



An Internship Report On

*The Human Resource Management Practices
in Social Islami Bank Limited*

UNITED INTERNATIONAL UNIVERSITY

Date: 19-06-2021

***An Internship Report On
The Human Resource Management Practices
in Social Islami Bank Limited***

Submitted To

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Submitted By

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UNITED INTERNATIONAL UNIVERSITY

LETTER OF TRANSMITTAL

19th June, 2021

Prof. Dr. Abu Saleh Md. Sohel-uz-Zaman

Professor

School of Business and economics

United International University

Subject: Report on "HRM Practices in Social Islami Bank Limited" submitted as part of the internship.

Dear Sir,

I have created this document on "The human useful resource control techniques in Social Islami Bank Limited" so as to satisfy the necessities for finishing the internship application. The paper is primarily based totally on HRM training discovered in my undergraduate training at United International University and makes a specialty of the fundamental capabilities of human useful resource control. This internship application supplied me with each theoretical and realistic understanding. I discovered approximately the enterprise's way of life and bought enjoyment with banking and human assets. If you have been excellent enough to get the document and deliver me your useful advice, I'd be absolutely grateful. I've tried to comply with the guidelines mentioned. It might be a pride for me in case you discovered this document beneficial and informative to you.

Sincerely Yours,

Asmita Paul

111 151 137

BBA Program

United International University

LETTER OF DECLARATION

I am Asmita Paul hereby proclaim that the document titled "The Human Resource Management Practices in Social Islami Bank Limited" that I organized and submitted to United International University is a document of unique work that I finished below the supervision of Prof. Dr. Abu Saleh Md. Sohel-uz-Zaman, Professor, United International University's School of Business and Economics. I asserted that this document is my personal work and it became written as a part of my BBA program for my educational purpose.

Yours Sincerely,

.....

Asmita Paul

ID: 111 151 137

BBA Program

United International University

LETTER OF ACCEPTANCE

This certifies that Asmita Paul, ID: 111 151 137, BBA Program, is a regular scholar at United International University's School of Business and Economics. Her paper, titled "The Human Resource Management Practices at Social Islami Bank Limited," is now finished. She finished her internship document below my supervision. I agree that this is an exquisite document at United International University. I desire her achievement in her destiny endeavors.

Prof. Dr. Abu Saleh Md. Sohel-uz-Zaman

Professor

School of Business and Economics

United International University

ACKNOWLEDGMENT

First of all I need to thank the almighty God for presenting me with the strength to perform my duties as an intern and post the document on time. Prof. Dr. Abu Saleh Md. Sohel-uz-Zaman, my supervisor, is beholden to me for his unwavering supervision throughout my organizational attachment time. I am additionally grateful to Senior Officer Chowdhury Brinta Sharif Ali (my organizational supervisor) who assisted me with the aid of imparting useful directions. During my internship, I became in consistent touch with my organization's manager and some distinct contributions to stuff. Without them, this project might be terribly difficult. I need to emphasize this organization's terrific operational surroundings and cluster dedication, which has allowed me to swallow and help bring together the document. The majority of them have been Social Islami Bank Limited employees.

EXECUTIVE SUMMARY

The internship document represents 3 months of HR practices on the Vataru branch of Social Islami Bank Limited. The studies are being achieved so as to provide a clean image of SIBL's banking activities and Human Resource Practices. The SIBL was created on July 5, 1995, and operations started on November 22. However, the cause of this is to take a look at the SIBL's Human Resource Practices and managerial effectiveness over duration of time. The document's predominant aim became to get a sensible understanding of the Human Resource Practices of SIBL. This report is divided into 6 chapters and is primarily based totally on SIBL's realistic experiences. The 1st chapter is dedicated to the document's introduction, which covers topics like background, objective, methodology and limitations of the study. The 2nd chapter offers a short review of SIBL. It additionally encompasses all banking activities and operations. The 3rd chapter offers literature review of the report. There is some theoretical knowledge about Human Resource Management Practices. Chapter 4 includes the final Human Resource Management Practices of SIBL. In this chapter the study focuses on the general Human Resource Management Practices of SIBL, on the activities of the Human Resource Department and on the behavior and results of collaborators in this sector. Chapter 5 describes the Human Resource SWOT analysis that describes the internal (Strengths and Weaknesses) and external (Opportunities and Threats) environment of SIBL's HRD. The major results of SIBL's HRM Practices analysis are also included in this chapter. Finally chapter 6 indicates the findings and analysis, recommendations and summaries the report with a conclusion. The core findings of the report illustrate the ways in which SIBL's planning, recruit and select, train, appraise and compensate its employees through the HRD.

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CHAPTER 1

INTRODUCTION

1.1 BACKGROUND OF THE REPORT

The report is a prerequisite for receiving a United International University Bachelor of Business Administration (BBA) certificate. To get hold of the certificate, every scholar needs to complete an internship application wherein they need to work in an enterprise and put together an internship report whilst doing so. The possibility to function as an intern at SIBL became a notable possibility. While operating at SIBL's HR Department, it became determined that there are not any huge variations among real lifestyles HR approaches and theoretical HR ideas. As a result, the report is prepared to show SIBL's HR Practices.

1.2 ORIGIN OF THE REPORT

Today the banking system plays a critical role in economic life and there is no question that the global banking system is fast evolving as a result of competition, globalization, technological advancements and deregulations. HRM may have to cope with the effects of a changing banking environment as part of the company. HRM is a great problem right now since it requires firms to provide the right people for the right jobs in a short amount of time. It's difficult to persuade them to employ entirely new HR techniques. Designing HR practices and strategies properly might be a process that requires a great deal of attention and effort. The importance of equal opportunity and supply cannot be overstated. During my internship at SIBL, I had the fortunate opportunity to learn how SIBL promotes its employees to apply various HR methods. Furthermore, deciding on HR strategies enticing staff to apply them over time may be difficult. The internship program at SIBL allowed me to better understand organizational behavior in the workplace. The SIBL's HR Practices work is included in the internship experience. To submit my internship report, I picked the theme of the research to examine and describe how SIBL performs its HRM practices.

