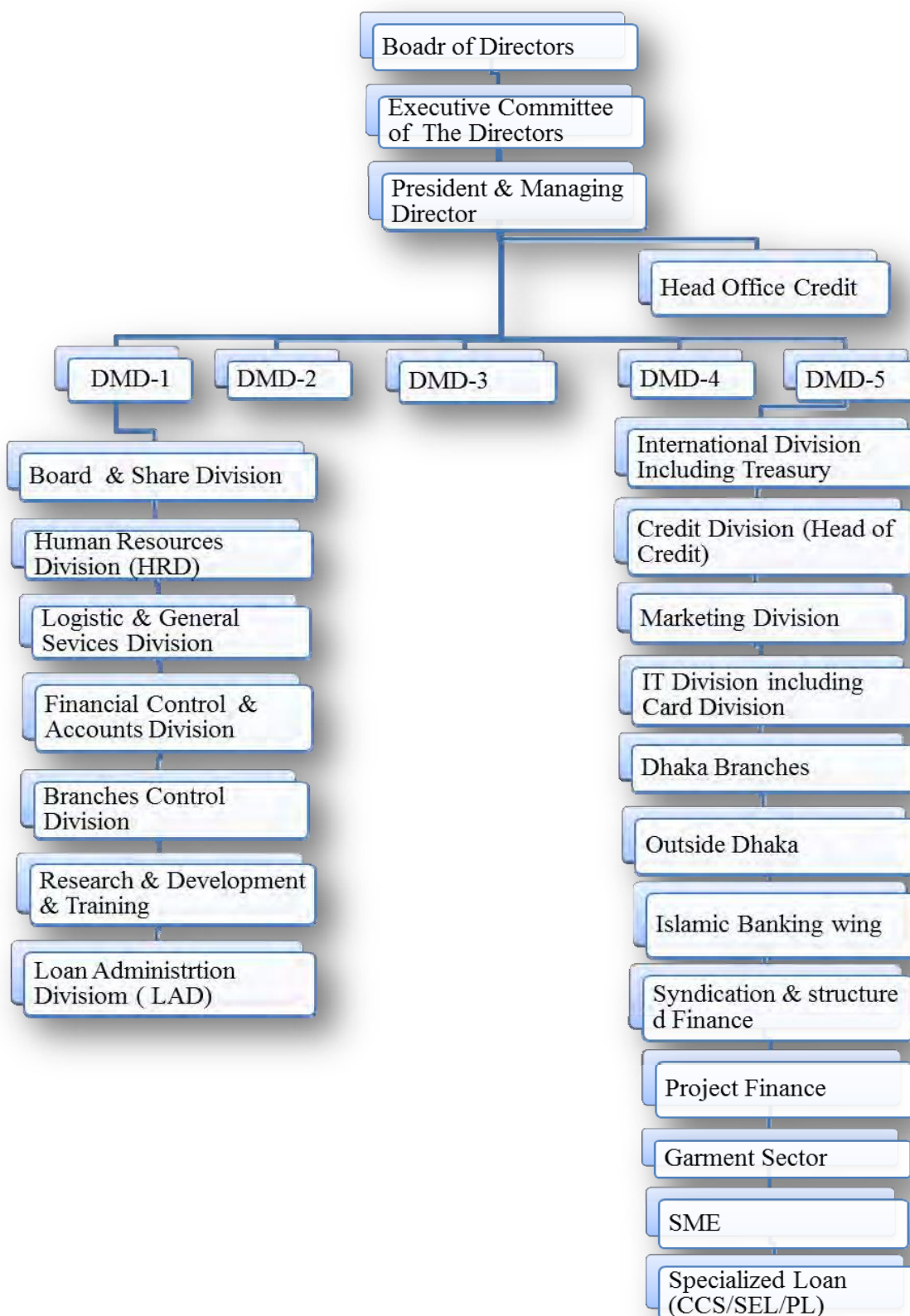
## 2.9 ETHICAL CONSIDERATIONS:

In order to protect the environment, resources, and data associated to the bank, ethical consideration takes into account all social and environmental/ecological aspects in typical banking activity.

Like:

- All of the information used to create this report was held in strict confidence.
- The information included in this report really hasn't, under any circumstances, been altered.
- This paper was created solely for research purposes.

## 2.10 ORGANIZATION STRUCTURE OF SONALI BANK LTD:



# CHAPTER-3

## *FINDINGS AND ANALYSIS*

### 3.1 HUMAN RESOURCE PRACTICES IN SONALI BANK LTD:

Human resource operating systems have been given many names over the years by specialists. In order to maintain their competitive advantage, organizations use human resource operation techniques to create complex social relations, build firm-specific talents, and instill organizational knowledge. Programs, traditional morals, and ideologies aimed at luring, nurturing, inspiring, and retaining people who contribute to the effectiveness and survival of the association can easily be classified as human resource operation approaches. Companies and nations have different approaches to managing their human resources. Important research has been done over the years to determine the types of HR practices that are implemented in various firms. He started off by enumerating 16 of the first ideas that came to him. The following key practices were created as a result.in Sonali Bank LTD:

- Providing protection for workers
- Choosing the proper candidates; selective hiring
- Autonomous and efficient brigades
- Compensation that is equitable and performance-based
- Education in useful talents
- Establishing a decentralized, egalitarian organization
- Providing those in need with simple access to information

### 3.2 FUNCTIONS OF HUMAN RESOURCE MANAGEMENT:

HR managers carry out a range of tasks. HR managers' functional responsibilities are evolving over time. Human resource management's (HRM) duties are consultative. It is an employee role, to use the language of management.

Human Resource Management (HRM) functions include:

- HR Planning
- Recruitment
- Selection process
- Training & Development
- Performance Appraisal
- Compensation



### 3.3 HUMAN RESOURCE PLANNING OF SONALI BANK LIMITED

Despite all intellectual and technological advancement, human resources continue to be the most important aspect in every organization's success. SBL thinks that the key to operating at the highest level inside an extremely competitive financial sector like Bangladesh is having a skilled, dedicated, and completely motivated HR team.

