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**Human Resource Management Practices of**

**NRB GLOBAL BANK**

**UNITED INTERNATIONAL UNIVERSITY**

 

**An Internship Report on**

**“Human Resource Management Practices of NRB Global Bank”**

**Submitted To:**

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Letter of Transmittal

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**To,**

Dr. Mohammad Badruddozza Mia

School of Business and Economics

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Dhaka

**Subject: Internship report Submission on the topic of “Human Resource Management Practices of NRB Global Bank”**

Dear Sir,

With great pleasure I hereby submit my internship report on **“Human Resource Management Practices of NRB** **Global Bank.”** The report has been completed by the idea that I have gained from the major courses on Human Resource Management which I have done during my BBA as well as from my internship period in NRB Global Bank.

I would like to thank those people to help me in making this report. I tried to my best to complete this report. Please contact me without any kind of hesitation if you need to know anything in this topic.

Yours obediently,

Fariha Rahman

ID: 111161066

Acknowledgement

I whole heartily wanted to thank United International University for giving me such big opportunity to do this internship in NRB global bank. I was given in Dhanmondi branch. I would also thank to give thanks to Md. Kazi Anawarul Sir and Md. Bashar sir who had constantly guided me and enriched me with HR Practices in Bangladesh and it enhance me by giving more practical knowledge that help me in completing my report. Lastly, I want to thank my supervisor Dr. Mohammad Badruddoza Mia Sir for guiding me the whole time to complete my report. Truly, I would not finish this report without his support. It truly helped me to gathered academic, professional and practical knowledge.

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# Executive Summary

Doing the internship at NRB Global Bank, I have been gathered both the personal and academic level. The report I was given to prepared was on the Human Resource management of NRB Global bank. Basically I need to focus on the function that NRB Global bank apply on their work. As far as I noticed their HR activities are quite good. But as they are increasing their branch their employees are also increasing as a result, they need to give more emphasize on these HR practices. Without proper HR practices no organization can achieve its goal. As far as my intern ship journey and understanding by working in NRB Global bank I saw that their hiring, extensive training their compensation benefits are up to the marks. They don’t do any compromise with their selection process. Well they their best talents for the customer service. One thing that I noticed is that they send employees in the training to gather more skills so that they can compete with the modern world banking system. Last but not the least they also they do SWOT analysis so that they can able to find out what is their opportunities, their treats, strength and weakness. As I was in their Dhanmondi what observed and heard and gathered information on that I made this report. In every part I added how they actually do apply their HR practices in their work.

# **The Organization: NRB Global BANK**

## Organization Profile

NRB Global Bank is one of the private leading commercial banks in Bangladesh. It first started its journey as a commercial bank on September 09,2013 as per rules and regulation of Bangladesh bank .Now they have total 69 branches with 1500 employees on around .It gives basically 13 basic function like– Consumer banking, loan, investment, and card service and so on. Recently they open new branch in Chittagong.

 Well I have noticed that NRB global bank is quite active in participating in doing CSR activities. They have participated in any activities like social and cultural activities and in many more. They have also done funding to beautify Dhaka city like funding in tree plantation on the roadside .

##  Background

NRB Global Bank Limited was formed in 2013 under the authority of the Mr. Nizam Chowdhury founder chairman who had the perspective of forming a commercial bank so that in future they could contribute in the socio economy of the country. A group of highly knowledgeable and victorious entrepreneurs, intelligence, hardworking and talent entrepreneurship. The bank started functioning from 9 September 2013, by their real decision and management in the operational activities, this bank has achieved a successful and hold unique position in the banking industry in respect of growth, performance and significant management. Their prime moto was to make the banking a “great experience”. NRB Global Bank Limited also give credit policy to its customer’s world class services at the earliest. It lends money after having ‘zero confusion’. They do not to compromise with their services, which will give their customers a “great experience.”

## Nature of the business

Basically to do the well fair of the country NRB Global Bank established. It is basically established with the people who lives outside the country. It has been established to fulfill the local demand using the remittance send by people who lives aboard . Recently they have opened new Islamic banking system

Sharia council:

 As we know Islamic banking is basically run according to Islamic law known as sharia principal .In particular, RIBA means the interest or the collection of money which is totally prohibits in Islamic banking system. As a result they follow Mudarabba and Al-wadeeah system here. Under Islamic banking two services are given that is Term Deposit and Deposit product.

## Organization Vision

Their vision is ‘To achieve exceptional brand in the financial sector by giving excellent service and to create value for everybody - customers, shareholders, society and economy through transparency, technology, creativity and new ideas.’ NRB Global bank establish to meet up the local demands by using the foreign remittance that is send by the people who work hard in aboard. This bank is to safe the depositors’ money into their custody and return to the customer with double value.