1.3 RATIONALE OF THE STUDY

Commercial banks in Bangladesh, like those in other emerging market countries, will experience increased competition in the coming months. With increasing financial complexity, the banking industry faces a variety of hazards. HRM refers to how an organization's employees are managed. Field agents, coordinators, workers, supervisors and project managers will be among them. These individuals are referred to as "Assets" since they lead organizations. These "Assets"

must be used to administer the company, much as a bank utilizes cash to run projects. It is not enough to have a specialized organizing staff. Fundamentally, until a team is effectively managed, motivated and executed, a company will not be able to fulfill its objectives. The design of systems, such as construction plans and policies, is a means of managing, motivating and executing stuff. HRM includes these systems.

1.4 SCOPE OF THE STUDY

The objective of this report is to present all of the information I gathered throughout my internship on SIBL's HR Practices. The paper will include detailed information on SIBL in order for any reader to conceptually comprehend the bank and its services, among other things. A research like this on SIBL's HR Practices can assist students and instructors learn how banks recruit and pick individuals. This knowledge can aid students when they are looking for a job or when they compare what I teach with what they learned in their HR courses. The final recommendations can help the SIBL's HR manager (if deemed useful) to enhance the SIBL HR process and activities.

1.5 OBJECTIVES OF THE STUDY

Employees are a company's most valuable asset. And if they are handled well, they will inevitably create income and promote the firm's name. Similarly the report's goals are crucial since they provide an overview of the report's foundation. My report's objectives are as follows:-

OBJECTIVE IN GENERAL

- To organize an internship report that supported HRM methods through a Bangladeshi practical bank.
- To fulfill the prerequisites for completing the United International University BBA program.

OBJECTIVES THAT ARE UNIQUE

- To investigate SIBL HRM methods.
- To conduct a SWOT analysis of SIBL's HRM procedures.
- To make a number of recommendations for the improvement of SIBL's HRM procedures.

1.6 METHODOLOGY OF THE STUDY

The methodology section of a report usually includes a theoretical explanation of the method utilized in the study. It is divided into two parts. The first is the data analysis and data acquisition methodologies.

INFORMATION ANALYSIS METHODOLOGY

The report is being written utilizing exploratory research approaches, in which each qualitative approach is being used to evaluate primary and secondary data.

METHODOLOGY FOR COLLECTING DATA

The research is based on information from two distinct sources. The following are the sources:-

Primary Sources

- As an intern, I will gain practical job experience.
- Through official and informal contact with employees and clients of the bank.

Secondary Data Sources

- Through social Islami Bank Limited's annual reports.
- Social Islami Bank Limited articles and brochures
- Documents from the office
- Working documents

1.7 LIMITATIONS OF THE RELATIONSHIP

The authorities were quite helpful, but they were quite too preoccupied with allowing me time to grasp the topic. They also have to compete in a very competitive financial climate. There are some limitations to any activity. During the course of my reporting, I am also subjected to some standard limitations.

- The first constraint is that due to lack of time, I have not presented a complete account of SIBL's activity.
- Another drawback of the research is the lack of access to current data and information on the different operations of the social Islami Bank's policy of not revealing specific data and information for whatever reason, which may be extremely valuable.
- The third constraint is that the clients and authorities were too preoccupied with their work to give me much time for interviews.

- Last but not least the inability to develop it flawlessly due to a lack of cerebral reflection and analytical capacity.

CHAPTER 2

OVERVIEW OF THE ORGANIZATION

2.1 HISTORY OF THE BANK

SIBL is a depository monetary organization primarily based totally in Dhaka, Bangladesh, having its headquarters at 15 Dilkusha C/A, Dhaka-1000. The financial institution is a scheduled financial institution with a banking license given via means of the Bangladesh Bank, the country's countrywide financial institution. On November 22, 1995, the bank began operations. SIBL is a capitalized new technology financial institution with Taka 585 million in certified capital and paid up capital in 2007 and 585 million in overall as of December 2006. The financial institution now has 168 branches in Bangladesh. M.A Mannan, Dr. Hamid Al Gabid, former government of the O.I.C., Dr. Abdullah Omar Nasseef and Ahmed M. Jamjoom, former commerce minister of the kingdom of Asian countries, fashioned SIBL. It's a limited means of stocks Corporation. The financial institution is an Islamic financial institution that follows Islamic Shariah law which prohibits usury. Through donations, the bank participates in company social responsibility.

2.2 OVERVIEW OF SOCIAL ISLAMI BANK LIMITED (SIBL)

Social Islamic Bank Limited turned into based on July 5 1995 due to the devoted efforts of a set of famous Bangladeshi Businessman and worldwide leaders. On November 22, 1995 the financial institution started industrial operation with a clean manifesto demonstrating the realistic relevance of economic banking and monetary sports as part of the Islamic lifestyles cod. SIBL is a belief of banking approaches within the democratic area of the 21st century that is geared towards poverty. this financial institution could offer the maximum up-to-date banking offerings within side the formal Industrial Area, such as the outlet of a lot of deposit and funding accounts, industrial funding, the transport of letters, the outlet of letter of credit, the gathering of invoices that have an effect on countrywide and worldwide transfers, and the apartment of device and sturdy goods, investments in social housing and assets management, democratic investment in numerous industrial, agricultural, transportation, education and fitness projects, and so forth within side the non formal non-company areas this will include, for example, the Waqf coins certificates and therefore the improvement and management of Waqf and mosque residences and considered funds.

2.3 VISION OF SIBL

In SIBL journey towards continuous excellence it's striving to become the Country's leading Islamic Bank offering one-step service of an wide range of value added product and services meeting the requirements of its customers; conducting its business ethically in accordance with the laws of Shariah whereas optimizing best utilization of the most fashionable progressive technological solutions through creation of a pro-active structure culture based on sound unity, fairness, mutual understanding and pragmatic leadership continuously stay receptive new ideas and adaptable to the most effective practices within the market ensuring recognition and quality banking expertise to its customers and deliver best value to all its stakeholders also.

