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# Internship Report On Human Resource Practices Of United Finance Limited



## Submitted by:

Quazi Ouishi  
ID: 13364053  
Major in HRM  
Program: MBA  
Brac University

## Submitted to:

Hasan Maksud Chowdhury  
Assistant Professor  
Brac University

**Date of Submission: 9<sup>th</sup> January 2016**

## Letter of Authorization

This is to certify that Quazi Ouishi , Student of Master of Business Administration (MBA) under School of Business , BRAC University , has successfully completed her assigned Internship Report on **“Human Resource Practices of United Finance Limited”**

She has placed in the United Finance Limited which is one of the glorious Rating company in Bangladesh.

The MBA Internship Report, she has submitted on the topic, is up to the mark in the terms of the quality.

I wish her every success in life.



.....  
Hasan Maksud Chowdhury  
Assistant Professor  
Brac Business School  
Brac University

## **Letter of Transmittal**

20<sup>th</sup> December, 2015

To  
Hasan Maksud Chowdhury  
Assistant Professor  
Brac university

**Subject: Submission of Report.**

Sir

Here I am submitting my report named on "Human Resource Practices of United Finance Limited. This report is conducted for full filling the requirement of MBA program.

The entire is based on my practical experience in an "Human Resource Practices of United Finance Limited. Have tried my best of furnish the entire things that, I have learned during the internship program at "Human Resource Practices of United Finance Limited.

I shall be highly encouraged if you are kind enough to receive this report. Please do call me for any clarification regarding the report if required.

Sincerely yours

**Quazi Ouishi**

ID: 13364053

Major in HRM

Program: MBA

Brac University

## ACKNOWLEDGEMENT

I have prepared my internship report on “**Human Resource Practice**”. I tried my best to get ready this paper to the required standard.

At first, I would like to express my heartiest thankfulness to almighty **ALLAH** for giving me the strength to complete the report successfully.

Than of all I would like to thank my honorable internship supervisor, **Hasan Maksud Chowdhury** for giving me the opportunity to work with the mentioned topics, which is an excellent one. I am grateful to her for continual support and suggestion. Without his co-operation and supervision, the report would not have been possible.

I am also grateful to Md. Mahbubur Rahman Khan (Manager) of United Finance Ltd. He has obliged me by providing the valuable and confidential data of the company. I give my special thanks to all of the officials of this company who help me by providing data. I am grateful to them because of their co-operation and their assistance to prepare this report.

Last but not the least, I express my overall gratitude to my department, which provided me the chance to be familiar with the real organizational environment, and practically experiencing the procedure practiced at United Finance Ltd.

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## Executive Summary

This report is prepared as a requirement of the internship phase of MBA program of Brac University. This report focuses one month working experience at United Finance Limited. This report will give a clear idea about the HR practices in Gulshan Branch of United Finance Limited. Here in the first chapter basically discuss about the origin of the report, objectives and methodology used in preparation of the report and limitation faced at preparation and is overview of United Finance Limited. In this part historical background of United Finance Limited, its mission, vision, structure of the United Finance Limited is describe.

For preparing this report the main objective is to focus on the activities related with HR practices in the United Finance Limited. From my experience, observation and discussions with the employees, I learn about the HR practices and use of these in the organization. In chapter two, about HR practices like as their recruitment, selection, training activities, salary and benefits, performance appraisal method etc. are in the United Finance Limited are described as much as possible. The chapter three of the report analyzes the Strengths, Weaknesses, Opportunities and Threats of United Finance Limited. I have tried to find out the HR practices implementation in this branch in chapter two.

As an internee, it is really difficult to give recommendation based on whatever I had learnt from my experience I have elaborately stated them in chapter three. From 2001 to 2013 it has been more than 12 years of long journey of United Finance Limited. They have made strong initiatives in banking sector. They can be one of the best private banks in the Bangladesh, if they match the expectation of their clients though their best banking services. I hope that the authority are always concerned about their employees so they can provide excellence service with efficiency, accuracy and proficiency to the clients and meet the ultimate objectives of United Finance Limited. United Finance Limited can function to the fullest by overcoming the following problems are under HRM, specifically how HRM should or can support to achieve the mission or objective by:

identifying what kind of competencies are needed; recruiting from the outside experts having needed competencies; and identifying more suitable experts internally or by training the staff in important fields.

## *CHAPTER: 1*

### *About United Finance*



## 1.1 Introduction

United Finance Limited started its journey as United Leasing Company Limited in 1989 with a single product focus. Duncan Brothers Limited, a well established company operating in Bangladesh for over 150 years, Asian Development Bank, Commonwealth Corporation along with several local and international corporations came together to form this institution.

Initially United Finance focused on providing lease financing mostly to the medium sized customers but over the years it has diversified its range of products to meet the financial needs of clients ranging from corporate to individuals, irrespective of size.

