

HR Activities at NRB Bank Limited



Submitted To

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Date of Submission: 17th January, 2019

Internship Report

On



NRB Bank Limited

Letter of Transmittal

17th Januray, 2019
Feihan Ahsan
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Subject: Letter of Transmittal

Dear Sir,

According to your assignment I am submitting my internship report on “*Human Resource Activities at NRB Bank Limited*”. While doing my internship I found the job very helpful for my understanding about human resource activities. After the completion of the internship I have written this report. This report contains anexpressivedetails on the HR duties which includes the rules, policies and procedures of HR department that helps the organization to run seamlessly.

My main information gathering source is the NRB HR staffs, websites and the departmental activities that I have worked on for three months. I also prepared some questions and asked the existing employees about their experiences.

I want to thank you for your timely guidance and support in this learning journey. I also appreciate for the opportunity that you have given me to work with you.

YoursSincerely,
Nahian Zima Zenith
ID: 14204044

Letter of Endorsement

The Internship Report entitled “HR Activities at NRB Bank Limited” has been submitted to the office of placement & Alumni, in partial fulfillment of the requirements for the degree of Bachelor of Business Administration, Major in Human Resource Management, Faculty of Business Administration on November, 2018 by Nahian Zima Zenith, ID: 14204044. The report has been accepted and may be presented to the Internship Defense Committee for evaluation. (Any opinions, suggestions made in this report are entirely that of the author of the report. The University does not condone nor reject any of these opinions or suggestions.)

Feihan Ahsan
Internship Supervisor

Acknowledgements

At first, all praise to Almighty Allah who has enabled me with capabilities to prepare this document. I am very grateful to my course instructor Mr. Feihan Ahsan, for awarding me the opportunity to work on the report on HR Activities at NRB Bank Bangladesh Limited. I would also like to thank my onsite supervisor, Mr. Fahad Anwar Sinha (Manager, HR Division) and Mr. Imtiaz Ahmed, Head of Human Resources Department, NRB Bank Bangladesh Limited. After that, I would like to give my thanks to the respected employees of HR Division, Mr. Md. Akhter-Uz-Zaman (Manager) Mr. MeadadMustak (Associate Manager), Mr. RohimulHossan Shepon (Senior Officer), Mr. Shahriar Alam (Officer), Mr. ApurbaRanjan Das (Officer). Without their support and help, it was quite impossible to gather the necessary information for this report. Lastly, I am grateful to the staffs who have been the respondents of my survey by giving me their valuable time and made me able to complete this report successfully.

Executive Summary

NRB Bank Limited is comparatively one of new players in banking sector of Bangladesh. Through my Internship timeline I have tried to get a whole picture of the entire HR Activities of NRB Bank. I went through the rules, policies and procedures of HR department regarding Recruitment, Training and Development. I compared their Performance appraisal And Promotion, Compensation and Employee Benefits with other Banks. I also observed the evolving role of other departments along with the integration of HR department in Recruitment process.

This report focused on the detailed representation of the above mentioned topics and contains a general overview about the Bank. In the overview part I tried to focus on the vision, mission, core values, objectives, and services of NRB Bank Limited. I have also discussed the whole HR Activities along with the steps in the finding and analysis part of this report. Moreover, I have put some of my insights about the outlooks of the employees about the HR Activities in this organization. What is their thinking about the HR Activities and what they want to add or eliminate from it, how it is adding value to the organization and how this process can be made more effective and efficient. Lastly, I tried to add some points from my everyday learning at NRB Bank Limited and from my educational learning at BRACU as well.

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Organizational Overview

About NRB Bank Limited:

NRB Bank Limited has started its banking operations in the year of 2013 as a fourth generation private bank in Bangladesh. Mr. Iqbal Ahmed is the founder of this bank. The term NRB is an abbreviation of “Non Resident Bangladeshi” which means the initial capital of this bank has been funded by non-resident nationals. NRB bank knows as Migrants’ Sponsored Banking (MSB) system, is a newly invented banking structure in which initial capital are funded by non-resident nationals, Non-resident nationals provide most of the deposits and these deposits are subsequently lent to the home country. Along with its typical banking function, the bank aims to achieve multiple objectives. The short term objective is to create a reliable platform for the potential Non-Resident Bangladeshis to contribute in our countries economy and the long term objective is to minimize the dependency on the international financial institutions for receiving remittance. As a financial institution, NRB Bank intends to be one of the leading private banks of our country with a tagline "Not Just Another Bank" by bringing together the enthusiastic non-resident Bangladeshi investors around the world as well as to make an easy way to access the international market for the Bangladeshi citizens.