2.4 MISSION OF SIBL

- Establishing 3 Sector Banking Model.
- Transformation to a service oriented technology driven profit earning Bank.
- Fast, accurate and satisfactory client service.
- Balanced & sustainable growth strategy.
- Optimum return on shareholders' equity.
- Introducing innovative Moslem Banking products.
- Attracting and retaining high quality human resources.
- Empowering real poor families and making native income opportunities.
- Providing support for social profit organizations by approach of mobilizing funds and social services.

2.5 PRODUCTS & SERVICES

- Mudaraba Term Deposit
- Mudaraba Savings Deposit
- Al-Wadia Current Account
- Mudaraba Notice Deposit
- Mudaraba Scheme Deposit
- Mudaraba Hajj Savings Deposit
- Mudaraba Monthly Savings Scheme
- Mudaraba Special Deposit Pension Scheme (5 Years)

- Mudaraba Monthly Profit Deposit Scheme
- Mudaraba Education Deposit Scheme
- Mudaraba Home Saving Scheme
- Mudaraba Millinery Deposit Scheme
- SIBL Super Savings Account
- ATM Service
- Locker Service
- Insurance Service
- Online Banking

2.6 CORPORATE STRUCTURE

- Managing Director
- Additional Managing Director
- Deputy Managing Director
- Executive Vice President
- Senior Vice President
- Vice President
- Senior Assistant Vice President
- First Assistant vice president
- Senior Executive Officers
- Executive Officers
- Residency Officers
- Senior Officers
- Officers
- Junior Officers
- Assistant Officers

CHAPTER 3

LITERATURE REVIEW

3.1 LITERATURE REVIEW

Human Resource Management (HRM) is an anticipated approach to supervision people lucratively for performance. It aims to construct a more open, bendable and compassionate administration style so that employees will be provoked, industrial and managed in a way that they can furnish of their greatest to carry department's missions. Good HRM practices are implicated in selection reach departmental objectives and add to productivity. Human resource management is the process of planning, recruiting, selecting employees and providing proper training and developing employee skill.

“Human resource management refers to the practices and policies you need to carry out the personnel aspects of your management job, specifically, acquiring, training, apprising, rewarding and providing in a safe, ethical and fair environment for your company's employees (Dessler, 2011).” “Human Resource Management is defined as a strategic and coherent approach to the management of an organization's most valued assets – the people working there who individually and collectively contribute to the achievement of its objectives (Armstrong, 2006).” “Human resource management (HRM) is a strategic, integrated and coherent approach to the employment, development and well-being of the people working in organizations (Armstrong, Armstrong's Handbook of Human Resource Management Practice, 2009).”

“Human resource planning is a process in which an organization attempts to estimate the demand for labor and evaluate the size, nature and sources of the supply which will be required to meet that demand (Reilly, 1996).” “Human resource planning helps to align human resource work contribution with that of the organization they support in order to schedule activities that would be more meaningful and productive and align with the mission of the organization it supports (Deb, 2006)”. “Human resource planning is a planning process by which an organization can move from its current manpower position to its desired manpower position. Through manpower planning, an organization strives to have the right number and the right kinds of people at the right places at the right time (Bhattacharyya, 2006)”.

The recruiting and selection process is a series of steps, as follows (Dessler, 2011):-

- Do workforce planning and forecasting to determine the position to fill.
- Build a pool of candidates for the job by recruiting internal or external candidates.
- Have the applicants fill out application forms and perhaps undergo an initial interview.

- Utilize various selection techniques such as, test, background investigations and physical exams to choose job candidates.
- Send one or more job candidates to the supervisor responsible for the job.
- Have the candidates go through one or more selection interviews with the supervisor and other relevant parties and determine to which candidate(s) to make an offer.

The four stages of recruitment and selection are as follows (Armstrong, Armstrong's Handbook of Human Resource Management Practice, 2009):-

- Defining requirements – preparing role profiles and person specifications; deciding terms and conditions of employment.
- Planning recruitment campaigns.
- Attracting candidates – reviewing and evaluating alternative sources of applicants, inside and outside the company: advertising, e-recruiting, agencies and consultants.
- Selecting candidates – sifting applications, interviewing, testing, assessing candidates, assessment centres, offering employment, obtaining references; preparing contracts of employment.

The strategy of training involves three steps (Bass & Vaughan, 1966):-

- Statements of the content of the training program, characteristics of the learner and his environment, the over-all organizational climate, and the relation of training to company goals.
- Decisions about how and by whom the content will be taught, including discussion of both current industrial training techniques and promising innovations and the extent to which they conform to the principles of learning.
- Administration and evaluation of the training program. Training needs and the effectiveness of training programs must be assessed continuously in a carefully designed and executed research program.

Training is an activity leading to skilled behavior, the process of teaching employees the basic skills they need to perform their jobs. The heart of a continuous effort designed to improve employee competency and organizational performance (iEduNote).

A performance appraisal is a regular review of an employee's job performance and overall contribution to a company. Also known as an annual review, performance review or evaluation,

or employee appraisal, a performance appraisal evaluates an employee's skills, achievements, and growth--or lack thereof (HAYES, 2021).

Compensation is a systematic approach to providing monetary value to employees in exchange for work performed. Compensation may achieve several purposes assisting in recruitment, job performance, and job satisfaction. An ideal compensation management system will help you significantly boost the performance of your employees and create a more engaged workforce that's willing to go the extra mile for your organization. Such a system should be well-defined and uniform and should apply to all levels of the organization as a general system.. Plus you'll enjoy clearer visibility into individual employee performance when it comes time to make critical compensation planning decisions. With effective compensation management you'll also enjoy clearer visibility into individual employee performance when it comes time to make critical compensation planning decisions. These performance appraisals assist in determining compensation and benefits, but they are also instrumental in identifying ways to help individuals improve their current positions and prepare for future opportunities. Human Resource is the most vital resource for any organization. It is responsible for each and every decision taken, each and every work done and each and every result. Employees should be managed properly and motivated by providing best remuneration and compensation as per the industry standards. The lucrative compensation will also serve the need for attracting and retaining the best employees (Patnaik & Padhi, 2012).

