UNITED INTERNATIONAL UNIVERSITY

School of Business & Economics

HRM practices in Premier Bank PLC

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HRM practices in Premier Bank PLC

Submitted To

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School of Business and Economics

Submitted By

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Date of submission

17.11.24

Acknowledgement

First of all, I want to thank the immeasurable grace and profound kindness of Almighty God, the supreme authority of the universe who provided me the capability of successfully completing my assignment paper. The internship is an interesting course by which I can learn about managerial activities. This type of course, will help me in my future job. I am thankful to my supervisor Nasrin Akter our academic faculty from United International University. She advises me on this interesting course so easily, that I can understand it properly. It is an important course for Business students. At last, I would like to thank our classmates, family members & office colleague for their nice cooperation in preparing this paper. Many of my friends and also many well-wishers contributed ideas and made suggestions that greatly enhanced this paper. I would like to thank them all.

Letter of Submission

Date: 17.11.24

Nasrin Akter

Assistant Professor

School of Business and Economics

United International University

Subject: **Submission of the Internship Report.**

Dear ma'am,

With due respect, I am pleased to present you this report on "Premier Bank PLC" as a partial requirement of the graduation Program. I would like to inform you that, I am Mysha Farzana Turna student of BBA department & my student **ID: 111201035** my major was HRM and it is my great pleasure to inform you that I get the opportunity to submit an internship report on **"HRM practices in premier bank PLC".** Working for this report has been an interesting & informative experience for me. While doing this report, I learned how to integrate plenty of information into a concise volume.

I tried my level best to put meticulous effort for the preparation of this report. Any shortcomings or flaw may arise as I am very much novice in this aspect. I will wholeheartedly welcome any clarification and suggestion about any view and conception disseminated in my report.

Sincerely yours,

Mysha

Mysha Farzana Turna

ID: 111201035

School of Business & Economics

United International University

Executive Summary

This study focuses on the Human Resource Management (HRM) practices at Premier Bank PLC, specifically at the Chotto Bazar Branch, Mymensingh. Premier Bank PLC is a prominent private government-sector scheduled bank in Bangladesh, actively engaged in commercial banking operations since its inception. The report aims to assess the HRM activities carried out at the Chotto Bazar Branch and shed light on the overall HRM practices within Premier Bank PLC. The report highlights the challenges commonly faced by banks in Bangladesh regarding HRM practices. These challenges include talent acquisition and retention, regulatory compliance, diversity and inclusion, technological integration, and employee development and training. These issues pose significant hurdles to effective HRM in the banking sector. To identify and analyze these HRM-related problems, a mixed-method research approach will be employed. The primary data collection will include interviews with HR professionals, managers, and employees at the Chotto Bazar Branch. These interviews will provide valuable insights into the specific challenges faced by the branch in terms of talent acquisition, regulatory compliance, diversity and inclusion efforts, technological integration, and employee development. Additionally, a survey will be conducted to gather quantitative data on employee perceptions and experiences related to HRM practices. The survey will encompass questions pertaining to talent acquisition and retention strategies, compliance with regulations, diversity and inclusion initiatives, technology utilization, and employee training and development opportunities.

Key words: Human Resource, Practice, Premier Bank, Employee Contribution, Employee Development.

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Chapter 1: Introduction

1.1 Introduction

Premier Bank PLC, one of the prominent commercial banks in Bangladesh, has earned a reputation for delivering high-quality financial services to its clients. During the researcher internship program at Premier Bank PLC, researcher had the privilege of engaging in a project that specifically addressed Human Resource Management (HRM) practices within the organization.

This report aims to outline for researcher observations and findings while examining the HRM landscape at Premier Bank PLC. The primary objectives of my internship were to gain practical experience in the banking sector and to comprehend the impact of HRM practices on organizational success. Specifically, researcher sought to understand how Premier Bank PLC tackles HRM challenges and leverages its workforce to foster business growth. This report commences with an overview of the HRM context at Premier Bank PLC, including an exploration of the bank's corporate culture and core values. Subsequently, researcher develop into the strategies and initiatives implemented by Premier Bank PLC to promote effective HRM practices. This encompasses various areas such as talent acquisition, employee development, performance management, compensation and benefits, and employee relations. By critically analyzing these HRM strategies, this study aims to evaluate their effectiveness and provide recommendations for further improvement. Ultimately, this report underscores the significance of focusing on HRM practices within organizations like Premier Bank PLC. By prioritizing cultural and diversity considerations, organizations can cultivate an inclusive and high-performing workforce, leading to enhanced business outcomes. The findings and recommendations presented in this report contribute to the broader discourse on HRM practices, shedding light on the specific context of Premier Bank PLC and offering valuable insights for organizations within the banking industry and beyond.

1.2 Background of the report

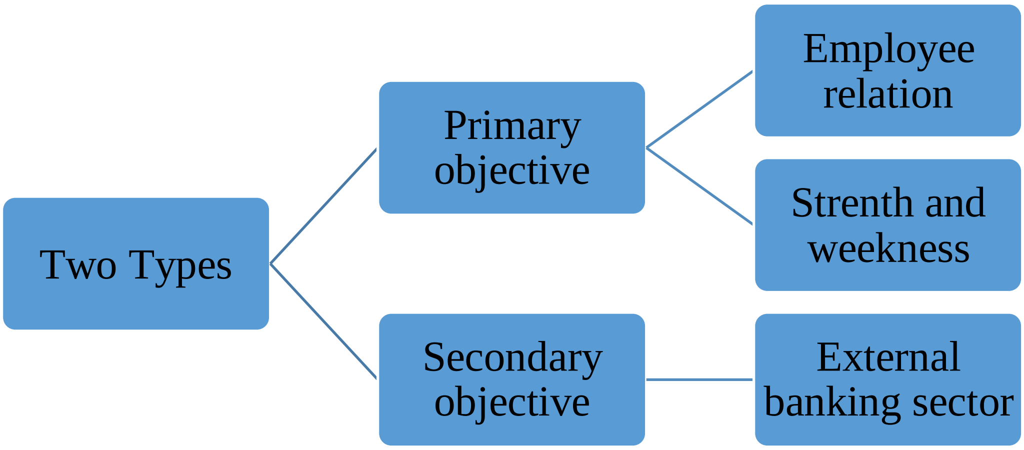
As per the academic requirement of the BBA Program at United International university, each student is obligated to complete an attachment with an organization which is called Internship for at least three months. After completing the internship, the student is obliged to submit a report on the topic proposed of the respective supervisor. The Internship Program is conducted to gain the practical knowledge about organization’s activities.

1.3 Scope of the study

The scope of this study is to examine the various HRM practices within Premier Bank PLC. It aims to analyses and evaluate the effectiveness of HRM policies, procedures, and strategies implemented within the organization. The study will focus on key areas such as recruitment and selection, training and development, performance management, compensation and benefits, employee engagement, and employee relations. To achieve its objectives, the study will involve a comprehensive review of relevant literature on HRM practices, theories, and models. It will also examine the existing HRM policies, procedures, and practices within Premier Bank PLC, including any formal documents or guidelines related to HRM. Primary data will be collected through surveys, interviews, and possibly focus group discussions with employees and HR personnel within Premier Bank PLC. This primary research will provide valuable insights into the employees' perspectives, experiences, and suggestions regarding the effectiveness and impact of various HRM practices within the organization. The study will analyses the collected data to identify strengths, weaknesses, challenges, and areas for improvement in the current HRM practices of Premier Bank PLC. It is important to note that the scope of this study is focused on the HRM practices within Premier Bank PLC and does not encompass other areas such as culture, diversity, or specific branches. The study aims to provide valuable insights and recommendations specifically related to HRM practices and their impact on employee management and organizational effectiveness within Premier Bank PLC.

