

Report On
The Practices of Human Resource Management of IDLC Finance Ltd.

By
Tanima Pal
19304034

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
April 2023

© [2023]. Brac University

All rights reserved.

Declaration

It is hereby declared that

1. The internship report submitted is my/our own original work while completing my 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 that 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.

Student's Full Name & Signature:

Tanima Pal (19304034)

**Student Full Name
Student ID**

Supervisor's Full Name & Signature:

**Supervisor Full Name
Designation, Department
Institution**

Letter of Transmittal

Mr. Feihan Ahsan
Lecturer
BRAC Business School
BRAC University

Subject: Internship report on “The Practices of Human Resource Management of IDLC Finance Ltd.”

Dear Sir,

I am submitting this report in order to fulfill a crucial requirement for my graduate program: "The Practices of Human Resource Management of IDLC Finance Ltd." I have a fantastic opportunity to gather a ton of information and fully comprehend the problem. I found the study to be interesting, valuable, and enlightening.

I made every effort to produce a reliable and useful report. Readers will gain a better understanding of the various HR practices employed by IDLC Finances Ltd. from the report. I value your query and criticism of the report because it will help me to increase my knowledge and diversify my expertise. I sincerely hope you will overlook any mistakes that may have occurred despite my best efforts.

Tanima Pal
ID: 19304034
BRAC Business School
BRAC University

Non-disclosure Agreement

This agreement is made and entered into by Tanima Pal and between IDLC Finance Ltd. and the undersigned student at BRAC University with the topic "**The Practices of Human Resource Management of IDLC Finance Ltd.**" It also confirmed that this article was written solely for the purpose of meeting my academic needs, and for no other reason.

Tanima Pal

ID: 19304034

BRAC Business School

BRAC University

Acknowledgment

First and foremost, I want to express my gratitude to God for giving me the strength to fulfill my responsibilities as an intern and submit the report on time. For his unwavering guidance during my organizational attachment phase, Mr. Feihan Ahsan, Lecturer of BRAC Business School of BRAC University as my Supervisor, has my sincere gratitude. Besides, I am also grateful to have Mr. Zaheed Husein Mohammad Al-Din, Senior Lecturer of BRAC Business School of BRAC University as my Co-supervisor.

Additionally, I would like to thank all of the welcoming staff members of the HR team of IDLC Finance Limited's human resource department for their guidance and hard work. In particular, I would like to thank my organizational supervisor, Md. Asaduzzaman Khan (Assistant General Manager, HR), for his ongoing support and permission to begin this report in the first place. The efforts of Ms. Khairun Nessa Nila (Senior Officer-HR) in helping to prepare this report and assist with various data collection and analysis are also to be acknowledged. I learned a lot from them and gained a lot of first-hand knowledge. Compiling this report would have been extremely difficult without their guidance and assistance.

I want to thank the entire department at BRAC Business School of BRAC University for making it simpler to apply academic knowledge to actual business situations. Without my institution, my knowledge won't be completed at all.

Executive Summary

Over the past 25 years, IDLC Finance Ltd has expanded to become the largest non-bank financial institution in Bangladesh and one of the top merchant banks. It offers services for the capital markets, institutional lending, and private financing for individuals through 19 locations dispersed throughout all of Bangladesh's major cities. This internship report aims to give readers a thorough overview of IDLC Finance Limited. It significantly affects the entire nation's economy. An economy may contain a variety of financial institutions.

Depository and non-depository are the two main divisions. Examples of non-depositories include insurance companies, leasing businesses, investment banks, and pension funds. But the company we picked, IDIC, is a special case. It is a company that manages numerous product lines. A variety of financial services are available. It has a strong commercial banking operation as well as a leasing division that is extremely well-rounded. It firmly pledges to provide loanable funds and develop the country's capital market. This study's main objective is to understand how IDIC Finance Limited's "Internal processes of Human Resources Management" operate within the organization. This study also covers IDLC Finance Ltd.'s varied products and services as well as its organizational structure. We briefly introduce ourselves before discussing the company's past. Prior to addressing our main concern, the internal procedures of Human Resources Management, we give a brief overview of IDLC Finance Ltd.'s general business operations. Given that it is a top leasing company, it is easy to imagine that it will be very successful. This is a critical time for our capital market because the majority of the world's countries are in a recession. Strong merchant banking companies like IDLC Finance Ltd can help to find a solution to this problem.

Table of Contents

CHAPTER 1

Introduction	1
1.1 Introduction of report	2
1.2 The report's historical context	2
1.3 Justification for the study	2
1.4 The Study's Purpose	2
1.5 The Objective of the Study	3
1.6 Scope of the report	3
1.7 Reporting Methodology	3
1.8 Collecting information	4
1.9 Research limitations	4

CHAPTER

Overview of the organization	5
2.1 Overview of Industry	6
2.2 Brief History	7
2.3 Description of the Company	7
2.4 Normative Principles	8
2.5 Guiding Principles	8
2.6 The company's mission, vision, and objective statements	9
2.7 Organogram of IDLC Finance Ltd	10
2.8 Items and Offerings	10
2.9 Feature products	11
2.10 Departments and Divisions	11
2.11 SWAT analysis	14
2.12 PESTEL Analysis	16

Chapter 3

Literature Review and HRM Practices in Financial Institutions	19
3.1 Literature Review	20
3.2 Historical Background	21
3.2.1 Current Government Assistance	21
3.2.2 Enrollment & Selection	21
3.2.3 Recruiting Other Personnel Activities	22
3.2.4 Mechanical Relations	22
3.2.5 Authorization	22
3.2.6 Diversity and Adaptability	23
3.2.7 The State of human capital today	23

3.3 HRM Practice in Financial Institutions -----	23
3.3.1 Guidelines for Personnel -----	24
3.3.2 'Execution Management -----	25
3.3.3 Discussion about 'Execution Management -----	25
3.3.4 The main goals of Executive Execution -----	26
3.3.5 The Significance of the performance management process -----	26
3.3.6 Performance Management Innovation -----	26

Chapter 4

HRM practices in IDLCFL and learning as an intern -----	27
4.1 Department of Human Resources at IDLCFL-----	28
4.2 Workplace Analysis and Design -----	28
4.3 Major Focus of IDLCFL HR -----	29
4.4 HR Team Organogram of IDLCFL -----	29
4.5 Principal Tasks of IDLCFL's HR Department -----	30
4.6 Recruitment system of IDLCFL-----	30
4.7 IDLCFL's Methodology for Training and Development -----	31
4.8 Training and Development -----	31
4.9 Techniques for training and development -----	33
4.10 IDLCFL performance management policy -----	33
4.10.1 Training and Evaluation Form -----	34
4.10.2 Performance Appraisal Management Policy -----	35
4.10.3 Rating and Evaluation of Execution -----	35
4.10.4 Promotion system -----	36
4.10.5 Policies and benefits for IDLCFL employees -----	37
4.11 Relationships between the Employer and Employees at IDLCFL-----	38
4.12 Internship program lessons I have learned -----	38
4.12.1 Duties and responsibilities -----	38
4.12.2 Assigned Department -----	38
4.12.3 The time period of the internship -----	38
4.12.4 Lessons from IDLC Finance Ltd -----	39

CHAPTER 5

Research Methodology -----	40
5.1 Methodology -----	41
5.2 Data source -----	41
5.3 Primary data -----	41
5.4 Secondary data -----	41

Chapter 6

Analysis & Interpretation of Survey Data ----- 42

Chapter 7

Findings and Conclusion ----- 49

Findings ----- 50

Recommendation ----- 51

Conclusion ----- 52

References ----- 53

Appendix ----- 54

CHAPTER 1

Introduction

1.1 Introduction of the report

In the contemporary business environment, the Office of human resources is one of the increasing departments. Human Resource Management has already disregarded key connections. Today's environment is changing, and the great majority of associations are emphasizing HRM practice. The affiliation is managed by the HR department rather than the system, which is the fundamental issue. Thus, enhancing long-term organizational performance requires retaining these HR competencies. Additionally, HRM practices are highly valued by IDLC Finance Ltd. Understanding the HR procedures at IDLC Finance Ltd. is the major objective of my internship position report.

1.2 The Report's historical context

In a cutthroat economy, not all partnerships must be valued highly. If there is no unclear division, a high market obtaining situation, and a degree of presenting the primary thing and organization that are offered by them, no affiliations can grow in this market. The development of increased customer loyalty and a framework for assigning responsibilities to agents and workgroups would need a major effort.

IDLC Finance Ltd. conducts its business and keeps a legal work in order to give its customers the finest service possible. The human plans of action used by the CEOs have a big influence on their success. The association's representatives are ecstatic about their jobs.

1.3 Justification for the Study

The study's justification is that the NBFIs market in Bangladesh has recently experienced both expansion and fierce competition. It becomes essential to assess the profitability and financial performance of the non-banking financial sector as it penetrates new sectors of the financial services sector. Understanding long-term financial sustainability and development, which may eventually lead to investor-customer satisfaction and sustainable dividend growth, is becoming more and more critical. Therefore, these institutions must understand the importance of optimal financial procedures.

1.4 The Study's Purpose

Quite a few adjustments have been done by IDLC Finances Ltd. to make their human resource processes more effective and accommodating for employees, from providing guidance and

helping employees recognize their strengths and weaknesses to developing and assessing strategies to encourage employee retention.

creating a pleasant work environment and nurturing and maintaining the company's culture.

With changes in market demand, the training and development process is periodically evaluated and expanded. To make hiring more practical and competitive, the hiring procedure has been improved.

1.5 Objective of the study

The primary objective of the report is to evaluate the overall HR practice of IDLC Finance Ltd , with a focus on the various stages of selection and assurance, planning and improvement, performance assessment, pay, and HR-related activities.

Broad Objective

Identifying the HRM procedures that IDLC Finance Ltd. coordinates is the broad objective.

Specific Objective

Understanding the internal organization and association structure is the specific objective.

1.6 Scope of the Report

The main objective of IDLC Finance Ltd. is to carry out asset management activity, particularly through developing and administering mutual funds to meet the various needs of investors, both private and public. Not the number of people we employ or the number of clients we serve, but the number of lives we have changed, is what truly drives us. Even though we value profitability highly, we also like nothing more than making people smile. The IDLCFL ads have helped the business increase its user base and market share.

1.7 Reporting Methodology

When writing this paper, I used two different approaches. The two techniques I've employed to gather data are:

Primary data

Each component of the primary data was assembled separately. They answered a formal survey that was sent to their email address in an anonymous fashion. The responses were interpreted using email

Secondary Data

I have dealt with papers and interpersonal conflicts in addition to acquiring unique material from the Internet. I'll be more precise about my sources:

1. Online and publications
2. IDLCFL website
3. Annual financial reports from IDLCFL
4. Social network
5. Several periodicals, books, newspapers

1.8 Collecting information

This study is based on information gathered from various sources. Data from pertinent information sources have been gathered via books, journals, websites, and the company's annual report. Vital sources including appropriate deskwork, planned messages, and genuine perception have been used in conjunction with the additional cementitious components to accomplish this test.

