Internship Report
on

Human Resource Management Practices of The Premier Bank Public Limited Company.

Submitted by
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ID: BBA2203027044
Major: Management
Semester: Summer 2026
Sonargaon University (SU)

Submitted to
Department of Business Administration
Faculty of Business
Sonargaon University (SU)

Submitted for the Partial Fulfillment of the Degree of Bachelor of Business Administration

Sonargaon University (SU)

147/I, Green Road, Tejgaon, Dhaka-1215, Bangladesh.

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Supervised by
Shahnaz Sharmin
Lecturer
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147/I, Green Road, Tejgaon, Dhaka-1215, Bangladesh.

Date of submission: September 05, 2026

LETTER OF TRANSMITTAL

Date: 05.09.2026

Shahnaz Sharmin

Lecturer

Department of Business Administration

Faculty of Business

Sonargaon University

Subject: Submission of Internship Report on "Human Resource Management Practices of The Premier Bank Public Limited Company."

Dear Madam,

This is my pleasure that I have completed my internship report and hereby ready to submit my report on "Human Resource Management Practices of The Premier Bank Public Limited Company." According to the instruction I have worked on Human Resource Management Practices of The Premier Bank Public Limited Company. I have really enjoyed the working environment of The Premier Bank Public Limited Company. I have tried my best to present all those things that I have experienced over there while preparing my report.

I have thoroughly enjoyed the overall work during my internship period which is carrying vast description of practical knowledge. This report along with all kinds of necessary information regarding the internship is being submitted to you for your evaluation. I sincerely hope that you will appreciate my effort.

Sincerely yours,

_____

JANNATUL FERDOUSY

Student ID: BBA2203027044

Program : Bachelor of Business Administration

Major : Management

DECLARATION OF STUDENT

I am Jannatul Ferdousy, a student in the Bachelor of Business Administration program with ID: BBA2203027044 at Sonargaon University. I want to sincerely state that the report titled **"Internship Report On Human Resource Management Practices Of The Premier Bank Public Limited Company"** has been genuinely created by me. During the preparation of this report, I ensured full compliance with international copy right regulations. I also want to clarify that this report has not been submitted anywhere else for the purpose of obtaining a degree.

_____

JANNATUL FERDOUSY

ID: BBA2203027044
Program: Bachelor of Business Administration
Major: Management
Department of Business Administration
Faculty of Business
Sonargaon University.

Letter of Authorization

I hereby authorize Jannatul Ferdousy, ID No. BBA2203027044, a student of the Bachelor of Business Administration (BBA) program, Major in Management, Department of Business Administration, Sonargaon University (SU), to conduct the research entitled "Human Resource Management Practices of The Premier Bank Public Limited Company."

The student is permitted to collect relevant information and data from concerned organizations, professionals, and respondents for academic purposes only. The information obtained through this research shall be used solely for the completion of the thesis and maintained with appropriate confidentiality.

I wish her every success in completing this research work.

……..……..

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

ACKNOWLEDGEMENT

I wish to acknowledge the immeasurable grace and profound kindness of almighty Allah, the supreme ruler of the universe, who enables me to make my report in reality.

First my grateful appreciation goes to **The Premier Bank Public Limited Company** authority for rendering me their expertise, knowledge and giving me the opportunity of having a practical experience through this internship program.

I acknowledge my immeasurable gratitude to **Shahnaz Sharmin**, Lecturer, Department of Business Administration under Faculty of Business for his helpful supervision, suggestion, guidance and encouragement. In fact, she guided me as my teacher and motivator to make me understand and conduct a complete report like this one. I note her contribution with high dignity.

I am also very much grateful to our Head Department of Business Administration, **Dr**. **Md. Shoriful Islam**, our Dean Faculty of Business **Professor Md. Al-Amin Molla** for their scholarly and consecutive suggestions which were of much assistance to prepare the report.

I sincerely express my deepest gratitude to Department of Business administration under Faculty of Business and all the officials of department for their relentless help and caring attitude and to many others whose names I failed to mention here, I thank you all.

EXECUTIVE SUMMARY

This report shows the working background on the Human Resource Management Practices of The Premier Bank Public Limited Company as internship report for BBA Program. The Premier Bank Public Limited Company expects to set principles as the Banking sector in Bangladesh. It will show that a privately possessed establishment can give effective target of the study is to get learning about the operations of Human Resource Management Practices of The Premier Bank Public Limited Company furthermore to pick up the functional experience of corporate life and view the use of hypothetical information, in actually.

This report divided into the six chapters. In the first chapter there is description about origin, objective, Rationale, Scope and Limitations of the report about The Premier Bank Public Limited Company. This report is prepared partial fulfillment of Bachelor of Business Administration program. The objective of the determine the Management Practices of The Premier Bank Public Limited Company.

In the second chapter there is description about Literature Review of the report about The Premier Bank Public Limited Company. Introduction, Competent Independent Person, Accumulating and Evaluating Evidence, Quantifiable Information, Established Criteria, Economic Entity & Reporting are the topics of discussion in this chapter. This report is prepared partial fulfillment of Bachelor of Business Administration program. The Literature review of the determine the Human Resource Management Practices of The Premier Bank Public Limited Company.

In the third chapter there is description about methodology of the report about The Premier Bank Public Limited Company. Research Design, Sources of Data, Data Collection Methods, Analytical Tools and Techniques, Limitations of the Methodology are the topics of discussion in this chapter. This report is prepared partial fulfillment of Bachelor of Business Administration program. The methodology of the report determine the Human Resource Management Practices of The Premier Bank Public Limited Company.

In the fourth chapter is about overview of the organization of The Premier Bank Public Limited Company. History, Vision, Mission, Strategies, Organizational Structure etc. are the topics of discussion in this chapter. The Premier Bank Public Limited Company was incorporated in Bangladesh as banking company on June 10, 1999 under Companies Act.1994. The Head Office of The Premier Bank Public Limited Company is located at Banani, one of the main commercial and business areas of Dhaka city.

In the fifth chapter contain analysis of the report which is the main part of this report and also Human Resource Management Practices Of The Premier Bank Public Limited Company. Here we have discussed in detail about understand, importance, functions, Human Resource Planning Process, Staffing Method, Training Methods and Development Facilities, SWOT Analysis etc. which will be helpful to understand all the activities of the organization. Management Practices Of The Premier Bank Public Limited Company also presents an opportunity to greatly improve overall performance and secure a competitive advantage.

In the sixth chapter findings, recommendations and conclusion of the study which mainly obtained from the study of evaluating Human Resource Management Practices Of The Premier Bank Public Limited Company. I think the recommendations will help to enhance The Premier Bank Public Limited Company performance as well as to decrease their Management Practices.

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CHAPTER ONE

INTRODUCTION

1.1 Origin of the Report:

It is said that without theory, practice is blind and without practice theory is meaningless. An internship is designed to bridge the gap between the theoretical knowledge and real application. The prime reason of this report is to learn about human resource management practices of this company. This report has been prepared based on one selected listed conventional private commercial bank in Bangladesh, named The Premier Bank Public Limited Company. The report has been prepared based on the information of this conventional private commercial bank which has been gathered during the internship period. The report titled “Internship Report On Human Resource Management Practices Of The Premier Bank Public Limited Company.” No knowledge is fully complete unless it is fully supported by events on ground. Whatever may be the quality of theoretical knowledge, it is not complete without practical implication on ground. This realization is more pronounced in the study of Business Administration where experience on ground plays a dominant role.

