



Shahjalal Islami Bank

L I M I T E D

An Internship report on "Overall Human Resource activities of Shahjalal Islami Bank Limited "



The following was submitted to:

Jakowan

Assistant Professor

School of Business & Economics

Prepared by:

Nusrat Jahan Akhi

111 152 077

Program BBA

Summer 2022

Submission Date: 21st, November 2022

Letter of Transmittal

21st, November 2022

To,

Jakowan

Assistant Professor

Program BBA

United International University

Subject: An Internship report on "**Overall Human Resource activities of Shahjalal Islami Bank Limited** "

Dear Sir,

I'm writing to let you know that my internship with **Shahjalal Islamic Bank Limited (SJIBL)**, Shahjalal Islami Bank Tower Plot #4, Block #CWN(C), Gulshan Avenue, Gulshan Dhaka-1212, has come to an end. "Overall Human Resource Activities of Shahjalal Islami Bank Limited" is the title of my internship report. For me, working in a bank has been an amazing experience. I was picked by the General Banking Department to receive direct banking information.

Since the report would likely include "**Overall Human Resource Activities of Shahjalal Islami Bank Limited,**" I expect it to have relevant information on this subject.

Your Honesty,



Nusrat Jahan Akhi

ID: 111 152 077

BBA

United International University

Declaration of Student

I certify that the internship report I have supplied, titled "**Overall Human Resource Activities of Shahjalal Islami Bank Limited,**" is original to me and that I completed it after completing a fruitful three-month internship at the bank. The internship report will be given to the Bachelor of Business Administration as part of the program's execution (BBA). I should also add that I wrote this paper purely for scholarly interests. It is original and has never been submitted to another academic institution or university.

Yours sincerely,



Nusrat Jahan Akhi

ID: 111 152 077

Program: BBA

Trimester: Summer 2022

Major: Human Resource Management

United International University

Certification of Similarity Index

Title of the Report: "Overall Human Resource activities of Shahjalal Islami Bank Limited "

Name of Student: Nusrat Jahan Akhi

Supervisor: Mr. Jakowan

Department: BBA

I hereby certify that my internship report is an original research work with no plagiarized material. I did not use any unethical methods in preparing this report.

Signature



Nusrat Jahan Akhi

ID: 111 152 077

Program BBA

United International University

Acknowledgment

I would want to thank Allah, the Almighty, for allowing me to complete my report in a professional manner. My internship at Shahjalal Islami Bank Limited's Gulshan Corporate Branch, which lasted from August 15 to November 12 of that same year, produced this report.

The researcher wants to underline that without the help of many people, especially their attentive monitoring and ideas, this report would not have been feasible. I want to express my gratitude to **Jakowan**, an Assistant Professor in the department of Bachelor & Business Administration at United International University, for his unwavering support throughout my internship. I worked as an intern at Shahjalal Islami Bank Limited from August 15th, 2022 to November 12th, 2022.

Respectfully, I would like to express my gratitude to all HR department faculty members who have significantly influenced my academic career as part of the BBA curriculum internship program. The Additional Managing Director of the Gulshan Corporate Branch of Shahjalal Islami Bank Limited, Mian Quamrul Hasan Sir, is someone else I wish to thank. I am also appreciative of the support I received from the entire team at the Gulshan Corporate Branch of Shahjalal Islami Bank. Their eager cooperation with each of my questions during my internship led to genuine advancement with this report. Deputy Manager Tanvir Mahmud, Senior Officer Kanij Fatema, SO Azmain Ahmed, Junior Executive Officer Khalilur Rahman We appreciate everyone who provided thoughtful suggestions and information for this study. This worked to my favor, and I am appreciative to be a member of such a fantastic team.

Executive Summary

On May 10, 2001, Shahjalal Islami Bank Limited (SJIBL) implemented the Islamic Shariah Rule under the Bank Companies Act of 1991. By building new branches in a number of strategically significant fields where the country makes extra-contributions to invest in and deposit various support goods, SJIBL has strengthened its management participation over the years. Islamic banking offers a smart business product that makes real money and raises the GDP of the country in addition to being an interest-free finance company. My research topic for my internship at SJIBL was "Shahjalal Islami Bank Limited's HRM practice."

The most crucial resource for establishing a competitive edge over rivals is human resources. Many businesses employ a number of techniques to manage these human resources and create a skilled workforce. These HR practices are a set of ideas used to find qualified candidates and boost their loyalty, productivity, and dedication to the business.