The bank's approach is to draw in, hold on to, and motivate successful and influential people. The bank has detailed HR guidelines, recruitment standards, promotion standards, training requirements, and other related topics covered. The employee engagement in the bank's success is maintained by reviewing and updating the HR manual and repair rules. HRD in SBL's primary strength is its unwavering pursuit of quality and transparency.

HR Planning may appear to be a straightforward procedure for managing the association's human resource conditions, but in reality, the HR director may encounter many obstacles due to the association's present pool, the need to accomplish business objectives and the current pool request condition. Thus, HR planning benefits the association in a number of ways, including the following:

- Proper assessment of future human resource requirements.
- Creating a highly talented workforce in the organization.
- Determining the organization's future skill requirements.
- Career planning for individual workers.
- To give top management a clearer understanding of HR elements.
- Determining staff training and development needs.

## 3.4 RECRUITMENT

Recruitment is crucial since the position should be filled by the most competent candidates. Finding and attracting qualified or appropriate candidates to fill a position is the process of recruitment. Job analysis is a technique that can be used to comprehend the work. Internal and external sources are the two basic types of hiring. On the other hand, the decision can involve finding the best candidate for the position. Finding the right individuals for the right jobs is the major objective. The selection procedure entails a number of processes, including initial application acceptance, interview, test, medical examination, reference check, and judicial appointment decision. The SBL practice formally sets the recruiting and selection mechanism in accordance with these two definitions of recruitment and selection.

### 3.4.1 SOURCES OF RECRUITMENT

There are two methods for recruiting employee:

- Internal Recruitment,
- External Recruitment.

Vacancies in upper-level positions can be filled by either hiring individuals from outside the organization or by elevating directors from lower positions. There are drawbacks to both approaches. Internal and external sources for hiring will both be disclosed in detail.

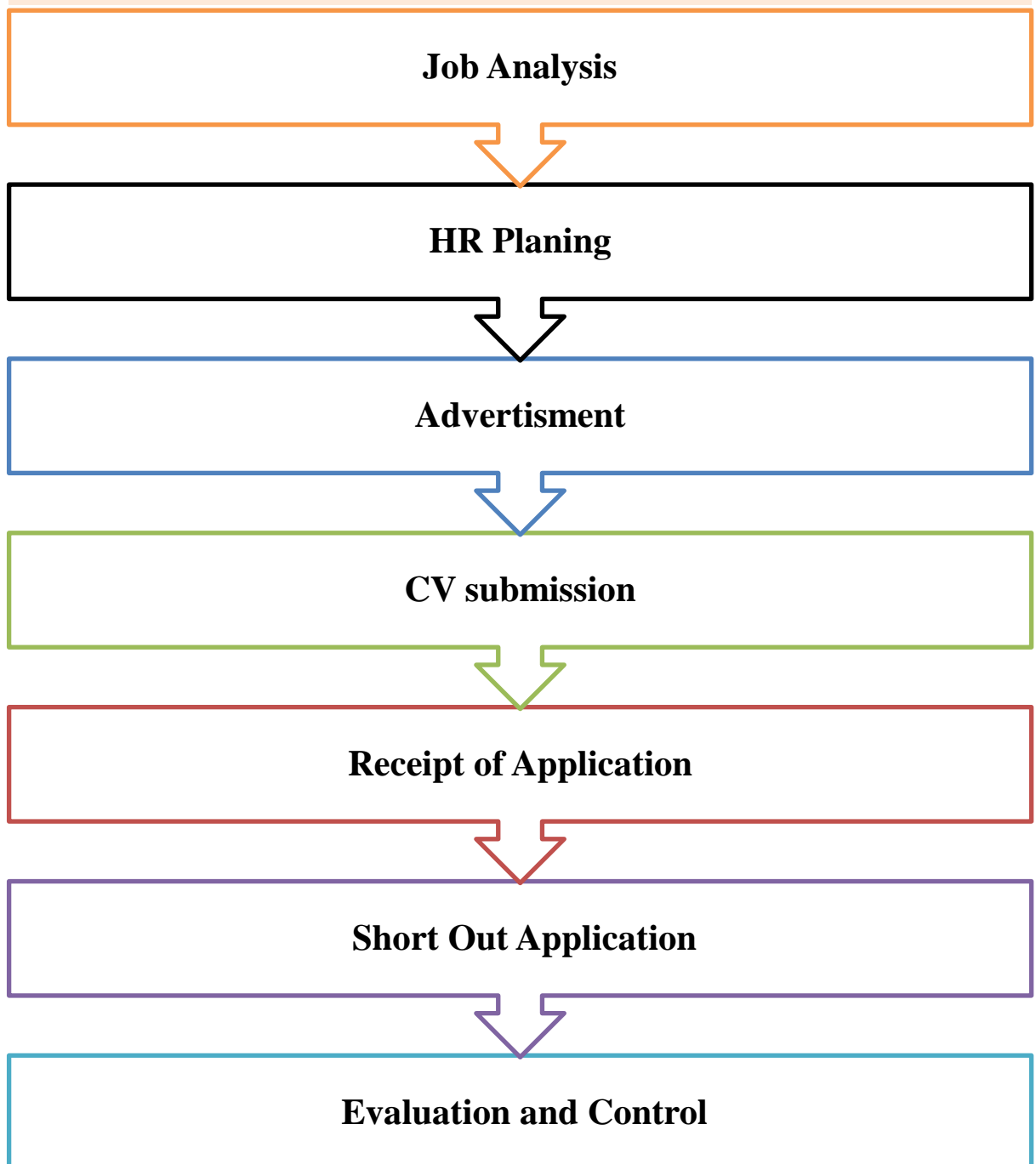
- **Internal Recruitment Sources:** Internal recruiting was requested by an organization novitiate employee who had recently left their association for other departments or more senior roles. If an employee performs above and beyond expectations, they are given the opportunity to enroll in training. One of the simplest techniques for selecting candidates based on their job performance is to do it this manner. They are discussed below:
  - **Promotion:** Giving an employee a promotion means giving them a higher position, more power, status, friends, and authority. Therefore, a qualified candidate from the same organization can be promoted to fill the vacant position.
  - **Transfers:** Transfer describes a change in the location of the employment without a change in the employee's position, rank, compensation, or authority. Consequently, a qualified candidate from the same organization will be transferred to replace the vacant job.