## 1.2 History

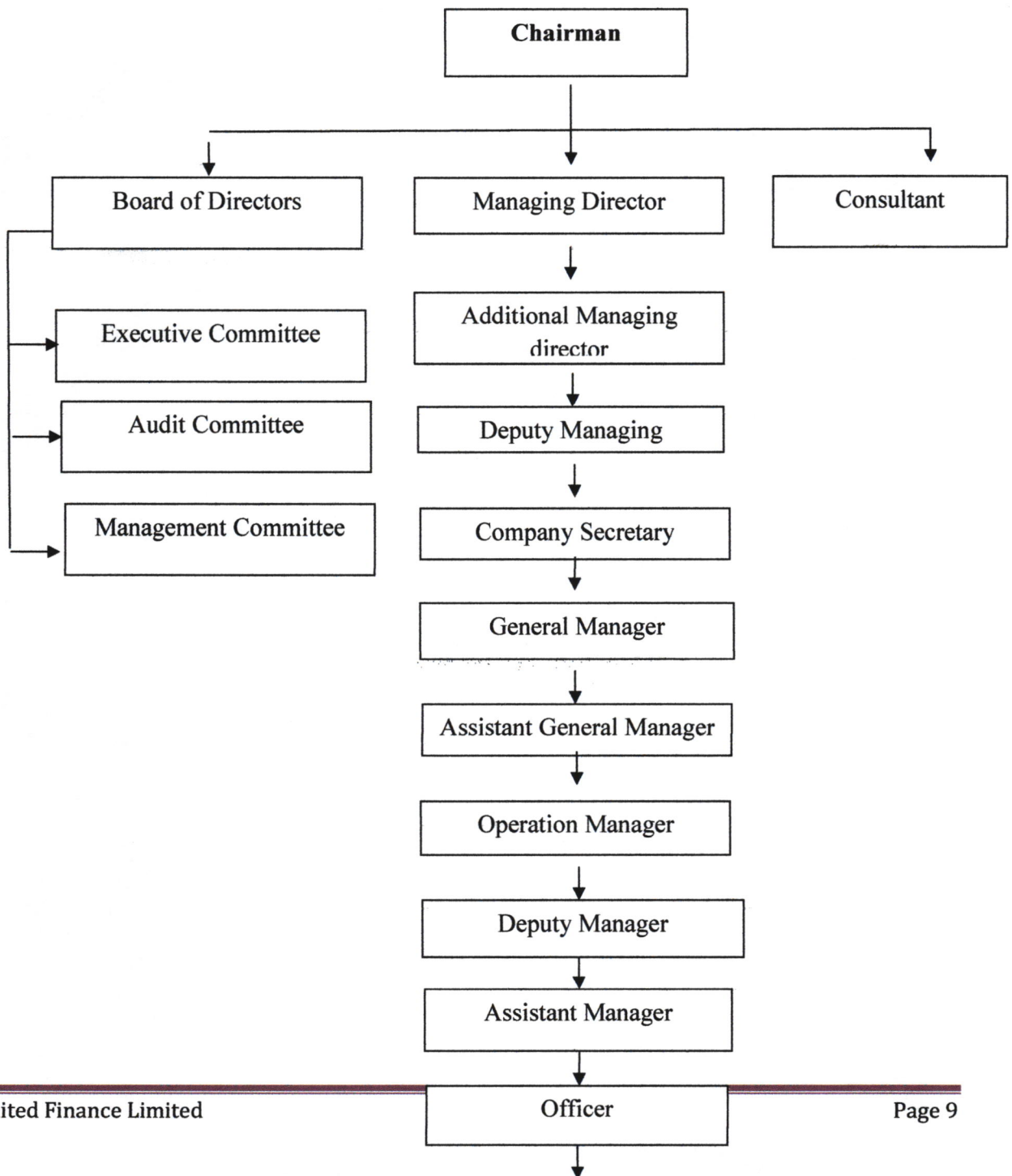
In 1995, the Company obtained license from Bangladesh Bank as a financial institution and has been trading in A-category shares in the Dhaka Stock Exchange. United Finance is one of the only 13 financial institutions that is allowed by the Government to take Public Sector deposits. The Company started operation as a leasing company with only one office in the capital. With the progression of time it expanded the wings to cover areas beyond Dhaka. Now United Finance operates through 19 business offices across the country bringing all 64 districts under its financial coverage.

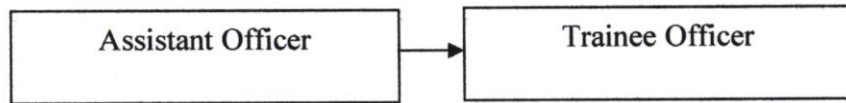
## 1.3 Product/service offerings

United finance company offers much type of products. They are:

1. Lease
2. Term finance
3. Affordable home loan and also
4. Deposit schemes

## 1.4 Operational network organogram





### **1.5 Vision of United Finance Limited:**

- ❖ Formal sector with latest technology.
- ❖ To improve company customer relationship through improving customer service.
- ❖ Non-formal sector, Family Empowerment Micro-Credit & Micro-Enterprise program.
- ❖ To provide best service to all kinds of people, and contribute the economic development of the country.