## Organization Mission

The mission of the bank is given below :

* Build confidence among the non-native for investment.
* Give fast, adequate service to their customer by maintain business ethics and through transparency.
* Increase inflow of remittance.
* Accountable to all stakeholders –customer, shareholder and to all.
* Create excellent working environment for Employees.
* Brought unbanked population in to banking system through low cost technology-based service delivery.

## Corporate Culture

Culture in any company is always an important aspect to consider, especially when we talk in respect to working environment. A company’s corporate culture denotes to the principles, behaviors and values in-built within the company which eventually constitutes to the individualistic psychological and social nature of the business. Since I got the opportunity to work with NRB Global Bank as an intern, I have seen first-hand and also been a part of the bonding between one employees with another. Everyone respects others’ opinions and decisions which promotes harmony within the work environment. I personally felt my peers were very cordial and seldom showed any bias towards one another. The company encourages and helps their employees build on them. The management also promotes below par employees to receive training and assistance from relevant individual, thereby enhancing the learning culture.

## Board of Directors of NRB Global Bank

* Mr. Nizam Chowdhury(chairman)
* Mrs. Maimuna Khanam (Vice Chairperson)
* Dr. Mohammed Faruque (Director)
* Mr. Arif Ahmed (Director)
* Mr. Shahidul Alam (Director)
* Mr. Subrata Kumar Bhowmick, FCA(Director)
* Dr. Md. Nurul Aktar Chowdhury (Director
* Ms. Rokea Yesmin (Director)
* Mr. Md. Mostan Billah Adil (Director)
* Ms. Mosammat Shajada Noor Begum (Director)
* Mr. Hasan Mansur
* Ms. Shahana Ferdous
* Mr. Bourhanul Hassan Chowdhury
* Mr. Wahidul Alam Set
* Mr. Osman Goni
* Mr. Mohammed Kutub Uddowllah (Independent Director)
* Mr. S.A.M. Salimullah (Independent Director)
* Dr. Md. Nizamul Hoque Bhuiyan (Independent Director)
* Mr. Syed Habib Hasnat (Ex-Officio Director)

## Prime Operational Area

NRB Global proudly holds itself as a full Islamic bank in Bangladesh. The services that they provide comprises of a broad range of investment products and saving etc. The investment portfolio introduced in this commercial institution includes various, diversified arenas of legitimate business and industrial sectors. To mention a few, the sectors include edible oil, textiles, cements, chemicals, ready-made garments, real estate, steel, telecommunication, and other service industries which falls under general category of trade finance. The bank sets its standard so that they can acquire quality assets and through proper Customer Relationship Management they attract potential customer . Along with this the company also explore and attract new customer or clients who have potentiality to diversify and can invest huge amount that will help company to minimize overall risk of the company

## 1.9 Organogram of NRB Global Bank



## 1.10 Foreign Exchange Department

Foreign exchange is an important department of NRB Global Bank , that works with foreign remittances, export and import. Customer can do international trade in various ways and easily without any hesitation It create links between importers and exporters and also provide L/C. The service they give in international banking is trade finance, investment and remittance. They are contributing in the economic development of Bangladesh significantly.

## 1.11 Product & Services Retail Banking

* SME Banking (Small and medium enterprises)
* NRB Uddom- (SME business loan)
* Agri Banking
* e NGB KRISHI
* NGB PROSHAR (LINKAGE FINANCE)
* Loan for woman Entrepreneurs
* NGB NANDINI

## 1.12 Corporate Social Responsibilities (CSR)

For any company, CSR falls as an integral part of the business which cannot or rather should not be avoided at any cost. Companies who focus on long term sustainability, CSR is definitely the inseparable element without which growth and success is jeopardized. CSR also helps promote healthy business values, both locally and internationally. NRB Global Bank holds strong CSR program and considers it is a key component that will help to gain a profits business internally and externally. CSR helps sensible customers gain conviction over the bank which in return helps NRB global Bank enhance its business reach and practices. The bank in perspective does not only intend to make profit only; they are determined to serve and inject betterment within the society. Their CSR activities are conducted in such a way that it has a coverage of the maximum portion of people who fall within the undeveloped society. The company keeps a percentage of the profit aside and spends the rest on different activities to develop the economy of the country in various way . Very recently, NRB Global bank has provided financial assistance to the prime minister’s relief fund which in return has helped many other people get food and other necessities.