- **Internal communication:** The occupancy is then made known within the bank. The current worker is requested to submit job applications. The employee is now officially a part of the business.
  - **Sheltered worker:** An employee who has been retried sometimes might be temporarily summoned back. This occurs when the organization has trouble hiring qualified personnel.
  - **Recall from a protracted leave:** An executive who has moved into a distance position may be brought back by the company. This occurs when a problem that the firm is experiencing can only be solved by one director. His leave is prolonged once he solves the issue.
- **External Recruiting Sources:** Retaining candidates from outside sources allows for a higher performance. External employees frequently experience feelings of immaturity and creativity in new businesses with too much vitality to locate and address business difficulties. Even though it may be difficult to keep external candidates, they have a significantly greater positive impact on the company's operations than internal candidates do.
- **Advertising:** Currently, hiring employees involves using all forms of media promotion. Newspapers, trade and professional periodicals, radio, and TV are some of the most popular.
  - **Employee Referrals:** Referrals from coworkers involve using specific contacts for professional opportunities. It is a referral for a job applicant from a recent employer.
  - **Government Employment Offices:** These organizations' primary goal is closely related to retirement benefits. The benefits are only supplied to be regarded as good sources of hiring for untrained, professed, or semiskilled positions in various countries.
  - **Agency for Independent Contractors:** Exclusive organizations in the professional and technological domains offer exceptional services. They continue to keep the areas of both people looking for work and companies looking to hire new employees.
  - **Recruitment of Lot:** This method of hiring includes visiting the university's campus and placement centers. Then the chick goes to renowned and infamous educational institutions to recruit job candidates that require specialized or professional skills.
  - **Write INS and enter by foot:** Job seekers who come to the Human resources department in hopes of landing a position are known as walk-

sways. Usually, a blank operation is given to both parties to complete in order to assess their capabilities and scrutiny.

- **House Open:** Taking advantage of an open house is a relatively new hiring method. The group of laborers who keep to themselves is invited to the company's rewards, refreshments, and perhaps a movie about the association.
- **Job hunting:** The directors identify agencies, also referred to as top nimrods. When a person with a certain talent or unique gift is needed, headhunters identify a former employee and promote him to a different position.
- **Using the Internet to recruit:** Directors are currently organizing employment exams online. According to a study, more than 4 million people use the Internet to look for jobs on any given day. As a result, employers are making it simple to search for employment on their websites.

### 3.4.2 RECRUITMENT PROCESS IN SONALI BANK LTD



- **Job analysis:** The basis for all evaluation and selection processes is the job analysis. The process for figuring out what a job entails, what skills are needed, and who should be employed for it. By looking at the tasks carried out in a career, the abilities required carrying out those duties, and the relationship between the tasks and the occupations, job analysis provides a technique to build this.
- **HR Planning:** The process of figuring out what a company will need in terms of existing and future human resources to achieve its objectives is known as human resource planning. A link between human resources management and an

organization's overall strategic plan should be provided through human resource planning. Integrating the strategy and system for managing human resources to achieve the company's overall goal, vision, strategies, and achievements while catering to the needs of its employees and other shareholders.

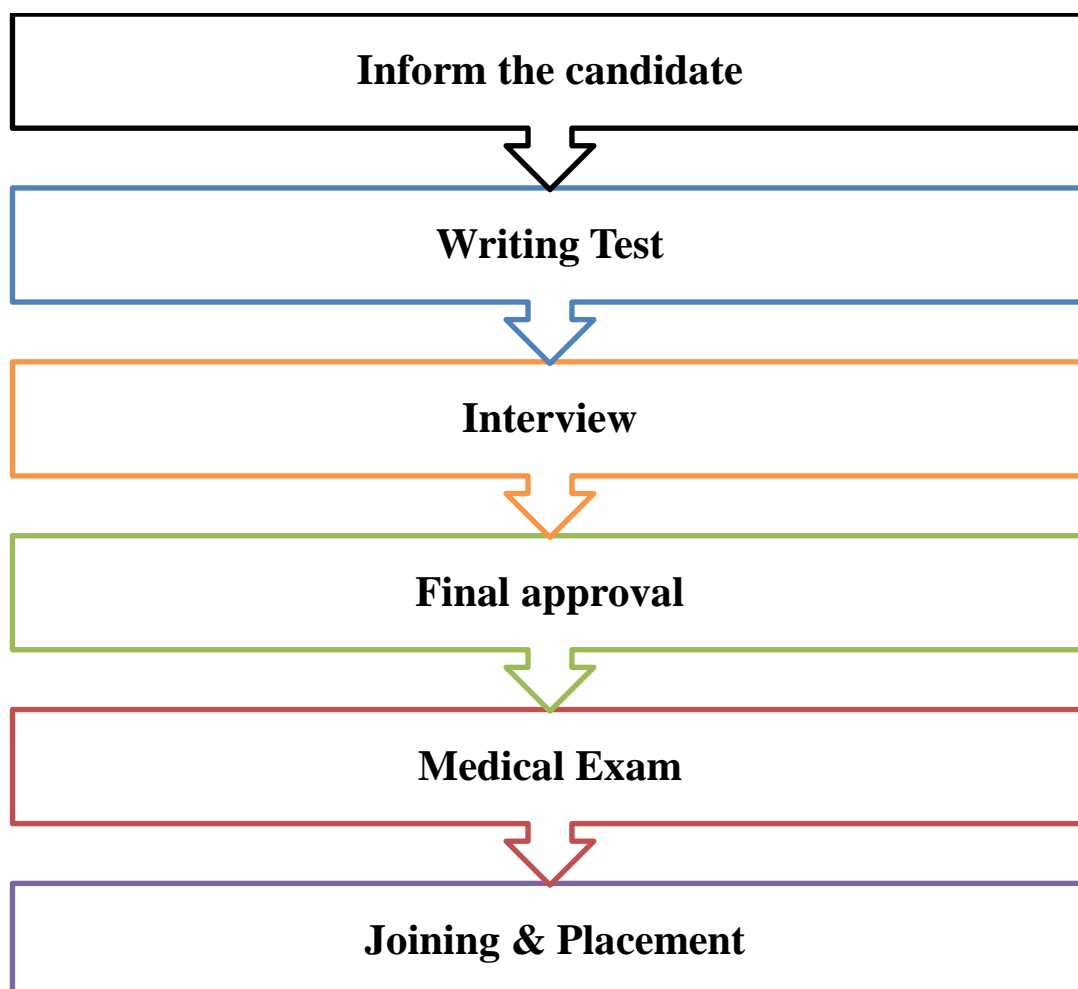
- **Advertisement:** After the hiring decision has been made, an advertisement must be written based on the competencies, skills, and credentials that have been determined and listed in the corresponding job description. Corporate commercials that enhance a company's image can also be used as recruitment ads. Additionally, it is economical.
- **CV Submission:** Sending curriculum vitae is requested of interested potential participants. All applications that are submitted have a skill of receipt delivered to the candidate's email.
- **Receipt of Application:** Candidates may submit their resumes for any open position or submit them in response to a specific job posting. In response to each job opening, HR Group gathers applications. The candidates have at least three weeks to apply in the case of a newspaper ad. Every task that is tried collapses after a set amount of time.
- **Shorting out applications:** The selection of CVs for shortlisting comes next. The HR department is typically involved in the shortlisting. However, the HR department can delegate this aspect to particular departments to save time. Applications that don't meet the necessary criteria are rejected after being filtered according to the recruitment criteria.
- **Evaluation and Control:** The process of recruitment is completed with an evaluation and control phase. The HR department at Sonali Bank Limited initially evaluates all prices for requirements because hiring new employees is an expensive operation. The following expenses are frequently incurred during a recruitment process:
  - Recruiter's Salary.
  - The price of advertising and other costs.
  - Administrative costs.
  - Unpaid bills and overtime when positions become empty,

