



Inspiring Excellence

Internship Report

BUS 400: Internship Program.

Topic: HR Process and Activities of BRAC Bank Ltd.

Prepared for

Ms. Fabiha Enam

Senior Lecturer

BRAC Business School.

Prepared by

Nawshad Sharif (14204084)

Date of submission: 30.04.19

Letter of Transmittal

28th April 2019

Ms. Fabiha Enam

Senior Lecturer

BRAC University

Subject: Submission of Internship Report

Dear Madam,

This is my internship report on “HR process and activities of BRAC Bank” with appreciativeness and respect. As i have to complete my Internship, I have done my internship from BRAC Bank Ltd. under your supervision

I am very much thankful and want to thank everyone who helps me throughout my internship period. I have done my report on “HR process and activities of BRAC Bank”. I wish and hope, this report will reflects on the organizations HR policies and activities that are being practiced in our country.

I would like to request you to please accept my internship report for further processes and assessment.

Sincerely,

Nawshad Sharif

14204084

BRAC University

BBS Department

Letter of Endorsement

30th April 2019

This is to certify that NawshadSharifID: 14204084, a student of BRAC Business school, BRAC University has completed this report named “HR Process and Activities of BRAC Bank Ltd.” for fulfillment of degree requirements. The report will also be presented in Internship final report presentation.

(Solely the author generates any comments, visual diagram, analysis and every other thing. BRAC University is not liable for the suggestions or analysis of this report.)

Sincerely,

Ms. FabihaEnam

Senior Lecturer

BRAC Business School

BRAC University

Acknowledgement

First of all, I want to thank my Almighty Allah for his grace in accomplishment of my internship report timely.

Most importantly, I would like to express my gratitude to my honorable academic instructor **Ms. Fabiha Enam** from the core of my heart for her kind support, supervision, instructions and advice and for motivating me to do this report.

I am more appreciative to the whole team of “BRAC Bank” for giving me the opportunity to work with them in HR department.

The experience that I have gathered will be privileged for my future career planning. I believe that this situation has prepared me for taking up new challenging opportunities in future.

I have tried my best to complete such a big project in an efficient manner.

Executive Summary

The HR Division of BRAC Bank is one of the general social events in the cash related business. As, there are stores of specialists working out there in regard to different banks, they have around two divisions like: Support and Business. The HR area is one of the features of the BRAC Bank's help division. As a result of having a managed help division, they can effectively keep up colossal number of workers midway. As we likely am careful, by temperance of being a Bangladeshi bank and helping and satisfying the need of individuals, the HR area of BRAC Bank Ltd. following a basic association framework. The division contains Recruiting and Relationship, Payroll and Compensation, Training and Developments of workers and Organizational Development. They fundamentally interface HR support with the essentials of the business.

BRAC Bank Ltd. Is currently presumed organization booked business bank. The bank has adjacent and remote both standard monetary experts. In addition, the bank has basically chosen with a point of perspective on making prospects and looking for reseller's exchange claims to fame not all things considered meet by common banks. It has now been induced to give "cream of the harvest" workplaces to its various plans of associations that are spreading all of the nations over under online money related days. Human Resource Division of BRAC Bank on a very basic level concentrated on headway of the capacities of the specialists in the affiliation and improvement of the association through different inside and external setting up that are being given by the bank to the improvement of the agents. They have in like manner displayed and thought of various standard and saw events, surprising progressions by ideals of intercontinental and certify specialist duty to celebrate and familiar with.

Table content

Content Name	Page Number
Chapter1: Introduction	6-9
Chapter2: Human Resource Division of BRAC Bank	10-15
Chapter3: Recruitment, Compensation and Benefits	16-21
Chapter 4: Training and Development	22-23
Chapter 5: My Internship Experience	24
Chapter 6: SWOT Analysis	25-26
Chapter 7: Recommendations, conclusion and reference	27-28

Chapter 01:

Introduction

BRAC Bank Ltd. is a performance oriented and driven dynamic organization whereas, its morals, ethics and values initiated at the bottom of each and every activities and actions as pillars. The bank is the one and only associate of the Global Alliance for Banking on Values (GABV) from our country. The bank has its own three Philosophies: People, Profit and Planet. The bank believes that they have full of responsibilities and duties toward people they work through and they are still working for the welfare of the people and as well as the welfare of the society.

