

Report On
An Overview of Performance Management Policy (PMP) and
Performance Improvement Plan (PIP) OF City Bank Limited.

By

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An internship report submitted to the BRAC Business School in partial fulfillment of the requirements for the degree of Bachelor of Business Administration

BRAC Business School
BRAC University
January, 2021

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Declaration

It is hereby declared that

1. The internship report submitted is my/our own original work while completing degree at BRAC University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I/We have acknowledged all main sources of help.

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Letter of Transmittal

January 04, 2021

Ms. Tania Akter

Lecturer

BRAC Business School,

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66 Mohakhali, Dhaka-1212

Subject: Internship report on “Performance Management Policy (PMP) and Performance Improvement Plan (PIP) OF City Bank Limited.”

Dear Madam,

I am satisfied to present the Internship Report as completion of BBA program. I make an honest effort to introduce this report on “Performance Management Policy (PMP) and Performance Improvement Plan (PIP)” as indicated by your rule. I made an honest effort to work truly to cover all perspectives with respect to the issue. Reasonable introduction is basic for direction with this present reality working field. I have taken in sound information and comprehend on the essential activity of the bank. Through I confronted a few restrictions to set up the report because of lack of coordinated information, time impediment and little information about financial area, I have completely delighted in setting up this entry level position report which has contributed fundamentally to my comprehension on the basics and significance useful information.

Notwithstanding, if any need any explanation, proposals, headings or suggestions for further improvement of the report, I will be commit to give further clarification. I genuinely trust that you will value my work.

Sincerely yours,

Nawzihadul Islam

15104061

BRAC Business School

BRAC University

4th January, 2021

Non-Disclosure Agreement

This agreement is made and entered into by and between The City Bank Limited and the undersigned student at BRAC University

Nawzihadul Islam Chowdhury

Acknowledgement

Above all else, I am expressing gratitude toward to Almighty Allah for giving me physical and intellectually strength that I could sound solid and solid to set up this report. With me there is a commitment of certain individuals exist behind the groundwork for this report. I am appreciative towards my guide Ms. Tania Akter, Lecturer, BRAC Business School, BRAC University for giving me her conclusive help to finish the report on time.

Besides, I offer my thankfulness towards my supervisor Mr. Hasnain Mamun, the head of Organizational Development & HR Strategy for empowering me to get to know the departmental works. Also, I should thank the whole division for empowering me to feel really mind boggling in the affiliation.

Furthermore, I offer my gratefulness towards my respectable faculty Mrs. Tania Akter, for her assistance.

At long last, I am grateful towards my family and the entirety of my companions considering the way that without their help I would not have the option to finish my graduation.

Executive Summary

In order to sustain in the banking sector the only efficient way to adopt a winning culture can be ensured by making a human asset so that certified representatives can create ideal performance. The purpose of the paper was to discover human asset that can improve performance by improving the performance management system of banking employees and position of employees in the opportune spot just as through the profession advancement of employees as a mediating variable. Well, the specific objectives of the project are to understand the assessing process of City Bank Limited in which managers and employees are being monitored and reviewed by organizational development team.

The research reasoned that the employee performance can be improved altogether if the organization can discover employees who have adequate fitness and endeavour consistently to improve the ability of the employees and the representatives put in the perfect spot, and focus and give vocation advancement openings to representatives.

Keywords: City Bank; Performance; Improvement; Plan; Objective; Values; Promotion.

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List of Acronyms

PMP – Performance Management Policy

PIP- Performance Improvement Plan

CBL - City Bank Limited

Glossary

Thesis An extended research paper that is part of the final exam process for a graduate degree. The document may also be classified as a project or collection of extended essays.

Chapter 1 Introduction

1.1 Origin of the Report:

As a BBA understudy, I felt that banking is a brilliant region to assemble some functional information. So as to create gifted proficient in financial region, BRAC University has attempted the temporary job preparing program for its BBA understudies. As a halfway and basic prerequisite of the BBA, on power's guidance I have chosen the City Bank Limited, one of the unmistakable financial foundations of Bangladesh to procure some reasonable involvement with banking, particularly in the reporter banking program. It would not be strange to specify here that over the span of the program I had worked in authoritative turn of events and system group. Prior to going to the principle report I might want to specify that it was unrealistic for me to cover the whole action of the years of age banking association in the given restricted time.