Helping people affected by natural calamities

 NRB Global Bank helping people who faces natural calamities which is a part of CSR activities. In CSR activities NRB Global bank provide various support to victims of natural disasters. They give financial support sometimes or sometimes they give food to that suffering people. In winter they give clothes to the poor people.

Alluring of Dhaka City

In regards to the call of the Dhaka City Corporation, NRB Global Bank is also doing their best to beautify the capital as much as they can by doing tree plantation on the roadside etc. To make the capital more beautiful they are doing their best by planting trees on the roadside, developing roads, donating funds etc.

# **2. The Job**

As I was assigned in Dhanmondi branch as a result it became little bit difficult for me to observed the whole the Human resource work Since 3 months was my intern period but due to pandemic I continued there for 2 and half month and I was not given allocate to any important work or projects. In these 2 and a half month I monitored their Dhanmondi branch operation and learned about banking activities.

## 2.1 Specific Responsibilities of the Job

As I was an intern, they shifted me in different department so that I can gain knowledge of overall banking activities and I have also learned some specific task of different department that one must be known. These are like:

* Known its vison ,mission and background of the company
* Get to know about real life job experience.
* Know how NRB global bank deal with new products and services.
* Got to know about their HR policies.
* Got chance to work in different banking sectors.
* Learned how they give customer service.

## 2.2 Work and My experience:

As I went there as an intern it was totally a new place and experience for me but I my supervisor in the bank was so helpful and the environment, people was so friendly that I did not feel like the fish out of water .They made me comfortable with them which makes my working environment flexible . The work I have done there are given below:

- Keeping records of the transaction matching debit entry and credit entry

- If any customer comes and wanted to open account then I was told to take necessary documents from them and I had to ask what type account they (customer)want to open.

- I have also been shifted to the foreign deparment but I was not allocating in confidential projects of the banks as it was all secrets but truly it was a good learning for me.

## 2.3 Critical Observation and Recommendation

AS I was not in the head branch I don’t know the exact number that the HR Department consists but I heard that they have small number of employees for HR work is small which is not up to the mark compared to this large organization size .

- The branch is very active.

-They can recruit HR people .

- They can be more efficient in giving customer service

- For single mother they can open day care center.

# **3. Topic Analysis- Human Resource Management of NRB Global Bank Bangladesh**

## 3.1 Summary:

The topic that I was given by my faculty to complete is on overall “Human Resource Management “of a bank and I get the opportunity to do my internship in “NRB Global Bank”. In this report I put my practical and theoretical knowledge of Human resource management and merged it with real examples that I saw at internship period at NRB Global Bank. I have done my level best to covered all the main points of Human Resource Management that every organization follow like - recruitment, selection, compensation and benefits, training and development and wrote and highlighted about all the functions in the report.

I do swot analysis of the organization according to my observation. Through that observation I have recommended some points that need to be more updated so that they can achieve success in future. I have done my level best to gather all the information from my mentor of HR practices that is follow in NRB Global bank.

## 3.2 Description of the Project:

The report is prepared on Human Resource Management Practices of NRB Global Bank. In this report, I tried to emphasize the critical functions that play a vital role for the HR team of the organization to achieve thee overall organizational objectives and goals. Within the report, the importance of the HR department has been over and over reiterated. Starting from the basic HR Planning, the report comprises of other HR elements like recruitment, selection, training and development, compensation and benefits that most successful organizations focuses their efforts on. I have discussed all the HR activities in a section wise so that it become easy to read the report.

The relationship between strategic planning and HR progresses to the second chapter. Here the purpose is defined for the company. Details about the process and type of planning has also been elaborated here along with the crucial part of job analysis. The following chapter includes recruitment process and types of recruitment that are observed in NRB Global Bank. After recruitment, selection is focused in the fourth chapter. The fifth chapter tells about orientation in shortly. Another very important part of HR is compensation and benefits which is discussed at length in the sixth chapter. As we move forward from the details of that, we learn more about training and development, a comprehensive understanding of the bank through a SWOT analysis and end the report with my personal remarks.

## 3.3 Objective of the Report

The major point of the report is to gather knowledge about Human Resources Management policy of NRB Global Bank.

Important objectives are:

to learn the recruiting and selection of the bank.

 Picking out the various ways that they apply in their training process.

To learn about their different HR practices and compensation practices in the bank and also learn general banking activities.

## 3.4 Methodology

 To finished this report some specific rules are been followed. Definitely it has been elaborately described. As there were two sources of data collection one was primary and another was secondary we all know that. I gathered Primary data from the employees who work there definitely and I have collected Secondary data internet, journals by seeing annual report of the bank.

##

## 3.5 Scope of the Study

## The report I have made is based on the information that I have collected. Manages gave me the prospectus which helps me to a lot in writing this report .Well preparing this report I get the chance to know about the banking activity of NRB Global bank.