Internship program is essential for all BBA students because it helps him/her acquit with real life situation. Conventional private commercial bank is a one of the important financial institutions, so I have selected The Premier Bank Public Limited Company, which is one of the leading Conventional private commercial bank in Bangladesh. For this reason I have prepared my “Internship Report On Human Resource Management Practices Of The Premier Bank Public Limited Company.” Throughout the last few years Bangladesh has been experiencing a rapid and significant change in the banking sector. Not only in our country, all over the world the dimension of banking sector has been changing rapidly due to the technological innovation, globalization and deregulation. It has a significant contribution in terms of investment in the economy as The Premier Bank Public Limited Company is participating in the banking sector.

1.2 Objectives of the report:

The main objective of this report is to acquire practical knowledge about the Human Resource Management Practices of The Premier Bank Public Limited Company." These can be summarized in the following ways:

1. To evaluate Human Resource Management followed by The Premier Bank Public Limited Company.
2. To examine Systems, Practices and Procedure applied by The Premier Bank Public Limited Company.
3. To prescribe some suggestions regarding Human Resource Management Practices of The Premier Bank Public Limited Company.
4. To identify the current Human Resource Management practices of The Premier Bank Public Limited Company.
5. To compare the Human Resource Management practices of The Premier Bank Public Limited Company Bangladesh with others similar banks in Bangladesh.
6. To suggest suitable recommendations to enhance the Human Resource Management practices of The Premier Bank Public Limited Company Bangladesh.

1.3 Rationale of the Report:

Human Resource Management is the backbone of any organization, driving employee performance, fostering organizational culture and ensuring compliance with policies and regulations. In the context of the banking sector, effective Human Resource practices are even more critical due to the industry's reliance on skilled and motivated personnel to deliver customer-focused services. The Premier Bank Public Limited Company as one of the prominent conventional private commercial banks in the country has a well-structured Human Resource Management system to meet its strategic goals. This study is motivated by the following factors:

1. **Understanding Practical Human Resource Management Practices:** Academic knowledge often provides a theoretical perspective on Human Resource Management, but practical implementation varies significantly across organizations. By focusing on The Premier Bank Public Limited Company's Human Resource practices, this study seeks to bridge the gap between theory and practice, offering insights into the application of Human Resource strategies in a real-world context.
2. **Significance of Human Resource Management in the Banking Sector:** The banking sector is characterized by intense competition, rapid technological advancements and evolving customer expectations. In this dynamic environment, the role of Human Resource in recruiting, training, retaining, and motivating employees is critical for maintaining competitive advantage. This study highlights how The Premier Bank Public Limited Company aligns its Human Resource Management practices with these industry demands.
3. **Exploration of Key Human Resource Functions:** The Premier Bank Public Limited Company's Human Resource functions, including recruitment and selection, training and development, performance appraisal, and employee engagement, are integral to its operational success. Analyzing these functions will contribute to a better understanding of how a leading bank manages its workforce effectively.

4. **Personal and Professional Development:** As part of an internship program, this study provides a valuable opportunity for personal and professional growth. By observing and analyzing the Human Resource practices of a leading bank, the researcher gains hands-on experience and practical insights, which can be applied in future career endeavors.
5. **Contribution to Organizational Insights:** The findings of this study aim to provide constructive feedback to Southeast Bank Public Limited Company. By identifying strengths and areas for improvement, the report can serve as a useful resource for enhancing Human Resource practices within the organization.

1.4 Scope of the Report:

This report examines the Human Resources Management practices of The Premier Bank Public Limited Company Bangladesh. It gives an overview of the bank's recruitment, selection and training processes, as well last he various policies and procedures in place. It will also discuss the bank's approach towards employee motivation and reward systems and their efforts to create a positive work environment. This report will also provide an assessment of the performance of Human Resources Management in the bank and offer recommendations for any potential improvements. The scope of this report on human resources management practices in The Premier Bank Public Limited Company Bangladesh will include:

1. An over view of the current human resources management practices at The Premier Bank Public Limited Company Bangladesh.
2. An analysis of the strengths and weaknesses of the current human resources management practices at the bank.
3. An assessment of the effectiveness of current human resources management practices at the bank.
4. Recommendations on how to improve the human resources management practices at the bank.
5. An outline of the potential impact of the proposed changes to the human resources management practices on the overall performance of the bank.

1.5 Limitations of the Report:

The main limitation of the study is lack of information provided by the organization. The Premier Bank Public Limited Company was very cooperative with us in making this assignment but due to its company rules and insecurity in the market, we could not overcome this obstacle. Other limitations of this study are given below:

1. It was quite hard to collect accurate information.
2. It does not cover other banks or other types of organizations.
3. It does not cover any changes that have occurred in the past or any potential changes that may occur in the future.
4. It does not cover any other areas of human resources such as recruitment, performance management or employee engagement.
5. It does not cover any external factors such as the legal and regulatory environment or the macroeconomic environment.
6. It does not consider any other factors such as the organization's culture, organizational structure, or the external environment.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction:

Human Resource Management serves as the backbone of an organization's operational success. It focuses on effectively managing people to achieve organizational goals. Modern Human Resource Management integrates traditional practices with contemporary tools like technology and analytics to improve recruitment, employee engagement, and organizational performance. This section explores key theoretical frameworks and concepts relevant to Human Resource Management practices, emphasizing their application in the banking sector.

2.2 Competent Independent Person:

A Competent Independent Person refers to an unbiased professional who evaluates Human Resource Management practices to ensure transparency and efficiency. This is crucial for assessing Human Resource policies related to hiring, training, performance appraisals, and compliance with labor laws. Studies suggest that engaging Competent Independent Persons enhances objectivity in audits, leading to improved credibility of Human Resource systems.

2.3 Accumulating and Evaluating Evidence:

Evidence-based Human Resource Management involves collecting and analyzing data to guide decisions. For instance, The Premier Bank Public Limited Company may leverage employee performance records, customer feedback, and exit interviews to evaluate Human Resource policies. Literature highlights that robust evidence collection mechanisms, such as employee satisfaction surveys and Key Performance Indicators, provide insights into policy effectiveness.

2.4 Quantifiable Information:

Quantitative metrics, like turnover rates, training hours per employee, and compensation benchmarks, offer tangible insights into Human Resource Management efficacy. Researchers argue that banks operating in dynamic environments benefit from adopting measurable Human Resource strategies to maintain competitiveness. In the case of The Premier Bank Public Limited Company, quantifiable information aids in aligning Human Resource objectives with organizational goals.

2.5 Established Criteria:

Organizations use established criteria to evaluate Human Resource practices. These criteria typically include compliance with labor laws, alignment with industry standards, and adherence to organizational values. The Premier Bank Public Limited Company like many institutions, benchmarks its Human Resource practices against best practices in the banking industry to ensure relevance and efficiency.

2.6 Economic Entity:

The concept of the Economic Entity applies to Human Resource Management by treating the workforce as a critical asset that contributes to the bank's overall economic performance. Literature indicates that efficient Human Resource practices directly impact profitability, customer satisfaction and market competitiveness, especially in service-driven industries like banking.

2.7 Reporting:

Transparent reporting mechanisms in Human Resource Management enhance accountability and decision-making. Regular Human Resource audits and reports, such as those on diversity metrics, employee retention, and training Return on Investment are essential for informed strategy formulation. The Premier Bank Public Limited Company Human Resource reporting practices reflect its commitment to continuous improvement and stakeholder trust.