CHAPTER 4

HRM PRACTICES BY SOCIAL ISLAMI BANK LIMITED

4.1 HUMAN RESOURCE MANAGEMENT

HRM is a function in business that aims to maximize employee performance in support of the company's strategic goals. HR is largely concerned with how people are handled inside businesses, with a focus on rules and methods. A HR manager's tasks are divided into 5 categories:-

- Planning for Human Resources (HRP)
- Recruiting and selection of eligible employees
- Training and development
- Performance evaluation
- Compensation and benefits

In a nutshell, HRM's purpose is to increase a company's output by boosting the potency of its personnel. Despite the fast rate of change in the commercial world, this hierarchy is unlikely to alter primarily. According to Edward L. Gubman of the Journal of Business Strategy, "The basic mission of human resources will always be to acquire, develop and retain talent; align the workforce with never change." Those three issues will never be resolved. Until recently, the Human Resources Department (HRD) of a firm was not generally acknowledged as a company level function, despite the fact that its function was to isolate it from the rest of the business and revere it as one of the most effective human resources. However in recent years, people's knowledge of the relevance of human resource management to an organization's overall health has substantially increased.

4.2 HUMAN RESOURCE PLANNING

Human resource planning helps SIBL human resource managers to foresee the future and ensure that competent personnel are still available. As a result, the term "workforce planning" is frequently used. This strategy is also used to assist businesses in assessing their needs and planning ahead of time to meet those needs. SIBL's human resource planning is adaptable enough to meet the demands of short term staffing while also adjusting to the changing conditions of the long term business environment. HRP investigates and analyzes current human resource skills first. Employees, who are ill, promoted or on vacation are examples of HRP issues. HRP ensures it, as well as the optimum match between people and employment

minimizing labor shortages and surpluses. The human resource department normally prepares the following steps to achieve SIBL's objectives:-

- Recruit and retain qualified staff.
- The most capable person should be chosen, trained, and rewarded.
- Manage disputes and absences.
- Employees should be promoted or let go.

One of the most essential decisions a firm will make is to evaluate HRP. After all, businesses will only do it if they have to. If the right people are employed and proper procedures are followed, the differences in product lenses and products can be beneficial.

4.3 RECRUITMENT AND SELECTION

The process of discovering, screening, short listing and employing possible human resources for the goal of feeling Rose inside businesses is known as recruitment. Recruitment and selection is an important HRM function that aims to optimize employee strength in order to meet the company's strategic goals and objectives. In a nutshell, recruitment and selection is the process of locating, screening, short listing and choosing qualified individuals for open jobs. One of the most important components of a human resource manager's jobs at Social Islami Bank Limited is the recruiting and selection process. The effectiveness of a company's hiring capacity determines its degree of exclusion SIBL has developed and implemented a registration technique in order to maximize the effectiveness of their organization and make the most use of their resources. To take use of it slowly and gain considerable power of application, an effective and realistic recruiting strategy must be organized. The method should encompass the following supporting aspects in order to design an efficient and cost-effective registration system:-

➤ **Priorities and identify task:-**

While the previous circumstances still occur at various levels of any organization, it is a procedure that is nearly continual. Filling all of the posts in a timely manner is tough. Following these principles, it's important to distinguish between situations that need quick thought and actions. The opportunities (focused on all jobs in the same position or focused first on core vacation) are beneficial for taking care of the nature of admission activities.

➤ **Candidate goal:-**

The process of registering candidates is exciting if the organization can determine that the applicants can satisfy the desired hope standard. This holds true for support parameters as well.

➤ **Required level of performance:-**

To centrally recruit the most successful personnel and artists, many procedures are necessary.

➤ **Required degree of experience:-**

The system must make it obvious what level of competence SIBL requires. New entrants to seasoned specialists will be among the candidates.

➤ **Candidate classification:-**

The target Rivals must be properly identified through Technology. It will be affiliated with a comparable organization, fall under a single category and include the jobless, the organization's finest animator and so on.

➤ **Employment source:-**

Unique recording sources must be presented by the approach (external and internal). What are some of the other applications and sources of centralized recording? One of the most efficient methods for early admission is through skilled referral.

➤ **Qualified employers:-**

Experts who have registered for management meetings and other selection methods are well organized and have previous expertise with coordinating operations. They must consider the real parameters and competencies while meeting and selecting individuals.

➤ **Assess candidates:-**

Unique parameters and tactics for dealing with these as well as the complete selection method must be planned ahead of time. It's a sequence of particular meetings, human resources interviews, official examinations, psychological testing and so on.

4.4 MEDIUM OF RECRUITMENT ADVERTISEMENTS

- BDjobs.com
- Prothomalojobs.com
- Directly in Universities
- Head hunting organizations

- Daily Newspapers
- Social media pages

4.5 EXAMPLE OF RECRUITMENT ADVERTISEMENT



SIBL
Social Islami Bank Limited
উৎসর্ক পেম্বিকাম

25
Years of
JOURNEY TOWARDS
EXCELLENCE

NEW BEGINNINGS
ENDLESS
POSSIBILITIES

Social Islami Bank Limited (SIBL), a leading second generation progressive Islami Shariah Based Private Commercial Bank in Bangladesh, has built up an excellent reputation in the banking industry by achieving steady growth, providing personalized and customer friendly banking services to its clients in a responsive and technology based environment. The Bank follows the Best-fit Approach in hiring talents. SIBL is looking for creative, dynamic, forward looking, proactive, result oriented, self-motivated and talented individuals having assertive leadership quality & thus inviting application from Bangladeshi citizens for the position of “**Probationary Officer**” who are expected to be the future leader.

