Sonargaon University

Internship Report

on

Human Resources Management Practices of Islami Bank Bangladesh PLC

Submitted by

Zishan Ahmed

ID: EMBA2303030021

Program: EMBA (Major in HRM)

Semester: Fall-2024

Submitted to

Department of Business Administration

Sonargaon University (SU)

Dhaka-1215

Submitted for the partial fulfillment requirement of the degree of Bachelor of Business Administration.

Date of Submission: 28th December, 2024

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Supervised by

Shahnaz Sharmin
Lecturer
Department of Business Administration
Sonargaon University (SU)

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LETTER OF TRASMITTAL

28th December, 2024

Shahnaz Sharmin

Lecturer

Department of Business Administration Sonargaon University

Subject: Submission of Internship Report on "Human Resources Management Practices of Islami Bank Bangladesh PLC"

Dear Madam,

With best respect and honor, I would like to inform you that I have completed my internship report on "Human Resources Management Practices of Islami Bank Bangladesh PLC" It is an immense pleasure for me to place the same before you.

I have tried my level best to prepare this report and to accumulate relevant and insightful information. It is a great experience for me to work on this topic. I have tried to make the report vivid and comprehensive within the scheduled time and PLC resources.

I sincerely hope that this report will help you to evaluate me. I will be obliged to clarify any matter or to provide any further information regarding this report.

Thanking you for your kind supervision. Sincerely yours,

Zishan Ahmed

ID: EMBA2303030021

Program: EMBA (Major in HRM)

Semester: Fall-2024

STUDENT'S DECLARATION

I am **Zishan Ahmed,** a student of EMBA Program, Department of Business Administration, Sonargaon University, hereby declare that the internship report titled **"Human Resources Management Practices of Islami Bank Bangladesh PLC"** has been prepared after the completion of my internship at Islami Bank Bangladesh PLC at Farmgate Branch under the intensive supervision and guidance of **Shahnaz Sharmin**, Lecturer, Department of Business Administration, Sonargaon University.

I also declare that this report is an original work and no part of this report has been copied from elsewhere. In addition, I would also like to mention that this report has not been published or submitted for being published or submitted for awarding any degree, diploma or recognition.

_____

Zishan Ahmed
ID: EMBA2303030021
Program: EMBA (Major in HRM)
Semester: Fall-2024

SUPERVISOR'S DECLARATION

This is to certify that **Zishan Ahmed Bearing ID: EMBA2303030021**, student of EMBA Program, Sonargaon University, has completed the internship report under my supervision. He has worked with Islami Bank Bangladesh PLC as an intern and completed the report entitled "**Human Resources Management Practices of Islami Bank Bangladesh PLC"** as a partial requirement for obtaining EMBA Degree. He has completed the report by himself. He has been permitted to submit the report.

Zishan Ahmed bears a strong moral character and a very pleasing responsibility. It has indeed been a great pleasure working with him. I wish him all success in life.

_____

Shahnaz Sharmin
Lecturer
Department of Business Administration
Sonargaon University (SU)

ACKNOWLEDGEMENT

First of all, I would like to express my deep gratitude to the almighty Allah for fruitfully preparing this internship report. It was a great pleasure to prepare an internship report on the various aspects of banking activities focusing Human Resources Management Practices of Islami Bank Bangladesh PLC.

I would like to thank and convey my gratitude to honorable supervisor, Shahnaz Sharmin, Lecturer, Department of Business Administration, Sonargaon University, for letting me to prepare this report. I would also like to express my sincere appreciation to her for her wholehearted support and guidance.

I am also very grateful to the honorable Senior Vice President (SVP) and In-Charge of Branch, Md. Abdullah Rashed, Head of Investment Department, Md. Nasim Ahmed, Vice President (VP) of Islami Bank Bangladesh PLC (Farmgate Branch) for their priceless advice and kind effort, which help me a lot to collect information and data Human Resources Management Practices of Islami Bank Bangladesh PLC. Their valuable cooperation is the undeniable part of this internship report. I would like to give thanks to them. Also shower of thanks to those entire respondents who responded each and every time in collecting necessary data.

EXECUTIVE SUMMERY

Islami Bank Bangladesh PLC is the first interest free Islamic Shariah based commercial bank with an objective of catering Islamic Shariah based financial products. The main objective of this report is to analyze and focus on the overall Human Resources Management Practices analysis of IBBL.

In Chapter One, I describe about my internship project because it is the introductory part of my report. In this part, I explain the reason why I have undertaken the project and what results I would expect from my study. I discuss about the importance of my study and from which sources I collected the data.

In Chapter Two, I try to give an idea about IBBL, its historical background, nature of business because it the Organizational part of my report. I discuss about the mission, vision, rule and regulation, strategies of IBBL.

In Chapter Three, I try to give a clear idea about HRM Practices in details. I discuss about the HRM grading system, HRM motoring system, investment policy, factors of investment, credit recovery and principles of sound investment.

In Chapter Four, I use trend analysis, ratio analysis to describe the Financial Performance Analysis of IBBL. Here, all sorts of analysis have been executed, in order to analyze how efficient, liquid, secure and desirable the bank is in terms of its finance.

At the end of the report, I include some Findings and Recommendation; I provide findings and conclusion on overall HRM Practices of Islami Bank Bangladesh PLC and evaluating performance of my study.

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CHAPTER- 01

INTRODUCTION

1.1 Introduction:

Globalization is the primary concern in the present world. As a result, the world enhances the opportunities of business and investment for economic empowerment and for that modern world put a great effort favoring from all aspect. As a result, in the modern society commercial banks occupy a position of economic importance. They play a significant role to meet up the needs of the society. They are financial institutions engaged in boosting national savings and capital formation as well as constituting infrastructure through the financing of various development projects. It performs multi-dimensional activities like borrowing and lending of money, drawing, collecting and discounting bills, transferring funds, safe deposit, vault/locker service, foreign exchange transactions etc. The world of banking is undergoing a transformation. Banking today has evolved into a highly competitive and sophisticated business in which technology increasingly provides the edge. Today's customers want service and information to be provided at all times and places.