- **Overview of the Organization**
- **Objective of the report**
- **Scope of the report**
- **Methodology of the report**
- **Limitations of the report**

1. Introduction

1.1 Overview of the Organization:

Right Now, BRAC Bank Ltd. Is a reputed service booked commercial bank. Basically, the bank has local and foreign both standard investors. Furthermore, the bank has fundamentally determined with a perspective of generating prospects and

pursuing market niches not generally meet by conventional banks. It has now been propelled to give “best in the class” facilities to its various arrangements of businesses that are spreading all the nations over under online banking days.

Remarkably, BRAC Bank Ltd. has displayed its reevaluated voyage in November 2015 with extraordinary specialist and group of laborers and besides enthusiasm of its delegates. The unwinding of strategies, talented enlisted specialists, extended delegates focal points, inspirations and offering getting ready to the laborers that have accomplished a shocking business improvement and overhauled customer organizations. In spite of the way that, it has recast its branch keeping money appear with the introduction of Corporate Branches with give revamp organizations to the huge corporate customers. The bank has in like way centered around the making affiliations and focus showcase customers to grow exorbitant business progresses outside Dhaka and Chittagong. The Bank has moreover opened 10 branches wherever all through the country as like 181 branches. ATMs, 87 CDMs, 449 SME Unit Offices and 232 settlement movement centers.

In 2016, the bank gathered the business advancement speed to change mechanisms to the going with estimations. The undertaking to be the best bank has as of late starting late started. Directly a-days, the BRAC BANK ends up one of the snappiest creating banks in the country. It helps make frameworks and economy of the nation more grounded and to enable individuals to achieve their cash related destinations. Regardless, the bank keeps up an unusual condition of characteristics for the customers, for our financial specialists, and our frameworks upon, which the future wealth of our affiliation rests. This bank is beginning at now heading towards mind boggling objective organized, red hot, individuals for different business works out. As demonstrated by the Half-Yearly Financial Statement of 2010-the amount of Employees incorporating lawfully restricting associated with for the whole year or part there of (who got a hard and fast yearly remuneration of Tk. 36,000 or above) were 6,306 while the total number of agents were 7,075 as a comparative time of pervious year.

According to BRAC BANK website (2019), they have subsequent influence to serve us best corporate banking experience:

- A team of expert and dedicated relationship managers to identify our business requirement and provide us solutions through diversified products and services
- Wide network throughout the country to identify remote most corporate customers and provide them with tailor made banking solutions.
- Extensive focus on Trade Business to serve trade based customers. A dedicated team presents to address our trade requirements in most timely manner.
- Their Cash Management wing offers comprehensive portfolio of cash management services under one roof to enhance our business performance.
- Their continuous investment in technology will help us integrating various solutions under single umbrella and reduce dependency on manual correspondence.

<https://www.bracbank.com/en/>

1.2 Scope of the Report:

By way of, I have engaged and worked with Human Resource Division as Recruitment and Relationship Department, I have observed and collected from my personal experiences, this report will provide a straight and clear cut idea about the activities and responsibilities of Human Resource Division that accomplished in BRAC Bank Ltd. For instances:

- What types of benefits they are providing to their employees?
- What are the recruitment processes of BRAC Bank Ltd.?
- What are the aims and types of training they are providing to their employees?

1.3 Objective of the report:

The key objective of the report is to be served an overall brief about the Human Resource Division's activities of BRAC Bank Ltd. The objectives are discussed below:

- To know about the Human Resource Division's activities of BRAC BANK Ltd.
- To generalize about the HR activities and process of BRAC BANK Ltd.

1.4 Methodology of the report:

Both the primary data and secondary data have been collected. Both these data are used to make the report more useful and reliable.

Primary data have been composed through:

- Information from supervisor
- Information from observing the entire period
- Information from inside employees.

Secondary data have also been collected through:

- Information from website
- Information from Annual Report
- Information from journal and different books