On 7th February 2013, Registrar of Joint Stock Companies & Firms (RJSC) issued Certificate of Incorporation for NRB Bank Limited. The first Board Meeting of the bank held successfully on April 9, 2013. On April 18th Bangladesh Security Exchange Commission (BSEC) issued letter of consent for raising paid-up capital. NRB Bank Limited received Banking License from Bangladesh Bank on 25th April, 2013 and was gazetted as a scheduled Bank effective from 28th April, 2013. (nrbbankbd, Annual Report 2015, 2015)

The bank has in total of nineteen Board of Directors including the Chairman of NRB Bank, Mr. Mohammed Mahtabur Rahman. Currently NRB Bank has 26 branches all over the country and has established 26 ATM Booths with the branches to make cash withdrawal available for the clients by using NRB Bank credit/debit card. According to the annual report of 2015, the bank has Tk. 10,000,000,000 of authorized capital and Tk. 4,000,000,000 of paid-up capital till 31st December, 2015. (nrbbankbd, Annual Report 2015, 2015) To fulfill the need of the customers, the bank is offering different banking services which are-

- Retail Banking
- SME Banking
- NRB Banking
- Corporate Banking
- E-Banking

Vision, Mission, Values & Goals:

Vision:

To be the leading dedicated financial institution for NRBs to invest in Bangladesh and for Bangladeshi individuals and corporates to access international markets. (nrbbankbd, 2018)

Mission:

NRB Bank aims to be the preferred provider of targeted financial services as a conduit for investment to and from Bangladesh for our Bangladeshi communities both domestically and internationally, to accelerate the industrialization of Bangladesh.

We will strengthen these relationships by providing the right solutions that combine professionalism, expertise and financial strength (nrbbankbd, 2018).

Values:

We are trusted financial advisors; valuing our local roots and remaining dedicated to our global presence by being different than any other banks.

Dynamic: We strive to change and perform to progress.

Innovative: We foster ideas through finding better ways to improve.

Global: We empower to create competitive edge to set international standard.

Integrity: We govern by the principles of ethics and transparency.

Techno Centric: We step ahead with technological advancement. (nrbbankbd, 2018)

Goals: Our goal is to create customer loyalty, shareholder value and employee satisfaction. (nrbbankbd, 2018)

Organizational Management Hierarchy:

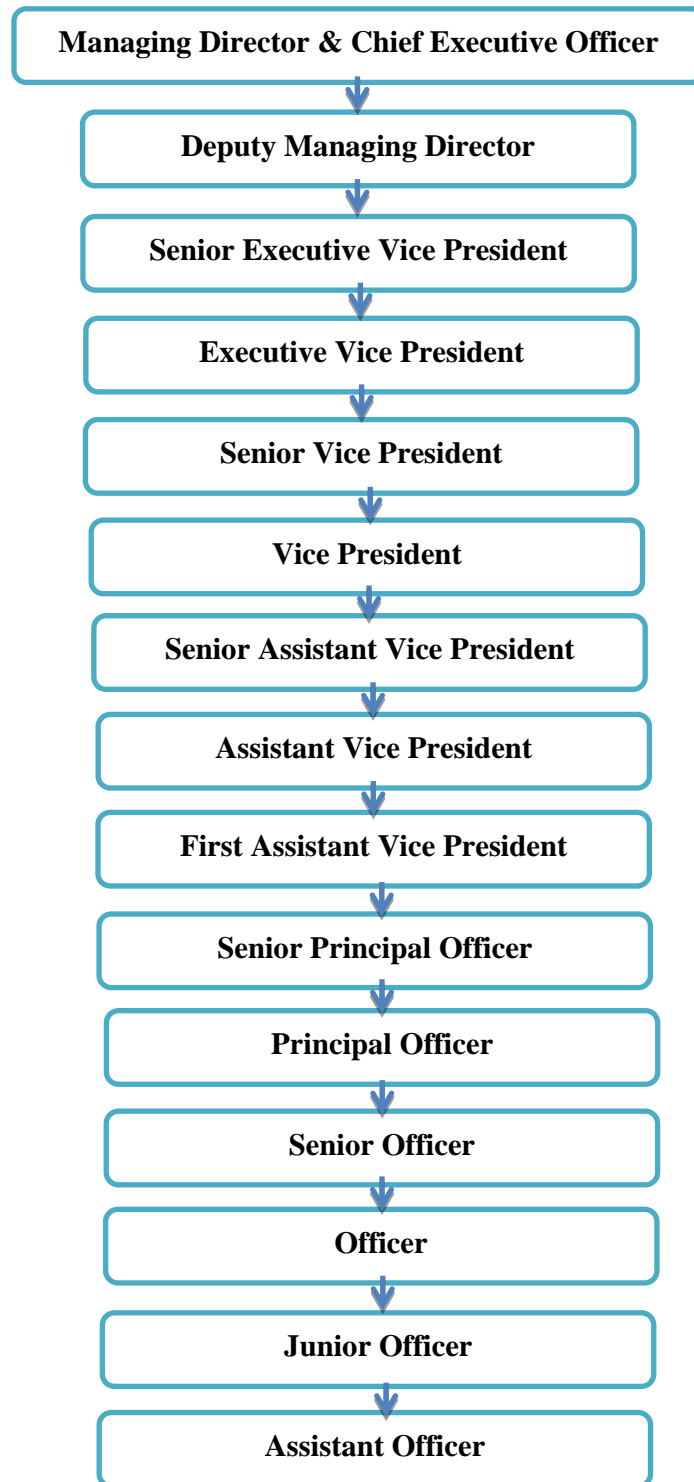


Figure: Organizational Management Hierarchy

Overview of the Division:

NRB bank follows flat organizational structure to make the decisional process faster. At present there are sixteen different divisions in NRB Bank. Under each division there are several departments. Moreover, based on the academic, professional and technical knowledge, skills, experience and qualification, the bank has top level, mid-level and entry level posts. Employees are assigned to the position according to the relevancy of their academic and professional background. Name of the different divisions are shown below:

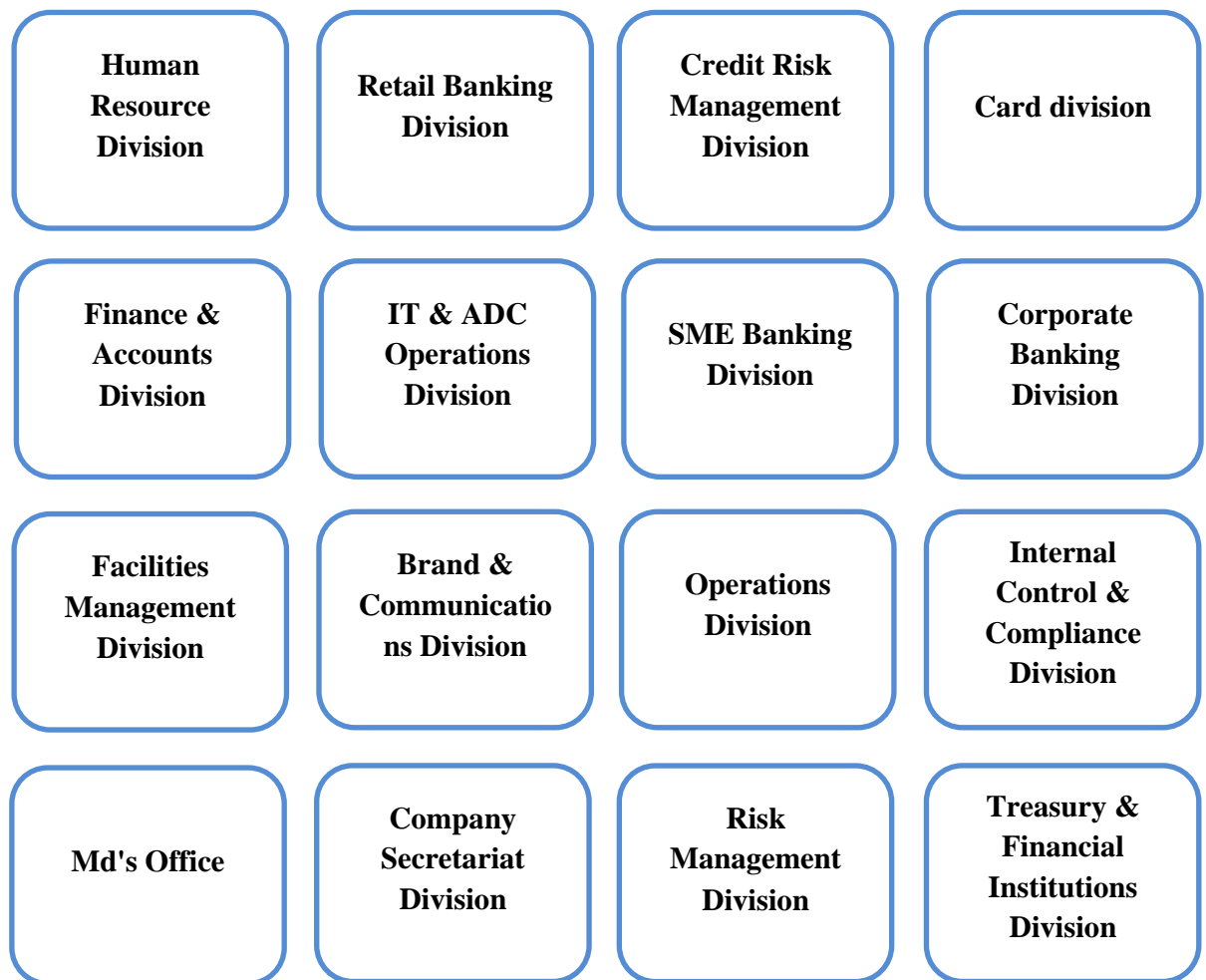


Figure : Divisions of NRB Bank

In NRB Bank, each division has a division head who is responsible for all the responsibilities and duties of the particular division. There are managers for all the division to coordinate all the employees and their responsibilities. The employees have to report timely to their division head. As an intern, I was assigned in Human Resource Division (HRD). In HRD there are 7 employees who have been working in different side of HR activities. Mr. Imteeaz Ahmed (Senior Assistant Vice President) Is the Head of HR Division. After him, in HRD there are 2 managers. Mr. Fahad Anwar Sinha is the manager of Organization Development, Planning & Sourcing and Mr. Md. Akhter-Uz-Zaman is the manager of HR Operation & Employee Benefit. Moreover, Mr. Meadad Mustak (Associate Manager) works in leave data management, Mr. Rohimul Hossan Shepon (Senior Officer) works in training and development part and also in performance appraisal and promotion part, Mr. Shahriar Alam (Officer) works in compensation part and Mr. Apurba Ranjan Das (Officer) works in recruitment part. They are the member of Human Resource Division. There are several segments under HR Division, they are- Recruitment, Training, Transfer, Compensation etc. Basically these are the main HR operations of this organization. There are other operations which have been done by Mr. Meadad Mustak (Associate Manager) the of HRD like release and leave of employees, NOC (No Objection Certificate) issue for country leave etc.