The people of Muslim countries have deep commitment to the Islamic way of life according to the Holy Quran and the Sunnah. So they make their own economic structure according to the Islamic shariah. As Bangladesh is one of the largest Muslim countries in the world, obviously it remains a deep cry in the hearts of the people of this country to fashion and design their economic lives in accordance with the precepts of Islam. The establishment of Islami Bank Bangladesh PLC on March 13, 1983, is the exact reflection of this inner urge of its people. This Bank is the first of its kind in Southeast Asia. The bank is devoted to conducting all banking activities on the basis of interest free & profit and loss sharing system.

1.2 Objectives of the Report

The main objective of this report is to obtain the reasonable and practical of knowledge of banking structure and HR exercises. The broad objective and specific objectives of making this report are given below:

1.1.1 **Broad objective:**

- ✓ The broad objective of this study is to be familiar with the working environment of present institutions, know the internal culture of the corporate world, and fulfill the requirements of BBA theoretical knowledge gained from the coursework of the BBA program in a specific field.

1.1.2 Specific objectives:

- ✓ To understand and analyze the overall human resource activities of Islami Bank Bangladesh PLC.
- ✓ To evaluate the existing activities and techniques of Islami Bank Bangladesh PLC.
- ✓ To study the human resource efficiency of Islami Bank Bangladesh PLC.
- ✓ To fine out the strength and weakness involved with Islami Bank Bangladesh PLC.
- ✓ To suggest the way and means for improvement on policy and techniques
- ✓ To relate the theoretical learning with the real life situation.
- ✓ To gain knowledge about the human resource activities and functions of General Banking, Foreign Exchange and Investment section
- ✓ To relate the theoretical learning with the real life situation.
- ✓ To gain knowledge about the human resource activities and functions of green Banking, Foreign Exchange and Investment section.

1.2 Scope of the Report:

This internship program gives the writer a great scope or opportunity for gather experience and knowledge in several areas of banking by which the writer can evaluate or expose myself. As the writer was working in the corporate Branch on Islami bank Bangladesh PLC, the writer will get opportunity to learn different part of banking system. Beside this the writer also learns about HRM practices which are perform in the branch as it was the topic of the report. These helped the writer much to know about the activities. As the report topic is mainly focused on HRM practices, so here the writer tried to collect how they practice their Human Resources in the bank as well as what factors are considered for increasing human skill by asking question and collect data from employees about HRM practices.

1.3 Data collection & Methodology

1.3.1 Methodology

The internship is descriptive type. This briefly discloses the proper human resource Management practices of the Islami Bank Bangladesh PLC. In order to meet the objectives of the Study, it has been administrated by both Formal & oral discussion, direct observation, and Bank website was useful to make this report. Both primary and secondary sources have been used.

- ✓ **Data collection**

The data are collected from two sources:

Primary sources:

- Discussion with the personnel of the Islami Bank Bangladesh PLC.
- Casual interview and individual discussion with employees
- Personal observation on the activities of HR department.

Secondary sources:

- Annual report, publications, training material
- Periodical statements of the bank, brochures, booklets etc.
- Official Website of the Islami Bank Bangladesh PLC.
- Documentary file of the Islami Bank Bangladesh PLC.

1.4 Limitations:

To give latest data and to influence this answer to peruse commendable, bolster from different sources is fundamental. Notwithstanding having my wholehearted exertion, I couldn't gather some data required at the season of the examination. Therefore, this study also contains some limitations. Some limitations and problems are discussing below:

- Learning general exercises and execution of an organization inside 3 months is extremely troublesome. Lack of proper knowledge about modern HRM practices.
- Being a temporary individual of the bank, it was difficult on my part to express a portion of the touchy issues.
- The concerned employees did not give enough time because of surge keeping money hours. Thus, I confronted a few issues to comprehend few purposes of particular errands.
- Bank's website does not contain latest year's data and info.
- Officers are too much reluctant to provide sufficient information.
- HRM related information of the bank is confidential so they did not provide that necessary information.
- Another limitation of this report is banking policy of not disclosing some data and information for obvious reason, which could be very much useful.
- The data that seems insufficient may be suffering from lack of reliability to some extent.
- Supply of more practical and contemporary data is another shortcoming.

CHAPTER- 02

LITERATURE REVIEW

2.1 Literature Review

Literature Review Stone and Deadrick (2015) in their paper titled "Challenges and opportunities affecting the future of human resource management" stated that today, the field of Human Resource Management (HR) is experiencing numerous pressures for change. Shifts in the economy, globalization, domestic diversity, and technology have created new demands for organizations, and propelled the field in some completely new directions. However, we believe that these challenges also create numerous opportunities for HR and organizations as a whole. Thus, the primary purposes of this article are to (a) examine. Some of the challenges and opportunities that should influence the future of HR, and (b) provide an overview of the very interesting articles included in the special issue. We also consider implications for future research and practice in the field.

Change from a manufacturing to a service or knowledge

One of the major challenges influencing the future of HR processes is the change from a manufacturing to a service or knowledge-based economy. This new economy is characterized by a decline in manufacturing and a growth in service or knowledge as the core of the economic base. A service economy can be defined as a system based on buying and selling of services or providing something for others (Oxford Dictionary, 2014a). A knowledge economy is referred to as the use of information or knowledge

Rise in globalization

A second factor calling for changes in HR processes is the rise in globalization. Globalization in this context refers to organizations that operate on a global or international scale (Oxford Dictionary, 2014b). Organizations operating in a global environment face a number of new challenges including differences in language and culture of employees, and variations in social, political and legal systems. Multinational corporations (MNCs) are large companies operating in several countries.

