Internship Report

On

Human Resource Management Practices at NCC Bank Limited

Sonargaon University

Submitted to:

Department of Business Administration

Faculty of Business

Sonargaon University (SU)

Green Road, Dhaka-1215

Submitted by:

Asiqur Rahman Fahim

ID: BBA1901016088

Program: BBA (Major in HRM)

Semester: Fall 2022

Department of Business Administration

Faculty of Business

Green Road, Dhaka-1215

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

Date of Submission: 12th January 2023

Internship Report

On

Human Resource Management

Practices at NCC Bank Limited



Sonargaon University

Submitted to:

Ashik Das

Lecturer

Department of Business Administration

Sonargaon University (SU)

Submitted by:

Asiqur Rahman Fahim

ID: BBA1901016088

Program: BBA (Major in HRM)

Semester: Fall 2022

Department of Business Administration

Green Road, Dhaka-1215

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



Internship Report

On

Human Resource Management Practices at NCC Bank Limited

Letter of Transmittal

12th January 2023

Ashik Das

Lecturer

BBA 4th year, 2022

Department of Business Administration

Sonargaon University

Subject: Submission of Internship report on **Human Resource Management Practices** at NCC Bank Limited.

Dear Sir,

I would like to take the opportunity to thank you for your guidance and support you have provided me during the course of this report. Without your help the report would have been impossible to complete. With deep gratitude, I would like to acknowledge the help provided by officials at NCC Bank for providing utmost supervision during my period of internship in the organization.

To prepare this report I have collected what I believe to be the most relevant information to make my report as reliable as possible. I have concentrated my best effort to achieve the objectives of the report and hope that my endeavor will serve the purpose. The knowledge and practical expertise I have acquired during my internship period will help me in my future professional career.

Thank you again for your support and patience.

Sincerely yours,

Asiqur Rahman Fahim

Student Id: BBA1901016088

Department: Business Administration

Acknowledgement

At the very outset, I am very much thankful to almighty for giving me strength, courage and ability to accomplish the internship report in a scheduled time in spite of various complications. I would like to evolve my implicit gratitude to all those who have been instrumental in the preparation of this internship report. I wish to place on records, my profound devoir for the support, supervision, and direction in every aspect from, “NCC Bank” officials, my faculty, and friends.

I would also like to express my deepest sense of thankfulness to my organizational supervisor of this Internship Program at NCC Bank Limited HR Division. To get accustomed with the nature of a corporate culture was quite a challenge for me; without his guidance, it would not have been possible for me to continue a successful internship.

I would also like to show my utmost gratefulness to all the officials of NCC Bank Limited especially the separation team that I have worked in and all the others teams. I would like to mention the HR Associates for facilitating me with all the internal information that helped me to prepare the company overview. Finally, and most importantly, I would like to concede the guidance of my supervisor for the helpful support throughout the whole period to complete the report successfully at a proper manner.

Last but not least, I am fortunate to have had the guidance of all the faculties and mentors throughout my 4 years Bachelors of Business Administration program at Department of Human Resource Management Studies, which helped me to shape my perception and understanding for facing the real-world career challenges. It also helped me to prepare a fruitful report.

Executive Summary

Now-a-days banking industry is going through an intense competition. In order to gain competitive advantage bank must have to focus on customer satisfaction as well employee satisfaction. Because employees are the direct service provider to the customers. So, the success of any bank largely depends upon the service of employees. It is a great challenge for any organization how efficiently they manage their human resource. This report has emphasized the human resource management practices at NCC bank limited. NCC Bank Limited performs several tasks in order to properly manage its employees. They start their HRM practices with HR planning by which they define their current manpower and future need of manpower. They select employees both from internal sources and external sources. Most of the cases they prefer to recruit lateral employees. NCC Bank Limited has its own HR training and development center to train up the employees. Sometime they hire trainer from BIBM, Bangladesh Bank and other training institutions. In the case of foreign training they maintain training bond. NCC Bank Limited follows 360-degree performance appraisal method which is based on ratings system. They use the appraisal result for promotion, incentives, and punishment. They score the appraisal on 300 marks. NCC Bank Limited follows two promotion and up-gradation system. These are done on the basis of performance appraisal. NCC Bank follows data base leave management system. They have their own policies regarding transfer and posting. In the cases of resignation, the employee must have to resign with 01-month notice. Along with the highly attractive compensation package NCC bank provides some other benefits like, provident fund, gratuity, death benefit, retirement benefit and so on. By properly performing these tasks HR division of NCC bank limited plays a vital role on the progress of bank.

Preface

Today we are very much involved in the business era. Only book-based knowledge is not enough to cope with real business environment. Effective combination of theoretical knowledge with practical experience is the key to success. Considering this, internship program is included in the degree Bachelor of Business Administration (BBA) from the Department of Business Administration Sonargaon University

I have selected the audit firm as my field to conduct my internship program which runs for three months only. I tried my best to collect relevant and significant data as much as possible and prepare the report with my best effort. I regret for any undue mistakes in this report. If the report do little support to any student, teacher, researcher or analyst, I may consider my effort does not go in vain

Declaration

I am, Asiqur Rahman Fahim, a student of BBA, Department of Business Administration, Sonargaon University, do hereby declare that the internship report titled “Human Resource Management” is the outcome of three months practical work on the topic mentioned above under the supervision of Ashik Das, Lecturer, Department of Business Administration, Sonargaon University, Bangladesh.

I also declare that this report is an original work and only some of parts 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.

Sincerely Yours

Asiqur Rahman Fahim

BBA 1901016088

Department of Business Administration

Sonargaon University

Letter of Acceptance

This is to certify that Asiqur Rahman Fahim, ID No:BBA1901016088 , Department of Business Administration, has completed his internship report titled on "**Human Resource Management**" under my supervision as a part of partial requirement for obtaining Bacholer of Business Administration (BBA) degree in **Human Resource Management (HRM)** Major. This report can be accepted for evaluation.

Ashik Das

Lecturer

Department of Business Administration

Sonargaon University

Table of Content

Letter of Transmittal	4
Acknowledgement	5
Executive Summary	6
Preface	7
Declaration	8
Letter of Acceptance	9

Chapter One
Introduction

1.1 Introduction	15
1.2 Origin of the report	16
1.3 Objective of the report	16
1.4 Scope of the Report	17
1.5 Methodology of the report	17
1.6 Limitation of the study	18

Chapter Two
Industry Overview

2.1 Meaning of Bank	20
2.2 History of Banking in Bangladesh	20
2.2.1 Before Independence	21
2.2.2 After Independence	22
2.3 List of Banks in Bangladesh	23
2.3.1 Schedule Banks	23 -26
2.3.2 Non-Schedule Banks	27

Chapter Three

Organizational Overview

3.1 Organization orientation	29
3.1.1. Organization Profile	30
3.2 Corporate Profile of the organization	31
3.3.1 Objective of the Company	31
3.3.2 Corporate Vision of NCC Bank	32
3.3.3 Corporate Mission of NCC Bank	32
3.4 Goal of the Bank	32
3.5 Values of NCC Bank	33
3.6 Organ gram of NCC Bank Limited Managing	34
3.7 Products and Services	35
3.7.1 Deposit Products	35 -36
3.7.2 Loan Products	37
3.7. 3 Services	38
3.7.4 Cards	39 -40

Chapter Four

Literature Review

4.1 Human Resource Management	42
4.2 Importance of HRM	42
4.3 Philosophy of HRM	42
4.4 Recruitment	42 -44
4.5 Functions of HRM	45
4.6 Objectives of HRM	46
4.7 Development	46
4.8 Compensation	46
4.9 Selection	47
4.10 Training	47 -48
4.11 Performance Appraisal	48