Required Qualifications

- MBA/MBM/Masters with 04 (four) years Honors in any discipline from any Public or Private University approved by UGC.
- Candidates must have 1st class/division in all academic examinations with GPA at least 4.50 out of 5.00 both in S.S.C & H.S.C or equivalent examinations and CGPA at least 3.00 out of 4.00 or 4.00 out of 5.00 in Honors & Masters examinations.
- Candidates having foreign degree must submit equivalency certificate at the time of application.
- Must have basic computer operational skills especially in MS-Office.

Selection Procedure

- The selection process will be purely on merit basis.
- Candidates possessing requisite qualifications will be called for written test.
- Only the successful candidates securing qualifying marks will be called for interview as per merit list of the written test to complete the selection process.

Age Limit: Not over 30 years of age as on **January 10, 2021**.

Compensation Package

Selected **Probationary Officers** shall remain on probation for a period of 01 (one) year. They will be entitled to monthly consolidated pay of **Tk. 40,000/-** (Taka Forty Thousand) only during the probation period. On successful completion of 01 (one) year probation period, they will be confirmed as “**Officer**” in the existing scale of pay with other admissible benefits.

Other Conditions

- Finally selected candidates will have to execute a Surety Bond Cum Service Agreement to serve the Bank for a period of 04 (four) continuous years from the date of joining.
- Incomplete, Hard copy & e-mail application will not be accepted.
- Selected candidates should have the mentality to work in any part of Bangladesh.
- Only officially published academic results are acceptable (appeared certificate is not acceptable).
- SIBL is an Equal Employment Opportunity Employer. Any persuasion or canvassing in any stage of selection process shall be treated as disqualification of the candidature.
- **The management reserves the right to accept or reject any application at any stage without notice.**

Application Procedure

The intending & eligible candidates are requested to visit www.siblb.com/career in order to apply online by furnishing their detailed Resume along with a recently snapped passport size color photograph (JPG, size: **30-50 kb**), SSC Certificate & last Academic Certificate (JPG, size: **100-200 kb**) using the online application form. After completion of the online application, applicant will get a tracking number for the position and shall mandatorily preserve it for future reference.

Last Date of Submission: **January 10, 2021**.

Senior Executive Vice President & Head
Human Resources Division

CallCenter
16491

4.6 SELECTION PROCESS OF SIBL

Typically selection consists of a number of challenges or phases. To identify eligible individuals, SIBL uses its own defined selection technique. Before the requester moves on to the next step, each of the stages is successfully deleted during this approach. The SIBL selection process begins with a selection of accessible CVs for a specific post. SIBL's selection procedure includes:-

- Screening resumes or applications.
- Written examinations.
- Employment interview.
- Checking the reference.
- Approval of the final draft.
- Occupational opportunities.
- The process of induction.

Following the interview, the bank's human resources personnel identify the candidate as qualified for the job and invite them to take the written test. Several examinations are necessary in the written test of Islami Bank Bangladesh Limited. The purpose of curriculum selection is to weed out unqualified or undesirable applicants. It's essentially a categorization approach in which the needed information about a candidate's education, skills and abilities is acquired from them.

4.7 TRAINING AND DEVELOPMENT

Training refers to activities ranging from the acquisition of elementary motor skills to the event and alteration of complex socio emotional attitudes. It is a process of organizational improvement that aims to create favorable changes by adjusting employee abilities and attitudes. Every organization should focus its human resources to training and development of representatives with the explicit goal of preserving a competitive edge in the commercial market. HRD is concerned with both the training of employees for their current positions as well as the development of skills for future positions and tasks. Training for administrators, directors and groups; educational expense compensation programs; customer service training; performance management; and training in anticipation of provocation are all examples of HRD initiatives. Human resources are the foundation for every organization's quick and well-managed growth.

SIBL recognizes the value of human resources, which may help to improve banking services if they are properly educated. The association's unwavering success is based on an exceptional and skilled human resources workforce. The most common human resources are a significant source of advantages. To attract a large number of talented human resources and create comprehensive frameworks, banks must comprehend and implement human resources frameworks, human resource agreements and exercises that allow workers to develop their abilities and practices in the same way that the bank must. With low capital, the bank attempted to prove extraordinary performance. As a result, every year, quality positions are picked from a large school base at the bank's lowest levels in order to construct great administrations for their clientele. SIBL presently has 168 branches. As a result, a significant amount of work has been spent on the registration of experienced bankers. In addition, the method for recruiting the evidence and, as a result, the bank's intern was started. The SIBL is a well-being-oriented representative organization. As a result, the bank administration seeks to identify all possible solutions that it believes useful to improve the competence and efficiency of its employees. It's its own unique training facility. Important bankers, scholars and other rich individuals were asked to provide their mailing addresses. Representatives have been dispatched to the Bangladesh Bank Training Association, the Bangladesh Currency Dealers Association and the Central Shariah Board for the Islamic Banks of Bangladesh, as well as many other ostensibly state-run institutions, in order to recognize the 510 steps in 2018. In this regard, we can observe that the representatives who are prepared perform admirably.

4.8 PERFORMANCE APPRISAL

The practice of assessing and employees performance on the job in terms of the tasks requirements is known as performance appraisal. One of the most common reasons for observing operational performance, motivating personal and enhancing organizational policy is to a performance assessment program. Employees instinctively give their best for the organization when they know the organization is monitoring their performance and may reward them through the performance analysis module. Employees' trust improves when they are accolades for prizes for their efforts. An open and honest performance assessment Method can help the company meet its objectives. During the performance evaluation review not only will train requirements

be recognized and handled but hidden abilities may also be discovered. The following methods are used by social Islami Bank Limited to evaluate its performance:-

➤ **Weighted checklist method:-**

The weighted checklist approach outlines a performance evaluation approach in which the appraiser pays close attention to the duty analysis, in which managers compile a list of the worker's effective and ineffective behaviors per job, which is then documented descriptively.