CHAPTER THREE

METHODOLOGY OF THE REPORT

3.1 Research Design:

The study adopts a qualitative approach to explore the human resource management practices at Southeast Bank. Both primary and secondary data were collected to ensure a comprehensive understanding of the organization's human resource operations.

3.2 Sources of Data:

1. **Primary Data:**
    i. Observations made during the internship period.
    ii. Face-to-face interviews and informal discussions with human resource personnel, department heads and other employees.
    iii. Participation in human resource activities such as recruitment, training sessions, and performance evaluations.
2. **Secondary Data:**
    i. Review of internal documents like human resource policies, training manuals and performance appraisal forms.
    ii. Analysis of company reports, previous studies and other relevant publications about The Premier Bank Public Limited Company.
    iii. Information from the bank's official website and public disclosures.

3.3 Data Collection Methods:

1. **Interviews:** Structured and unstructured interviews were conducted with human resource executives and staff to understand the strategies, challenges, and effectiveness of human resource practices.
2. **Observation:** Day-to-day activities in the human resource department were observed, with specific attention to employee interactions, work culture, and human resource processes like recruitment and employee engagement programs.

3. **Document Review:** Internal records and policy documents provided by the bank were reviewed to gather factual data and understand standard human resource protocols.

3.4 Analytical Tools and Techniques:

1. Qualitative insights from interviews and observations were categorized and thematically analyzed.
2. Data from documents and reports were cross-verified with observations to ensure accuracy.
3. No statistical tools were applied, as the focus was on descriptive and qualitative analysis.

3.5 Limitations of the Methodology:

1. Limited access to confidential or sensitive human resource records restricted the depth of analysis.
2. Time constraints during the internship period impacted the scope of data collection.
3. Potential bias due to reliance on observations and self-reported information from employees.

CHAPTER FOUR

OVERVIEW OF THE ORGANIZATION

4.1 History of The Premier Bank Public Limited Company:

The Premier Bank Public Limited Company was incorporated in Bangladesh as banking company on June 10, 1999 under Companies Act.1994. Bangladesh Bank, the central bank of Bangladesh, issued banking license on June 17, 1999 under Banking Companies Act.1991. The Head Office of The Premier Bank Public Limited Company is located at Banani, one of the main commercial and business areas of Dhaka city.

The Premier Bank Public Limited Company is listed with Dhaka and Chittagong Stock Exchange Public Limited Company as a publicly traded company. The Premier Bank Public Limited Company carries its banking activities through 118 Branches, 10 Sub-Branches, and 186 Agent Outlets branches spread across the Country.

Registered Name of the Company: The Premier Bank Public Limited Company

Nature of Business: Conventional Private Commercial Bank

Company Type: Public Limited Company

Industry: Banking

Key people: DR. HBM Iqbal (Chairman), Shafiqur Rahman (Founder & Director), Mohammad Abu Jafar (Managing Director & Chief Executive Officer)

Services: Retail Banking, Corporate Banking, Credit Cards

Revenue: Increase Tk 12,951.78 million (2019)

Operating income : Increase Tk 7,317.46 million (2019)

Total assets : Increase Tk 261,900,49 million (2019)

Number of employees: Increase 1,947 (2019)

Subsidiaries: Premier Bank Securities Limited

Legal Form: A scheduled commercial bank incorporated on June 10, 1999 as a Public Limited Company under the Companies Act, 1994 and Bank Companies act, 1991.

Incorporation Certificate: C-37922 (2222)/99, dated June 10, 1999

Commencement of Business Certificate: Ref. no. 16370, dated June 10, 1999

Bangladesh Bank Approval Certificate: BRPD (P) 744 (72)/99-1638, dated June 17, 1999

VAT Registration: 5101027082, dated July 31, 2000

TIN Certificate: 140-201-0820, LTU, Dhaka, dated October 17, 2000

4.2 Vision of The Premier Bank Public Limited Company:

A vision statement is an organization's declaration of its mid-term and long-term goals, stating what they want to become in the future. Vision statements act as a goal for a company to strive toward. Vision statements are often confused with mission statements. Mission statements focus on the present, giving a statement that declares what continually dives a company forward. Mission statements can be thought as how a company will achieve their vision statement. The Bank has clear vision towards its ultimate destiny – to be the best amongst the top financial institutions.

4.3 Mission of The Premier Bank Public Limited Company:

A mission statement is a short statement of why an organization exists, what its overall goal and the goal of its operations: what kind of product or service it provides, its primary customers or market, and its geographical region of operation. It may include a short statement of such fundamental matters as the organization's values or philosophies, a business's main competitive advantages, or a desired future state—the "vision". A mission statement aims to communicate the organization’s purpose and direction to its employees, customers, vendors, and other stakeholders. A mission statement also creates a sense of identity for employees. Organizations normally do not change their mission

statements over time, since they define their continuous, ongoing purpose and focus. The missions of The Premier Bank Public Limited Company are given below:

1. To be the most caring and customer friendly provider of financial services, creating opportunities for more people in more places.
2. To ensure stability and sound growth whilst enhancing the value of shareholders investments.
3. To aggressively adopt technology at all levels of operations to improve efficiency and reduce cost per transaction.
4. To ensure a high level of transparency and ethical standards in all business transacted by the Bank.
5. To provide congenial atmosphere which will attract competent work force who will be proud and eager to work for the Bank.
6. To be socially responsible and strive to uplift the quality of life by making effective contribution to national development.

4.4 Strategies of The Premier Bank Public Limited Company:

Strategies of The Premier Bank Public Limited Company. Here are some common strategies for The Premier Bank Public Limited Company is given below:

1. **Be Pro-active:** We make conscious endeavor to elevate our life and activities. There is no place for fun in 'Reactive Management'. We learn to anticipate and act.
2. **Begin With the End in Mind:** Our every action corresponds to our goal. We set our goal from what lies behind and beyond us. We begin in earnest to finish in time to pursue that goal.
3. **Put First Things First:** We make a choice for things that make an upbeat difference. Things that matter most are not put at the mercy of things that matter least.
4. **Think Win-win:** Win-win is a frame of mind and heart that constantly seeks mutual benefit an all human interactions. In our philosophy, we want to see all parties an optimistic winner. A forward looking planning helps us engage in a win-win relationship.

5. **Seek first to understand and then be understood:** We prize our ability to communicate over all other values. Most of the time, we patiently hear people more than we are heard. We seek first to understand how we are expected- then we position ourselves as befittingly as we can.
6. **Synergy:** The effect of a combined whole is always greater than the sum of individual parts. The relationship which the parts have to each other is a part in itself. We believe, every part is important and each can contribute. We work together with others to build a team work that result in a better success.
7. **Care and Share Alike for the Society:** We care for the feelings, needs and experience of the society and share our interests equally. We try hard to provide for the less privileged and have-nots to ensure a better society and a more prosperous Bangladesh. It is an honor, our duty and privilege, to be able to serve the nation in more ways than just providing banking services.

4.5 Contacts objectives of The Premier Bank Public Limited Company:

Headquarters: 42 Kemal Ataturk Avenue, Banani, Dhaka, Bangladesh

Telephone: 9887581-4

Fax: 8815393, 9889153

AUDITORS:

Mahfel Huq & Co.

Chartered Accountants

4th Floor, BGIC Tower, Topkhana Road Dhaka-1000, Bangladesh

LEGAL ADVISER:

M/S Rokanuddin Mahmud & Associates

Delta Dahlia (Eight floor)

36 Kemal Ataturk Avenue, Banani, Dhaka-1213

4.6 Organizational Structure of The Premier Bank Public Limited Company:

An organizational structure defines how activities such as task allocation, coordination, and supervision are directed toward the achievement of organizational aims.