1.4 Objective of the Study

The objective of this study on Premier Bank PLC HRM practices is to examine and analyze various aspects of the organization's human resource management. The study aims to achieve

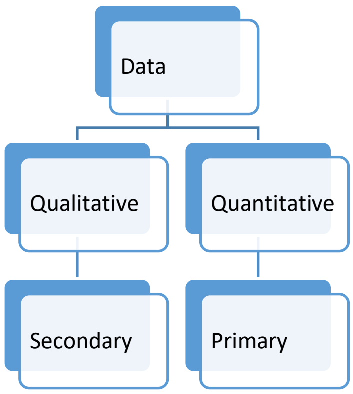


- ➢ To assess the employee relations practices within Premier Bank PLC and their effectiveness in maintaining a positive work environment, resolving conflicts, and fostering employee well-being.
- ➢ To identify the strengths and weaknesses of Premier Bank PLC HRM practices and propose recommendations for improvement.
- ➢ To provide insights and recommendations that can help Premier Bank PLC align its HRM practices with the organization's strategic goals and objectives.
- ➢ To contribute to the existing body of knowledge on HRM practices in the banking sector, specifically in the context of Premier Bank PLC.

1.5 Methodology

Definition of methodology: Methodology refers to the systematic and structured approach employed to conduct research, investigations, or studies in order to achieve specific objectives or answer research questions. It encompasses the overall framework and procedures used to collect, analyze, and interpret data or information in a consistent and reliable manner. Methodology provides a clear and transparent description of the research design, sampling techniques, data collection methods, data analysis techniques, and any other procedures or tools utilized to ensure the validity and reliability of the research findings. It serves as a roadmap for conducting research and guides researchers in making informed decisions and drawing meaningful conclusions based on rigorous and systematic processes. Methodology is an essential component of any research or investigation, providing a detailed and structured plan of action. It encompasses a range of activities, from selecting the appropriate research design to determining the data collection methods and analyzing the gathered information. The methodology ensures that the research process is systematic, reliable, and valid.

1.5.1 Method of data collection



Quantitative method: Quantitative methods are a research approach that involves the collection and analysis of numerical data to gain insights and understanding about various phenomena. This method emphasizes objective measurement, statistical analysis, and the use of numerical data to draw conclusions. In quantitative research, data is typically collected through structured surveys, experiments, or observations. Researchers employ standardized instruments, such as questionnaires or scales, to gather data from a large sample size. This ensures that the data collected is representative and can be analyzed using statistical techniques. Once the data is collected, quantitative researchers use statistical analysis methods to interpret the information. This involves summarizing the data using descriptive statistics, such as means, frequencies, and correlations. Inferential statistics, such as hypothesis testing and regression analysis, are then applied to draw conclusions about the relationships and patterns in the data. The strength of quantitative methods lies in their ability to provide precise and objective information. By quantifying variables and analyzing numerical data, researchers can identify trends, make comparisons, and generalize findings to larger populations. This method is particularly useful when studying large-scale phenomena or when seeking to establish cause-and-effect relationships.

Quantitative research has numerous applications across various disciplines, including social sciences, psychology, economics, and public health. It allows researchers to examine the prevalence of phenomena, measure attitudes or behaviors, and identify factors that influence outcomes. It also enables the evaluation of interventions or policies and supports evidence-based decision-making. However, it is important to acknowledge the limitations of quantitative methods. This approach may overlook contextual or subjective aspects of a phenomenon, and the reliance on numerical data may not capture the full complexity of human experiences.

Qualitative method: Qualitative methods are a research approach that focuses on capturing and interpreting non- numerical data to gain an in-depth understanding of human behavior, experiences, and social phenomena. This method emphasizes subjective interpretations, context, and the exploration of complex factors that influence individuals and their interactions. In qualitative research, data is collected through techniques such as interviews, focus groups, observations, and document analysis. Researchers engage directly with participants, often using open-ended questions, to gather rich and detailed information about their perspectives, beliefs, and lived experiences. The goal is to uncover the meanings, patterns, and nuances that exist within a particular social or cultural context. Qualitative researchers analyze the data through a process of thematic coding, categorization, and interpretation. They identify recurring themes, patterns, and relationships within the data to develop a comprehensive understanding of the phenomenon under study. This process involves immersion in the data, active engagement with the material, and the use of theoretical frameworks to guide analysis. The strength of qualitative methods lies in their ability to capture the complexity and depth of human experiences. This approach allows researchers to explore the social, cultural, and contextual factors that shape individuals' behaviors, attitudes, and interactions. It also provides insights into the subjective meanings people assign to their experiences and the underlying processes that influence their thoughts and actions.

Mixed method: Mixed methods research is an approach that combines both qualitative and quantitative methods in a single study. It seeks to integrate the strengths of both approaches to provide a more comprehensive and robust understanding of a research topic or question. By combining qualitative and quantitative data collection and analysis techniques, mixed methods research offers a more complete and nuanced perspective. In mixed methods research, researchers collect both numerical and non-numerical data to explore different aspects of a phenomenon. This can involve conducting interviews, surveys, observations, focus groups, or analyzing existing data sources. By utilizing multiple data sources and methods, researchers aim to capture a broader range of information and perspectives. The integration of qualitative and quantitative data occurs during the analysis phase. Researchers analyze the data separately using their respective techniques and then merge the findings to identify patterns, corroborate results, or provide a more comprehensive interpretation. This integration can involve comparing and contrasting qualitative and quantitative findings, identifying convergent or divergent themes, or using one type of data to explain or validate the other. Mixed methods research has several advantages. It allows researchers to explore research questions from multiple angles, enhancing the validity and reliability of the findings. It provides a more holistic understanding of complex phenomena by capturing both the breadth and depth of the topic. The combination of qualitative and quantitative data can also help overcome the limitations of each approach, such as the lack of context in quantitative research or the subjectivity of qualitative research. Mixed methods research is widely used in various fields, including social sciences, education, healthcare, and business. It is particularly valuable when studying complex social issues, evaluating program effectiveness, or understanding the experiences and perceptions of individuals.

1.5.2 Source of Data Collection

Primary data: Primary data refers to original data collected directly from the source for a specific research study or purpose. It is the firsthand information obtained through research methods such as surveys, interviews, observations, or experiments. This data is collected by researchers themselves, tailored to their specific research objectives, and is not previously available or published. One key characteristic of primary data is its relevance and specificity to the research question at hand. Researchers have control over the data collection process, allowing them to design instruments, select participants, and gather data that directly address their research objectives. This level of control ensures that primary data is tailored to the specific needs of the study and provides the most accurate and focused information. Primary data offers several advantages in research. It allows researchers to collect data that is current and up-to-date, reflecting the latest conditions, attitudes, or behaviors. This is particularly important when studying dynamic phenomena or when historical or existing data sources are inadequate. Primary data also provides researchers with the opportunity to validate or challenge existing theories, explore new research areas, or generate novel insights.