This paper outlines the human resources practices used by Shahjalal Islami Bank Limited and emphasizes the value of developing its personnel. My time as a department intern in the human resources division served as the basis for the analysis. Our academic understanding, as summarized in HR practices, states that there are, in theory, processes such as recruiting and selection, HRP, training and development, compensation and benefit, and performance management. There are a number of versions, but in my experience, not many businesses employ these library notions. In general, they will make necessary revisions, updates, and even removals.

In my internship report, I made a small effort to uphold and adhere to the general human resource activities set up by SJIBL, to pinpoint the problems that led to their relocation, and to offer a solution to make things better.

شاه جلال اسلامي بنك ليميتيد

Shahjalal Islami Bank



শাহজালাল ইসলামী ব্যাংক

L I M I T E D

লি মি ট ড

Human Resources Division

SJIBL/CHO/HRD/2022/ 1159
10.08.2022

Mr. Manjurul Haque Khan
Director, Career Counseling Center & Directorate of Student Affairs
United International University
United City, Madani Avenue, Badda, Dhaka-1212.

Sub: Acceptance of Internship

Muhtaram,

Assalamu-Alaikum.


With reference to your letter dated 22.06.2022 we are pleased to inform you that Management of Shahjalal Islami Bank Limited has allowed Ms. Nusrat Jahan Akhi, student of BBA, ID- 111152077, Major in Human Resource Management, United International University for internship at our Dhanmondi Branch for a period of 3 (three) months effective from 15-Aug-22 to 12-Nov-22.

During her internship, Ms. Nusrat Jahan Akhi should not divulge any internal information/report of our Bank to the outsiders and she should submit an internship report to Human Resources Division, Corporate Office within 7 (seven) days on completion of the internship program through our Manager, Dhanmondi Branch.

Kindly note that during the internship period Ms. Nusrat Jahan Akhi will not be eligible for getting any sort of internship allowance and/or TA/DA.

Ma-assalamah.

Sincerely Yours,


Mian Quamrul Hasan Chowdhury
Additional Managing Director

Corporate Head Office : Shahjalal Islami Bank Tower. Plot # 4, Block # CWN(C), Gulshan Avenue, Gulshan
Dhaka-1212, Bangladesh. Phone : +88 02 222283457 (Hunting), Fax : +88 02 222297607
E-mail : sjiblho@sjiblb.com, Website : www.sjiblb.com, SWIFT : SJBLBDDH

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First Chapter

Introduction

1.1 Introduction

In today's business environment, the human resources division is expanding. Historically, big businesses have disregarded HRM. The situation has changed, and most businesses now prioritize HRM practices. The key reason is that people manage an organization, not machines. Personnel and individuals manage it. Therefore, in order to achieve long-term economic success, it is essential to take care of these human resources. SJIBL also highlights the value of HRM. My main objective in writing this internship report is to better comprehend the Shahjalal Islami Bank Limited's human resources practice environment.

1.2 History of the report

The work landscape is evolving quickly. There is no question in my mind. As a component of the company, HRM needs to have tools that can affect how changing workplaces turn out. In other words, they are aware of the effects of technology development, labor variety, and globalization. Technology advancements, on-going reform initiatives, contract labor, dispersed employment, and employee participation all present challenging obstacles. The provision of the most fundamental skills for tasks that can be filled as quickly as feasible presents a substantial barrier for HRM's support of HRM at the moment. Starting a plan and determining availability can be great jobs. It can be challenging to select the ideal applicant while keeping time restrictions in mind. The cost of recruiting is essential. Therefore, making a solid plan and plan demands more concentration and nuance. In addition, sourcing and civil rights are important factors. By making wise organizational decisions, we tried to pinpoint these needs while also identifying theoretical differences and patterns. The process of automating human resource procedures with HR software is crucial, in addition to choosing the suitable provider software.

1.3 The study is rational

Research is essential when it comes to applying them in real life. Without practical application, most academic information is useless. The information must be used properly in order to gain from theoretical comprehension. An internship can be utilized to effectively apply theoretical knowledge in these fields.

1.4 The study's objectives

The analysis of present HR procedures would be improved at Shahjalal Islami Bank Limited. This essay explains how SJIBL has developed a specialization in a number of HR-related activities, including performance evaluation, compensation, and HR activity.