1.9 Research limitations

Since it is impractical to provide all of this organization's legal information, which is also extremely sensitive, during the writing of this report, I encountered a tremendous degree of skepticism. To provide all internal information in this report would therefore be impracticable. Instead, this report was created exclusively based on the availability of this data both on-site and in the association's annual report. Additionally, when preparing this temporary job report, human errors must be taken into account. There are a few constraints to mention:

Time restraint

The time restraint was the main restriction. During my internship, I gained a lot of knowledge. But it wasn't enough for me to research and fully comprehend the department's activities and procedures. As a result, I was unable to conduct a more thorough study and present the results in my report.

Confidentiality

Due to business standards, staff was forbidden from providing the material that was pertinent to my study, which was a severe downside.

Data quality

Measurement flaws, such as incorrectly reading questions or incorrect data entry, may impact the reliability and accuracy of the data obtained.

Social biases

Participants may be more likely to give comments they feel are socially acceptable than honest ones, which could affect the validity of the results.

Bias in sampling

The results may not be broadly applicable since the sample of participants may not be representative of the larger population.

It is crucial to be aware of these restrictions and take action to lessen their potential influence on the researcher's findings.

CHAPTER 2

Overview of the organization

2.1 Overview of Industry

In order to meet the numerous financial needs of various economic sectors, non-bank financial institutions (NBFIs) are essential. They consequently contribute to a country's economic expansion and financial system's complexity. The founding of banking institutions, according to Goldsmith (1969), is the initial phase of a country's financial growth. NBFIs become more well-known alongside the banking sector as the expansion process advances. Both have the ability to make a significant difference and free up savings for purchases. They usually compete with one another because they are both active in the process and working to satisfy the same needs. The fact that each can carve out a niche and perhaps penetrate a market that the other cannot, however, makes them complementary to one another. In more developed nations, there are many different types of non-bank financial institutions, such as insurance firms, finance companies, investment banks, and those that deal with mutual funds and pensions after retirement, while financial creativity is erasing the distinctions between these institutions. Financial institutions in numerous nations have adopted both banking and non-banking financial service packages to satisfy the changing demands of their consumers. NBFIs are businesses in Bangladesh that must be licensed and regulated under the Financial Institutions Act of 1993 (FIA '93). NBFIs engage in underwriting and acquisition activities, as well as the purchase and repurchase of shares, stocks, bonds, debentures, or debenture stock, or securities issued by local or national governments. They also offer loans and advances for housing, real estate, agricultural, business, and government. The practice of hire-buy transactions, which involves renting out equipment or machinery and investing money in firms,

The organization of the financial system may be utilized to emphasize the importance of NBFIs. When it comes to obtaining capital and using it for investment, commercial banks have come to dominate Bangladesh's financial sector. Due to structural limitations and the rigidity of numerous restrictions, banks were constrained to a fairly narrow range of financial services and were unable to grow their activities in all anticipated areas. The asset-liability mismatch that might result from their attempts to mix long-term funding with short-term resources, however, could put pressure on the company's financial base. By offering cutting-edge financial goods, they were also unable to dramatically broaden their operational focus. These restrictions led to the creation of NBFIs in Bangladesh as a way to promote industrialization and economic growth.

2.2 Brief History

IDLC Finance Ltd., the first leasing company in the country, was founded in 1985 with support from the International Finance Corporation (IFC) of the World Bank Group. Technical assistance

was provided by Korean Development Leasing Company (KDLC), the largest leasing company in the Republic of South Korea.

The company's distinctive institutional shareholding structure, which is primarily made up of financial institutions, enables it to continuously improve through the exchange of knowledge and a professional approach at the most senior levels of policymaking.

IDLCFL offers organizational and individual clients a variety of banking services and solutions to meet their various and unique needs. Among the products offered are lease financing, term financing, real estate financing, short-term financing, corporate financing, merchant banking, deposit schemes, debentures, and corporate consulting services.

The company has a paid-up capital of Tk 250,000,000 and a Tk 1,000,000,000 authorized capital (10,000,000 shares at Tk 100 each) (2,500,000 common shares at Tk 100 each). Additionally, IDLC has established two entirely owned divisions, IDLC Securities Limited and I, Cons Limited, to provide customers with solutions for security brokerage and IT, respectively.

2.3 Description of the Company

The IDLCFL has developed over the past few years into one of the leading associations in the nearby protective trades and the largest multi-asset, multi-section nonbanking financial association in Bangladesh. When it was founded in 1986, the single-thing leasing company had five employees. Since then, it has expanded into a multi-thing, \$750 million business with departments for corporate, SME, retail, and capital markets. IDLC currently provides service out of 39 branches and corners spread across 15 metropolitan areas with more than 1300 employees. Excellent management, legal consistency, and straightforwardness are the three pillars of IDLC.

The organization places a high priority on effective strategic planning and sound financial management. The Bangladeshi financial sector is happy to have IDLC as a carrier and connection, and independent bodies frequently evaluate IDLC for the qualities that benefit its business. Since 2011, the IDLC has been working to improve and increase its capabilities by promoting new ideas, products, branches, deal groups, channels, and so forth. In 2014, the Organization started utilizing these initiatives and made its way into the market. IDLC started expanding skylines and challenging conventional business practices in 2014.

2.4 Normative Principles

In order to meet the various and unique needs of its institutional and private clients, IDLC, a multi-product financial institution, offers a broad range of financial services and solutions. The

following is a list of the guiding principles that guide IDLC's organizational practice. Customers first: Since the IDLC views its clients as the center of all activity, it has grown alongside them. Since it forms the foundation of IDLC's business model, customer service is given top priority.

Innovation

In order to meet the needs of business owners in a challenging economic environment, IDLC has consistently developed cutting-edge financial products. The concept of innovation is ingrained in workplace culture.

One-stop shop

At IDLCFL, the job begins with idea generation and progresses to feasibility analysis and, finally, a financial arrangement for carrying out the project. Using a range of financing techniques, such as lease financing, term loans, bridge loans, syndication, common shares, preferred shares, and debentures, IDLC gives clients financial advice, supports them, and even plans to finance for them.

Professional experience

The IDLC team consists of some of the most intelligent and inventive people in the country. Because of their vast industrial database, decades of operational experience, and talented team, they have unmatched advantages.

Professional ethics

The experts at IDLC uphold the highest norms of financial and commercial business ethics in all of their interactions with clients. IDLC has put forth a lot of effort over the past 20 years to meet the demands of its clients and investors.

2.5 Guiding principles

IDLC is a financial business structure that provides a variety of financial forces in response to client requests and makes arrangements for organization and entity clients to understand their diversification and unique requests. The organizational exercise of IDLC is shaped by the strategy and morality that have been mentioned.

Customers come first

at IDLC Finance Ltd, which believes that all actions should be taken to benefit its clients. Among all actions, clients receive benefits and are given the highest priority.

Professional Knowledge

To outperform its rivals, IDLC Finance Ltd gathered the most creative and trained minds in the country. IDLC has developed a range of useful skills and a stellar track record.

2.6 The company's mission, vision, and objective statements

The business envisions itself as the nation's top innovator and provider of financial solutions. Their goal is to uphold the highest standards of ethics while generating the most value for all stakeholders. They pursue customer satisfaction tenaciously by providing high-caliber services.

Through a consistent return on investment, they maximize shareholder wealth for the benefit of the investors. By establishing IDLC as a center of excellence with opportunities for career development, they give their employees a fulfilling job as well as by acting as a good corporate citizen, they benefit society by enhancing the well-being of society as a whole. Long-term value maximization for stakeholders is their aim.

Vision

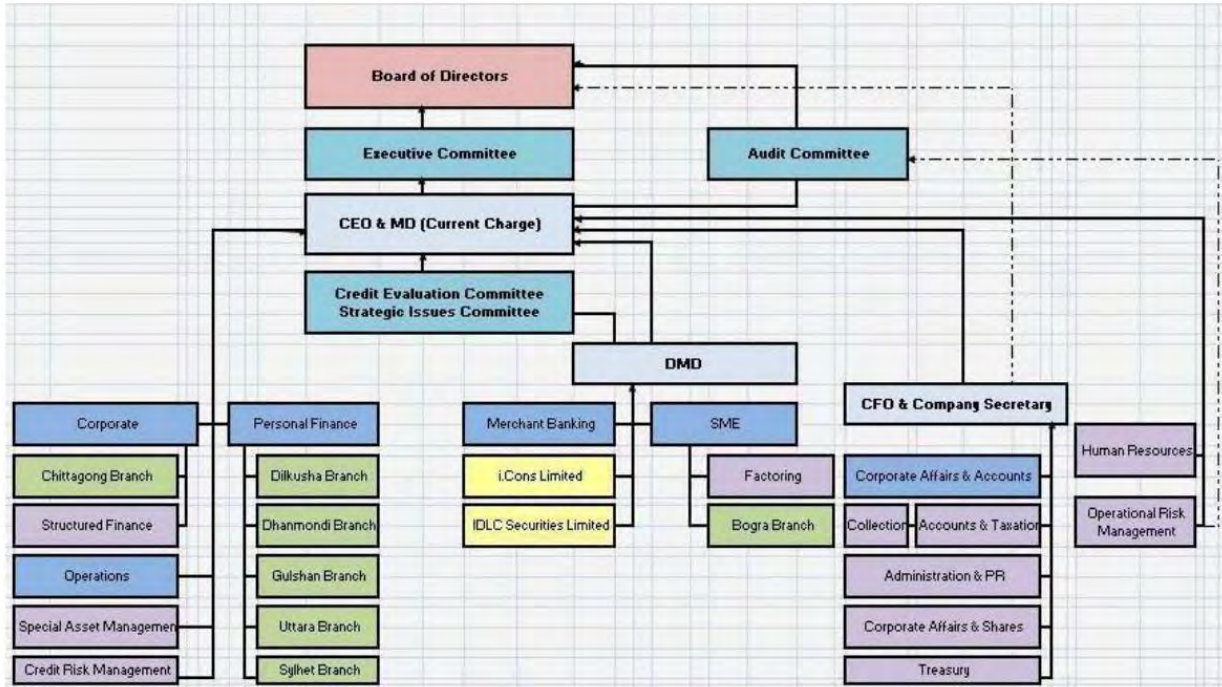
- Become the most trusted and successful asset management firm
- Become the nation's top supplier of innovative financial arrangements
- Offer customers the best financial offices;

Mission

- Create the highest possible estimation of a large number of partners;
- Adhere to the highest moral standards
- Maximize investors' wealth through a supported profit from the venture,
- Maximize customer loyalty by providing high-quality services,
- Provide work fulfillment by making IDLC a center of greatness with opportunities for career advancement.