HR Activities at NRB Bank

As NRB Bank Limited is one of the popular organizations in banking sector of Bangladesh, it follows a very specific, sophisticated and authentic process to maintain their HR activities. They believe that ensuring a good and healthy working environment can assure the management and the employee put combined effort towards the growth of the company and accepts new challenge to become more productive. Acknowledgment of success here is to motivate their staff.

In NRB Bank Limited the HR team is working with the separate side of Human Recourse Activities. They are

- The Recruitment Process
- The Training and development
- Performance Appraisal And Promotion Process
- The Compensation Process
- Leave Fare Assistant (LFA)
- Disciplinary Issues Management
- HR Software Launching

The Recruitment Process:

In HR, Recruitment and Selection Process is very important step in the beginning. At NRB bank the recruitment process starts when the organization needs the employee or when the vacancy starts. For the first time, the vacancy must require in the specific branch where the employees are hired. NRB Bank is in a growing stage bank in Bangladesh. As a result lots of new branches are opening around the country and they are going to recruit a lot of employees.

The HR firstly gives the job circular in the newspaper, online based group, company website bdjobs.com, and social media like Facebook, LinkedIn for the recruitment and the candidates can submit their CV through E-mail, and by face to face to the HR. Then, after the deadline of submitting the CV, the HR team selects the candidates from the submitted CV for the written test. In the written test the candidates have to write bangla-english translation and paragraph and there are some multiple choice questions of Bangla, English Mathematic and General Knowledge and some IQ test is also required. The candidates are selected for their interview if they are getting pass marks in their written examination. After that, the HR team calls them for the interview. Sometime the NRB bank recruits from the internal sources if the candidates are qualified for the position according to the organization's policy.

Moreover, after concluding the interview process, the selection process starts. The whole interview board decides to hire the employee based on their interview and qualification which is needed for the required position in the bank and the Managing Director of the bank select the candidates for new recruitment. Then the selected employees have to come to the HR team to join in the bank as an employee. The HR team gives them the appointment letter and joining form and they have to fill the joining form and submit some required documents and personal information to the HR and when they submit all documents, the HR head approves their joining.

The Training and Development

In NRB Bank, the HR department believes that training is a learning experience in that seeks a relativity permanent hanger in an individual that will improve the ability to perform on the job. Training can help to change of skills, knowledge, attitudes and behavior of the employee. Employee development generally focuses on future jobs in the organization.

The bank provide training to their employees to help them learn more with the new skilled and knowledge. They provide varieties type of training according to this they give certificates to the Trainees. They provide foreign training, foundation training, monthly based country training, and day long trainings, excel training, and many other technology based training.

NRB Bank signed an Agreement with PalliSanchay Bank for disbursing Inward Foreign Remittance through the Branches of PalliSanchay Bank. Mr. Md. MehmoodHsain the managing Director and CEO of NRB Bank Limited and Mr. Akber Hossain, the Managing Director Of PalliSanchay Bank and the additional secretary of the people's republic of Bangladesh exchange documents after signing an agreement at the Head office of PalliSanchay Bank at old Elephant Road, Dhaka on 24th September, 2018, where NRB Bank disburse Inward Foreign Remittance to the ultimate beneficiaries.

NRB Bank arrange 5 day long training program on credit management. Then they provide day long Advance Excel & Financial Modeling training course at the concluding ceremony held at Bank's Institute of Learning & Development, Dhaka recently. They Organized a day long training program titled "Prevention of Money Laundering & Terrorist Financing" held at Corporate Head Office, Dhaka on Saturday (17 February 2018). Mr. Md. Mehmood Husain, Managing Director & CEO of NRB Bank Limited was present as chief guest. High officials from Corporate Head Office and Branches were participated in the training program.

After that they provide foundation training to all their employees. For this training the bank is paying all the cost including accommodation, transportation, and food for the employee during the training period. However the employees must show the documents of the cost and make an application for that. Then the HR team verified them and gives them the total amount.

NRB Bank provides foreign training to the employees. In this case the HR team find out that which traing is suitable for the employees, and how it is beneficial for the organization. This training basically arranged for permanent employee and all the cost during the training will be provide. However, the employees must sign the bond where there is mention that, those who go for foreign training they cannot resign the organization during this three years.

Performance Appraisal And Promotion Process

In the NRB Bank, the HR team is frequently evaluating their employees in terms of their performance and role in the organization. All the employees are observed by their supervisor to see if the employee is working hard to reach the goals of the organization and meeting the company's mission statement. If the employee does not perform as expected, the employers perform an employee review to aware of the issues that need to address in the employee's daily work tasks.

Basically NRB Bank's HR team evaluated their employee's performance at the month of June and July; this performance appraisal performs once a year. In every year at December they collect all the required data of every employee and prepare the evaluation certificates. The evaluation range is 1 to 5. If an employee gets 5 that means s/he done an excellent job and if anyone gets 1 that means the working level is unsatisfactory.