First Board Goal

- Discover the kind of practices SJIBL HRM employs.
- make my experience better.

2. Concentrated

- Look at your company's general human resource procedures.
- Suggestions are made about how to handle the matter.

1.5 Sources of data

Now for the primary data: One-on-one interviews were used to collect the primary data.

Additional details:

The following are secondary data sources used in this report:

- The yearly report of SJIBL.

Is the official website of SJIBL.

Second Chapter

Overview of the company

2.1 Company Overview

The Shahjalal Islami Bank Limited was founded on May 10th, 2001 in accordance with the Islamic Sharia Principles of the Banking Companies Law of 1991. (SJIBL). SJIBL opened new branches in a range of policy areas at that time to broaden its service offering. a nation that provides both investors and depositors with a wide range of services. Islamic banks essentially offer no-interest banking services and deal in smart commercial products, which leads to actual imports and raises the GDP of the country. The management team, lead by senior banker Mr. Muhammed Shahidul Islam, is very skilled and supportive, and the board has extensive commercial experience.

2.2 SJIBL's Vision

The only contemporary Islamic bank in Bangladesh has significantly improved departmental affairs, consumer confidence, quality investments, employee value, and shareholder growth.

2.3 Mission of SJIBL

- Providing customers with first-rate service.
- Creates high standards for integrity.
- An excellent investment.
- Ensure the long-term expansion of your business.
- Make careful to enhance shareholder wealth.
- Provide innovative services for obtaining cutting-edge technology blended with Islamic beliefs.
- Ensure human resource development so that you may address problems as they occur.

2.4 The Strategy of SJIBL

- We are committed to earning our clients' entire trust and happiness.
- Run your bank as effectively and efficiently as you can.
- Determining and monitoring how customers perceive their needs.
- Reassess and revise your policies, procedures, and practices for customer service.
- Provide all staff with the necessary training and resources so they may reasonably meet their needs.
- Boost organizational effectiveness by giving staff members timely information about corporate strategies, directives, and procedures.
- To promote a comfortable workplace.
- Extend your wholesale and retail portfolios.

Third Chapter

SJIBL Human Resource Management

3.1 SJIBL Human Resource Strength:

3.1.1 Human capital

The key to efficient human resource management is human capital. Important components have shown commercial success. Top talent recruitment as well as the creation and maintenance of human resource initiatives are SJIBL's main areas of concentration. SJIBL actively contributes to the goal by continuously improving the development of its employees and putting Human Resource Management policies and procedures into practice. Additionally, it has been a useful resource that has improved business performance. The management and construction of SJIBL place a high value on human resources. All workers receive training and are encouraged to put forth their best efforts in support of the organization's objectives.

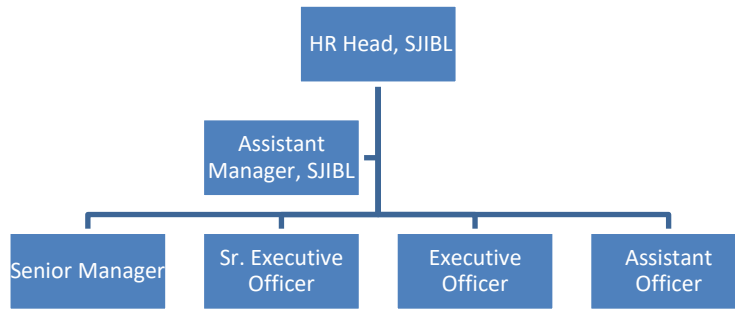
3.1.2 HRD (Department of Human Resources)

For the purpose of identifying and addressing the shifting business demands, the SJIBL HRD strategically engages with several departments. As a strategic partner, SJIBL's HRD promotes a multicultural, highly effective, and efficient working environment that continuously enhances and offers top-notch customer service. We seek to foster a positive work-life balance and a healthy culture that is centered on service. With a focus on quality, it promotes employee involvement in daily operations and spiritual cooperation among team members.