## 3.6 Limitations of the Study

Well, the people of NRB Global bank is so supportive but obviously is not easy to collect all the information because of their busyness. They have very competitive environment. It’s very difficult for them to find time during the banking hour. I had to prepare this report alone according to my observation. The limitations I have faced are as follows:

Pandemic: Because of these pandemics it became difficult for me to gather information it was not so easy to talk and gather information. It’s become difficult to collect information in their busy hour.

Insufficient data: There were some confidential information that could not be gathered because that was highly privileged and also, I have mention before that I was not in head offices where all the HR practices happens.

Time constraint: It was another big issue which hindered me to gather more information.

# **4. Human Resource Management**

Human resource management it’s a strategic approach which helps to manage people effectively in a company as result Company or organization achieved competitive advantage. It is also the process of finding out right people for the right place at a right time It basically the process of recruiting, selecting training an all which is done by the HR professionals. These professionals use their talent and skills to find the perfect match for organization. In modern years, huge focus has given that how organizations manage Human Resources So in this report I tried to enlighten that how NRB Global bank manage their HR activities.

## 4.1 Functions of HRM:

Actually, the HR function depends on the size of the business and organization and there is no specific ratio for the number of HR specialist to the number of employees. According to me HR function should be in such a way that it meets the need of the business. The functions that every bank follows and NRB global also follows that is -

-Doing job analyzing

-Doing plan for recruiting candidate’s and labor needs

-Preparing compensation chart, incentive plans for employees.

-Monitoring performance and communicating with employees.

## 4.2 Importance of Human Resource Management:

The biggest resource in any business is the people. Human resources are the fundamental assets that cannot be replaced. In the current business context, HR management is crucial since they deploy manpower to different departments according to need basis. It is the job pf the HR department to hire the right people for the right job. HR will always remain as the backbone of any company as without them, alignment between the company goals and work order will be imbalanced. In an effort to find out the right people at the right place at the right time for the right place, only a HR manager can help. There is some work that HR manages to do:

* Preparing HR policies
* Applying HR policies
* Reviewing employee needs
* Establish social welfare
* Proper usage of HR resource
* Total development of organization

# **5. Strategic Human Resource Planning**

## 5.1 Strategic HR Planning

 Strategic HR planning is a procedure that helps organization to find out present and future potential needs in order to achieve organization’s goals resource. The value of an employees as a resource must be placed within a strategic framework It is vital part for an organization so that it can factor the costs of recruitment, training, etc. into the organization's operating budget. The overall aim of strategic HR planning of NRB Global Bank:

* Helps to increase strategic capability by providing right people at the right place.
* Shows the company a right path in turbulent environment.
* Helps the company to provide or implement practical HR policies.

Basically, strategic HR planning predicts the future HR management needs of the organization after surveying the organization's present human resources, the external labor market and the future HR environment that the organization will be operating in. The strategic HR planning process has four steps that are briefly described below:

* Assessing the current HR capacity
* Forecasting HR requirements
* Gap analysis
* Creating HR strategies

Assessing current HR capacity

The first and foremost step in the strategic HR planning process is to appraise the current HR capacity of the organization. The knowledge, skills and abilities of the current staff need to be found out.

Forecasting HR requirements

The next step is to forecast HR needs that’s needed for the future based on the strategic goals of the bank. The real forecasting involves both involves both demand and supply.

Gap analysis

 Gap analysis is done to meet the need or requirement of the organization by assessing the difference in performance. If the performance is not meet then what necessary steps need to be taken to fill the requirement of the organization .HR gap analysis, is mainly performed by an outside firm, they can also provide ideas on improvements and resource needs. To meet the requirements necessary steps can be followed by the bank

* Restructuring strategies
* Training and development strategies
* Recruitment strategies
* Outsourcing strategies
* Collaboration strategies

1. Restructuring strategies

This strategy includes:

* **Downsizing**: Its aim at making the organization smaller, efficient or more profitable by bringing various product line.
* **Down scoping**: Its focus on core business. It give more positive effect on company’s performances than downsizing.
* **Leveraged buyouts**: To meet the cost of acquisition a significant amount of money is borrowed from another company.

It basically involves redesigning the operation and management reporting structures to address and correct the operational issues that led to a company’s distressed position. In future to reduce cost, Organization can also restructure their compensation and benefits package for the employee who live.

It is necessary to consider current labor market trends because there may be longer-term consequences if staff is dismissed without replacement.