1.2 Objectives of the study:

The fundamental objectives of the study are to understand the performance management policy and performance improvement plan of City Bank Limited. Distinctive and comprehensive objectives of the project are given below.

1.3 Distinctive Objectives:

The specific objectives of the project are to understand the assessing process of City Bank Limited in which managers and employees are being monitored and reviewed by organizational development team.

1.4 Comprehensive objectives:

- Appraising and evaluating existing strategies of performance management policies
- Resolve and perceive the on-going feedback which does ensure that employees are meeting organizational objectives.
- To anoint operational competency of the City Bank Limited.
- To formulate a swot analysis of organizational development team and HR strategies.
- How performance management policies are dissuaded with motivation and organizational success.
- Exploring the employee feedback process throughout the whole appraisal process.

1.5 Scope of the report:

The report is readied dependent on the Performance Management policy and performance improvement plan utilized in The City Bank Limited. The objective is to give complete comprehension about the framework of the Performance Management, and how CBL is managing the framework and how it is fulfilling and holding its employees and association's advantage by utilizing the System.

1.6 Methodology:

- Essential information are gathered through
- Direct Interview and discussion with Human Resource Division The City Bank Limited
- Direct Observations
- Optional information are gathered through
- Websites of the associations.
- Employee Policy book of The City Bank Limited.

1.7 Limitations:

- Plenitude of data and experience is expected to set up a decent report. The constraints for making the report total and wonderful may include:
- Due to mystery and privacy of the association, some data will be held back.
- Time requirement is a significant issue

Chapter 2

2.1 An overview of the city bank:

City Bank is one of the most established private Commercial Banks working in Bangladesh. It is a top bank among the most seasoned five Commercial Banks in the nation which began their tasks in 1983. Since 1983 till date, City Bank has been a contextual investigation in development, having changed over the long run from a customary association to a widely praised multi-faceted establishment that grasps worldwide prescribed procedures and decides to be at the front line of mechanical activities. Not at all like many, the Bank's measures for progress are the main concern numbers as well as the achievements set towards turning into the most complete bank in the nation The Bank began its excursion on 27th March 1983 through opening its first branch at B. B. Road Branch in the capital, Dhaka city. It was the visionary business venture of around 13 neighborhood money managers who overcame the gigantic vulnerabilities and dangers with fortitude and energy that made the foundation and forward walk of the bank conceivable. The bank right now has 132 branches spread across the length and broadness of the nation that incorporate an undeniable Islamic Banking branch and a branch for women. Other than these customary conveyance focuses, the bank is additionally dynamic in the elective conveyance region. It at present has 25 ATMs of its own; and ATM offering game plan to an accomplice bank that has 369 ATMs set up; SMS Banking; Interest Banking, city touch etc. (p. 1)

2.2 VISION:

The 'vision' of an organization is the desired future where it wants to see itself. The Vision is always stretching and farfetched. It sets the tone for the organization and given a common direction to the people as to where it wants to be.

At CBL, we have reengineered our vision to define a path towards our envisioned future.

Our Vision is as stated below:

“THE FINANCIAL SUPERMARKET WITH A WINNING CULTURE OFFERING ENJOYABLE EXPERIENCES”

2.3 MISSION:

The Mission of an organization defines the specific focuses by achieving which we move towards our Vision. (CityBank, 2020) The new Missions of CBL are as follows

- Offer wide array of products and services that differentiate and excite all customer segments.
- Be the “Employer of choice” by offering an environment where people excel and leaders are created.
- Continuously challenge processes and platforms to enhance effectiveness and efficiency.

- Promote innovation and automation with a view to guaranteeing and enhancing excellence in service.
- Ensure respect for community, good governance and compliance in everything we do.