➤ **Critical incident approach:-**

The critical incident approach for performance analysis is one in which the management records both good and negative aspects of the employees performance during the course of their work day.

➤ **Balanced scorecard:-**

The balanced scorecard specifies the direction in which the intended results were attained; the entire dashboard translates the organization's goal and vision statement into a set of performance targets.

➤ **The Behaviorally Anchored Rating Scale (BARS):-**

The behaviorally anchored rating scale technique outlines a performance evaluation focused on specific behaviors or develops indications that characterize real or ineffective performance. The rating scale and critical incident method of employee performance review are combined in a behaviorally anchored rating scale.

➤ **Management by objectives:-**

Management by goal is a system in which managers and employees create a goal for a specific period of time, analyze performance and reward employees based on their achievements.

➤ **Assessment center approach:-**

This method of performance evaluation evaluates employee performance in social contexts. Employees are invited to participate in situational activities (in basket activities, workgroups, simulations, role playing exercises and so on) that are designed to help them focus on their potential success in various positions and responsibilities.

➤ **Psychological appraisal:-**

This approach is particularly beneficial for identifying and employee's latent potential since it focuses on evaluating and employee's future performance rather than the outcome of their previous work. A qualified psychologist conducts a number of tests on workers during this performance evaluation approach including in-depth interviews, psychological exam and personal dialogues. These tests are designed to determine an employee's emotional intellectual and other associated characteristics that may influence their future success in the workplace.

➤ **Human resource (cost) accounting approach:-**

The cost accounting method examines an employee's performance in terms of the monetary advantages they provide the company. This figure is frequently calculated by comparing the cost of maintaining an employee to the monetary advantages contributions that the company has reaped from that individual.

➤ **360-Degree feedback:-**

There is a widespread Belief in the Industry that the early performance assessment process is outmoded and ineffective. To stay motivated and engaged in learning from the findings of their performance reviews, workers required continual contact with Team leaders and supervisors as well as continuous feedback techniques such as 360 degree feedback. Multiple letters are involved in evaluating a private performance in the 360 degree feedback approach. All agents inside the business who engage with the workers including bosses, colleagues, subordinates and even customers gathered the workers input. Typically, an online questionnaire built expressly for this purpose is used to collect this input when every person in a Firm evaluates their managers, peers, customers and suppliers as well as participating in frequent self evaluation effective performance analysis with varying levels of openness is insured.

4.9 COMPENSATION

Employees earn compensation in consideration for their contribution to the company. All types of pay or premiums given to workers and earned from their use are referred to as employee compensation. As a result, allowance refers to the compensation that an employee receives in exchange for his or her work. Employees receive advantages in the form of indirect financial

payments; they might include things like life and Health insurance, holidays, pensions, educational programs and product or business case discounts.

Employees at SIBL are compensated and given allowances as follows:-

➤ **House rent allowance**

From FAVP to VP, house rent allowance is 50% of basic pay.

From Officer to JAVP, 50% of basic salary is transferred.

From SVP to DMD, 50% of basic salary is transferred.

➤ **LFA (leave fare assistance)**

LFA compensation is earned after a year of constrained duty.

The probationary officer's allowance

The officer on probation allowance is TK. 15000/- (consolidated)

TK. 20000/- for a probationary officer (consolidated)

➤ **Scheme for car loans**

AVP to SEVP: - The car will be given in accordance with the bank's existing car loan program.

DMD to MD: - One full time car, including gasoline, driver and maintenance. Furthermore, one automobile is supplied every rank. There is already a car lending program in place.

➤ **Bonus/Incentive**

Every year each employee receives a 1+1=2 festival bonus, which is equal to 100% of their regular salary. They also receive an incentive bonus based on the bank's earnings. Typically they receive 4-8 incentive bonuses, which is equal to 100% of their basic salary.

SIBL offers a variety of leave options. They are:-

➤ Ordinary leave (With full payment)

➤ Casual leave

➤ Maternity leave is a period of time during which a woman takes care of her.

➤ Leave on half pay basis

➤ Special leave for people with disabilities

➤ Taking time off in advance

➤ Leave without pay

A trust fund exists in SIBL, and compensation is established depending on the facts of the case. SIBL provides therapy for its employees at the employee headquarters, there are two physicians. For example, if someone requires open heart surgery, they will be compensated with taka.

CHAPTER 5

SWOT ANAYLISIS

5.1 SWOT ANALYSIS

SWOT analysis is a simple and straightforward method to strategic planning. It's one of the most efficient tools for exploring and describing the internal and external landscape. It also aids in the establishment of priorities and the coordination of team members around a common goal. SWOT (Strengths, Weaknesses, Opportunities, and Threats) is an acronym meaning strengths, weaknesses, opportunities, and threats. This study is an important step that a firm will take to help Speed the firm's shift from a reactive to a proactive mode in order to improve its human resources strategy and functions. Based on human resource practices of SIBL, a SWOT analysis is meant inside the following:-

STRENGTHS

The positive internal problem that a company may employ to achieve its purposes, goals and objectives is called strength. The following will be included:-

➤ **Own training facility:-**

SIBL has its own Training Centre which is ideal for a business looking to save costs and its core training is extremely successful for all employees and organizations.

➤ **Rich HR department:-**

SIBL has a well organized Human Resource Department. It keeps track of all of its employees' information in a separate folder and everything is thoroughly recorded.

➤ **Special skills and knowledge:-**

As a result it will be stated that SIBL possesses unique capabilities and qualified human resources.

➤ **Customer satisfaction is important:-**

SIBL has built a reputation for offering exceptional services through excellent human resources and an Islamic approach that impacts its clients through the years.

➤ **Positive public image:-**

SIBL is well liked by Bangladeshi commercial banks since it charges cheap fees for its services and is constantly upgrading its banking goods and services.