2. Training and development strategies

Training and development, it’s an important part for every employee. To cope with the modern work, one needs to be well trained. In NRB Global bank they sometimes give on the job training to their employees these trainings motivate employee to work more confidently. Cost effective techniques can solved the needs of training and development.

3. Recruitment strategies

It offers the followings :

* Recruiting the talent employee for the company.
* They always try to promote the right person for promotion.

4. Outsourcing strategies

Inviting externa, HR specialist to assist with a particular work is what we understand by outsourcing strategy. Some organizations search outside their own, company’s staff pool and contract them for certain, specialized skills. However, NRB Global bank have not yet adopted this strategy.

Collaboration strategies

 These strategic HR planning process may take the organization to indirect strategies that go beyond one organization. The collaboration with other companies they can minimize their cost and acquire specific skills. But NRB Global bank yet did not apply this strategy. Types of collaboration could include:

* Working together or collaborate together employee can able to learn new skills ,techniques
* It will help employee to gather confidence and apply new learnings in their work.

Implementing the strategic HR plan

Next step is to implement the strategic plan in a proper way .

Agreement with the plan

It is must necessary that the board chair, executive director and senior managers accept the strategic HR plan.

Communication

The strategic HR plan needs to be communicated throughout the whole organization. The communication should include:

* How the plan involves to the organization's overall strategic plan
* How any changes in HR management will effect on staff including a timeframe if appropriate?
* How the organization will be different in the future etc.

Legislation and mandate

* HR department need to be ensure that the organization is fully aware of any relevant legislation.
* All the rules should be matched with the current legislation.
* Legislation should be updated after a certain time.

Evaluation

HR plans should always be updated. Updated or newness can help to attract customers which ultimately brings success to the company. There are many company who does not even bother or evaluate their HR plans ultimately that brings nothing but failure. As far as I have seen NRB global bank evaluate their plans timely.

## 5.2 Job Analysis:

The method tells us about what kind of person the company should hired for the particular job with necessary skills and knowledge. The processes are given below:

* Job Description
* Job Specification
1. Job Description: It includes a job’s duties, responsibilities, reporting relationship, working conditions, and supervisory responsibilities.

**Importance of Job Description**

To achieve organization goal Job Description is very important element for both individual and organizational.

To be an effective component of HR planning, the job description process must produce detailed and specific requirement for successful performance of each job in the work process. Basically, job description contains job title, the job code, the compensation category etc.

**Recruitment**

• Basically company recruits if there is any empty position. They recruit in such a way so that person fits and fulfills the duties and responsibility of that empty position.

**Selection**

• After recruiting the applicants they undergo with some test that part is called selection process.

**Orientation**

•After the selection is done, the company arranged orientation program where the selected candidates are informed about the rules, culture, duties and responsibilities of the job.

**Training**

Basically, it’s given to all employees to increase their banking knowledge more. The more development in employee the more success in company.

• **Supervision**

• The last things that an employer need to do is to monitor all the plans that are working smoothly or not.

**Compensation**

• To develop a consistent salary structure, which is based on relative level of duties, responsibility and qualifications of each position in the organization job description can be used.

1. Job Specification: A job specification is basically emphasize identifying the competencies the job holder must possess to be successful performer in the specified job

## 5.3 Job evaluation (Internal equity)

 Job Evaluation is a structure which banks and organization do. It’s also done in NRB bank they provide a rational and consistent approach for determining the pay of employees within an organization.

When to conduct job evaluation;

It’s basically done before making the compensation sheet and after doing the job analysis. BY doing the job evaluation employee can know this value so that they can prioritize their job which one to do earlier and which one to do later. There are some methods of job evaluations :

• Job Ranking – Job to job comparison done to rank jobs in order from highest to lowest.

• Point Factor – Job descriptions are measured with compensable factors .Here the grades or the points are divided to the numerous factors that determine the total score and the pay level.

• Factor Comparison – the jobs are ranked in financial values .

It’s really important to do job evaluation. By doing job evaluation company can able to know how effectively the plans are working. They can also able to know how company can less their cost by giving their best to the customer. If they provide best customer service with minimum cost they can achieve their success easily.

Organization Practice

Well NRB Global can do need assessment to fulfil the empty position or to fulfil the requirement of the company. I have observed that NRB Global bank does not do job evaluation frequently but they do job analysis on the basis of job description and specification .