Organizational structure affects organizational action and provides the foundation on which standard operating procedures and routines rest. It determines which individuals get to participate in which decision-making processes, and thus to what extent their views shape the organization's actions.

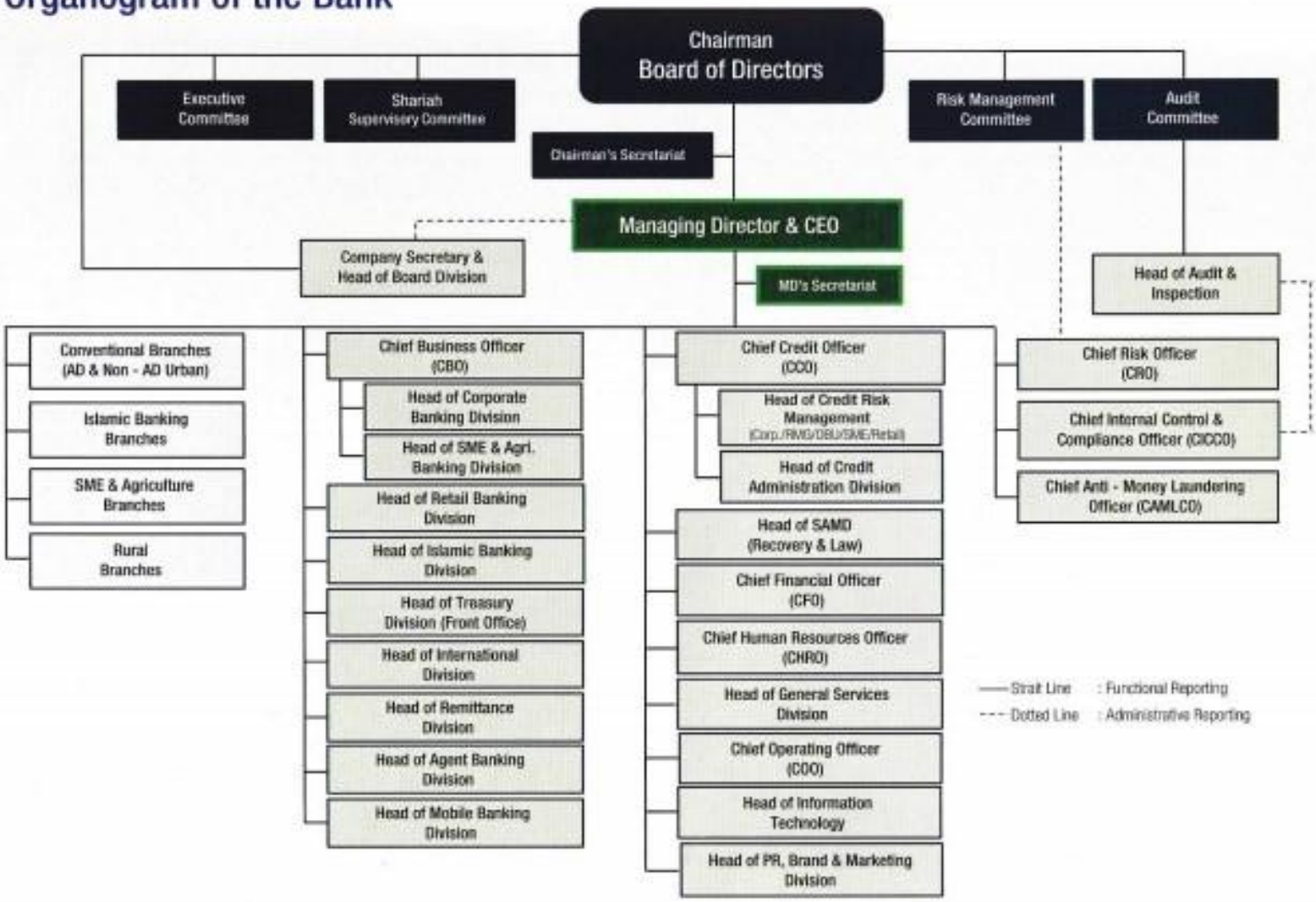
Organizational structure can also be considered as the viewing glass or perspective through which individuals see their organization and its environment.

An organization can be structured in many different ways, depending on its objectives. The structure of an organization will determine the modes in which it operates and performs. Organizational structure allows the expressed allocation of responsibilities for different functions and processes to different entities such as the branch, department, workgroup, and individual.

Organizations need to be efficient, flexible, innovative and caring in order to achieve a sustainable competitive advantage.

The Organizational Structure of The Premier Bank Public Limited Company is given below:

Organogram of the Bank



Premier Bank

4.7 Priorities of The Premier Bank Public Limited Company:

Priorities of The Premier Bank Public Limited Company is given below:

1. We want to be the best bank in Bangladesh.
2. We want to deliver services of high standard so that we become "A Bank by Choice"
3. We want our asset quality to be the best in industry with Non-Performing Loans below 1%. We want a high degree of credit quality so that selling or recalling a loan is left to our discretion.
4. We want our financials and ratios to be strong and better than industry standard with Return on Assets not less than 2% and Return on Equity not less than 50% on net income basis.
5. We want our staff to understand customers' need and offer the best solution in the market. We want them fully conversant with the rules and regulations relevant to banking reading books and browsing internet.
6. We want to a fully compliant bank in line with guidelines of Bangladesh Bank and other regulatory bodies. We want Basel-II fully implemented.
7. We want to be rated as one or strong under CAMELS rating.
8. We want to be the bank that is respected and adored by our regulators and peers in the banking sector.
9. We want to be a bank where people are happy and satisfied to work and can build a career of their liking.
10. We want to create more values for our shareholders with a good return on their investment.

4.8 Values of The Premier Bank Public Limited Company:

Values of The Premier Bank Public Limited Company are given below:

1. **Service First:** For us 'Service First' is not just an abstraction; we do mean it. It holds a prime and central focus in our operation. We believe, discharge of quick & quality service is the hallmark for banking standard.
2. **Easier Banking:** We have made day-to-day banking easier than ever through state of the art facilities. We tend to create a congenial atmosphere for our customers to feel free and go easy with banking. We divide our clientele into least possible individuals to impart the best attention, and we tailor make our services to meet special needs.
3. **Better Relationship:** As we form bondage with our valued clients, so we develop it into a sustainable end. A good understanding with them, while carrying out business transactions, helps us perceive their goals and thus, enable us to respond pro-actively to their financial needs.
4. **Assured Confidentiality:** Since we deal in business in the form of financial loss or gain, our solemn promise remains intact with interest of our clients so much so that all banking transactions are done in a confidential & professional manner.
5. **Good Corporate Governance:** The board of the bank ensures that high ethical standards are established across the Bank and regularly reviews the Bank's compliance with Central Bank. The board recognizes good corporate governance practice a vital ingredient in the creation of substantial shareholders value and protecting the interests of all stakeholders.
6. **Corporate Citizenship:** We are compliant Bank and we pay due taxes. We are going green to protect our planet from environmental hazards. We are eager to inspire Eco-friendly investment. We are an abiding citizen in terms of all laws, rules, norms, sentiments and values of the land.

4.9 Confidence of The Premier Bank Public Limited Company:

Confidence of The Premier Bank Public Limited Company is given below:

1. The short and long-term prospect of our bank is endless.
2. We have the right and workable strategies in place.
3. The bank is supported by a solid capital foundation.
4. Strong diversification by business line, geography and products add up to our strategic advantage.
5. A good risk management and compliance culture.
6. A strong focus on quality control.
7. A dynamic Board of Directors.
8. A competent Management Team.
9. Great human resources.