2.7 Organogram of IDLC Finance Ltd

The board of directors, managing committee, and MD make up IDLC Finance Ltd.'s organizational structure. Directors on the board include the following:



2.8 Items and offerings

IDLC constantly seeks to diversify into other financial services with long-term prospects in order to ensure steady and long-term growth and to strengthen its competitive edge in a changing and demanding business environment. By adding Housing Finance and Short Term Finance to its menu of offerings in 1997, it broadened the scope of its clientele and significantly aided IDLC's expansion and financial success. Early in 1999, IDLC launched its financing, management of issues, corporate funding, and other investment banking-related operations after receiving a merchant banking license from the Securities and Exchange Commission (SEC).

2.9 FEATURED PRODUCTS

The following are the goods and services.



Home Loan

IDLC Home Loan gives you the confidence to purchase own space to live in freedom.



SME Loan

IDLC SME Loan features convenient repayment to reduce the burden on your finances.



Deposits

Choose IDLC, and enjoy a life free of worry, the life that you and your family deserve!









Corporate Loan

Make your corporate endeavor a success with our innovative and comprehensive solutions

Home Loan Services

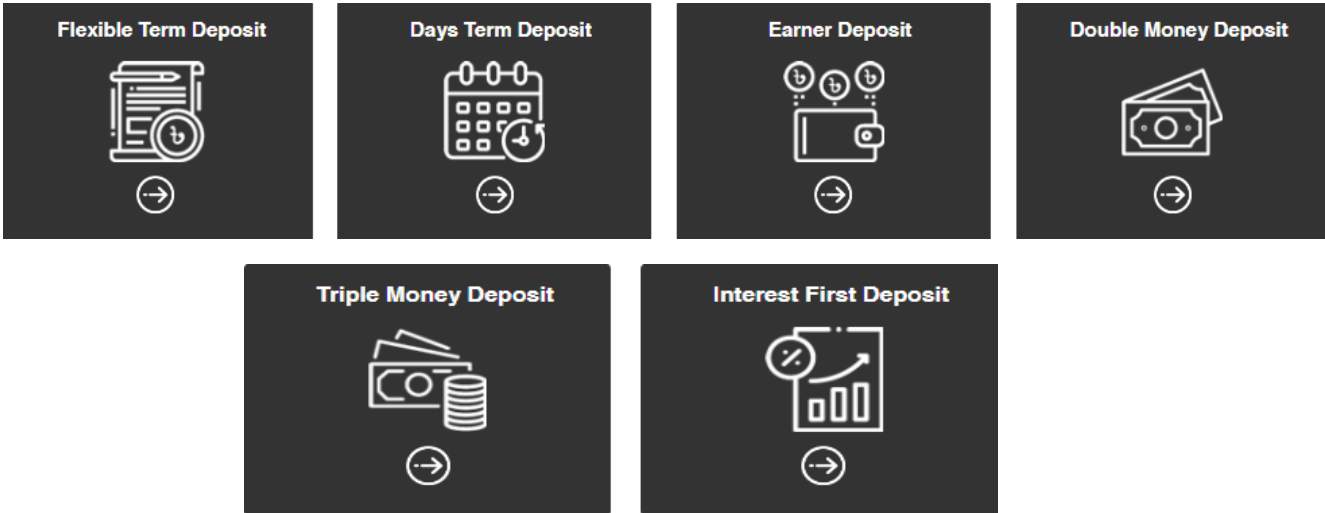
Apartment Purchase Loan  →	Home Equity Loan  →	Home Loan Shield  →	Construction Loan  →
Affordable Home Loan  →	IDLC Semi Paka Loan  →	House Purchase Loan  →	Commercial Space Purchase Loan  →

SME Loan Services

SME Term Loan  →	Purnota (Women Entrepreneur Loan)  →	Seasonal Loan  →
Commercial Vehicle Financing  →	SME Shombhabona  →	IDLC Udbhabon  →



Deposit Services



Corporate Loan Services



2.10 Departments and Divisions

The company is divided into departments that support daily operations and divisions that primarily deal with goods and services. They are-

Divisions are integrated-

- Corporate division
- SME Division
- Personal Investment
- Structured Finance
- Operations
- Merchant Banking
- Factoring

Additionally, it has a variety of Departments to carry out their tasks effectively, including:

- Credit Risk Management
- Operational Risk Managing
- Personnel Resource
- Taxation and Accounts
- Special Asset Management
- Management and PR
- Department of the Treasury

2.11 SWAT Analysis of IDLC Finance Ltd.

I have discovered that IDLC Finance Ltd. conducted a SWAT analysis to determine its internal strengths and weaknesses as well as its external opportunities and threats.

Strength

IDLC is one of the obvious monitoring organizations in Bangladesh that has developed a brand symbol and been successful in obtaining consumer recognition.

The IDLC account imposes restrictions on the overall joint work arrangement. the all of the financial advertising in Bangladesh Most of the brands that IDLC Fund Limited examines have grown in popularity, flexibility, and customer trust. Since its founding in 1985, IDLC Finance

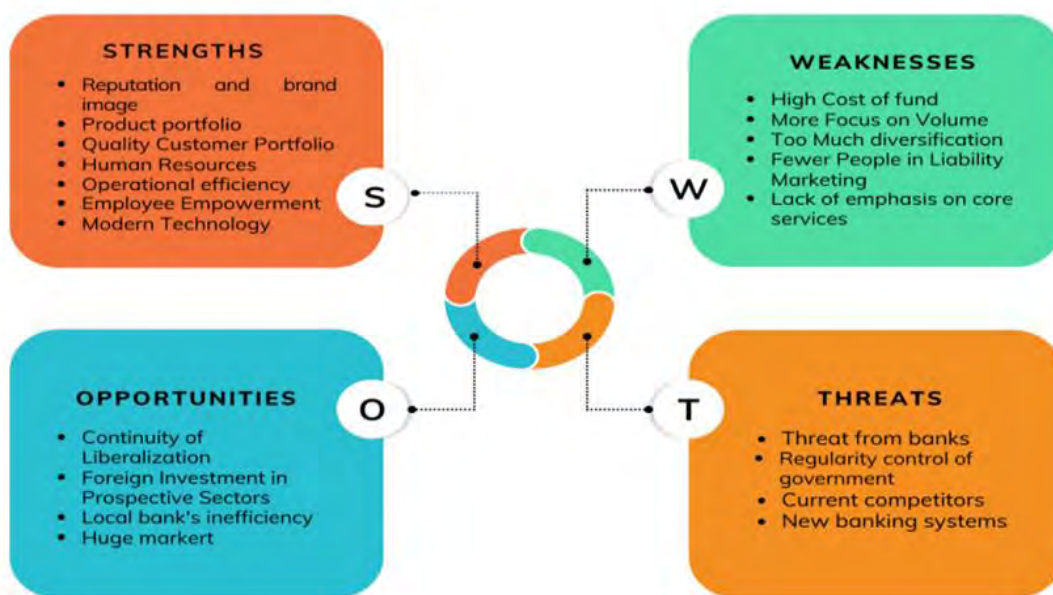
Ltd. has expanded tremendously. It established a reputation for itself by creating distinctive and eye-catching goods, and it still satisfies the needs of a wide range of clients. IDLC provides a range of goods to meet the needs of the customers of each business.

It has a wide range of products for a wide range of customers, and legal usage of that range has propelled it to the top of the non-banking financial sector.

The association's management staff is capable and has a general work ethic, which is an essential tool. The representatives are encouraged to progress since they get along with everyone and work as a team. They possess talent, effectiveness, and creativity. They received aid from the group in both a technical and moral sense.

Weakness

The storage costs for IDLC are greater than those of banks, just as for all other NBFIs. Since NBFIs can get storage for periods of time less than a year, no effort is being taken to lower the typical cost of reserves. Sometimes focusing on too many different topics degrades administration and basic tasks. The board office will filter resources despite the fact that IDLC has a credit risk, but on occasion, the company may lend money to customers who might harm the portfolio nature of the firm out of goodwill, an old friend, or reputation.



Opportunities

In our nation, foreign investment has grown significantly over the past several years. As a result, every financial institution now has the opportunity to expand into new, developing industries.

In our nation, banks have not yet made a complete commitment to supporting local communities, and support for business ventures is missing where rental groups operate. This continues to be the case in this area.

Threats

The bank has set up new departments and is focusing on the rental market, which is dominated by NBFIs. This can invalidate the examples and make the challenge in this part more challenging. The method is enabled by Bangladesh's flimsy legal system's manual land recording procedures and insufficient abandonment regulations. The danger of fraud and the issue of advance repayment to defaulters are both brought up by this approach.

Despite this, the organization has several difficulties and problems in commercial areas. However, in order to maintain operations in the commercial district, firms must determine their own course of action and reasonable conditions. As it grew older, IDLC Finance Ltd. had several challenges managing its operations, but it never ceased. They are now showing pioneers because they have established themselves and used all the tools and resources at their disposal to help them overcome challenges and fend off dangers.

2.12 PESTEL Analysis of IDLC Finance Limited

Prior to evaluating an organization's performance, political, economic, sociological, technical, legal, and environmental research is crucial, and knowing where and under what circumstances the firm works is crucial to judge IDLC Financing Limited's position in the market. To demonstrate their effect on IDLC Finance and the Bangladeshi industry as a whole, the following factors are explored.



Political factors

Among other things, political concerns include tax laws, labor laws, environmental rules, trade restrictions, tariffs, and political stability. The political environment of this young country is always agitated, which has an impact on many aspects of everyday life. because of political unrest since the stock market behaved erratically in October 2006. In this time, the economy as a whole was in decline. All investments and development projects came to an end. The security market was also erratic. The index occasionally had a sharp rise followed by a significant collapse. People are therefore reluctant to engage in the security market. Following the events of September 11, 2001, the political environment drastically changed.

Economic factor

Interest rates, currency exchange rates, and inflation are examples of economic variables and consumer spending and buying habits are determined by economic factors. Despite Bangladesh's political upheaval, the fiscal year 2015–2016 recorded a record 6.7% growth rate in GDP, by the same time, the export-focused manufacturing sector expanded by 10.47%, and by the end of 2006, foreign exchange reserves hit a record high of \$3.9 billion. However, growth predictions for the 2021–2022 fiscal year were scaled back as a result of the significant Covid-19 situation. Foreign currency holdings currently total more than \$4 billion. The current bank interest rate is 7%. Yet there is a lot of inflation. The cost of basic requirements getting high.

Social factors

Social determinants include age distribution, population growth rate, health consciousness, and career among other things, attitudes and safety attention. These are the factors that have an impact on a society's core beliefs, perspectives, preferences, and behavior. Individuals grow up in a social environment that influences their core values and actions. Any enterprise's ability to exist and thrive in a given society is influenced by these influences.

Technical factors

Technical considerations may affect entry barriers, the minimum level of production efficiency, and outsourcing choices. They may include ecological and environmental issues. Aspects including R&D efforts, automation, technology incentives, and the speed of technological advancement are examined by technical factors.

