

Internship Report on

“A STUDY ON HOW HRIS CAN BE IMPROVED AND MADE EFFICIENT FOR THE BANKING INDUSTRY AND SONALI BANK”



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Letter of Transmittal

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To

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Subject: **Submission of Internship Report on “A study on how HRIS can be Improved and made Efficient for the Banking Industry and Sonali Bank”**

Dear Sir,

With due respect, I am submitting my Internship Report on the topic titles as “A study on how HRIS can be Improved and made Efficient for the Banking Industry and Sonali Bank” as a part of my BBA program. This is my honor to submit this report of my three months long Internship Program In Sonali Bank in the Human Resource Department at Bashabo Branch. This report has been prepared to fulfill the requirement of my Internship Program at my assigned organization in Sonali Bank. It has been a great learning experience for me to work in the organization and preparing this report by outmost effort. Hence, this has been obvious for me to conduct similar types of studies in the future.

I am thankful to you for your guidance, suggestions, and constructive criticisms during the preparation of this report that only impelled me further into excelling. I genuinely hope that you would enjoy learning about the organization and its operational procedures besides merely evaluating me based on the grading criteria set for this assignment.

Regards

Sincerely Yours,

Maliha Mahjabin

ID: 13204103

Acknowledgement

With due respect, I would like to mention some people who assisted me during the completion of the Internship Program. Therefore, I, wholeheartedly, like to thank all of you.

In this practice, I would like to thank the Almighty Lord for giving me the strength to complete my work sincerely within the specified time. Most Importantly, I would like to thank my supervisor Mr. Jubairul Islam Shaown who was always there to guide me and solved my difficulties whenever faced and needed.

Alongside, I would also like to thank Mohammad Sorfe Uddin (Branch Manager) and my line managers who helped me by providing informative instructions and assistance. Without their help, the project would have been difficult to complete.

Acronyms and Abbreviations

HRIS – Human Resource Information System

LTD – Limited

Govt. – Government

Pvt.-Private

TRI- Technology Resources Industries

ROE- Return on Investment

VAS- Value Added Service

LEA- Law Enforcement Agency

GR- Government Relations

CR- Corporate Responsibility

ISP-Internet Service Provider

IP-Internet Protocol

ICT-Information and Communication Technology

CEL- Computer Ease Ltd.

CBS-Core Banking Solution

ABB-Any Branch Banking

RTGS- Real-time gross settlement systems

Executive Summary

I have discussed the major activities handled by the Human Resource Information System (HRIS) of Sonali bank and that of the whole banking Industry and how it can be improved. The key purpose of this report is to Identify overall concept of HRIS in Sonali Bank and the other banks operating in the country, its usage and operations. Sonali Bank has now been using Intellect CBS, I have tried to Implement my academic knowledge to understand how the software system has been successfully fulfilling the need of its operations and that how it can be more efficient and productive. Moreover, the use of other Information systems that has been used by the overall banking Industry and its operations leading to better communications and efficiency is also discussed here, leaving the room for more of it.

The world is rapidly changing and as a part of the organization, HRM plays a significant role that deals with the effects of the changing world at work. So to perform the operations successfully, there is no room for doubt that HRIS's correct Implementation and formulation is mandatory. Beside this, HRIS realizes the effectiveness of the HR functions and its orientation has a prolific impact to achieve organizational success. Moreover, HR has been entrusted for ensuring proper employee satisfaction at the organization and also maintain and update the HRIS related claims and Information with the operational authority. My recommendation is Sonali Bank should focus more on using new HRIS software covering the whole lifecycle of an employee and handle the internal affairs to save extra time and efforts.

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Traditional view of HRIS

In the traditional framework, HRIS is mainly transactional and reactive. The HR managers place job circulars based on the organizational need for additional workers, respond to questions about benefits and payroll, process terminations and resignation. The HR department actions may be fragmented and even rushed in some cases in this reactive role. The basic level of HRIS is used to help to manage employment relationships within the organization and employees. Earlier, companies used to track data on paper and spreadsheets that consumed time and were difficult to manage record. Typical HRIS record employee information, wage and salary, education and training, attendance, performance appraisal etc.

Modern view of HRIS

Leading management thinker suggest that, “It is not technology, but the art of human and human management”. That is the continuing challenges for executive in the 21st century. (Drucker, dyson, Handy, saffo, & Senge 1997). Similarly Smith and Kelly 1997 believe that” future economic and strategic advantages will rest with the organization that can most effectively attract, develop and retain a diverse group of the best and brightest human talent in the market place. The effective management of the human resource in the firm to gain a competitive advantage in the market place requires timely and accurate information on the current employees and potential employees in the labor market. With the evaluation of computer technology, meeting this information requirement has been greatly enhanced through the creation of HRIS.(Gupta, 2013). Many companies have realized the need for implementing sophisticated human resource information system. Companies are now able to store till date records that allows them to better prepare for the future growth of the companies. It is designed to make an influence, monitor and control the movement of people throughout their whole working life in the organization. Human resource reduces paperwork because all the information’s are available throughout the system.

