Sonargaon University

Internship Report
On
“The Human Resource Management Practices in Social Islami Bank Limited”

Submitted by:

Tanvir Islam Tusar
ID: BBA1803015071
Program: BBA (Major in HRM)
Semester: Summer-2023

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: 05/09/2023

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Supervised by:

Nowshin Mahmood Tahiya
Lecturer
Department of Business Administration
Sonargaon University (SU)

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Letter of Transmittal

September 5, 2023

To,

Nowshin Mahmood Tahiya

Lecturer

Department of Business Administration
Sonargaon University.

Subject: Submission of Internship Report on "The Human Resource Management Practices in Social Islami Bank Limited".

Dear Mam,

With best respect and honor, I would like to inform you that I have completed my internship report on "The Human Resource Management Practices in Social Islami Bank Limited". 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 limited 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,

Tanvir Islam Tusar
ID: BBA1803015071
Department of Business Administration
Sonargaon University (SU)

Letter of Acceptance

This is to certify that **Tanvir Islam Tusar** bearing ID No BBA1803015071, student of BBA Program, Sonargaon University, has completed the internship report under my supervision. He has worked withSocial Islami Bank Limited as an intern and completed the report entitled **"The Human Resource Management Practices in Social Islami Bank Limited"** as a partial requirement for obtaining BBA Degree. He has completed the report by himself. He has been permitted to submit the report.

He 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.

_____

Nowshin Mahmood Tahiya
Lecturer
Department of Business Administration
Sonargaon University (SU)

Declaration

I, **Tanvir Islam Tusar,** a student of BBA Program, Department of Business Administration, Sonargaon University, hereby declare that the internship report titled **"The Human Resource Management Practices in Social Islami Bank Limited"** has been prepared after the completion of my internship at Social Islami Bank Limited at Narayangonj Branch under the intensive supervision and guidance of **Nowshin MahmoodTahiya**, Lecturer, Department of Business Administration, Sonargaon University and **Md. Abdullah Rashed**, Senior Vice President (SVP) and In-Charge of Narayangonj Branch,Social Islami Bank Limited.

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.

_____

Tanvir Islam Tusar
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Program:BBA (Major in HRM)
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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 The Human Resource Management Practices in Social Islami Bank Limited.

I would like to thank and convey my gratitude to honorable supervisor, Nowshin Mahmood Tahiya, 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 Social Islami Bank Limited (Narayangonj Branch) for their priceless advice and kind effort, which help me a lot to collect information and data about The Human Resource Management Practices in Social Islami Bank Limited. 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 Summary

Social Islami Bank Limited 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 banking activities and Human Resource Practices.

In Chapter 1, 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 2, I try to give an idea about SIBL, its historical background, nature of business because it the Organizational part of my report. It additionally encompasses all banking activities and operations.

The Chapter3rd offers literature review of the report. There is some theoretical knowledge about Human Resource Management Practices.

Chapter 4includes the final Human Resource Management Practices of SIBL. In this chapter the study focuses on the general Human Resource Management Practices of SIBL, on the activities of the Human Resource Department and on the behavior and results of collaborators in this sector.

Chapter 5 describes the Human Resource SWOT analysis that describes the internal (Strengths and Weaknesses) and external (Opportunities and Threats) environment of SIBL's HRD. The major results of SIBL's HRM Practices analysis are also included in this chapter.

At the end of the report, I include some Findings and Recommendation, I provide findings and conclusion on banking activities and Human Resource Practices and evaluating performance of my study.

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Acronyms

BOD	Board of Directors
CAR	Capital Adequacy Ratio
CIB	Credit Information Bureau
CRG	Credit Risk Grading
CRISL	Credit Rating Information and Services Limited
CRM	Credit Risk Management
HCRO	Head Office Credit Risk Officer
HDS	Household Durable Investment Scheme
HOBU	Head of Business Unit
HOCCB	Head Office Complex Corporate Branch
HOCR	Head of Credit Risk
HPSM	Hire Purchase Under Shirkatul Melk
IBBL	Islami Bank Bangladesh Limited
IBTRA	Islami Bank Training and Research Academy
ICAAP	Internal Capital Adequacy Assessment Process
IDB	Islamic Development Bank
IDR	Investment Deposit Ratio
KYC	Know Your Customer
MPB	Mudaraba Perpetual Bond
NRB	Non-Resident of Bangladesh
OIC	Organization of the Islamic Conference
PCB	Private Commercial Bank
PLS	Profit and Loss Sharing
RDS	Rural Development Scheme
ROA	Return on Asset
ROE	Return on Equity
ROI	Return on Investment
RWA	Risk Weighted Asset
SBIS	Small Business Investment Scheme
SME	Small and Medium Enterprise
SRPT	Supervisory Review Process Team
TIS	Transport Investment Scheme
TR	Trust Receipt
ZCRO	Zonal Credit Risk Officer

CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION

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

1.2 RATIONALE OF THE STUDY

Commercial banks in Bangladesh, like those in other emerging market countries, will experience increased competition in the coming months. With increasing financial complexity, the banking industry faces a variety of hazards. HRM refers to how an organization's employees are managed. Field agents, coordinators, workers, supervisors and project managers will be among them. These individuals are referred to as "Assets" since they lead organizations. These "Assets" must be used to administer the company, much as a bank utilizes cash to run projects. It is not enough to have a specialized organizing staff. Fundamentally, until a team is effectively managed, motivated and executed, a company will not be able to fulfill its objectives. The design of systems, such as construction plans and policies, is a means of managing, motivating and executing stuff. HRM includes these systems.