1.5 Limitations of the Study:

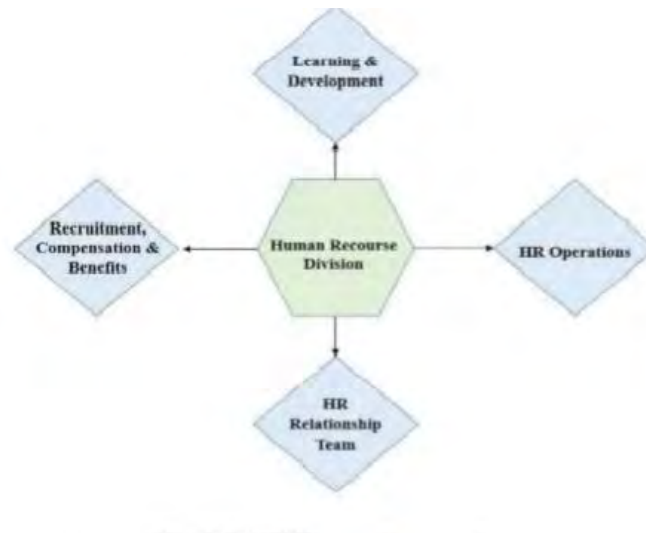
- The major limitations of the study are lacking access to data, which causes difficulty during survey required for the research.
- Every organization has own confidential and secret evidence and data and the Human Resource Department is very much confidential, so it is very much difficult to get the all information for the report.
- Then, it is sometimes very difficult to get data because employees are always busy with their schedules. So that is why i cannot get the vast data and information of the organization.
- Because of time limitation, many of the functions cannot be described properly. As the internship program is just for three months, so it is very difficult to describe all information.

Chapter 2:

Human Resource Division of BRAC Bank Ltd.

BRAC Bank is one of the fastest banks of Bangladesh. Because of becoming modern and growing bank of Bangladesh, they are now playing an important role as financial mediators linking of the government of the economy. The bank is now continuously helping people and increasing the number of economy by flying total demand and generating wealth of the country. To uphold the fastest growing bank and communally accountable business in the modest banking sector of Bangladesh, the Human Resource Division of BRAC Bank Ltd. Are closely engaged themselves with the management group for the better and strategic development. Moreover, The HR Division of BRAC Bank is one of the extended groups in the banking industry. As, there are lots of employees working out there comparative to other banks, they have around two divisions like: Support and Business. The HR section is one of the core parts of the BRAC Bank's support division. Because of having an organized support division, they can successfully maintain large number of employees centrally.

As we know, because of being a Bangladeshi bank and helping and fulfilling the need of people, the HR section of BRAC Bank Ltd. following an important management strategy. The division consists of Recruiting and Relationship, Payroll and Compensation, Training and Developments of employees and Organizational Development. They basically link HR support with the needs of the business.



However, the BRAC Bank Ltd. treats their employees as the most valuable asset of the organization. They basically recruit every employee of the highest potential and knowledge through a different competitive assessment and selection steps that based on different criteria by the requirement and policy of the bank. The interested candidate has to go through lots of assessments if he wants to be part of the BRAC Bank's team member. The BRAC Bank basically hiring the best fit employees that adoptive learning, developing, mounting and striving organization. They recruit right people on the basis of the organizational need and showing courage to the values of the organization and representing the organizations by maintaining proper business planning, management planning and process, maintaining assessment procedure and strongly engaging with the strong employer brand. For the betterment of the employees, they basically provide an outstanding market competitive salary package and provide equal career opportunities and development to all the employees. They always try to motivate and satisfy employees by providing them these incentives. According to BRAC BANK website (2019), they have recruited approximately 5000+ regular stuffs and outsourced 2000+ employees and there are 1500+

Employees are working on the basis of contractual in different grades.

They basically know and believe that human assets are the most important and play vital role to gain achievement in the bank industry. That is why they are investing more and more on their employees and emphasis more on HR practices. The bank provides training to the employees so

that they can be more efficient towards their work and skills. They are also planning and more focusing on instructing training to develop of the skills and experiences of the employees. To be more efficient, they have proper training schedule that are generalized time to time and organized by experienced trainer. For instance: The employees of the BRAC Bank are getting 36 hours of training in a year. The bank provides CBT (Computer Based Training) through internet. The training is basically e-learning portal based. The bank preserves e-learning portal to serve training to the employees. The E-learning is consists of products and services of the bank, rules and regulations and some software skills. The HR of BRAC Bank has always showing importance of e-learning to offer training for its employees all over the country. Each and every year, all the employees have to participate in the E-learning test and have to complete this test. It examines how efficient the employees are.

Human Resource Division of BRAC Bank mainly concentrated on development of the skills of the employees in the organization and improvement of the administration through different internal and external training that are being provided by the bank for the betterment of the employees. They have also introduced and come up with various traditional and recognized events, outstanding promotions on account of intercontinental and certify employee engagement to celebrate and familiar with. Apart of these, they celebrated “PithaUthshob” and “International Women’s Day“with the employees to motivate and satisfy them.