After the performance appraisal the employee gets promoted. If the employee is working hard, addressing all tasks expected and performing beyond expectation, the employee gets promotion as a sign of excellence. The promotion is also indicating that the employee is ready to take more responsibilities for the bank. It also motivates the employee to do more work for this organization.

The Compensation Process

In case of compensation part, the HR team pays total cash to an employee in exchange for the work they do for the organization. It is one of the biggest expenses for this bank with employees. Compensation is more than an employee's regular paid wages. It also includes many others of wages and benefits. Basically in NRB Bank salary strategy based on -Job requirement, employee's knowledge, skill and ability, employee's performance and experience also.

Salary and benefits:

Salary is termed "Gross Salary" divided in two parts – Basic Salary (60%) and Allowances (House Rent - 30%, Medical allowance – 5% and conveyance Allowances – 5%) which is 40% of Gross salary), it shall be paid to the employee at the time of salary payment. The scale of pay and other allowances of officers and employees of the bank are prescribed by the Competent Authority from time to time. Except for casual employees, every employee, every other regular employee will be compensated for services rendered to the MTB in relation to his / her Grade / Step position. The salary should be paid in local currency. Every month on 23 to 25 the salary should be given through NRB bank. Each and every employee should open a salary account at NRB bank for the salary.

Annual Increment:

If employee's service records and the Annual Confidential report are satisfactory then the Competent Authority sanctions the increment on the salary. There is no fixed salary increment it varies on Authority decision.

Festival Bonus:

The permanent employee will get Festive Bonuses payable on the occasion of Eidul- Azha and Eid-ul-Fitre. The bonus amount will be the half of the salary.

Leave Fare Assistant (LFA):

In NRB Bank, the leave Fare Assistant system is divided into five types and the remaining leave balance is deference between the permanent and contractual employee. The five types of leave:

- **Annual leave/ Earn leave**
- **Casual leave**
- **Sick leave**
- **Maternity leave**
- **Paternity leave**

Annual Leave/ Earn Leave

Every year a permanent employee can get 15days leave which is called annual leave. An employee can take the leave after one year of their joining date. An employee can take the leave any time with proper reason; if the head of HR approved the leave application then the employee can go for the leave. The contractual employee does not have this annual or Earn leave.

Casual Leave

If any employee are absent for very short period of days, or cannot attend duty due to sudden issues or urgent private/ family affairs, then s/he can apply for the casual leave. But there is a specific amount of casual leave for every employee.

Sick Leave

If any employee cannot attend for their duty because of sickness, they can apply for the sick leave. If the sick leave is for 4 day or more than that, s/he must be provide medical certificate for verification.

Maternity leave

Maternity leave is only applicable for female permanent employee for 180 days. Employees must provide her medical certificate with leave application and after the confirmation from the HR department she can go for that leave.

Paternity Leave

This leave is applicable for male employee; he can apply for 5 days as paternity leave with the medical certificates of his wife.

If any employee has zero balance of casual leave or sick leave and s/he is needed more leave for an emergency s/he can apply leave application with proper reason to the HRD, if the head of HR approved then s/he can go for the leave.

Disciplinary Issues Management

The main important responsibilities are to manage the entire employee to remain formal attire, awareness of discipline, maintain corporate behavior, time management. In this bank the HR team is monitoring that the employees are maintain their formal dress code or not, employees in time and out time, if any employee come late frequently without any reason the disciplinary team may give him the letter of awareness. Any unethical activities are also regulated by HR team.

HR Software Launching

In September, 2018 the NRB Bank, HR Department has launched new HR software called “Silvia”. In this software all kinds of information related to NRB Bank executives are found. As a result, there is no need to maintain the entire old files and other documents in a manual file, because all data will be saved in this software. This software makes easier to do the work when any information is needed just put the employee ID in the search option and get the information easily. This will also helpful for employee to apply the leave application, because before that the employee has to apply leave application manually, and those who work different cities they have to mail or manually courier it. For making the HR activities more easily they go for the technological advantage.

Chapter 1

Introduction

1.1 Rational Of The Study

The final course BUS400 is assign for every BRAC Business School's student as internship period. This course basically introduces the main working section and the practical environment according to the study and theoretical knowledge which we gather during our study period. In the internship period every student has to work in an organization according their major in Bachelor Of Business Administration program and in the organization there are one supervisor and in one faculty advisor for the student

In my internship period I got the opportunity to do my internship at NRB Bank Limited. I work there in HR department as my major is in HR. My organizational supervisor Mr. Fahad Anwar Sinha (Manager, HR Division), who helps me to introduce the organizational environment. My internship report is on "HR activities at NRB Bank Limited". My faculty supervisor Mr. Feihan Ahsan, Lecturer of BRAC University approved me to do my internship in this topic and gave me proper guidance and advice during my internship period.

1.2 Statement Of The Problem

During my internship period I have to make a report on my topic. So, the main problem I have to face is to collect the data from the bank. Because the information is confidential and the employees are not willing to disclose that information. Moreover, the employee who works different division they do not have proper knowledge about the HR activities in the bank. So, I have to face difficulty to collect data from the employee form internship report.