# ***CHAPTER: 2***

## **Job Responsibility**

## **2.1 Description/nature of the job/s**

Here is nature of the job is different in different sector. Service department job nature is by serving service customer, marketing department nature is sell products and credit department observe and also HR department hire employees. And also other department nature is different.

## **2.2 Specific responsibilities of the job**

Different department have different job responsibilities. In united finance I am in service department and my job responsibilities is give service to the customer properly that they can trust in this company.

## **2.3 Different aspects of job performance**

Job performance is different from different aspects it depends on employee's performance. Employees who perform more efficiently they get more benefits. Like marketing department achieve their performance by fill up their targets. And service department achieve their performance by serving service to the customer.

***CHAPTER: 3***  
***Project***

### **3.1 Summary**

Achievement of high economic growth is the basic principle of present economic policy. In achieving the objectives, the financing sector plays an important role. The financing sectors channel resources through deposit mobilization and providing credit for different business venture. A finance company is which collects money from surplus unit in the form of deposit and lends money to deficit units in the form of advance and it maintains its own operational expenditure. In the other words, a finance company is an establishment which trade in money, an establishment for deposit, custody and issue of money also for granting loans.

A strong HR can enable United Finance their prevailing practices, capitalize on emerging opportunities, establish a long-term direction, enhance its performance, and keep its operations running more efficiently. The report will highlight the specific HR issues which are tasks that the bank should do considering challenges and risks, such as how to support the mission, vision, objective or strategic plan of each United Finance in the HRM side; how to recruit; how to train; how to move or promote the staff; how to motivate; how to determine the kind of compensation system; how to fill the talent gap; and so forth.

### **3.2 Description of the project**

#### **3.2.1 Objective of the study:**

Without the specific objectives any study cannot be consider as the successful one. Before preparing the report, writer would like to set up the objective of my study in the result of a study depends upon the proper selection of the objectives. Before starting the fieldwork, it is essential to set up the objectives and then arrange the total procedures according to the objectives. I have some objectives about preparing the report.

### **3.2.1.1 Main objective:**

The major objective of the report is to fulfill the requirement of my internship and achieving academic and practical knowledge, how organizations are managed in real life situation which I can apply in my future life.

### **3.2.1.2 Specific Objective: The report has been written**

- To know the historical background of the organization including its mission, objectives and strategies.
- To briefly analyze on the HR practices of the United Finance Limited.
- To acquire in depth knowledge about how the employees in a branch work in co-ordination.
- To the use of HR tools, how effectively developing their services as well satisfy customer.
- To find out the process of recruitment and selection of the company.
- To find out implementation of training process.
- Also gather the knowledge about general banking procedures in United Finance limited.

### **3.2.2 Rationale of the study**

A Finance Company is an organization that engages in the business of Finance. Finance Companies are depository financial intermediaries linking the savers and users of fund. These intermediaries are interposed between the ultimate borrowers and lenders permitting them efficient transfer of entrepreneurs who need funds to take the advantage of economically and financially viable investment opportunities. Finance Company are financial services firms, producing and selling professional management of the public's funds as well as performing

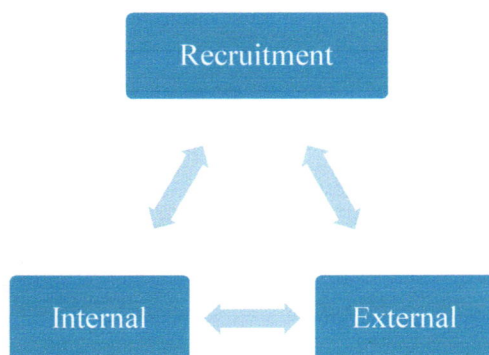


many other roles in the economy. The scope of the business changes over time and in recent years has broadened considerably. For performing banking task effectively HR practices are needed. Without HR department, organization cannot maintain his employees effectively.

### 3.2.3 Scope of the Study:

The main aim of this study was to present the different strategies and best practices in human resource management; HR challenges, risks, and issues at United Finance Limited/ monetary authorities; and guidelines and policies that United Finance Limited could adopt to address them.

**Recruitment:** Recruitment is the process through which the organization seeks applicants for potential employment. Recruitment means the process start from when we think we need some employee in our organization and stop submitted CV/Resume of potential candidates.