WEAKNESSES

Weaknesses are a reflection of internal negative aspects that stifle or hinder the company's ability to carry out its goal and objective. They may be included:-

➤ **High staff turnover rate:-**

It has been reported that many staff depart Social Islami Bank due to excessive work demands.

➤ **Lack of equipment:-**

SIBL's HRM operations are hampered by the fact that many of its workers lack the necessary equipment and Technical skills to process employment activities.

➤ **Digital HR technologies are in short supply.:-**

SIBL human resources department lacks the technology necessary to handle the employment procedure and the majority of HR work is done manually, leading to a Human Resources Department that is unable to accomplish its responsibilities.

➤ **Inadequate leisure opportunities:-**

There are basically no leisure activities for employees to participate in where they may unwind from their job demands.

OPPORTUNITIES

The opportunities are the external choices that a business will make in order to achieve its goals.

SIBL prospects include:-

➤ **Increasing the workforce:-**

In Bangladesh there are a large number of educated jobless human resources looking for work. SIBL will increase its operations since human resources are plentiful.

➤ **Advanced Technologies and equipment:-**

Human resources will invest heavily in advanced technology and equipment in order to improve their personal performance in SIBL.

➤ **Taking a part time job shift:-**

Due to the large number of job applicants SIBL might lessen the workload of its current employees by sharing tasks among part-time staff.

THREATS

➤ **Training cost may increase:-**

As a result of this, and the constant advancement of modern technology SIBL's present human resources procedures may become obsolete at anytime, resulting in additional expenses for future training.

➤ **Other banks could provide better human research benefits:-**

Commercial banks provide their workers extremely competitive salary packages. SIBL may lose recent workers in the next few days due to a lack of a flexible pay and reward scheme.

➤ **Lack of Islamic banking knowledge:-**

Nowadays the majority of new workers are discovered to be experts in the traditional banking system and oblivious of Islamic banking operations. They will find it difficult to adopt Islamic banking regulations and procedures perhaps resulting in a loss of Quality Services.

➤ **Bangladesh bank human resource restriction:-**

Employees at SIBL's human resources department may be laid off if the government of Bangladesh and Bangladesh Bank adopt or raise human resource limitations.

CHAPTER 6

FINDINGS AND ANALYSIS, RECOMMENDATIONS AND CONCLUSION

6.1 FINDINGS AND ANALYSIS

I have been working at Vatara branch, SIBL. I attempted to learn more about the recognized bank's human resource procedures. I gathered data from the bank and associated information from the internet to do my investigation. If SIBL's human resources department should completely convey incentive aspects to its employees in order to ensure job happiness. I personally obtained some findings from Social Islami Bank Limited over this brief term of the 12 weeks internship program and I am adding some analysis to the data.

HUMAN RESOURCE PLANNING

Human resource planning helps SIBL human resource managers to foresee the future and ensure that competent personnel are still available. SIBL's human resource planning is adaptable enough to meet the demand of short term staffing while also adjusting to the changing conditions of the long term business environment. The human resource department normally prepares the following measures to achieve the SIBL's objectives: - find and recruit competent people, choose, train and reward the most capable individual, manage disputes and absences, employees are either promoted or fired.

ADVANTAGE OF THE HUMAN RESOURCE PLANNING PROCESS

SIBL gains several advantages in terms of effectively preparing their human resource planning. The following are some of the benefits:-

- Human resource planning encourages employees to try to perform a better job. They invest in the training and education needed to develop skills and expand capabilities, allowing their organization to do more high quality work with the people they already have on staff rather than relying on outside contractors.
- Human resource planning assists them in estimating the correct number of personnel required to complete the tasks.
- They may monitor the working environment supplied to employees with the aid of human resource planning, ensuring that they receive a sanitary working environment, higher salary, more perks and amenities. As a result, long-term connections with bank employees develop.

DISADVANTAGES OF THE HUMAN RESOURCE PLANNING PROCESS

- The procedure takes a long time.
- The bank may encounter a variety of challenges as a result of a lack of effective preparation. Because human resource management and human resource planning are intertwined.

RECRUITMENT AND SELECTION

One of the most important components of a human resource manager's job at SIBL is the recruiting and selection process. The effectiveness of an organization's hiring capacity determines its degree of execution. SIBL has developed and implemented a registration technique in order to maximize the effectiveness of their organization and make the most use of their resources. The method SIBL encompasses the supporting aspects is an efficient and cost effective recruiting strategy. They are: - identify and priorities duties, candidate objective, candidate category, employment source, qualified employers and evaluate applicants are the ones to look for. To find appropriate applicants SIBL uses its own developed selection technique. Each step is successfully deleted before the requester moves on to the next in this manner. Screening resumes or applications, written test, employment interview, reference check, final approval, employee and induction are all part of the SIBL selection process.

ADVANTAGE OF THE RECRUITMENT AND SELECTION PROCESS

- When they choose their employee through an internal recruitment procedure, it's a smart public relations move.
- Employees are more likely to recruit internally when they are promoted from inside.
- Internal recruiting is frequently, significantly, quicker than external recruiting.
- Change is aided by the use of external recruitment procedures.
- Using an external recruiting procedure, the bank may broaden its knowledge base beyond that of its current workers and bring in fresh ideas and perspectives.
- Because information about an individual's performance is readily available, internal recruiting increases the likelihood of a solid pick.

DISADVANTAGES OF THE RECRUITMENT AND SELECTION PROCESS

- In the internal recruiting process, when coworkers seek the same post, dysfunctional friction can arise, causing interpersonal connection to be stressed.

- Employees who are not chosen for a position in an internal recruitment process may experience lower morale and performance. Especially if they believe they are equally or better qualified than the candidate chosen.
- Excessive internal recruitment can lead to inefficiency by creating multiple vacancies.
- They are unable to obtain new ideas from new employees throughout the internal recruitment process.
- The recruitment and selection procedure is a time consuming and infrequent procedure.