# **6. Recruitment**

Recruitment is a procedure of finding the talents for the empty position of the organization. It hires the candidate those who have knowledge, skill and ability to fulfill the need of the organization. Depending on the size of the organization HR recruits employee. Large organization may have an entire team of recruiter but NRB global bank has single recruiter. Again, they also hire new candidate through –advertisement, job board, bd jobs etc.There are 5 recruitment process practices that ensure proper recruitment in the company that is:

**St**r**ategic Development:** For recruitment of new employee there should be strategy to follow well it is a long process, but having a right strategy is so important to attract the right candidates. The steps are given below :

* Need to know about the current trends and environment
* Doing swot analysis
* Focus on main vision mission of the organization.
* Determining the goals, strategies.
* Implement that strategies to achieve success
* Monitor the plans that are made.

**Searching**: It is another necessary part of recruitment. Searching for the right candidate for the right place can be done from external source and internal source.

**Screenin**g: Screening is done before completion of the process of hiring the candidates. Screening is the method of purifying the applications of the candidates for future selection process.

**Monitor and control:** After the recruitment is done HR manager need to monitor their performance and control them.

## 6.1 Process

**Information about the application process**

This section advises candidates:

* From where candidates can collect information.
* The process of submitting the application formation and how candidate will gwt necessary information.
* Lastly, either the selected applicant need any test and checking their family background is necessary like any criminal report she /he has or not etc.

**Candidate knowledge about the organization**

Any organization can attract a good candidate if the company holds a strong position in the market. The company should hold a good mission vision so that anyone could understand it and its culture. For these they need to do the following things

* They can introduce their company in brief way.
* There is career growth opportunity for the candidates
* They have good working environment.

## 6.2 Types of Recruitment

**Internal Recruitment**

Actually, it’s a procedure of filling the vacancy within a business form its existing workplace it can be done through promotion, transfer, temporary to permanent etc.

**External recruitment** : It is basically done through newspaper advertisement , leaflets , giving vacancy post on social media etc.

**Organization Practice**

Mostly NRB Global bank does is internal recruitment. Only 10-20% they do is external recruitment. According to me they should go more for external recruit as we know fresh mind can give the company new ideas and techniques that can bring more opportunities and success for company and with these ideas they can bring new customers.

# **7. Selection**

Selection is the procedure to hire the most eligible candidate for the organization through of screening applicants.

**Working with a selection panel**

Here the selection panel needs to be developed. The member of the selection panel will made the interview question for the candidate, written question for them. They will work how the things will conduct etc.

**The Interview:**

In interview , interviewee must need to set the question earlier what kind of question he will ask the candidate .He may ask any kind of question which is related to the work .Through this process interviewee can know the candidate whether he is suitable for the job or not . To know more about the candidate family background and all telephone interview is best.

**Decision making**

During the final stage after the interview is done it is the decision making tine whether the candidate is selected or not. IF the candidate is selected then he is been informed and give the final offer letter and here candidate can also negotiate the salary .

**Drawing up the contract**

 It’s a written contract that is signed between employer and employee so that no future disputes occurs. The agreement contains the rules and regulations and some laws that both parties need to agree upon .

**Organization Practice**

In NRB global bank after receiving all the CV from the applicant they go through the CV’s and select those candidates whose qualification matches with the company’s requirement for the position. Then they called for written test. The test question paper is prepared by select panel member from the company. If the candidate passes with the expected score, then they called for an interview where board of direction or other important person of the company present. If the candidate passes the interview, then they give offer letter to the selected candidate where the date of joining, salary etc. are written if the candidate is okay with it then they sign a written agreement where some rules and condition are given for both parties.

# **8. Orientation**

It’s a procedure where the selected employees are called and brief introduce the organization and make them know about the rules and regulations of the organization .

## 8.1 Process of orientation:

After giving the offer the offer letter before joining in the office company through an orientation program where the HR head or company’s head gives short introduction of the company with the rules and regulation they follow. New employees also introduced with their supervisor so that they can able to know about the nature of the job , timing etc. from their supervisor .

## 8.2 Purpose of Orientation:

* Introduced organization.
* Explains nature of the job.
* provide contacts and rules of papers to the employee .
* Learn about the job duties and responsibilities .

Organization Practice

NRB Global bank do the orientation program very formally. Selected important persons of the organization are called to introduced with newly hired employees. They do introduced with one another and new employees basically gained knowledge about the rules and regulation that company follows ,about the nature of the job , they introduced with the job duties and responsibilities that they ae going to do in future .

# **9. Compensation and Benefits**

 The rewards earned by employees in return for their labor that can be termed as compensation. It can be achieved in several purpose like in recruitment, job level, and job satisfaction. Compensation can be of different types those types are given below:

• Direct financial: The compensation that is given to employees directly that is salary, wages, bonuses and commission

• Indirect financial: The compensation that is given to the employees indirectly or which is optional like insurance, after retirement benefits, disability benefits etc.