1. Overview of the Banking Industry

1.1 The Industry Profile: The Banking Industry

The banking sector of Bangladesh is one of the major sectors, which contributes significantly to the national economy. The sector comprises number of banks in various categories. Considering ownership the sector can be classified into 4 major categories: National Commercial Banks (NCB), specialized banks (SPBs), Private Commercial Banks (PCBs), and Trans-National Banks.

Bangladesh Bank is the central bank of Bangladesh and the principal regulator of the sector. Bangladesh have a total number of 55 states owned, private, foreign, and specialized banks. The banking system consists of 4 state owned commercial banks, 31 private commercial banks, 10 specialized development banks and 10 foreign commercial banks.

List of Banks in Bangladesh:

- A) Central Bank – Bangladesh Bank
- B) State-owned Commercial Bank
 - Sonali Bank
 - Rupali Bank
 - Agroni Bank
 - Janota Bank
- C) Private Commercial Banks
 - United Commercial Bank Limited
 - Mutual Trust Bank Limited
 - BRAC Bank Limited
 - Eastern Bank Limited
 - Dutch Bangla Bank Limited
 - Dhaka Bank Limited
 - Islami Bank Bangladesh Limited
 - Uttara Bank Limited
 - Pubali Bank Limited
 - IFIC Bank Limited

- National Bank Limited
- The City Bank Limited
- NCC Bank Limited
- Prime Bank Limited
- Southeast Bank Limited
- Al-Arafah Islami Bank Limited
- Social Islami Bank Limited
- Standard Bank Limited
- One Bank Limited
- Exim Bank Limited
- Bangladesh Commerce Bank Limited
- First Security Islami Bank Limited
- The Premier Bank Limited
- Bank Asia Limited
- Trust Bank Limited
- Shahjalal Islami Bank Limited
- Jamuna Bank Limited
- ICB Islami Banl
- AB Bank
- Mercantile Bank Limited

D) Foreign Commerce Banks :

- Citibank
- HSBC
- Standard Chartered Bank
- Commercial Bank of Ceylon
- State Bank of India
- Habib Bank Limited
- National Bank of Pakistan
- Woori Bank
- Bank Alfalah
- ICICI Bank

E) Specialized Development Banks :

- Bangladesh Krishi Bank
- Rajshahi Krishi Unnayan Bank
- Progoti Cooperative Land Mortgage Bank Ltd
- Grameen Bank
- The Dhaka Mercantile Cooperative Bank Limited (DMCBL)
- Bangladesh Development Bank Limited
- Bangladesh Somobay Bank Limited (Cooperative Bank)
- Ansar VDP Unnayan Bank
- Basic Bank Limited
- Karmasangstan Bank

1.2 Literature Review

The human resource department of any organization is considered to be highly critical for the entire organization. The many functions of HR serve as a supportive background for the company by providing from knowledgeable, skilled labor to management training services, employee development opportunities and more. But to function optimally, since labor is the single large expense for most organization, human resource departments must have the right tools and resources in place. Human resource Information system is a type of software program that helps human resource employees and managers improve their productivity and the results of their efforts. There has been a rapid change about how employee data used to be stored even at early 2000's to present Information systems used in an organization. It integrates information like employee details, pay roll, benefits, performance evaluation and appraisal etc. It Improves ability to reach large candidate pools regarding new position openings , ability to quickly apply higher selection standards to inordinate applications. Saves cost by shifting manual ledgers and books to computer drives. HR Management was later seen as a strategic building performs dealing with the most important resources, which is now called strategic human resource management (SHRM). The human resource Information system brought a total make over to the HR management.

2. Background of the report

2.1 Introduction

BRAC University has given me the opportunity to submit a report on Sonali Bank Ltd. which is the largest state owned bank in Bangladesh. The primary purpose of this report is to give an idea of the HRIS system followed by the bank and how it can be improved.

2.2 Origin of the report

The internship program and the study have following purposes :

- a) To experience the real business world;
- b) To compare the real scenario with the lessons learnt in Brac University.
- c) To fulfill the requirement of BBA Program.

2.3 Objectives of the report

There are two main objectives of the report:

- a) Broad Objectives:
 - The broad objective of the report is to evaluate and realize the important of human resource information system being used in the bank. .
- b) Specific Objectives:
 - To give an overall idea about:
 - The HRIS used in Sonali Bank
 - Current functions of HRIS
 - The performance of current HRIS system of the bank
 - Recommendations for improving HRIS of Sonali Bank

2.4 Scope of the report

As I intern in Sonali Bank, I got the opportunity to learn different parts of the banking system. My supervisor has suggested working in the HR division of the bank.

2.5 Capacity of the report

This report covers the management overview of Sonali Bank Ltd. and the organizational structure functions performed by the bank in this report is confined concentrate on the HR practice and HRIS used.