1.3 SCOPE OF THE STUDY

The paper will include detailed information on SIBL in order for any reader to conceptually comprehend the bank and its services, among other things. Research like this on SIBL's HR Practices can assist students and instructors learn how banks recruit and pick individuals. This knowledge can aid students when they are looking for a job or when they compare what I teach with what they learned in their HR

courses. The final recommendations can help the SIBL's HR manager (if deemed useful) to enhance the SIBL HR process and activities.

1.4 OBJECTIVES OF THE STUDY

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

BROAD OBJECTIVES:

- The broad objectives of this report is to evaluate The Human Resource Practices in Social Islami Bank Limited.

SPECIFIC OBJECTIVES:

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

1.5 METHODOLOGY AND DATA COLLECTION OF THE STUDY

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

Primary Sources

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

Secondary Data Sources

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

1.6 LIMITATIONS OF THE STUDY

The authorities were quite helpful, but they were quite too preoccupied with allowing me time to grasp the topic. They also have to compete in a very competitive financial climate. There are

some limitations to any activity. During the course of my reporting, I am also subjected to some standard limitations.

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

CHAPTER 2

LITERATURE REVIEW

2.1 LITERATURE REVIEW

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

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

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

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

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

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

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

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

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

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

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

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

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

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

CHAPTER 3

OVERVIEW OF SOCIAL ISLAMI BANK LIMITED

3.1 HISTORY OF THE SOCIAL ISLAMI BANK LIMITED

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

3.2 VISION OF SIBL

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

3.3 MISSION OF SIBL

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

- Providing support for social profit organizations by approach of mobilizing funds and social services.

3.4 PRODUCTS & SERVICES

3.4.1 INVESTMENT PRODUCTS:

3.4.1.1 SIBL ISLAMIC AUTO FINANCE

PURPOSE

- Purchase of brand new and reconditioned Car, Jeep, Station Wagon, 4- Wheeler and Microbus for private use only.
- Car price as quoted by the vendor may include registration cost
- Car age should not be more than 5 years older from the date of manufacturing.

CUSTOMERS SEGMENT/ ELIGIBILITY CRITERIA

- Salaried executives of reputed organizations having salary accounts with any Banks.
- Salaried executives of various Govt./Semi-government organizations/ Autonomous bodies.
- Self-Employed/ Professionals like Doctors, Architects, Engineers, Chartered Accountants, Consultants and IT professionals.
- Teachers of reputed Public Universities, Reputed Government/Private college/Madrasah, Medical College, Private Universities & Colleges.
- Well reputed business man/land lords or ladies whose income must be reflected in the Bank Statements.

INVESTMENT AMOUNT (MIN & MAX)

- Minimum TK. 200,000/-
- Maximum TK. 40,00,000/- or 16 times of gross monthly income, whichever is lower. (Investment amount subject to revision followed by prudential guidelines of BB from time to time).

INVESTMENT TENOR

- 12-72 months for Brand New Vehicles only.
- 12-60 months for Reconditioned Vehicles.

ADVANCE /PARTIAL PRE-PAYMENT

Allowed at any point of time without any types of Fee/Charges.

EARLY FINAL SETTLEMENT

Allowed at any point of time without any types of Fee/Charges.

PERSONAL GUARANTEE

Two (02) guarantors including One (01) 3rd party Guarantor & One (01) Personal Guarantee from Spouse/Parents/Blood Relatives is required.

DOCUMENTS REQUIRED FOR CAR SPECIFICATION

Car Quotation from well reputed vendors with client's acceptance must be submitted. (A preferred/authorized car vendor's list will be circulated by Head Office Retail Investment Division)

REQUIRED DOCUMENTS

- **Salaried Executives:**

Letter of Introduction (LOI), Pay slip (if available), Copy of National ID/Voter ID/ Passport/ Driving License/ Employee ID, Bank Statements for last 6/12 months, Photographs, TIN Certificate, Business Card etc.

- **Self Employed Professionals:**

Copy of National ID/Voter ID/ Passport/ Driving License, Bank Statement for last 12 months, Certificate of professional degree (i.e. MBBS etc.), Certificate of Membership with respective Professional Association (i.e.BMDC etc.), Photographs, TIN Certificate, Business Card etc.

- **Businessman & Landlords:**

Copy of National ID/Voter ID/ Passport or driver license, Bank Statement for last 12 months, Copy of Trade License (for proprietorship & partnership firm)/Partnership Deed (for partnership firm) /Memorandum & Article of Association and copy of share summary (for Limited Liability Co.), Monthly Sales Report of last 12 months for businessman, Rental Agreement (For landlords), Proof of property ownership/ municipal tax receipt (For landlords), Statement of the A/C where rental income is reflected (For landlords), Photographs, TIN Certificate etc.