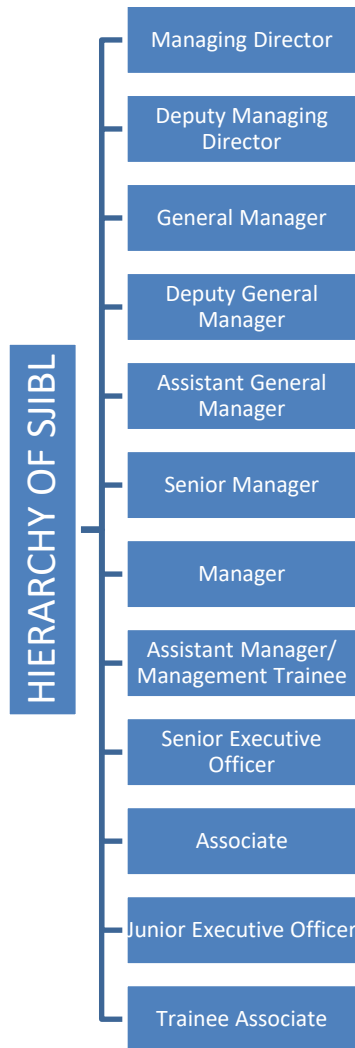
We are quite resourceful. The talent in the SJIBL inspires us. In order to attract employers, we engage in innovative financial industry methods as a group of people that value human resources. SJIBL promotes respect, trust, cooperation, and partnerships while offering a range of chances for professional and personal growth in a professional atmosphere. We do this because the abilities and motivation of employees are essential for long-term success.

We have been working for the past 20 years, and the job market is challenging for eager young people. The Human Resources Department at SJIBL puts a lot of effort into finding, keeping, developing, and motivating workers.

3.1.3 Team HR- SJIBL Organogram



3.2 SJIBL Rank Structure



3.3 SJIBL HR Major Functions

The most important components include methods for attracting, keeping, and developing workers in a secure workplace where they can make a difference in the excellence and rapid expansion of the partner company.

- Creating and recording personnel resource policies to oversee and coordinate employees and businesses through service, policy, and program staff members, as well as to improve and settle disagreements. Finding possibilities
- A comprehensive business policy to address issues including employment cycle, succession planning, and locating and retaining key workers.
- Company design, management, and management.

Fourth Chapter

HRM Major Focuses

Strategic partners focusing in six critical areas with an emphasis on retaining, attracting, nurturing, and developing talent

1. Recruitment and HR Talent Culture (Selection and recruitment)
2. Training and Development
3. Performance Monitoring and Evaluation
4. Rewards and Contentment
5. The Workplace and Employee Relationships

4.1 Talent Acquisition and HR Talent Culture (Selection & Recruitment)

4.1.1 Place the right individuals in the proper setting at the appropriate moment.

The proper individuals must be there at the appropriate time and location. To that aim, we must focus on the efficiency of our hiring procedures and keep looking for fresh approaches to enhance the hiring procedure. The recruitment also acknowledges the necessity for additional study to comprehend the scope of personnel needs and the efficiency of recruitment strategies. In recruitment and selection, SJIBL incentives are used to secure positions for the best qualified candidates. All applicants are given equal opportunities by SJIBL, which abides by national laws regarding age, gender, handicap, race, and other factors. Only elements pertinent to the organization are used in the recruitment and selection processes. Justice, diversity, and transparency are all improved by coherent hiring and selection. We will abide by all laws, regulations, and policies of the State.

The application process for SJIBL is spelled out in great detail. Once hired, HR will place a print ad and an online ad on bdjobs.com. The request will be transmitted through email. After the allotted time has gone, SJIBL will set up a written exam, and those who pass it can apply for an interview with the chosen applicant. Whether the selected candidates are qualified to undergo the medical examination will be determined by the Management Committee.

All applicants are given equal opportunity at SJIBL, regardless of their gender, age, religion, ethnicity, origin, ability, race, or political views. When hiring and choosing employees, work-related qualities are taken into account. The SJIBL-based recruitment process entails the steps below:

- o CV for Recruitment Proposal or CV for Selection

- o Interviewing techniques
- o Completion of an interview, recruitment process, written evaluation, submission, etc.

Internal and external kinds are both used by SJIBL. When a new post becomes available, SJIBL tries first to fill it internally. Can the organization locate qualified people internally through external recruitment? Both internal and external sources are used by SJIBL. The source of the information can vary depending on the location or work level in several ways. For instance, senior management staff members' advice is frequently given

4.1.2 Approval for Recruitment

If the Directors have accepted the Organization's Chart/Human Resources Plan, recruitment G1 through G5 is not a member of the Recruiting Committee, and no additional Member needs to be approved. The HR Managing Director authorized or provided input as the HOD developed its internal programs at the beginning of the fiscal year.