2.6 Methodology of the report

Two sources of data and information has been used widely in order to make this report:

The Primary Source:

- Practical Work Experience
- Information from senior colleagues and Branch Manager

The Secondary Sources:

- Annual Report of SBL
- Various books, articles , compilations regarding the bank
- Different Procedure Manual Published by SBL
- Different Circular sent by head office of SBL and Bangladesh Bank.

2.7 Limitations of the report

I have obtained whatever cooperation from employees of the bank and Sonali Bank Staff College and Bashabo Branch, as much as possible as they were extremely busy. Besides, the total internship duration is not sufficient to give me more than a superficial idea of the functioning of

different departments. I have come up with following limitations that I faced while pertaining information into the writing of this report:

- The major limitation was the time duration of the Internship. 3 months was not enough to assess the analytical informations.
- Insufficient Information was the main constraint required for the study.
- Sonali Bank is reluctant to give data and necessary informations due to some legal barriers and authentic privacy.
- This report is mainly made using secondary data.
- Insufficient experience for writing such a report may be another cause.

3. Overview of the organization

3.1 Company Profile



Sonali Bank Limited is always ready to ensure the highest quality services. They are maintaining the quality of their services by upgrading banking technology and applying high quality business ethics through its established commitment and heritage. The main objectives of Sonali Bank Ltd are to maximize profit through optimum utilization of resources and they also provide various sorts of facilities to its customer. For instance, credit facility. SBL grants credit to the following heads.

a) General Advance:

- Loan General
- Staff loan Car
- SOD General
- Cash Credit (Pledge)
- Cash Credit (HYPO)
- Small Business Scheme
- House Building (Residential)
- Festival Loan
- House Repairing and Renovation

b) Foreign Advance:

- Packing Credit
- Security over Draft (SOD)
- Payment against Document (PAD)
- Loan against Trust Receipt (L.T.R)
- Loan against FDR
- Foreign Dollar bill purchase (FDBP)

Customer of the bank fulfils their needs through such kind of credit facility. These loans service has been making huge profit for the Bank. However, the recovery rate is not up to the mark and SBL is trying to recover it. If the administration of this bank successfully enhances the recovery rate of this scheme then it can easily be the highly profitable sector for it. For Bangladeshi economy foreign remittance is an important influential economic factor and it has an excellent impact in our national economy more specifically in our GDP (Gross domestic production). Bangladeshi workers and the migrant who stays in various parts of the world are source of significant inflows of foreign currencies. Many developed nation's faced economic crisis over years. However, Bangladesh is still continuing its stable GDP growth and the economy is in a decent situation. The huge remittance inflow in Bangladesh helps to keep the economy stable. SBL turned into one of the biggest and crucial players of Bangladesh into remittance sector and currently they are dealing with more than 15 foreign banks and Money Transfer Organizations. By the help of them remitter can send money in possible fastest time.

3.2 Background and History of Sonali Bank

Sonali Bank was established under Bangladesh Bank (Nationalization) Order 1972 (presidency Order No.26 of 1972) and the largest commercial bank in the country. By taking over branches of former National Bank of Pakistan, Premier Bank Ltd and Bank of Bahawalpur Ltd a pair private banks performing class banking over the century in that period. National bank of Pakistan was government reinforced bank which was founded to finance the jute industry in East Pakistan in the early period of

Pakistan. 16th December 1971, after the birth of Bangladesh newly established Sonali Bank got special facilities from the government to perform on account of Bangladesh Bank in those places where Bangladesh Bank is not available. Within a few years, with the improve of overall performance, SBL becomes the largest and most significant commercial bank of Bangladesh with 1204 branches and approximate 21,839 up to now. By the Nationalization Order 1972 (Presidential Order-26), SBL become the largest and leading Nationalized Commercial Bank.

As a completely state owned or operated organization, the bank had been performing its nation-building responsibilities by commencing government commissioned various socio-economic Programs as well as money market exercise of its personal volition, covering all spheres of the economic condition. From 15th November 2007, the bank had been worked as a public limited company with 100% ownership of the government. After corporatization, the administration of bank has been granted required autonomy to make the bank competitive and to operate its business proficiently. SBL is governed by Panel of Directors containing of eleven members. The Bank is headed by the Chief Executive Officer & Managing Director. The corporate headquarter of the bank is situated at Motijheel, Dhaka, Bangladesh which is the main commercial center of the capital.

3.3 Vision, Mission and Objectives of Sonali Bank

Vision of Sonali Bank Ltd

Socially committed leading banking institution with global presence. This banking vision and opportunity situated in everywhere we established and goal this process in opportunity purpose.

Mission of Sonali Bank Ltd

Dedicated to extend a whole range of quality products that support divergent needs of people aiming at enriching their lives, creating value for the stakeholders and contributing towards socio-economic development of the country.