After assessing the costs, they decide and keep an eye on how long it takes to hire new personnel. The evaluation and control phase of the process brings to a close the entire procedure.

### 3.5 SELECTION PROCESS

Selection is a decision-making process. A process is a group of connected operations. The selection procedure, which is still under progress, moves the applicants on. For instance, if a candidate doesn't meet the requirements for one step, they may not be allowed to participate in the next. The outcome of each phase is crucial. If any activity is unsuccessful, the candidate will not be permitted to try to advance to the next level.

#### 3.5.1 SELECTION PROCESS IN SONALI BANK LIMITED



- **Inform the candidate:** After the operations are organized and a primary list is created, the Candidates are notified and invited to either an interview or a written test (for entry-level roles). Between seven and ten days before written exams, the bank sends out admit cards via courier services.
- **Writing Test:** The typical employment test is an ability test that evaluates a candidate's verbal, numerical, logical, etc., abilities. For the bank's benefit, the HR division links IBA and BIBM in order to plan and carry out the reclamation

tests. The HR division gives them the names of the open positions and the required academic credentials so they may create the test's question bank.

- **Interview:** Panel interviews are performed in an unstructured manner. The recruitment committee was composed of the MD, DMD, and HR director. Higher-ranking directors and superintendents actually take part in choosing fresh graduates for TA or MT positions. There is typically only one interview conducted to choose a job candidate. In other cases, though, it can take more than one interview to find and keep a qualified banker.
- **Final Approval:** The operation commission chooses who will be named and who will be rejected once the interview is performed and the pollsters' estimates are made. Each designated seeker receives a "Offer Letter" following this final determination. The Appointment Letter is provided to the Candidates when they accept this offer. The failed candidates are not informed.
- **Medical Exam:** Following the publication of the appointment letters, the Candidates have one month to join. The Candidates must first go through medical testing. However, if the outcome of this medical exam is favorable, the applicant is also qualified to join the bank.
- **Joining and Placement:** Following the medical exam, the applicant must bring all required paperwork and academic materials, as well as the results of any medical testing. The candidates eventually become employees of Sonali Bank Limited after going through the official joining and placement process.