3.4.1.2 SIBL ISLAMIC HOME FINANCE

CUSTOMER SEGMENTS

- Salaried executives of reputed organizations having salary accounts with any Banks
- Salaried executives of various Govt./Semi-government organizations/ Autonomous bodies
- Self-Employed/ Professionals like Doctors, Architects, Engineers, Chartered Accountants, Consultants and IT professionals
- Teachers of reputed Public Universities, Reputed Government/Private college/Madrasah, Medical College, Private Universities & Colleges.
- Well reputed business man/land lords or ladies whose income must be reflected in the Bank Statements.
- Wage Earners (1OO% Cash Secured): This segment consists of Wage earners /Non-resident Bangladeshis (NRB), maintaining resident a/c with us or any other Banks.

INVESTMENT AMOUNT(MIN AND MAX)

- Minimum TK.5.00 Lac.
- Maximum TK. 200.00 Lac

TENOR

- Minimum - 3 years (36 months)
- Maximum - 25 years (300 months)
- (Investment tenor will based on merit of the case as well as BB's regulation from time to time)

MIN & MAX AGE

- Primary applicant / Borrower's/ Co-borrower's minimum age should be 23 years
- Self-employed Professional / Businessman and Landlord - 65 years at the end of Investment tenor.

NATIONALITY : BANGLADESHI

MINIMUM INCOME

- Total aggregate income must be more than BDT 40,000/- for all segments, whereas one of the applicants must have minimum income of BDT 15,000/-.
- In case of multiple applicants, each of the applicants must have a minimum income of BDT 10,000/- for income aggregation.

WORK/BUSINESS EXPERIENCE

- **Salaried Executives:** Must be confirmed employee and having minimum 2 years' experience including 3 months with present employer.
- **Self-employed Professional/Businessman:** Must have 2 (two) years professional /business experience.
- **Contractual employees** of UN Bodies and Development Organizations viz. UN, UNDP, UNICEF, UNESCO, FAO, WHO, CARE, Save the Children, IFC, SEDF, WORLD BANK, IMF, ADB etc. can be eligible provided the following conditions are met:

- Minimum length of service more than 2 (two) years.
- Minimum 2 (two) contract renewals are provided.

In case of assessing Bank A/C from customers other diversified business entity where business started less than 2 years ago, proof of continuation of previous business is required.

REQUIRED DOCUMENTS

- **SalariedExecutives:**
  Letter of Introduction (LOI), Pay slip (if available), Copy of National ID/Voter ID/ Passport/

Driving License/ Employee ID, Bank Statements for last 6/12 months, Photographs, TIN Certificate, Business Card etc.

- **Self Employed Professionals:**
  Copy of National ID/Voter ID/ Passport/ Driving License, Bank Statement for last 12 months, Certificate of professional degree (i.e. MBBS etc.), Certificate of Membership with respective Professional Association (i.e.BMDC etc.), Photographs, TIN Certificate, Business Card etc.

- **Businessman & Landlords:**
  Copy of National ID/Voter ID/ Passport or driver license, Bank Statement for last 12 months, Copy of Trade License (for proprietorship & partnership firm)/Partnership Deed (for partnership firm) /Memorandum & Article of Association and copy of share summary (for Limited Liability Co.), Monthly Sales Report of last 12 months for businessman, Rental Agreement (For landlords), Proof of property ownership/ municipal tax receipt (For landlords), Statement of the A/C where rental income is reflected (For landlords), Photographs, TIN Certificate etc.

3.4.1.3 ISLAMIC CONSUMER FINANCE

PURPOSE OF THE FACILITY

Purchase of furniture/ miscellaneous household appliances, electronic goods/items, ornaments, jewellery, House renovation, other legitimate purposes permissible by Islamic Shariah.

CUSTOMER SEGMENT / ELIGIBILITY CRITERIA

- Salaried executives of reputed organizations having salary accounts with any Banks
- Salaried executives of various Govt./Semi-government organizations/ Autonomous bodies
- Self-Employed/ Professionals like Doctors, Architects, Engineers, Chartered Accountants, Consultants and IT professionals
- Teachers of reputed Public Universities, Reputed Government/Private college/Madrasah, Medical College, Private Universities & Colleges.
- Well reputed business man/land lords or ladies whose income must be reflected in the Bank Statements.

INVESTMENT AMOUNT (MIN AND MAX)

- Minimum BDT50,000/-.
- Maximum BDT10, 00,000/- or 12 times of Gross Monthly income, whichever is lower.

REPAYMENT TENOR

12 to 60 months

ADVANCE / PARTIAL PRE-PAYMENT

Allowed at any time without any types of Fee/Charges

EARLY FINAL SETTLEMENT

Allowed at any time without any types of Fee/Charges.

PERSONAL GUARANTEE

For Salaried Executives & Self-employed professionals:
One (01) Personal Guarantee & One (01) Family Guarantor will be required.

For Businessman & Landlords:
Two (02) Personal Guarantees & One (01) Family Guarantor will be required.

REQUIRED DOCUMENTS

- **Salaried Executives:**

Letter of Introduction (LOI), Pay slip (if available), Copy of National ID/Voter ID/ Passport/ Driving License/ Employee ID, Bank Statements for last 6/12 months, Photographs, TIN Certificate, Business Card etc.