The collection of primary data requires careful planning and consideration. Researchers need to determine the appropriate methods, sampling techniques, and data collection tools that align with their research objectives. This involves designing questionnaires or interview protocols, selecting suitable participants, conducting fieldwork, and ensuring ethical considerations are met. There are various methods for collecting primary data. Surveys involve administering questionnaires to a sample of respondents to gather information about their opinions, attitudes, or behaviors. Interviews involve engaging in direct conversations with individuals or groups to obtain in-depth insights. Observations involve systematically observing and recording behaviors, events, or phenomena. Experiments involve manipulating variables and observing the outcomes.

Secondary data: Secondary data refers to data that has been previously collected by someone else or for a different purpose than the current research study. It is information that already exists and is available in various sources such as published literature, government reports, databases, organizational records, or online repositories. Unlike primary data, which is collected directly by researchers, secondary data is obtained from external sources. Secondary data offers several advantages in research. It is often readily available and easily accessible, saving time and resources compared to collecting primary data. It can provide a broader and more extensive coverage of a research topic by incorporating data from multiple studies or sources. Secondary data also allows researchers to analyze long-term trends or changes over time by utilizing historical records or datasets. There are different types of secondary data. Published sources include academic journals, books, conference proceedings, and reports that have been previously published by researchers, organizations, or institutions. Government sources comprise official statistics, census data, surveys conducted by governmental agencies, or public records. Organizational records include data collected and stored by companies, institutions, or non-profit organizations for their internal purposes. Online databases and repositories offer a wealth of secondary data from various disciplines and domains. When utilizing secondary data, researchers need to critically evaluate its quality, relevance, and reliability. They should assess the methodology used in the original data collection, the sampling techniques employed, the representativeness of the sample, and any limitations or biases present in the data. Understanding the context in which the secondary data was collected is crucial to ensure its appropriateness for the current research study. In order to analyze secondary data, researchers may need to clean and preprocess the data, ensuring consistency, standardization, and compatibility with their research objectives. They can conduct statistical analyses, data mining, or content analysis to extract meaningful insights or patterns. It is important to acknowledge and properly cite the sources of secondary data used in the research study to maintain academic integrity and transparency.

1.6. Focus group

A focus group is a qualitative research method that involves a structured discussion among a small group of individuals, typically 6-10 participants, led by a moderator. The purpose of a focus group is to gather in-depth insights and perspectives on a specific topic or issue by encouraging open and interactive discussions among the participants. This method aims to explore participants' attitudes, beliefs, opinions, and experiences in a group setting. During a focus group session, the moderator guides the discussion, poses questions, and encourages participants to express their thoughts and engage with one another. The group dynamic allows for the exploration of different viewpoints, shared experiences, and the emergence of rich and nuanced data. Participants can build on each other's ideas, challenge assumptions, and generate new insights through the interactive nature of the discussion. Focus groups are commonly used in market research, social sciences, and organizational research to gain a deeper understanding of consumer preferences, public opinions, product feedback, or employee experiences. They can be conducted in-person, online, or via video conferencing platforms, depending on the research objectives and logistical considerations.

The process of conducting a focus group involves careful planning and design. The selection of participants aims to represent the target population or a specific segment of interest. The moderator prepares a discussion guide or a set of open-ended questions to guide the conversation and ensure that key topics are covered. The session is audio or video recorded to capture the dialogue, non-verbal cues, and interactions among participants. The analysis of focus group data involves transcribing and coding the recordings to identify recurring themes, patterns, and insights. Researchers may use qualitative analysis techniques such as thematic analysis or content analysis to interpret the data and extract meaningful findings. The results from focus groups can provide rich and contextualized information that can inform decision-making, policy development, or further research.

1.6.1 Ethical issue

Ethical issues in research refer to concerns and considerations related to the moral principles and standards that guide the conduct of research and the treatment of participants. These issues arise from the need to protect the rights, well-being, and dignity of individuals involved in the research process. Ethical guidelines and principles provide a framework to ensure that research is conducted responsibly and with integrity. One of the primary ethical considerations in research is informed consent. Researchers have an ethical obligation to obtain voluntary and informed consent from participants before their involvement in a study. This involves providing clear information about the purpose, procedures, potential risks, and benefits of the research, as well as ensuring that participants have the freedom to decide whether to participate or withdraw without any negative consequences. Respect for privacy and confidentiality is another crucial ethical concern. Researchers must take measures to protect the privacy and confidentiality of participants, ensuring that any identifiable information is kept secure and that data is reported in a way that maintains anonymity. Participants should have confidence that their personal information will be handled with care and not be disclosed without their explicit consent. Maintaining the well-being and safety of participants is paramount. Researchers should minimize any potential physical or psychological harm that may arise from participation in the study. This includes considering the potential risks and benefits of the research, obtaining ethical approval from relevant institutional review boards, and monitoring participants' welfare throughout the research process. Equity and fairness are important ethical considerations. Researchers should ensure that the selection of participants is fair and non-discriminatory, and that their rights and dignity are respected regardless of their background, gender, ethnicity, or any other characteristic. It is crucial to avoid exploitation or coercion of vulnerable populations and to promote inclusivity in research. Integrity and honesty in reporting and data analysis are fundamental ethical principles. Researchers have an obligation to accurately represent their findings, avoid fabrication or falsification of data, and adhere to appropriate research methodologies. Transparency in research practices, including the disclosure of any conflicts of interest or sources of funding, is essential to maintain trust and credibility.

1.6.2 Limitations

- Sample size and representation: The study depends on a specific sample size from Premier Bank PLC, Chotto Bazar brunch Mymensingh, which are not fully represent the diversity of the entire organization. The findings and conclusion may be more applicable to this specific brunch rather than being generalize able to other branches or the entire organization.
- Reliance on self-reported data: The research heavily depends on self-reported data obtained through surveys or interviews. This method may be subject to respondent bias or inaccuracies, potentially affecting the reliability and validity of the findings.
- External factor and generalize ability: The study focuses on the HRM practices at a specific brunch within a particular context. External factors such as market condition, market dynamics or regional cultural influences may impact HRM differently in other brunches or organization, limiting the generalize ability of the findings.
- Word constraint: The requirement of the report word limit 10,000 and exploration of the various facts of HRM practices at Premier Bank PLC, chotto bazar, Mymensingh.

Chapter 2:
Literature Review

2.1 What is HR process

A common HR department function can be made more visible and consistent with the help of a human resources process. HR managers can respond to employees more accurately and promptly when there is consistency, which facilitates communication between employees and their HR teams.

2.2 Seven Basic HR process

A secondary source is anything that describes, interprets, evaluates, or analyzes information from primary sources. Secondary sources provide second-hand information and commentary from other researchers (IceHrm, 2021).