4.10 Timeline & Milestones of The Premier Bank Public Limited Company:

Timeline & Milestones of The Premier Bank Public Limited Company is given below:

Date	Details
15 June 1999	First Meeting of the Board of Directors
17 June 1999	License issued by Bangladesh Bank for commercial banking
26 October 1999	Formal Launching of banking business
21 June 2003	Establishment of own Training Institute
03 August 2003	Introduction of Real Time Online Banking
16 October 2003	Commencement of Islamic Banking Business from IBB, Mohakhali
22 January 2004	Pioneering VISA Credit Card among the local banks
30 January 2006	Launching of SMS Banking Service
05 August 2006	Launching of CMS Banking Service
01 February 2007	Publication of Prospectus
18 March 2007	Subscription Opened
22 March 2007	Subscription Closed
23 April 2007	Lottery for Allotment of Shares
16 May 2007	Listing with Chittagong Stock Exchange

	Public Limited Company
23 May 2007	Listing with Dhaka Stock Exchange Public Limited Company
27 May 2007	Trading of Shares on Dhaka Stock Exchange Public Limited Company & Chittagong Stock Exchange Public Limited Company
28 October 2007	Launching of Premier ATM Services
28 October 2007	Introduction to Premier Visa Debit Card
12 April 2008	Introduction of Bank's Own Remittance Software (DRUTI)
19 October 2008	Purchase of Dhaka Stock Exchange Public Limited Company Membership
20 April 2009	Dividend Approved by 9th Annual General Meeting (First after the IPO)
26 October 2009	Completion of 10th Glorious Years of Banking Services.
17 November 2009	Purchase of Chittagong Stock Exchange Public Limited Company Membership
01 December 2009	Commencement of Brokerage Operation
17 May 2010	Remittance Deal with Grameen Phone
23 June 2010	Incorporation of Premier Bank Securities Limited – Subsidiary of Bank
18 September 2010	Migration to Centralized Core-Banking Software
07 October 2010	Live Operation of Bangladesh Automated Cheque Processing System
25 November 2010	Launching of Platinum Dual Currency MasterCard
21 August 2011	Establishment of Bank's own DR (Disaster Recovery) Site
26 September 2011	Launching of Premier Mobile Remittance Service with GrameenPhone
20 February 2012	Launching of Premier Money Transfer Company Ltd. (PMTCL, a 100% subsidiary of Bank) in London, UK
29 August 2013	Incorporation of Premier Bank Foundation
19 November 2015	Launching of Premier Direct (I-Banking, SMS Banking & e-statement Service)
15 October 2016	Up gradation of CMS (Prime 4.0) System & Launching EMV Chip Card
12 October 2017	Launching of Premier Agent Banking Services
01 February 2018	Launching of Premier Fast Track – a Digital Banking Service Center
12 May 2018	Launching of Premier Customer Care Centre

CHAPTER FIVE

ANALYSIS & FINDINGS

5.1 What do we understand by Human Resources?

Human Resources are a term used to refer to the people in an organization who are responsible for the recruitment, management and development of the organization's workforce. This includes processes such as recruiting, training, compensating, and evaluating employees. Human Resources are also responsible for creating and maintaining a safe and healthy work environment, and for providing guidance and support to employees.

5.2 The importance of a Human Resources department in a The Premier Bank Public Limited Company:

A Human Resources department plays a vital role in any organization. It is responsible for recruiting, selecting, and on boarding new employees, as well as developing and managing employee relations, employee benefits, and compensation. The Human Resources department is responsible for ensuring that the company follows applicable labor laws, and they are also responsible for developing and implementing policies, procedures and programs that support employee development and productivity. An effective Human Resources department ensures that the organization has the right people in the right roles and that employees understand their roles and responsibilities. The Human Resources department also helps to create an environment of trust and respect between management and employees, as well as helping to resolve employee issues in a timely and effective manner.

5.3 Functions of The Premier Bank Public Limited Company:

Functions of the The Premier Bank Public Limited Company are given below:

1. **Accepting Deposits:** The primary function of a bank is to accept deposits from customers. Banks use the deposits to create loans and provide other financial services to customers.

2. **Lending Money:** Banks are in the business of lending money. Banks decide how much to lend, to whom and at what interest rate, depending on their assessment of a customer's credit worthiness.
3. **Providing Payment Services:** Banks provide payment services to their customers, such as check processing, electronic fund transfers, and debit and credit card services.
4. **Managing Investments:** Banks of fear variety of investment services, including providing advice on investments, managing investment portfolios, and providing access to stock and bond markets.
5. **Offering Financial Advice:** Banks provide financial advice to individuals, businesses and governments. Financial advice can include budgeting, asset allocation, estate planning, and tax planning.

5.4 Human Resource Planning Process of The Premier Bank Public Limited Company:

Planning of human resources is the life -blood of the firm. Without the right people in the right place at the right time, the firm could go out of business. In Premier Bank Limited, the human resource planning process goes through many factors. To ensure proper planning, the process starts with the branch managers who internally assesses by themselves through their knowledge and requirements based on worker volume, performance standard sand amount of work in the particular branch about how many man power is needed. Then they inform the Human Resource division at the Head Office of their labor shortage. The department then goes on to assess further based on the branch’s performance and thus, through a series of steps determined the amount of labor needed in order to avoid any shortage or surplus.

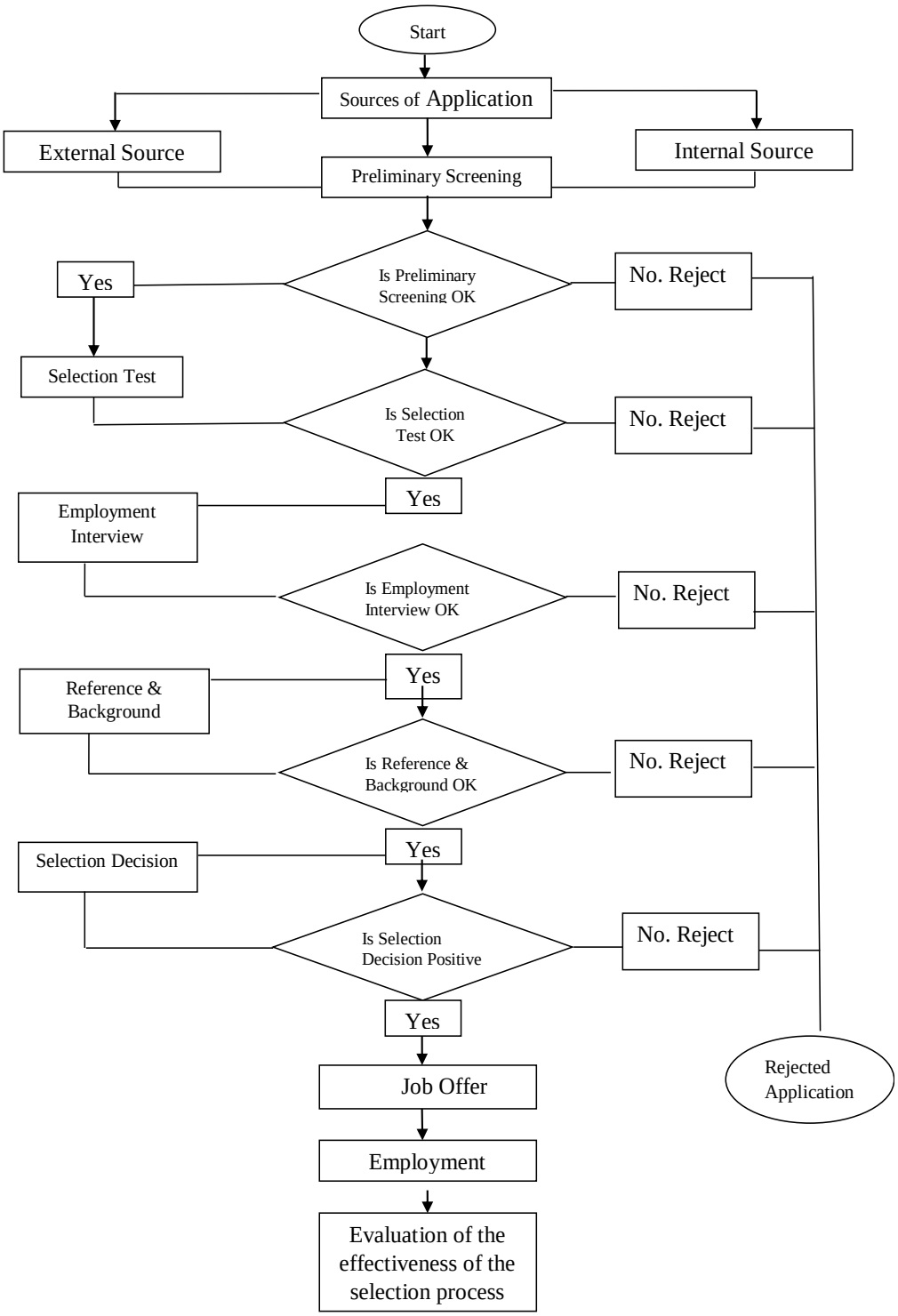
5.5 Staffing Method of The Premier Bank Public Limited Company:

The prime concern of the staffing function in the management process is the timely fulfillment of the manpower requirements within an organization. Human resource department mainly focus on few step that are following:

1. **RECRUITMENT:** The success of a conventional private commercial bank depends largely on choosing the right person in right job. Recruitment means searching for prospective job candidates and stimulating them to apply for jobs in the organization. The Premier Bank Public Limited Company required positions are filled up from within the organization or from outside.
    a) Internal sources are mainly from the internal job watch. This means that existing employees of the Bank itself are recruited through promotions or transfers from one branch to another. Nowadays, the company also recruits those who have completed their internship from The Premier Bank Public Limited Company with the recommendation of the Branch Manager.
    b) External sources are quite plenty. One way to recruit externally is through communication with job posting sites such as BdJobs.com and CareerJet.com where job vacancies are published on behalf of the bank. The bank also has its own career page on the Internet where postings are published directly. Job applicants are also attracted through newspapers and other press releases.

    When recruiting candidates, the organization takes into consideration Equal Employment Opportunity Compliance into account so as to eliminate any kind of discrimination.
2. **Employee testing and Selection:** The Premier Bank Public Limited Company believes that employee testing and selection is very important to ensure that the company is choosing the right person for the job. Testing of candidates occurs in two dimensions, that is, the process depends on whether the candidate is a fresh graduate or an experienced worker. However, both are tested mainly for their knowledge, skills, abilities and potentials. The tests are IQ tests, aptitude tests, behavior and personality tests, and writing capability tests. For this purpose, The Premier Bank Public Limited Company take the help of outside experts such as IBA, Dhaka University or similar institutes for setting the questions, supervising the examination work, examining and marking the answer scripts and preparing a merit list of the candidates. A candidate must secure minimum 60% mark in the tests to be eligible for VIVA/Interview. The appointment will be made according to requirement on the basis of a panel to be prepared in order of merit by the Recruitment Committee and after approval of the competent authority. All people to be appointed by the bank have to undergo a medical test by the Bank's approved Physician/Medical Officer so as to ascertain that they are physically and mentally in sound health. Selection is the

process of choosing from among candidates, from within the organization or outside, the most suitable person for future positions. Selection activities typically follows:



The Premier Bank Public Limited Company does not actually conduct work samples and simulations to the examinees, but they surely do perform background checks and reference checks before selection employees. This process of checking has been made a mandatory rule by the Bangladesh Bank to ensure that the organization selects lawfully sound employees. Bangladesh Bank hold the ‘Corporate Memory

Management System' which holds all the information about previous employees of banks and it is through this system that The Premier Bank Public Limited Company conduct their background and reference checks.

3. **Orientation and Placement:** After successfully passing all the recruitment and selection stages, the employee now has to undergo another phase where he or she is made acquainted with the company. This is the orientation phase which takes place for 2 to 7 days. The employee is given a brief presentation about the company and is introduced to his superiors, subordinates and the colleagues. He is taken around the workplace and given the charge of the job for which he has been selected.

5.6 Training Methods and Development Facilities of The Premier Bank Public Limited Company:

Training methods and development facilities depend on the company and industry and may include on-the-job training, formal classroom instruction, online training, mentoring and workshops. On-the-job training is often the most cost-effective and efficient method for providing employees with the skills and knowledge needed for their job. Formal classroom instruction provides employees with a structured environment to learn news kills and understand the concepts behind their job. Online training allows employees to study and learn at their own pace. Mentoring provides employees with a more personal approach to learning in which they are guided and supported by a more experienced mentor. Workshops are interactive events that provide employees with hands-on experience in a specific area of their job. Development facilities may include computer labs, libraries and other physical areas designed to allow employees to practice their skills. The Premier Bank Public Limited Company Bangladesh may offer a combination of these methods and facilities to its employees to enhance their professional development.

5.7 Methods of Training in The Premier Bank Public Limited Company:

The Premier Bank Public Limited Company Bangladesh provides arrange of training programs for its employees. The following are some of the training methods used by the bank:

1. **Classroom Training:** This involve straining sessions conducted in the bank premises and typically cover topics such as banking policies and procedures, customer service, compliance and regulations, and product knowledge.
2. **On-the-job Training:** This involves employees learning and practicing job-related skills on the job. This type of training allows employees to gain experience in the role and gain knowledge about banking policies and procedures.
3. **E Learning:** This involves using technology such as web and video conferencing, online courses, and webinars to deliver training materials. This type of training allows employees to learn at their own pace and enables employees to access the training materials wherever they are.
4. **Mentoring:** This involves experienced employees mentoring and guiding new employees in the bank. This type of training allows new employees to learn from experienced staff and gain valuable insights into the banking industry.
5. **Internal Seminars and Workshops:** This involves conducting seminars and workshops within the bank to educate employees on topics related to banking, customer service, and compliance.

5.8 Performance Standard of The Premier Bank Public Limited Company:

Performance standards are measures of performance that are used to assess the amount of work done, the quality of work, or the efficiency of work. Performance standards are used in many different industries and organizations and they can be used to measure performance in terms of quantity, quality, time, cost or any combination of these. Performance standards can be set at the individual, team, organizational or industry level.

They can also be used to measure progress over time, allowing organizations to track progress and identify areas of improvement. By Performance Appraisal The Premier Bank Public Limited Company identifies the following things:

1. Determine who is to be promoted, demoted, transferred and terminated.
2. Identify employee's strengths and weaknesses.
3. Assesses training and development needs.
4. Review and set salary and bonus levels.
5. Provide feedback to employees on their performance.
6. Foster better communication between managers and employees.
7. Identify and reward top performers.
8. Encourage employees to strive for greater achievement.
9. Provide a basis for making decisions about pay increases, promotions, transfers and layoffs.
10. Evaluate job performance, productivity and efficiency.