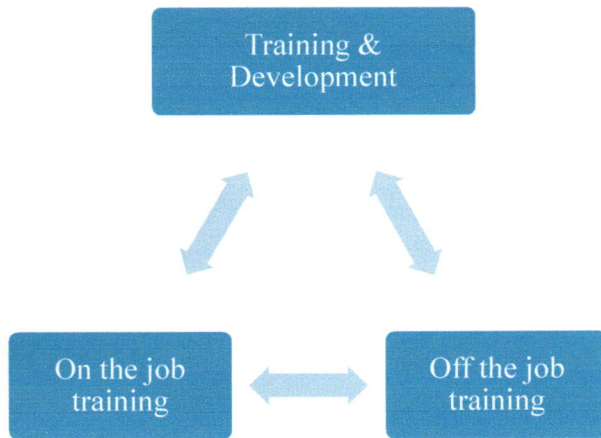


**Selection:** Selection is the process of choosing from among candidates within the organization or outside, the most suitable person or for future position. Selection activities typically follow a standard pattern, beginning with an initial screening interview and concluding with the final employment decision.

Written Test

Interview (viva)

**Training & Development:** Training is a learning experience, which seeks a relatively permanent change in an individual that will improve the ability to perform the job.



### 3.2.4 Methodology and Tools

Data collecting is very important for preparing a report. In order to make this report more presentable and meaningful. I used both primary and secondary resource. The source of data is as follow:

#### 3.2.4.1 Primary Sources:

- Practical desk work.
- Face to face conversation with the officer.
- Direct observation.
- Daily note taken during the internship period.

#### 3.2.4.2 Secondary Sources:

- Annual Report of United Finance limited.
- Branch information record related to the topics.
- Various books related with the subject.
- Web sites of United Finance Limited.
- Salary sheet of the branch.

### 3.2.5 Keywords/ Abbreviation Used

<b>Abbreviations</b>	<b>Full Name</b>
HR	Human Resource
UFL	United Finance Limited
GM	General Manager
AGM	Assistant General Manager.
AM	Assistant Manager
DEPT.	Department
HRD	Human Resource Division

### 3.2.6 DATA COLLECTION ANALYSIS & FINDING

The report has been made on the basis of the objectives mentioned before in the context of **“Human Resource practices of UFL”**. This report is prepared on the basis of information collected from primary and secondary sources.

- I. Primary Data –The primary data of this report is the information, which is gathered from UFL while I worked with them. The primary sources are:
  - Paperwork relating to the guidelines of credit policies in UFL
  - Face to face conversation with different officials
  - Observation
- II. Secondary Data - The secondary data of this report is collected from the UFL annual reports, and some other reports from which I got an idea about structure of writing a report. The sources of collecting secondary data are:
  - Annual report of UFL
  - Different manuals, books, journals published
  - Guidelines of UFL
  - Publications obtained from internet
  - Website of UFL, different companies & other required sites

### **3.2.7 Limitations:**

To make a report, various aspects and experiences are needed. While preparing this report, I have faced some barriers to making it a complete and perfect report. The major limitations are as follows:

- Such a short internship period is not sufficient to collect and understand the insights of an extensive credit granting process of UFL.
- Some policy does not permit the disclosure of various data and information related to their management policy.
- Difficulty in accessing data of its internal operations
- Non-availability of some preceding and latest data

Due to limited knowledge on the subject, “**Human Resource practices of UFL**”, I could not cover the part as it would require a lot of understanding and is a very long process which was not attainable within the given time frame.