2.4 VALUES:

The Values of CBL defines the expected behaviour of the employees to be able to collectively achieve the Mission and the Vision of the bank.

RESULT DRIVEN

ENGAGED & INSPIRED

ACCOUNTABLE AND TRANSPARENT

COURAGEOUS & RESPECTFUL

CUSTOMER DELIGHT

1. “RESULT DRIVEN”

The Bank drives to meet or surpass yearning performance goals and quality norms, convey business results and persistently find manageable enhancements in strategies or cycles and act in a proactive

manner by making a move. It responds to circumstances as well as foresees future chances or issues, and follows up on them well ahead of time. Moreover, it generally thinks of novel plans to work all the more effectively.

2. We are “ENGAGED & INSPIRED”

The Bank works cooperatively with others and show obligation to accomplish the group targets. The Bank will in general persuade others and acknowledge input, to get their obligation to thoughts, undertakings or activities are made plans to make individuals and cause them to believe in themselves, so they constantly stretch their limits.

3. We are “ACCOUNTABLE AND TRANSPARENT”

The Bank will in general perform dependably with a feeling of possession and consider ourselves responsible for the result. The Bank assembles assets successfully to guarantee that solid corporate exhibition is conveyed. CBL, as responsible pioneers, accept that our conduct and activity aggregately will make positive effect on our traditions, primary concern and future. Sourced From (Tisha, 2019)

2.5 Product and Services of the City Bank Limited:

City bank Limited has not yet just picked up colossal prominence yet additionally been effective in assembling store and credit items. The bank includes gained critical ground inside a brief timeframe period because of its dynamic administration and presentation of different

buyer inviting credit and store items. All the items and administrations offered by the bank can be grouped under two significant heads. Sourced From (windmillhillcityfarm)

2.6 Deposit Products:

- Monthly Benefit Deposit Scheme
- Fixed Deposit Scheme
- Saving Deposit Account(Three Stage Saving Scheme)
- NFCD (Non Resident Foreign Currency Deposit Account)
- NITA (Non Resident Investor's Taka Account)

2.7 Loan Products:

- Consumers' Credit Scheme
- Lease Finance
- Hire Purchase
- Small and Medium Enterprise Credit Scheme
- Loan against Shares and Securities
- House Building Financing Scheme
- Financing Scheme For Contractors
- Computer Software Financing Scheme
- City Bank Maser Credit Card
- City Bank VISA Credit Card

- Working Capital Financing
- Import Financing
- Export Financing
- Industrial Financing

Organogram of the City Bank Limited:

MD &
CEO

BOARD
SECRETARIA

Managing Director	Deputy Managing Director	Chief Information Officer	Head of Human Resources	Chief Risk Officer & Chief Anti Money Laundering Compliance Officer	Head of Retail Banking	Head of Internal Control & Compliance	Chief Economist & Country Business Manager	Head Brand & Communications and Corporate Affairs	Company Secretary	Head of PR & Media	Head of Digital Financial Services
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EXECUTIVE

Senior Executive Vice President
Executive Vice President
Senior Vice President
Consultant
First Vice President
Vice President
Senior Assistant Vice President
Assistant Vice President

MID LEVEL

First	Assistant	Vice	President
Senior Executive Officer			
Executive Officer			
Principal Officer			

JUNIOR LEVEL

Senior Officer
Management Trainee
Officer
Junior officer
Assistant Officer

(who-we-are, 2020)

Figure 1 Organogram

Chapter 3

Performance Management Policy and Performance Improvement

Plan of the City Bank Limited:

City Bank Limited always ensures performance management cultures in the organization. In order to commute a fair and transparent manner in the organization CBL implement PMP and PIP policies. CBL evaluation is done for all permanent employees. As per the policy the objectives should be set at the start of the performance year, through board meetings where the Board, Managing Director and MANCOM (management committee) shall give itself certain targets along with strategies to achieve the same with respect to risk and other metrics. The employees will be monitored and evaluated against these set objectives through two formal performance review meeting; one mid-year review and one annual performance review.