5.9 Measuring training Effectiveness with Performance Standard of The Premier Bank Public Limited Company:

Measuring training effectiveness with performance standards involves evaluating the degree to which employees are performing their tasks in a way that meets or exceeds the standards set by the organization. The performance standards can be used to determine if the training has been successful in helping employees acquire the necessary skills and knowledge to perform their job duties efficiently and effectively. Common performance standards include rate of accuracy, speed of task completion, quality of customer service, adherence to safety protocols, and overall job performance. Organizations can use a variety of methods to measure training effectiveness, including pre- and post-assessment tests, surveys, and observation of job performance. The Premier Bank Public Limited Company can actually Measure four basic categories of training outcome with the performance standard. They are following:

1. **Knowledge and Skills:** This is the ability to understand and apply the knowledge and skills learned from training. It can be measured in terms of the number of correct answers on a test or other assessment of knowledge and skills.

2. **Attitude and Behavior:** This relates so the way in which individuals think and behave in relation to the training. It can be measured by observing or surveying participants to determine their attitudes and behaviors before and after training.
3. **Productivity and Efficiency:** These measures how effectively the training translates in to improved performance in the work place. It can be measured by comparing productivity and efficiency metrics before and after training.
4. **Retention:** This measure shows much of the training is retained overtime. It can be measured by administering follow-up assessments to test retention of the material.

5.10 Financial and Non-Financial benefits of The Premier Bank Public Limited Company:

The Premier Bank Public Limited Company believes in providing efficient service as well as sufficient benefits to the employee at their satisfaction. The benefits and facilities provided by the banks to its employee are as follows:

1. **Competitive salaries and bonuses:** Banks provide salaries that are competitive and often higher than other industries. They also provide bonuses and other incentive-based compensation to their employees.

2. **Comprehensive health insurance:** Banks provide comprehensive health insurance plans that cover major medical expenses, such as doctor visits and hospital stays.

3. **Retirement benefits:** Banks provide retirement benefits, such as 401(k) plans and pension plans, to their employees.

4. **Education assistance:** Banks offer educational assistance programs to their employees, such as tuition reimbursement and student loan repayment assistance.

5. **Paid time off:** Banks provide paid vacation and sick leave for their employees.

6. **Flexible work arrangements:** Banks offer flexible work arrangements, such as telecommuting and flex-time, to their employees.

7. **On-site amenities:** Banks often provide amenities such as cafeterias, fitness centers and other recreational facilities for their employees.

8. **Professional development:** Banks provide professional development opportunities, such as seminars, workshops, and conferences, to their employees.

5.11 Financial benefits of The Premier Bank Public Limited Company:

The Premier Bank Public Limited Company believes in providing efficient service as well as sufficient benefits to the employee at their satisfaction. The Financial benefits provided by the banks to its employee are as follows:

1. **Salary and wage:** Salaries and wages depend on the job role and experience of the employee. The bank offers competitive wages and salaries that are based on the industry standards. Salaries and wages may also vary from one location to another.
2. **Bonus:** Bonuses for The Premier Bank Public Limited Company Bangladesh employees may include:
    a) **Performance based bonuses:** These may be awarded to employees who go above and beyond their job requirements and contribute significantly to the success of the bank.
    b) **Referral bonuses:** These may be given to employees who refer potential new customers to the bank.
    c) **Anniversary bonuses:** These may be awarded to employees who have been with the bank for a certain number of years.
    d) **Special recognition awards:** These may be given to employees who have achieved excellence in customer service or other areas of their job.
    e) **Profit sharing bonuses:** These may be awarded to all employees based on the bank's overall profitability.

f) **Two festival bonuses:** Mainly Muslim employees are got two Eid bonuses which are equal to basic salary.

g) **One in centive bonus:** Every year employees get incentive bonuses which is based on their performance and only when they achieve a set goal.

3. **Gratuity:** The gratuity policy for employees of The Premier Bank Public Limited Company Bangladesh is as follows:

   a) All employees are entitled to a gratuity equal to fifteen days of basic salary for every completed year of service.
   b) A maximum of thirty days of gratuity can be paid to any employee upon completion of ten years of service.
   c) In case of death of an employee, the spouse is entitled to receive a gratuity equal to fifteen days of basic salary for every completed year of service.
   d) In case of retirement, the gratuity will be equal to thirty days of basic salary for every completed year of service.
   e) In case of resignation, the gratuity will be equal to fifteen days of basic salary for every completed year of service.

   This is a benefit scheme of the employees of The Premier Bank Public Limited Company for their security after they leave the institution on retirement or otherwise. The Board of Director Of The Premier Bank Public Limited Company have framed the "Gratuity" rules in exercise of power under article 128 of the article 128 of the article of association of the company. The benefit is paid to the nominee or heir in case of the death of the employee. However, employees with the following characteristics are not entitled to this benefit:

   i. Employees, who are dismissed from the service of the bank on account of any misconduct, breach of discipline.
   ii. Employees who resign or discontinue the service without permission.
   iii. Employees appointed on contract basis.
   iv. Employee appointed on temporary basis.

4. **Provident Fund:** The Premier Bank Public Limited Company provides a provident fund scheme for its employees in order to provide financial security to them and their families. Under the scheme, the Bank contributes an amount equal to 8.33% of the employee's basic salary every month and the employee contributes an amount equal to 10% of the basic salary every month. The Bank deducts the employee's contribution from his/her salary and deposits the same in

the employee's provident fund account. The Bank's contribution is credited to the employee's account once in every quarter. Employees are eligible to withdraw the entire balance in their account at the time of retirement or after completion of five years of service, whichever is earlier. The Bank also allows partial with drawl for specific purposes like marriage, medical treatment, purchase of land or house etc.

5. **Staff house building and car loan:** The Premier Bank Public Limited Company offers a host of benefits to its employees, including a house building and car loan. The house building loan al lows employees to purchase a house or build a new home. The loan covers up to 95% of the total cost of the building or purchase and offers low-interest rates. The car loan is also available for employees of The Premier Bank Public Limited Company. The loan covers up to 90% of the cost of the car and offers competitive interest rates. The loan also offers flexible repayment options and a low down payment.

5.12 Non-Financial benefits of The Premier Bank Public Limited Company:

These benefits give psychological satisfaction to employee seven when financial benefit is not available. Such benefits are:

1. **Recognition and Appreciation:** Show ingratitude and appreciation to employees for the job they have done is a great way to boost morale and motivation.
2. **Flexible Scheduling:** Allowing employees to choose their own work hours or work remotely can help them to better manage their personal and professional life.
3. **Work-Life Balance:** Offering programs such as sabbaticals, paternity leave and flexible working hours can help employees to better balance their work and personal life.
4. **Professional Development:** Offering employees the chance to attend seminars, workshops and trainings helps them to further develop their skills and knowledge.
5. **Team Building Activities:** Hosting team building activities are a great way to boost morale and camaraderie among employees.
6. **Open Communication:** Encouraging an open and honest communication between employees and management can help to build better relationships.

7. **Health and Wellness Programs:** Offering health and wellness programs such as gym memberships, health screenings and stress management classes can help employees to stay healthy and productive.

5.13 SWOT Analysis of The Premier Bank Public Limited Company:

SWOT Analysis is a strategic planning method used to evaluate the Strengths, Weakness, Opportunities and Threats involved in a project or in a business venture. It involves specifying the objective of the business venture or project and identifying the internal and external factors that are favorable and unfavorable to achieving that objective.