Chapter Five

Learning from Internship

5.1 My Job at HR Division in NCC Bank Limited	50
5.2 Responsibility as an Intern	50
5.3 Observation	51

Chapter Six

Human Resource Management Practices at NCC Bank Limited

6.1 Human Resource Division at NCC Bank Ltd.	53
6.2 Functions Performed by HR Division at NCC Bank Ltd.	53
6.3 HR Planning at NCC Bank Ltd.	54
6.4 Job Analysis of NCC Bank Ltd.	54 -55
6.5 Recruitment Practice at NCC Bank Ltd.	55
6.5.1 Recruitment is of two types in NCC Bank:	56
6.5.2 Points of Recruitment	57
6.5.3 Sources of Recruitment	57
6.5.3.1 Internal Sources	58
6.5.3.2 External Sources	58
6.6 Selection Practice at NCC Bank Ltd.	59
6.6.1 Selection process of Internal Recruitment	59
6.6.2 Selection process of External Recruitment	60
6.6.2.1 For Fresher	60
6.6.2.2 For Lateral	61

Chapter Seven

Findings of the Report

7.1 Findings of the Report	**63**
7.1.1 Finding and Analysis of Customers	**64**
7.1.2 Findings and Analysis of Different bank maturity rate	**65**

Chapter Eight

Recommendation and Conclusion

8.1 Recommendations	**68**
8.2 Conclusion	**69**
References	**70**

Chapter One

Introduction

1.1 Introduction

NCC Bank Limited bears a unique history of its own. The organization started its journey in the financial sector of the country as an investment company back in 1985. The aim of the company was to mobilize resources from within and invest them in such way so as to develop country's Industrial and Trade Sector and playing a catalyst role in the formation of capital market as well. Its membership with the browse helped the company to a great extent in these regard. The company operated upto 1992 with 16 branches and thereafter with the permission of the Central Bank converted into a full fledged private commercial Bank in 1993 with paid up capital of Tk. 39.00 crore to serve the nation from a broader platform. Since its inception NCC Bank Ltd. has acquired commendable reputation by providing sincere personalized service to its customers in a technology based environment. The Bank has set up a new standard in financing in the Industrial, Trade and Foreign exchange business. Its various deposit & credit products have also attracted the clients-both corporate and individuals who feel comfort in doing business with the Bank.

NCC Bank, Bangladesh's one of the largest commercial bank, believes that outstanding workers provide good labor. They make every attempt to provide as much help to their staff as possible in order to ensure their productivity. NCC Bank Limited is continuously determining what work has to be done and what kind of employees are needed. This contributes in assessing knowledge and skill ability. They make every effort to keep giving their employees with as much assistance as possible in order to assure their productivity.

1.2 Origin of the report

Banking is an essential industry. It is the most important part of a country's economic functionality. Bank is leading the financial institution sector. A bank as the matter of fact is just like a heart of the economic structure and the capital provided by it is like the blood in it. As long as the blood is in circulation the organs will remain sound and healthy. Over the last few years the Banking world has been undergoing a lot of change. As part of the economic reforms, banking industry has been deregulated and made competitive. New players have added to the competition. IT revolution has made it possible to provide ease and flexibility in operations to customers. Rapid strides in information technology have, in fact, redefined the role and structure of banking in Bangladesh. Further, due to exposure to global trends after Information explosion led by Internet, customers – both Individuals and Corporate – are now demanding better services with more products from their banks.

It has become essential for every person to have some idea on the bank and banking procedure. As our educational system predominantly text based, inclusion of practical orientation program is an exception to the norm. From practical knowledge, we will be able to know real life situations and start a career with some practical experience. In such state of affairs this internship report is an attempt of studying about the general banking activities, financial performance and analysis of NCC Bank Limited and my report topic has been selected as "Overall Banking System & HRM practice of NCC Bank Ltd".

1.3 Objective of the report

The objective of the report is to familiarize myself with real market situation and compare it with bookish concept. The main objective of this report is to have an assessment about recruitment and selection process of NCC BANK Limited. In addition, the study seeks to achieve the following objectives:

- To know about the recruitment and selection processor NCC BANK
- To familiarized with practical job environment.
- To give a brief overview of NCC BANK Ltd.
- Knowing lending products of the NCC Bank.

1.4 Scope of the Report

The report covers only human resource practices in NCC BANK limited. It focuses on overview of the bank including a comparative study about HRM and the existing banking practices. The report also investigates the perception of employees of the bank toward employee benefits and development policy. Also make discussion with Human Resource Manager and employees. Prospectus, brushers, manual is used at the time of preparing the report.

1.5 Methodology of the report

The nature of this report is descriptive, so instead of doing any survey or using sampling method, observation method is used to complete this qualitative research. Most of the necessary information has been collected by face to face interview with the employees working in this HR department, personal observation.

a) Primary data Sources:

- Guidelines and suggestions from HR manager in charge of NCC BANK limited.
- Interviewing with the bank officials, specially the In charge of human resource management of NCC BANK Ltd
- Observation from the total internship period
- Operational Process
- Discussion with officials

b) Secondary data Sources:

- Annual report of NCC Bank Ltd.
- Published Booklet of NCC Bank Ltd.
- Various published documents.
- Website of the Branch
- Internet

1.6 Limitation of the study

Observing and analyzing the broad performances of a Bank and one of its Branches are not an easy job by this short duration of time. However, the report will help me understand the whole system of recruitment and selection of employees of Banks in our environment. Some fetters at the time of preparing the report are tagged on below

- The insufficiency of information is one of the constraints of the study. Moreover Particular Division of the Bank is not interested to provide all information due to corporate obligation.
- The officer and clients are busy to provide time for interview.

.

Chapter Two

Industry Overview

2.1 Meaning of Bank

Bank is the financial institution that deals with money and money worth instruments. A bank is a financial instrument which uses money deposited by customer for investment, pays it out when required, and makes loans at interest. It is an establishment which makes to individuals such advances of money as may be required and safely made, and to which individuals entrust money when not required by them for use.

2.2 History of Banking in Bangladesh

Bangladesh is a developing country with an impoverished banking system, particularly in terms of the services and customer care provided by the government run banks. In recent times, private banks are trying to imitate the banking structure of the more developed countries, but this attempt is often foiled by inexpert or politically motivated government policies executed by the central bank of Bangladesh, Bangladesh Bank. The outcome is a banking system fostering corruption and illegal monetary activities/laundering etc. by the politically powerful and criminals, while at the same time making the attainment of services or the performance of international transactions difficult for the ordinary citizens, students studying abroad or through distance learning, general customers etc.

2.2.1 Before Independence

The first modern bank in Bengal was Bank of Hindustan, established in 1770 in Kolkata. It was an offshoot of trading company Messrs. Alexander and Co., and operated until 1832 when the trading company failed. The circulation of its notes was limited to Kolkata and its immediate environs. A number of Kolkata-based banks followed, none which survived beyond the middle of the 19th century: General Bank of Bengal and Bihar (1733–75); Bengal Bank (1784–91); The Commercial Bank (1819–33); The Kolkata Bank (1824–29); Union Bank (1829–48); Government Savings Bank (1833–unknown); and The Bank of Mirzapore (1835 – 1837). The Bank of Kolkata, established in 1806, is the oldest still in existence in some form. It was renamed Bank of Bengal in 1809, was merged into the Imperial Bank of India in 1921, and became the State Bank of India in 1955. In 1959, Eastern Mercantile Bank Limited was established. Consequently, in 1965 Eastern Banking Corporation was established. These two banks were established with the initiation of some renowned Bengali businessmen for providing credit to the local entrepreneurs who had limited access to the credit in those days from other financial institutions of West Pakistan.