- **Self Employed Professionals:**

Copy of National ID/Voter ID/ Passport/ Driving License, Bank Statement for last 12 months, Certificate of professional degree (i.e. MBBS etc.), Certificate of Membership with respective Professional Association (i.e.BMDC etc.), Photographs, TIN Certificate, Business Card etc.

- **Businessman & Landlords:**

Copy of National ID/Voter ID/ Passport or driver license, Bank Statement for last 12 months, Copy of Trade License (for proprietorship & partnership firm)/Partnership Deed (for partnership firm) /Memorandum & Article of Association and copy of share summary (for Limited Liability Co.), Monthly Sales Report of last 12 months for businessman, Rental Agreement (For landlords), Proof of property ownership/ municipal tax receipt (For landlords), Statement of the A/C where rental income is reflected (For landlords), Photographs, TIN Certificate etc.

BORROWER'S ELIGIBILITY:

Nationality: Bangladeshi

Age

- Minimum 25
- Maximum 60 years at Investment maturity/up to retirement age for salaried Segments.

Length of Service/ practice

- Salaried Executives: Minimum 03 years of experience with 6 months permanent employment with present employer.
- Self-Employed Professionals: Minimum 02 years of continuous practice in the profession
- Businessman: Minimum 03 years of experience (i.e. continuous track) supported by documents.

Minimum Income
Category Requirement

- Salaried ExecutivesMin. Tk. 25,000/- per month
- Self-Employed Professionals Min. Tk. 30,000/- per month
- Businessman/Landlord Min. Tk. 40,000/- per month

3.4.1.4 BAI-MUAZZAL

Bai-Muajjal is a contract between Buyer and Seller under which the seller sells certain specific goods (permissible under Shariah and Law of the country), to the Buyer at an agreed fixed price payable at a certain fixed future date in lump sum or within a fixed period by fixed installments. The seller may also sell the goods purchased by him as per order and specification of the Buyer. In Bank's perspective, Bai-Muajjal is treated as a contract between the Bank and the Client under which the bank sells to the Client certain specified goods, purchased as per order and specification of the Client at an agreed price payable within a fixed future date in lump sum or by fixed installments.

3.4.1.5 HPSM

Hire Purchase (participatory ownership) mode both the Bank and the client supply equity in equal or unequal proportion for purchase of an asset like land, building, machinery, transport etc. Purchase the asset with that equity money, own the same jointly; share the benefit as per agreement and bear the loss in proportion to their respective equity. The share, part or portion of the asset owned by the Bank is hired out to the client partner for a fixed rent per unit of time for a fixed period. Lastly the Bank sells and transfers the ownership of its share / part / portion to the client against payment of price fixed for that part either gradually part by part or in lump sum within the hired period after the expiry of the hire agreement.

3.4.1.6 MURABAHA

Bai-Murabaha is a contract between a Buyer and Seller under which the Seller sells certain specific goods permissible under Islamic Shariah and Law of the land to the Buyer at a cost-plus agreed profit payable in cash on any fixed future date in lump sum or by installments. The profit marked-up may be fixed in lump-sum or in percentage of the cost price of the goods. In case of Bai-Murabaha Banks procure the goods as per indent of the customer, retain it in its custody and sell the same part by part or at a time to the client who gave indent for the goods.

3.4.1.7 MUSHARAKA

Musharaka means partnership business. Every partner has to provide more or less equity funds in this partnership business. Both the Bank and the investment client reserve the right to share in the management of the business. But the Bank may opt to permit the investment client to operate the whole business. In practice, the investment client normally conducts the business. The profit is divided between the bank and the investment client at a predetermined ratio. Loss, if any, is to be borne by the bank and the investment client according to capital ratio.

3.4.2DEPOSIT PRODUCTS:

3.4.2.1 MUDARABA SCHEME DEPOSITS

- SIBL Driver Deposit Scheme
- SIBL Probashi Deposit Scheme
- Hawkers Deposit & Business Development Scheme
- SIBL Education Savings Scheme
- SIBL Medical Savings Scheme
- SIBL Marriage Savings Scheme
- SIBL Super DPS
- Kafela-Mudaraba Hajj Scheme
- Proshanti-Mudaraba Zakat Savings Account
- MudarabaBashsthan Savings Scheme
- Sonali Kabin- MudarabaMohorana Savings Scheme
- SharnoSikhor- MudarabaKotipoti Scheme
- SubornaDiganto-Mudaraba Millionaire Scheme
- SachchondoProtidin- Mudaraba Monthly Profit Deposit Scheme
- SIBL Dipti- Mudaraba Education Savings Scheme
- SIBL Student Account
- Subarnolota-Special Savings Scheme for Women
- Sonali Din- Mudaraba deposit Pension Scheme
- SukherThikana- Special Savings Scheme for lower-income group workers.
- Swapner Siri- MudarabaLakhopothi Deposit Scheme
- Sabuj Chhaya-Special Savings Scheme for Senior Citizens
- Sabuj Sayannho- Special Deposit Scheme for Senior Citizens
- Sanchita-Special Deposit Scheme
- Subarno Rekha – Special Savings Scheme for Women.