## **3.3 Main body of the project report**

### **3.3.1 Activities of HRM**

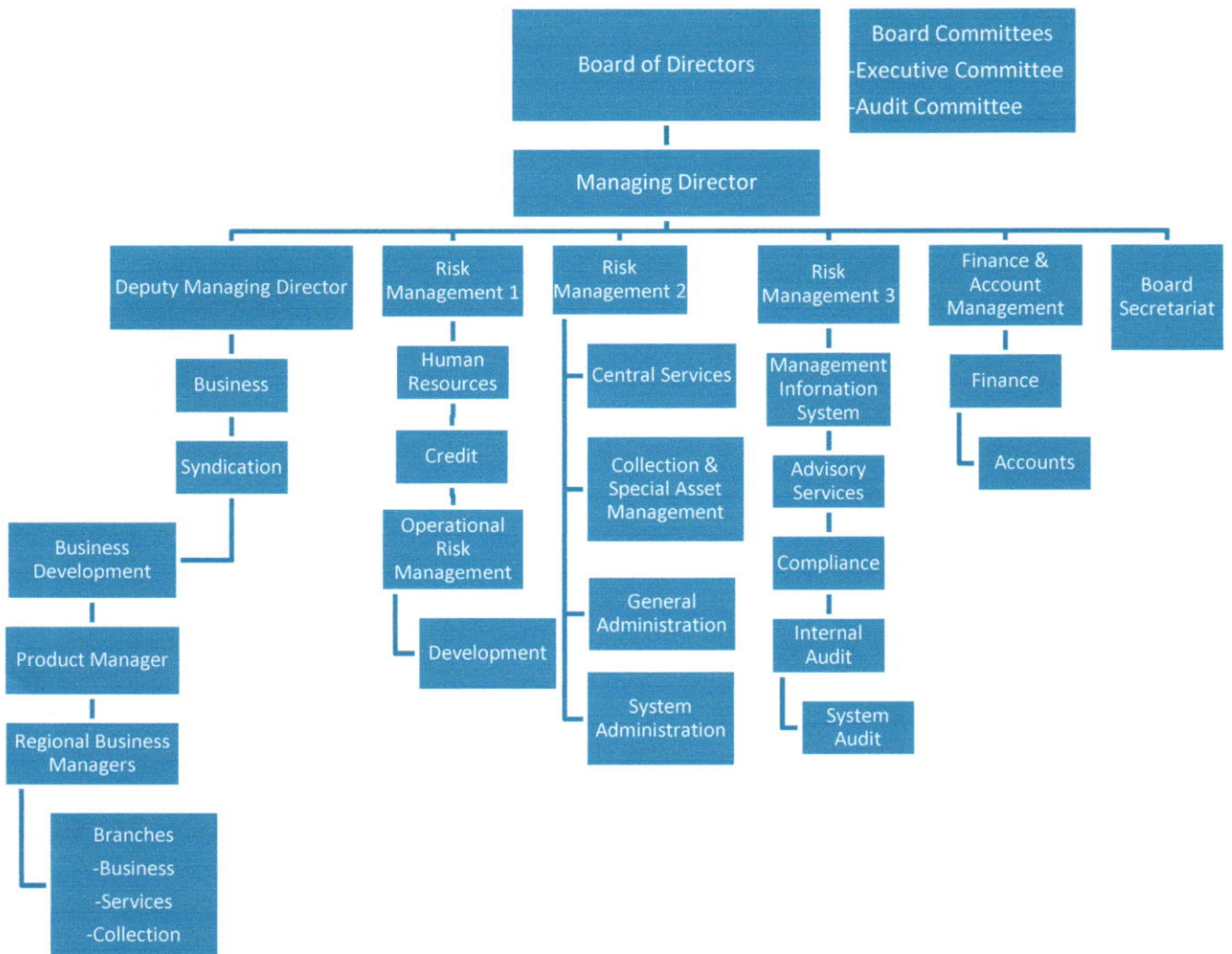
Human Resource Management (HRM) is the function within an organization that focuses on recruitment of, management of, and providing direction for the people who work in the organization. HRM can also be performed by line managers.

HRM is the organizational function that deals with issues related to people such as compensation, hiring, performance management, organization development, safety, wellness, benefits, employee motivation, communication, administration, and training.

HRM is also a strategic and comprehensive approach to managing people and the workplace culture and environment. Effective HRM enables employees to contribute effectively and productively to the overall company direction and the accomplishment of the organization's goals and objectives.

HRM is moving away from traditional personnel, administration, and transactional roles, which are increasingly outsourced. HRM is now expected to lead to the strategic utilization of employees and that employee programs impact the business in measurable ways. The new role of HRM involves strategic direction and HRM metrics and measurements to demonstrate value.

### 3.3.2 Organ gram of The Branch:





### 3.3.3 Recruitment:

Recruitment is the process through which the organization seeks applicants for potential employment. Recruitment means the process start from when we think we need some employee in our organization and stop submitted CV/Resume of potential candidates.

**The Recruitment Process in United Finance Ltd:-**The recruitment system is totally maintained by the human resource department. The employees join in the office by formal way for doing their job. There are two kinds of source United Finance Ltd. Uses for recruitment system. They are

- ❖ Internal Recruitment
- ❖ External Recruitment

#### - **Internal Recruitment of United Finance Limited:**

In the Internal recruitment they give more emphasizes on finding internal candidates and encouraging them to apply for and be willing to accept the job. In case of promotion, transfer, separation is happened by this way, if they are satisfy same degree which required to the post.

They are tried to recruit as internal recruitment for higher position those person whose performance is better and willing to work with them for serve the actual objectives of United Finance Limited.

#### - **External Recruitment of United Finance Limited:**

External recruitment is the process of finding potential external candidates and encouraging them to apply for and be willing to accept the jobs. Some time they advertisement in Daily newspaper as well as online job portal to attract the potential candidates. By advertisings or other sources when a lot of candidates are wanted to join with them than they tried to recruit those who are best among them for further selection process. They attract not only experience candidate but also fresh graduate. They also give chance fresh graduate to learn Financing work in the sense of internship.

#### **Sample job description and job specification at UFL**

To demonstrate the compensation packages as per the Company's own pay scale.

