

INTERNSHIP LEARNINGS AND RESPONSIBILITIES BASED ON TLP PROJECT OF BRAC BANK LIMITED

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Inspiring Excellence



**INTERNSHIP LEARNINGS AND RESPONSIBILITIES
BASED ON TLP PROJECT OF BRAC BANK LIMITED**

Letter of Transmittal

3rd October, 2017

Mr. Md. Tamzidul Islam

Assistant Professor

BRAC Business School

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Subject: Letter of Transmittal

Dear Sir,

It is an honor for me to submit this internship report on “**INTERNSHIP LEARNINGS AND RESPONSIBILITIES BASED ON TLP PROJECT OF BRAC BANK LIMITED**” to you at the completion of internship period for program requirement.

To prepare this report, I have tried to my best to present relevant information and research result according to your guideline following BRAC University and BRAC Bank Limited regulations. It was really very inspiring for me that your instructions and supportiveness of BRAC Bank officials provided clear perspective on this regard.

It would very appreciative and honorable for me if you evaluate this report and give feedback according to your precious judgment. This paper is result of observation and experiences of my internship tenure as an internee of BRAC Bank Limited.

Yours sincerely,

Zannatul Ferdous

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Acknowledgement

At first, I want to thank the graceful almighty Allah to allow me to complete the internship report as my MBA program completion requirement. The submission of internship report on “INTERNSHIP LEARNINGS AND RESPONSIBILITIES OF BRAC BANK LIMITED” is the aftermath of comprehensive support and involvement of some individuals.

Those people contributed and guided the process of making this report so that it could execute interests of assignee authority. I want to thank all of them cordially, indeed there are some of them that I want to mention specially.

I would like to express my gratitude and indebtedness to my honorable internship coordinator **Mr. Md. Tamzidul Islam**, Assistant Professor of BRAC University who instructed me flawlessly and provided me ultimate guidance. It was very encouraging for me to complete my internship report under his supervision, throughout the process of preparing this paper his guidance and association has helped me enormously.

Secondly, I want to thank **Farhana Hussain**, Officer of BRAC Bank Limited, my supervisor who supported me in every aspect during internship period. She provided me direct support and treated with care so that I could understand process, organizational culture and other important issues on sophisticated work environment of BRAC Bank limited.

Finally, I want to express my thanks to my family, teachers, classmates and other close persons who helped me to complete this internship report successfully.

Executive Summary

Bangladesh is a developing country which is getting modernized as time passes and this development need to equalize in a balanced way that cover up all sectors of macro environment. BRAC Bank Limited is the name of trust and dependence that provides support for people to improve their living standard and build own destiny rather than waiting for unknown. This is a listed bank that started its journey in the banking industry on 4th July of 2001. This bank is currently holding 3rd position on best bank ranking within this short time of its establishment, which indicates the efficiency and excellence of operation in managing resources and manpower successfully.

BRAC Bank limited operates its management holding core value of its parent organization, BRAC and follow procedures according to modern banking regulations. This organization is working continuously to improve them so that they can be presented as similar to internationally renowned banks worldwide. Consisting big family of round 8000 employees, 174 sophisticated branches and 397 ATM Booths, BRAC Bank Limited holds the pride of biggest Human Resource Division in banking industry of Bangladesh.

Internship opportunity at BRAC Bank Limited is truly magnificent experience that will obviously help me as the starting step in corporate world. This paper discuss about major responsibilities that enable me to understand how to apply human resource knowledge in practice. This internship placement gave chances to observe human resource techniques and procedures closely that is needed to manage the biggest resource, manpower.

To achieve success, an efficient manager considers of human resource development because if employees should be related with work environment and then they can perform

at their best with maximum loyalty that will lead organization to ultimate achievement. As a student of major in Human Resource Management, work experience on this high profile bank will lead me spontaneously in future performance.

During the internship tenure, there are some important job responsibilities that I had to perform and surely I received a clear perspective of efficient managing and evaluating strategic manpower performance as well as what to do to improve current scenario. Being engaged with learning and training division of BRAC Bank Limited, I realized that concentration on human resource development is the best investment of organizational success.

(Tele-Learning project) TLP Project is the most important responsibility during my internship tenure in BRAC Bank Limited, this is important performance appraisal method which enables authority to evaluate employee job responsibility, work related knowledge, accelerates employee enrollment in learning process, better performance and competence due to highly competitive market regarding direct customer service. This process primarily circulated by authority, design schedule and participant base, determine questionnaire and finally examination is taken via automated software by officials.

Evaluating participant observation on training purpose, TLP Project involvement and taking online examination as performance appraisal procedure, script checking of job candidates, invitation for interview and coordination of interview are some of the major responsibilities that helped me to improve myself. BRAC Bank Limited is one of the most sophisticated banks in our country; performing internship in this bank is definitely an upscale experience.

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Chapter One: Introduction

1.1 Overview of BRAC Bank Limited

As a country's economic structure is important for the country's development, banks are playing essential role on formation of economic development. BRAC Bank Limited is the name of a successful bank that has contributed significantly on banking history of Bangladesh. This bank is quite different from other commercial banks by its way of serving the society and non-commercial perception towards clients to achieve jointly with its enormous customer base. This is a financial banking service provider institution which turned as a winning subsidiary organization of its renowned parent company, BRAC.

BRAC Bank is one of the most successful and fast growing modern banks of Bangladesh that acts like a financial intercessor linking economic policies of the government according to the appropriate banking rules and regulations. The consistent and increasing service towards society and customer resulted to rising aggregate demand, production and creating resources for country.

The objective of BRAC Bank Limited is to optimize production and consumption in mass scale to contribute economic and social welfare of Bangladesh. This bank promotes effective, user friendly, accessible modern automatic online banking service to its great customer base according to international standard as market leader in commercial banking industry to ensure best service and quality. Within very short time from establishment, it earned clients confident priority as well creating unique position that accelerated profitable mutual relationship.