4.1.3 Process of selection

Various assessment methods are used by SJIBL during the selection process. SJIBL first chooses the steps that will be taken during the selecting process. You must supply the selection order in order to complete these tasks. It shows that the candidate, contender, finalist, and recipient are progressing without any hiccups. The following are the guidelines for SJIBL employee evaluation:

4.1.3.1 CV Screening Procedures:

Positions	Preliminary Screening Test	Final Screening Test
Non-Administrative Positions		Relational HRD Manager
		Related Division Manager
Management Trainee or Deputy Manager		Relational HRD Manager
		Related Division Manager
The rank of Deputy Manager Position	Concerned Officers of the HRD Department	Relations Executive HRD Division
		Head of HRD

4.1.3.2 Interviewing Procedure:

- Set aside time for the necessary interviewees
- Fixed interview time and location

➤ Issuance of interview letter/telephone inquiry

4.1.3.3 Recruiting Assessment

Candidate's Name	Experience	Salary		Knowledge & Orientation	Attitude/Initiative	Verbal Communication	Overall Presentability/Appearance	Possibility of staying in SJIBL	Your Choices (Priority)
		Current	Expected						

4.1.3.4 Written Exam

Written test	Review	Final review
Non-Admin Officer	HRD Executive	HR Officer
		Department Head
Management Trainee	HRD Executive	Department Head

4.1.3.5 Interview Assessment

Job Post	Preliminary Section	Final Section
Admin Executive	Head of HRD /Department Head	Head of HRD
Probationary Officer		
Executive Officer		
Officer		
Management Trainee	Departmental Head	Managing Director
	Head of HRD	General Managers
		Head of HRD

Give the human resources manager the evaluation score sheet. The CEO and MD finish the aforementioned position interview during the management trainee's one-on-one final interview.

Recruitment process is over, and the candidates will be submitted to the final review committee.

- The person in charge of human resources is responsible for selecting candidates based on their expertise and experience in related disciplines and assigning remuneration rates to such candidates.

Despite being small, the organization scrupulously follows its hiring guidelines. But the business expands every day. Additionally, the human resources division is growing. Through applications for internships or news promotions, the company hires students. A system for campus recruitment has now been suggested. They are able to find smart, young, and skilled workers through this technique. In order to start the process, the organization must act as soon as feasible.

A Summary of the SJIBL Recruitment and Selection Process

- Perform a recruitment assessment and make notes as you go.
- Gather resumes from open sources and information from the web, print collections, and open sources.
- Choose a resume for the chosen position in.
- The initial interview and the written test
- Secondary examination
- Check the credit of the primary candidates
- The finished story and the candidate
- The candidate selection memo
- type the character string.

Obtain the endorsement of management.

4.2 Development and Training

Assisting talent development, A well-run company will always have employees that are eager to learn and grow. To perform better at work, employees want to understand more about their organization and industry. All educators consider employers who strive to increase employee worth and encourage loyalty to be winners. Education initiatives help to enhance awareness and leadership. SJIBL encourages educational contributions that boost productivity. All employees must adhere to the training policy, which aims to provide sufficient training to enable them to perform at the desired level. To fulfill the needs of specific employees, SJIBL designs and organizes high-quality

educational programs as well as other initiatives. We also urge staff members to take charge of their own growth, with a particular emphasis on learning opportunities. We invest a lot of time and energy towards enhancing our workforce and occupations because we see our employees as our most valuable resource. The greatest assistance is provided by our staff for training and seminars both domestically and internationally.

Educational Institutions, Compulsory Training Programs, ETNA and Online TNA, Training Programs, and Customized Training Programs

SJIBL makes sure that training is lucrative and effective. The organization's educational policy seeks to give all of its employees sufficient training so they can produce respectable working performance. All employee's demands are being met through SJIBL's high-quality learning and training efforts. The company encourages staff to take charge of their own growth and values talent in the fields of education and development. They view their people as their most valuable asset, and they invest a lot of time and energy in helping them advance both personally and professionally. Through workshops and education in relevant subjects on a national and worldwide level, the SJIBL promotes and supports the efforts of its employees.

Training demand analysis is a category that the SJIBL Working Group uses to classify and carry out training programs (TNA).