Objectives:

- ✓ Transformation into a service-oriented technology-driven revenue generated bank
- ✓ Ensuring fast, appropriate and best-in-class customer support
- ✓ Well balanced and suitable growth technique
- ✓ Launching innovative banking service
- ✓ Attracting and retaining higher quality human resource
- ✓ Empowering actual poor families and make opportunities for local income
- ✓ Providing assistance for social benefit organizations-by way of mobilizing funds and social service

3.4 Core Values of Sonali Bank Limited



3.5 The Management Team of Sonali Bank Limited

By the Order 1972 (Nationalization), the administration of the bank is vested on board of directors. The overall supervision and guideline on policy matters by the board is constituted in terms of Bangladesh bank Board of directors, constituted by seven members has authority to organize, operate and manage its affairs on commercial consideration within the board policy of government. The board of directors and other members including Managing Director are appointed by the government who has at least have experience in the field of Finance, Banking, Trade, Commerce, Industry and Agriculture. The managing director work as well as

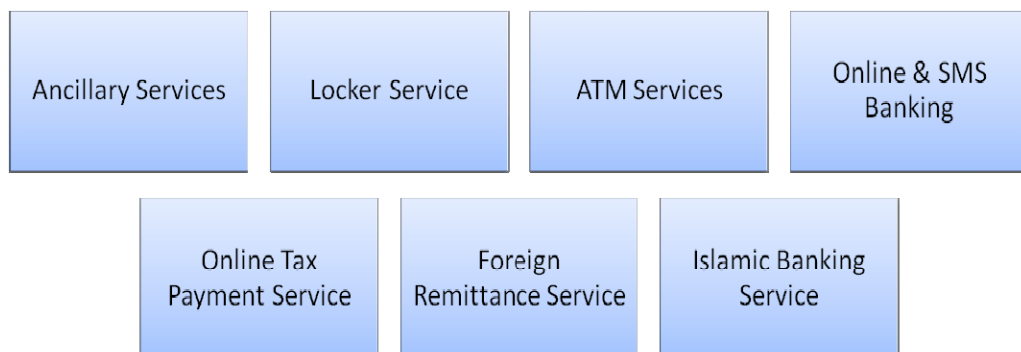
the Chief Executive officer of the Bank and he executes all the activities under the direction of the board.

The list of top management team of Sonali Bank is given bellow:

Management Team of Sonali Bank Limited

Position	Name
CEO & Managing Director	Mr. Md. Obayed Ullah Al Masud
Director and Chairman	Mr. Md. Ashraful Moqbul
Director	Mr. Md. Fazlul Haque
Deputy Managing Director	Md. Zakir Hossain
Deputy Managing Director	Quamruzzaman Chowdhury
Director	Mr. Md. Mahboob Hossain
Director	Mrs. Sabera Aktari Jamal
Director	Mr. Afzal Hossain
Director	Mr. Muhammed Asadullah
Director	Mr. A.K.M Kamrul Islam, FCA, FCS
Director	Dr. Md. Nurul Alam Talukder

3.6 Product and Services of Sonali Bank Limited



Ancillary Services

Sonali Bank Limited provides numerous special services with its network of branches across the country in addition to its regular banking functions.

Collection:

- ✓ Gas, Electricity, Telephone, Water/Sewerage bills
- ✓ Passport fees, Visa fees and Travel tax
- ✓ Source Tax and VAT
- ✓ Land Development Tax
- ✓ Municipal Holding Tax
- ✓ Customs & Excise duties
- ✓ Jakat Fund
- ✓ Hajj Deposit

Payment:

- ✓ Pension of employees of Government and other Corporate Bodies
- ✓ Bangladesh Bank employees' pension
- ✓ Students' stipend/scholarship
- ✓ Govt. & Non-Govt. Teachers' salary
- ✓ Army pension
- ✓ Food procurement bill on behalf of the Govt

Social Services:

- ✓ Widows, divorcees and destitute women allowances
- ✓ Rehabilitation allowances for acid survival women
- ✓ Old age allowances
- ✓ Disability allowances
- ✓ Freedom Fighters' allowances
- ✓ Maternal allowances for poor women

Sale & Encashment/Purchase:

- ✓ Savings Certificates

- ✓ Wage Earner's Development Bonds
- ✓ US Dollar Premium & Investment Bond
- ✓ Prize Bonds
- ✓ Exchange of soiled / torn notes
- ✓ Lottery tickets of different Semi-Govt. and Autonomous Bodies
- ✓ Sanchaypatra
- ✓ ICB Unit Certificates
- ✓ Public Service Commission's application form
- ✓ Judicial Service Commission's application form

Locker Service

Sonali Bank Limited offered secured Locker Service in some branches. Many customer may avail this service and secure their valuables belongings.