BRAC Bank Limited is a dynamic organization that enhances its progress by modifying its operational structure and strategic management according to innovative technique that follows accurate banking procedure as well as trending client preferences. Business area of this bank spreads to all possible premises, from personal deposit and loans, small entrepreneur, business community, merchants, international and local institutions, top level national and foreign investors providing financial solutions and inspection.

This bank has given magnificent emphasize on training and development of its employees and connected interested parties. There is no other bank or financial organization had focused on training and development like BRAC Bank Limited. Human Resource this bank is performing tremendously to ensure quality and flawless support to improve potential of human resource department of man resources that its manpower. Thus, this bank has stood up proudly among other banks by its way of development, as there is no doubt that when an organizations manpower is capable enough to express

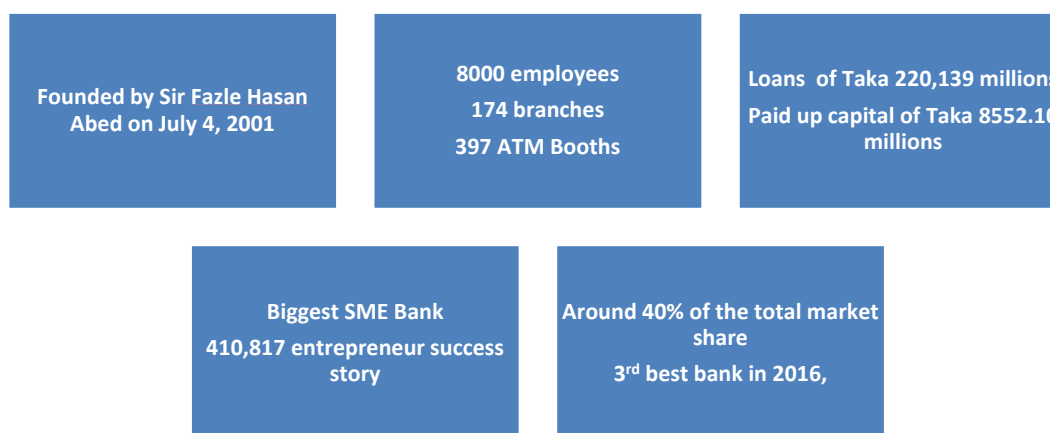
themselves and receive proper guidance success is obvious. From the start point it has maintained supreme quality on service and focused on improvising manpower continuously.

Since BRAC Bank Limited started its journey only 16 years ago, it has ranked 5th position as the best bank of the country. This achievement is earned by most heartily dedication that ensures welfare of clients and society rather than only concentrating on earning profits. This bank was founded by Sir Fazle Hasan Abed on July 4, 2001 holding a total number of 8000 employees who are continuously working to build a enlightened, healthy democratic and poverty free Bangladesh.

This bank consists of over 174 sophisticated branches, 397 ATM Booths to ensure uninterrupted service for clients. BRAC Bank Limited also pays concentration on best possible SME support for entrepreneurs so that they could be self dependent and bring sufficiency by themselves, which leads to macro development of country, improvised living standards, economic welfare and less unemployment.

As a result, it has disbursed over 220,139 million of loans and made more than 410,817 entrepreneur success story. According to annual report 2016 of BRAC Bank Limited, the amount of paid up capital of BRAC Bank Limited was Taka 8552.10 (in millions). As a result of improvising, BRAC Bank ranked as 3rd best bank in 2016, where it ranked 9th and 14th position in 2015 and 2014 respectively.

In this country of 160 million populations, this bank has emerged SME as a rising opportunity for development rather than being unemployed or searching for employment. Encouraging setting up new small ranged business and standing by their own ability, large number of young people from both urban and rural areas earned confidence of supporting themselves and delivered inspiration for others. There is no doubt that, BRAC Bank Limited is the name of brand that works for aggregate development and welfare of people that is Bangladesh and win together.



BRAC Bank Limited at a glance

1.2 Company Profile of BRAC Bank Limited

BRAC Bank Limited is the name of dependability, supportiveness, unconditional service for the betterment of clients that made this bank significant from other banks. This bank consists of different observation towards development and follows the principles of its parent company, internationally renowned BRAC. For supreme determination and unmatched performance, this bank has awarded several prestigious awards like "ICMAB Best Corporate Award 2015" in Private Commercial Bank (Traditional Operation) category, 'Sustainable Marketing Excellence Award' from CMO Asia, 'Best Bank in Bangladesh Award' from Finance Asia as part of Country Awards for Achievement 2013, "The Best Managed Bank Award" from "The Asian Banker Leadership Achievement Award" for Bangladesh for achievement in the period 2011-2013.

1. **History:** BRAC Bank Limited is a scheduled commercial bank that initiated in Bangladesh under Banking Companies Act, 1991; integrated as private limited company on 20 May, 1999 according to the Companies Act, 1994. This bank stated its banking operation as an affiliate of worldwide reputed largest Non-Governmental Organization, BRAC.
2. **Nature of the organization:** The main objective of BRAC Bank Limited is to initiate development by providing banking services to society and economy of Bangladesh. This banking organization follows modern banking concepts and emphasizes its activity to make development and welfare of community and itself. BRAC Bank Limited believes that it is impossible to achieve prosperity ignoring the sophistication of both urban and rural people equally.
3. **Product and Services:** BRAC Bank Limited offers its customers a wide range of financial banking service and solutions. This organization also provides corporate banking and financing solutions as well as SME support to entrepreneurs. They have a wide range of professional and efficient employees who always put on clients need at first priority. BRAC Bank Limited offers deposits, loans of different tenure for home and personal purposes, export and import banking services, opening letter of credit, retail banking, wholesale banking, SME Banking, TARA Women's banking and many more.
4. **Customer Base:** Currently, BRAC Bank Limited is able to capture around 40% of the total market share in Bangladesh banking industry. This rate is increasing year by year as it is more oriented to consumer satisfaction and improving their internal human resources by intensive training and learning programs. There is no doubt that BRAC Bank is emphasizing more on developing its ultimate resource that is manpower than any other banks.