2.2.2 After Independence

The banking system at independence (1971) consisted of two branch offices of the former State Bank of Pakistan and seventeen large commercial banks. There were fourteen smaller commercial banks. Virtually all banking services were concentrated in urban areas. The newly independent government immediately designated the Dhaka branch of the State Bank of Pakistan as the central bank and renamed it the Bangladesh Bank. The Bangladesh government initially nationalized the entire domestic banking system and proceeded to reorganize and rename the various banks. Foreign-owned banks were permitted to continue doing business in Bangladesh. The insurance business was also nationalized and became a source of potential investment funds. Cooperative credit systems and postal savings offices handled service to small individual and rural accounts. The new banking system succeeded in establishing reasonably efficient procedures for managing credit and foreign exchange. The primary function of the credit system throughout the 1970s was to finance trade and the public sector, which together absorbed 75 percent of total advances.

2.3 List of Banks in Bangladesh

The banking sector in Bangladesh consists of several types of institutions. Bangladesh Bank is the central bank of Bangladesh and the chief regulatory authority in the banking sector. Pursuant to Bangladesh Bank Order, 1972 the Government of Bangladesh reorganized the Dhaka Branch of the State Bank of Pakistan as the central bank of the country, and named it Bangladesh Bank with retrospective effect from 16 December 1971. Other than the Central Bank itself, banks in Bangladesh are primarily categorized into 2 types. They are Scheduled Banks and Non-Scheduled Banks.

2.3.1 Scheduled Banks

Scheduled banks are licensed under the Bank Company Act, 1991 (Amended up to 2013). Currently, there are 59 scheduled banks in Bangladesh.

State Owned Commercial Banks (SOCBs)

There are 4 state owned commercial banks which are fully or majorly owned by the Government of Bangladesh.

- ❖ Sonali Bank Limited
- ❖ Janata Bank Limited
- ❖ Agrani Bank Limited
- ❖ Rupali Bank Limited

Specialized Banks (SDBs)

4 specialized banks are now operating which were established for specific objectives like agricultural or industrial development. These banks are also fully or majorly owned by the Government of Bangladesh.

- Bangladesh Krishi Bank
- Probashi Kallyan Bank
- Rajshahi Krishi Unnayan Bank
- Karmasangsthan Bank

Private Commercial Banks (PCBs)

There is a total of 41 PCBs are in operation right now. They are majorly owned by private entities and classified into two types.

Conventional PCBs

In total 33 conventional PCBs are now operating in the industry. They perform the banking functions in conventional fashion i.e. interest based operations.

- AB Bank Limited
- Bangladesh Commerce Bank Limited
- Bank Asia Limited
- BRAC Bank Limited
- City Bank Limited
- Community Bank Bangladesh Limited
- Dhaka Bank Limited
- Dutch-Bangla Bank Limited
- Eastern Bank Limited
- IFIC Bank Limited
- Jamuna Bank Limited
- Meghna Bank Limited
- Mercantile Bank Limited
- Midland Bank Limited
- Modhumoti Bank Limited
- Mutual Trust Bank Limited
- National Bank Limited
- National Credit & Commerce Bank Limited
- NRB Bank Limited
- NRB Commercial Bank Ltd.
- NRB Global Bank Limited
- One Bank Limited
- Padma Bank Limited
- Premier Bank Limited
- Prime Bank Limited
- Pubali Bank Limited
- Shimanto Bank Ltd
- South Bangla Agriculture and Commerce Bank Limited
- Standard Bank Limited
- Trust Bank Limited
- United Commercial Bank Ltd.
- Uttara Bank Limited
- Southeast Bank Ltd.

Islami Shariah Based PCBs

There are 8 Islami Shariah-based PCBs in Bangladesh and they execute banking activities according to Islami Shariah-based principles i.e. Profit-Loss Sharing (PLS) mode.

❖ Al-Arafah Islami Bank Limited

❖ EXIM Bank Limited

❖ First Security Islami Bank Limited

❖ ICB Islamic Bank Limited

❖ Islami Bank Bangladesh Limited

❖ Shahjalal Islami Bank Limited

❖ Social Islami Bank Limited

❖ Union Bank Limited

Foreign Commercial Banks (FCBs)

In total 9 FCBs are operating in Bangladesh as the branches of the banks which are incorporated in abroad.

• Bank Al-Falah Limited

• Citibank N.A

• Commercial Bank of Ceylon PLC

• Habib Bank Limited

• HSBC

• National Bank of Pakistan

• Standard Chartered Bank

• State Bank of India

• Woori Bank

2.3.2 Non-Scheduled Banks

Non-scheduled banks are licensed only for specific functions and objectives, and do not offer the same range of services as scheduled banks. There are now 5 non-scheduled banks in Bangladesh.

- ❖ Ansar VDP Unnayan Bank
- ❖ Karmashangosthan Bank
- ❖ Grameen Bank
- ❖ Jubilee Bank
- ❖ Bangladesh Samabaya Bank Limited

Chapter Three

Organizational Overview

3.1 Organization orientation

National Credit and Commerce Bank Ltd**.,** popularly known as NCC Bank Ltd. Started banking operations on 17 May 1993 with an authorized capital of Tk 750 million divided into 7.5 million ordinary shares of Tk 100 each and paid up capital of Tk 195 million. The paid up capital was enhanced to Tk 390 million in 2000. NCCBL is the restructured form of the first investment company in the country, the National Credit Limited (NCL), which started business with a paid up capital of Tk 50 million and survived 8 years before its normal operations were suspended.

Now NCCBL has completed long 17 years of journey which is a total success story all the way. During its long operation, the Bank could make its presence felt in the national level by undertaking and exploring new fields of investment where no Bank or Financial Institution has invested before. 23-member board of directors, including the chairman and a vice-chairman oversees the affairs of the bank. The managing director is its chief executive. Now the bank had 58 branches. The registered head office of the bank is at the capital city of Bangladesh, Dhaka.

With expanding business in the home and abroad, NCCBL never ignored its social responsibilities as a business organization. Under the auspices of NCC Bank Foundation, it has taken various commendable steps which include holding of seminars/symposium, according grand reception to Language Veteran to Mr. Abdul Motin**,** sponsoring different Cultural and Sporting Events, etc. The Bank has co-sponsored the reception accorded to Prof. Dr. Md. Yunus on his receiving Nobel Prize for Peace in 2006. Through Foundation the Bank has also distributed books and other teaching materials to destitute students of remote areas of the country and also gave away stipend and crest to them. It has also extended financial assistance to a City Hospital to extend treatment to destitute patients suffering from grave deceases.

3.1.1. Organization Profile:

NCCBL has established 116 branches to deliver financing, counseling, guarantee, management etc. and the traditional banking too. NCC Bank ltd. has gained admirable trust by providing true customized service to its client.

Name	NCC Bank LTD
Year of Establishment	It was started as an investment company in 1985 and converted in a commercial bank in 17 May,1993.
Corporate Office	7-8, Motijheel C/A, Dhaka-1000
Authorized Capital	10,000.00 million
Paid-Up Capital	6951.74 million
Type of Company	Public Limited
Scope of Business	Banking, capital market operations

3.2 Corporate Profile of the organization

Having started its operations as a commercial bank in 1993, recovering from some primary difficulties, NCC Bank has now emerged as a major player in the financial sector. Listed in both the Dhaka and Dhaka bourses since late 1999 with an IPO that raised the paid-up capital of the bank to Tk.39 core, the current price levels of its shares and turnover in trading is evidence of its high rating among investors.