- Recruitment and selection: Recruitment and selection is the process of attracting, identifying, and hiring the right candidates for job positions within an organization. It involves activities such as job analysis, job posting, screening resumes, conducting interviews, and making final hiring decisions. The goal is to find the most suitable individuals who possess the required skills, qualifications, and cultural fit for the organization.
- Performance management: Performance management refers to the process of setting goals, measuring employee performance, providing feedback, and taking necessary actions to improve performance. It involves regular performance evaluations, performance planning, coaching, and performance recognition or rewards. The objective is to align individual and team performance with organizational goals and improve overall productivity and effectiveness.
- Learning and development: Learning and development encompasses activities that aim to enhance the knowledge, skills, and abilities of employees to improve their job performance and facilitate career growth. Its includes training program, works shop, mentoring, coaching and other development opportunities. The focus is on continues learning and building a skill workforce that can adapt to changes and contribute to the organizational success.
- Succession planning: Succession planning is the process of identifying and preparing employees to fill key leadership or critical roles within an organization in the future. It involves assessing current talent, identifying high-potential employees, and developing their skills and competencies to ensure a smooth transition when key positions become vacant due to retirement, resignation, or other reasons. The aim is to maintain continuity, minimize disruptions, and build a pipeline of capable leaders.
- Compensation and Benefit: Compensation and benefits are another essential component of HR. Paying workers fairly is crucial to keeping them motivated and on board. Ensuring justice and fairness is a core element of human resource management concerning remuneration. Persuasively the top talent requires making a pay offer that makes sense. The offer ought to be weighed against the company's profit margins and budget. HR needs to set merit standards and keep an eye on pay hikes. Periodically, HR may also carry out a salary audit. In addition any non-cash rewards are considered secondary advantages. These can include paid time off, adjustable work schedules, pensions, daycare, company laptops and cars, and much more. Rewarding individuals in a way that inspires them is the goal here.
- Human resource information system: Human resources information systems (HRIS) are software or technology platforms used to manage and automate various HR processes and tasks. They centralize employee data, automate payroll, track attendance, manage

benefit, facilitate recruitment and on boarding, and general report and analyzing. HR professionals to make informed decisions and provide better support to employees and management.

- HR data and analysis: HR data and analysis involve collecting, analyzing, and interpreting data related to human resources to gain insights and support decision-making. It includes gathering data on employee demographics, performance, turnover, training, and other relevant HR metrics. Through data analysis, HR professionals can identify trends, assess the effectiveness of HR programs and policies, make predictions, and develop strategies to improve workforce planning, employee engagement, and overall organizational performance.

2.2 Importance of HR process

Basically every company with employees needs human resources since HR manages a wide range of tasks linked to business operations. HR staff members may assist in finding and keeping top talent, which increases an organization's effectiveness. Additionally, HR makes sure that all company, state, and federal regulations are followed. (Gafner, 2024)

So, there are six important process found from secondary sources which are:

1. Recruiting: Human resources specialists use a range of techniques to find new hires for their company, such as job advertisements, in-person and online events, and employee recommendations. HR specialists frequently adhere to a rigorous recruitment plan, particularly in fields where labor is in high demand. As an HR professional, you may be responsible for screening resumes and conducting initial interviews in order to identify the most qualified individuals for follow-up interviews with appropriate staff members. In organization point of view premier bank recruitment process when senior employees are promoted then bank offer a circular via "BD Govt job" to fill the blank post. Then start the process step by step which are:
    - Interviews: Interviews is a fundamental part of selection process. Premier bank PLC typically conducts a multiple interviews including HR interviews and panel interviews.
    - Written test: After completing interviews then depending on the position candidates required to take written test to evaluate their knowledge, problem solving abilities and technical skills.
    - Assessment centers: Basically to check the candidates instant knowledge given by case studies, group task, leadership capacity etc.
    - Psychometric testing: Its evaluate the employees personality traits, cognitive abilities, and behavioral characteristics etc.
    - Reference check: To check previous experience, performance, character, honesty etc.
    - Background check: To check conducted to verify the educational certificate or qualifications, criminal records etc.

- Final interview: After completing all of the step then top management ensure alignments with the banks overall strategic goals and values.

2. Hiring: HR is frequently in charge of handling all aspect of employment, including extending an offer, arranging for any required talks, and obtaining the relevant documentation. Based on current company pay, they could offer suggestions for candidate salaries and, if necessary, advise hiring managers on the hiring procedure. After speaking with any pertinent staff personnel, they will also let the candidate know when their employment will begin. In the point of Premier bank PLC most of the time they hiring a audit team for evaluate their organization. In addition upper post fill from outside experience employees like M.D AGM, DGM.
3. Onboarding: The process of preparing a new hire for their position by having them fill out the required paperwork, learn about benefits, set up their equipment, and receive training is known as onboarding. Although onboarding isn't necessarily a formal process, in order to increase employee retention, several HR departments are trying to change that. When employees are properly on boarded, HR professionals can reduce employee turnover since they perform better in their roles when they know exactly what is expected of them. In addition, Premier bank PLC when hiring a new employees for new position then at first employees are under training period for one year which is called trainee junior officer (TJO). After completing their onboarding period then after one year they transfer for junior officer (JO).
4. Managing benefits: Because human resources is frequently in charge of giving benefit information, keeping track of benefit paperwork, and reminding employees of enrollment dates, many people link HR with benefits like health insurance and retirement funds. In addition, premier bank have retirement fund for junior level to higher level employees allows the fund and bank give little bit percentage of interest. Also current all employees get a lunch pay for every week.
5. Establishing culture: Since HR departments frequently create and implement policies pertaining to issues like harassment and attendance; they serve as the foundation for an organization's culture. HR specialists also listen to employee concerns and try to lessen tension in the workplace. If you work in HR, you may also affect how welcoming employees feel and how the rest of the company reacts to HR-related situations. This is especially crucial as an increasing number of businesses are looking to launch diversity, equity, and inclusion programs. In the premier banks establish their culture that is every employees must present within 9.30 am and also must have wearing id cards for every employees. In addition, branch manager concerns about those things handle every thing.
6. Organizing employee event: Parties, award ceremonies, happy hours, lectures, anniversary celebrations, and team-building exercises are a few examples of employee events. While HR is responsible for certain firms, some have an employee organization that plans specific events. Since events are an integral element of the company's culture, HR specialists can positively influence employees' perceptions of the company by organizing engaging events. Premier Bank PLC in this year this bank organizes the half yearly business conference -2024 which was held on Renaissance Dhaka Gulshan hotel

and in addition, Mymensingh branch performance was outstanding because they can fill up the target more than selected target.