5. **Corporate Mission:** BRAC Bank Limited consists core values that makes them different from other banks , they are:

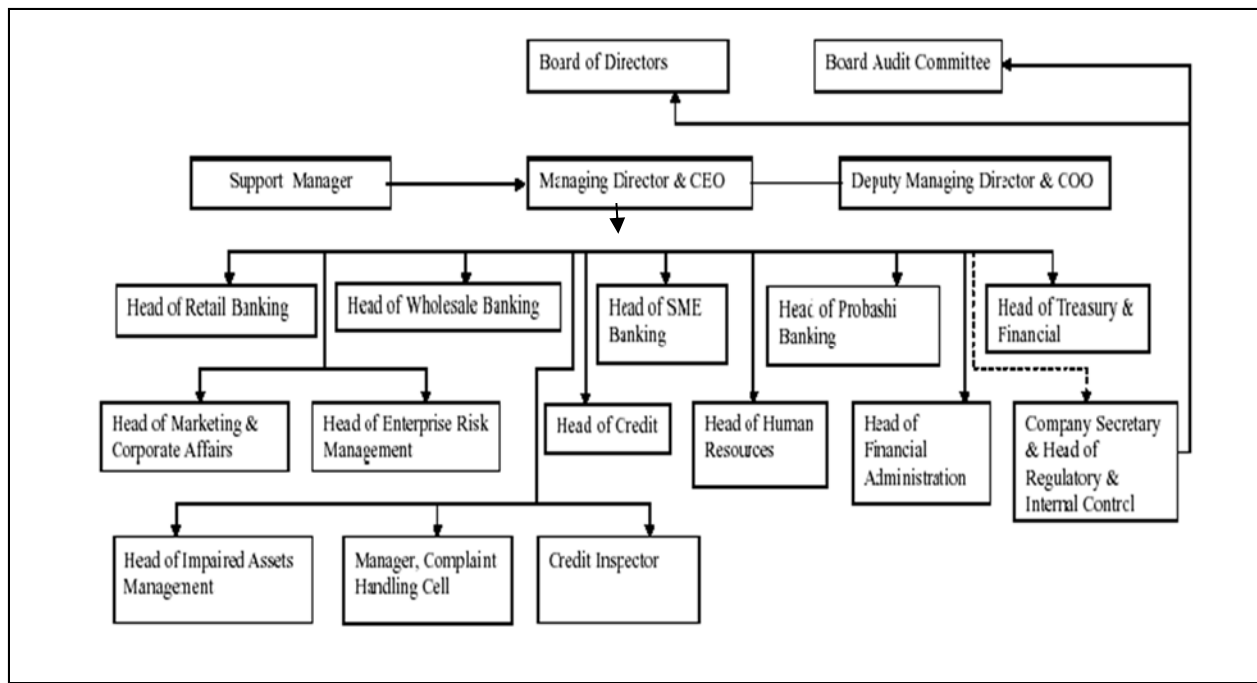
- ✓ Sustained growth in Small & Medium Enterprise sector
- ✓ Continuous low-cost deposit Growth with controlled growth in retail assets.
- ✓ Corporate Assets to be funded through self-liability mobilization. Growth in Assets through syndications and investment in faster growing sectors
- ✓ Continuous endeavor to increase non-funded income
- ✓ Keep our debt charges at 2% to maintain a steady profitable growth
- ✓ Achieve efficient synergies between the bank's branches, SME unit offices and BRAC field offices for delivery of remittance and Bank's other products and services
- ✓ Manage various lines of business in a full controlled environment with no compromise on service quality
- ✓ Keep a divers, far flung team fully controlled environment with no compromise on service quality

6. **Core Values:** BRAC Bank Limited believes that their strength emanates from their owner, BRAC. This means, BRAC Bank Limited will hold the following values and will be guided by BRAC as they do their work.

- ✓ Value the fact that one is a member of the BRAC family
- ✓ Creating an honest, open and enabling environment
- ✓ Have a strong customer focus and build relationships based on integrity, superior service and mutual benefit
- ✓ Strive for profit & sound growth
- ✓ Work as team to serve the best interest of our owners
- ✓ Relentless in pursuit of business innovation and improvement
- ✓ Value and respect people and make decisions based on merit
- ✓ Base recognition and reward on performance
- ✓ Responsible, trustworthy and law-abiding

7. **Corporate Vision:** Building profitable and socially responsible financial institution focused on Market and Business with Growth potential, thereby assisting BRAC and stakeholders to build a just, enlightened, healthy democratic and poverty free Bangladesh.

- 8. Organizational Structure:** The organizational structure of BRAC Bank Limited starts from its Managing Director and CEO, Selim R. F. Hussain. The management is also consists of Head of different departments. BRAC Bank Limited follows proper distribution of authority in managing this large family of 8000 employees successfully. The Bank is mainly owned by the largest NGO of Bangladesh, BRAC. It has positioned itself as a new generation bank with a focus to meet diverse financial need a growing and developing economy to gain success together rather than only concentration on profit.



Organizational Hierarchy of BRAC Bank Limited

1.3 Learnings and responsibilities in BRAC Bank

During the internship tenure in BRAC Bank Limited, the responsibilities included various activities that covered most concepts of Manpower management. As a student of Human Resource Development, precious experiences that achieved from working as an intern in Human Resource Division of a top ranking bank industry definitely will help a lot in future. Responsibilities included important project work, recruitment process, development decision involvement, understanding fair workplace importance, online banking management procedure, informing candidates about interview schedule and necessary documents and so on. In other words, assigned responsibilities of BRAC Bank internship gave a clear perception about Human Resource activities and work process to maintain employee satisfaction and devotion towards organization that comprises mutual superior relationship.