As per Right Share Offer Document 2010 its Authorized Capital is Tk.500.00 crore, Paid up Capital is Tk.228 crore. The bank has a strong branch network nationwide with 76 branches to effectively address the needs of its cross- segment customer base. It also has 4 SME service Centers & 10 Brokerage House Branch.

3.3.1 Objective Of the Company

The main objective is to maximize profit through customer satisfaction which very much reflects idea of marketing concept. NCCBL has been ensuring maximum profit by providing best and improved customer service along with other corporate object mentioned below:

· Delivered the highest quality services and performances in order that customers choose them first.

· Maintain the high standard of corporate and business ethics. .

· To be the most efficient bank in terms of technology application.

· To achieve and sustain in the domestic leading market position in both customer and corporate banking sector.

· To contribute towards the formation of national capital

· To strive for good profit and sound growth.

· To value and respect the customers and maintain harmonious banker-customer relationship.

3.3.2 Corporate Vision Of NCC Bank

To become the Bank of choice in serving the Nation as a progressive and Socially Responsible financial institution by bringing credit & commerce together for profit and sustainable growth.

3.3.3 Corporate Mission Of NCC Bank

To mobilize financial resources from within and abroad to contribute to Agricultures, Industry & Socio-economic development of the country and to pay a catalytic role in the formation of capital market.

3.4 Goal of the Bank

To share a critical part of the financial division's by using accessible labor and furthermore best in class innovation for augmenting the investor's riches

.● Long Term Goal

- ✓ To make best use of the shareholder's wealth.

• Short Term Goal

- ✓ To make satisfactory return rate of all the investment.
- ✓ To give extensive range of service in banking

3.5 Values of NCC Bank

NCC Bank operates according to the following values:

To have a strong customer focus and build relationship based on integrity, superior service and manual benefit.

To work for business innovation and improvements.

To work as a team to serve the best interests of the group.

To be responsible, trustworthy and law-abiding in every sphere.

To value and respect the people and make decision based on the merit.

To provide recognition and reward on performance

3.6 Organ gram of NCC Bank Limited Managing

Directors

↓

Senior Executive Vice President

↓

Executive Vice President

↓

Senior Vice President

↓

Vice President

↓

First Assistant Vice President

↓

Assistant

Vice President

↓

Senior Executive President

↓

Executive Officer

↓

Senior Officer

↓

Officer

3.7 Products and Services

The products and services available now are given below:

3.7.1 Deposit Products

Deposit is the soul of any bank. From the beginning of the banking system, the deposit collection is the deposit collection is the key part of the bank.

Current Deposit Account:

- Savings Bank Deposit Account:
- Special Notice Deposit Account (SND)
- Instant Earnings Term Deposit
- Special Saving Scheme (SSS)

Nature of Deposites	Rate
Fixed Deposit Bearer Certificate for 3 Months	8.00%
Fixed Deposit Bearer Certificate for 6 Months	8.25%
Fixed Deposit Bearer Certificate for 1 Year	8.50%
Fixed Deposit Bearer Certificate for 2 Year	9.00%

- **Special Deposit Scheme (SDS)**

Amount of Deposit	Monthly Dividend	Amount of Deposit	Monthly Dividend
Tk. 1,00,000.00	Tk. 750.00	Tk. 6,00,000.00	Tk. 4,500.00
Tk. 2,00,000.00	Tk. 1,500.00	Tk. 7,00,000.00	Tk. 5,250.00
Tk. 3,00,000.00	Tk. 2,250.00	Tk. 8,00,000.00	Tk. 6,000.00
Tk. 4,00,000.00	Tk. 3,000.00	Tk. 9,00,000.00	Tk. 6,750.00

Tk. 5,00,000.00	Tk. 3,750.00	Tk. 10,00,000.00	Tk. 7,500.00

- **Money Double Program:**

In this term, the deposit amount will get double.

- ✓ For less than 12 months
- ✓ For more than 12 months

- **Youngster Account:**

NCCBL's Youngster Banking is the invention of School Banking program.

Account Features:

- ✓ **Account Opening Age**
- ✓ **Parent's Approval**
- ✓ **Account Opening Deposit**
- ✓ **Minimum Deposit**
- ✓ **Annual Service Charge:**
- ✓ **Withdrawal Frequency Limit**
- ✓ **Cheque Endorsement**
- ✓ **Free Online Banking.**
- ✓ **Account Statement**

- **Youngster Maximum Account:**

This account has the zero risk investment features. It takes a little amount to get started. If the client continues this account for savings and investment for a large period of time, he/she will get the additional benefit in return.

3.7.2 Loan Products

Bank has its very own standard about the credit endorsed or advance to the clients; however loaning result of a bank is equivalent essential to confirm the exceptional toward the finish of any financial year. Each bank gives exceptional consideration about their loaning items, in light of the fact that these items are given over all the time.

- **Personal Loan:**

Personal loan is the financial credit service to meet any kind of emergency expenses like marriage, medical treatment, surgical operation, maternity etc.

- **Education Loan:**

NCCBL wants its customer to think more about their children's education rather than the financial state of them. That's why the bank provides education loan for the customers. NCCBL's purpose is to help it's customer to understand the true academic potential of their children and get help for the education and higher education by providing loans.

- **Car Loan Scheme:**

A facility to ease the burden of high cost as well as to fulfill the dream of acquiring the car.

- **House Building Finance:**

As housing is one of the five primary needs of manhood and now everyone has the vision to have a house of own. NCCBL is there to provide the house loan to the customers who feature competitive interest rates, simple features and procedures. It will help the customers to turn their dream into truth.

3.7. 3 Services

- **NCC Bank Smart Pay:**

NCCBL has the Smart Pay service which is very much useful for the customers. It has the Equal Monthly Installment features which means the customer (who is the credit card holder) can buy products from the selected merchant outlets within the country and can pay later with 0% interest rate in 3,6,9 and 12 months.

The cardholders can also have excellent discount offers in numerous clinics, Cafeteria, Guesthouses and other trade points.

- **NCC Bank Securities & Financial Service:**

It is a freshly owned subordinate company of NCCBL that has paid TK.200Crore and gained membership in Dhaka Stock Exchange Ltd. and Chittagong Ltd. Its membership number is 61 and 132 in that order. Every outlet is finely planned & furnished with up-todate tools associated to stock broking business for extremely systematized projector, work station and price displaying board.

- **Locker Service:**

There was time, people used to keep their valuable things like jewelry, gold etc to themselves, but by the time being, risk has been increased and the mentality of people has changed. The locker in the bank has given new dimension on safety. People are more comfortable with its

service in terms of their property safety. So, NCC bank provides locker service at great terms and conditions in almost every brunch.

3.7.4 Cards

• Debit Card :

- ❖ The Debit Card will be offered to every Savings and Current account holders of the bank.
- ❖ The cash withdrawal limit is 50,000 every day.
- ❖ The Single transaction would be 20.000 taka.
- ❖ There are more than 7000 ATMs who are operating 24/7 across the country.
- ❖ This card has access to many POS (Point of Sales) who has NPBS network.
- ❖ There are no botheration of carrying notes.
- ❖ Modest fees and charges.
- ❖ PIN Change facility at NCCB ATMs.
- ❖ Mini statements & 24/7 phone banking facilities

Fees & Charges

Service	Fees
Annual/renewal fee VAT	*1st year free for General Customer Tk. 500 +15%
Card replacement fee	Tk. 500 +15% VAT
Card Processing fee only)	Tk. 100+15% VAT (first time
Pin reissue fee VAT	Tk. 300 +15%

ATM Cash withdrawal transaction fee:

Service	Fees
Our card in NCCBL ATM	Free
Our card in NPSB Network ATM's	Tk. 15.00

Our card in Q-Cash Network ATM's	TK. 11.50

Balance Enquiry fee

Service	Fees
Our card in NCCBL ATM	Free
Our card in NPSB & Q-Cash Network ATMs	Tk. 5.00

- **Credit Card**

NCCBL has launched their Visa Card Service on September 21,2005.