2.3 Relationship of HR process on with organizational development

HR and organizational development directly related because organizational development seeks to advance the company's productivity, efficiency, effectiveness, and knowledge through analysis and modifications to processes that enable the company to successfully take on new projects, challenges, and issues. Organizational development aims to raise individual and team performance standards it is compatible with human resources. On the other hand, aim to manage and develop an organization's workforce. (Read, 2022)

1. Talent acquisition and retention: HRM plays a crucial role in attracting, selecting, and retaining talented individuals who are essential for an organization's success. By developing effective recruitment strategies, creating a positive employer brand, and implementing competitive compensation and benefits packages, HRM helps organizations attract and retain top talent. Basically premier bank plc. created a rules and committed to employees by seeking talent employees for development purpose which are the establishment of strong, long-lasting partnerships with their suppliers, shareholders, customers, and the communities in which they operate. Building these kinds of partnerships requires us to maintain building these kinds of relationships is mostly dependent on their honesty and reputation. On the other hand, their compensation package and benefit focus on seniority base. That means depends on rank.
2. Employee development and engagement: HRM is responsible for creating a supportive and engaging work environment that promotes employee development and growth. Through training programs, performance management systems, career planning, and employee recognition initiatives, HRM helps employees enhance their skills, stay motivated, and increase their job satisfaction. In addition, premier bank plc senior employees train by Bangladesh bank and then after completing the training period then employees back to own bank and teach the all employee that what they have done to training period. As a result, strong build an employee develop and more engage to each other.
3. Coaching and consulting with manager: The establishment of strong, long-lasting partnerships with our suppliers, shareholders, customers, and the communities in which we operate. Building these kinds of partnerships requires us to maintain. This makes it easier for managers to oversee their staff members and gives workers a place of employment where they can contribute completely. HR's responsibility in organization is to give managers the tools and assistance they need to succeed. In addition, premier bank PLC in my intern brunch every week manager manage a meeting session for update the brunch activity and marking the employee’s mistake for better develop their activities.
4. Organizational effectiveness: HRM plays a significant role in shaping the organizational culture and fostering a positive work environment. By promoting core

values, encouraging teamwork and collaboration, and addressing employee concerns, HRM helps create a culture that supports employee engagement, productivity, and well-being. In my intern brunch that my observation manager creates a healthy working environment and created friendly relation of co-workers by maintain HR roles.

5. Change management: In times of organizational change, premier bank plc. is restructuring some products. That means their scheme rate and deposit rate is increase then previous. Because in this year this bank performance is very good and rank the position on top ten banks. So that they increase their interest rate for every product.

2.4 Role of HRM process on organizational performance

First of all, HRM focuses on the effective management in an organization. Performance management create a bridge and full fill the gap between employees performance and company strategies. In addition, its helps to review employees job performance also identifies the employees lacking and then improve their work activities by using performance appraisal system. In addition, performance appraisal is the most important function on HRM. (Terra, 2024).

There are four types of role of HRM process by organizational performance. Which are:

1. 360-degree performance: Basically its focus on gathering the information of employee's performance. It's could be questionnaire, from supervisors. From workers, from managers, group members and self-assessment. So, in my intern organization they follow the 360-degree performance from top level to lower level. That means for better improvement managing director (MD) monitor to the brunch manager and collecting their lacking by questionnaire about bank then they discuss about their improvement. In addition after manager clearly for everything to brunch related issue then manager monitoring their brunch and under the employees.
2. Negotiate appraisal: This appraisal help to evaluate the employee's performance. This is the greater emphasis on the parts of employees' performance. So premier bank plc. evaluate the performance appraisal after six month because banking activities close for after every six months. Then when employees performance are better than after three years every employees get promotion for base on their performance. In addition this performance every year evaluates the managing director (MD) for manger post and manager evaluate to brunch employees which is called annual confidential report (ACR).
3. Peer assessment: This assessment mainly focuses on group members, team members and co-workers are responsible for evaluate the employee's performance. So in my intern organizations this assessment mainly focuses on more. Because collecting information from their co-workers or team members. As a result, they are feeling free to asking their lacking and solve their problem easily.
4. Self-assessment: The employees rate themselves such as their attitude, job performance and behaviors. So premier bank plc organizes a training period for employees that review their performance. In addition, brunch manager also attending the training session for better development and better maintaining the brunch.

Chapter 3: Organization Overview

3.1 Overview of The Organization

The Premier Bank PLC is a private commercial bank in Bangladesh. On June 10, 1999, Premier Bank Limited was established. In 2013, the Bangladesh Premier League offered tickets through bank branches. As a part of researcher internship program at the Permier Bank PLC, researcher had the opportunity to gain practical experience and insight into the operation of the bank. This report aims to provide an overview of the bank's history, challenges, and recent development. Premier Bank Limited was fined by Bangladesh Bank in June 2005 for not adhering to Know Your Client (KYC) regulations. HBM Iqbal was sued by the Bangladesh Securities and Exchange Commission for utilizing fraudulent accounts in the stock market. Bangladesh Bank examined the accounts and conducted its investigation. In October 2007, Khondker Fazle Rashid was named managing director of Premier Bank. M Shah Alam Sarwar joined Premier Bank as managing director in February 2008. Bangladesh Bank opened an investigation into claims made against Bazlul Haque Haroon, the bank's vice chairman at the time, in 2013. Khalilur Rahman, a bank customer, alleged that in 2008, BH Haroon, the vice chairman of the bank at the time, took Tk 134 crore from his account with the help of other bank employees. In June 2008, Khalilur received a Tk 203 crore work order to construct 15,000 dwellings in southern Bangladesh that were damaged by Sidr. The Saudi government provided funding for the project. In order to conduct transactions for the project, Khalilur opened an account with the Premier Bank branch in Bangshal. Seven checks totaling Tk 203.06 crore were given to him by the Saudi government. Khalilur held the Tk 133.95 crore that was placed in his account and took Tk 69.11 crore out of it. [16] The Anti-Corruption Commission discovered evidence of Tk 62 crore being embezzled from a Premier Bank Bangshal branch client's account following an initial investigation. [17] Premier Bank filed a lawsuit against nine bank employees, alleging that they stole around 593.4 million BDT from the bank and the Bismillah Towels Group. Along with seven other banks, the Bank was fined 2 million Bangladesh taka in 2014 for money laundering. 2016 saw the theft of 4 million Taka from bank ATMs using fictitious Saudi credit cards. In November 2017, the National Board of Revenue took action to block Premier Bank's accounts due to accusations of tax embezzlement. Bazlul Haque Haroon, the director of Premier Bank, was summoned by the Anti-Corruption Commission in 2018 over the Bangladesh Bank probe from 2013. Premier Bank declared in December 2022 that it would sell bonds for six billion BDT. In January 2023, Premier Bank declared a 10.24 billion profit for the year. Premier Bank gave the Ashrayan-2 project, headed by ex-Prime Minister Sheikh Hasina, 40 million BDT.