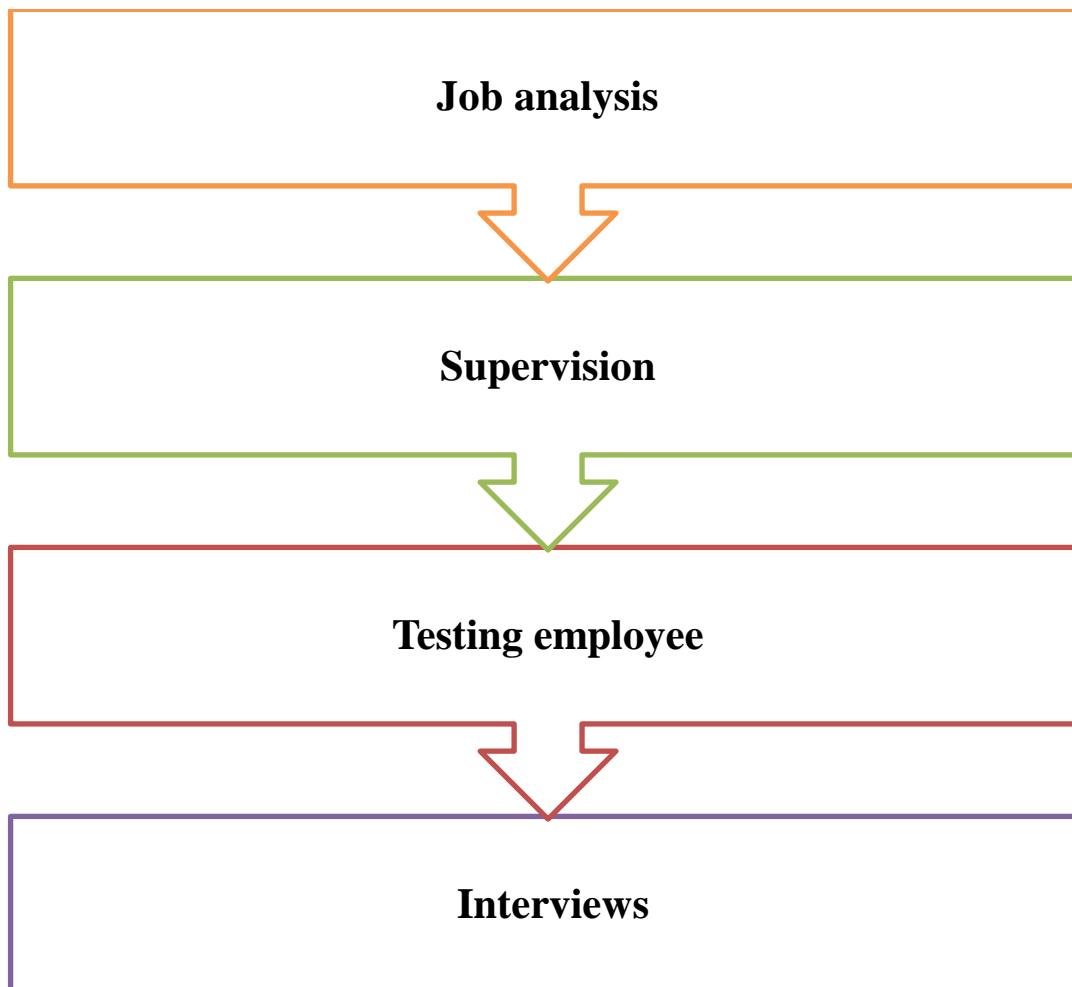
### 3.6 TRAINING AND DEVELOPMENT

Every company needs trained personnel to oversee the necessary tasks. If potential or current employees can achieve this condition, training is not necessary. Employees have a specific degree of knowledge and skills when they are being recruited. If their expertise is not regularly updated through appropriate training, it eventually becomes outdated. If it doesn't, it's time to cut ties with him and move on.

The value of staff training increases with the complexity of the work. Not all skilled candidates are qualified. Efficiency falls off and could even become obsolete. There is never an abundance of competent and skilled individuals. This is frequently the reason why businesses spend so much money annually on formal training. Intense rivalry, technical advancements, and the general desire for increased efficiency are driving management to increase training budgets. The expertise and skills of a company's personnel determine its competitive advantages.

### 3.6.1 TRAINING PROCESS OF SONALI BANK LIMITED

Sonali Bank Limited's HRD cooperatives and executives use the following training:



- **Job analysis:** It may be a process which identifies and establishes the duties and responsibilities of a particular position, as well as the skills and abilities needed to do the job. a variety of techniques, including job analysis, desk audits, and supervisor interviews, are used to monitor management.
- **Supervision:** For their jobs, operational employees typically need training. However, managers do not need to train staff for upcoming tasks or new jobs because assessments are frequently based on observation.
- **Testing employee:** One of the key duties of a training process is to evaluate the employees' abilities and progress before imposing the work they pass on them.
- **Interviews:** Each employee is interviewed about potential problems and chargeable issues.

### **3.6.2 EMPLOYEE TRAINING AND DEVELOPMENT SYSTEM IN SBL:**

After getting in touch with a possible applicant, the first step is to inform the new hire about the company and give him all the information he needs to understand their roles and duties.

This is done to protect the successful input of company employees and improve their performance level.

The training program also provides classes on work remuneration. The employee training program of Sonali Bank Limited is an investment, not a cost. Each extended worker is required to complete 30 days of training.

### **3.7 PERFORMANCE APPRAISAL**

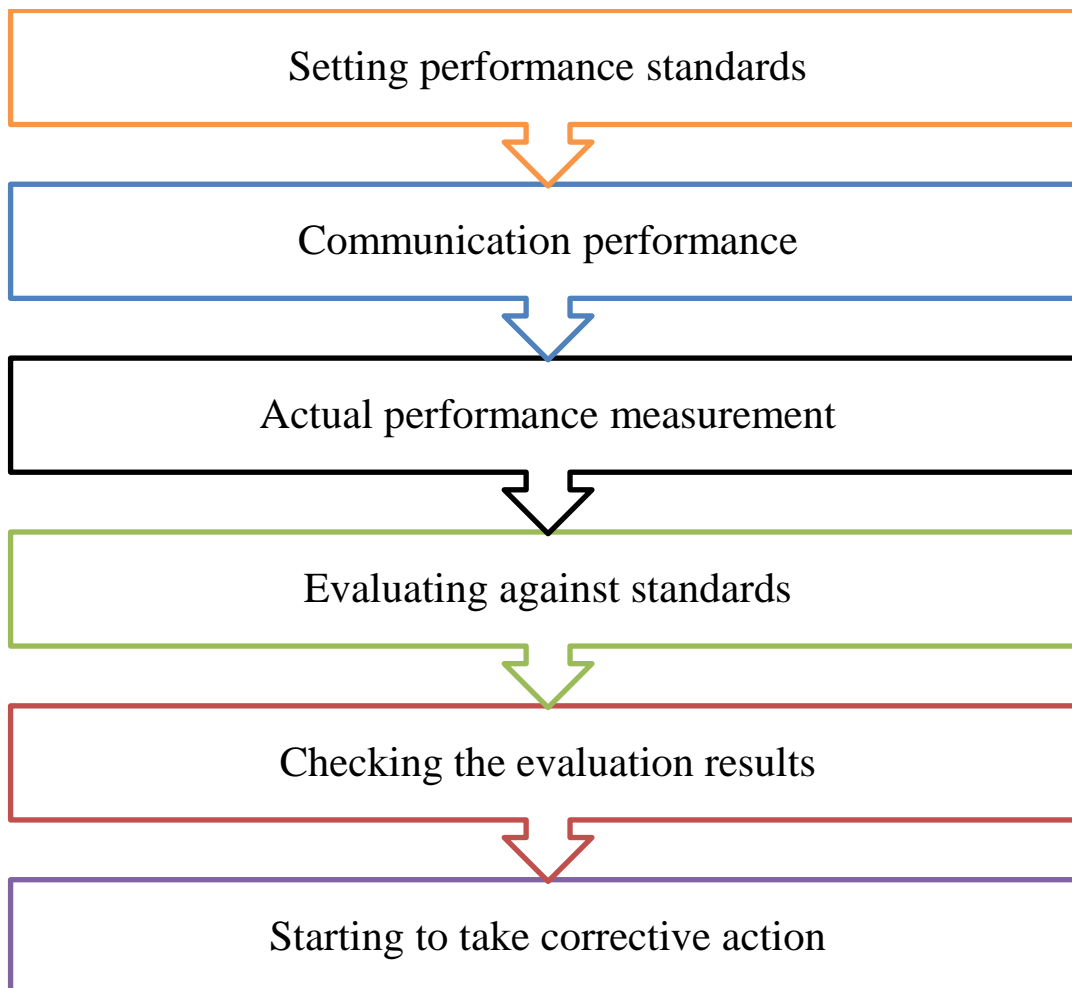
An evaluation of a particular employee of a company performance and effectiveness in relation to specific defined norms and organizational equality is known as a performance assessment. It is the process by which a supervisor or adviser evaluates a worker's work style in contrast to predetermined norms, documents the findings of the relation, and then uses the data to inform the workforce of where and why improvements are required.