The Bank is offering 3 types of cards, like

- Visa Classic
- Visa Gold (Local)
- Visa Dual Currency (Global and Local)
- Numerous types of general and corporate cards

Chapter Four

Literature Review

4.1 Human Resource Management:

Human asset the board includes all administration choices and practices that straightforwardly influence or impact the general population, or HR, who work for the association. As of late, expanded consideration has been given to how associations oversee Human Resources. This expanded consideration originates from the acknowledgment that an association's representatives empower an association to accomplish its objectives and the administration of these HR is basic to an association's prosperity.

4.2 Importance of HRM:

Today, experts in the HR territory are critical components in the achievement of any association. There occupations require another dimension of modernity that is extraordinary in HR the executives. Of course, their status in the association has additionally been lifted. Indeed, even the name has changed. In spite of the fact that the terms individual and HR the board are every now and again utilized reciprocally, take note of that the two hint very extraordinary viewpoints.

4.3 Philosophy of HRM:

Human Resource works with the representatives in the association. Its primary perspectives are to put the correct individuals in the correct spots and furthermore make them an advantage for an association.

4.4 Recruitment:

At the point when an opening happens and the scouts get approval to fill it, the subsequent stage is a watchful examination of the activity and a specification of the aptitudes, capacities, and experience expected to play out the activity effectively.

Method of recruitment:

There are two method of recruitment:

1. Internal recruitment

2. External recruitment

Internal recruitment:

Most organizations fill opportunities inside at whatever point conceivable. Various inside enrollment strategies are use for var ious dimensions of occupations. Lower-level occupations, for example, manual and administrative employments are frequently called nonexempt occupations in light of the fact that their officeholders are not absolved from the lowest pay permitted by law and additional time arrangements of the Fair Labor Standards Act. These individuals normally are paid a time-based compensation. Interestingly, larger amount regulatory, administrative, and proficient workers are paid on a pay premise and are excluded from the additional time arrangements of the Fair standard Labor Act.

External recruitment:

Notwithstanding searching inside for hopefuls, it is standard for associations to open up enrolling endeavors to the outer network. Through the selecting procedure, the procuring supervisor should remain in near touch with the enrollment specialist. The enlisting director ought to look at resumes or application that have passed starting screening by the enrollment specialist and ought to likewise audit a portion of the application that the scout rejected amid the initial steps. Such association with respect to the enlisting chief permits input concerning regardless of whether the selection representative's choices are reliable with the procuring supervisor's inclinations. Outside enrollment strategies are frequently assembled into two classes:

1. Informal

2. Formal

Informal Method:

Casual enrolling strategies tap a smaller work advertise than formal technique. Casual strategy incorporates rehiring previous representatives or previous agreeable training understudies, procuring individuals alluded by present workers, and contracting from among the individuals who have connected without being requested (such candidates are called walk-ins or door enlists). Representative's referral, otherwise called word - of-mouth publicizing, is snappy, successful, and typically reasonable. Since representatives who elude their companions and colleague as hopefuls have their very own validity hanging in the balance, they will in general elude individuals who are all around qualified and all around propelled and after that to coach these people once they are employing.

Formal Methods:

Formal technique for outside enrolling involves hunting the work showcase down applicants who have no past association with the firm. These techniques generally have included paper promoting, utilization of work organizations and official inquiry firms, and grounds enlisting. Posting occupations promotions on the Internet, either on the organization's own website or a business work board has likewise turned out to be greatly famous over the most recent couple of years. Truly, paper publicizing has been the most regularly utilized strategy for enrolling. Formal technique incorporates:

- Recruitment Advertising
- Internet Recruiting
- Employment Agencies
- Public Job Service Agencies
- Private, For-benefit Agencies
- Unions
- Additional Recruiting Methods
- Executive Search Firms and so forth.

4.5 Functions of HRM:

- Planning for Organization, Jobs and People
- Strategic Human Resources
- Human Resources Planning
- Job Analysis
- Acquiring Human Resources
- EEO (Equal Employment Opportunity)
- Recruiting
- Selection
- Building execution
- Human Resources Development
- Human Resources Approaches to enhancing Competitiveness
- Rewarding workers
- Performance Appraisal
- Compensation and Benefits
- Maintaining Human Resources
- Safety and Health
- Labor Relation
- Employment Transitions
- Managing Multinational HRM

4.6 Objectives of HRM:

Human Resource Management refers to the practices and policies one need to carry out the people or personnel aspects of one's management job. These include:

- Conducting work examination (deciding the idea of every representative's activity
- Planning work needs and enrolling work applicant
- Selecting work applicants
- Orienting and preparing new representatives
- Managing wages and pay rates (deciding how to remunerate workers)
- Providing impetuses and advantages
- Appraising execution
- Communicating (talking with, guiding, teaching)
- Training and improvement

4.7 Development:

The process of teaching new employees the basic skills they need to perform their jobs. Training refers to the methods used to give new or present employees the skills they need to perform their jobs. Training might thus mean showing a machinist how to operate his or her new machine, a new salesperson how to sell his or her firm's product, or a new supervisor how to interview and appraise employees. Training basically provide to the entry-level employees.

4.8 Compensation:

Worker pay alludes to all types of pay or rewards going to representative and emerging from their business, and it has two primary parts. There are immediate monetary installments as wages, pay rates, motivating forces, commissions, and reward and there are aberrant installments as money related advantages like boss paid protection and get-always.

4.9 Selection:

Choice the correct representatives are critical for an association. First claim execution dependably depends to a limited extent on subordinates. Representatives with the correct abilities and qualities will complete a superior occupation for the organization. Workers without these abilities won't perform successfully and therefore the firm will endure.

Process of Selection:

Choice exercises commonly pursue a standard example, starting with an underlying screening meeting and finishing up with the last work choice. The choice procedure commonly comprises of eight stages:

1. Initial screening meeting
2. Completing the application frame
3. Employment test
4. Comprehensive meeting
5. Background examination
6. A Conditional employment offer
7. Medical or physical examination

4.10 Training:

The way toward showing new representatives the fundamental abilities they have to play out their occupations. Preparing alludes to the strategies used to give new or present workers the aptitudes they have to play out their employments. Preparing may in this manner mean demonstrating to an engineer proper methodologies to work his or her new machine, another businessperson how to move his or her association's item, or another chief how to meet and assess representatives. Preparing fundamentally give to the passage level workers.

On the job training:

It implies learning by doing. It implies representatives preparing finished while he works. It is essentially a useful situated preparing program.

Off the job training:

It implies preparing gave to the workers out of the workplace in a preparation organization for a specific timeframe i.e. for 15 to 20 days. Amid this time the worker does not need to go to office.

4.11 Performance Appraisal:

Performance Appraisal is characterized as assessing a worker's current or past execution with respect to his or her execution standard. The examination procedure in this way includes:

1. Setting work standard

2. Assessing the worker's real execution with respect to these standard

3. Providing input to the worker with the point of rousing the individual to take out execution lacks or to keep on performing above per.