The word “People” has been a remarkable success factor that the bank has achieved with a short period of time. The word people have its own value, own identity. Because of the great effort of people, the bank has now reached an outstanding mark in worldwide. Therefore, the bank has given values to the employees, hire, preserve and involved with endowed employees. Moreover, the bank views “people” as the most successful assets of the organization. If the employees of the organization participate successfully throughout the workforce, it can bring greater achievement with creativity. The employees of the BRAC Bank have a good career growth. The management of the bank recognizes prospective leaders and provides extra facilities and efforts to produce them. HR division of BRAC bank uses strategy and recommences promises for encountering career ambitions and objectives besides providing priorities to the employees.

2.1 Various kinds of employees:

There are various types of employees are working in various places inside BRAC BANK. The bank has different people's measures. These are discussed below:

- **Contractual:**

In BRAC Bank, there are large numbers of people are working and engaging with the bank as a contractual. It could be 6 months contractual or it could be 1 year contractual. Then based on their performance, they are promoted as permanent employee. They are taken for various purposes like taking off the pressures, working as a third party etc. The bank also provides them extensive salary packages. Along with the salary packages, they get extra incentives and bonus regarding their performances. The bank has also given them a specific target. If they fulfill the targets, they get competitive performance bonuses. They are basically work under supervisors. They have to give day to day report to the supervisors. After one month, the supervisor evaluates their performance and serves the report to the division head.

- **Full time employee:**

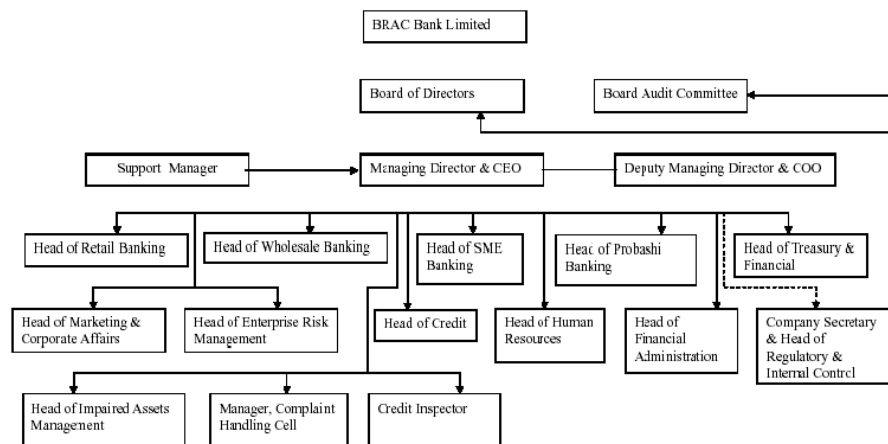
Full time employees always have to attend minimum amount of hours in the organization that ordered by their employer. They are the paid employees. The organization always paid them a fixed salary. They are not target oriented like contractual. They are always engaged with organizational internal works. Regarding full time employees, they are joined as a six months probationary period depending on the job category. They are also getting full time salary after the month, then getting incentives, bonuses and also compensations. So, BRAC Bank provides all these types of incentives to their full time workers.

- **Intern:**

BRAC Bank also offer internship program to individuals or educational institutions. It is basically 3 months or maximum 6 months period. The decision to be engaged with the interns is totally taken by the MD and CEO that are recommended by department head. The Human Resource Division will make the proposal and onward it to the MD for the signature. The bank basically pays 5000tk per month to the selected interns. They basically help the employees with their work and releasing pressure of their work.

▪ **Management Trainee Officer:**

MTOs are the BRAC Bank's biggest project and investment. They mainly focus on the project of the MTOs. They are mainly highly qualified candidates of BRAC Bank Ltd. The bank basically provides those 2 years training inside the bank and besides allowing them to work with different division of the bank. They are the company's valuable resources. So, they have given proper time to them. After 2 years training, they are promoted into Managerial post or Senior Officer of the organization with a short period of time directly from the MTOs.



Organizational Structure

2.2 Functions of the Human Resource Division:

The Human Resource Department can serve an organization the ability, strength and using strategy to meet its goal and success and achieve needs by running organizational most important possessions by their employees. In every business with a dedicated HR Divisions, it is possible to get efficiency and outstanding workforce through HR functions and support. The BRAC Bank Ltd. has efficient functions that are controlled by bunch of manpower. The functions are given below:

Function of Human Resource Division



2.3 Parts of Human Resource Division:

In spite of functions, there are some parts of Human Resource Division of BRAC Bank Ltd. They have basically 5 various parts. These are given below:

Parts of Human Resource Division



- **Recruitment and Relationship Department:**

This department is an important department for BRAC Bank Ltd. This department's job is to recruit the correct employee for the suitable position in the organization.