The assessment and discussion of an employee's performance of assigned activities and jobs is referred to as a performance appraisal. The employee's performance will be evaluated based on results, not on personal qualities. The evaluation computes skills and accomplishments with uniformity and reasonable precision. It offers a means of spotting vibrant performance improvements and aids in fostering professional development.

In order to determine how and why a person is currently performing in his job, performance appraisal is a certified and organized process of evaluating and measuring the actions and outcomes related to their work.

### 3.7.1 PROCESS OF PERFORMANCE APPRAISAL

Performance appraisal is a process involving such steps:



- **Setting Performance Standard**
  - Performance is measured against performance criteria, which act as benchmarks.
  - Norms must be related to the tasks' expected outcomes.
  - By examining the performance of a recent employee, job analysis dismantles the facade that covers performance norms.
- **Communicating Performance**
  - Employees may participate in establishing norms.
  - One cannot communicate without the other.
  - Feedback from subordinates to the director is crucial.
- **Actual performance measurement**
  - A specific discovery

- Reports on statistics,
- Verbal reports,
- Written accounts.
- **Evaluating against standards**

Comparison of actual performance to norms is the fourth phase. The distinction between typical performance and actual performance should be noted in the first place.

- **Checking the evaluation results**

It is occasionally satisfied through an evaluation interview. The annotator may provide feedback in various ways.

- Tell and sell
- Tell and be told
- Breaking issue
- **Starting to take corrective action**

The appraisal process is completed by taking corrective action when necessary. Corrective actions come in two flavors: one is rapid and involves ideas, and the other is more gradual.

### **3.7.2 PERFORMANCE APPRAISAL IN THE SONALI BANK LTD:**

- The performance appraisal process can help an organization achieve its objectives by promoting effective performance. Employee performance at Sonali Bank is checked on a regular basis.
- Sonali Bank LTD set up training and development programs for underperformers.
- The bank offers promotions, transfers, and reductions that are typically based on performance to motivate employees.

## 3.8 COMPENSATION

The human resource management functions of compensation deals with all forms of rewards given to people in exchange for organizational performance. For many firms just at beginning of the new century, it represents the biggest cost of doing business. Most people look for work for this primary reason. It is a mutually beneficial connection. Comply with state labor laws and workers' compensation, both monetary and non-monetary (salaries, benefits, services, recognition, etc).

### 3.8.1 OBJECTIVE OF COMPENSATION

The idea of a compensation function is to create a pricing structure that is neutral toward both the company and the employee. The desired outcome is a worker who enjoys their job and is driven to perform well for their employer. According to Patton, a compensation policy must meet seven requirements in order to be effective. Payouts ought to be

- There should be a minimal level of acceptable governmental, union, and directing circumstances.
- Reasonable each person should receive compensation according with their efforts, skills, and training.
- A fair total price package should be provided via balanced compensation, benefits, and other costs.
- Expense pay shouldn't be excessive when compared to the association's financial resources.
- A stable income should be sufficient to give an employee a sense of security and support them in meeting the requirements for their first job.
- Incentive – Offering compensation should encourage efficient and successful work.

### 3.8.2 COMPENSATION POLICY OF SONALI BANK LTD.

The Bank offers its personnel both circulars and some direct remuneration. The bank has a payout structure for job evaluations that is more competitive than those of other banks with in nation. Additionally, it offers festival benefits, monthly inducement benefits, and inactive and merit pay.

In accordance with a circular compensation policy, the bank also provides medical benefits and bonuses comparable to casual leave, earned leave, sick leave, mother's leave, exceptional leave, study leave, and transfer leave.

Despite offering a variety of employee benefits, the bank does not offer group life insurance, which could reduce employment satisfaction.

In addition, the bank offers its female employees 42 days of paternity leave, compared to four months in our country provided by the government. Men are the heads of single-parent households, so the authority should prolong their clemency for more than four months. Therefore, if the bank offers parental and family leave benefits to its employees, it will serve as a wonderful example for those other banks and enterprises around the nation.

### **3.9 PROMOTION OF SONALI BANK LTD**

The promotion provides employees with an advanced post, power, status, companionship, and authority. Therefore, a qualified candidate from the same organization can be promoted to fill the open position. All SBL promotions, from lower grades to advanced grades, are based on predetermined standards and as-needed directives from the board. Promotion occurs in either of the two sets of circumstances:

- When a position opens up within the bank and internal candidates are wanted from a lower position;
- As a result of the review, if it is discovered that the work career is more developed than that of the applicant.

In any situation, Candidate selection is based on

- Qualifications
- Performance
- Implicit

In every situation, the premonitory commission of SBL established for the purpose is used to discuss and decide who should be promoted.

### 3.10 TRANSFER AND SEPARATION POLICY OF SONALI BANK LTD

#### Transfer

- **At the request of the bank:** Except at the trainee level, any openings in SBL are whenever possible filled by internal candidates. The personnel department chooses qualified applicants and notifies the individuals about the transfer by official office orders.
- **Per the worker's request:** Employees of SBL are eligible to seek for a transfer to some other office or department by going through the required channels with the personnel department. The competent authority has the authority to approve such a transfer.
- **Rotation of jobs:** Regular staff duty transfers are offered in the SBL in order to prevent fraud and to help each employee's services contribute more to the success of the SBL.