Locker Sizes	Yearly Charge (Tk.)	Security Deposit (Tk.)
Small	2,000.00	5,000.00 (refundable)
Medium	2,500.00	5,000.00 (refundable)
Large	3,000.00	5,000.00 (refundable)

ATM Service:

In the year 2007, SBL has launched its Automated Transaction Machine (ATM) service and it is increasing for the time being. They are also the member of National Payment Switch Bangladesh (NPSB), VISA and Q-Cash Consortium. Currently, customers are experiencing round the clock cash withdrawal facility from 87+ own ATM. Besides that, approximate 6500+ shared ATM booths are available throughout the country. Also added that, SBL also takes some initiative to setup ATMs at significant places like important branches, university campuses, railway stations, post office, airports, important public places etc. To maximize the effectiveness of ATM service, numerous techniques has been taken by SBL for instance, reducing down time of individual ATMs. In addition, they are also trying

to assure even more ATM friendly atmosphere through un-interrupted financial transaction.

- ✓ 24/7/365 Service
- ✓ Cash withdrawal
- ✓ PIN Change
- ✓ Balance enquiry
- ✓ Mobile phone re-charge
- ✓ Fake Note free transaction
- ✓ SMS services
- ✓ Mini statement
- ✓ Dispense of fresh note

Debit Card

Sonali Bank Limited Debit Card offers its customer the assurance for moving anywhere in Bangladesh without having cash. This Debit card makes our life style trouble free and secure. SBL is ensuring sophisticated way of taking cash from one place to another with full of satisfaction.

Features

- ✓ 24/7 hours service
- ✓ Highly secured
- ✓ Tax Payment Facility
- ✓ Mobile Phone Re-charge
- ✓ Cash withdrawal facility from any ATM in Bangladesh.
- ✓ Using in shopping outlet, departmental stores and restaurants where POS is available
- ✓ Widely accepted in any POS machine and no limit for POS transaction
- ✓ Per day 4 (four) times ATM transaction facility
- ✓ Account balance and statement inquiry from ATM
- ✓ PIN change facility

Credit Card:

Sonali Bank Limited has launched Credit Card after understanding the significance of needed money which offers the maximum advantage with a minimum charge. Basically credit card is a plastic made card which has multiple choices for transaction in variable currencies. Customers select the type of Credit Card which is suitable with their necessity and dual card owner can use it in Bangladeshi currency within Bangladesh as well as foreign currency when they are outside the country. Credit card limit will be set up according to customer financial status.

Features

- ✓ 24/7 hours service
- ✓ Minimum interest rate
- ✓ Highly secured
- ✓ Tax Payment Facility
- ✓ Mobile Phone Re-charge
- ✓ 100% Cash withdrawal facility within limit from any ATM in Bangladesh
- ✓ 100% POS transaction within limit
- ✓ Can be used in shopping outlet, departmental stores and restaurants where POS Transaction available
- ✓ Widely accepted in any POS machine
- ✓ Supplementary card available
- ✓ Account balance and mini statement from ATM
- ✓ PIN change facility
- ✓ Interest free POS transaction within the limited time (50 days from the date of statement)
- ✓ Per day 4 (four) times transaction facility.

Credit Limit:

Designation /occupation	Credit Limit (BDT)
General Manager and above	5,00,000
Deputy General Manager	4,50,000

Assistant General Manager	4,00,000
Senior Principal Officer	3,00,000
Principal Officer	2,00,000
Senior Officer	1,50,000
Officer	1,25,000

Prepaid Card:

Sonali Bank Prepaid Card is for them who does not have bank account. They can collect it from any branch. A Prepaid Card has a pre-determined monetary value loaded into card. They are also providing Prepaid Dual Currency Card which is used at any ATM to withdrawal cash and any purchase of goods & services. Dual prepaid card also has the opportunity to pay local currency within Bangladesh and foreign currency outside Bangladesh.

Features

- ✓ 24/7 hours service
- ✓ Free Tax Payment
- ✓ Mobile Phone Re-charge
- ✓ Using in restaurants, shopping outlet, departmental stores and also some places where POS Transaction is available
- ✓ PIN change facility
- ✓ Four times transaction facility/per day
- ✓ Easy cash load.
- ✓ Unlimited cash load facility.
- ✓ No Need to open account
- ✓ Card balance and statement inquiry from ATM

Online and SMS Banking

Currently, Sonali Bank limited has 1210 branches which provide online service. They have Any Branch Banking (ABB) network and SMS Banking service is running in approximate 1210 branches. Overall amount of CBS running branch is

1210 and those CBS branches also supporting SMS banking facility. The bank is significantly operating on connecting with all of the branches in the Real-time Online Banking network system. Now they are providing ABB service which also rendering SMS banking services. Near about 70 branches are connected with Real-time gross settlement systems (RTGS).

Online Tax Payment Service

Sonali Bank limited is now responsible for government financial transaction as a part of Treasury work and collecting the tax by using Treasury bill is one of the major significant function of government financial transactions. For easy and rapid tax collection SBL launched e-payment assistance along with National Board of Revenue (NBR).