 • Non-financial: It is not related to financial activities all that is related with praise, self-esteem and recognition of the employee.

## 9.1 The benefits of benefits plans

Compensation benefits basically give to the employees which is based upon the performance. IF the employees fulfill all the duties and achieve targets then the company give some benefits or incentive. Again, one can get benefits that is based on merits, skills and knowledge. In the below I have given some advantages of compensation benefits in both terms that is what’s the benefit that employee gets and what employers get:

**For employers:**

• By giving compensation benefit or any benefit to the employee, employer can able to keep the potential employee in the organization.

• Employers can easily get the work done by giving such benefits.

• If the employee is happy by such benefits productivity increase as a result employer burdens decrease.

**For employees:**

* Employee will be motivated as a result production will increase.
* Turnover rate will be decreased.

• Employees retention increase.

By doing so they can retain the potential employee which helps company to minimize the cost and maximize the profit of the company.

## 9.2 Compensation components

**Review of pay structures**: As pay structure is important part of the compensation. Well at the time of hiring candidate before offering any salary company need to survey the market pay structure.

 **Participating in salary surveys:** Basically salary survey is done by the employer .It’s based on many things like region wise, level wise and division wise also sometimes .For example, if someone works in dhaka his salary will be one kind because the standard of living is high here where as the person who works in rajshahi or Barisal their salary will be different .As a result the company should do a salary survey to know what their competitors is offering.

 **Bonus and incentive plans :** Basically the payment that every employee receive on the end of every month in exchange of their performance or on doing their duties that is base pay .If the employee accomplished any given task or fulfilled the target then he is given extra money that is called bonus or incentive increase. .

Organization Practice

**Salary**: In NRB Global bank the basic pay to the employee according to their duties and responsibilities. They offer attractive remuneration package to their employees which is similar or nearly similar to other banking companies they basically cover up the base wages , house allowance , and many more .

**Final Increment Policy**: NRB Global bank also increase incremental pay which is based upon merit.

**Bonu**s: Two bonus the employee gets that is on 2 eid.

**Incentive**s: NRB Global Bank provides incentives who fulfil the targets so that they become more motivated towards work.

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## 9.3 Indirect Financial Compensation:

Actually, these benefits are not permanent these are optional benefits . Well some company provide these benefits or some not .Indirect financial basically are those which is given to the employees base to their regular wages for example, insurance it may be health dental etc. then provide day care service for single mother , sick leave .retirement benefits and etc. They have Retirement benefits, Pension Plans, Provident Fund and Gratuity benefits.

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Organization Practice

**Provident fund**: As they maintain provident fund .Here employees need to give 5% of their salary and company gives 5% from them total 10% deposited in their fund. It’s not compulsory for everyone to open those wants they can open according to their (employees) wish

**Gratuity**: It is basically given to those employees who has completed 7 years in the banking sector. It is given at the rate of two month’s basic salary for each completed year of service in the organization.

**Death Benefit**: If the employees died by an accident or any sudden accident occurs then the money will be provided to the nominee that is chosen by employee.

**Loan**: NRB global bank also provide loan to their employees at a low interest rate as a result it become a huge support for their employees and their families.

# **10. Training and Development**

Training and development basically involve improving the effectiveness of organizational and the individuals and the team within. It has been known by various name like "human development skills ", and "learning skills ".

## 10.1 The need for training and development

Training basically increase employees skills and ability and boost up confidence level of the employees.It helps to increase employee capability and give them confidence to do the work quickly and efficiently .By giving training to the employee’s organization can keep pace with the digital banking system. Moreover, employee can gather more knowledge about the work. The more the training will give to the employee the more they can perceive.

## 10.2 Benefits of employee training and development

Simply hiring the right people will not always help bring out the best out of them. Business work is constantly evolving and so the need of training employees and developing their skills is extremely important. For example, we have already entered the world of digitalization and now more than ever employees need to be trained to be super proficient at digital way-of-work. If the company provides proper training facilities and facilitates development opportunities, then they can improve the quality of their people and ensure better outcomes. Training and development also helps retaining employees. From different studies conducted by my professors, it has been found that various things depend on it to keep the potential employee in the organization; such as good colleagues, doing hard assignment and growth and opportunities etc.

**Advantages of employee training and development include:**

* It helps the organization achieve its goals if the employees are well trained.
* Staff become expert
* Employees gets more motivation.

employers reduces monitoring if the employee is well performed.

* Competition increase among the well performer for any vacant position.
* Well trained employee can be shifted on new programs .