3.4.2.2 Al WADIAH CURRENT ACCOUNT

The Law and regulation of Bangladesh, usual customs and procedures common to banks in Bangladesh including Islamic Banking Principles shall apply to govern and conduct the account opened with the Bank.

- Any adult having sound mind can open this account in his/her name singly or jointly with others. Any proprietorship/partnership firm, limited company (private/public), educational institution, club, association, socio-economic organization can also open this account.
- Account opening balance is TK. 2,000 only, which is treated as minimum balance of the account.
- 02 copies passport size photographs of account holder/holders duly attested by introducer.
- 1 copy photograph of nominee duly attested by the account holder.
- Identification proof like National ID Card/Passport/Driving License; Tarde Licensee for Business Organizations; relevant document for Company and Partnership Firms.
- Introducer signature and Account Number.

3.4.2.3 MUDARABA SAVING DEPOSIT

The Law and regulation of Bangladesh, usual customs and procedures common to banks in Bangladesh including Islamic Banking Principles shall apply to govern and conduct the account opened with the Bank.

- Any adult having sound mind can open this account in his/her name singly or jointly with others. Any proprietorship/partnership firm, limited company (private/public), educational institution, club, association, socio-economic organization can also open this account.
- Account opening balance is TK. 500 only, which is treated as minimum balance of the account.
- 02 copies passport size photographs of account holder/holders duly attested by introducer.
- 1 copy photograph of nominee duly attested by the account holder.
- Identification proof like National ID Card/Passport/Driving License.

3.4.2.4 MUDARABA TERM DEPOSIT

- Mudaraba Term Deposits are accepted by the bank with a sum of Tk. 5000 or above (multiple of 1000) from individuals (single and joint), firms (Proprietorship/Partnership), limited companies, autonomous bodies, charitable institutions, association, educational institution, local bodies, trusts, etc, against issuance of nontransferable receipts in acknowledgement of MTD account may be opened in the names of minors jointly with their guardians, for example Received from Mr. X Guardian of Mister/Miss.... (Minor)

- The Mudaraba Term Deposits are accepted for different periods as of 12, 24, 36 months. Weightage on the rate of return is given to deposits of longer maturity.

- Matured deposit if not encashed within one month of maturity, the deposit shall automatically be renewed for the period it kept before.

3.4.2.5 MUDARABA NOTICE DEPOSIT

Mudaraba Notice Deposit (MND) is another kind of deposit scheme where depositor under MND shall get the specific share of minimum ……% of the distributable Investment income. Here profit shall be calculated on daily basis balance of deposit but applied twice in a year i.e. June and December. 7 Seven days Prior notice is mandatory for withdrawing any amount from MND A/C or else profit will be applicable on minimum balance for the month.

Required Documents

- Account opening form and other documents available at the branch
- 02 copies passport size photographs of account holder duly attested by introducer
- 1 copy photograph of nominee duly attested by the account holder
- Identification proof like National ID Card/Passport/Driving License
- Minimum deposit Tk.2000/-
- Introducer signature and Account Number

3.5 INTERNATIONAL BUSINESS OF SIBL

3.5.1 OVERVIEW

International Business of the Bank comprises of jobs relating to bank's foreign exchange operations, correspondent banking arrangement, foreign remittance, NOSTRO Accounts management, F. Ex. Reconciliation, OBU Support Service, EDF Service, investment line arrangement and relationship with regulatory bodies and stakeholders. International Division of the Bank supports Authorized Dealers (AD) and facilitates the foreign trade business of the **22 AD Branches and 2 CTPUs**. In addition to the ADs and CTPUs, foreign exchange support services of the bank are also offered through a Centralized Remittance Processing Unit and a full-fledged Offshore Banking Unit (OBU). International Division of the Bank is also responsible for issuing Circulars/Circular letters/Instructions of Bangladesh Bank and other regulators.

3.5.2 CORRESPONDENT BANKING

In ordertofacilitate the Foreign Exchange (FX), Foreign Trade and Other Foreign Currency (FCY) Business and Transactions, International Division of the bank maintains proper and adequate corresponding channel with banks all over the world. International Division comes forward to play its role and not only felicitates foreign trade but also works for the development and enhancement of foreign correspondence relationship. The well experienced and dedicated team of the division has established Standard Settlement Instructions (SSI) including arrangements in all major currencies in the locations of international business concentration. The bank maintains 27 Nostro accounts in major countries and with reputed international banks for the settlement of all foreign currency transactions of our

customers. As a part of its growth, International Division has been constantly developing and improving the affiliation with foreign correspondent banks on reciprocal basis.

3.5.3 CENTRALIZED TRADE PROCESSING UNIT

To provide faster and quality services to the foreign trade clients, SIBL is operating two CTPUs, one in Dhaka and another in Chottogram in addition to 22 AD branches. These two CTPUs comprising of experienced foreign trade officers are providing trade services in an efficient manner, which is enabling the bank to ensure discipline enhance monitoring in the foreign trade regime of the bank. The CTPUs conduct foreign trade businesses of Non-AD Branches of the Bank by opening all forms of LCs, Issuing Shipping Guarantees, Handling Import Documents, Advising & Transferring LCs, Purchasing or Negotiating Local & Foreign Export Documents, Handling of Export Documents, and Handling all forms of private & commercial remittances. It also provides other AD services like applying for special permission of Bangladesh Bank through International Division on behalf of the clients of non-AD branches with due care and utmost sincerity. In addition to that, the CTPUs conduct all online and online reporting of all foreign exchange business of Non-AD Branches to Bangladesh Bank.