Chapter Five

Learning from Internship

5.1 My Job at HR Division in NCC Bank Limited

I have started my internship at HR Division in NCC Bank Limited, dated on 15 -11 -2022 and it will continue up to 15 -2-2023. I glad to work with HR division of NCC bank limited, which helps me to get familiar with corporate culture and the HRM practices. This practical experience helps me to develop and prepare myself for the job market. During my internship I have learned following things:

- New and improved skills and how to apply them
- Professional communications
- Work hard no matter what you're doing

5.2 Responsibility as an Intern

Being assigned for the separation team of NCC Bank Limited, my core job was to complete the separation process of an employee. I have worked under my supervisor and assisted him to complete the separation process of resigned employee, terminate employee, retired employee and so on. I have tried my level best to assist my supervisor as well as to gather some practical knowledge about the task. Moreover, whenever I have enough time, I am assigned some task from the recruitment team. During this three month I have performed some other clerical work from several teams like promotion and up-gradation, disciplinary action, leave management etc. some time I have to communicate with several branches for collecting information regarding particular employees. Moreover, they are cordial to support me at any inquiry. I have tried to accomplish all the tasks with full of responsibility and accountability.

5.3 Observation

I am very glad to work at HR Division in NCC Bank Limited. The working environment is so friendly and the employees are also cordial. They are always at my sight whenever I face any problem. They always assist me whenever I ask any question regarding my report or other issues. Though all the information is confidential, they support from their level best to fulfil my queries. During the internship program I have observed some practices that are given below:

❖ Accomplished the job on time.

❖ All the tasks are done with central operating system and without the bank's confirmation nobody can get entered into operating system.

❖ All the employees are connected with HR connection system.

❖ Information is communicated over e-mail.

❖ Every employee is accountable to supervisor for their responsibility.

❖ A good performance is always appreciated by other colleagues.

Chapter Six

Human Resource Management Practices at NCC Bank Limited

6.1 Human Resource Division at NCC Bank Ltd.

Human Resource Division of NCC Bank Limited exists to help employees and organization to reach their goals. Along the way, they face many challenges arising from the demands of the employees, the organization, the society. The domestic and international environments are the particularly turbulent because of the growing challenges also result from ever changing laws, especially laws that address the need for equal employment opportunity. Within these constraints, the Human Resource Division of NCC Bank Ltd. must contribute to the organization in ways that are both ethical and socially responsible**.**

6.2 Functions Performed by HR Division at NCC Bank Ltd.

NCC Bank Ltd. has a fully functional Human Resource Division (HRD) supported by manpower. The HRD of the NCC Bank Ltd. performs the following functions-

- HR Planning
- Recruitment
- Selection
- Training and Development of Employees
- Performance appraisal of employees
- Compensation and Benefits Planning
- Promotion & Up gradation Planning
- Reward and Recognition
- Leave management
- Transfer & Posting
- Separation & Resignation

6.3 HR Planning at NCC Bank Ltd.

NCC Bank Limited performs the HR Planning in order to identify current and future human resource need to achieve its goals. Human resource planning should serve as a link between human resources management and the overall strategic plan of an organization. In order to evaluate the requisition from branch or divisions with their job load they maintain a proper human resource planning. The HR division must have to give report about the current manpower to the top management in every month. It is a continuous process of systematic planning ahead to achieve optimum use of an organization's most valuable asset—quality employees.

6.4 Job Analysis of NCC Bank Ltd.

NCC Bank Limited performs the job analysis in order to identify and determine in detail about the particular job duties and requirements and the relative importance of these duties for a given job. This is done by three functions-

- Job Description
- Job Specification
- Job Evaluation

- **Job description**

Job description is the process of general and written statement of a specific job, based on the findings of a job analysis. NCC Bank save a written statement which included with the activities performs in the job information about the duties and responsibilities; requirement working condition under job is performed.

- **Job Specification**

A job specification describes the knowledge, skills, education, experience, and abilities you believe are essential to performing a particular job. It provides detailed characteristics, knowledge, education, skills, and experience needed to perform the job, with an overview of the specific job requirements. NCC Bank Ltd tries to customize this process on the basis of vacancy.

- **Job Evaluation**

NCC Bank Ltd. practices the job evaluation for determining the value/worth of a job in relation to other jobs in an organization. It tries to make a systematic comparison between jobs to assess their relative worth for the purpose of establishing a rational pay structure.

6.5 Recruitment Practice at NCC Bank Ltd.

The recruitment goals of NCC Bank Limited are to attract and retain highly qualified human resources who will perform best in their respective areas. The bank not only tries to attract well-qualified candidates but also tries to identify and recruit people who are really interested to work in the bank for an acceptable period of time.

- NCCBL usually promotes from within the organizations, but when the need arises, the bank also hires from outsides for vacancies at all levels.

- NCCBL always emphasizes on hiring for a long period of time. The bank tries to attract and select those candidates who will move through the organizational hierarchy to the senior level positions in the future.

- NCCBL has developed a corporate culture where employees are not treated as mere employees. They are treated as associates of the bank. Together, they form a family and all associates are the members of the families.

6.5.1 Recruitment is of two types in NCC Bank:

1. Selecting on the basis of experience.
2. Recruiting fresh candidates.

Sometimes fresher seeing the job advertisement on the daily newspaper and drop the C.V. and sometimes they go there with references. Next they are interviewed.

Every training officer gives advertisement on the daily newspaper for the fresher. They also use www.BdJobs link for their job circular. It is a career job. A batch is created that consists of 50-60 people. They are to sit for a written test in which the questions are very difficult. Also, they face MCQ questions. Later on, they are to take a viva voice exam in which 70 marks is the highest out of 100 marks. In spite of having the first position, a candidate cannot get a job in NCC Bank if his attitude, personality, expression, confidence are not up to satisfaction.

6.5.2 Points of Recruitment

1. Hiring for Management Cadre (Entry level/ Fresh)

- ❖ Management Trainee (MT)

2. Hiring of Non-Management Cadre (Entry level/ Fresh)

- ❖ Trainee Assistant (Front Office)
- ❖ Sales, Recovery & Support (SRS)

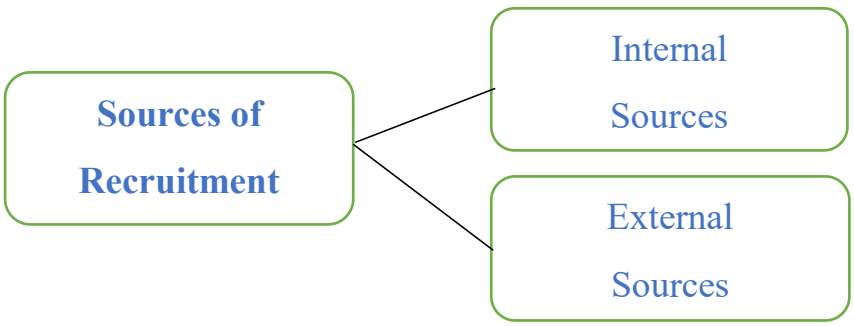
3. Hiring Lateral Entrants for Regular Permanent Positions (Experienced)

- ❖ Experienced Banking Professionals
- ❖ Experienced candidates with Non-banking/Technical Background
- ❖ Sales, Recovery & Support (SRS)
- ❖ Miscellaneous positions specialists

4. Hiring Fixed Term Employees

- ❖ Experienced Banking Professionals
- ❖ Experienced Candidates with Non-banking/Technical Background
- ❖ Miscellaneous positions specialists

6.5.3 Sources of Recruitment



6.5.3.1 Internal Sources

Where appropriate, at the request of the hiring division, the Bank will advertise vacancies internally as per criteria and other terms and conditions set by Management including but not limited to the following:

- As per the location requirement of the position, transfer and posting will be executed considering the recommendation of the respective division/department/branch.
- Employees cannot use the internal job vacancy to change their current stream (e.g. shift from Front Office or SRS Stream to Core Banking Stream) and location. Job stream change must follow board approved policy.
- Up gradation, promotion and compensation would be as per broad banding Pay Structure policy.