1.3 Scope And Delimitation Of The Study

The report is on about the HR activities in the NRB Bank. And here all HR activities in the bank are elaborating. It will give the core idea about their HR activities and how they actually work. However, the report provides some suggestion regarding the HR activities and the function of the bank. In this way the HR activities will be more effective and efficient.

1.4 Objective Of The Report

The main objective of the report is to have knowledge about the overall organization. It also helps to understand about the organizational culture, rules, norms, structure, policies and strategy. After that the main object is to understand about th whole HR activities in this bank. However, the study aim is to evaluate the HR activities according my survey and research.

1.5 Research Question

As I am doing my internship on HR activities at NRB bank, so my all research question is on HR related topic. I was asking about the employees status and their personal empression about their job, do they satisfied or not about their job or not. I also asked about their opinion about the HR activities and take feedback from them.

Chapter 2

Review Of The Literature

2.1 Book

As I am working on HR activities at NRB bank, so my first concern is on HR activities. My major is on HR activities and during my BBA program I had to do five course of HR major. According these five courses I have gather all knowledge about the HR activities. So, while writing my report and can relate the entire HR related topic by reading those ours materials and books.

2.2 Reports

For preparing my report I have to collect all data from the bank. As I would go for their annual report and other reports to understand about their work. In the report there are many kinds of topic and this is very helpful for me to relate my HR activities topic from them. According to my topic I used to follow others report to keep clear understanding about the HR activities and I collect some data.

2.3 journals

During preparing my internship report I used to study some journey article on related to the NRB bank to collect some data and keep understanding their social value. Journal article also helps me to know the perception of the writers about the bank. It also helps me to know about the HR activities of this bank.

Chapter 3

Methodology of The Study

3.1 Primary data source:

Face to face conversation with officials and practically office work. As I am working at NRB Bank Limited, I have an opportunity to meet their employee face to face. So my main source is their employee for collecting the data. I have been working there about three months as an intern, so I can know lots of thing of these banks especially in HR department. So, my experience is also very good in there. I can learn lots of thinks and for this my personal experience is also considering as a primary data source. I also discuss on HR related topic to their employee for collecting the data.

3.2 Secondary data sources:

- Documents from bank: As I was working there, I can find many important topics related to my internship topic from the documents of the bank. Because, this bank have many document and all HR related document is save in the HR department. It would be easier for me to collect all document file from the bank to collect my needed data for my internship report.
- Website of bank: The NRB Bank Limited has their own website where there is lots of information about their bank. I follow their website to collect their history, mission, vision and objective. I also collect their founder's information from the website.
- Different reports of banks: As I am doing my internship report on "HR activities at NRB bank" as I also took help from different report of the banks to have clear concept about my topics related data. It also helps me to understand the format about the report.

Chapter 4

Analysis and Interpretation of Data

4. Analysis and Interpretation of Data

Total 9 questions was designed for the employees to take their view on the recruitment process. The initial few questions are designed to provide a demographic overview of the organization. The next part enlightens the opinions of the current employees about the HR team of NRB Bank Limited. The employees gave their perception about the current system and added their feedback as well. Lastly some generic questions had been asked to get a complete perception of the HR status of the bank. In these questions the employees gave their open thoughts which are described below. The initial questions will provide overview of the organization and the rest is composed of the recommendation of the current staffs. To understand better, all the data is organized as statistical information.

Male Female Ratio:

Variable	Male	Female	Total
Personnel	873	300	1173
Ratio	74.4 %	25.6 %	100 %

Analysis:

From the table above we see the overall male female ratio. From total number of personnel we see 74.4 % of is male and 25.6 % is female. For opinions I considered both gender.

Age Variance:

Variable	Below25	25-30	31-35	36-Above	Total
Personnel	150	350	400	273	1173
Ratio	12.78 %	29.83 %	34.1 %	23.27 %	100 %

Analysis:

The table above shows that 12.78% staffs are below 25 of age which is quite interesting. It means the bank relies on the youth in a notable number. Then 25-30 age range consists 29.83%. 34.1% is the largest number and 31-35 age group consists this field. The rest 23.27% is of 36 and above people. If we see the total number the mid age range is the largest number in the bank.

Staff Ranking:

Variable	Initial Position	Middle Position	High Position	Total
Personnel	575	500	98	1173
Ratio	49 %	42.6 %	8.35 %	100 %

Analysis:

Staff ranking is crucial while taking a survey. If you see the percentage, 49% is in Initial ranking, 42.6% is in mid ranking, the last and lowest portion 8.35% is the high ranking. This lowest portion decides the policies and the mid and initial party gets the job done.

Overall analytical view:

The total survey points out some crucial factors of NRB's recruitment process. The survey took three factors such as male female ratio, staff ranking and age variance. If we have a close look then we see that NRB Bank hires the experienced staff more than the other two age/experience group. The top level management stays focused on different issues and have little time for any particular department.