3.1 Performance Management Objectives:

- Indemnifying great performance is perceived
- Constituent supports and Trainings needing bountiful performance
- Change of duties with respect to ceaseless poor performance\

- Perceive representative responsibility
- Ensure a sensible association among pay and performance
- Focus performance on key business needs to drive business results

3.2 CBL Performance Management Process Components:

- Operational
- Financial
- Customer Focus
- Leadership

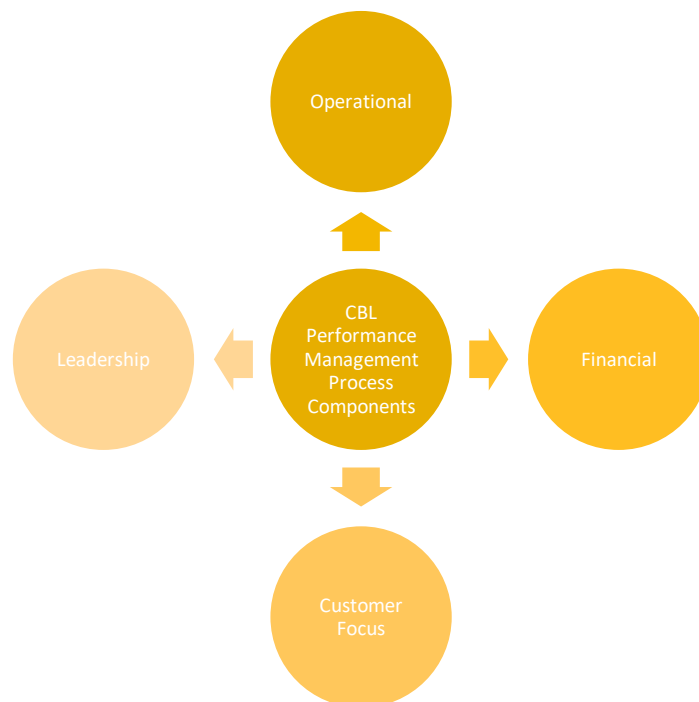


Figure 2: Performance process components

CBL, from the financial year 2018, has disposed of a particular bend system and rather evaluate performance on an outright premise. On a by and large reason, the individual gets his/her rating totally dependent on his/her responsibility. This is to mean if the individual has achieved essentially more his/her money related and non-financial targets, s/he is depended upon to get most imperative rating paying little mind to the display of others.

The City Bank will make SMART KPIs for every one of its representatives, assess performance in that and rate them in like manner. This may prompt a circumstance that a division which has performed incredibly well has over half individuals in classifications of 2 or more. Then again, if the whole office has done ineffectively, there may not be a solitary individual in the 1 class. CBL will proceed with KPIs and Values estimation being the segments of the general evaluations. The calculation of the rating will be done through a specific lattice of Performance and Potential.

3.3 RATING DESCRIPTION FOR KEY PERFORMANCE

INDICATORS (KPIS):

It is supported that employees set goal under every one of the measurements, Employees ought to allot a particular number of destinations altogether at whatever year. Goals should be explicit/extending, quantifiable, achievable, and practical and time bound. When the destinations are set, every target should be ascribed a particular load to quantify the significance and effect on the business. Proper weightages are to be doled out to the Goals by

the Manager. Weightages are required to be at least 5%. The amount of weightages connected to KPIs of a representative should be 100%.

3.4 RATING DESCRIPTION OF VALUES:

Accomplishment of City Bank as an association generally relies upon the steady exhibit of the bank's qualities. Key social pointers of every one of the worth are recognized in City Bank esteem framework. At the hour of the survey, the employees will give explicit models where he/she has shown the practices of the worth and express his/her normal rating of the worth. The qualities will be assessed exclusively dependent on show against the characterized social markers of each worth.