A course taken abroad is referred to as overseas training. Senior and mid-level employees can choose from a selection of international training programs offered by SJIBL. This kind of training is offered by SJIBL to foreign teachers in Malaysia, Singapore, and Bangkok, Thailand. This makes such instruction very helpful. After the training course is over and another staff member has been trained, students are sent back to Bangladesh.

4.2.1 Customized workout

A group of employees who undergo the same training is described in the primary program. According to the guidelines set forth by the SJIBL training team, the appropriate trainer or trainer will oversee the program. Both individuals and businesses can use these programs at low cost.

4.2.2 Home Program

Office staff training is part of home training. This kind of instruction is given by SJIBL trainers. These instructors are frequently contracted out to businesses.

4.3 Evaluation and Management of Performance

4.3.1 Evaluation of performance

Setting goals can help both individuals and businesses, according to performance evaluation. fostering an atmosphere of open dialogue. The best performance reviews include interactions between management and employees, provide feedback, and make suggestions for improvement. SJIBL is a prosperous company. The most crucial method for a business to assess an employee's performance and make future plans is the SJIBL Performance Assessment. The SJIBL performance evaluation method is driven solely by the desire to maximize the effectiveness of the organization's objectives and standards in order to satisfy the preferences of each member. The sole purpose of the performance evaluation system is to evaluate the skills of every full-time employee. This thorough assessment form has been distributed with the process manager's approval.

4.3.2 Management of performance

Strong human culture is present at SJIBL. HR practices as a neighborhood corporation, we use a self-evaluation method. Evaluate productivity in several ways for your company. These two methods are employed in participant observation and dairy evaluation. The effectiveness of the employees is assessed using various matrices. Whether you think your staff needs more training or development. SJIBL demands an objective evaluation process. Two times a year, employees are reviewed. Before consulting with his manager for the final assessment, the employee conducts a self-assessment first. The effect of a worker objecting to the assessment can be noted on the assessment sheet. Even when this strategy is employed, something is noted on the evaluation sheet because it is anticipated that the connection with the supervisor will degrade. the study of measuring performance, skill, accountability, and attitude the salary and promotion review, which is based on employee performance evaluations, takes this performance into account.

SJIBL adheres to the strategy in its entirety, including all operational stages and performance evaluation procedures. They try to produce performance reviews of each employee twice a year.

Based on employment objectives, the performance evaluation form is created.

Name: 2. Information:

4. SJIBL Employment History: 3. Joined Date:

5. Very Good b. good c. good d. Satisfactory e. Unsatisfactory for education/employment degree

Criteria include: conducts; day outcomes; skills; qualifications; comfortability; work correctness; and people.

There are prospects for growth based on employee vitality and satisfaction. If the right incentives are not offered, employees might not develop long-term business and coaching ties. Concurrent employs the most people by offering them better wages and benefits. Promotions within the company and bonuses let you avoid having to change employers.

The management's efforts to reward and recognize exceptional performance are evident in the advancement of SJIBL. People are encouraged to look for chances to progress within the organization. Additionally, it promotes staff retention and happiness. When an individual is promoted, all of the factors required to decide which abilities and qualifications are best suitable for the job are taken into account.

The following standards ought to be used to gauge promotion candidates:

Market liquidity; increased role complexity and dimension; resource classification; (important resources, main resources, HIPOs, etc.)

Mobility, Individual Performance Tracking, Leadership Caliber, and Vintage

- Conduct and attitude

4.3.3 Increase the motivation of the employees

SJIBL is always grateful for people's efforts to change the world. Annual incentives are offered to the staff at SJIBL to thank them for their devotion, effort, and hard work. The Spot Award is also given to people who are eager to take on new tasks and make contributions outside of their normal employment. An employee's contribution to exceeding expectations is recognized with an award. It has a monetary component on occasion and not on occasion. At SJIBL, managers receive special rewards, are highly motivated, and even go above and above.

4.4 Compensation & Benefits

4.4.1 Compensation Team

The SJIBL HR and compensation team acts as a platform for the organization's many employee-related problems. The team's primary responsibility is to support HRD in developing and implementing a fair and open procedure for establishing the organization's

overall talent policy. The commission is in charge of ensuring that the company achieves transparency and a wide variety of equal opportunities in the following areas:

A good hiring procedure, as well as pay and benefits based on qualifications and experience

A good recruitment strategy; training and development resources

- Performance evaluation based on personal accomplishments

4.4.2 Benefits & Rewards

With large benefits and market advantages, SJIBL established a competitive edge. In order to analyze market trends, SJIBL conducts compensation surveys.