## **Post (Designation)      Required Professional Qualification, Training and Experience**

Hardware Support Engineer (AM)	<ul style="list-style-type: none"><li>• Candidates must have at least 1 years' experience in hardware maintenance, troubleshooting, repairing and servicing.</li><li>• Candidates possessing professional qualification will be given preference.</li></ul>
Software Engineer (AM)	<ul style="list-style-type: none"><li>• Candidates must have at least 1 years' experience in database programming with report building.</li><li>• Candidates possessing professional qualification will be given preference.</li></ul>
EOD Specialist (AM/ Officer)	<ul style="list-style-type: none"><li>• For AM, candidates must have at least 1 years' experience in performing EOD and related operations of any core financing or banking software deployed in centralized mode.</li><li>• For Officer, candidates must have at least 2 years' experience of working in IT field (software) including at least 1 years' experience in performing EOD and related operations of any core banking software deployed in centralized mode.</li><li>• Candidates possessing professional qualification will be given preference.</li></ul>

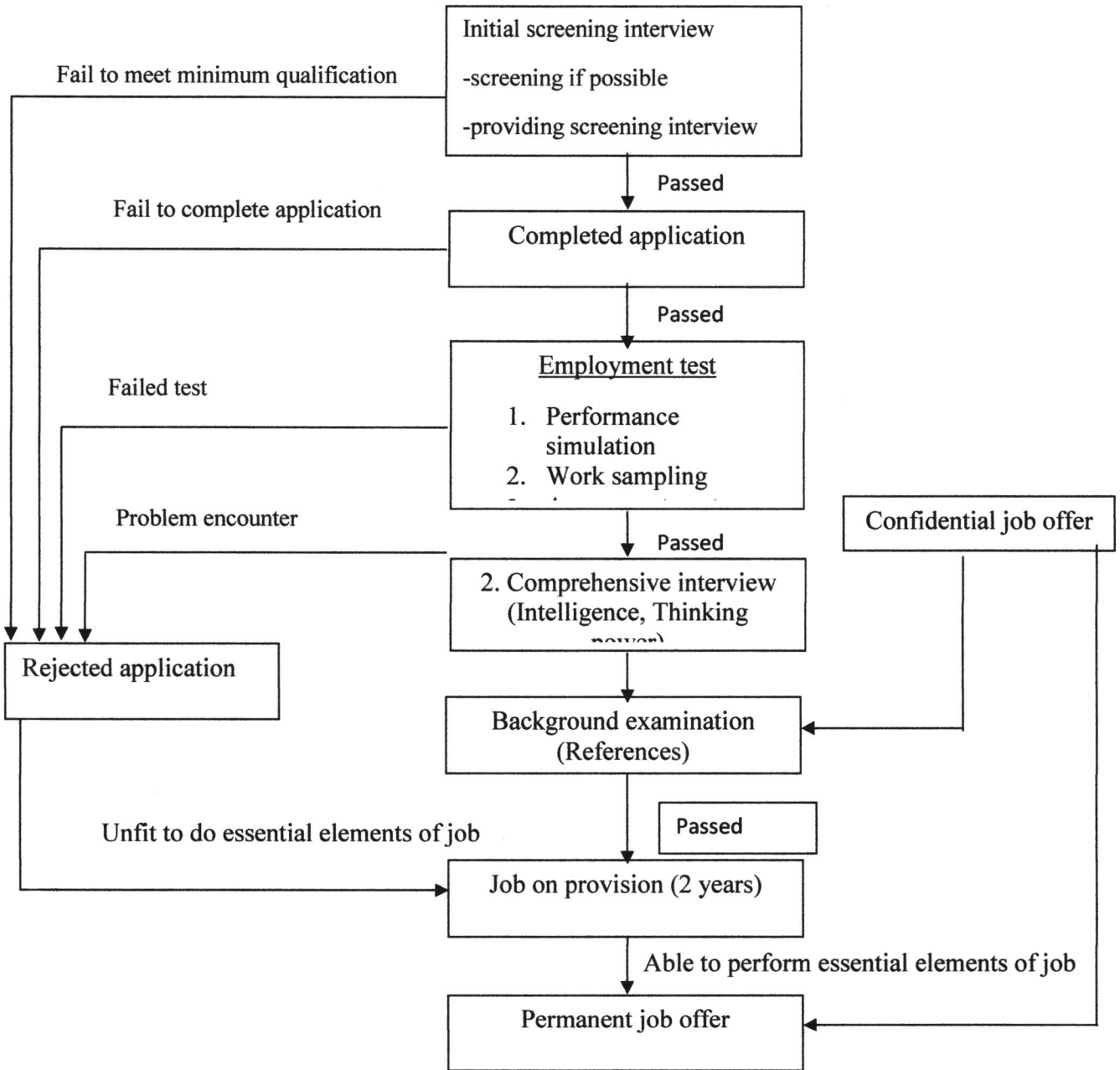
### **- General Requirements**

- Age limit: **For AM**, maximum 30; **for Officer**, maximum 32
  - Education: **For AM**, candidates must have Masters/ B. Sc. in Computer Science/ Engineering or closely equivalent subject with 1st class either in B. Sc. or in Masters and minimum 2nd class/ division in all other examinations. **For Officer**, candidates must have Masters in any subject with at least one 1st class/ division and minimum 2nd class/ division in all other examinations.
  - Candidates must be willing to work in night shift and during holidays, as and when required.
  - Candidates must be willing to travel to branches in and outside Dhaka, as and when required.
- Interested and qualified Bangladeshi nationals should apply on company's online career site.  
Only short-listed candidates will be contacted for evaluation.