3.5 PERFORMANCE RATING SCALE:

Toward the finish of every year, representatives need to talk about in general performance dependent on accomplishment of performance destinations. Moderate advisory group will pick comments against employee performance targets and consistently and the general rating will be naturally determined in the structure. Division Heads will be answerable for task of appraisals for employees in their particular division in light of the presentation of the division and people and imparting it to the Committee. The Committee should endorse the evaluations. (Blogmsr)

- Is performance reliably far surpassing prerequisites?
- Is Performance meeting and frequently surpassing prerequisites?

- Is performance generally meeting position necessity?
- Is performance uncommon gathering position prerequisites?

3.6 Rating Computation:

All Appraisal Forms and last Ratings require to be sanctioned by the Reviewer of Grade Senior Executive Officer or more before introduction to Moderation Committee. Exemptions might be affirmed by the Divisional Head constantly of HR.

3.7 Planning & Goal Setting:

Goal setting is an activity which is expected to ensure that every representatives working in show to achieve association's key requirements and knows his/her employment adds to bank's overall accomplishment. Objective setting sets key course for the year and ensures course of action of individual delegate tries with business procedure gives a structure/cycle to achieve arranged work results and empowers assessment of performance against targets during year and review measure. It similarly offers commitment to year and review makes a method of compensations and acknowledgments and empowers perception of characteristics and progression needs.

The Performance Management year for The City Bank (CBL) is January to December. The Top administration of the Bank (MANCOM) is required to figure the general marketable

strategy and every division would outline their divisional arrangement dependent on the by and large hierarchical marketable strategy for the coming year continuously end of the earlier year.

3.8 Planning and Goal setting process:

- The Goal Setting stage is a community exertion. The Appraiser and the Employee will have a joint gathering during which they are required to:
- Review the employee's expected set of responsibilities to decide whether it mirrors the work that the representative is as of now doing.
- Update the set of working responsibilities if the representative has taken on new obligations or the occupation has changed essentially
- Identify and survey the connections between the representative's expected set of responsibilities, their work plan and the association's objectives, destinations and vital arrangement.
- Develop key performance goals that traces the undertakings to be finished to meet the ideal departmental/hierarchical destinations for the arranging cycle

- Identify Special Projects that the representative may have to attempt/take an interest in to meet departmental objectives
- Determine and concur upon the normal outcomes and guidelines of estimations that might be utilized to assess performance (KPIs and Measurement Standards)

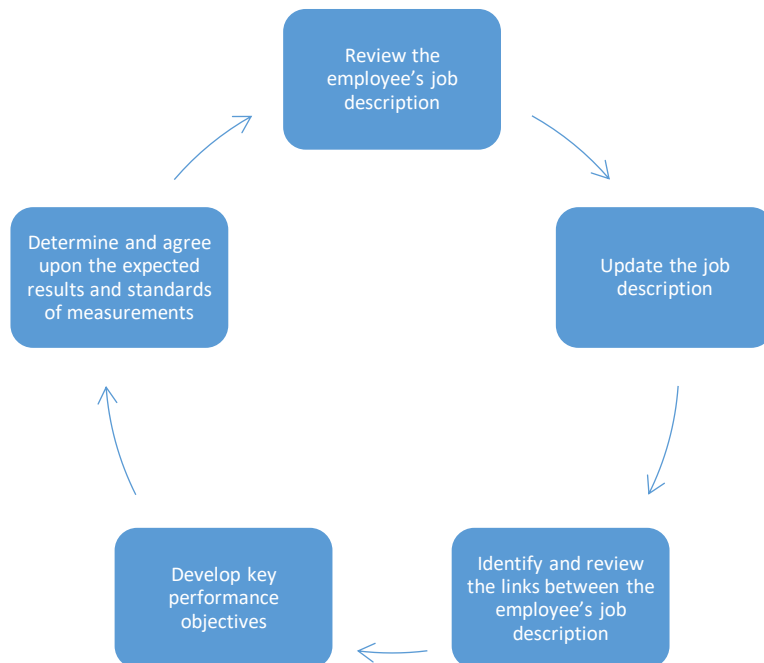


Figure 3: Planning and goal setting process

3.9 On-going Review and Feedback:

- In the Review stage, the employee and appraiser should meet routinely to evaluate representative advancement versus objectives set. The gathering should be held in any event once per month and will:

- Assess progress towards meeting performance targets
- Identify any hindrances that may keep the representative from achieving performance targets and what should be done to defeat them
- Share criticism on advancement comparative with the objectives

3.10 End of Cycle Review:

The performance appraisal meeting is an opportunity to review, summarize and highlight the employee's performance over the course of the review period.