It is a common belief that technology rules the current world and that only those who are technologically competent will survive. Technology-related variables can lead to novel inventions, market possibilities, and new advances.

Environmental factors

Globally, there is more emphasis on environmentally conscious businesses and sustainable funding. This has arisen in response to the escalating environmental hazard. Regulations now place more focus on sustainable funding.

A good opportunity to increase green finance activities is provided by the central bank's independent refinancing fund. By generating long-term value, IDLC is committed to promoting sustainable development. Stakeholder value, environmental value, and community value. Our dedicated green banking business has performed brilliantly since its establishment in 2014.

Legal factors

Businesses operate under tougher rules and regulations, and the law is applied consistently and rigidly, creating a more level playing field. More focus should be placed on capital adequacy and the application of loan loss provisions. Focus on strengthening the bases of financial institutions by conducting thorough stress tests. Due to its track record of strong legal and regulatory compliance, IDLC is well-regarded in the financial services industry. Keeping tight links to government and business entities.

Chapter 3

Literature Review and HRM Practices in Financial Institutions

3.1 Literature Review

HR highlights the necessity of exploiting people's strengths to obtain a competitive advantage through a specific set of duties whereas the human resources board is an important tool for managing professional relationships. The human asset is a critical component of every organization and must be handled appropriately.

Many businesses may have adequate resources but lack the know-how to handle them in a timely and effective manner. Nonetheless, human capital is the association's standard for operation and guidance to suitable performance. Global and unusual business conditions have created new hazards for people and organizations. Organizations lose the capacity to compete with local and worldwide competitors if they do not provide prepared, quality, and consistent work, resulting in the lowest degree of financial success.

Businesses that properly manage their human resources department attain higher levels of performance, more prestigious corporate esteem, more profitability, and finally meet the aims of their investors, financial experts, consumers, pioneers, and general public demands. In recent years, the association's working environment has encountered several problems, including large global and public issues, fast twists of events and frequent movements, changes in the socioeconomic structure of the population, developments in the more comprehensive use of information, and so on. To illustrate the worth of the human asset division to the representatives, chiefs should make an effort to understand how the board's human resources are tied to legal achievement. As a result, the notion of human asset separation is frequently used.

Human resources are constant throughout time in complicated and confusing situations; Several books and articles were taught by instructors from American Business Schools throughout the 1980s to raise awareness of the human asset guideline. Because of its many roots and as a result, human capital comprises critical parts of an organization's primary concern, such as isolation, practice, informational theory, social and multi-level brain science, humanism, mechanical connections, and definitive speculation. There is currently no globally agreed definition of a human asset and what it means in our everyday business context.

Human capital is essentially significant in today's connection since it enables a top company to employ agents; by improving their levels of customer service, productivity, advancement, perks, and quality control spread across various interrelated relationships. For example, activities, occupations, structures, and viewpoints necessary to attract, maintain, and grow the firm human asset practices in a modern partnership.

- making preparations;
- management of the board;
- emphasis points and rewards;
- compensation;

- career growth.

Humans have the impression that their desires cannot be satisfied, and after their first need is addressed, they will attempt to satisfy their second need. With the satisfaction of the second need, the human is ready for the third. As a result, this chain is continually going ahead. The major chain of need demonstrates the importance of taking aggressive steps. The first is a physiological need, which includes all basic needs like food, water, sex, and rest; the second is a prosperity need, which includes growth, work, family, and prosperity; the third is social relationships like connection and sexual closeness; the fourth is certainty, confidence, and respect from others; and the fifth is a creative mind, basic reasoning, significant quality, and experience reasons for existing. There are now a number of comprehensive concepts; the usefulness of this theory in assessing reasons to increase agent motivation is examined. When the organization practices all of these levels for the agents in their unique vocation, the organization may be confident of maintaining the employees for the major season.

9Cs is a way for preparing with this hypothesis. A chief or supervisor might use the nine Cs as a tool to understand a delegate's motivation. Supervisors and administrators should ask these nine questions when identifying an issue specialist. They would not contemplate abandoning the movement if their worries were highlighted through the presentation of their requests.

Is the employee capable of carrying out the action correctly? Administrators frequently presume that their subordinates can complete their allocated obligations and disregard them in their own way. Given their inexperience at work, new delegates who are relocating should exercise utmost caution. Furthermore, the working positions of supervisors and managers will accumulate the capacity of the new agreement until the supervisor retires. If managers or supervisors do not take this active action, new workers may rapidly become problem delegates.

3.2 Historical Background

Human asset loading has gone through various monikers until the cows come home.

In most cases, the name change was a direct result of a shift in social and economic circumstances. From the beginning of time, economic techniques have been used.

3.2.1 Current Government Assistance

For businesses, current government assistance was the typical sort of human asset. The preparing plants legislation required that male-abundant plant evaluation take place. Legislation was created to restrict the enormous work hours for young women and men by introducing a 60-hour workweek. Alliances began to develop during this time period. The first professional association

conference was held in 1868. This signaled the start of prolonged talks. As a result of Seebohm Rowntree's filtering of a unit of measurement, a social function was organized.

3.2.2 Enrollment & Selection

Recruiting young people during a vital period of the conflict. Efforts by the government to maximize individual usage hindered labor force increase during the critical general war.

On unstable production lines, it became important to have an administrative support specialist in weapons-manufacturing facilities. The military powers have made significant progress. The military concentrated on the best way to address test cutoff points and IQ scores in conjunction with other workplace evaluations of human body components. The public master's foundation developed and circled prospective consequences of spotlights on confirmation tests, system interaction, and preparation procedures.

3.2.3 Recruiting Other Personnel Activities

During the subsequent world war, priority is given to recruitment and assurance, then planning, improving purpose and motivation, discipline, prosperity and security, collaborative communication, and compensation methods. This required the creation of a work power office with a set of employees.

3.2.4 Mechanical Relations

There were more contacts between the chiefs and the workers throughout the conflict. This suggested that places of employment took on responsibility for their affiliation and relationship. The importance of aces as well as wealth and security have attracted attention.

The personnel director acknowledged the necessity for experts to handle contemporary contacts after consulting laborer's organizations/shop stewards and employed a member of the association. There were important mechanical correlations. The heightened warmth of this era enhanced the level of expert work in modern relations methods. The chairman of the workforce might discuss pay and other general problems.

3.2.5 Authorization

Business permission was increased, and the workforce served as the master counsel to make sure that heads and cases complied with the law.

3.2.6 Diversity and Adaptability

An important case in point was when managers looked for flexible designs to increase the amount of hours that agents worked as a result of an increase in low-maintenance and temporary arrangements.

the process of division creation. The workforce and types of labor are evolving, making standard enrollment procedures useless. An increase in online usage implied a shift in contemporary culture. While roles were lost in more traditional domains like stores, this led to new openings in internet business. This implied that agents will have more opportunities to work remotely. Affiliations must take into account the problems that these improvements bring up. The activities of HRM leaders will alter as developments take place.

3.2.7 The state of human capital today

We promote the following master's degrees in the present market for human capital:

- A wise choice (despite several pieces of employment law)
- (Counting wages, perks, and annuities)
- Providing (for instance, disciplinary, reiteration, and enrollment mechanisms)
- Relationships at Work (compiling execution and absences from the board)
- Learning and development Association growth and rearrangement

These controls make sure that your firm is following best practices, abiding with the law, and employing its personnel by examining systems, processes, and procedures. The group and organization gain from this in terms of money and operations.

3.3 HRM Practice in Financial Institutions

The improvement of how people should be overseen and explicit HR activities are included in the contextual analysis of Bangladesh's HR strategies and practices. The terms "staffing," "arranging," "assessing and redressing," "planning," and "improving labor relations" all pertain to HRM activities and processes.

The correct individuals are placed in the appropriate roles inside a company thanks to human resource planning. The organization uses personnel as a basic HRM practice to support and manage its international obligations. The procedures involved in filling available positions within a business with qualified people include recruitment, determination, and situation.

An administrative method for regulating individual performance in businesses to improve overall performance is the performance appraisal. Payouts ought to be less substantial. The employee's career may be able to grow as a result, giving him the chance to rise within the company or participate in international data exchanges that will help him with important arrangement planning.

The fundamental cycles of preparation and development are focused with aiding the acquisition of skills, information, and perspectives that lead to more effective authoritative displays.

Graduates have a poor opinion of an organization's lack of training and development strategies. Planning is a sign of efficient management, which involves undertaking troughs risk ignoring. High potential staff members may not ensure success. Instead, they should remember what the government has said.

3.3.1 Guidelines for Personnel

We are using human resource management strategies as we assess the formal standards that the company has developed for planning, reviewing, and fulfilling. Many

If these arrangements are explained clearly, incorrect assumptions about employees' and businesses' organizational rights and obligations can be avoided. Like any other business owner, the chore of updating the human resource policy will be put off in favor of concentrating on the expansion of the current company.

A new business owner should create a business plan, even if it's a basic one based on a template, according to business experts and business law experts. It is crucial to have documented procedures since they are important for conveying understanding of what procedures are and ensuring that human resources use them consistently and correctly throughout the business. Additionally, issues related to worker rights and hierarchical structures surface quickly in state and federal courts, necessitating the organization's HR strategies. It must be either written or verbal and be a component of the worker organization's business understanding.

Without provisions that are precisely stated, the company is in danger. Entrepreneurs make careful to handle the following crucial human resource challenges while hiring new employees:

- Work-life balance introduction of policies;
- employee classifications;
- workdays, paychecks, and pay stubs
- Payroll allowances,

- pause and lunch breaks, and
- overtime pay
- Planning trips, taking trips,
- taking sick days and personal time off,
- receiving pay raises and performance reviews, boosting performance, and
- using termination procedures.

In order to develop a draft human asset plan, informational templates from many sources are searched. Two reliable sites that cover a wide variety of business topics are the Society for Human Resource Management and the National Human Resource Association. Conflicts of interest may build up in a few areas, thus the director must implement HR procedures intelligently and consistently. the most common example are-

- Interaction,
- Connection with the management and board of directors,
- set up time for the board.

3.3.2 'Execution Management'

Executing the board is a broad and complex HR function that includes staff utilization development programs, cooperative goal-setting, regular advancement surveys, swift correspondence, criticism and instruction for improved outcomes, and rewarding successes.

The board's execution is an important and well-coordinated procedure for reaching a typical business result through improved execution. Establishing what constitutes good execution and creating the technology and practices required to measure execution are both components of executive execution.

3.3.3 Discussion about 'Execution Management'

The performance of the executives includes how chiefs rate representatives, how staff members evaluate their directors, supervisors, and coworkers, and how lone experts evaluate their exhibition. It is based on the assessment of how employees have completed responsibilities inside a company in order to enhance future performance. A sustainable leader makes an effort to offer feedback and solicit input from staff members on a regular basis rather than depending on infrequent inspections. This decision regards modifications to the employee's ongoing responsibilities as necessary. Directors are expected in a large number of firms to provide detailed instructions on how employees are to proceed toward a certain task. High force separation is the name given to this style of executive strategy.