1. **Invitation of participants over phone for training purpose:** The participants included existed and newly joined employees of the bank who works in various departments. Although the trainings were focused on various topics, BRAC Bank organized trainings for SME Banking, communication skills and personal performance development, Prevention of Money Laundering and cyber crime, Credit product promotion, new software FINACLE training for improved performance acceleration of employees and Bank. The responsibility was to invite and call them personally to inform the Training name, venue, time, date and other related information as well as taking confirmations of their joining. If participant inform about any kind of inconvenience, it should be informed immediately and reached to authority as BRAC Bank gives optimum significance on training and development learning programs to improve employee's internal and professional attributes.
2. **Invitation of Trainers over phone and giving reminders:** Trainers of training program of BRAC Bank Limited was sourced from both internal and external sources. Internal source indicates that trainers who are supposed to take training for learning and development are existing senior level officers and managers. They enlighten those participants with their precious work life experience and knowledge that they gathered over a long period of time. On the other hand, external source means trainers from outside the BRAC Bank premises are specialists who spread deep knowledge regarding specific topics. An internee calls trainers and inform about their schedule, venue and other information.

- 3. Evaluation of participants:** At BRAC Bank Limited, after completion of training successfully, a participant needs to evaluate the training and trainers as well. The evaluation process includes relevant survey printed on a single paper for one person and every participant has to fill up the evaluation form individually. To understand the standard of training and trainers. The evaluation survey tries to find out several queries like-
- i. Training was helpful for participants
 - ii. Training time was good
 - iii. This training will help employee to perform better
 - iv. Would you suggest your colleagues to join this training
 - v. This training will improve employees personal and professional skills

Training evaluation also includes open ended survey like “**Please comment below about the training**” and “**Any suggestion would you recommend improving the training session**”. Participants write their comments and shared their suggestion regarding various issues. Evaluation process of participant needs to transfer all data in an excel file and find out the average scoring for each field. The comments and suggestions were sorted for further use as well.

- 4. Evaluation of trainers:** Trainers of BRAC Bank Limited and their performances also evaluated by the participants who attended training sessions. The purpose of trainer survey is to monitor trainer activities and relevant response. Trainer evaluation process include numbering from 1 to 4 each trainer with respect of several issues like presentation skill of trainer, supportiveness, coordination, lecture delivery, use of resources and example, time management and many more. This process ensures maximum quality maintaining participants acceptance and capability so that they can consume total knowledge effectively and get a clear perception of banks objectives.
- 5. TLP Project coordination:** TLP Project indicates **TELE-LEARNING PROJECT** that is conducted to evaluate an employee’s knowledge regarding his/her work place learning which is directly applicable to direct client communication. This procedure is exclusively followed by BRAC Bank Limited only; no other bank follows such program. TLP Project is an online based examination system to determine employee’s knowledge level and includes customer database related to home loan, personal loan or any other related topics. Candidates are given a reading module and specified time frame to take preparation. Examination is taken via online software and land phone, thus this is an automated performance appraisal process. Necessary different action taken for candidates who failed the examination.

- 6. Research on Speak Up Policy and Making question:** BRAC Bank Limited initiated an appreciable initial named SPEAK UP Policy to ensure workplace equality of rights and harmonious relation among coworkers of all stage of organizational hierarchy. Maintaining transparency in work environment increases mutual accountable, helping, sharing practices and better communication among employees and authority in first, mid and top level management. As a result, BRAC Bank Limited designed a unique principle that will surly develop professional supportiveness as well as respect to each other across the organization to maximize performance and loyalty towards individual responsibilities. According to Speak Up Policy, if any sort of misconduct, bribery, harassment, partiality, verbal or mental abuse, illegal practice or any sort of activity that compromises fair and transparent work environment will be complained verbally, written, via phone or email by complainant to acting committee. Committee of SPEAK Up Policy includes Head of HR and other authorized personnel and those appointed individuals will work on filed complain to determine the severity of misconduct to take strict action against accused person to stop workplace misconduct.
- 7. Script Checking of candidates:** In duration of working in BRAC Bank as an internee, interns may have to check scripts if needed both in form of MCQ and Write up format of examinations that has been taken to recruit personnel for the position of Customer Relationship Officer and other posts. As the selection process of BRAC Bank Limited includes different stages of selection techniques and there are too many candidates, interns get together to check examination scripts and write up scripts in observation of senior officers.
- 8. Coordination of interviews:** Responsibilities of an intern includes several phone calls to invite candidates for their interview purpose, to bring necessary documents for joining, to call to collect medical letter, to take booking for guest house or transport facility and so on. Short listed candidates are called for preliminary interview and final meeting interview, which should be conducted appropriately and according to office regulations. In this case, a senior officer helps to clarify rules and procedures to arrange interview session accordingly.
- 9. Health Insurance Card Sorting:** BRAC Bank Limited issues health insurance cards for its employees and their family. Cards are distributed according to departments. An intern sorts those cards according to department and family members.

- 10. Creating online ID of BRAC Bank Employees:** BRAC Bank Limited has its own fully automated software that enables this organization to run administrative activities in a sophisticated way. This bank maintains its own database to circulate information and communication flawlessly. For this reason, every employee of BRAC Bank Limited has a unique pin number that represents his online id and related details information. Interns create online id of new and joining employees by inserting information of each employee under his/her pin number.
- 11. Enrollment of employees in e-learning program:** BRAC Bank Limited follows modern banking procedure to ensure highest possible outcome and maximum satisfaction of service; they introduce newer technologies and upgrade themselves day by day. As a part of this, the bank management decided to operate their internal improvement, training and other programs by automatic and computerized manner. Employees need to be enrolled in BRAC Bank e-learning program to participate in training, seminar, TLP Examination, Speak Up Policy or other programs. Interns need to enroll a participant that is employees of BRAC Bank Limited to assign prescribed program against his/her related work responsibility and relevant improvising programs that will increase performance more.