Growing domestic diversity

Apart from changes in the economy and globalization, organizations are also faced with major shifts in the composition of the U. S. population. In particular, it is expected that our population will be older and more ethnically diverse by 2060 (U.S. Bureau of Census, 2014). For instance, by 2060 one in five Americans will be 65 years of age or older, and the number of working age people in the population (ages 18 to 64) will

decrease from 62.7% to 56.9%. Along with the age-related changes, the

Emerging use of technology

Over the past 30 years, one of the major drivers of change in HR has been the increased use of information technology (hereinafter referred to as technology) to collect, store, and utilize data for decision-making (e.g., Gueutal and Stone, 2005, Strohmeier, 2007, Strohmeier and Kabst, 2009). Technology, especially, the World Wide Web, has transformed key HR processes in organizations (e.g., e-recruiting, e-selection, e-training), and modified the nature of jobs.

Overview of articles in special issue

We reviewed several factors that should influence the future of HR in organizations, including changes in the economy, globalization, domestic diversity, and technology. These are only a few of the challenges that will affect the future of the field. The following articles consider more issues that are likely to shape HR in the future. In this special issue we have assembled a very interesting set of articles on the future of the field.

CHAPTER-03

OVERVIEW OF ISLAMI BANK BANGLADESH PLC

3.1 Overview of Islami Bank Bangladesh PLC

My internship experience at Islami Bank Bangladesh PLC. provided with immense scopes of learning. It is my first professional experience in any organization and I am fortunate to gain that experience from one of the best of its kind. IBB PLC is one such organization that values their employees pretty much and believes that the organizational people are the most important asset for them.

Islami Bank Bangladesh Ltd. is a state-owned commercial bank of Bangladesh established in 1983. Its headquarters is situated at Motijheel in Dhaka, the capital city of Bangladesh. It is the second largest commercial bank in Bangladesh.

Islami Bank Bangladesh PLC, one of the state owned commercial banks in Bangladesh, has an authorized capital of BDT. 20000.00 million (Approx. US$ 250 million), paid up capital of Tk. 19140.00 million, reserve of Tk.17976.20 million. The Bank has a total asset of Tk. 586082.98 million as on 31st December 2019. Immediately after the emergence of Bangladesh in 1971, the erstwhile United Bank PLC and Union Bank PLC were merged and renamed as islami Bank. On 15th November, 2007 the bank has been corporatized and renamed as Islami Bank Bangladesh PLC

3.1` **Mission & Vision**

⇨ **Mission:**

- ✓ To contribute to the financial improvement.
- ✓ To accomplish largest amount of consumer loyalty through augmentation of administrations by committed a motivated group of experts.
- ✓ To keep up continuous development of share market guaranteeing Quality.
- ✓ To expand bank's benefits by guaranteeing its steady development.

⇨ **Vision:**

- ✓ To be the leading bank in the country with best practices and highest social commitment

3.2 Corporate Information:

Name of the Company	Islami Bank Bangladesh PLC
Legal Status	Public PLC Company
Company Registration No.	C–10589/485 Dated March 13, 1983
Line of Business	Banking
Total Branch	394
Sub Branch	233
SME/Agriculture Branch	30
Zone	17
Offshore Banking Unit	03
Employees	21,000 as on December 31, 2022
Directors	20
Shareholders	30,126
Chairman	Mohammad Nazmul Hassan
Vice Chairmen	Yousif Abdullah A Al-Rajhi Mohammed Shahabuddin
Managing Director	Mohammed Monirul Moula

Credit Rating Agency	Alpha Credit Rating Ltd.
Subsidiary Companies	Islami Bank Securities PLC Islami Bank Capital Management PLC
Registered Office	40, Dilkusha C/A, Dhaka-1000, Bangladesh
Website	www.islamibankbd.com

3.2 Core Values and Commitments

Core Values:

- ✓ Trust in Almighty Allah
- ✓ Adherence to the spirit of Islamic Shari'ah
- ✓ Highest standard of Honesty & Integrity
- ✓ Transparency & Accountability
- ✓ Welfare Banking
- ✓ Equity and Justice
- ✓ Environmental Consciousness
- ✓ Respect for all
- ✓ Discipline & Cooperation

Commitments:

- ✓ To Shariah.
- ✓ To the Regulators.
- ✓ To the Shareholders.
- ✓ To the Community.
- ✓ To the Customers.
- ✓ To the Employees.
- ✓ To other Stakeholders.
- ✓ To Environment.