The Benefits and Compensation Investigation 2014; Compensation and Benefits Research 2010

4.4.3 Different new policies/wages

- Medical insurance, life insurance, and other advantages for the afterlife
- Personal loans and provident loans
- Holiday advantages
- Social Fund and Educational Assistance Programs;
- Household Expense Allowances;
- Transportation Reimbursement;
- Cell Phone Bills
- External advantages, skill distributions

4.4.4 Services and privileges

- Home loans
- Transportation allowances
- Personnel loans
- Pension credit
- Hospitalization plans
- Life Insurance Compensation protection
- Holiday benefits (compulsory leave, maternity leave, etc.)
- Allowances for household expenses
- Transportation service
- Cell phones - bills

4.4.5 Other Benefits

- Educational support plans

- Welfare funds
- Sport prizes
- Employee birthday celebrations
- Employee wedding gifts
- Holiday perks

4.4.6 Terminal Advantages

Employee funds: The accumulation fund will be reduced by 10% for each employee who confirms receiving 10% of their basic pay. The equivalent contribution is also anticipated from the corporation.

4.4.7 Leave

15 calendars of 25 working days make up the annual allocation of 25 days.

- Compulsory holidays: up to 90 business days may be taken off in a row.
- Five unstructured days of vacation
- Timeframe for sick leave:
 - Full payment for the first 30 days - Half payment for the next 30 days - Unpaid for at least 60 days and as long as 180 days
- Maternity leave for a maximum of six months.

4.4.8 Gratuity

Completed years of service as a confirmed employee	Payment of gratuity for each completed year of services
5 years & above, up to 10 years	1 month basic
10 years & above, up to 15 years	1.5 times of basic
15 years & above	2 times basic

4.5 SJIBL Hospitalization Scheme for employees

- This program is open to all of our organization's identified personnel, and it is subject to the conditions of the contract between SJIBL and Insaf Barakah Kidney and General Hospital.
- It is completely the employee's responsibility to turn in duly completed papers to the Administration and Public Relations divisions. spouses and hospital staff are incorporated into the hospital system.

- The claiming mother (employee/spouse) must notify her supervisor at least nine months in advance of making a claim in circumstances involving childbirth.

4.6 SJIBL Employees Welfare Fund

Permanent SJIBL employee: The purpose of this fund is to give the employee or his family a letter of appreciation or financial support.

4.7 Employee Relations and the Environment

4.7.1 Healthy workplace promotion

The objective of SJIBL is to develop a welcoming environment using a more comprehensive strategy. Both people and institutions will benefit from this. Employees can balance their work and interests thanks to flexible work schedules. SJIBL makes sure that internal health and safety policies are followed with regard to workplace health and safety. In order to set standards for health and safety education, it also creates, coordinates, and puts into action measures to avoid diseases and injuries at work. In this situation, designated doctors coordinate vaccination programs, monthly physicals, and fire drills. To safeguard their general health safety, SJIBL also offers hospitalization insurance to its employees. Additionally, the Group's life insurance program covers the danger of unintentional death. In order to provide employees and their families with the best possible compensation, the Human Resources and Compensation Committee also looks into any specific intermittent issues that may arise.

4.7.2 Workplace efficiency SJIBL

Originality, fairness, innovation, teamwork, dedication, professionalism, and honesty are values that we at SJIBL hold in the greatest respect.

4.7.3 Equal Chance for All Employees

SJIBL is dedicated to upholding an environment at work that is devoid of prejudice on the basis of gender, religion, age, race, or any other aspect. We promise that everyone will be given an equal chance to be hired, selected, promoted, educated, developed, and paid.

5.7.4 Positive environment for work

We commit to upholding a civil and polite atmosphere at all times so that our staff members can work to their maximum ability.

By fostering a culture of trust and support within the company, we enable individuals to use their imagination and creativity in their work while also enabling everyone to function as a

cohesive team. Senior management is always accessible to offer guidance and support for concepts that enhance performance and ongoing development.

We are glad to see a rise in the proportion of female employees at SJIBL, which is consistent with our welcoming fertility policies, equitable working conditions, cozy workplace, and sufficient fertility perks.