Chapter Two: TLP Project

2.1 Introduction of the Project

BRAC Bank Limited believes that an organization can gain success when its manpower which is the most valuable resource is strong and capable enough to earn prosperity by own ability. This bank is renowned for exquisite human resource development program and training arrangements. There is no other bank that has taken human resource so importantly and invested to increase employee's efficiency. There are so many training sessions held for improvement and these programs held on BRAC Bank Head Office, Parveen Villa, BIBM and many other modern training venues.

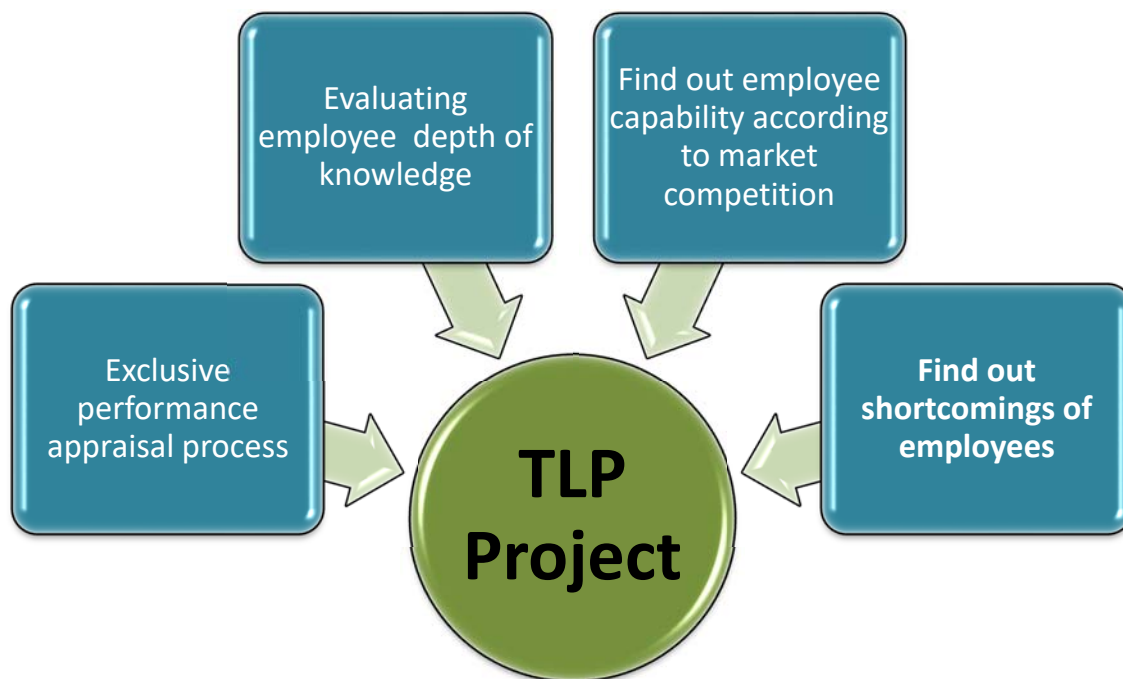
After completion of each training session, bank authority conducts anonymous evaluation process indicating both training and trainers. The comprehensive result of evaluations are monitored closely and spontaneously reported to Head of Internal Training and higher authority. Trainers are resourced from both senior and superior experienced internal and external sources; they share their knowledge and experiences to make employees more confident, knowledgeable, efficient and loyal to their responsibility.

BRAC Bank Limited operates an exclusive project for its employees that lead them to better work related knowledge and improved performance. The project is titled by "TELE-LEARNING PROJECT" that is entirely conducted by BRAC Bank authorized personnel and participants are employees of organization. This is an online examination process that includes 20 work related questions to evaluate their knowledge and efficiency.

2.2 Brief discussion of TLP Project:

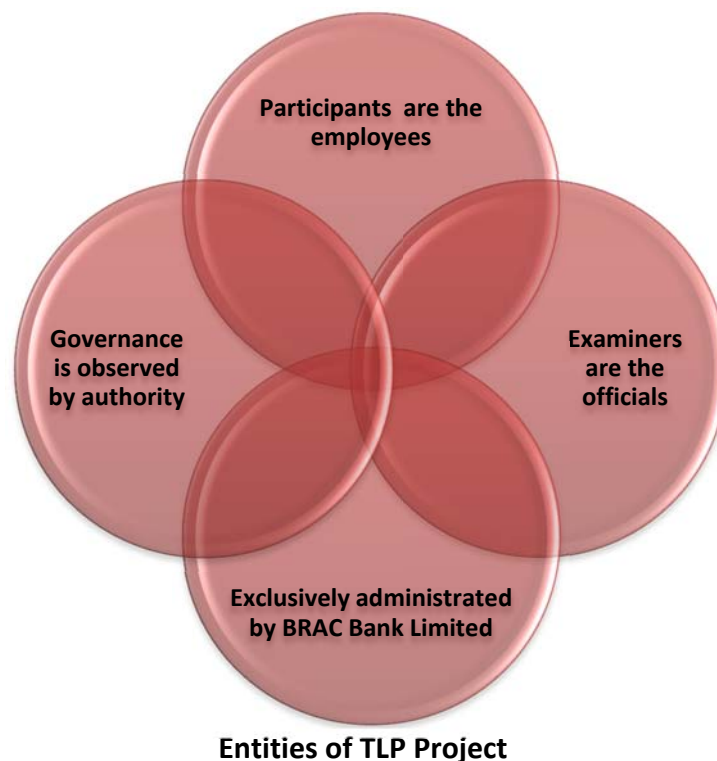
- a) **Background:** BRAC Bank Limited started TLP Project on 2014 and this project continued for better work related knowledge that allows employees to perform better and serve clients flawlessly. This project evaluates deepness of employee knowledge and performance as it is directly linked to customer service.
- b) **Reasons:** Bank Limited ensures premium quality service provided by its efficient employee base so this project is important to calculate employees training effectiveness, workplace knowledge and peripheral performance up gradation.