The following questions will cover the employees' comments on the current system. I have asked their opinion and experience about the current system they are working on. The questions are as follows:

I. What is the effectiveness of the current recruitment process?

Variable	Extremely Good	Good	No Comments	Bad	Too Bad	Total
Personnel	03	19	12	06	0	40
Ratio	8%	48%	30%	15%	0%	100%

Analysis:

The table indicates that the 8% people are very satisfied with the process, 48% is satisfied. 30% people gave no comments on the existing system. Rest of the staff were not satisfied with the current recruitment process.

II. Do you prefer mixed recruitment process?

Variable	Great Idea	Good Idea	No Comments	Bad Idea	Very Bad Idea	Total
Personnel	22	15	01	01	01	40
Ratio	55%	38%	03%	03%	03%	100%

Analysis:

If you look at the table you will find that the maximum 55% of the total staffs like the mixed recruitment process. 38% of the staffs consider it a good idea. Very few rest staffs consider it as useless idea.

III. What is your opinion about adding new means of advertisement?

Variables	Great Idea	Good Idea	No Comments	Bad Idea	Very Bad Idea	Total
Personnel	10	12	03	04	01	40
Ratio	25%	55%	08%	10%	03%	100%

Analysis:

While the employees were asked whether there should be more media that could be added with the current ones 55% agreed to the statement and 25% strongly agreed. On the other hand, there were 10% employees who disagreed with the fact and 3% strongly disagreed. Only 8% people remained neutral on the fact of adding new media for vacancy advertisements.

IV. Do you think the training program is helpful to increase trainee's knowledge and skill according to their job specification?

Variable	Extremely Positive	Positive	No Comments	Negative	Extremely Negative	Total
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Personnel	15	10	10	5	0	40
Ratio	37.5%	25%	25%	12.5%	0%	100%

Analysis:

While asking about the training program is helpful for increasing new knowledge and skills, the survey ended up with result that, about 37.5% are strongly agree that training is really helpful, 25% are agree, 25% are neutral and 12.5% are disagree but there are 0% of strongly disagree.

V. Do you think their performance appraisal strategy is satisfactory?

Variable	Extremely Positive	Positive	No Comments	Negative	Extremely Negative	total
Personnel	22	10	6	01	01	40
Ratio	55%	25%	15%	2.5%	2.5%	100%

Analysis:

While asking about their performance appraisal and promotion Strategy is satisfied their expectation, Maximum response is strongly agree (55%), 25% is agree, 15% is neutral, And 2.5 % is disagree and strongly disagree.

VI. Do you think their promotion strategy is justified?

Variable	Extremely Positive	Positive	No Comments	Negative	Extremely Negative	Total
Personnel	8	15	10	5	2	40
Ratio	20%	37.5%	25%	12.5%	5%	100%

Analaysis:

While asking about the promotion system is justified most of the employee say agree (37.5%), then 20% of them are strongly agree, 25% are neutral, 12.5% disagree and only 5% are strongly disagree with that statement.

VII. Do you think their Leave Fare Assistant works properly?

Variable	Extremely Positive	Positive	No Comments	Negative	Extremely Negative	Total
Personnel	10	13	08	07	02	40
Ratio	25%	32.5%	20%	17.5%	5%	100%

Analysis:

After asking this question, 25% are strongly agree, 32.5% are agree, 20% say neutral, 17.5% say disagree and 2% say strongly agree.

VIII. Do you think their salary range is satisfactory?

Variable	Extremely Positive	Positive	No Comments	Negative	Extremely Negative	Total
Personnel	22	15	02	01	0	40
Ratio	55%	38%	05%	03%	0%	100%

Analysis:

Here the majority of the employee are strongly agree (55%) with their salary structure is satisfied, 38% are agree, 05% are neutral and only 3% say disagree.

IX. Do you think they should follow Zero Tolerance rule in terms of any Harassment issues?

Variable	Extremely Positive	Positive	No Comments	Negative	Extremely Negative	Total
Personnel	25	10	5	0	0	40
Ratio	62.5%	25%	12.5	0%	0%	100%

Analysis:

In terms of zero tolerance activities maximum employee's response is strongly agree (62.5%), then 25% say agree, 12.5% are neutral, and there is no one who say disagree or strongly disagree.

Total analysis of the employees' about the HR Activities of NRB Bank Bangladesh Limited:

The above part focused on the employees' opinion on the existing system protocols. All the questions were asked and justified in a manner of positivity, neutrality and disagreement with the system.

In all the questions some give positive response, some come out with negative response but majority remained neutral about the existing HR activities. If you see the 9 survey questions result, we can find that most of the result comes with strongly agree and agree, some are neutral and a little is disagree. This indicates that the employee who work in NRB bank, they are enjoying their work and the working environment. It also indicates that the job satisfaction level is high among these employees. In terms of promotion only 5% say strongly disagree, that's mean there is no baseness among the employee and the management committee.

If an employee work well and if s/he is capable to take more responsibilities, the organization authority gives him the promotion. After that, the salary structure is also satisfied to the employee. HR team is also very sincere about the disciplinary issues.