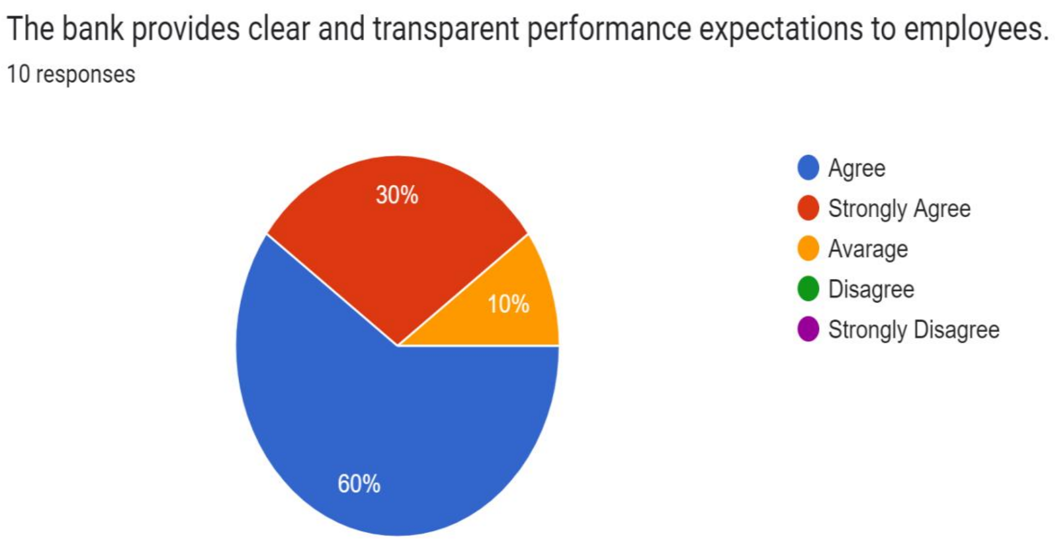
Chapter 4:
Analyzing and Findings

4.1 Introduction

This section presents the analyzing based on the research conducted during the internship program at Premier Bank PLC chotto bazar brunch Mymensingh, with a specific focus on the HRM practices employed within the organization. The objective of the research was to explore and evaluate the HRM initiatives and strategies implemented, analyzing their effectiveness in managing human resources and promoting employee satisfaction. Premier Bank PLC is a prominent banking institution, serving a diverse customer base and operating in a dynamic industry. The chotto bazar branch holds significance in the overall operations of the bank, making it essential to examine the HRM practices within this particular branch. Throughout the internship program, comprehensive research was conducted to gain insights into three aspects of HRM practices at Premier Bank PLC chotto bazar branch. The research findings aimed to identify the strengths and areas for improvement in the compensation training and development programs, performance management systems. The research findings aimed to identify the strengths and areas for improvement in the compensation training and development programs, performance management systems. The findings revealed significant observations pertaining to the HRM practices within the organization. The evaluation focused on identifying any deficiencies that may impact the quality of hires and contribute to turnover rates. The effectiveness of these initiatives in compensation, training and development, and performance management with organizational objectives was evaluated. The findings provide valuable insights into areas where enhancements can be made to ensure a competent and skilled workforce. The performance management system was also analyzed to assess its ability to establish clear performance expectations, provide constructive feedback, and implement performance-based rewards. Understanding the strengths and weaknesses of the existing system is crucial for fostering a performance-driven culture and motivating employees to excel. Moreover, the research examined employee engagement strategies, including communication channels, employee involvement in decision-making, and recognition and rewards programs. Additionally, in this research program I was create the agree disagree survey and set the point five to zero. That mean strongly agree means point five and strongly disagree means point zero.

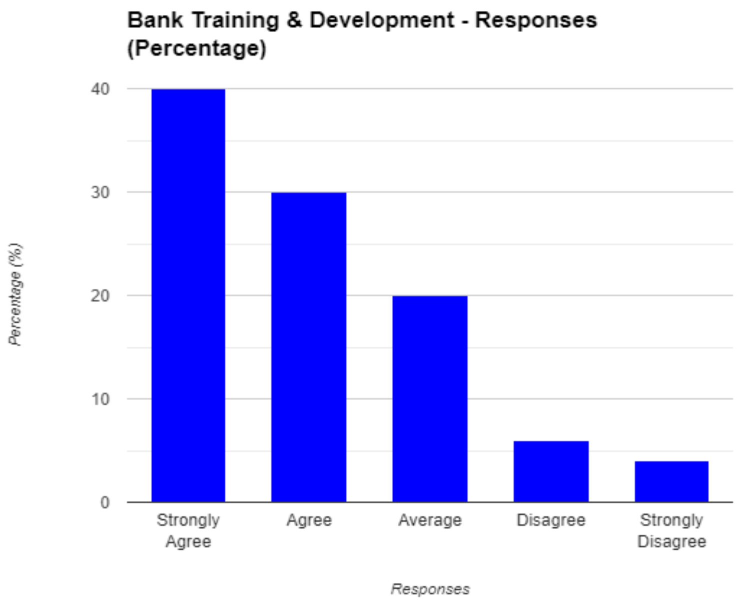
4.2 Findings

4.2.1 Performance expectations to employees



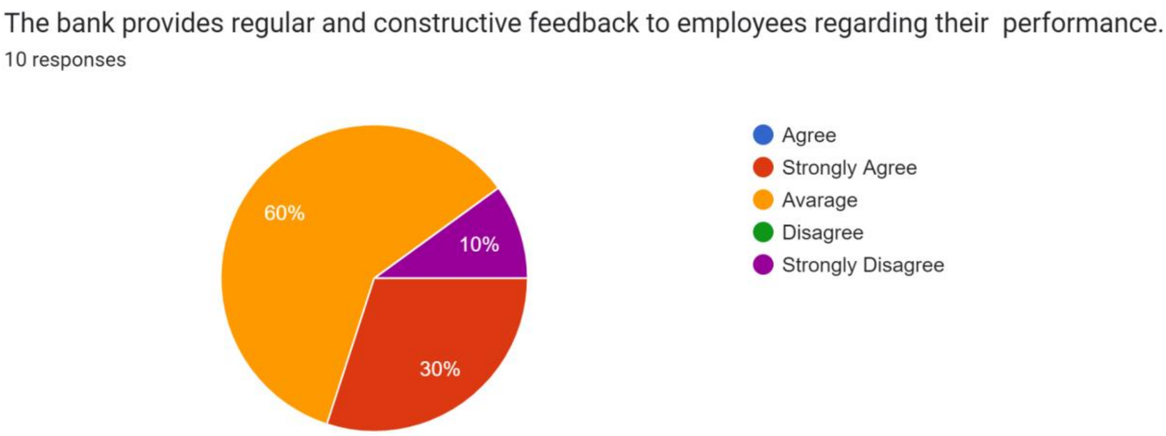
This chart that among the respondents who answered the question, 90% participants are happily strongly agreed. In addition, 10% participants are average with the statement regarding clear performance expectations.

4.2.2 Training and development opportunities by employees



This charts that among the respondents who answered the question, 70% participants are happy with their strongly agree and agree statement and 20% participants are average with the statement regarding training and development opportunities. While 6% participants disagreed regarding training and development opportunities.

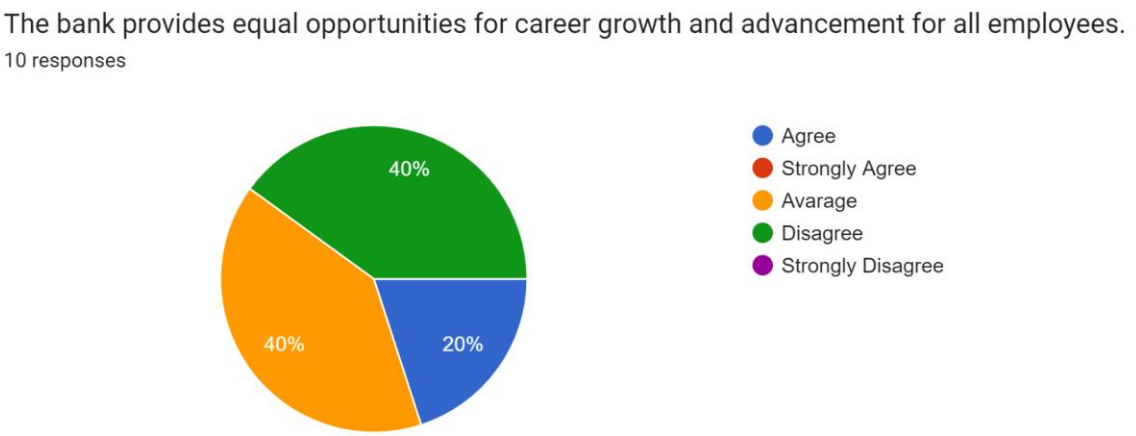
4.2.3 Performance feedback and appraisal



This indicates that among the respondents, who answered the question, majority employees are go for average with this statement which are 60% participants.