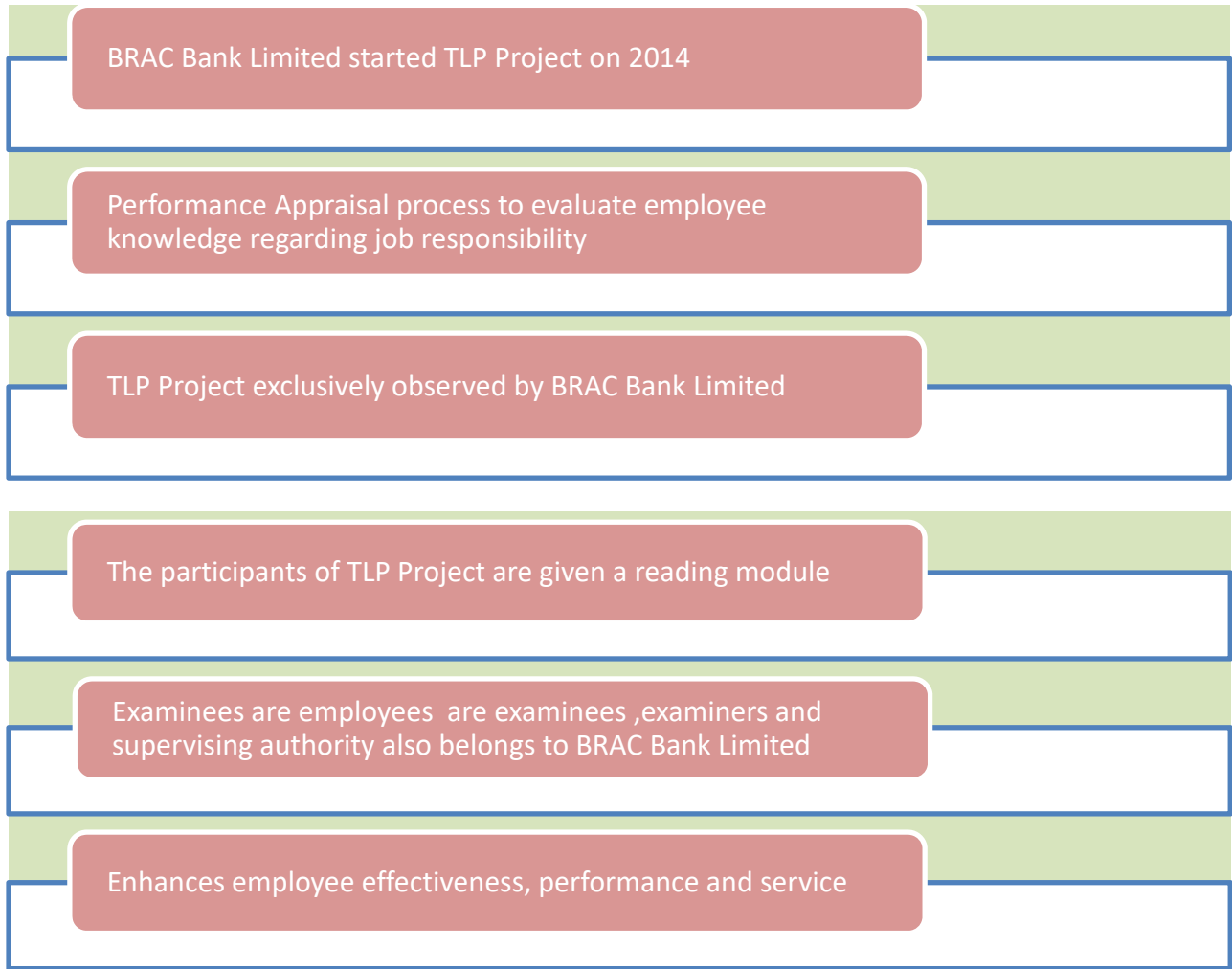
- c) **Process:** TLP Project is circulated by departmental authority which indicates that circulation order comes from different departments. When BRAC Bank authority permits for TLP Project circulation, officers select participants. In addition, participants may vary from time to time as there are departmental authorities permit is needed. Secondly, senior officials set up participant list and database. Thirdly, authority design and distribute learning materials as well as set up examination questions. Finally, departments set an appropriate time schedule and send mail to appoint specific time for each examinee. BRAC Bank Limited assigns officials to take examination over phone and examination is taken by automated computer software, which records the total examination process including question setup, random question selection and maintaining time management. As schedule is predetermined for every participant, officials call them and ask a question, when participant mention answer, input is given to system. These way total 20 questions asked and input is given to software, after that obtained marks is announced by examiner and necessary action has been taken.
- d) **Participants:** Participants of this project that is examinees are employees of BRAC Bank Limited and examiners; supervising authority also belongs to BRAC Bank Limited. Every year participant may not be same; it may change due to in requirement of department's criteria. For example, in year of 2017, TLP Project participants were CRO (Customer Relationship Officers), and they were called over phone to take part on examination.