5.7.5 Health & safety of the employees

SJIBL staff health and safety are always top priorities. In this sense, SJIBL performs monthly physicals for its staff. In order to cover the danger of an unexpected death, the corporation also offers group life insurance and hospital insurance to its employees. I will exert every effort to prevent discrimination at work on the basis of race (including color of skin, nationality, ethnicity, or place of origin), religion, or lack thereof, belief, faith, gender, or disability.

- Dedicated Team

Work-Life Balance: Maintain a healthy balance in your life every day and encourage others to do the same.

Considered effort

Code of ethics

SJIBL upholds the highest ethical standards and sees this as a crucial objective for companies. The management believes that its personnel will strictly abide with the law. Each employee is required to read and sign the Ethics Code each year, as well as to regularly uphold its principles. Additionally, SJIBL exhorts staff members to behave honorably and promote social responsibility among their peers and around the globe.

5.8 Organizational Development

5.8.1 Succession Plan

The management of SJIBL has a succession plan in place to guarantee leadership continuity, prevent expensive vacancies in key positions, and prevent management changes. I know I can't. I know I can't. To find and prepare senior management candidates for roles that might become empty due to retirement, resignation, death, or new business prospects, the succession

plan was created. The idea of SJIBL is to assess a firm's leadership requirements and choose qualified executives who support the mission and goals of the organization.

5.8.2 Succession Promotion Plan

- Recognizing and keeping hold of crucial resources
- The Succession Support Plan aims to provide guidance and support in a variety of areas, including helping qualified internal applicants fill open positions.
- Based on organizational goals, trends, and personnel predictions, anticipate future changes in employee needs and changes in skills necessary in the organization.
- Based on organizational goals, trends, and personnel predictions, anticipate future changes in employee needs and changes in skills necessary in the organization.
- Through in-depth instruction, mentoring, and performance monitoring
- Support long-term successors actively to ensure professional advancement and to obtain the variety of work experience needed for the future.
- Creating a strong "workforce pool" of actively developing individuals is generally seen as an objective. This is becoming more and more recognized as essential for luring in and keeping the "best" employees at SJIBL.

From three angles, this plan needs to be able to achieve the company's objectives:

- Organization/Manager/Single Employee

Inheritance Plan Department Head for SJIBL Specific Group => Unit Head, Branch Manager, and Other Important Positions Branch Manager > Unit Head > SJIBL Specific Group Department Head of Inheritance Plan

Heads of Departments Associated with the Development Process It is the source of successors that is most accurate. The relevant personnel were then given the form by the Talent Division.

Each employee carefully chose and filled up its successors on a form for each department after thoroughly reviewing them. Send the paperwork to Human Resources and follow their instructions.

The Department of Human Resources meets with each head of department to finalize the plan.

Employee Name	Designation	Successor	Designation
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5.9 SJIBL HRD at a Glance

5.9.1 Creating Value for Employees



SJIBL enhances employee satisfaction, boosts involvement, and controls change, all of which aid in bringing together the objectives of the business and the human resources.

Fifth Chapter

Recommendation &

Conclusion

Recommendation

The HR module system has a number of noteworthy benefits. The majority of workers are unsure of the procedure for requesting a leave of absence. Employees are less likely to use the online system to request leave if they email their supervisor beforehand. The HR representative will print or preserve a copy of the email for later use. Implementing a "HR Self-Service module system" and scheduling a training session for system modification are therefore highly recommended.

It is highly recommended to employ software to increase attendance. The effectiveness of the current attendance tracking system was brought into question by manual review of the leave application. Therefore, picking the appropriate system is crucial. The satellite gateway system was unable to incorporate employee leave requests. The HR office manual states that the leave application is tracked on paper. Then, changes were made to the leave application on a different Excel spreadsheet.

The attendance system and the HR module need to be connected. Staff visits that are not on vacation, for training, or for holidays, must be able to be deleted from the HR system. Employees must arrive at work wearing their ID cards. It has to be rigorously followed. ID cards are required by HR standards and are used to confirm a person's identity. The dress code, behavior, attitude, and ID cards are the foundation of professionalism. It could be expressed through behavior and code.

Conclusion

SJIBL has consistently offered sufficient training throughout the year as an investment rather than a cost. The smooth operation of HR operations via HRIS should be cause for more worry.

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