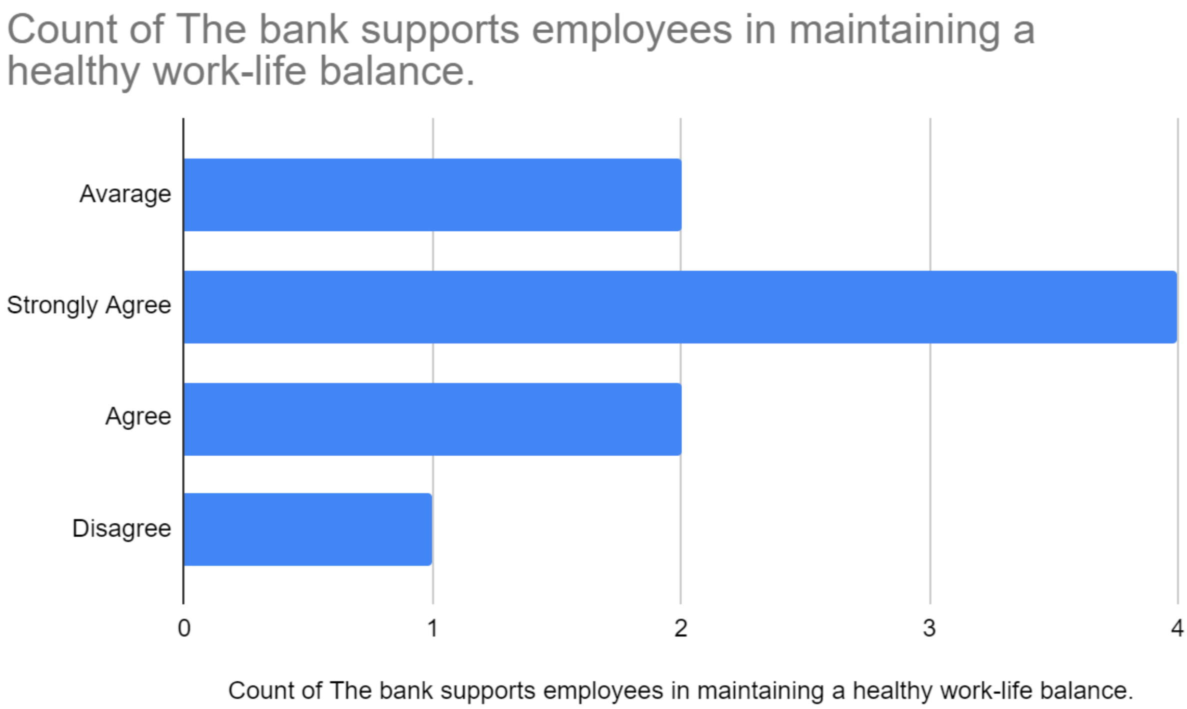
Additionally, 30% participants chose the strongly agree option, while 10% participants strongly disagreed.

4.2.4 Equal Opportunities for Career Growth by employees



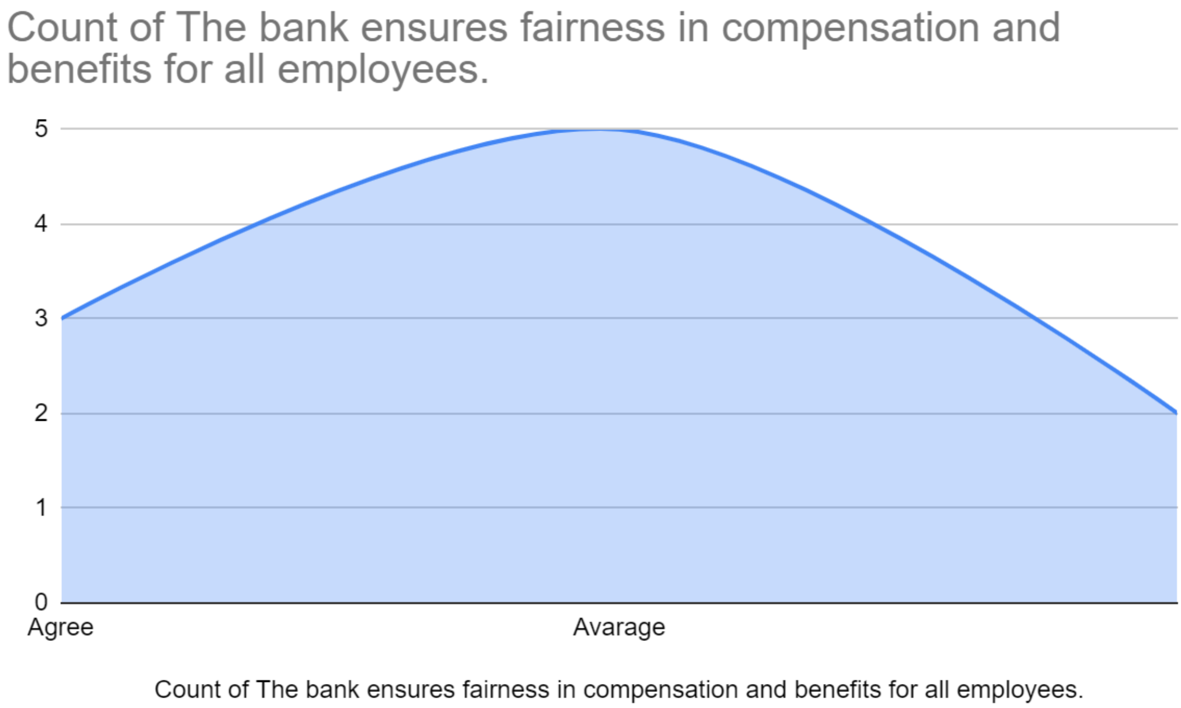
These percentages indicate the distribution of responses among the surveyed employees regarding their agreement with the bank providing equal opportunities for career growth. The employees (40%) disagreed, showing negative sentiment towards the bank's efforts in this area. However, there is still same portion (40%) that remained in average statement, suggesting that there might be some room for improvement or addressing concerns related to equal opportunities. And 20% respondents are completely agreed with bank’s effort in this area.