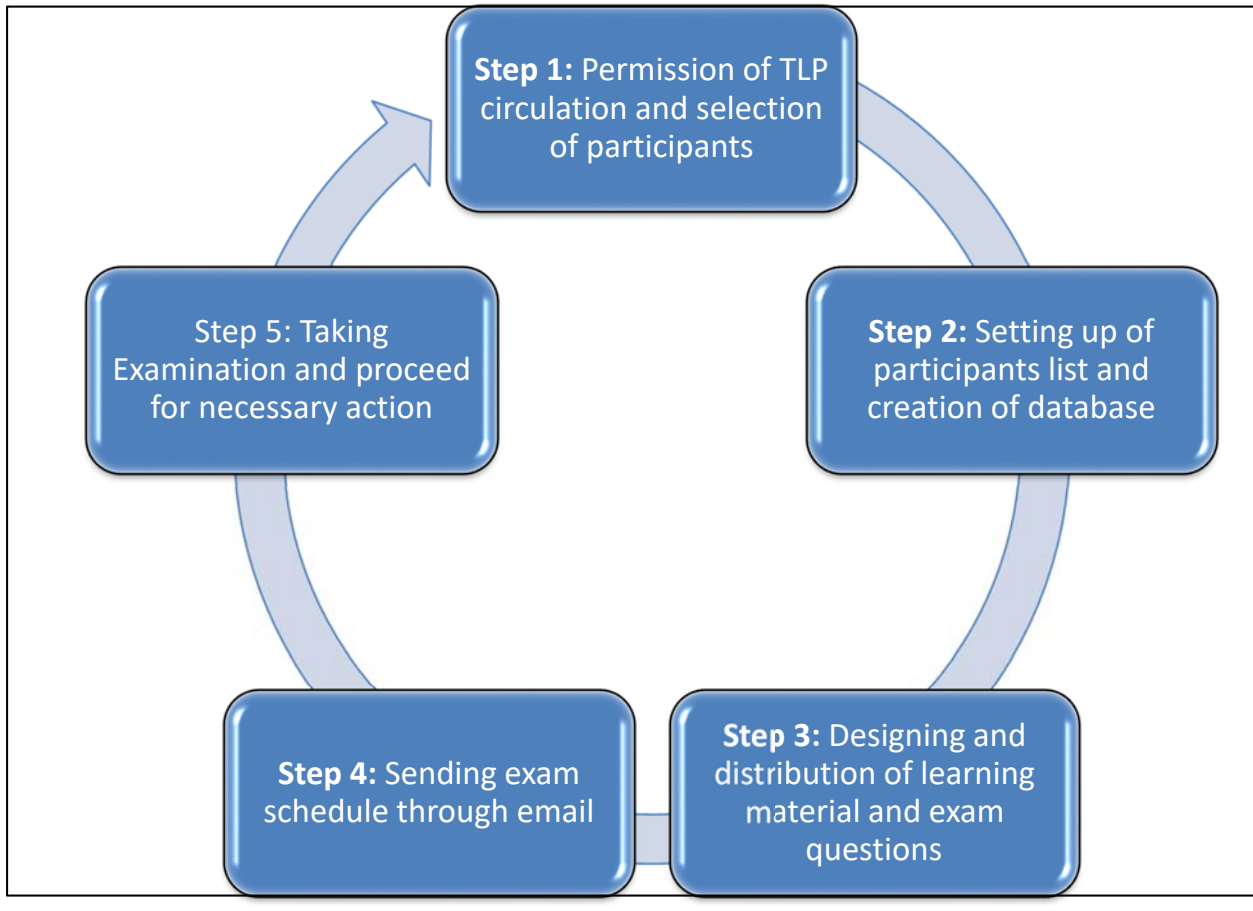
Importance of TLP Project

- e) **Achievements:** TLP Project enhances performance of employees as well as it is a performance appraisal program that ensures more work related knowledge and efficiency of an employee. There is no other bank in Bangladesh that maintains this sort of performance appraisal process. The actual achievement of TLP project relies on three assumptions, to find out efficiency and effectiveness of employees, to evaluate depth of their work related knowledge, to find out lacking and make blueprint to be market leader in competitive industry.
- f) **Learning process:** The participants of TLP Project are given a reading module and learning material to take preparation that helps to perform better. If an examinee pass or fails the exam, authority send appropriate remarks to participants. A failed examinee need to reappear this examination but he/she have to pass on second attempt otherwise BRAC Bank authority will send warning.
- g) **Governance:** The total project is handled by BRAC Bank limited from starting to remarks. There is no outsourcing or third party involved in this project as this project is exclusively maintained by BRAC Bank Limited only.





Features of TLP Project



Process Flow Chart of TLP Project

Chapter Three: Analysis of the Report

3.1 Purpose of the report

BRAC Bank Limited is a top ranked bank in Bangladesh and experiencing working in Human Resource department surely help tremendously on next time as a student majoring on Human resource. The synopsis of this report is to analyze practical experiences occupied as an internee with requirement of internship placement in BRAC Bank Limited. The report primarily emphasizes on duties and responsibilities carried during internship tenure. During this internship period, there are diversified responsibilities that helped a lot to understand internal process of banking industry, especially to understand comprehensive importance of human resource and manpower management to operate organizations management effectively. Secondary objective of this paper is to relate achieved knowledge from majoring in Human Resource with real life scenario that indicates prospective duties and responsibilities to embrace in order to work as a Human Resource Official. Thirdly, it also determines necessary skills, manners, workplace behavior, and efficiency to boost up work flow to develop efficiency and effectiveness. In total, this paper is a reflection of comprehensive knowledge relating with responsibilities in workplace environment that turns to a valuable experience in joining with a top ranked Bank which is master in maintain supreme human resource management.

3.2 Tenure of research

The internship duration considers covering a 90 days tenure, which starts after completion of all subjects that is sequenced for completion of MBA program. According to this, research time frame continues from 3rd May, 2017 from 1st august, 2017. Time frame that is needed for this report research includes work experiences and collecting information in this regard.