- **Training and Development Department:**

This department is also an important for Human Resource Division. Their job is to provide day to day training to the employees and make them more proficient towards job.

- **Payroll:**

This department's job is to adjusting and controls the range of amounts of salary, wages to each and every employee. This department works as a big team to check salaries of employees all time

Chapter 3:

Recruitment, Compensation and Benefits

3.1 Recruitment:

Recruitment process is an important part of the organizations. It is a process of finding and getting attractive potential candidates on the basis of their knowledge, skills and attributes for filling up the vacant position of the organization. It is basically required for getting the objectives of an organization. Consequently, attractive potential candidates' selection in the organization is an integral part of an organization of Human Resource Division which may be confirmed by the HRD of BRAC Bank Ltd. Basically, the recruitment team members, they are looking for potential candidates and they are responsible for collecting:

- ✓ CVs
- ✓ Job applications for required post
- ✓ Vacant for contractual post
- ✓ Some internship applications

The officers collect the applied candidate's both hard and soft copy CV'S according to the policy. They also update and maintain the databases every day. The job of the recruitment team members are to form CVs of applied candidates so that when they shortlisted for the further procedures, they can easily found the desired CVs of the candidates with in a short period of time. After the shortlisted process, the recruitment officers responsible are to contact with the candidates for the next interview that is usually done by telephone calls. If the candidates are large amount, letters or SMS are given to the candidates to the candidates mailing address. Sometimes, the candidates are also requested to attend for written tests on the preliminary stage of the interview. It has also been arranged by the recruitment team of the organization. During the interview assessment, the respective department head accompany the Head of Recruitment

in the interview board. Then, after the interview assessment, the score card which is filled out by the board members has been printed and given it to the Head of HR for the approval signature. After this process, the Recruitment Division given the appointment letter to the selected final candidates and stated them to collect their documents from Human Resource Division. Then, the newly joined candidates filled up all requirement and official formalities of the bank and given a tentative joining date in their department.

Before completing recruiting process, the recruitment team members directly assigned with the Training and Development team members so that they can arrange an orientation for the newly joined candidates. In that session, the training and development team members introduced their job responsibilities and giving them a brief overview about company policy and responsibilities. BRAC Bank also proposed large amount of internship program to individuals or educational institutions. It is mostly 3 months or maximum 6 months period. The pronouncement to be involved with the interns is completely occupied by the MD and CEO that are indorsed by department head. The Human Resource Division will make the application and ahead it to the MD for the signature. The bank basically recompenses 5000tk per month to the designated interns. They basically aid the employees with their work and liberating pressure of their work.

3.2 The Recruitment Process of BRAC Bank Ltd:

There are some recruitment processes that are being followed by BRAC Bank Ltd. These are discussed below:

- An organized and proper Staff Requisition Form is given by the Department Head
- The Budget should be supported for the Staff Requisition Form.
- Non-Budget Requisition Form is also need to be signed by the Managing Director
- Ensuring and determining the recruitment process will be held and the desired CVs need to be shortlisted by the recruitment officer
- Prepare Job description and Job Responsibilities
- The condition for HR contract is needed to be specified. Like- 2 year's contract.

- Choose where to advertise. Is it Social media or internally or job sites
- Then, Reviewing candidates Application
- Lastly conducting interviews.

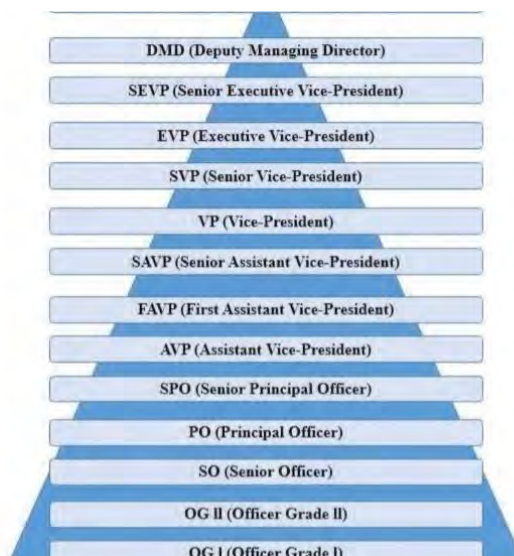
3.3 The HR policy of Recruitment:

There are some HR policy regarding recruiting the employees that Human Resource Division of BRAC Bank Ltd is following. These are given below:

- Every regular employees of BRAC Bank Ltd. are appointed by the Managing Director (MD).
- Every contractual employees and outsourced employees will be assigned by the Head of Human Resource Division.
- During the interview ongoing, the corresponding department head accompany the Head of Recruitment in the interview board.
- After the interview assessment, the score card which is occupied out by the panel fellows has been printed.
- Then, given it to the Head of HR for the approval signature.
- Basically, Officer grade 1 and Officer grade 2 that are directly appointed afterwards the interview.
- For the internal employees, they can apply any post if they have more than 3 years of experience in BRAC Bank Ltd.
- Lastly, the new recruited candidates will get 6 months probationary period if they have less than 3 years working experience. After the probationary period, they will be promoted to the regular employees.

3.4 Compensation:

The BRAC Bank Ltd. always provides market competitive compensation packages to their employees. They treated equally to their employees. They always try to satisfy and motivate the employees by providing them attractive salary packages and compensations and benefits to their employees. The compensation policy and procedures of the bank will cover all the employees in the organization that are engaged in service of the bank. The job grades of BRAC Bank are given below:



The compensations, salary and benefits are provided depending on the job grades. All the salary packages are not same. It is based on the assessment of the position, duties and responsibilities, grades of the employees and the nature of the jobs.

3.5 The salary of employees:

The salaries of new recruited candidates are consists of:

- Basic Salary
- House Rent Allowance
- Medical Allowance

- **Basic Pay:**

The BRAC Bank Ltd. provides basic pay to the employees. It is basically varied with the job grades and is assigned by the Managing Director. It is a standard rate of pay that is an agreed by employee and employer. Besides, it does not include any incentives or overtime conditions.

- **Gross Salary:**

Gross salary means total salaries that are being provided by the organization. It includes overtime and incentives, bonuses.

- **House Rent:**

The BRAC Bank also provided house rent to the employees those who are working currently outside of Dhaka. It is being paid to the employees at such rates and some company conditions that are assigned by the Human Resource Divisions.

- **Medical Payment:**

The BRAC Bank also provide medical allowances to their employees. Every employee gets the medical benefits at such rates and some company conditions that are assigned by the Human Resource Divisions.

- **Festival Bonus:**

The festival bonuses are also provided by the BRAC Bank Ltd. to their employees. Every employee gets the festival bonuses at such rates and some company conditions that are assigned by the Human Resource Divisions. Like one is EidulFitr and another one in EidulAzha. But there is a condition regarding these. This is only applicable for muslims.

- **Performance Bonus:**

The performance bonuses are provided once a year to the employees by the BRAC Bank Ltd. It is based on the performance of the employees. The organization basically set a target for the employees per month. If they fulfill the targets with the time period, he or she will get that performance bonus. For example: The Relationship Officer basically gets the performance bonus. The bank has given a target to them and they have to fill this target with in time.

- **Leave Fare Assistance:**

This benefit is only applicable for the permanent employees of the BRAC Bank Ltd. The employees who have completed at least one year service, they basically get that service. According to the BRAC Bank Policy, every employee will get 15 days leave fare assistance. This decision is basically approved by the Managing Director. The bank mainly provide leave fare assistance to their employees so that employees will get the 15 days off and refreshed themselves from job life pressure. It will definitely give them full of satisfaction and motivated them to work properly. Every employee of the BRAC Bank Ltd. is stated to accept LFA once in a year.

- **Travel Grants:**

Sometimes the BRAC Bank Ltd. maybe provided travel allowances to their employees depending on their travel and journeys.

- **Gratuity:**

Gratuity is a big amount of fund that are provided by the BRAC Bank Ltd. to their employees at the time of retirement or resignation.

- **Car allowance:**

Employees who are in the high post or above AVP, they are basically getting the car allowances like: Fuel, Driver salary etc. Upper ranked employees can get an amount of 30,000 taka as a car allowances per month. But the VP and SVP, they get an amount of 40,000 taka as an allowance per month.

- **Employee Loan:**

The regular employees of the bank will get the employee loan. This is basically granted for them. The duration of the getting employee loan is at least a year. They can easily apply for the loan at least for 5 times at a 11% interest rate.