3.6 SME

The role of Small and Medium Enterprises (SMEs) is indispensable for the overall economic development of a country particularly for developing countries like Bangladesh. Since this sector is labor-intensive, it is capable of increasing national income as well as rapid employment generation; achieving Sustainable Development Goals (SDGs) especially the eradication of poverty, gender equality, and women empowerment. SME Financing is considered as one of the focus areas of operation in SIBL. Especially, the small entrepreneurs and women entrepreneurs are properly addressed by SIBL with the diversified products designed for this purpose.

SIBL has been continuously financing different agricultural businesses & projects, in addition, to providing financing to the farmers through its entire branch &subbranch network spread over the country. Agricultural clients are being served with immense care in all of SIBL's branches & subbranches situated both in rural and semi-urban areas.

SIBL as a part of its social commitment will keep on patronizing the SME &Agri. clients to fulfill their diversified needs.

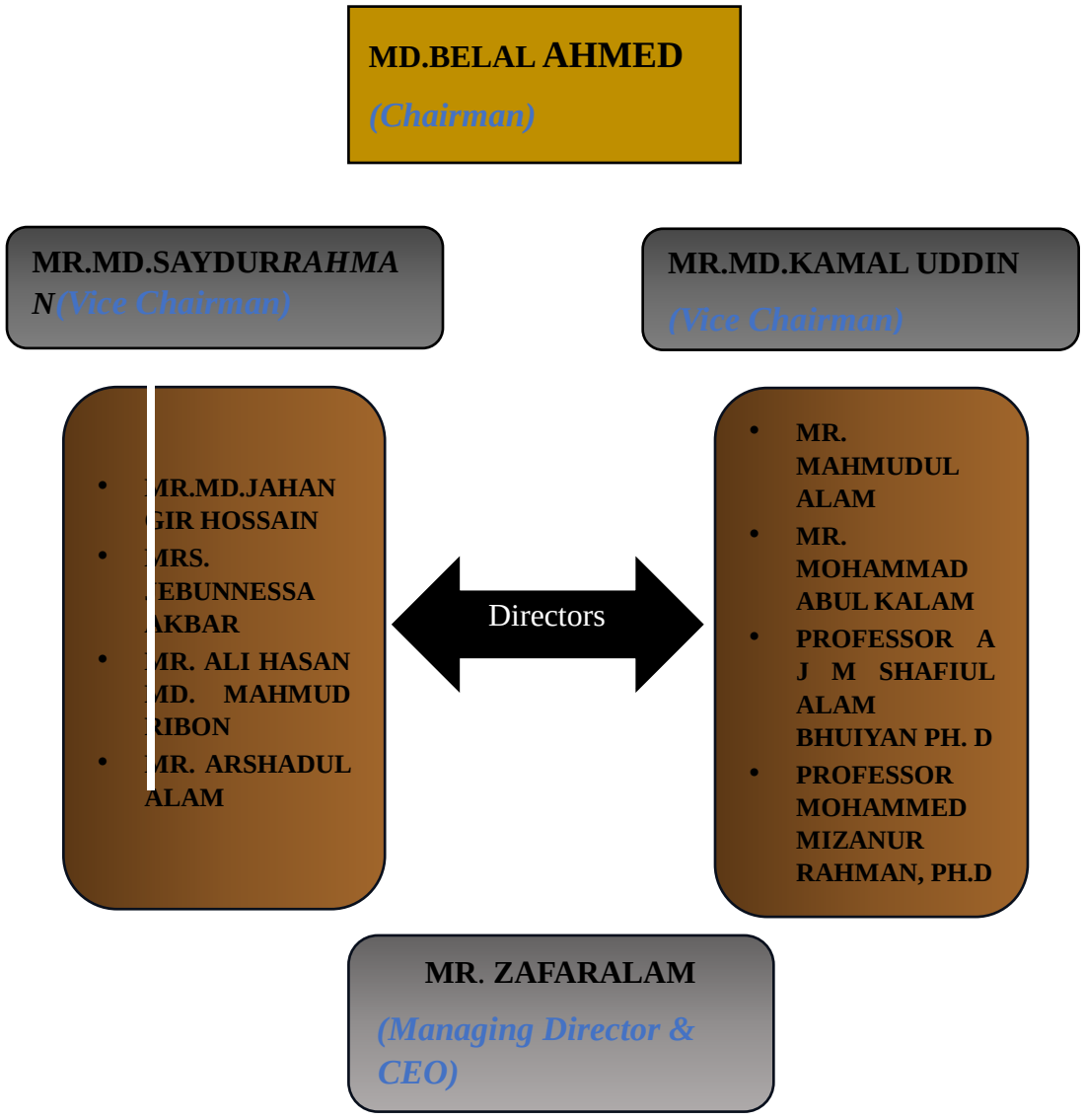
OUR SERVICES & FEATURES:

- Swift processing of Investment proposals (specially for Women Entrepreneurs & Farmers)
- Investment is given with simple terms & conditions considering the merit of the project
- Revolving and term investment facilities
- Maintaining shariah through ensuring buy-sell procedure completely
- Providing cluster-based financing
- After expiry of Investment renewal facility is available
- Collateral free Investment facility (specially for Women Entrepreneurs & Farmers)

We have an array of SME/Agri products- designed to satisfy the diversified financial needs of SME/Agri. clients. We are offering both Revolving & Term Investment facilities to the SME/Agri. clients. Small Entrepreneurs, Agri. Clients and Women Entrepreneurs are properly addressed by the diversified products designed for this purpose.