3.3 Management Hierarchy of the Islami Bank Bangladesh PLC

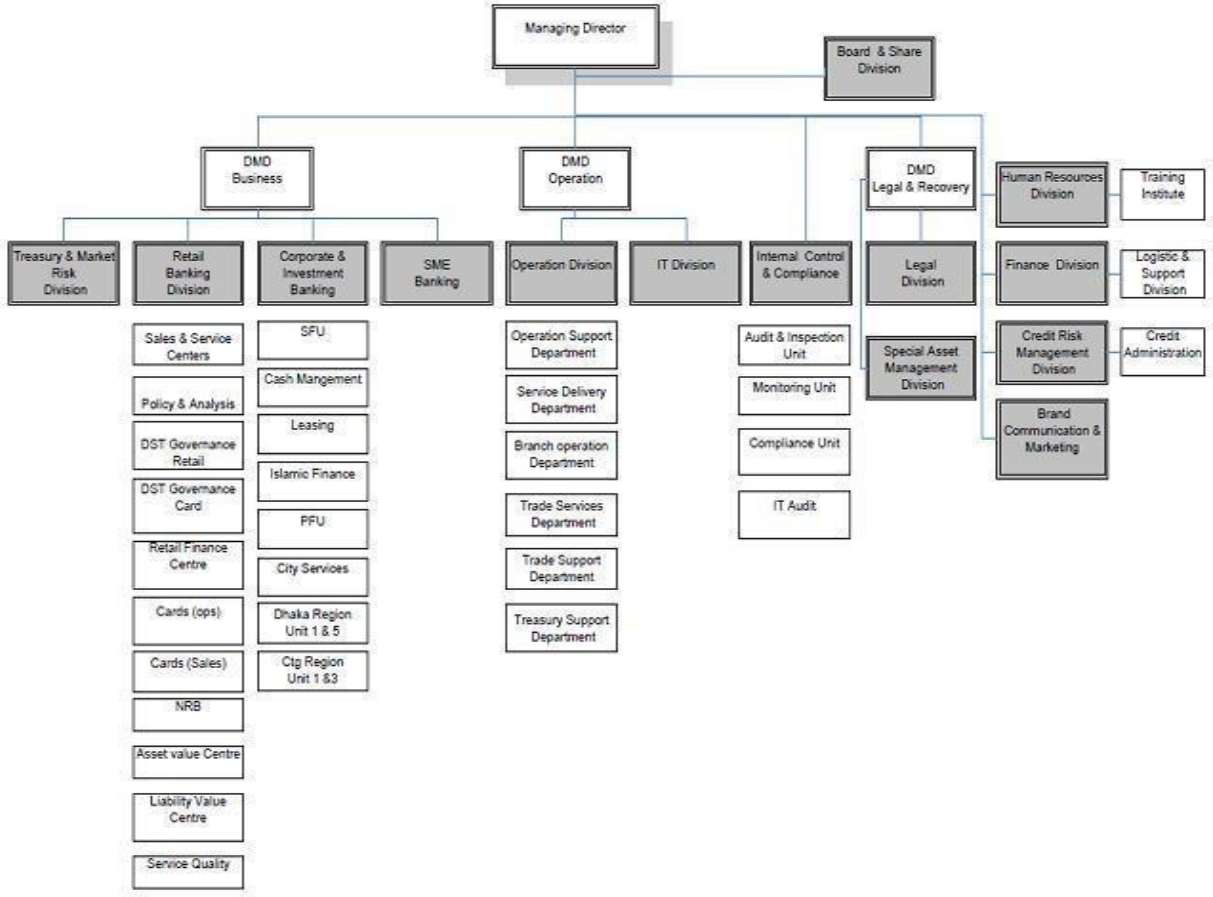


Figure 1: Management Hierarchy of Islami Bank Bangladesh PLC (Islami Bank Bangladesh PLC, 2012)

3.4 Products and services of IBB PLC

The bank launched several financial products and services since its inception. Among them are:

1. Corporate & Investment Banking
2. Retail Banking
3. SME Banking
4. Treasury & Market Risks

5. Islamic Banking
6. Internet Banking
7. Cell fin Mobile banking

3.4.1 Corporate & Investment Banking

Corporate finance is a catch-all designation for any business division that handles financial activities for a firm. There are many different career paths in corporate finance because there are so many different kinds of jobs.

Investment banks raise capital for other companies through securities operations in the debt and equity markets. Investment banks also help coordinate and execute mergers and acquisitions (M&A). They offer advisory services to big clients and perform complex financial analyses.

3.4.2 Retail Banking

Retail banking provides financial services to the general public. Also referred to as consumer or personal banking, this side of the industry allows consumers to manage their money by giving them access to basic banking services, credit, and financial advice.

3.4.3 SME Banking

SME finance is the funding of small and medium-sized enterprises, and represents a major function of the general business finance market – in which capital for different types of firms are supplied, acquired, and costed or priced.

3.4.4 Treasury & Market Risks

Treasury Risk is the risk associated with the management of an enterprise's holdings – ranging from money market instruments through to equities trading. Liquidity and Capital Risk is generally defined as the risk associated with an enterprise's ability to convert an asset or security into cash to prevent a loss.

3.4.5 Islamic Banking

The basic objectives of Islamic economics are to ensure general well-being (Falah), promote better provisioning (Hasana) and to ensure justice (A'dl) and excellence (Ihsan). Islamic Banking is a branch of

Islamic economics which is based on 'Maqasid-Al-Shariah' and the foundation of 'Maqasid-Al- Shariah' are Quran, Sunnah, ljma (consensus of Islamic scholar) and Qiyas (interpretation of points of Islamic law).

Islamic Banking: Organization of Islamic Conference (OIC) defines Islamic Bank as "a financial institution whose statutes, rules and procedures expressly state its commitment to the principles of Islamic Shari'ah and to the banning of the receipt and payment of interest in any of its operation."

3.4.6 Internet Banking

Internet Banking also known as online banking or e-banking or Net Banking is a facility offered by banks and financial institutions that allow customers to use banking services over the internet. Customers need not visit their bank's branch office to avail each and every small service. Not all account holders get access to internet banking.

3.4.7 CellFin

Cellfin is a utility app that allows users to send money from one bank account to another. Islami Bank's Cellfin app has emerged with all banking solutions for users to make life easy reads a press release. The service also has the option to receive money from an account directly to the users' mobile wallets. The process is completely hassle-free as the app is designed to send money instantly.

3.5 Departmental activities of IBB PLC

The branches of the Islami Bank Bangladesh PLC have all the required segments of the general keeping money and this segment keep running by labor with excellent managing an account information. Thus a touch of rich client benefit is winning in the branch. General keeping money of this branch comprises of various segments, specifically account opening area, checkbook issue, exchange of record, shutting of record, settlement segment, web based saving money, clearing and bills segment, money segment, information passage segment and so on.

- **Account opening section**

As per the law and practice, the investor client connection emerges just from the contact between the two. Furthermore, opening a record is the agreements that build up the connection between a broker and a client. So this area pays an indispensable part in pulling in client and consequently ought to be taken care of with

additional care.

- **Remittance**

Clients of a bank need to exchange his store or cash to anyplace inside the nation they can do it through the settlement area of the bank settlement segment of general keeping money manages just nearby settlements. Amid my temporary position I have spectator in my branch manages three kinds of nearby settlements.

- **Cash section**

Cash is the most fluid resource and it ought to be bargain painstakingly. So this division is extremely given with escalated mind. This office begins the day with trade out vault. All money receipts and installments are made through this division. Money officer starts their exchange with taking cash from the vault, known as the opening money adjust. Vault is kept in an extremely secured room. Keys of the room are monitored money officer and Branch Operation Manager. The measure of opening money adjust is gone into an enroll. After entire days' exchange overflow of the cash stays in the money counter is returned in the vault and known as the end adjust. Cash is gotten and paid in this segment.

- **Cash Receipt:**

Depositors deposit money in their account through this segment by deposit slip. This segment likewise gets money from client for opening pay arrange, bank draft wire exchange and so forth this banks all money receipts are taken by this division.