6.5.3.2 External Sources

External sources are used both for fresher and lateral employees. The channels that may be used to source external candidates depends upon the time, job designation and cost of sourcing. NCC Bank provides circular to many sources. These are given below-

- Online job advertisement
- Job portal
- NCC Bank website
- Social Media/Network
- Print Media
- Executive search or recruitment agency
- Referrals (both internal & external)
- Campus recruitment
- BD jobs

6.6 Selection Practice at NCC Bank Ltd.

Managing human resource is one of the priorities of NCC Bank in which Selection' receives critical attention. The success of business depends mostly on the quality of services rendered to the customers both internal and external. Quality depends on competency of the employees recruited and retained. So, NCC Bank commitment is to handle all selection with fairness and objectivity. NCC Bank ensures objectivity, transparency, diversity and also accountability in the selection and appointment process of all employees in the Bank.

6.6.1 Selection process of Internal Recruitment

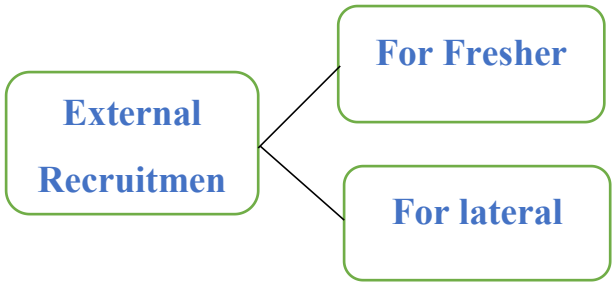
The selection process of internal recruitment starts with job analysis. The duties and responsibilities of particular post are identified by job analysis. They mostly select the experience employees. At first the recruitment team sorts out the database and summarized the curriculum vitae. Then they call those employees for interviews and select them who passed the interview session. As the internal recruitment bank does not take any written test for the proposed post. After selecting the employees, the bank places the employees to the proposed post. Sometimes job rotation takes place to fulfill the particular branch/division need.

6.6.2 Selection process of External Recruitment

The Selection Process of external recruitment consists of two types. They are-

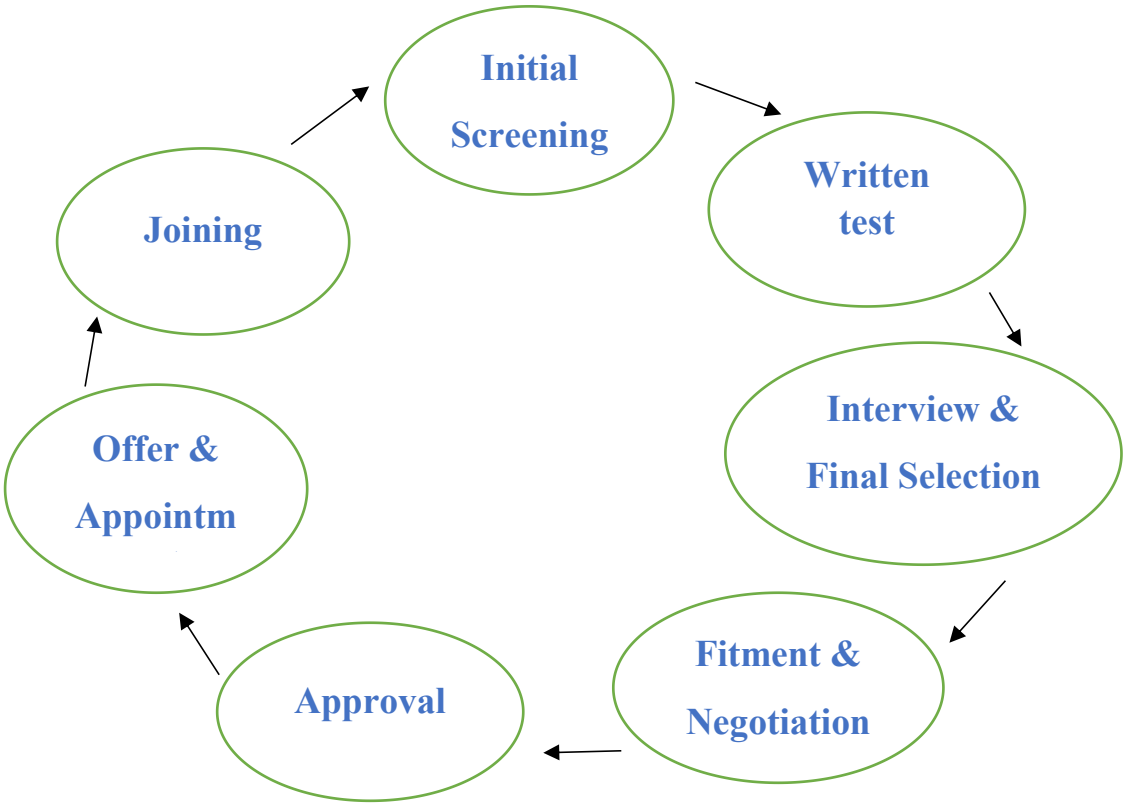
A. For Fresher

B. For lateral



6.6.2.1 For Fresher

NCC Bank Limited has standard process for selecting fresher for the post. Mainly they follow this process for the Management Trainee Officer (MTO).



Selection Process of Fresher

6.6.2.2 For Lateral

NCC Bank Limited select experienced employee for specific purpose. In case of lateral entrants, the bank follows some steps, these are: inviting application, CV screening, face to face interview, selection and offer letter, medical examination and joining. The bank assesses the CV from the internal and external sources and direct call interview. As lateral entrants, the bank does not take any written test for the proposed post. Sometimes job rotation take place to fulfill the particular branch/division need where few employees perform the banking operations from where abound of employee available in the branch.

Chapter Seven

Findings of the Report

7.1 Findings of the Report

Following things is found from analysis:

No proper HR planning policy:

When HRD of NCC Bank Limited is made a Human Resource Planning that times the HRD does not take any opinion from their employees. So that NCC Bank Limited has some lacking to prepare a proper Human Resource Planning.

Scarcity of standard recruitment and selection policy:

NCC Bank Limited are employed and selected on the basis of references. They abuse their power to hire new employees.

Lack of proper training and development policies:

NCC Bank Limited does not provide proper training and development to employees. When a person joins the NCC Bank Limited, they only provide seminars that are not enough for an employee.