3.11 MID YEAR APPRAISAL:

The City Bank will direct a formal mid-year examination. This will permit its administrators give criticism and make Action Plans identified with the employee's presentation in the initial a half year of the audit time frame, to such an extent that year end goals are met.

Process:

- Eligible Employees will finish the Self-Appraisal part of the mid-year evaluation frame and submit to the Appraiser.
- The Self-Appraisal should list the employee's accomplishment against every one of the set destinations.
- The accomplishments should be written with regards to the estimation norms set for the goal.
- HR needs to catch Mid-Year Ratings in the framework for some time later. Mid-year examination rating will be utilized for surveying progress made by the representative and course redresses dependent on input got from the Manager or any individuals/advantage related choices between the periods July to December. (Tisha, 2019)

3.12 ANNUAL APPRAISAL:

The Annual Appraisals are to be finished by the February of the following year. HR will impart the beginning and end dates of the cycle.

Process:

- Appraiser should audit the scores given by Appraise and rate him dependent on his genuine performance against each KPI
- Appraiser should gather contributions on the Appraise from the Reviewer and Internal Customers and remember them for the examination record
- The input furnished should be upheld with models seen at work during the year
- Appraiser ought to together recognize territories of solidarity and advancement zones, and preparing needs assuming any.

3.13 Communication to Employees:

Final Recommendation of Rating:

The last appraising of a division will be investigated and endorsed by the divisional head through a proper gathering between all the immediate reports of the divisional head. It is prompted that all the examinations are talked about before finish. It is at this level that the divisional head should bring consistence between the proposed rating of the division and the favoured ringer bend for the division. In any case, these rating may be settled and imparted to representative after audit and endorsement from top administration survey panel headed by MD and CEO.

Change in final rating:

For the situation where the employee isn't happy with the evaluation cycle and needs to report, s/he may do as such by composing/messaging the Human Resources with headline as "Examination Feedback" with a duplicate to his/her Appraiser. On the off chance that an adjustment in the last evaluating of a employee is proposed and concurred by the divisional head, it will be the duty of the divisional head to teach the line director of the representative to roll out the improvement in the examination structure through framework. Too and furthermore advise the employee about the change. When the change has been made in the structure, properly imparted and marked, the change should be reflected in the synopsis sheet of the division.

Change Proposed by review committee and communication of final rating:

Any Disputes should be featured to HR through a letter/email imparting last appraising should be shipped off the employee through the framework (can be essential for increase letter) . Any difference in rating of a person as a result of conversation of Moderation council and Managing Director will be conveyed to the concerned Divisional Head by HR. The Divisional Head thusly is relied upon to convey to the representative worried through suitable detailing chains. (Annual)

Outcome of Performance Management policy:

All things considered, two potential results of performance the executive's strategy are Rewards or Lack Thereof bringing about a Specific Improvement Plan and Training Plans for the Next Year. The Training Plan will be ordered through a synergistic methodology between Organizational Development Head and Human Resources.

3.14 Performance Improvement Plan:

The Performance Improvement Plan (PIP) should be started just when the employee has reliably been not able to arrive at wanted norms of conveyance. The cycle will look to help, guide and exhortation employees who might be encountering challenges in playing out their

obligations to the necessary norm and to furnish administrators with a reasonable system to oversee representatives who might be failing to meet expectations in their job.

Process:

- Any representative who must be given a Show Improvement Plan (PIP) will require an endorsement from the Division/BU Head constantly of Human Resources.
- The length of the PIP will be all out of six (6) months.
- During the PIP cycle, in the event that month to month targets are met in the initial three (3) months then the representative will be set in ordinary PMP cycle. Else he/she will keep on being important for PIP for three (3) additional months
- An representative can be set on the Performance Improvement Plan by the separate Appraiser whenever during the year on the off chance that he/she is recognized as an asset that requirements to improve the expectations of the doled out exhibition targets.