3.3 Problem Statement

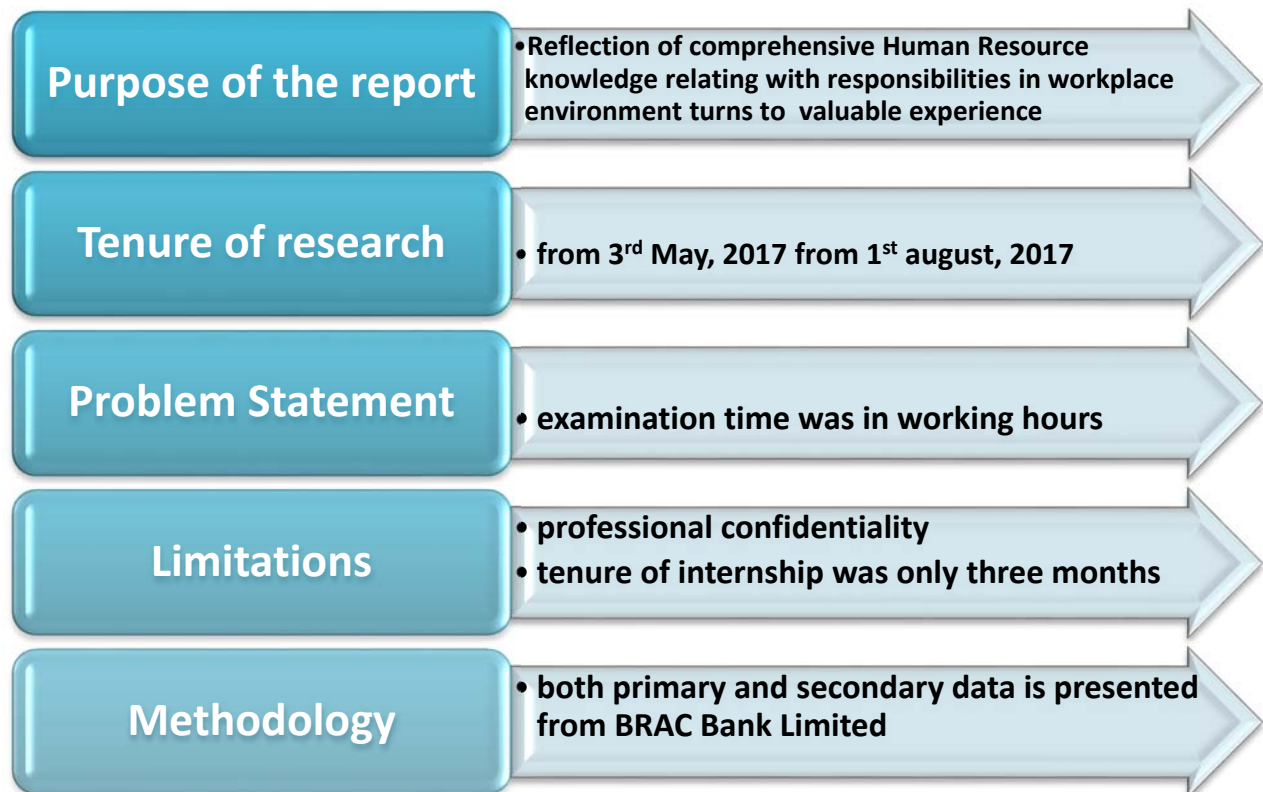
There are some minor hindrance observed during internship period that acted against spontaneous work flow of BRAC Bank Limited TLP Project and other programs. For example, participants faced problems as examination time was in working hours and they have to switch customer to another colleague. Many of participants were in leave and they needed rescheduled time which makes this project lengthy and time consuming.

3.4 Limitations

There were no major obstacles on preparing this research report except there was professional confidentiality so a big part of information could not be mentioned. There are some exclusive issues that BRAC Bank Limited maintains more than any other banks. Secondly, tenure of internship was only three months which is really a short time to explore other internal activities of bank. To get broad perspective, individuals need more time duration to get acquainted with all attributes of human resource development.

3.5 Methodology

In this research report, both primary and secondary data is presented from BRAC Bank Limited. Primary data includes information collected from official supervisor, senior personnel and individuals of BRAC Bank Limited Human Resource division. Secondary data represents data gathered from websites, documentary,



Analysis of the report

Chapter Four: Conclusion

4.1 Conclusion

An organization cannot build a good team of working professionals without good Human Resources. The key functions of the Human Resources Management (HRM) team include recruiting people, training them, performance appraisals, motivating employees as well as workplace communication, workplace safety, and much more. HRM encourages the people working in an organization, to work according to their potential and gives them suggestions that can help them to bring about improvement in it. The team communicates with the staff individually from time to time and provides all the necessary information regarding their performances and also defines their respective roles. This is beneficial as it enables them to form an outline of their anticipated goals in much clearer terms and thereby, helps them execute the goals with best possible efforts. Performance appraisals, when taken on a regular basis, motivate the employees.

BRAC Bank Limited is one of the renowned banks in country and unmatched human resource management which leads them to be in top rank of successful banks. Experiencing internship opportunity in this organization definitely builds a sophisticated perspective of responsibilities as human resource expert needs to carry on. There is no doubt that manpower management practice of BRAC Bank Limited is best of banking industry and they will improve this special attribute more and more.

As an internee, duties and responsibilities gave holistic view of manpower stream that should be in strategic and well planned structure. Effective human resource management will enable more productivity, higher output, efficient use of resources, low absenteeism; minimize errors in work procedure and so on.

During internship term, senior officials are cooperative and very helpful to understand internal flow of instructions and environment. This support surely helps on to build up professional behavior and etiquette. Working on BRAC Bank Limited for internship requirement brought chance to blend and relate paper knowledge with practical workplace experience, which will make more efficient Human Resource personnel, enhance expertise on managing the most important and significant resource.

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