**Organization Practice**

Training is an important part in this era in banking sector which NRB global banks understands and applies very well. As a result, they provide various training to their employees so that they can cope up with the modern banking system. These trainings are given according to the need basis for the employees which include- on the job training, off the job training, peer’s assistance training etc. Thus, by actively participating in these types of training activities, employees get more confidence and motivation to do their job.

Its procedure that increase learning skills, knowledge of the employees toward the work which again enhances the employees' performance in the long run. This training program must be set to achieve the company objective and goals.

# **11. SWOT Analysis**

SWOT analysis is important for every company. By doing this analysis any company can know their strength, weakness, opportunities and threat which will help them to achieve their goal. Now iam going to describe NRB global banks SWOT analysis that I came to know while I was intern there:

Strength-

**Hiring process**: As far as I know their hiring \ recruitment process is quite strong. They do hire talented candied through proper verification.

**Working environment**: Working environment plays a vital role in every employee’s work. Without proper environment its quite impossible to accomplish any task. If I talk about NRB global bank, then their working place is so satisfactory. Every person is amicable and supportive. Move over, people are so understandable.

**Transparenc**y: As far as I noticed their everything is so transparent, and their communication is clear with everyone.

**Training**- Their another strength is they give proper training who have lacking’s and also to them so wants to learn more .As I mention before they give both training on the job and also off the job .By giving proper training employee can easily cope with the modern banking system.

Weakness

**Narrow workforce**- As I was not in the head branch and I have heard that their HR division is quite small according to the number of employees.

**Human Resource Planning**: They don’t do HR planning properly they only do final assessment at the time of need.

**Lack of Job Analysis** – It’s an important part of HR practice that needs to be done but as far as I notice they don’t implement which indicates that they are less knowledgeable about the current market and that could take to loss of potential talents.

Opportunities-

**Recruitment**- As they do most of the recruitment is through internally, but they can recruit externally also and can get fresh mind of people.

**Outsourcing HR Planning** - They can outsource more HR experts which will help them to achieve more goals in future and it’s their big opportunities.

Threats-

**Competition**- As in the country there are so many banks definitely the competition is high which threat is for NRB Global bank. So, survive in this competitive market they need to hire best talents and also, they need to attract customer by introducing new services and also at the same time they need to review their HR plan periodically.

**Political Instability**-Another threats in our country is political instability. It’s really hampered the business as well as banks also. So, they should plan accordingly so that if any political hazards come, they can overcome it smoothly.

# **12. Results and Discussion**

Here are the results that I noticed in my intern period according to me I have pointed some factors in the below:

**Human resource planning:** I think NRB global bank cab give more effort in their HR planning. IF they do more planning they can bring more success and can attract more potential customer that will help to achieve the future goals.

**Recruitment and Selection**: I must say their recruitment process is good and transparent which is good to create a good goodwill.

**Training and Development**: NRB global bank gives so much training to their employees they give all types of training to their employees so that they don’t lack behind from others.

**Compensation and Benefits**: In terms of benefits they provide both direct and indirect compensation benefits to their employees which helps them to reduce the turnover of their potential employees.

**Employee Relations**- NRB Global Bank gives the values to their each and every employee. As a result their work environment is so calm.

# **13. Recommendations:**

After analyzing the study variable (recruitment, job security, compensation, etc.)In background of NRB global bank I can say that by observing them employee motivation and job security has influence on job satisfaction not only this it reduce their turnover rate also .But they can work little bit on the followings given below :

. **Expansion of HR Department**-According to me, they need to expand their HR department. If they do so then it will be easy for them to hunt the talent people from the market smoothly. More over expanding HR department can also help to find the requirement of the organization quickly which will bring success for them.

. **Strategic HR Planning**- By doing Strategic HR planning they can able to find out overstaffing and understaffing matter.

. **Salary Survey**- It should be done at least once in a two year so that they can match their compensation / salary with the current market .

# **14. Personal Experience:**

At first, I want to tell that it was a totally new experience for me. Actually, it’s really very different than what I study and what I have gained practically. The bookish knowledge doesn’t match practically at all. My have learned many things from them as well as got the chance to see how the job life is. It was full of new things to me.

# **15. Conclusion**

Organizations who ensure satisfied employees tend to be more helpful than association with dissatisfied employees. As NRB Global bank is the fastest growing private commercial banks in the world, general banking is the vital function in NRB Global bank. Only recently they have introduced Islamic banking system and many specialized banking systems which have attacked new customers. This particular act has also achieved employee’s job satisfaction and in some cases motivation. Customers are also satisfied with NRB Global Bank’s serviced as far I have noticed. Their aim is to provide best service through developing modern banking systems and techniques.

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# **16. References**

www.NRBGlobalbankbd.com, Wikipedia.com

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