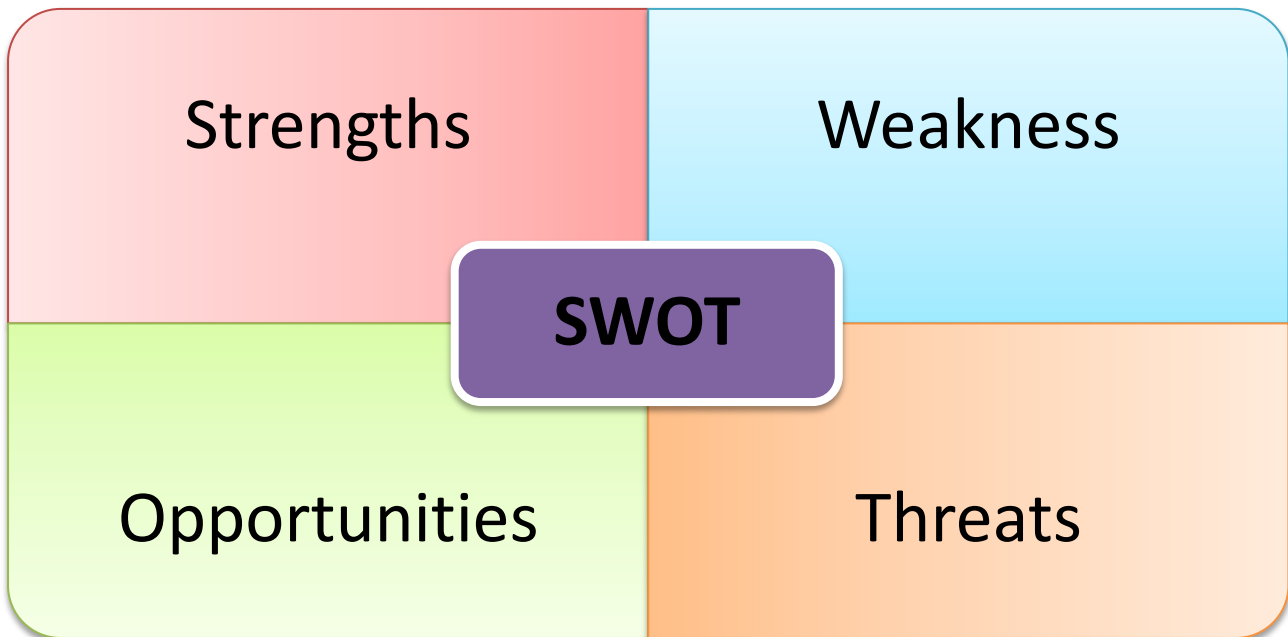
#### Removal from Service

- In the event of confirmed workers, SBL may ask the employee to resign from his position with the bank with 90 days' notice.
- A 30-day notice period for temporary workers and those on probation, including probationary officers.
- These employees have the right to any extra benefits that may be currently available under the law, at above notice or pay.

A key component of human resource management is the movement of personnel within a company through their promotions, transfers, resignations, and separations.



### 3.11 SWOT ANALYSIS OF SONALI BANK LTD:



**Strength:** Any organization can work on something internally favorable for the company known as energy. The internal strengths of Sonali Bank Ltd. are:

- The largest banking organization in the nation is Sonali Bank Limited. 1215 branches in both urban and rural locations make up the extensive network that banks have.
- The staff at the bank is educated and skilled.
- The bank has a long-term strategy that is informed by the expansion of the its financial services.
- Government banks and government assistance.
- Word organization shows a decent relationship. This is a foreign correspondence relationship 346 of the 98 countries are large. Top management is visionary.
- Wide image.
- Unlimited confidence of rural people in SBL.
- High promise for buyers.
- Qualified and experienced staff.

**Weakness:** Anything a firm performs badly or any resource it lacks is referred to as one of its weaknesses. The bank's internal problems are: An excessive amount of classified loans.

- Several of the administration isn't licensed bankers, which makes it difficult to make wise decisions.

- Lack of use of contemporary banking technology.
- A higher rate of fund cost.
- A greater reliance on government agencies and projects with private funding for export and import.
- The total amount spent is high.
- Lack of commercial export and import.
- A lack of a mentality of service provision
- Lack of IT applications; somewhat manual approach
- The bank's renovation is going so slowly.
- Employee's lack of motivation.

**Opportunity:** It is seen as a chance for any advantageous circumstance that exists in the outside environment institution:

- Using the network of domestic and international subsidiary branches, expand your business.
- The growth of the interbank exchange market.
- A rise in exports and imports for business purposes.
- Export-focused industry financing.
- Export incentives for discarded industrial goods.
- High level of credit demand.
- Financing for small businesses is in high demand.