Although globalization has given businesses new prospects for expansion, it has also made managing a staff from many areas and nations more difficult. Supervisors must make sure that social norms are taken into account in addition to making sure that workers are represented by an organization's policies. Administrators need to understand and assess the factors that encourage employees to work efficiently. In certain nations, receiving money is likely to be seen as important, whereas in others, being close to home and having obvious wealth may inspire more sympathy.

3.3.4 The main goals of Executive Execution

- Permitting employees to fulfill standard employment execution criteria.
- Create a system of two-way communication between managers and employees to make work and responsibility requirements clear. Identify and remove barriers to effective execution by watching, guiding, and providing interventions.
- Laying the groundwork for significant planning, development planning, advancement, and performance-based execution of several authoritative decisions.
- They must also encourage staff members to get the information and skills they require in order to grow their careers and develop as individuals.

3.3.5 The significance of the performance management process

In order for businesses to properly distribute remuneration, it is crucial that representatives understand the job that is expected of them and receive timely feedback on how they are doing in comparison to expectations.

As with KSA inputs, the expected yield (results obtained), repercussions, and strategies for attaining outcomes are important points of contention in an association's meeting with the board. Participated in audits of the achievement of defined targets and evaluations of outcomes. Focused on fostering a culture of confidence and common perception in areas like the explanation that encourages the open flow of information at all levels; Preoccupation with demonstrating that the group desires to build a bright future.

3.3.6 Performance Management Innovation

When the business sector's heavyweights started to emerge and organizations realized the need to include an "execution the executives" clause, the phrase took on new significance. entire board cycle into organizational design to improve overall effectiveness and execution.

Chapter 4
**HRM practices in IDLC Finance Ltd. and learning as
an intern**

4.1 Department of Human Resources at IDLC Financing Ltd.

IDLC has a right due to its ugliness. It places a strong emphasis on people as the most precious resource, provides training that includes engaging participants in cutting-edge financial industry simulations, and behaves more like a successful boss. In order to achieve sustainable results, such as: Maintaining each department's workforce and work teams, IDLC promotes a workplace that is characterized by respect, trust, involvement, and teamwork as well as opportunities for professional and personal growth.

- Managing the resources that are available and all cross-functional teams.
- Making strategic decisions, dismissing personnel, establishing succession plans, and fully putting them into action
- Making payroll regulations and hiring, firing, and motivating personnel.
- Implementing new rules that help develop business culture and accomplish the desired result
- putting new rules into place that help create business culture and accomplish the desired result
- Managing HRD with effective HRIS management.
- Performance and GAP assessments to make it possible to develop a thorough staff performance maintenance program and to offer training in accordance with it.

4.2 Workplace Analysis and Design

The head of IDLC said The review and inspection of a job's tasks, duties, aptitudes, tools, information, and skills necessary to carry out the work successfully constitutes job analysis. After job analysis, the work is structured and particular talents and responsibilities are allocated to people or organizations during the occupation configuration step.

The word "occupation examination" describes the process of assessing a work or activity in terms of its many elements, such as hierarchical structure, labor activities, and educational content. The process produces a suitable, ideal, and modified data set of occupation-related information that can be used in a wide range of applications, including the creation of standard, individualized, PC-based, and basic event preparation projects and materials, the creation and arrangement of work titles, the composition of expectation sets, and the preparation of association documents.

The terms "work investigation" and "word-related analysis" are occasionally used synonymously in IDLC. Investigations into activity and words are frequently seen as identified within the firm. The cycle focuses on assessing a profession's linguistic makeup, work activities, and curriculum.

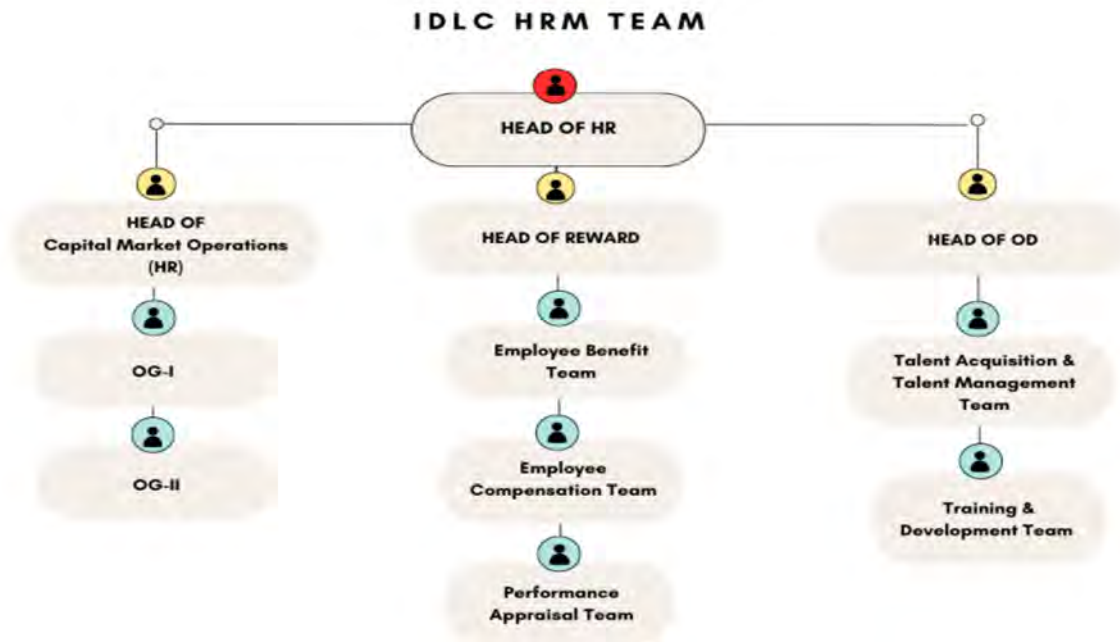
4.3 Major Focus of IDLC HR



4.4 Principal Tasks of IDLC Finance Limited's HR Department

- ★ controlling all aspects of the organization's environment by putting in place a thorough people management system.
- ★ Hiring personnel in accordance with organizational needs and resources available.
- ★ Scheduling training and development initiatives in accordance with human resource management and figuring out employee adaptability.
- ★ Managing the performance review process to assess each employee's overall performance.
- ★ 41
- ★ Establishing a mechanism for the payrolls of all employees.
- ★ Establishing a human resources division that benefits both the company and the employees.
- ★ The coordination and upkeep of policies, services, and programs useful for handling any arbitrary situation.
- ★ Including succession planning, job rotation, staff retention, and job description analysis to identify critical workers' roles, among other things.
- ★ Compensation management of employees and job evaluation.

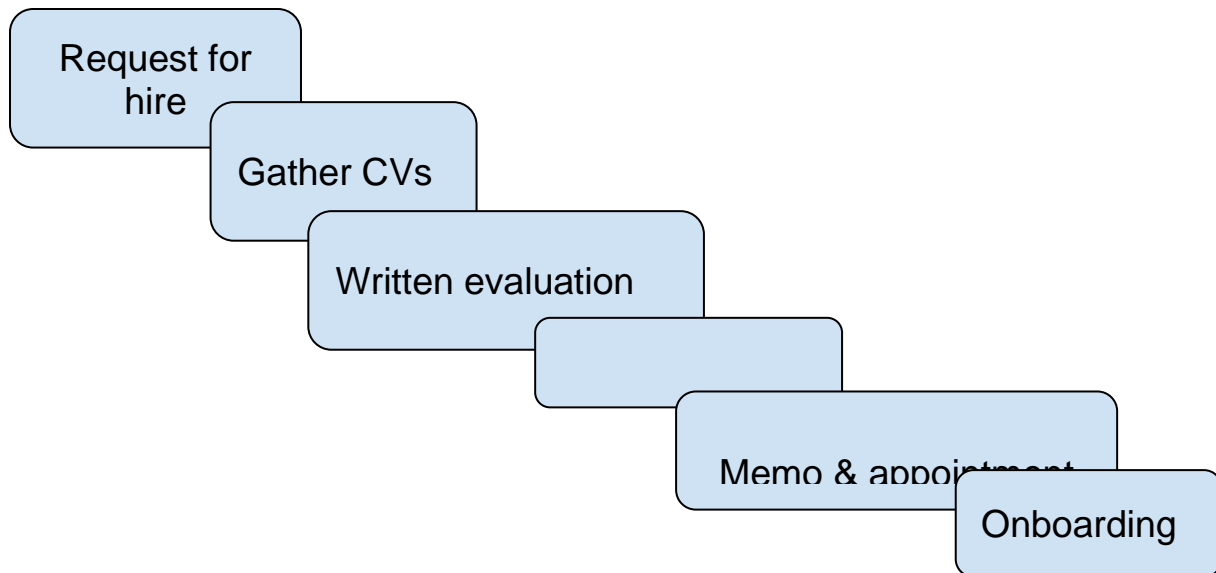
4.5 HR Team Organogram of IDLC Finance Limited



4.6 Recruitment system of IDLC Finance Limited

At IDLC Finance, the employment process is flawlessly conventional. Post an advertisement for HR hiring in the media and on the bjobs website. They were chosen as a result of them meeting the standards. The chosen candidate is then interviewed by IDLC Finance. If they passed the subsequent written examinations, candidates had to show up for the interview. Candidates who pass the written test must next go through a final interview with the directors. Finally, candidates are contacted on the position they have applied for. The recruitment procedure is as follows:

- Step 1. A request for a hire
- Step 2. Gathering and choosing CV matched with JD
- Step 3. Writing evaluation
- Step 4. Final interview
- Step 5. Memo and letter of appointment
- Step 6. Onboarding



4.7 IDLC Finance Limited's methodology for training and development

The IDLC sponsors the creation and building of top-notch educational facilities and offers other exceptional possibilities in response to the demands of certain clients. While there is a greater emphasis on training and career prospects, employees are also urged to take charge of their own growth. The organization offers improved training and workshops both locally and abroad to help its representatives become the best. Since IDLC Finance views its employees as its most precious resource, a lot of time and attention is put into fostering their professional and personal growth.

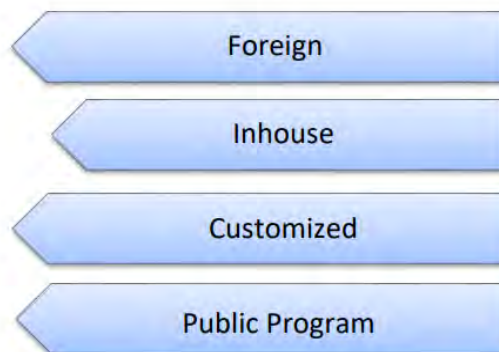
1. **Technical Training:** IDLC offers technical training to teach staff members how to operate particular equipment or technologies. Computers, staff attendance devices, and fresh programming are a few examples.
2. **Skills Training:** The training provided to representatives to enable them to carry out their specific roles is referred to as skills training. For instance, a secretary would receive specialized training to manage incoming mail and answer phone calls.
3. **Soft Skills:** Training in soft skills includes, among other things, IDLC's administrative programming, MS Office, and other things. It also covers character development, greeting and inviting customers, relationship building, and deterring indecent behavior.
4. **Professional Preparation:** Exams and jobs that are constantly evolving and changing, like those in the medical sector, are performed for professional preparedness. The personnel working in these departments must be consistent.