- **Cash Payment:**

This segment acknowledges the cheque from the contributors for installment in real money. Subsequent to getting cheque first the check is examined whether it is a substantial one. Money officer judges the sum both in figure and word date of the check and mark and so on then at long last approved officer contrasts the mark on the cheque and the example mark, and check whether the adjust in the record is adequate (Report, Prime operational area of the bank, 2016, pp 19-20).

⇨ Future plan for upgrading product and services of IBL

Islami Bank Bangladesh PLC needs to wind up the most favored bank to by and large the nation. They need to give their clients the best in class administrations, inventive items and budgetary arrangements from brilliant outlets-all with huge grins that pass on and create best administration. In accordance with the bank's technique of making administrations more open to clients. IBBL is intending to dispatch appropriate managing an account administrations and business in all branches. All branches of the bank will be brought under deals and administrations display centering retail saving money business while offering administrations to every other client of various specialty units. Understanding customer's savings trend and market demand, IBBL is launching 4 new deposit products which are:

- ✓ Islami Onayesh
- ✓ Islami Icchapuron
- ✓ Islami Shombriddhi
- ✓ Islami Projonmo

Day by day IBB PLC is getting into the modern banking system. The professional is working hard every day to bring out the best services from the employees. IBBL is blessed with very efficient and hardworking personnel who works deductively to meet the objectives (Islami Sheba, 2016).

CHAPTER- 04

Human Resource Management Practices of Islami Bank Bangladesh PLC

4.1 Introduction of Human Resource Management

The contemporary hierarchical settings are represented by constant changes that are identified with ecological components and human resources. With regard to the natural variables, we discover the changes in the hierarchical structure of work, in the management strategies of the system, in the traditions or norms and in the monetary, political and social examples in which the associations exist. There is also a substantial change in human resources. New people are used with their new thoughts and desires, while the current workforce constantly develops opposing thoughts, dispositions and qualities (Armstrong, 2017).

Human resource refers to the information aptitudes capacities gifts bent, qualities and convictions of an association's workforce. Learning aptitudes, imaginative capacities and abilities assume an essential part in choosing the proficiency and viability of an association's workforce (Chalofsky, 2014).

Human resource development enhances the use estimation of an association. The distinction in the level of execution of two associations likewise relies upon use estimation of HR.

- ✓ **Definition of Recruitment:**

Recruitment is the way to seek and draw competent candidates for business. The procedure starts when newcomers are searched for and closed when submitting applications.

- ✓ **Definition of Selection:**

The selection procedure is a progression of particular advances used to choose which volunteers ought to be enlisted. The procedure starts in the time of initiates appeal for business and closures with the contracting choice. As indicated by Dale Yoder, "selection is the process by which candidates for employment are divided into two classes those who will be offered for employment and those who will not."

- ✓ **Definition of Training:**

Training includes organized ventures expected to upgrade execution at the individual, gathering and various leveled or definitive levels. Upgraded execution in this way proposes of quantifiable conversion of learning, capacities, mien and social lead. According to Griffin, "Training usually refers to the teaching operational or technical employees how to do the job for which they are hired."

- ✓ **Objectives of HRM**

The content of HRM is, without doubt, huge. Every significant movement of the worker's work life from the moment of entering an association until the moment they leave falls under the domain of human resources management. In particular, the exercises include: HR- organization, work exam and planning, enrollment and determination, introduction and situation, preparation and improvement, performance exam and occupation assessment, employee compensation, inspiration correspondence, welfare, safety and well-being, mechanical relations (Dessler, 2017).



- ✓ **Principles of Human Resource Management**

Fairness:

Fairness refers to conduct that is unbiased, just and honest. It may also mean treating employees consistently. The principle of fairness, enshrined in The Labor Relations Act, is fundamental to employee relations.

Diversity:

Diversity recognizes that people have individual characteristics that make them distinct from others, including age, language, culture, ethnicity, skills, gender, abilities, talents and perspectives.

Equity:

Equity means applying the principles of justice to correct or supplement employment practices to redress disadvantages experienced by individuals in the workplace. Employment equity is achieved when organizations are representative, fair, inclusive, diverse and respectful of differences.

Transparency:

Transparency refers to policies that are clear, frank and accessible. It also refers to conduct being free from pretense or deceit.

Public Interest:

The public interest is served when all actions and decisions of public officials and managers are based on merit, fairness and reasonable consideration of the public's need for service, efficiency, effectiveness, representation and access to information and opportunities (Garrick, 2002).

4.2 Employee of the Islami Bank Bangladesh PLC

Islami Bank Bangladesh PLC has in various representatives' criteria. There are diverse kinds of representatives working in better places inside Islami Bank Bangladesh ltd. The types of employee are

- ✓ **Regular employee:**

The permanent stuffs are known as regular employee or agents. The general laborers are allowed to get the additional, helpers and distinctive rewards with their basic pay rates. Also, these sorts of specialists moreover have the benefit of gating extra workplaces the Islami Bank Bangladesh PLC is obliging their agents.

- ✓ **HR Stuff:**

HR impermanent connect are for those classes whose Job delineation is such, where he/she ought to be under the quick supervision of Bank's energy, whose execution is seen by the Bank.

- ✓ **Outsource Stuff:**

Other legally binding laborers are not entitled for any organization attestation. They will be enrolled through outsource associations. The need of any care staff through outsource association must come through HR set apart by the Division Head. HR will send the essential to give staff by the Outsource Agency.

- ✓ **Management Trainee Officer (MTO):**

Management Trainee Officers exceedingly qualified understudies of IBBL. The MTO's are standardrepresentative however they need to understand as an understudy inside IBL for the time of one year. Following one year in the event that they can finish their learning period effectively theywill end up being a senior officer specifically from the MTO.

- ✓ **Management Team:**

Management team of IITY Bank includes the following positions and each position contains one member.