4.2.5 Support for Work-Life Balance



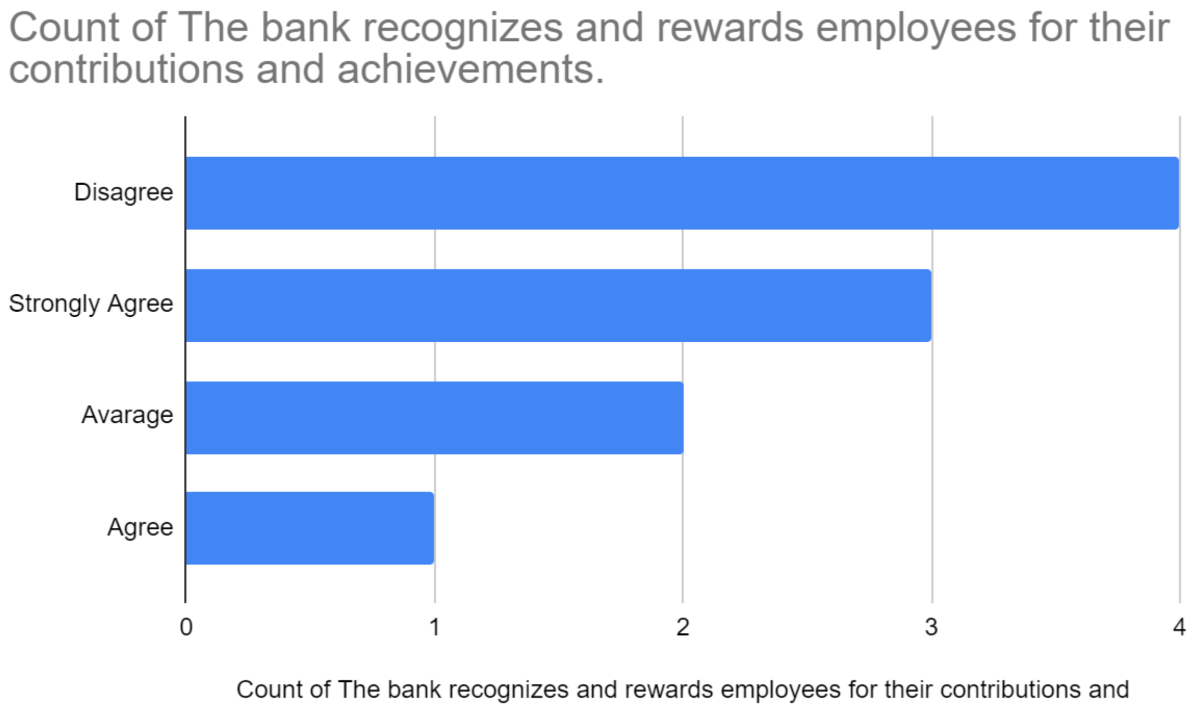
These percentages represent the distribution of responses among the surveyed employees regarding their agreement with the bank's support for work-life balance. A significant proportion (44.4%) either strongly agreed or 22.2% agreed, indicating positive feedback on the bank's efforts in promoting work-life balance. However, there is a sizable portion (22.2%) that remained average, and a smaller percentage (11.1%) disagreed, suggesting that some employees may have mixed feelings or concerns about the level of support provided for work-life balance. Addressing the concerns of those who are average or negative can further enhance the bank's work-life balance initiatives and contribute to overall employee satisfaction and well-being.

4.2.6 Fairness in Compensation and Benefits



These percentages represent the distribution of responses among the surveyed employees regarding their agreement with the bank's fairness in compensation and benefits. The notable portion of employees (30%) agreed, indicating positive sentiment towards the bank's approach to compensation and benefits. However, there is still a major portion (50%) that remained average, and a smaller percentage (20%) disagreed or strongly disagreed, suggesting that some employees may have reservations or concerns about the perceived fairness of compensation and benefits. Addressing the concerns of those who are neutral or negative can help the bank ensure that its compensation practices are perceived as equitable and competitive, contributing to employee satisfaction and retention.

4.2.7 Recognition and Rewards for Employee Contribution



These percentages represent the distribution of responses among the surveyed employees regarding their agreement with the bank's recognition and rewards for employee contributions. While a majority (40%) disagreed. On the other hand, there is a significant portion (30%) that remained strongly agreed, and a notable percentage (20%) remained average and a few (10%) only agreed. Indicating mixed sentiments about the bank's efforts in recognizing and rewarding employee contributions. Addressing the average and negative responses can help the bank improve its recognition programs and rewards systems, ensuring that employees feel valued and appreciated for their efforts, which can lead to increased motivation and engagement.

4.2.8 Summary

The survey on various aspects of employees' perceptions within the banking sectors. Employees generally showed positive sentiments regarding clear performance expectation, training and development opportunities, and performance feedback appraisal. However, when it comes to equal opportunities for career growth. While the majority express agreement, there was still a small portion of respondents with neutral or negative views, suggesting the need for potential improvements. Similarly, the support of work life balance and fairness of compensation and benefit received positive feedback from the majority but significant portion remind neutral or had concerns. Lastly recognition and reward for employee contributions elicited mixed sentiments, with a substantial number being neutral and some expressing disagreement. Addressing the concerns of those with neutral or negative views in each area can lead to improved employee satisfaction and engagement, contributing to a more positive and inclusive work environment in the banking sector.

Chapter 5:
Conclusion and Recommendations

5.1 Recommendations

Based on the findings and analysis, the following recommendations are proposed to improve HRM practices at premier bank PLC Chotto Bazar brunch Mymensingh:

- They must enhance the recruitment and selection processes by implementing standardized procedures, increasing efforts to attract diverse talent, and adopting effective screening methods.
- They need to invest in comprehensive training and development programs that focus on both technical and soft skills. Provide spacious opportunities for employee growth, such as job rotations, mentorship programs, and access to external training resources.
- They introduce to establish a more effective performance management system by setting clear performance expectations, providing regular and constructive feedback to employees, and implementing a performance-based rewards and recognition system.

5.2 Conclusion

The study on HRM practices at premier bank PLC Chotto Bazar branch has identified several areas for improvement in recruitment and selection, training and development, performance management. The bank faces challenges in standardizing recruitment procedures, attracting diverse talent, and employing effective screening methods, which impact the quality of hires and contribute to higher turnover rates. The training and development programs lack comprehensive offerings, focus on skill development, and employee growth opportunities. The performance management system suffers from unclear expectations, inadequate feedback mechanisms, and a lack of performance-based rewards and recognition, leading to decreased employee motivation and engagement. Weaknesses in employee engagement and retention strategies, such as limited communication channels and employee involvement, and insufficient recognition and rewards programs, affect employee morale and job satisfaction. To address these issues, premier bank PLC should implement standardized procedures, enhance talent outreach, and adopt effective screening methods in recruitment. The bank should invest in comprehensive training programs, provide growth opportunities, establish clear performance goals, offer regular feedback, and implement a merit-based rewards and recognition system. Fostering open communication, encouraging employee involvement, and implementing comprehensive recognition and rewards programs will create a positive work environment and reduce turnover costs. By addressing these HRM challenges, premier bank PLC can enhance organizational performance, employee satisfaction, and long-term growth.

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Appendix

Research Questionnaire

Analyzing HRM practices of The Premier Bank PLC.

SL NO	Statements	Agree	Strongly agree	Average	Disagree	Strongly disagree
1	The bank provides clear and transparent performance expectations to employees.					
2	The bank offers sufficient training and development opportunities for employees to enhance their skills and knowledge.					
3	The bank provides regular and constructive feedback to employees regarding their performance.					
4	The bank provides equal opportunities for career growth and advancement for all employees.					
5	The bank supports the employees in maintaining healthy work life balance.					
6	The bank ensures fairness in compensation and benefit for all employees.					
7	The bank recognizes and reward employees for their contribution and achievement.					