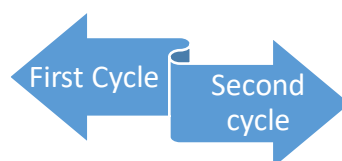


Figure 4: PIP Process

3.15 Promotion Policy and process:

The promotion policy and process of CBL is intended to set a standard rule for the qualification of advancement for the representatives of city bank. This approach will guarantee reasonableness and straightforwardness in the advancement cycle of the bank. Representative is advanced in acknowledgment of above desire performance by a employee whereby the representative is elevated to a higher part with more noteworthy obligation. Advancement might be approved just when they chose representative has the information, aptitudes and capacities expected to accomplish the work sufficiently or better at more significant levels that his/her present place of employment; and other set up necessities like changes in an individual's duties justifying are characterization of the individual's work to a higher evaluation is likewise under the arrangement. Such changes in duties regarding intricacy and work volume should be demonstrated and the officeholder ought to have a triumph record in the new job. Be that as it may, each year the advancement measures will be finished through an office request from MD and CEO.

3.16 Promotion Nomination:

Annual promotion exercises will be started by the HR Division alongside the exhibition assessment of the bank. Line chiefs ought to advance advancement proposals in the advancement structure with appropriate defences to HR alongside the presentation assessment archives after due endorsement from the division head.

3.17 Promotion Review Committee:

Promotion Review board of trustees will be set up to manage all advancement matter. While surveying the advancement assignment, audit board of trustees will zero in on whether the selection is inside the CBL strategy system and furthermore whether the advancement is being proposed for an adjustment in job which is of higher evaluation or for expansion in obligations to representative's present job.

3.18 Promotion Recommendation Approval:

The promotion review committee shall assess the suitability of candidates by considering the promotion recommendations. After finalization of all the promotion nomination, t needs to be approved by respective business units Head. No promotion across the company will be finalized or communicated before approval from the top management review committee.

3.19 Promotion Form:

Advisory group will evaluate the appropriateness of up-and-comers by thinking about the advancement proposals. After finish of all the advancement selection, it should be affirmed by individual specialty units Head. No advancement across the organization will be finished or imparted before endorsement from the top administration audit board.

3.20 REWARD AND RECOGNITION POLICY:

City Bank Limited (CBL) feels that the individual and collaboration and performance should be consistently valued and perceived to keep its employees persuaded to give in their earnest attempts. Also, more significantly by perceiving these exhibitions, we strengthen, with its picked methods for acknowledgment, the activities and practices we need CBL employees to rehash most.

This approach gives a point by point depiction of City Bank's prize and acknowledgment program and gives a far reaching comprehension of the different kinds and levels of remuneration and acknowledgment offered to representatives at CBL. There are three sorts of remuneration and acknowledgment as depicted by this arrangement and pertinent for CBL employees. The arrangement has been set up in accordance with the expense law of land where pertinent. Under this arrangement, prize and acknowledgment is one-time money or non-money grant for remarkable performance by CBL representatives.

3.21 Types of Rewards:

Staff Appreciation Program:

The principal sort of remuneration is the Staff Appreciation Program, which is a non-money related acknowledgment for a function admirably done by a representative of CBL.

Golden Spirit Award:

The second kind of remuneration is the Golden Spirit Award, which is a financial prize to people for an extraordinary accomplishment. The money related prize can be given in mix with other non-financial honours’.

The Chairman’s Excellence Award:

The third and the loftiest prize is the Chairman's Excellence Award and this is a financial honour given to CBL representatives for extraordinary individual performance, initiative that has altogether affected the business decidedly.