5. Team Building Exercises: Team building exercises bring employees' collaboration to a higher level of clarity and synchronicity.

4.8 Training and Development

Different tiers of employees get various types of training. Utilizing IDLC funds, specialized occupation preparation programs, technical training in actual settings, temporary work training, and pivot approach training are used to develop qualified professionals and administrators. Customer loyalty is a topic that is frequently taught to customer care staff.

Lectures, group discussions, role-playing, conferences, etc. are all examples of training that is given to those who are in management or administrative roles, according to IDLC. The following training is provided to those involved in administrative projects: Management Games to foster dynamism, Programs to identify potential leaders, Sensitivity Training to understand and influence employee behavior, Simulation and Role-Playing, and Programs to improve communication, human relations, and administrative skills.



Foreign Training

For senior and middle-level staff, IDLC Finance arranges a lot of overseas training. This kind of instruction is generally offered by foreign instructors in Malaysia, Singapore, and Bangkok, USA. The trainees return to the workplace after finishing the training program and mentor the other staff members there.

Customized Training

When several employees need the same instruction, the IDLC Finance training team visits the training facility to conduct the program. This sort of program is also economical because it benefits both the participants and the company as a whole.

In-house Training

Internal training is when staff members get instruction on grounds owned by the business. An IDLC Finance instructor teaches these courses.

Public Program

In accordance with the TNA, the IDLC recommends employees for the training courses put on by various regional training companies.

4.9 Techniques for training and development

- E-TNA and online training;
- various training courses;
- tools for training software; and
- enhanced training efforts.

4.10 Training and Evaluation form

This training and evaluation form from IDLC Finance Ltd. enables the training team to assess the appropriate level of training in light of the needs that were successfully satisfied as a result of the training sessions.

Name of the Employee	
Department	
General information	
Designation	
Title of the workshop	
Trainee Category	<input type="radio"/> Local <input type="radio"/> Foreign <input type="radio"/> Customized
Q) Will all the training programs meet the need of the employees required for?	
<input type="radio"/> Yes <input type="radio"/> No	
Q) Training materials are sufficient for the programs?	
<input type="radio"/> Yes <input type="radio"/> No	

4.10.1 Performance Appraisal Management Policy

In essence, **9Box Evaluation Tools** have used evaluation tools. It appears that these assessment techniques are quite successful. Because they believe it is a tool that lets employees know how competent they are to accomplish the objective in accordance with their capability level of contributing effort, organizations often prefer employing these effective tools. Employees using this tool must select their primary objectives on their own while also entering and completing the necessary job-related information. The design of the evaluation is based on KPIs.



Strong HR practices are followed by IDLC Finance Ltd. As a premier corporation, it dominates the financial market. To achieve the aim, they must completely fulfill the target. HR plays a delicate part in resolving the issue. To achieve this aim, employee performance reviews are more crucial. In order to properly evaluate personnel, the organization uses the 9Box Evaluation tools. This performance evaluation methodology is quite common and reliable.

Two different types of performance appraisal methods are used by IDLC:

- 1) Job outcome and
- 2) behavioral goals

Job Result:

During execution evaluation, managers and supervisors receive a wealth of reliable data regarding a representative's overall performance during their time working with the IDLC.

This execution evaluation technique is typically employed to jointly quantify the outcomes, the measure of work produced, for instance, the volume of the store and the credit, timeframes and the skipped.

Behavioral agenda:

A lead agenda includes a rating system that illustrates both efficient and inefficient working practices.

These procedures link different conduct metrics that have been determined to apply to the activity. Additionally, this method is used in IDLC for performance evaluation. Here is a section of the behavioral agenda system.

- After learning about any complaints, calls clients.
- Talks with the client about any concerns.
- Importantly gathers the truth behind clients' complaints.
- Communicates information about objections to clients and handles problems to meet their needs.
- Make early plans for daily activities.
- Broad advertising plans over the upcoming month.
- Gather information from consumers, competing salespeople, corporate documents, and other sources.

4.10.2 Rating and Evaluation of Execution

The whole IDLC delegation will be evaluated independently on two fronts: the workers' predetermined destinations and their behavior in relation to the IDLC Values.

Based on the overall assessment given without regard to these two boundaries, an individual's overall evaluation will be determined.

The representatives will receive their results or assessments once the Performance Appraisal and Rating cycle is completed.

4.10.3 Promotion system

High-responsibility hiring is essential for both the business and the employees in today's workplace. For instance, trust theories have identified components of predicted benefits based on expert incentives. This demonstrated the need for every professional to take into account all pertinent information and make an intelligent decision in light of the present, reasonable conditions. In this way, the laborer's tremendous effort will lead to the anticipated acknowledgment and fulfillment of a certain need. Such a sign calls for the firm's human resources exertion and refreshes the explanation of the main workings of the legal prize system.

IDLC Finance Ltd. moved forward in accordance with how successfully they achieved the goals of their offering. A model, especially the ESAU model, is used to poll them. Each year, workers

advance after achieving a goal, every quarter or every half-year. Superior, Average, Unsatisfactory, and Excellent (ESAU)

4.10.4 Policies and benefits for IDLCFL employees

Plans among the policies and benefits available to employees are-

- ❖ Personal loans.
- ❖ house and auto loans.
- ❖ life insurance, and hospitalization.
- ❖ Leave privileges.
- ❖ phone allowance.
- ❖ Newborn baby gift baskets for colleagues.
- ❖ Employee wedding gift program.
- ❖ Fund for employee gratuities.
- ❖ Employee provident fund.
- ❖ employee welfare fund.
- ❖ scholarship for their child's education.

4.11 Relationships between the employer and employees at IDLC Finance Limited

Providing a healthy work environment for every employee

At all times, IDLC Finance Ltd. works to give its workers a healthy work environment. Their employees are the most significant resource for the business, as was previously said. Always following safety regulations and making an effort to use natural light for interior illumination in workplaces. The office is replenished and cleaned each day. Numerous employee training programs are secure as well.

They provide things like employee health insurance, all-encompassing medical security, monthly health checks, fire safety training courses, and more.

Establishing Equal Rights and Opportunities

By upholding Equal Rights at All Pay Levels, It is Committed to giving Equal Chances to All Employees. Workplace discrimination is prohibited on the basis of gender, religion, age, ethnicity, and other factors. Equal rights are primarily prioritized by the company through HR and corporate policies.

Internal communication process

Internal communication is the process by which an organization shares its total information. Having effective internal communication channels is crucial for success. For IDLC Finance, they have established a reliable internal communication pathway. They make an effort to connect across branches using a range of links and portable servers. Most employees communicate via phone and email. Most branch meetings are conducted by video conference. Every time it is judged essential or when a fresh issue or concern needs to be brought up in front of all employees, a meeting is called. This made it possible for any member of the IDLC Finance Ltd. staff, from the CEO to the line manager, to create an internal communication network and connect with one another, which led to market success.

Work-Life Balance

A plan for flexible working hours or flexible leave that is available to representatives is referred to as work-life balance. Legislative privileges may be violated by these behaviors, which are normally permitted to the representative in order to satisfy their needs outside of the office. As long as the commitments of the institution are not jeopardized, DCU is especially supportive of these activities, whether they are meant to promote family responsibilities, study, or health. Since IDLC Finance gives its workers the opportunity to do so, this company enables them to maintain a healthy work-life balance. Employees enjoy the typical work environment by recognizing a balance between work and family life. This perk is available to those who work here, in addition to leading happy personal lives. Thus, this may result in a difference.

Ethical Principles

Adherence to an ethical code of conduct is the main determinant in determining an organization's success. These policies must be followed by every employee. To create a fund for charitable endeavors, they have a social forum called "Khushir Khower" that was created and is still maintained. For instance, if a project involves individuals who need financial assistance or who are experiencing other difficulties, all the employees would donate money to help these people. This is comparable to upholding moral principles and making a positive impact on society. They are not acting unethically toward society by providing a range of loans, funds, and financial-related services; rather, they are strengthening it.

Goal: To win distinctive admiration and boost our reputation among people we serve.

Rules: If you have any questions about whether or not anything is ethically right, ask your master for guidance. Be moral; act morally in all professional collaborations. Promote others' growth as moral leaders in their professions and organizations via teaching and mentoring.

4.12 Internship program lessons I have learned

4.12.1 Duties and responsibilities

My basic duties and obligations were as an HR intern-

- Managing databases,
- sorting resumes and conducting interviews,
- conducting joining processes,
- delivering training presentations,
- interacting with qualified candidates,
- invigilating exams,
- creating joining files,
- managing personal files for new hires,
- Employee details update
- conducting pre-employment verification calls, etc.

4.12.2 Assigned Department

As an intern at IDLC Finance Ltd. I had the great opportunity to work with the Reward as well as Talent Acquisition departments of HR and had the chance to learn the whole HR process of this financial institution.

The department that was assigned to me was the HR Team: Reward

4.12.3 Time period of internship

Started: January 1, 2023

Finished: March 31, 2023

4.12.4 Lessons from IDLC Finance Ltd

As an HR intern of IDLC Finance Ltd of the Reward department, I have learned a lot of things as an HR professional and the most common of those are -

- How to work well under pressure: There was a significant backlog of files when we arrived during the first week. Sometimes I was left with all the work because the other interns or my teacher couldn't come in for a variety of reasons. However, I was able to finish the last

assignment competently and successfully, demonstrating to myself that I can work well under pressure.

- Improved communication and interpersonal skills: Prior to working for the organization, I was uncertain about how I would adapt to living overseas. But when I spoke with my colleague more, I was able to get along with her and my communication skills also improved.
- Conceptual and observational skills: Over the course of the three months, I learned about the paperwork required to join and the procedures for having it authenticated, the procedure for bringing files in for analysis, and other criteria, such as the ratio required to make a file, among other things, a sanctioned object needed a form.
- Using office equipment: Before I ever had a need for them, I learned how to operate a variety of office equipment, performing jobs like photocopying and scanning, among others.
- Time management: I approached time management sincerely from the beginning. I used to be early for my lessons. Since time is a scarce resource at work and I have obligations outside of work, I've learned to maximize it.
- Professionalism and Corporate Responsibilities: I had the opportunity to network with high management and collaborate with accomplished experts. The tactics and techniques they utilized to succeed in their jobs were occasionally mentioned, and by doing so, they significantly increased my awareness of professionalism and corporate responsibilities in the financial business.
- Communication: When I initially began working at a corporate office, I needed to learn how to talk eloquently in front of both authorities and a huge crowd. I discovered that every communication has a unique style thanks to formal e-communication platforms like the email. It's like speaking with my customers, the staff at the business, other people and items, and the top executive.