- ✓ Managing Director & CEO
- ✓ Deputy Managing Director
- ✓ Chief Information Officer
- ✓ Head of Credit
- ✓ Company Secretary & Head of Regulatory & Internal Control
- ✓ Head of Probashi Banking
- ✓ Head of Human Resource Management
- ✓ Head of Treasury & Financial Institution

- ✓ Head of Marketing & Corporate Affairs
- ✓ Head of Corporate Banking
- ✓ Head of Impaired Asset Management
- ✓ Head of Enterprise Risk Management
- ✓ Chief Financial Officer
- ✓ Head of Technology
- ✓ Head of Retail Banking

4.3 Islami Bank Bangladesh PLC Human Resource Department:

Human resource department in Islami Bank Bangladesh ltd. exist to urge people and relationship to achieve their objectives. IBBL go up against various troubles rising from the solicitations of the agents, the affiliation and the overall population. The adjacent and general circumstances are the particularly unstable in light for creating troubles similarly reason for consistently developing regulations, especially rules that know the necessity of ascend to work potentiality. These confinements, the HR division of IBBL must add to the affiliation's "essential concern" in a form which is effective (Islami Bank Bangladesh ltd, 2012, pp 29-33)

4.4 Human Resource Division's Wings:

Human Resource Division of the Islami Bank Bangladesh PLC has work with six wings. The wings are-

- ✓ Recruitment.
- ✓ Administration.
- ✓ Training.
- ✓ Pay Benefits.
- ✓ Performance Appraisal.
- ✓ MIS & Strategic Planning.

4.5 Recruitment policy of IBB PLC

Selection and Recruitment is an imperative piece of an association that decisively relies upon their workforce to effectively play out their central goal and accomplish their vision over the long haul. Subsequently fitting determination of contender to participate in the workforce is a basic piece of Human Asset Administration, which is affirmed by the Human Asset Division in Islami Bank Restricted.

- **Recruitment Process:**

For the recruitment Islami Bank Bangladesh PLC uses the following process:

- ✓ **Direct Recruitment:**

Islami Bank Bangladesh PLC has a CV bank in HRD. In the case of direct contracting, the HRD provides a short list of CV Bank CVs or collects the CVs referred to by the Islami Bank Bangladesh PLC employees for a direct interview for the specific function selected.

- ✓ **Through Advertisement:**

Once in a while the HRD of the Islami Bank Bangladesh PLC can't ready to short rundown CVs for particular post from their CV Bank. In this circumstance the HRD publicize of enrollment in particular post specifying the set of working responsibilities with the base prerequisite that the candidate ought to have for the post. Also, gather CVs which are being indicated by the necessity that has been distributed in the ad. After that the CVs will be short recorded and the enlistment method will go as indicated by the immediate enrollment process.

- ✓ **Internal Job Posting:**

For inside occupation journey it will go through a round as lotus notes or board take note. Any current staff other than changeless additionally HR Brief (least one year with Islami Bank PLC) and outsource staff (least three years with Islami Bank Bangladesh PLC). Just the Overseeing Chief and CEO can permit special cases. Occupation particular will be portrayed in that round and intrigued applicants will have full freedom to apply resulting to the leeway from separate line director.

- ✓ **Promotion:**

The organization follows mainly three types of promotions. These are:

- **Multiple Chain Promotion**

These accommodate a methodical connecting of each other's. Such advancements recognizemulti- special open doors through obviously characterizes roads of way to deal with and exit from each situation in association.

- **Up and Out Promotion:**

In these promotions a worker must acquire advancement or look for work somewhere else. Numerous colleges and other association take after this training which frequently prompts end of administration.

- **Dry Promotion:**

These kinds of promotions are given in lieu of increments in pay, for instance when all the payis balanced upward to keep pace with the typical cost for basic items is called dry promotions.

- **Transfer on deputation:**

Based on requirements and needs bank can adopt that policy after taking the approval from MD's Offices.

- **Contract as specialist/consultant/counsel**

It is not a post of regular employee. It is a contractual job and these persons are directly appointed by MD with the reference of the Chairman/ Board of Directors or Management Committee.

- ✓ **Recruitment Budget:**

MD and CEO tend to decide and break down the need of labor in light of enlistment required by the Offices and anticipated spending plan in view of the year in the wake of talking about with various division heads. Thusly, it is the duty of the administration to analyze the work load and complete the activity examination and additionally investigating the genuine prerequisite of representatives under different classifications, to see whether an extra hand is extremely important

Board of executives holds the expert to at long last choose any issue with respect to any kind of enlistment.

ISLAMI Bank must perceive the significance of labor estimation and in like manner an Organ gram ought to be set up for the organization and for every department and Branch. The Organogram might notwithstanding, not be inflexible

4.6 Administration:

The Administration is the wing that maintains and controls the employees of Islami Bank Bangladesh PLC. The administration has to go with the following work.

4.7 Training and development program of IBB PLC

Human resource improvement is a fundamental pre-imperative to accomplishing authoritative objectives. Constant preparing of the representatives and administrators is gone for limit and expert aptitude working consistently. Islami Bank bangladesh PLC has a set up creative preparing foundation. Encountered financier's work as employees under the immediate direction of an executive.

1. **On – the – Job Training:**

Almost all comprehensively used tactics for planning happen at job. This is credited to the ease of those techniques and the effects which endeavor are fewer extravagant to this activity. On - the - job getting ready areas the agents in an authentic work situation and impacts them to emit an impression of being speedily beneficial. It is learning by doing.

2. **Off- the -Job -Training:**

Off-the-job planning spread different strategies classroom addresses, films displays, relevant examinations and other multiplication works out, and changed rule. The workplaces prerequisite for each one of these methodology move for little stopgap classroom to an itemized progression center with gigantic address entryways, supplemented by small assembling rooms with present day fluctuating media equipment, an extreme number of mirrors, and each one of the ornamentation.

4.8 Rewards & Control Systems:

Reward and Control systems are carefully refined to strengthen conduct that is regarded significant to progression the commercial center. The representatives who don't hold fast to the social and conduct standards of the association, because of cacophony between the estimations of the individual and the estimations of the association; are given a reasonable cautioning to either take care of business or ship out.