Foreign Remittance Service

SBL has its own in-house application "Remittance Management System" (RMS+) which is used for paying foreign remittance promptly over the counter where is system is available. This particular web based software delivers electronic services to the expatriates via its distinctive benefit of sending confirmation message to the contact number of the remitter/beneficiary.

Islamic Banking Service

Sonali Bank limited has initiated Islamic Banking exercise in consideration with the growing need & expectancy of religious Muslims and which is fully structured on Islamic Shariah. A high profiled Shariah administration consists of well-known Islamic scholars, Economists & Bankers, has been performing for appropriate & considerable Islamic Banking exercises.

Aims & Objectives:

- ✓ To facilitate the online Shariah structured banking at the door step of the religious Muslims
- ✓ To establish an outstanding Islamic Banking System by direct participation public
- ✓ To deliver dynamism in Islamic banking by utilizing the efficiently versed working experience & good will of Sonali Bank Limited.
- ✓ To inspire the savings, following direct Investment decision
- ✓ To generate more employment facilities by uplifting project Investment

4. Human Resource Information System of Sonali Bank

Sonali Bank Limited has completely computerized Human Resource Information System (HRIS). All records of an employee from their start to end is stored in Bank information system. They also maintain every employee personal file for manual backup and the software they use that's name is Orbit. Human Resource Department of SBL uses one portion of Orbits software. Every personnel get the opportunity to access their own account and they can see their own recorded information from the database. Human Resource Department of SBL can enter new data, customize prior data and also can enquire about past data. However, they are not able to delete any data from the database. So data input is crucial part of this system. In case any incorrect data is entered then the employee has to explain why this mistake is happened and immediately they have to contact with the IT Department of SBL. The process of using Orbit and maintain record by the Human Resource Department is given bellow:

Log on to Orbits

- To start the application the user has to double-click on icon of HRD on user computer
- Then instantly a login form comes where you have to write username, password and database name to connect.
- After verifying the user name and password enter to the database
- Database window as follows:



- After double-clicking the HR Management icon the application appears second login form, requires different user name and password
- Then it enters into main menu.

🚦 Main Menu

- Main Menu is used to start new form, updated forms and destination table entry form of individual official
- User can enquiries, take help, make report and learn about software from menu module
- After login, main form shows up with numerous button and menu module
- The user has to click on button to start any blank form to entry newly hired employees information or to know any employees information



System Module

- All branches and departments are unable to access all the information in the application
- Several branches and departments have right different information to access.
- Assistant Vice President (AVP) and Senior Executive Officer (SEO) of Human Resource Department provide the right to different departments and branches to access the different information

Employee Basic Information Form

- Employee basic Information form is used for new employee ads, modify or enquire the employee's basic information.
- To get started, the user has to click on the Add button to give input of newly recruited staff information or to modify user has to press Mod button.
- Basic master file is used to maintain information for personnel information, personal information, compensation, leave, department, address, education and extra curriculum activities.

Personnel Information Form

- To start with, the user has to click on the add button to entry newly recruited employees information
- For personnel information the user have to entry Department, Branch, Grade, Religion, Designation, Marital Status, Zone, Nationality etc or user can modify the records by pressing Mod. Red color fields are required for fill up the form
- These personnel information will used in every step in employee's record. For instance, New Pay Scale, ACR, Promotion Increment etc

Compensation Information From

- Compensation Information Form is used for recording initial salary for particular designation and those data are inserted and updated based on the choice of higher level management. Top level management used this software to know employees pay scale structure before taking decision on the increment of their salary.
- To start with, the user has to click on the add button to entry newly recruited employees salary information.

- There user do not need to calculated total income because it is consisted with basic salary, medical allowance, conveyance allowance, house rent and entertainment allowance etc.
- After entering basic salary and overall allowance it automatically calculated total salary and this total salary will be recorded in the application.
- In Compensation Form there need Account Number Pay Cycle, Insurance Number

Dependent Information Form

- This from is used for maintaining the dependent information of staff.
- Different from is used for each and every dependent of the employee.
- In this form they record dependents name, date of birth, sex, the relationship with the employee and whether the employee choice depends as their nominee or not and by what percent benefit they will get.
- For opening group insurance, provident fund this information is used.

Training Information Form

- This information form is used while an employee acquire one or more than one training from office or from any certified organization or non-certified organization.
- To begin with, the user has to click on the add button to entry employees training information.
- All data which are added for any specific employees' are in tabular format.

Promotion/ Increment and Other Changes

These from is used to entry Joining Information, Confirmation of Service, Increment, New Pay Scale, Promotion, Resigned, Posting Information etc.

- For updating those information initially user have to click add button, then input reference no, document, employee id, and effective date etc.