3.22 Findings:

- The PMP and PIP strategy enables the CBL'S agent to think about employee's individual performance, which is if that specific representative is proceeding as shown by the bank's target or mission statement. Likewise, these approaches engage CBL to think about the aptitudes the different employees have and therefore additionally the bank can set up a strategy to his/her particular destinations and lift commonly corporate obligation. (Tashbih, 2018)

- Through the whole cycle it is seen that the destinations of CBL are changed, composed exertion is found in each stage among managers and representatives.
- CBL outfits employees with capable progression openings.
- Conversational inputs have superseded metric based assessment that particularly expects to assemble the introduction yield by representatives; in the long run, inciting the progressions of affiliations.

3.23 Recommendations:

- Performance Management is the main elements of HR the executives participating in checking employee performance and dependent on which representatives become qualified for advancement. In spite of the fact that in a real sense performance Management Policy incorporates a huge no of techniques, yet in all actuality evaluation systems of a large portion of the associations are restricted somewhat. Exploration found that the association is rehearsing a weak evaluation framework and more often than not it misfortunes to accomplish employees' trust.
- Coming up next are some proposal that will include esteem the exhibition Management Policy and performance improvement plan of City Bank Limited.

- Clearly performance evaluation work as persuasive apparatuses for employee. In this way, the administration of might expand a few persuasive instruments and gives monetary and non-monetary prizes to the employees based on their presentation. This will result employee faithfulness and lift up the general performance of the association.
- The executives may tell the representative the various strategies for performance the board strategy and performance improvement plans. There should be an unmistakable and all around characterized performance evaluation apparatuses. With the goal that representative will have the option to know the models about the exhibition evaluation framework, and will have a thought regarding it and furthermore they will cause themselves to get ready for the presentation examination framework. Sourced from (Carnivaledu, 2012)
- Despite the fact that CBL appropriately assess performance of employees, acknowledges them for their commitment, and furthermore the aftereffect of performance examination is conveyed and known to representative. Yet, the cycle may have increment and start the 360 degree way.
- The board may be more worry about presenting and keeping up representative commitment in performance examination measure with a genuine adjusted of exertion, time, venture, and responsibility.

3.24 Conclusions:

The City Bank Ltd. is improving and holding decent rates of piece of the overall industry in financial area. CBL offers types of assistance customized to the particular necessities of the clients in the zone of exchange, comers and industry, other than the homegrown organization. While administrations like Credit Cards, ATMs and SWIFT installment frameworks are now set up, the bank intends to present Real Time Online Integrated Banking System with all cutting edge conveyance diverts later on. All of these achievements are happening because of adopting a winning culture which has been insured by making a human asset so that certified representatives can create ideal performance. The purpose of the paper was to discover human asset that can improve performance by improving the performance management system of banking employees and position of employees in the opportune spot just as through the profession advancement of employees as a mediating variable.

In the end, from the paper the overall achievements indicate the PMP and PIP strategy enables the CBL'S agent to think about employee's individual performance, which is if that specific representative is proceeding as shown by the bank's target or mission statement. Likewise, these approaches engage CBL to think about the aptitudes the different employees have and therefore additionally the bank can set up a strategy to his/her particular destinations and lift commonly corporate obligation.

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Appendix A:

QUESTIONNAIRE:

Personal information Name: Age: Contact: Designation: Department: Division

- Which work duties/errands do you appreciate most? Which do you least appreciate?
- How would you think your job assists the organization with succeeding?
- What do you like least about your present job? What might you change?
- What do you like most about working for this organization?
- It is safe to say that you are happy with the Performance Management Policies?

- Highly Satisfied b) Satisfied c) Neutral d) Dissatisfied e) High disappointed

- How rapidly do you need measure?
 - a) Within multi week b) Within multi week c) Within multi month d) Within multi month e) Doesn't make any difference

- As per your Job obligations, you ought to get rating.
 - a) Strongly Agree b) Agree c) Neutral d) Disagree e) Strongly differ

- In which area(s) do you need that they should deal with?
 - A) Rating b) target 0) biasness d) Residency

- . Would you recommend CBL to others for PMP Process?

- Highly Recommended b) Recommended 0) Neutral d) Prohibit e) Negative word