4.9 Compensation administration of IBB PLC

- ✓ **Basic Salary:**

Basic salary is the actual salary that Islami Bank Bangladesh PLC is giving the employees without any other allowances. This is the main margin of salary range. In Islami Bank Bangladesh PLC there are thirty slabs of salary range for every job grades where basic salaries are being in flexible amount.

- ✓ **Travel Allowance:**

The compensation has a standard traveling allowance matching with the status of employee of different categories.

- ✓ **Daily Allowance:**

The daily allowance is admissible as per rules framed by the board from time to time.

- ✓ **Incentive bonus:**

The board of directors at its discretion declares incentive bonus as and when deemed necessary.

- ✓ **Festival Bonus:**

The employees or staffs are entitled to get two festival bonuses to celebrate religious festival

- ✓ **Employee Benefits:**

IBB PLC guarantees that provident store benefits are given to the qualified staffs of the association as indicated by the tenets of Provident Fund constituted under an unalterable trust. IBL has likewise presented 'Superannuation Fund' rather than Group life coverage strategy for the representatives. Those representatives, will's identity ready to satisfy particular criteria said in the approach of the reserve, will be entitled for the advantage of Superannuation Fund.

4.10 IBB PLC compensation and benefit packages:

Allowance	Incentives/Benefits
✓ House Rent allowance 75% of basic ✓ Medical allowance 20% of basic ✓ Conveyance 30% of basic ✓ Lunch ✓ Tk.200 per working day	✓ **Yearly:** ✓ Leave fare ✓ Deposit target bonus ✓ Two festival bonuses ✓ Performance bonus ✓ **Long term:** ✓ Provident fund ✓ Gratuity ✓ Insurance benefit ✓ Medical benefit

- Gratuity:

A gratuity is granted to or on account in the in the event of:

- ✓ Death while in the service of the organization.
- ✓ Termination of service or compulsory retirement resulting from permanent incapacity due to physical or mental infirmity provided this has not been caused by the irregular or inappropriate habits.
- ✓ Termination of service or early retirement resulting from the abolition of his post or bona-fide retirement.

The following category is of employees are not eligible for gratuity:

Those who are dismissed from the organization or those who left or discontinued their service without the permission of the organization.

The amount of gratuity admissible to an employee is a sum equal to two month's basic pay for each completed year at the rate of last pay drawn.

4.11 Leave

The policies followed for employee leaves management based on the types of leaves and their criteria are given below:

- ✓ **Annual Leave:** All officers will wind up qualified for yearly leave of 24 working days after fruition of one-timetable year. Of these 24 days 15 days must be taken as sequential leave every year. Any pending leave might be conveyed forward to the following year.
- ✓ **Casual/Sick Leave** Casual leave over to 14 logbook days can be allowed every year to a representative who might not be able go to obligation because of sudden sickness or critical private undertakings. Not over 2 days' easygoing leave can be taken at once in a month.
- ✓ **Maternity Leave:** Female (affirmed) representatives will appreciate 4 months' maternity take off. One worker will be qualified for profit this leave for 2 times in her whole administration period.
- ✓ **Study Leave:** Study Leave is conceded to a worker Study leave of greatest 2 years may be allowed to a representative without pay and remittances gave he/she has put in no less than three years of administration.
- ✓ **Leave without Pay:** Leave without pay might be conceded to a worker in exceptional conditions where no other leave is allowable under these tenets. In the event of Leave without Pay, the period does not surpass 60 days.
- ✓ **Leave during Probation Period:** For sick leave in the probation period, the leave has to be specially mentioned by the department. Casual leave will be granted to probationary employees after completion of 6 months. Any leave taken prior to completion of 6 months will be adjusted against the casual leave (Islami Bank Bangladesh ltd Webpage, 2016 pp 34-37).
- ✓ **Encashment Facilities of Annual Leave:** Yearly leave encasement offices might be permitted to the representatives for a most extreme of 90 days (based on last basic) at the season of worker's leaving the bank.

4.12 Promotional practices of IBB PLC

Promotion is the rewarding procedure to develop professionalism who is the great asset of the company. As rewarding and motivating factor the uniform promotion criteria are maintained by the company.

Objectives of the promotion:

- ✓ To provide enough opportunity for the executives and officers to build up high professionalism.
- ✓ To ensure smooth career path for the deserving executives or officers.
- ✓ To motivate, reward and make dedicated as well as trustworthy employees.
- ✓ To create belongingness for the employees.
- ✓ To encourage knowledge, wide experienced and dedicated employees.

- Promotion Time:

The matter of promotion IBBL is handled once in year which is known as year wise promotion. The benchmark of the promotion is June 30th of every year. Those who complete the minimum required length of service fixed for promotion criteria within June 30th can be considered for promotion.

- **Criteria for promotion:**

- ✓ Promotions for the deserving persons who have fulfilled the promotional criteria are always encouraged and maintained by the managing authority.
- ✓ For regular promotion, an employee at least requires two years' continuous service in the same rank with satisfactory performance for the immediately past two years, who had undergone and complete the training and other promotional exams successfully are taken into consideration for the promotion.
- ✓ Regular promotion for any post below the bank's 3rd tire is considered by the management while the promotion for the post of 3rd tire and above is considered by the board of directors as per IBBL's policies.
- ✓ The employees have to pass the promotional exam getting the qualifying marks for the next immediate higher post. The mode of written test is in English.

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Performance Appraisal Policies

The performance appraisal is the way to assess the last execution of the representative, especially for the reward, progress and improvement of the personnel. The action test is a procedure that distinguishes, evaluates and creates representative actions to achieve hierarchical goals.