### **3.3.4 Selection:**

Selection is the process of choosing from among candidates within the organization or outside, the most suitable person or for future position. Selection activities typically follow a standard pattern, beginning with an initial screening interview and concluding with the final employment decision. United Finance Limited also follows a standard pattern for selection and identifying the best possible person for join with them. The selection system of United Finance Limited is discussing bellow

**Selection process, therefore, consists of several steps:**



### **3.3.4.1 Selection process of United Finance limited:**

Then selection process is also maintained by head office of United Finance limited. The HR departments arrange the total process according to more or less by following diagram. This department also arranges a written test of the applicant. After the test, they make a list of applicant according to their result. After publishing result, the HR department calls to the selected applicant for interview (viva) and arrange an interview (viva) board including Director, Managing Director (MD), Deputy Managing Director (DMD) of the bank with other renowned persons. The viva board takes interview and they find out very talent incumbents among the all. After selection employee are joining to doing company's activities.

### **3.3.5 Training & Development:**

Training is a learning experience, which seeks a relatively permanent change in an individual that will improve the ability to perform the job.

Whenever HR embarks on the hiring process, it attempts to search and secure a candidate whom we labeled as the "Best" possible candidate. And while HR professional pride themselves on being able to determine those are qualified versus those who are not, the fact remains that few, if any ,new employees can truly come into an organization and immediately become fully functioning 100 percent performance.

#### **3.3.5.1 Employee Training**

Employee training designated to assist employees in acquiring better skills for their current jobs.

The focus of employee training is on current job skill requirements.

#### **3.3.5.2 Employee Development**

Employee development designed to help the organization ensure that the necessary talent internal of meeting future human resources needs. The focus of employee development is on a future position within the organization for which he employee required additional competencies.

### **3.3.5.3 On the job Training:**

In simple we can say that training within the job. Learning by doing. Employee are placed in actual work situation and made them appear to be immediately productive. Often, it is informal, as when an experienced worker shows a trainee how to perform the job tasks. It may divide in two types:

- Apprenticeship programs
- Job instruction training

### **3.3.5.4 Off the job Training:**

Training outside the organization or from the real work place, may be in another organization or in a training institution. Off the job may divide in some types:

- Classroom training.
- Videos and Films.
- Simulation Exercises.
- Computer –based Training.
- Vestibule Training.
- Program Instruction.

## **3.3.6 Findings & Analysis**

I have completed my internship program at United Finance Limited. In the time of my internship program I have to assign by my supervisor for preparing a report on HR practice in United Finance Limited. So I try my best to concentrate on the activities related with HR practices. following thing;

### **3.3.6.1 Recruitment & Selection**

In United Finance Limited the total recruitment and selection processes mainly maintain by and organized by Human Resource Department of United Finance Limited. As internal recruitment, in case of promotion, transfer, separations are happened by this way. As external recruitment they attract not only experience candidate but also fresh graduate.

### **3.3.6.2 Employee's details of the Branch**

The employee of this Branch are high educated and experienced with the Banking Activities for a long time. The list of employees are mentioned in the Appendix section. There are also some newly appointed skilled employees are in this branch. Most of them are from different repeated University with BBA, MBA and other degrees.

### **3.3.6.3 Employee's Training Details of this Branch**

The employees of this branch are taken several training based on bank related activities which are mostly arranged by the United Finance Training institution. Among the training program foundation course on banking, Basic training for bankers, Anti money laundering Act. Foreign exchange Transaction Risk, etc. are taken by the employees mostly. As today computer is related to all the activities of the banking but there are some employees are taken computer related training based on bank activities.

### **3.3.6.4 Job description**

All the employees of this branch have separate duties and responsibilities according to their position. But they also help each other as the words are related with one another.

### **3.3.6.5 Salary of the employees**

The salary structure of the employees is selected by the top authority. As I find that the basic salary of Assistant Officers starts from BDT 13000 and the basic salary of Assistant General Manager (AGM) start from BDT 35000. Though the salary structure of the employees are nice but comparing with other private banking organization it is poor to attract the good energetic, skilled people, especially in case of newly appointed officers like as in the post of Assistant Officers. For attracting good energetic, skilled people the authority should pay attention in this area.