- In Appendix-B, a sample report of employee service record is showed where the visual demonstration illustrate how an employee's designation changes. This tabular from illustrate the employees Increment, Promotion, New Pay Scale, in his/her service life.
- The front page of ACR in Appendix B1 shows the history of the employee of Sonali Bank Limited and it demonstrate the periods of their posting in different locations.
- For modifying, the user has to press Mod and for enquire press End.
- HR Department is unable to delete any data. That is why Delete button is showing inactive.
- New Pay Scale, Increment, Promotion and compensation will surely be changed which can be seen in the salary brake down and the old amount with increased amount.

Earn/DD Code	Description	Old Amount	New Amount	Rated	Annual Amt./Month	Breakdown To: Annual Amt.
ER000	Basic Salary	8,925.00	10,000.00	✓	0.00	0.00
ER001	House Rent Ceiling	4,820.00	5,400.00	✓	0.00	0.00
ER002	Conveyance Allowance	2,321.00	2,600.00	✓	0.00	0.00
ER007	Medical Allowance	692.00	1,000.00	✓	0.00	0.00
ER012	Entertainment Allowance	692.00	1,000.00	✓	0.00	0.00
ER016	Pf Bank Contribution		1,000.00	✓	0.00	0.00
DD009	Pf Bank Contribution Deduction		-1,000.00	✓	0.00	0.00
DD014	Employees Contribution To Pf Deduction		-1,000.00	✓	0.00	0.00
DD015	Beneficial Fund Deduction		-100.00	✓	0.00	0.00
			18,900.00		0.00	

APPENDIX-B

- This form is used for maintaining leave information of the employee.
- In this form, the information is required like Employee id, department, purpose of leave, type of leave, date of apply, designation, branch, leave start to end date etc. F10 key is

APPENDIX-B1

- Right after filling up the leave application from the HRD takes decision to approve it or used for saving the information.
- If it is approved then the form is used. Only Senior Executive Officer is responsible for approving this from.
- After approving this all information regarding leave will direct added to the employee master file.
- By using this master file they can check how many times the employee takes leave.

4.1 List of most popular HR Software Companies:

ORACLE	CRITERION	CORE	EPICOR	ASCENTIS
INFOR	WORKDAY	KRONOS	CERIDIAN	SAP



4.2 Intellect CBS (Core Banking Solution)

Recently Sonali Bank Limited has made a partnership with Bangladesh Commerce Bank and Polaris Financial Technology to form a joint venture company and they have signed a deal with two firms to give a facelift to its banking system and replace its present branch banking solutions. The main aim of this partnership is the installation, implementation and maintenance of a centralized online real time banking system which is called Intellect Core Banking Solution (CBS). SBL has selected Polaris as a partner because of supplying, implementing and supporting the ORTB system replacing the existing branch banking solution. The largest state-owned bank of Bangladesh marks a key landmark in the journey of the bank's perspective by providing competitive services focused on enhancing functionality and customer experience. Polaris Bangladesh is providing superior core banking functionality and user experience. The implementation of this technology enables the SBL to move towards next generation banking technology and will also offer them with a competitive service edge and faster go-to-market. CBS is specially designed for Bangladeshi Bank which is straddles the overall range of banking procedure, including operational accounts, general ledger, deposits, loans, basic core modules and advances. Already 1200 branches have implemented this technology and Sonali Bank Limited is serving their customer the modern public sector banking across Bangladesh.

4.3 Language

Front End & Back End

Orbit software has been designed and personalized by ERA-InfoTech Ltd. It is a joint venture IT organization set by RANKS-ITT, ETA-InfoTech of Dubai and Sonali Bank Limited. A huge number of system and business expert and developers are devoted towards development and personalization of the application and after sales service. The ongoing updating of technology, programming and management skill has arranged by the ERA-InfoTech. SBL is experiencing technical support ETA- InfoTech, UAE. Orbit is designed by two coding languages and the front end was designed by ETA-InfoTech which is a multi-paradigm, object-oriented programming language. The back end of Orbit was developed by RANKS-ITT.

4.4 Functions of Intellect CBS

Core Banking is a term given to a centralized system wherein all banking functions. The implementation of this technology enables the SBL to move towards next generation banking technology and will also offer them with a competitive service edge and faster go-to-market. The main functions of intellect CBS are given below:

- ✓ Opening new accounts and Customer on-boarding
- ✓ Managing deposit and withdrawals
- ✓ Transactions management from initiation to reporting
- ✓ Interest calculation and management
- ✓ Payment Processing (Cheques, cash, NEFT etc)
- ✓ Loans disbursement and management
- ✓ Processing cash deposit and withdrawals
- ✓ Processing payment and cheques
- ✓ Processing and servicing loans
- ✓ Accounts Management
- ✓ Customer Relationship Management (CRM) activities
- ✓ Setting criteria for minimum balance, interest rate, withdrawals allowed limit and so on

4.5 Reason for Choosing Intellect CBS

- **Customer Centricity:**

The Intellect CBS offers a Relationship Common Front End (RCFE) which allows bank customer to obtain a 360-degree look of the customer. An overall view of all customer holdings, consolidated portfolio, specific queries, overview and all marketing features made by the bank to the customer which are made accessible to users in a single display.