- **Purposes of Performance appraisal in Islami Bank Bangladesh PLC:**

- ✓ To review past performance
- ✓ To assess training needs
- ✓ To help develop individuals
- ✓ To audit the skills within an organization
- ✓ To set targets for future performance
- ✓ To identify potential for promotion
- ✓ To provide legal & formal justification for employment decision
- ✓ To diagnose the hidden problems of an organization

4.13 Job Evaluation:

- **Meaning of Job evaluation:**

Job evaluation is a Deliberate and precise systems of deciding the relative worth of different employments inside the association, in order to build up an evenhanded wage and compensation structure. The two most basic job evaluation techniques used are, to begin with, full employment, where the professions are generally taken and placed against each other. The second strategy is one of the allocation approaches for different parts of the activity. Within the framework of the approach, different points of view or parts of the activity are examined, for example, the instruction and experience necessary to develop the activity, and a focus qualification is granted since the instructional requirements of the activity are higher The higher the scores.

CHAPTER- 05

FINDINGS

5.1 Findings:

From the report I get some positive and negative findings about the Investment operation of IBBL. The findings are necessary for the bank to take corrective measures. So, I disclose the Findings below:

- ✓ **Positive Findings:**

- General investment of IBBL was increasing year by year. Trend of general investment Shows a clear direction of doubling in the last 5 years results the average growth rate
- Per year is 14.09%. From 2017 to 2021 almost all types of welfare investment Schemes became doubled to five times bigger in amount of investment.
- The bank never faced less than 79% of the investment deposit ratio during the last
- Five years and tried to make it 90% of the investment deposit ratio as per the Instruction of Bangladesh Bank.
- Excellent growth has been achieved in the modes of investment of Bai Murabaha and HPSM by the bank from 2017 to 2021. But under Musharaka mode they have very little investment because of less demand of clients and willingness of the bank.
- In 2021 with 384 branches the bank's SME investment was Tk. 263,659.20 million which was almost 115% from 2017 of Tk. 229,864 million. The contribution of IBBL to the National SME has been raised by 5% and contribution to the total SME Exposure of PCBs has been raised by 3%in 2017 from 2021.
- The CRM Guidelines, monitoring & updating the bank's investment policy. Moreover, the committee regularly analyses the investment portfolio on the basis of Basel Guideline and attempts to restructure the investment portfolio.
- IBBL is keeping enough provision for classified and unclassified investments which is good enough to compare to the standard.
- From 2017 to 2021 the bank's capital adequacy ratios were above 11% all the time indicates that the bank's capacity to meet the liabilities and other risk such as credit risk, operational risk was satisfactory.
- In comparison to the banking sector of Bangladesh, IBBL has the largest market share in the banking industry of Bangladesh. On the other hand, IBBL's investment growth rates were higher than the banking industry average growth rates during the last five years.
- SME Investment of IBBL was increasing very rapidly during last five years.

✓ **Negative Findings:**

- IBB PLC focused on commercial and industrial sectors in urban areas mainly on Dhaka Division and Chittagong Division basis and provided the maximum amount of investment in these areas. More than 40% of total investment was distributed in Dhaka Division. It was happening due to the position of the country's commercial hub in Dhaka. Depriving other divisions may not help IBB PLC to achieve good result in the long run.
- The amount of classified investment in 2021 was Tk. 39,387.11 million which was 3.31% of their total investment; in the year of 2017 the classified investment was 3.59% of its total investment. So it is not a good sign for a bank and indicating the bank is in a weaker position than the previous while recovering the investment and managing its investment risk.
- Return on Investment (ROI) ratios of Islami Bank Bangladesh PLC were fluctuating over the period of 2020 & 2021. It happened because the bank's decreased gain from the investment and increased cost of investment simultaneously. So, the bank did not do an excellent investment business during this period with different types of strategies and policies. In 2020 bank's return on investment ratio was 7.40% which will decrease in 2021 to 6.32%. The Bank's average return on investment during this period was 6.86%.
- The procedure of investment facility is less supervised comparing to other banks. IBB PLC does not have the necessary expertise and trained manpower to appraise, monitor, evaluate and audit the projects they are required to finance. As a result, it can't expand its investment despite of having enough financial liquidity.

CHAPTER- 06

RECOMMENDATIONS & CONCLUSION

6.1 Recommendations:

Based on findings it can be recommended to progress in future. The recommendations are Disclosed below:

- ✓ To help the country's development regionally equal and take the bank as amiable to Mass people countrywide, the bank should give more accentuate to make their fund available as functional to rural based industries and organizations alongside diversified industries which may act as the factors to minimize the investment risk of the bank.
- ✓ IBB PLC needs to focus to minimize its "Bad debt Loss". Interested customers for investment should be analyzed more cautiously and flawlessly in order to lessen the classified investment. It can be made by gathering and accumulating customer's information through the online CIB Report or historical activities of the customers toward investment so that their classified investment will be less.
- ✓ To avoid investment risk as much as possible through minimizing adverse selection, before sanctioning any investment (loan) the officers of the bank have to observe whether every aspect of principles of and other things such as credit requirement, accountability, prepayment of loans, collections procedures etc. The IBBL should reduce their expenses and improve operating efficiencies and brand awareness.
- ✓ The bank should always be aware, ready to respond quickly against competitors' actions as well as different economic conditions, bring new and innovative investment products and services, utilize advanced technical and technological means to be quickest and errorless, arrange various investment risk related training and workshop for the employees regularly etc. in order to keep their current position among the Islamic banks of the country as well as the banking industry of Bangladesh and be placed in a better position in the upcoming future.

6.2 Conclusion

It would not be appropriate to draw any definite conclusion right now. So the result of the study should be taken as indicative rather than conclusive. Every organization depends on their manpower for success and development. In fact, if workers or employees work properly, the organization can easily achieve the target. To get the best out of the employees in work, proper attention must be given to enhance their job satisfaction level. While studying the job satisfaction level of employees of Islami Bank Bangladesh PLC, the finding is that on average they were satisfied with their jobs. Although some weakness exists in contents of welfare facilities, other facilities, performance appraisal system, behavior of boss, career development system and promotion system, the bank can easily overcome them through improvement measures.

In conclusion, I can say that the "internship program" is meant to give practical knowledge of working environment and get the professional touch. However, it was a great opportunity to work three months in Islami Bank Bangladesh PLC. Including both challenging and normal activity, I would say it was a nice experience and it will help me in future bank jobs.

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