Chapter 5

Research Methodology

5.1 Technique

A variety of survey questionnaires were used to collect the data for my survey. I mainly used both ordinal and nominal scales when making questionnaires. The required data was gathered by using both primary and secondary sources.

Sample Size: A total of 25 employees who took part in the survey were included in the sample for this report.

5.2 Sources of Data

Primary Data

Each component of the primary data was assembled separately. They answered a formal survey that was sent to their email address in an anonymous fashion. The responses were interpreted using email.

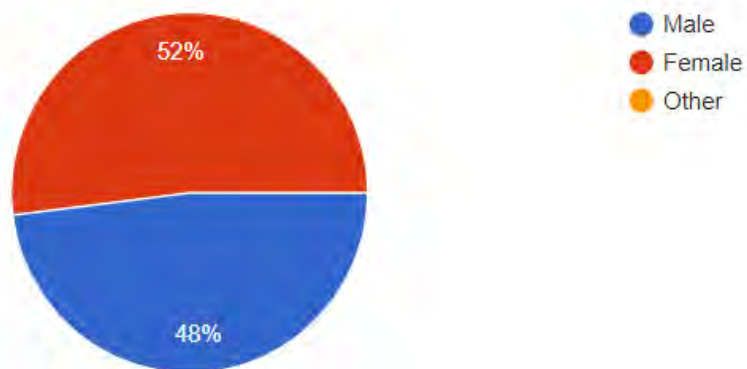
Secondary Data

Other data were generated from the websites of IDLC Finance Ltd. and Google, in addition to the primary data. I used a credible paper from a researcher on Google Scholar after compiling data and conducting several internal studies, which I listed in my reference list. I got a lot of help from both primary and secondary sources to finish my research and understand employee job satisfaction clearly.

Chapter 6

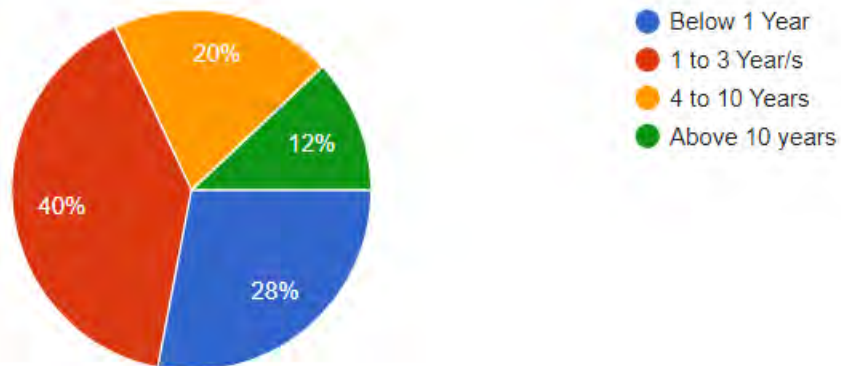
Analysis & Interpretation of Survey Data

1. What gender are you?



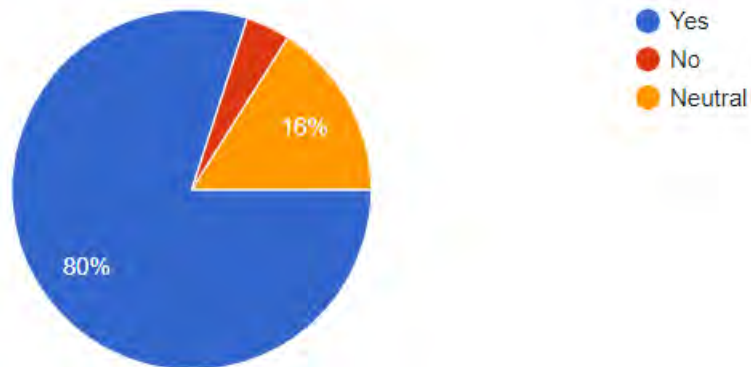
✚ Among 25 responses, Males made up 52% while females made up 48%. They are all now employed with IDLC Finance Limited's Gulshan Branch as I shared my form with the Gulshan branches' employees with whom I worked.

2. How long have you been employed by IDLC Finance Limited?



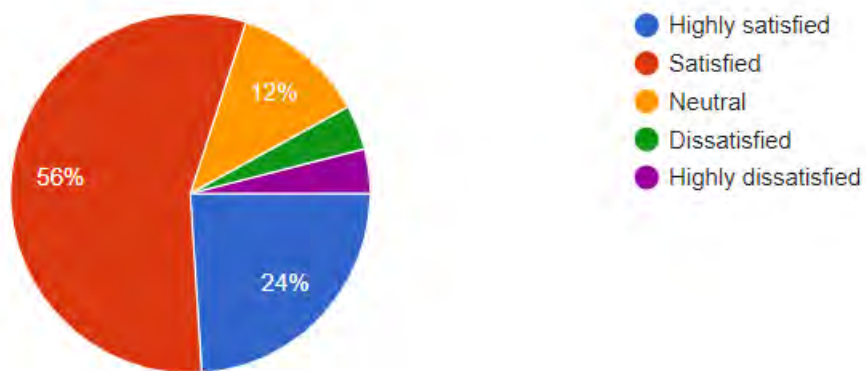
✚ According to the graph, 40 percent of the respondents had one to three years' worth of experience working in the IDLC Finance context which is highlighted most. After that, 28% of the workforce stays with IDLC Finance for below 1 year. Besides, employees in between 4 to 10 years or above 10 years are 20 percent and 12 percent in number. This information indicates that most of the workers at the Gulshan Branch are recent hires.

3. Are you happy with the pay your company is offering?



✚ In the graph, the greatest percentage of the 25 respondents are pleased or extremely satisfied with the pay provided by IDLC Finance which is 80 percent in number. Besides, very few percentage of people are having neutral mind with the payment they got and it is 16 in percentage. That suggests that their compensation plans are enjoyable for their employees, which is a solid indicator of employee work satisfaction.

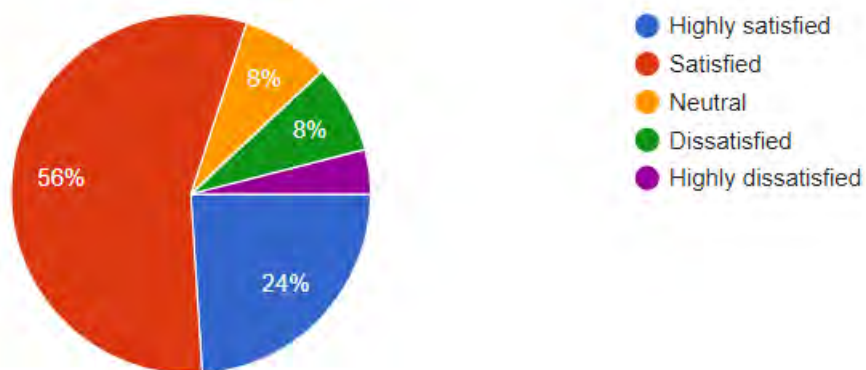
4. Are you happy with the daily tasks assigned to you to perform for the company?



✚ A consistent internal working pressure inside the organization is the cause for the employees' contentment, as evidenced by the fact that 56 percent people among 25 respondents reported satisfied with their daily workload. Moreover, the second highest

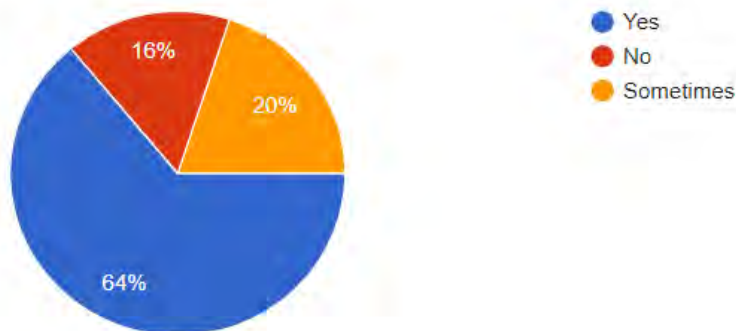
number is 24 in percentage which expressed highly satisfaction with the work load in work place at IDLCFL of Gulshan branch.

5. Do you find the incentives offered by organizations to be satisfactory? (Annual Profits, Bonus, and Medical Allowance)



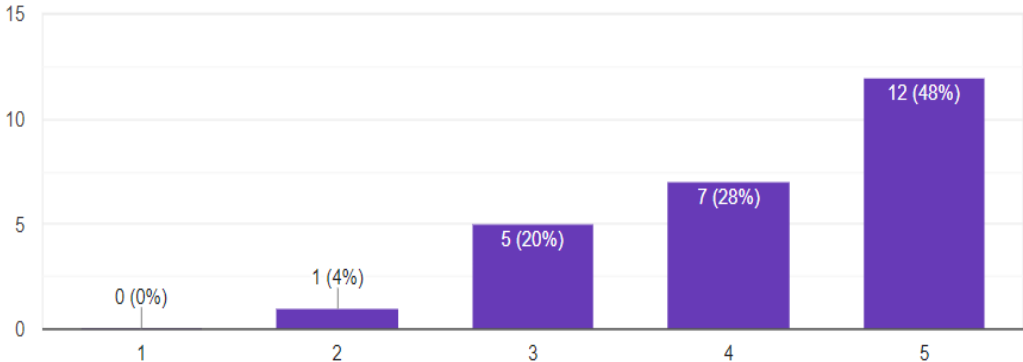
✚ This pie chart indicates that IDLCFL is offering incentives at a satisfactory amount to their employees as 56 percent of employees are satisfied with it and 24 percent are highly satisfied. Moreover, employees who are dissatisfied and neutral about it are both 8 percent in number which is very lower.

6. Did the organization give you any recognition for your success?



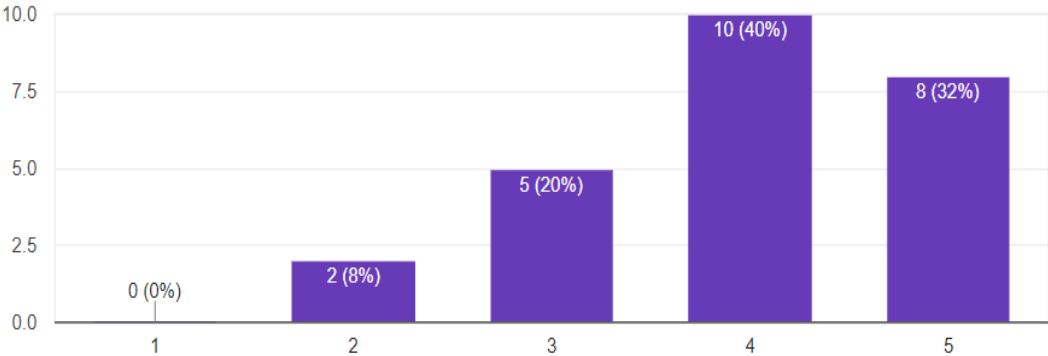
✚ This graph shows that most of the employees are assured that they get recognition from their company which is 64 percent in number among 25 of the respondents. Though 20 percent of people agreed that sometimes they get recognition.