Chapter 5

Findings Of The Study

Findings of The Study

The HR department mainly recruits on based on educational background and in this bank most are male. According to the research the difference between man and female employee is huge amount. Their recruitment process is satisfactory to their employee, and they basically give their circular on newspapers, social media and different job circular webpage for example bdjob.com. They basically try to recruit fresh graduates in their initial job stages like executive position. According to the survey I find it out that maximum employee thing their recruitment process should be mixed, so that they can hire both internal and external employees. As a result both employees can have equal opportunities to join the bank and the biasness can be more solved. Then, after the survey I can find that maximum employee are satisfied about their training process and they think training is most important for them to achieve their knowledge, skill and behavior which is required for their job and they can easily cope up with their working environment. After that, maximum employees are satisfied about their performance appraisal process as in every year the bank evaluate the employee's performance and according to this the employee get promoted. Then, the satisfaction level of the leave fare assistant is neutral because some time employee need leaves but they have cross their leave balance, so in this case the authority may not allow him the leave application, so the dissatisfaction level can be rise on. After that, in term of their salary range, maximum employees are satisfied because in every month they get their salary in time. In terms of Zero Tolerance policy most of the employee thinks that it is very important to maintain the Zero Tolerance rules in the organization. Because of this rules no one can do any unethical activities and for this the working environment will be more comfortable.

Chapter 6

Recommendations

6. Recommendations

This report is based on HR activities at NRB bank, as the report contains the employee's opinion about the HR activities at NRB bank. According to the analysis and finding part, the satisfaction level of the employee to the HR activities is very well marked. Most of the employee gives their opinion in the survey that the HR team do their work is satisfactory. However, there is nothing call perfection in HR. So, I would like to give some suggestion to make the HR work more and more flawless and perfect.

- In case of recruitment process, the process is lengthier and time consuming. In this case, the HR team can be presided the recruitment process and it can be more specific for the candidates who are going to apply for the job.
- After that, the HR can organize some behavior test or some kinds of game where the employee can engage easily and the organization can get to know the employees' personal behaviors. It also helps to break the monotonous working life and the employee can get refreshment. After that, the organization can also learn that which employee is suited for what types of work in the bank.
- After that, in case of training and development sector, they should increase more training in based on technology. Because now days all the work is done by technology and in this technological era everyone should learn the minimum required technological knowledge. Mostly in banking sectors, mostly use Microsoft's word, excel etc. as a result the Microsoft word and excel training should be organized more.
- At NRB bank they mostly trained their permanent employee, but they could also organize some basic training about banking system for their contractual employee. So that, the employee can increase their skill and after the contract they can apply their skill in their future career.
- After all they could organize some cultural program among their employee in different occasion; As a result, it can break the monotony of their daily life. It also create a good opportunity to communicate with each other in different division in the bank and make social relationship strong.

Chapter 7

Conclusion

7. Conclusion

NRB bank is most popular bank in Bangladesh as its growing stage. In this short period, the bank creates a great brand value in the banking sectors. Behind this success, the credit goes to their employees and board of directors because they did it to be happened by working hard. However, the HR team manages all the employees and they work in a strategic way so that the organization can run well.

While making this report, I have been working on the HR activities of NRB Bank Bangladesh it has been mentioned before that the HR department has done their job significantly that it must be said that the HRD is the heart of this organization. However, there were 1173 employees of different departments among them I can collect 40 survey results in the corporate head office as I work there about their opinion on HR activities.

To conclude I would like to say that, it was a great experience working with the HR team at NRB bank Limited Because of this opportunity, I got the chance to work and observe so closely that how the HR actually run in such a big organization. NRB's HR department is a very organized sector of the organization. Their every practice is very much related to the theories. I learn lots of corporate behavior here. I learn about the recruitment process, learn about the importance of training and what types of training is needed for the banking sector, I also learn how can be managed the salary structure and provide salary in time in a huge number of employee. I have also found out performance appraisal is a vital part among other practices of HR. Now-a-days in almost every organization, the practice of Human Resource Management is increasing. As my major is in Human Resource Management, this is a great opportunity to build m career in HR sector.

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Appendix

- X. What is the effectiveness of the current recruitment process?**
a) Extremely Good b) Good c) No Comments d) Bad e) Too bad
- XI. Do you prefer mixed recruitment process?**
a) Great Idea b) Good Idea c) No Comments d) Bad Idea e) Very Bad Idea
- XII. What is your opinion about adding new means of advertisement?**
a) Great Idea b) Good Idea c) No Comments d) Bad Idea e) Very Bad Idea
- XIII. Do you think the training program is helpful to increase trainee's knowledge and skill according to their job specification?**
a) Extremely Positive b) Positive c) No Comments d) Negative e) Extremely Negative
- XIV. Do you think their performance appraisal strategy is satisfactory?**
a) Extremely Positive b) Positive c) No Comments d) Negative e) Extremely Negative
- XV. Do you think their promotion strategy is justified?**
a) Extremely Positive b) Positive c) No Comments d) Negative e) Extremely Negative
- XVI. Do you think their Leave Fare Assistant works properly?**
a) Extremely Positive b) Positive c) No Comments d) Negative e) Extremely Negative
- XVII. Do you think their salary range is satisfactory?**
a) Extremely Positive b) Positive c) No Comments d) Negative e) Extremely Negative
- XVIII. Do you think they should follow Zero Tolerance rule in terms of any Harassment issues?**
a) Extremely Positive b) Positive c) No Comments d) Negative e) Extremely Negative