- **Product Management:**

Intellect CBS has a substantial wizard-like technique towards controlling banks' services and all services can be developed on the fly by the bank thereby speeding up the time-to-market. The service wizard comes with a collection of controls which allows the bank to explain permutations of services.

- **Workflow Management:**

Intellect CBS comes with a built in transaction workflow framework. This is used to customize business and decision processes and this framework can also be used to extend financial transaction conduct by developing custom circumstances that can be invoked as part of a transaction.

Comparison between the two HRIS Software

ORBITS	Human IT Solutions (HITS)
Orbit software is user friendly.	HITS is not user friendly.
Simple procedure for every solution.	Lengthy procedure for every solution.
Fully functional to provide management required information.	Not properly functional to provide management required information.
Complete employment lifecycle is fully manageable.	Complete employment lifecycle is not manageable.
Access can be given to any employee to any extend.	Limited access to Employee self-service.
Usage and maintenance cost of Orbits is comparatively very low.	Usage and maintenance cost of HITS is extremely high.

4.6 Benefits of using HRIS

Reduce Paperwork

Approximately \$8 billion are spent by the companies every single year to manage paper. Employees print documents and throw away it. Sometimes they spend countless hours trying to find it again. HRIS software reduces this wastage of paper and helping employees to find out information very easily and rapidly. HRIS software also can make sure governmental compliance, enhance management oversight, encourage superior customer service, and eventually enhancer bottom line.

Improve Oversight

Forget hiring, training, and reviewing staff the old school method. Executives and business owners will save multitudinous hours by counting on an HRIS for managing the applying and interview method, setting goals for new staff. The system will even be designed to stall the hiring, coaching or termination method if the work isn't properly completed and submitted. A well-designed HRIS will proactively monitor compliance with routine company policy whereas requiring higher management to deal solely with cases requiring their personal attention. The system also will generate reports to demonstrate compliance, establish irregularities, and pinpoint issues that require manager intervention.

Enhance Customer Service

Customer service is simply pretty much as good as your workers. HRIS is used to implement and manage a strategic on training method that provides new hires each advantage to succeed in their potential. Productive, engaged workers can supply higher service to the customers and contribute to positive image for the company. HRIS may also monitor training activities once that introduces new procedures or instrument so the workers are on the top of their company processes.

Boost Productivity

HRIS assists the company to recruit, hire, and train new employees as quickly as possible. So the company can efficiently fill their new position. With significantly better initial on boarding and continuous training can boost staff productivity and decrease turnover as well as acquire better efficiency. And that's good news for the company.

5. Analytical Findings

During these three months of my Internship period I have learned and observed many things. According to that, here are some analytical findings:

- ✓ The HR and IT policies are remained same on any circumstances, slow to react on changes.
- ✓ The HRIS is continuously needed to be upgraded which most banks do not do since it's expensive.
- ✓ There are not enough trained or skilled employees who can use HRIS of the bank effectively. It's a government owned bank, most people who's still working there are old, so not well experienced using HRIS.
- ✓ The original HRIS soft wares are very expensive which gives maximum security but most banks do not use their money for buying maximum security rather than they go for replicas.
- ✓ The system software is decentralized, this way the risk of losing valuable data is higher.
- ✓ The bank does not have separate email ID's for each employees using HRIS which would enhance better communication and avoid errors.

6. Recommendations:

- ✓ HR Department of SBL should upgrade their policy on account of the circumstances
- ✓ They have to keep updating software for ongoing efficiency and quick output from the staff
- ✓ The authority should make sure training programs for them who are not comfortable to use HRIS
- ✓ Encourage new and old employee to learn new HRIS
- ✓ Ensure the maximum security of the HRIS by using original HRIS software
- ✓ To provide maximum satisfaction to the staff they have to maintain latest HRIS
- ✓ The authority should make sure email ID of all staff for communicating with each other to avoid errors.
- ✓ The system software should be centralized

7. Conclusion

The banking sector of Bangladesh is one of the major sectors, which contributes significantly to the national economy. Sonali Bank Limited is always ready to ensure the highest quality services. They are maintaining the quality of their services by upgrading banking technology and applying high quality business ethics through its established commitment and heritage. To carry out and control the banking activities, interact with their customers and suppliers business firms and other organizations depend on information systems. HRIS is a software solution for the data entry, data tracking, and data information needs of the Human Resources, payroll, management, and accounting activities within a business. This software has made the banking activities easy and fast. It is also reducing the expenditure of the company by recruiting fewer employees. The linkage of its financial and human resource modules through one database makes this software both rigid and flexible. SBL has created a landmark for the banking industry of Bangladesh. Private and public banks of our country should follow their footsteps to make their banking experience more reliable and enjoyable. They have successfully developed, integrated & been using ORBITS to perform HR activities though the bank should widen its usages for getting best of it.

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