TRAINING AND DEVELOPMENT

Human resource development is concerned with both the training of employees for their current position and the development of skills for the future of occupations and tasks. SIBL recognizes the value of human resources which may help to improve banking services if they are properly educated. The bank attempted to confirm extraordinary performance while using the minimum amount of money possible. The SIBL might be well-being representing organization. As a result the bank administration strives to consistently implement all viable solutions that are valuable in improving the ability and potency of its representatives. It is its own unique training facility.

ADVANTAGE OF THE TRAINING AND DEVELOPMENT PROCESS

- Training leads to higher operational productivity and profit for the organization.
- Employees with more training are less likely to make operational errors.
- Training provides Employees with a broader knowledge and a broader ability based resulting in enhanced personal progress.

DISADVANTAGE OF THE TRAINING AND DEVELOPMENT PROCESS

- A worker training program that is insufficient.
- The bank does not have a certified training centre.

PERFORMANCE APPRAISAL

One of the most important factors in achieving effective operational performance, motivating employees and enhancing structure policy is a performance assessment program. When

employees understand that the organization is observing their work and that they may be rewarded. They will instinctively give their best for the organization. Weighted checklist technique, important incident technique, balance record, behaviorally anchored rating scale (BARS), management by objectives (MBO), assessment center technique, psychological appraisal, human resource (cost) accounting technique, 360-degree feedback are some of the ways SIBL evaluates its employee's performance.

ADVANTAGE OF THE PERFORMANCE APPRAISAL PROCESS

- Supervisors can use performance appraisals to plan out promotion programs, for a productive workforce. In this instance, ineffective staff are often laid off or demoted just in case.
- A performance appraisal aids in the creation of remuneration packages for employees. Performance evaluation can be used to rate benefits.
- The systematic process of performance evaluation aids supervisors in developing training policies and programs. It aids in the analysis of staff strengths and limitations so that new tasks are generally developed for cost effective employees. It also aids in the formulation of future growth plans.
- Appraisal of performance is a motivator. If the objectives are met, a person's potency will be assessed by analyzing their performance. This effectively inspires a person to do a better job and assists him in reinforcing his performance in the long run.

DISADVANTAGE OF THE PERFORMANCE APPRAISAL PROCESS

- Performance assessments take a long time to complete.
- They are sometimes not properly stored inside the bank to avoid bias.

COMPENSATION

All types of pay or premiums given to workers and earned from their use are referred to as employee compensation. As a result, allowance refers to the compensation that an employee receives in exchange for his or her work. Employees at SIBL get house rent allowance, LFA (leave fare assistance), probationary officer allowance, bonus or incentives, and car loan scheme as compensation and benefits.

ADVANTAGE OF THE COMPENSATION PROCESS

- The bank may simply encourage its personnel by using a competent compensation process.
- Why a fair remuneration system ensures that bank personnel are satisfied with their jobs.
- The employee's performance determines the compensation procedure. As a result, employees put up their best effort to fulfill their tasks. And the bank can benefit as a result of this.

6.2 RECOMMENDATIONS

SIBL is one of Bangladesh's most important financial organizations. It's difficult for me to suggest Social Islami Bank Limited as an intern. Human resources are extremely valuable in today's business. I discovered some data that has to be improved in HRD activities:-

- Every year or every six months the organization's HR department should perform an employee satisfaction survey.
- Officials who work in customer service should be adequately trained. Because personnel are sometimes unable to deliver appropriate responses to client inquiries.
- SIBL's new staff should be trained by a professional institution such as Bangladesh Bank, Bangladesh Institution of Bank management (BIBM) or by its own training institution.
- The process of choosing a bank and selecting a bank is not automated. To make these process easier banks should employ human resources management software to simplify this selection and selection process.
- SIBL only develops a purchase budget of once a year, at the start of the fiscal year.
- SIBL has never employed a contractual agency for outsourcing.
- When a bank has to hire new staff it must do so on a regular basis. A bank may find it useful to utilize a recruiting agency since it aids in the search for the ideal individual.

6.3 CONCLUSION

SIBL human resources department is the most confidential and secure in the organization. As an intern, I had restricted access to check data, which frequently prevented me from collecting information that was too sensitive for the bank. As a result, all of the facts presented in the research allowed me to just accept it. Despite the fact that SIBL employees current human

resource practices, certain improvements are made in some areas. The bank will look into the suggestions raised in the studies recommendations section. People are the most precious resources for organizational success, according to a research on human resources management methods conducted by the SIBL. Several elements are involved in the development of these important resources. Procedures for recruitment and selection are critical. Recruitment and selection methods are also necessary to improve the organization's effectiveness. Initial training techniques that are dynamic and appropriate are necessary. Performance evaluation is a vital analysis that examines an employee's job performance which culminates in the completion of a training program. Finally, remuneration and benefits should be appropriate so that workers maintain their dedication to their job obligations. All human resource functions may help the business achieve its ultimate goals.

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APPENDIX

A QUESTIONNAIRE ON HUMAN RESOURCE MANAGEMENT PRACTICES OF SOCIAL ISLAMI BANK LIMITED

A. PLANNING

1. How important is human resources in the decision-making process for HR planning programs?
2. How do you plan for the numbers you need in the future? Describe the planning process.

B. RECRUITMENT AND SELECTION PROCEDURES

1. What are the sources of recruitment policies?
2. What criteria/knowledge are you looking for in the recruiting process?
3. What criteria do you prefer for medium and high-level rentals?
4. How many steps does your company follow in the selection process?
5. Do you organize an orientation program for newly appointed staff?

C. TRAINING AND DEVELOPMENT

1. How well trained are your staff?
2. How have you measured the training program to be successful?

D. PERFORMANCE EVALUATION

1. What are the main tools used to measure performance?
2. How many days of the year did you measure your employee's effectiveness?

E. COMPENSATION

1. How did you pay your employees?

2. How satisfied are your employees with their compensation in these competitive market situations?