- Bai'muajjal-SME (Revolving)
- HPSM-SME (Commercial)
- HPSM- SME (Transport)
- Bai'muajjal-SME (Micro-Enterprise)
- Bai'muajjal-SME (Installment)
- Murabaha-SME

3.7 Board of Directors:



3.8 ORGANIZATIONAL STRUCTURE OF SOCIAL ISLAMI BANK LIMITED

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

CHAPTER 4

HRM PRACTICES BY SOCIAL ISLAMI BANK LIMITED

4.1 HUMAN RESOURCE MANAGEMENT

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

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

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

4.2 HUMAN RESOURCE PLANNING

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

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

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

4.3 RECRUITMENT AND SELECTION

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

- **Priorities and identify task:**

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

- **Candidate goal:**

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

- **Required level of performance:**

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

- **Required degree of experience:**

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

- **Candidate classification:**

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

- **Employment source:**

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

- **Qualified employers:**

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

- **Assess candidates:**

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

4.4 MEDIUM OF RECRUITMENT ADVERTISEMENTS

- BDjobs.com
- Prothomalojobs.com
- Directly in Universities
- Head hunting organizations
- Daily Newspapers
- Social media pages

4.5 EXAMPLE OF RECRUITMENT ADVERTISEMENT



NEW BEGINNINGS
ENDLESS POSSIBILITIES

Job Title:
Probationary Officer

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

16491

SIBL Social Islami Bank Limited
উৎকর্ষ অবিরাম

Age Limit

Minimum 22 years as on March 31, 2023 and maximum 30 years as on March 25, 2020 as per Bangladesh Bank BRPD Circular Letter No. 43 dated 02.11.2022. Original certificate of SSC/equivalent examination to be produced as the proof of age of the candidates and no affidavit to this effect shall be accepted.

Educational Requirements

- Minimum qualification is Masters Degree or equivalent with 4 years Honors from any Public or Private University approved by UGC.
- Candidates must have GPA at least 4.00 out of 5.00 both in SSC & HSC or equivalent examinations and CGPA at least 3.00 out of 4.00 or 3.75 out of 5.00 in Honors & Masters or equivalent examinations.

Other Requirements

- Strong communication skills both in speaking and writing.
- Excellence in interpersonal skills.
- Good operational skills in MS Office.
- Candidates in service must apply through proper channel.
- Selected candidates will be required to execute a Surety Bond to serve the bank for a minimum period of 05 (five) years from the date of joining.

Salary & Allowances

The selected candidates shall be on probation for a period of 1 (one) year with monthly consolidated pay of Tk.48,400/- only. On successful completion of probation period, the candidates will be confirmed in the rank of Officer in the scale of pay Tk.29,750-2,678X5-43,140-EB-3,882X5-62,550/- and other admissible allowances with total initial emoluments of Tk.59,500/- only per month.

Job Location: Anywhere in Bangladesh

Selection Procedure

- Only short listed and valid candidates will be called to appear at the written test.
- Admit card will be issued to the valid candidates through **www.siblbd.com/career**
- The candidates qualified in written test will be finally selected through two-step interview.
- All correspondences will be made through SMS/E-mail.

How to Apply

- Eligible and interested candidates will apply through online www.siblbd.com/career. Candidate must upload their recent passport size photograph and all academic certificates.
- Postal/courier/physical submission of application will not be acceptable.
- Candidates must have a valid e-mail address and cell phone number.

Note

- Only the published academic result to be uploaded while no appeared certificate is acceptable.
- No TA/DA will be allowed for appearing at the Written & Viva-Voce Test.
- The authority reserves the right to accept or reject any application in any stage without assigning any reason whatsoever.

Last Date of Submission: May 25, 2023

SEVP & Head
Human Resources Division, SIBL, HO, Dhaka

4.6 SELECTION PROCESS OF SIBL

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

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

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

4.7 TRAINING AND DEVELOPMENT

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

Human resources are the foundation for every organization’s quick and well-managed growth.

SIBL recognizes the value of human resources, which may help to improve banking services if they are properly educated. The association's unwavering success is based on an exceptional and skilled human

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

4.8 PERFORMANCE APPRISAL

The practice of assessing and employee's performance on the job in terms of the tasks requirements is known as performance appraisal. One of the most common reasons for observing operational performance, motivating personal and enhancing organizational policy is to a performance assessment program. Employees instinctively give their best for the organization when they know the organization is monitoring their performance and may reward them through the performance analysis module. Employees' trust improves when they are accolades for prizes for their efforts. An open and honest performance assessment Method can help the company meet its objectives. During the performance evaluation review not only will train requirements be recognized and handled but hidden abilities may also be discovered. The following methods are used by social Islami Bank Limited to evaluate its performance: -

- **Weighted checklist method:**

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

- **Critical incident approach:**

  The critical incident approach for performance analysis is one in which the management records both good and negative aspects of the employee's performance during the course of their workday.