- **House Loan:**

Employees who are engaging with the bank for 5 years or more, they are only the eligible for getting the house loan. Not every grades of employee are getting that opportunity. The interest rate of the loan is 6%.

- **Resign Benefits:**

If the confirmed employee is asked to terminate from his or her job without any reason, he or she will get one month salary as payment or he or she will be given one month's notice before terminating. It is good for the employees so that he or she can find another suitable job for them with in that time period.

Chapter 4:

Training and Development

Training and Development is an important part of the BRAC Bank's human resource division. Every employee has to go through in this process. Training is a short term planning. But development is a long term planning for BRAC Bank Ltd. They provide training to the employees not only to improve the efficiency and maintain the quality of the organization but also to motivate the employees to work efficiently and preserve them in the organization for a long period of time. Basically, the bank's duty is to serve proper training to the employees and enhance their interpersonal skills so that they can be more efficient in the long run. The training is divided into two categories. One is on the job training and other is formal training. Every employee has to attend the training and they have to go through 30 hours of training per year.

Types of Training:

- **In House Training**
- **E-Learning**
- **Job Training**
- **Observation**
- **Orientation**
- **Coaching**

- **In house training:**

BRAC Bank Ltd. sometimes provide in house training program to their new recruited employees. It is a training program that structured by organization for learning and developing the opportunities of the employees. It is provided for understanding the organization culture and performance.

- **E-learning:**

The training is basically e-learning portal based. The bank preserves e-learning portal to serve training to the employees. The E-learning is consists of products and services of the bank, rules and regulations and some software skills. The HR of BRAC Bank has always showing importance of e-learning to offer training for its employees all over the country. Each and every year, all the employees have to participate in the E-learning test and have to complete this test. It examines how efficient the employees are.

- **Job training:**

When the employees joined their respective department, their supervisor helps them to understand their job description and go through their job training. If they find any problem during work time, their respective supervisor helps them to get rid of the problem.

- **Observation training:**

It is basically observing the workplace. After joining the desired department, sometimes employee has to go through one or two week's observation training. During the training session, employees observe the corporate cultures, norms, values etc.

- **Orientation training program:**

BRAC Bank Ltd. always organized orientation training program for their newly joined employees. The objective of the session is to brief about the overall idea about the company overview and introduced them with the community philosophy.

- **Coaching training program:**

Sometimes BRAC Bank Ltd. arranged coaching training program for their fresher. It is basically for the weak candidates who are facing hard times in the job field and cannot get rid of the problem. So, the bank organized coaching training program for them so that they can be given more training.

Chapter 5:

My Internship Experience

As I have to complete my internship, I have done my internship from BRAC Bank Ltd. for the period of 3 months. It was a great achievement for me. I have gained lots of experiences and skills that will boost my career in the long run. I was very happy to work with one of the fastest developing and growing bank of Bangladesh. They have provided me the probabilities to gain and learn activities which will be boosted up my career on my near future. During my internship period, they have given me full of freedom to work independently in the bank. Basically, I have worked with “Recruitment and Relationship Department”. My responsibilities are given below:

5.1 Responsibilities:

- To help all the HR employees through the MS EXCEL
- To check the NID verification of employees.
- To conduct the interviews of candidates.
- To communicate with all the employees through phone.
- To help the employees by doing data entries.
- To update the employees database by using HRIS.
- To maintain and control the database of the employees.
- To help the employees for conducting overload work.

Chapter 6:

SWOT Analysis

According to Google (2019), **SWOT Analysis** refers to strategic planning and technique used to help a person or organization identify strengths, weaknesses, opportunities, and threats that related to business competition or project planning. Basically, it is proposed to specify the objectives of the business venture or project and identify the internal and external factors that are favorable and unfavorable to achieving those objectives. Users of a SWOT analysis often ask and answer questions to generate meaningful information for each category to make the tool useful and identify their competitive advantage. SWOT has been described as the tried-and-true tool of strategic analysis.

Strengths and weakness are frequently internally-related, while opportunities and threats commonly focus on the external environment. The name is an acronym for the four parameters the technique examines:

- *Strengths*: characteristics of the business or project that give it an advantage over others.
- *Weaknesses*: characteristics of the business that place the business or project at a disadvantage relative to others.
- *Opportunities*: elements in the environment that the business or project could exploit to its advantage.
- *Threats*: elements in the environment that could cause trouble for the business or project.

Source: https://en.wikipedia.org/wiki/SWOT_analysis.