Imperfect performance appraisal:

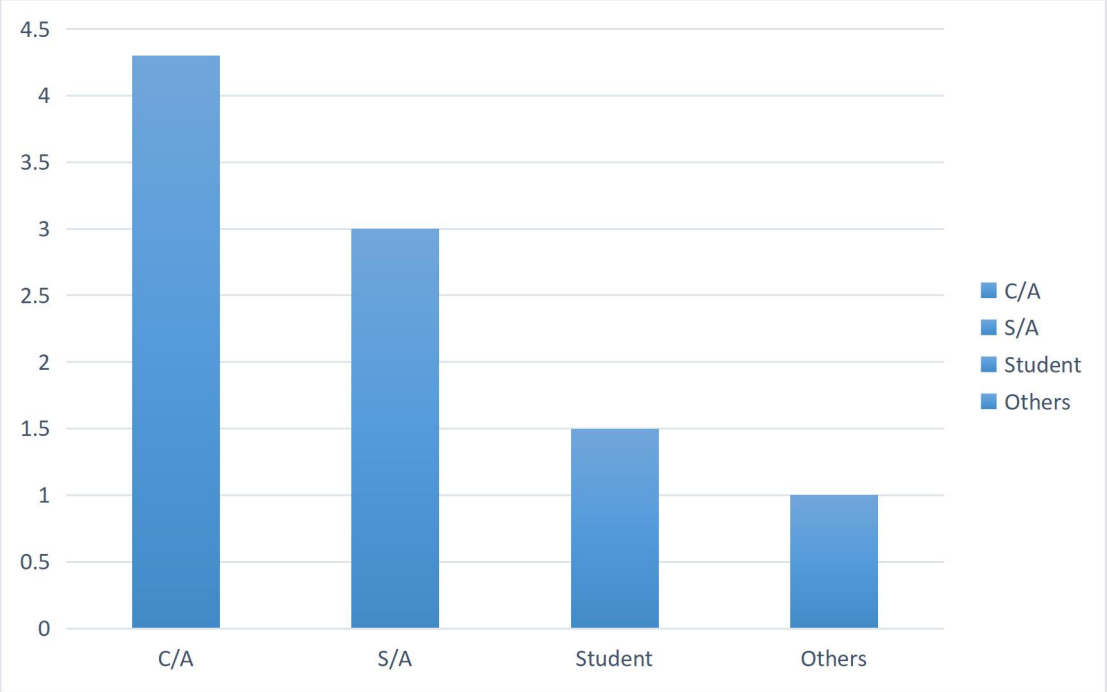
NCC Bank Limited does not use effective performance appraisal methods to evaluate the performance of their employees.

Inefficient compensation policy:

Employees of NCC Bank Limited are not satisfied with their current compensation policy. They have not enough facilities like Insurance, Transport, and Lunch etc.

7.1.1 Finding and Analysis of Customers

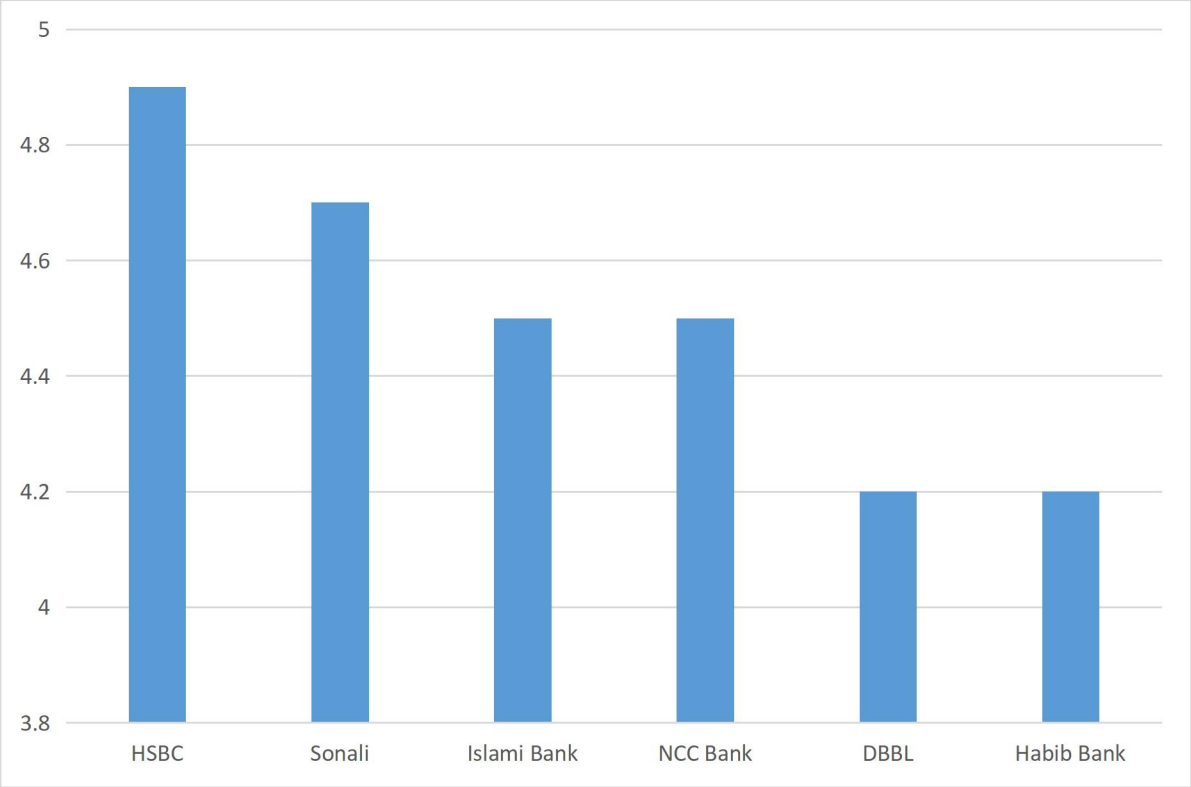
Different group of companies (current account) are the largest customer for NCC bank. Then there are normal deposit account holders.



7.1.2 Findings and Analysis of Different bank maturity rate:

Different bank has different FDR maturity rate.

These are top banks that provide the best interest rate within the most minimum time. NCC bank ltd. is one of them.



Chapter Eight

Recommendation and Conclusion

8.1 Recommendations

Need to formulate proper HR planning policy:

Human Resource Division of NCC Bank Limited should be taken employee opinion before preparing a proper Human Resource Planning. As a result all employees would be applied full concentration to their responsibility and duties.

Structure the standard recruitment and selection policy:

NCC Bank Limited should revise their recruitment and selection policy. They selection process should be purely on merit basis.

To formulate proper training and development policy:

NCC Bank Limited needs to develop proper training and development policy. HR Management should reform their training and development policy. They should provide effective training and development by experts as if employees can work more effectively and efficiently.

To formulate effective performance appraisal system:

NCC Bank Limited needs to develop new performance appraisal policy to evaluate their employees' performance. They can use 360 degree feedback, Paired Comparison Method, Human Asset Accounting Method to evaluate the performance of their employees.

To prepare efficient compensation policy:

NCC Bank Limited needs to change compensation policy offer to the employees. They should provide facilities like Insurance, Transport and Lunch to motivate employees.

8.2 Conclusion:

In conclusion, even though NCC Bank HR policy and their banking system and initiatives are generating good outcomes, I believe they would be even more fruitful if they implemented the above mentioned recommendations. NCC Bank recruitment and selection process, training programs and initiatives taken in order to improve the quality of their employees and to ensure that they work to their fullest potential have generated good outcomes, which shows that their investment in their employees have not gone in vain.

Reference

- David A. Decenzo & Stephen P. Robbins, Human Resource Management, 6th Edition.
- Griffen, R. W. Text book: Management, 5th edition, published by Houghton Mifflin Company, 1997, P-456.
- Alutto, J. A. "Just in time Management Education for the 21st Century," HR Magazine, July, 2000, p. 57.
- Gary Dessler, Human Resource Management, 9th Edition.
- Mello, Jeffrey A. (2011) Strategic Management of Human Resource, 3rd Edition, Delhi: Cengage Learning India Private Limited.
- Service Rule of National Credit & Commerce Bank Ltd.
- https://www.bb.org.bd/
- https://www.nccbank.com.bd/
- Annual Report 2021 of NCCBL