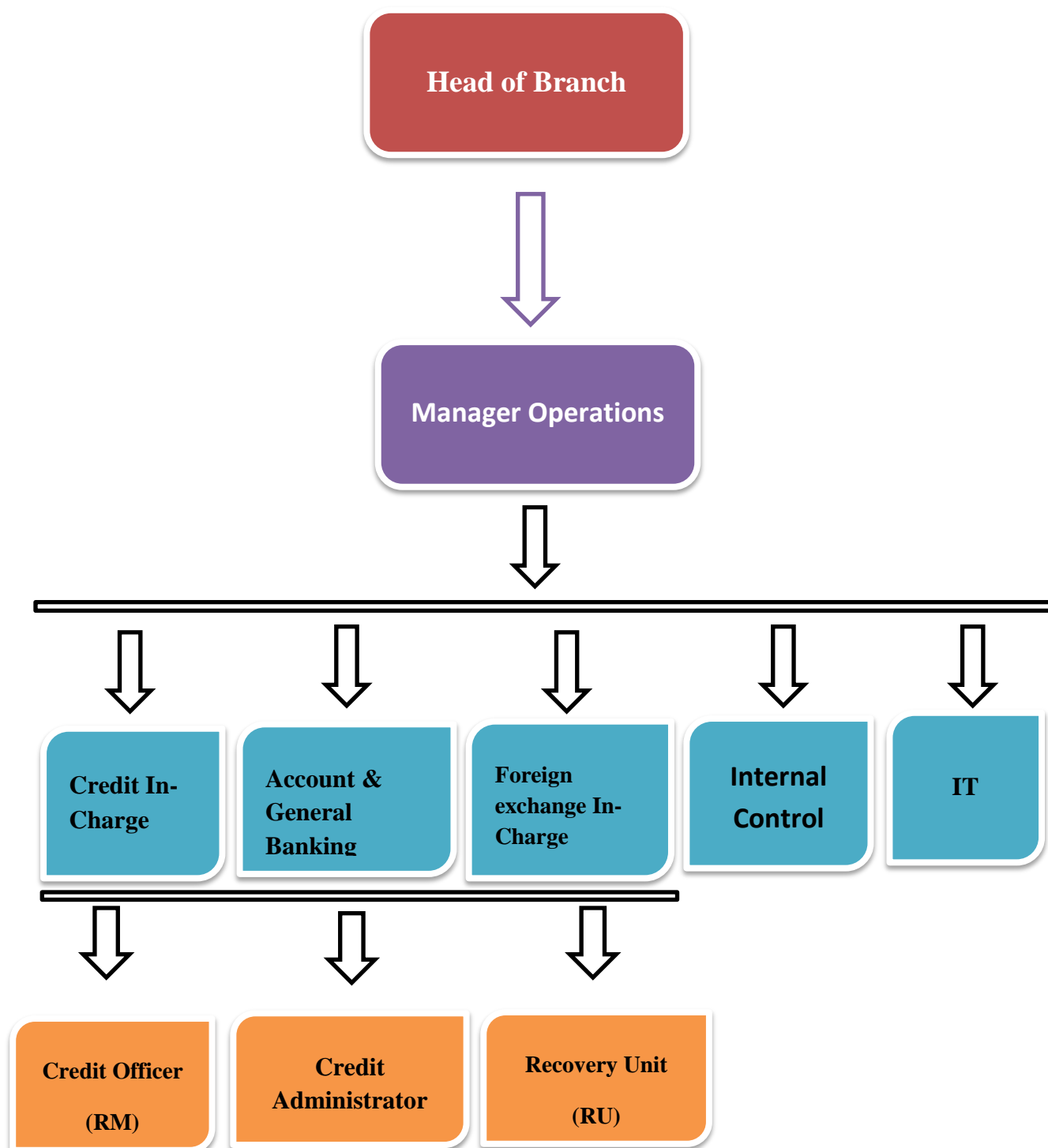
### **Threats**

- Boost competitive within the banking industry.
- Increased use of online banking
- Serious rivalry with governmental, private, and international commercial banks.
- Borrowers' culture of defaulting
- The unwillingness of some staff members to calculate.
- Government intervention that is excessive
- Government-imposed low interest rates for export finance.
- Interference with the Combined Bargaining Agent (CBA)
- Some Bangladesh Bank policies and procedures.

# **CHAPTER-4**

## **HR PRACTICE AT JIGATALA BRANCH, SONALI BANK LTD:**

#### 4.1 ORGANOGRAM OF JIGATALA BRANCH, SONALI BANK LTD



## 4.2 HR PRACTICE AT JIGATALA BRANCH, SONALI BANK LTD:

When using employees effectively, it's important to give them more power and responsibility as they advance in knowledge and proficiency. Second, it is important to acknowledge and praise an employee for their excellent job. Third, employees' vertical mobility is a component of professional development. Finally, more significant openings within the company need to be filled gradually.

The establishment Section serves as HR at the branch level. This section was written

- A monthly wage.
- Annual Budget.
- An office order for a worker.
- At PO & Ho at SBL, I sent a regular official statement.
- Continue communicating with PO and HO.
- Created vouchers for charges and suspense.
- Keep a register of leave information.
- Created PRL processes.
- Provided office supplies for the employee.
- Created a memo for the employee.
- Festival and incentive bonus prepared.

**CHAPTER-5**  
***FINDINGS, RECOMMENDATION &  
CONCLUSION***

## 5.1 FINDINGS:

By going over the entire study, I found certain things that I've identified as key results.

- The office space at the Sonali Bank branch in Zigatala is not as big as its activities.
- Service of this bank isn't fully modernized.
- Sudden changes in government policies are an important problem.
- Lack of smooth teamwork.
- Products aren't updated. Service rates are very low than Private Banks.
- Ensure a suitable work force. The workload is increased more by a lack of workers.
- For a service organization, human may be required.
- Lack of proper direction.

## 5.2 RECOMMENDATION

If the bank complies with the guidelines listed below, it will be able to solve its issue.

- Sonali Bank should shorten its selection and recruitment process.
- They need to make their online services better so that customers may easily get help 24/7.
- They need to change their salary structure.
- Development activities will be improved efficiently.
- Employees should always be polite to their customers.
- The relationship between staff and managers is more supportive.
- The training period of Sonali Bank Limited should be increased.
- The bank needs to make a motivational effort.
- Banks should launch more promotional activities.
- Human resource development.
- Ensure proper communication.

### 5.3 CONCLUSION

Sonali Bank Limited has been identified as one of Bangladesh's best banks as an organization. It is persistent in its criticism of how poorly businesses begin and develop. It is promoted as a partner in customer growth. The primary financial middleman is the banking industry. In current day of globalization, the system, free movement, and bank management systems are all changing, making this a very difficult position. Sonali Bank Limited has already modified to reflect the new situation. If it proceeds in this manner, that's quite nice. One may only dream that Sonali Bank Limited will soon rank among the Lead Performers.

Finally, we can say that the bank will rise to the status of first rank bank in Bangladesh provided it manages its spending and takes the necessary actions to get through its challenges. In conclusion, every institution has both positives and negative, but Sonali Bank Ltd.'s downfalls exceed the former because the management is focused on choosing success, and the positives appear to be ending soon. Because Sonali Bank Limited is a local company that maintains old customs while providing that the next generation of Bangladeshis has access to modern technology.

### 5.4 REFERENCE:

- <https://www.sonalibank.com.bd/#>
- [https://en.wikipedia.org/wiki/Sonali\\_Bank](https://en.wikipedia.org/wiki/Sonali_Bank)
- <https://www.bb.org.bd/en/index.php>
- <https://www.linkedin.com/company/sonali-bank-limited/?originalSubdomain=bd>
- [https://www.sonalibank.com.bd/PDF\\_file/annualreport/2021/Annual\\_Report\\_2020.pdf](https://www.sonalibank.com.bd/PDF_file/annualreport/2021/Annual_Report_2020.pdf)
- <https://bank.bdteletalk.com/annual-report-of-sonali-bank-2021/>
- <https://assignmentpoint.com/>