- **Balanced scorecard:**

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

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

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

- **Management by objectives:**

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

- **Assessment center approach:**

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

- **Psychological appraisal:**

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

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

  The cost accounting method examines an employee's performance in terms of the monetary advantages they provide the company. This figure is frequently calculated by comparing the cost

of maintaining an employee to the monetary advantages contributions that the company has reaped from that individual.

- **360-Degree feedback:**

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

4.9 COMPENSATION

Employees earn compensation in consideration for their contribution to the company. All types of pay or premiums given to workers and earned from their use are referred to as employee compensation. As a result, allowance refers to the compensation that an employee receives in exchange for his or her work. Employees receive advantages in the form of indirect financial payments; they might include things like life and Health insurance, holidays, pensions, educational programs and product or business case discounts. Employees at SIBL are compensated and given allowances as follows: -

- **House rent allowance**

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

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

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

- **LFA (leave fare assistance)**

  LFA compensation is earned after a year of constrained duty.

  The probationary officer's allowance.

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

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

- **Scheme for car loans**

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

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

- **Bonus/Incentive**

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

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

- Ordinary leave (With full payment)
- Casual leave
- Maternity leave is a period of time during which a woman takes care of her.
- Leave on half pay basis
- Special leave for people with disabilities
- Taking time off in advance
- Leave without pay

A trust fund exists in SIBL, and compensation is established depending on the facts of the case.

SIBL provides therapy for its employees at the employee headquarters, there are two physicians.

For example, if someone requires open heart surgery, they will be compensated with taka.

CHAPTER 5

SWOT ANAYLISIS

5.1 SWOT ANALYSIS

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

STRENGTHS

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

- **Own training facility:**

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

- **Rich HR department:**

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

- **Special skills and knowledge:**

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

- **Customer satisfaction is important:**

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

- **Positive public image:**

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

WEAKNESSES

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

- **High staff turnover rate:**

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

- **Lack of equipment:**

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

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

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

- **Inadequate leisure opportunities:**

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

OPPORTUNITIES

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

SIBL prospects include: -

- **Increasing the workforce:**

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

- **Advanced Technologies and equipment:**

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

- **Taking a part time job shift:**

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

THREATS

- **Training cost may increase:**

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

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

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

- **Lack of Islamic banking knowledge:**

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

- **Bangladesh bank human resource restriction:**

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

CHAPTER 6

FINDINGS

6.1 FINDINGS

i. Human resource planning encourages employees to try to perform a better job.

ii. Human resource planning assists them in estimating the correct number of personnel required to complete the tasks.

iii. They may monitor the working environment supplied to employees with the aid of human resource planning.

iv. The procedure takes a long time.

v. When they choose their employee through an internal recruitment procedure, it's a smart public relations move.

vi. Employees are more likely to recruit internally when they are promoted from inside.

vii. Internal recruiting is frequently, significantly, quicker than external recruiting.

viii. If they believe they are equally or better qualified than the candidate chosen.

ix. They are unable to obtain new ideas from new employees throughout the internal recruitment process.

x. The recruitment and selection procedure are a time consuming and infrequent procedure.

xi. It is its own unique training facility.

xii. A worker training program that is insufficient.

xiii. The bank does not have a certified training centre.

xiv. Weighted checklist technique, important incident technique, balance record, behaviorally anchored rating scale (BARS), management by objectives (MBO), assessment center technique, psychological appraisal, human resource (cost) accounting technique, 360-degree feedback are some of the ways SIBL evaluates its employee's performance.

xv. Performance assessments take a long time to complete.

xvi. They are sometimes not properly stored inside the bank to avoid bias.

xvii. Employees at SIBL get house rent allowance, LFA (leave fare assistance), probationary officer allowance, bonus or incentives, and car loan scheme as compensation and benefits.

CHAPTER 7

RECOMMENDATIONS AND CONCLUSION

7.1 RECOMMENDATIONS

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

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

7.2 CONCLUSION

SIBL human resources department is the most confidential and secure in the organization. As an intern, I had restricted access to check data, which frequently prevented me from collecting information that was too sensitive for the bank. As a result, all of the facts presented in the research allowed me to just accept it. Despite the fact that SIBL employee's current human resource practices, certain improvements are made in some areas. The bank will look into the suggestions raised in the studies recommendations section. People are the most precious resources for organizational success, according to research on human resources management methods conducted by the SIBL.Several elements are involved in the development of these important resources. Procedures for recruitment and selection are critical. Recruitment and selection methods are also necessary to improve the organization's effectiveness. Initial training techniques that are dynamic and appropriate are necessary. Performance evaluation is a vital analysis that examines an employee's job performance which culminates in the completion of a training program. Finally, remuneration and benefits should be appropriate so that workers maintain their dedication to their job obligations. All human resource functions may help the business achieve its ultimate goals.

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