1. **Strengths:** Strengths are things that your organization does particularly well, or in a way that distinguishes you from your competitors. Strengths Analysis of The Premier Bank Public Limited Company are given below:
    a) It has a good reputation in the market for providing quality services to the clients. The major goal of this bank is to build long-term relationship with the customers and to create value for them.
    b) Officers are highly skilled and executives are highly qualified and experienced.
    c) It has modern facilities such as online banking.
    d) It has efficient management practices in the bank and efficient administration. The work is done in a timely and systematic manner for which the efficient management and administration is responsible.
    e) The bank has many attractive deposit schemes and infrastructure facilities.
    f) The company has goodwill because it is not engaged in unfair business practice.
    g) It has a well-established net work of branches throughout Bangladesh.
    h) It provides a wide range of banking services, ranging from retail banking to commercial banking.
    i) It has a devoted platoon of largely educated Human Resource Management professionals.
    j) It has a strong focus on client service and satisfaction.
    k) It has strong brand recognition in the Bangladeshi banking sector.

2. **Weaknesses:** Weaknesses stop an organization from performing at its optimum level. Weaknesses Analysis of The Premier Bank Public Limited Company are given below:
    a) The Premier Bank Public Limited Company doesn't have a large presence in the digital banking sector.
    b) The Premier Bank Public Limited Company doesn't have a comprehensive Human Resource Management strategy in place.
    c) The Premier Bank Public Limited Company doesn't have a comprehensive hand training and development program.
    d) The Premier Bank Public Limited Company doesn't have a comprehensive performance operation system in place.
    e) It has limited branches and short time experiences in banking industry.
    f) Small market shares on individual investors and complex credit policy.
    g) Advertisement problem and limitation of information system which affects the organization.
    h) Few number of ATM booths.
3. **Opportunities:** Opportunities are a combination of different circumstances at a given time that offer a positive outcome, if taken advantage of Opportunities Analysis of The Premier Bank Public Limited Company are given below:
    a) The Premier Bank Public Limited Company can concentrate on developing a comprehensive Human Resource Management strategy to a meliorate hand engagement and retention.
    b) The Premier Bank Public Limited Company can concentrate on developing a comprehensive hand training and development program to ensure that workers are better equipped to handle the changing requirements of the association.
    c) The Premier Bank Public Limited Company can invest in digital banking technologies to more serve its guests and reach out to the growing population of tech- expertise consumers.
    d) The Premier Bank Public Limited Company is becoming more reliable to local public so the banks can increase their branches. The bank has prospects to open more branches that will eventually enhance the government’s effort at receiving the rural economy as well as reaching more people by better service.

e) The banks can expand their micro credit program.
f) Foreign trade is increasing day by day. The investment potential of Bangladesh is attracting foreign investors. So, the bank has opportunity of expansion in business.
g) The bank has the prospect to select high quality banking software, which will make the banking operations easier and smooth.
h) New ideas are coming in this industry such as the bank has prospect to make their banking activities more creative and innovative.

4. **Threats:** Threats include anything that can negatively affect your business from the outside, such as supply-chain problems, shifts in market requirements or a shortage of recruits. Threats Analysis of The Premier Bank Public Limited Company are given below:
    a) Some commercial banks are providing different facilities which are much more attractive and effective than any private banks facilities.
    b) Different attractive service offered by some foreign banks that maybe affects in banking.
    c) Government imposes tax on profile and their pressures to reduce interest rate on loans. Government rules and regulations are becoming strict day by day which greatly affects the banking activities.
    d) There are many competitors in the market such as multinational banks and also new banks are coming in the market.
    e) The adding use of technology in the banking sector might lead to guests preferring digital banking results over The Premier Bank Public Limited Company traditional banking results.
    f) The changing client requirements and preferences might lead to a drop in client fidelity towards The Premier Bank Public Limited Company.
    g) The rising cost of labor and other coffers may put pressure on the profitability of The Premier Bank Public Limited Company.
    h) The Bangladeshi banking sector is largely competitive and new players are entering the request every day.

5.14 Findings:

Its means the Results section in an empirical research paper describes what the researchers found when they analyze their data. After analyzing the "Human Resource Management Practices of The Premier Bank Public Limited Company." The following further findings are identified. They are given below on the basis of Human Resource Management Practices of The Premier Bank Public Limited Company:

1. The Bank cannot practice proper Human Resource Management guidelines. The Human Resource Management has some objectives but cannot follow all of them.
2. For the training and development sector, there are several on-the-job and off-the-job training techniques that the bank cannot follow.
3. In the recruitment sector, Banking Sector of Bangladesh cannot follow the proper guideline of Human Resource Management.
4. To evaluate employee's performance, Banking Sector of Bangladesh cannot provide employee's performance properly.
5. The orientation process, the bank cannot follow of those processes.

   There are several ways of employee's rewards, such as intrinsic versus extrinsic rewards, financial versus non-financial rewards and performance-based versus membership rewards, but the bank can't provide all of the system.

CHAPTER SIX

RECOMMENDATIONS & CONCLUSION

6.1 Recommendations:

During my short time of internship period, it is not very easy to recommend the organization to improve in some issues but from my observation and from the survey's analysis I could give some suggestions to the organization so that it would help them to become more attractive in their service. Recommendations are given below:

1. The Bank should practice proper Human Resource Management guideline. The purpose of Human Resource Management is to improve the productive contribution of people to the organization ways that are strategically, ethically, and socially responsible.
2. To get effective and efficient employees the Bank should arrange proper training and development programs.
3. To motivate the employee's the bank should follow proper guideline of Human Resource Management.
4. The entire Human Resource department should be well informed regarding their goals and objectives.
5. Job satisfaction and motivating instruments are needed for the bank.
6. Job description should be clarified and proper training should be important to improve the performance to bottom level management.
7. To evaluate employee's performance the bank should follow promotion policy properly.

6.2 Conclusion:

Human resource the administrator draws on various hotspots for its theories and practices. Sociologists, clinicians and the official's researchers, especially, have contributed a predictable stream of new and reconsidered musings. They offer theoretical bits of information and rational assistance with locales of people the administrators, for instance, selection and assurance, execution estimation, bunch synthesis and legitimate

arrangement. A noteworthy number of their thoughts have been composed into increasingly broad strategies which have added to the administrators thinking in various periods and finally the improvement of Human Resource Management. Banking business is astonishing from various associations. Back up plans don't sell thing yet they offer assurance to pay or compensate on future date for a named probability banking industry is a pool to which the people from the protecting open contribute by strategy for transaction and from which the incidents suffered by a couple are repay. On account of this it contrasts from various business relationships in various respects including affirmation of advantage, examination of dissolvability, etc. Protection organization charges esteem front completed while the case movement/settlement is on some future date. Protection organizations are right now of a sort to the degree their affirmation of pay; costs, liabilities and advantages are concerned. In this way, from this examination of protection organization can get the signs on which of the issues they have to give more thought to do the Human Resource activity and to take a gander at the propelled Human Resource approach in banking Industry of Bangladesh. The assurance business has earned pervasiveness in Bangladesh because of its improvement where as people are getting progressively aware of banking diploma course of action. Banking sector game plans give various types of properties in return and exchange similarly as open property. Unfortunately if The Premier Bank Public Limited Company can hold their strong relationship with their clients, one day this significant relationship will have extra ordinary result for long stretch decision and technique.

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