1. Strength:

- First strength is the bank has well reputation in the market and worldwide
- They use appropriate policies and rules to keep and regulate the employees.
- They maintain good relationship with their employees and have good bonding.
- Well preserved cv database.
- Provide better opportunities and career to the employees.
- Provide better training opportunities.

2. Weakness:

- Salary structured and policies need to be changed. As the amount is not good enough, so most of the employees claim for that.
- Reference that are given in the CVs, are given more priority in the time of recruitment even though he is unfit.
- Due to lack of employees, sometimes it is very much tough to handle all the works on each department.
- Lastly, the promotion structure needs to be changed.

3. Opportunities:

- As it has started earlier, both the exporters and importers have faith on this Bank.
- As 9000 employees are currently working over here, this large amount of employees can help the bank to reach its level.
- They are always thinking of doing new things. For example: they introduced TARA.

4. Threats:

- Though they have large number of employees, it is very much difficult to maintain and control HR policies.
- Every year, some employees are leaving. The resignation range is increasing.
- They are not invested on Interns. So it can be another threat.

Chapter 7:

Recommendations, conclusion and reference

7.1 Recommendations:

The Human Resource Department of BRAC Bank is very popular and strong department. But there are some factors that are need to changed and fixed. Based on SWOT analysis, I need to recommend something. These are given below:

- Transportation facilities need to be given free.
- Its need to be provided to the junior officers.
- Salary structured must be more attractive to the employees.
- The managerial control need to be more flexible and perfect.
- Provide proper training to the employees time to time.
- Need to invest more on hired interns. They need to hire them after completing the internship.
- Work system need to be distributed more efficiently.
- The promotional policy need to be fixed and advanced.

- The employees need to be hired based on their assessment, not on the basis of reference.
- They should hire more employees. As they have lack of employees on each department.
- Must arrange year curricular activities so that employees would be more motivated.
- Must improve their HRIS system. Must have the latest version of it.
- Lastly, they must be focused on quality rather than quantity at the time of recruiting candidates.

7.2 Conclusion:

Right now, the Human Resource Division of BRAC Bank is one of the widely inclusive social events in the commercial business. As, there are heaps of agents working out there like various banks, they have around two divisions like: Support and Business. The HR portion is one of the focal points of the BRAC Bank's assistance division. Because of having a formed assistance division, they can successfully keep up immense number of agents midway. As we likely am mindful, because of being a Bangladeshi bank and helping and fulfilling the need of people, the HR region of BRAC Bank Ltd. following a noteworthy organization method. The division contains Recruiting and Relationship, Payroll and Compensation, Training and Developments of laborers and Organizational Development. They in a general sense interface HR support with the necessities of the business. As shown by BRAC BANK (2019), they by and large endeavor to goad and satisfy agents by giving them these inspirations. As shown by BRAC BANK site (2019), they have chosen around 5000+ standard stuffs and re-appropriated 2000+ agents and there are 1500+ delegates are tackling the reason of lawfully official in different assessments. The organization of the bank sees arranged pioneers and gives extra workplaces and attempts to make them. In nutshell, HR division of BRAC bank uses strategy and recommences ensures for encountering calling want and objectives other than offering needs to the laborers.

7.3 Reference:

1. https://en.wikipedia.org/wiki/SWOT_analysis
2. <https://www.bracbank.com/en/>
3. https://en.wikipedia.org/wiki/BRAC_Bank_Limited
4. https://bibm.org.bd/single_member.php?bank_id=68
5. <http://dspace.bracu.ac.bd/xmlui/handle/10361/8909>
6. <http://dspace.bracu.ac.bd/xmlui/handle/10361/8896>
7. https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&ved=2ahUKEwjvprSjg_XhAhXS6XMBHetZBv4QFjAAegQIABAC&url=http%3A%2F%2Fdspace.bracu.ac.bd%2Fxmlui%2Fbitstream%2Fhandle%2F10361%2F8909%2F15264043-MBA.pdf%3Fsequence%3D1%26isAllowed%3Dy&usg=AOvVaw2kyRddEcov9Pvw80ZdT9UW
8. https://www.academia.edu/11415180/HUMAN_RESOURCES_DIVISION_OF_BRAC_BANK_LIMITED
9. <http://www.assignmentpoint.com/business/human-resource-management/hr-operation-of-brac-bank-limited.html>
10. <http://www.assignmentpoint.com/business/human-resource-management/recruitment-process-human-resource-division-brac-bank.html>