7. How satisfied are you with the organization's workplace?



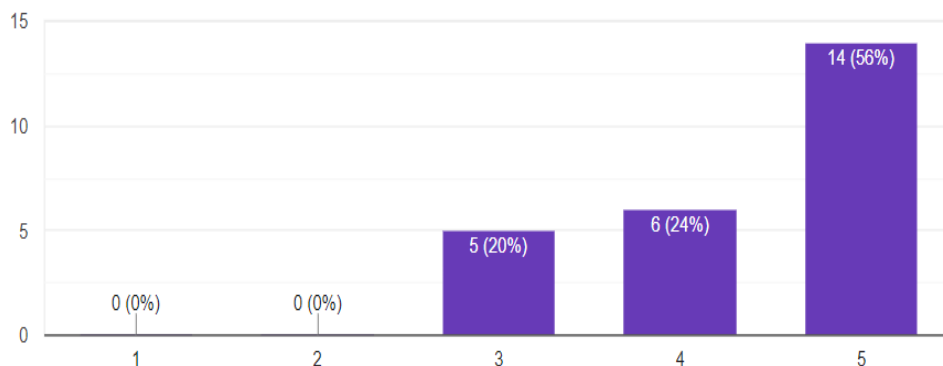
✚ About 12 respondents expressed higher satisfaction with the number of 5 and 7 responded 5 in the 1 to 5 scale with the workplace culture at IDLC Finance. And only a small number of people are ecstatic. The majority of IDLC Finance Limited's employees are content.

8. Do you feel that your boss has given you enough encouragement in the workplace?



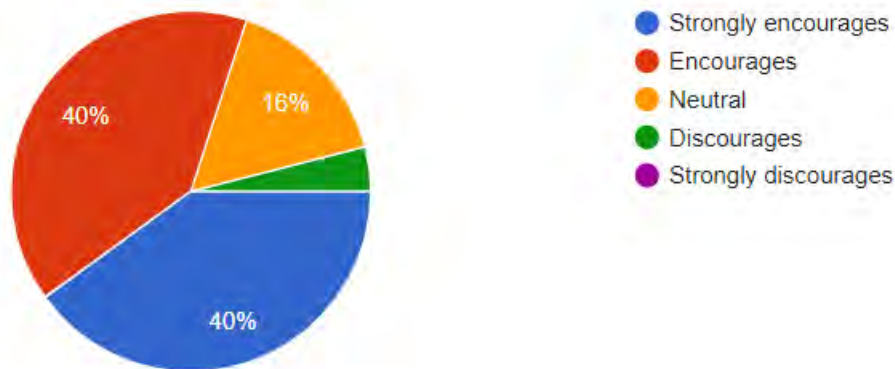
- ✚ From the perspective of getting inspiration and encouragement from the upper level, we can say that most of the workers are really positive about getting inspiration from their boss but not everybody is this much lucky. Almost 8% of the total responders are negative about getting inspiration while the rest of them are somewhat positive (72%) if not neutral (20%).

9. How do you feel about the overall working environment?



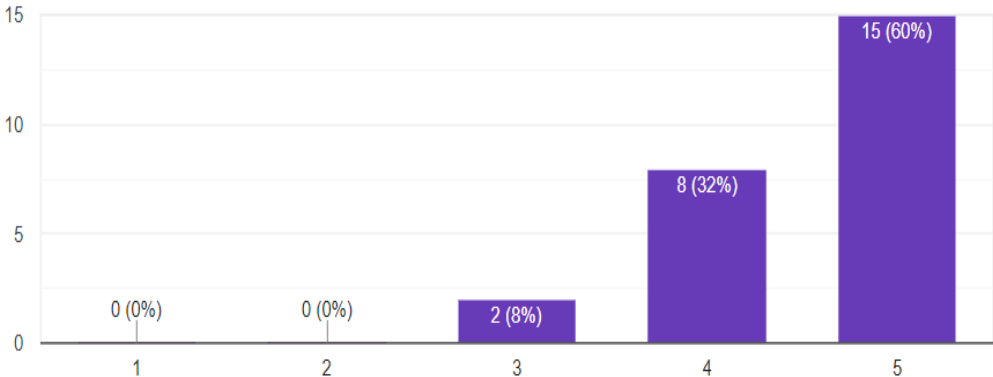
- ✚ It is seen from the survey that 56% of the people suggested they have an excellent environment to work in. The rest of them are divided into having a very good and somewhat good work environment rather than a hostile environment. So it is safe to say that almost all of the responders are positive about the working environment.

10. Do your organization encourage new ideas?



✚ This pie chart from the 25 respondents is showing that, IDLC Finance Ltd. is welcoming for new ideas and innovation in their workplace. People feel encouraged and highly encouraged both are 40 percent in number at Gulshan branch of IDLCFL.

11. Do you recommend someone to work at IDLCFL?



✚ In this graph, shows that the majority of the employee is recommending IDLC Finance Ltd. for working here. 15 people among 25 are highly appreciated to working here for newbies while 8 people are appreciated also. It represents that, people are highly satisfied with the organization and recommending others to be a part of this great org.

Chapter 7

Findings & Conclusion

7.1 Findings

The employees of IDLC Finance Limited are very satisfied with the pay, benefits, and other forms of compensation that the company provides. In general, other NBFIs don't provide as much compensation as IDLC financing. According to the survey, the workplace is welcoming, and employees indicated this

response. They can gossip when they're free. This relaxation will result in fewer restrictions for employees. The regular duties for their business are also not too demanding. The workforce is not under any pressure. They may take a break or take a nap if they finish their assignment in the allotted time. This is an added benefit at IDLC. They received constant encouragement from their managers and supervisors to accomplish their goals. One of the primary reasons for employee contentment is because of this.

In response to open-ended questions, some supervisors received suggestions on how to boost employee performance by reducing the stress of the month's end. They will be able to give their organizations more effort as a result. Additionally, good boss relationships are something that every organization needs. Actually, the Gulshan branch's overall level of job satisfaction was satisfactory during the survey. These are the study's primary findings.

7.2 Recommendations

IDLC Finance Limited is an outstanding company in the financial sector in every way. An association's success is influenced by the best workplaces in the sector, the best corporate management, standards that place a premium on honesty and integrity, a dedication to clients, and strict adherence to agreements. Even though IDLC is the best performer in the finance industry and I worked there as an intern, I think there are still some untapped markets out there.

- IDLC can reduce interest rates on various loan types because it has a sizeable amount of liquid funds that nobody can earn. In this situation, if IDLC Finance lowers interest rates, it will be able to retain more of its current clients and attract new ones.
- IDLC must work with other financial institutions to establish a suitable credit risk environment in order to manage credit risk effectively.
- The non-performing loan management strategy that IDLC must use includes setting acceptable standards, limiting hostility toward different industries, loan securitization, and upholding an open framework for assessing lending facilities.
- Officers should be more careful when approving loans for new clients because there have been instances where account holders have falsified information on the Verification form or where the officers have made mistakes. IDLC NPLs are primarily sourced from national accounts.
- To solve problems, customers must learn about credit risk management. physical identification of bodily specific information.
- identifying the most risk-sensitive borrowers in the portfolio. Prior to making a loan, IDLC ought to learn more about its customers. They can visit Bangladesh Bank and carefully examine the financial statements from reputable lenders to identify risky Oro borrowers.
- Determining risk sensitivity in relation to place. Customers should be aware that Bangladesh does not have many locations where either the growth rate or repayment is low on average.

7.3 Conclusion

The largest NBFI in the country, IDLC Finance Ltd., has made a significant contribution to the country's financial development. The company is always growing. Leasing loan applications from the consumer division are one of many factors that are causing this development. Thanks to its incredibly talented, knowledgeable, and experienced staff, the Operations and Credit Risk Management Department of the Consumer Division ensures that the administration is distributed quickly and efficiently. The standards and guidelines established by the Bangladesh Bank are also strictly followed in this section. Dedicated to both the financial and social spheres, IDLC Finance Ltd. constantly evaluates the overall environment, taking into account the political, social, economic, and cultural factors.

These factors make IDLC Finance Ltd. a great location for economics, accounting, and banking students. The internship at a financial institution will present numerous chances for actual issues. It also presents a fantastic opportunity for system administration. Therefore, I suggest that recent graduates finish their internship at IDLC Finance Limited. Due to these aspects, an intern in finance, accounting, or economics would do well to complete their internship at IDLC.

One will have a one-of-a-kind chance to observe how a financial institution responds to problems in the real world by participating in an internship here. Additionally, this is a wonderful opportunity for networking. As a result, I suggest that recent graduates complete an internship with IDLC Finance Limited in this department.

References

Balan, Robert S. "Top Reasons to Study Human Resource Management in 2023 from an HR Expert - Mastersportal.com." Masters Portal, 17 November 2022, <https://www.mastersportal.com/articles/2755/top-reasons-to-study-human-resourcemanagement-in-2023-from-an-hr-expert.html>. Accessed 9 April 2023

"Case Study on Performance Analysis of Human Resource Management of IDLC." Academia.edu, https://www.academia.edu/43222282/Case_Study_on_Performance_Analysis_of_Human_Resource_Management_of_IDLC. Accessed 9 April 2023.

"IDLC Report - INTERNSHIP REPORT ON PRACTICES OF CREDIT RISK MANAGEMENT: A STUDY OF IDLC FINANCE." Sudoku, <https://www.studocu.com/row/document/united-international-university/finance/idlcreport/41603449>. Accessed 9 April 2023

Siddique, Faiyaj. 2021. "INTERNSHIP REPORT." HR Policy and Practice of IDLC, (02), 28. http://dspace.uui.ac.bd/bitstream/handle/52243/2039/Faiyaj%20Siddique-114161010-Internship%20Report_08Feb.21.pdf?sequence=1&isAllowed=y.

vision." IDLC, https://idlc.com/aml/our_philosophy.php. Accessed 9 April 2023.

Appendixes

- a. What gender are you?
- b. How long have you been employed by IDLC Finance Limited?
- c. Are you happy with the pay your company is offering?
- d. Are you happy with the daily tasks assigned to you to perform for the company?
- e. Do you find the incentives offered by organizations to be satisfactory? (Annual Profits, Bonus, and Medical Allowance)
- f. Did the organization give you any recognition for your success?
- g. How satisfied are you with the organization's workplace?
- h. Do you feel that your boss has given you enough encouragement in the workplace?
- i. How do you feel about the overall working environment?
- j. Do your organization encourage new ideas?
- k. Do you recommend someone to work at IDLCFL?