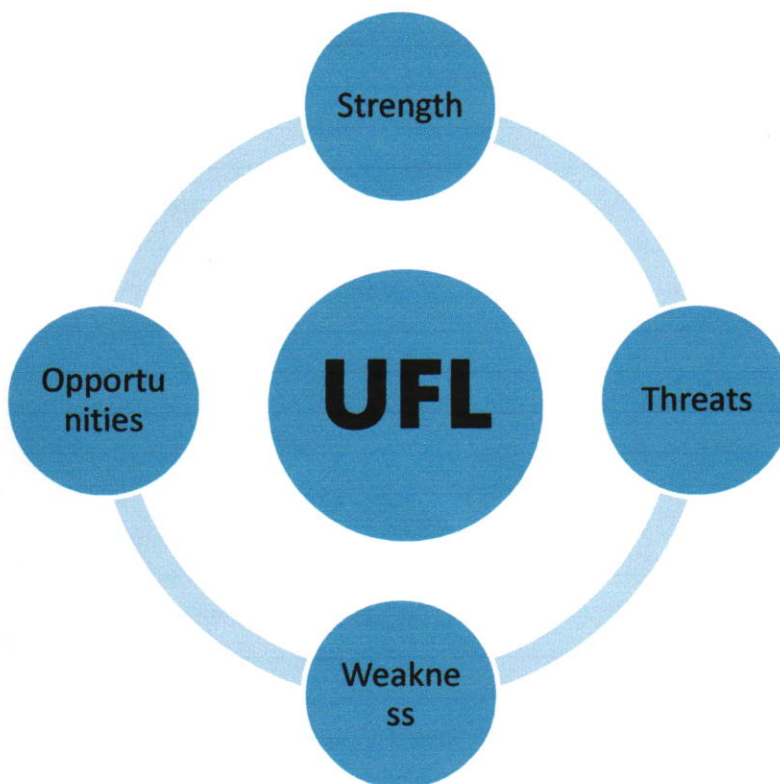
### 3.3.6.6 Benefits of the employees

The employees get different types of attractive bonus, allowances etc. according to their position. About the benefits of the employees are getting festival bonus, Provident Fund, Gratuity, Leave Fare Allowance, etc.

### 3.3.6.7 Performance Appraisal

There are mainly six parts in process of conducting performance appraisal for the executive and officer of the United Finance Limited. The main objective is to highlight the most significant aspects of the employee's performance over the last year and reward the right person and facilitate Management to take measures for improvement of the skill of the deficient employees

### 3.3.7 SWOT analysis of Human Resource Practices





## **Strength**

### **Empowered Work Force:**

As the human resource of United Finance Limited is extremely well thought and perfectly managed, the top management believed in empowered employees to all levels of branches. This empowered environment makes United Finance Limited a better place for the employees. The employees are not suffocated with authority but are able to grow as the organization matures.

It is playing the positive role for the employee because employees are motivated from his/her work and employees think this organization his/her own.

### **Strong Bonding and Belongingness:**

United Finance Limited employees are one of the major assets of the company. The employees of United Finance have a strong sense of commitment towards organization and also feel proud and a sense of belonging towards United Finance Limited. This strong organization culture is a main strength of the organization.

It is positive strength from the organization because organizational reputation increasing day by day and organization got profit easily.

### **Information Technology:**

Online Financing, email, personal computer for all employees enabled the employees' work easier and faster with full of professionalism. All kinds of Benefits, salaries, and monetary rewards directly given to employees' bank account through flex cube.

It is positive strength for the organization because Clients wants to better technological services and United Finance given better technological services from the clients. Retain the clients information technology is most important.

### **Different Staff Loans:**

There is a set of staff loans in United Finance Limited increase the employee satisfaction in terms of monetary benefits enabled them to work more stress free and put dedication.

It is positive strength for the organization because employee takes different staff loan from different purpose, so employee satisfaction is increases.

### **Employee Evaluation:**

Employee evaluation process by Human Resources Department became strength for its fair judgment and put trust among the employees of all branches on Human Resources Department.

### **Performance Appraisal:**

Though performance appraisal process is still under reconstruction, the existing method is satisfactory and motivated staffs toward accomplishment in the past.

It is positive because organizational top level motivated the employee from the performance appraisal system

### **Weakness**

#### **HR Accounting:**

Human Resources accounting is a strong tool for matching the benefits of the each new recruitment done in the organization, calculating turnover, etc. Human Resources Department of United Finance Limited is not yet established this practice.

It is negative point from the organization because its related to the organizational benefits.

#### **Compensation and Benefits:**

Compensation and benefits of United Finance Limited employee is provided by the Human Resources Department through two different software named TEMONOS and GLOBUS. Both of that software is not flexible to use and has lot of limitation.

It is the negative point because employee not flexible to use the software and create problem.

## **Opportunity**

### **Technical procedures:**

United Finance stays in a competitive place and they many competitor. In this company, they have the technical procedures to overcome the competitors. All competitors always think about this branch and always think them seriously.

It is the positive side for the organization to reach the best level because better technical procedure attraction to the client attention.

### **Provide quick service:**

In United Finance customers always satisfy about the employee service. They always says that United Finance given them very quick service. All employees are careful about their service. In service providing sector this branch have mind-blowing performances.

It is positive side for the organization to reach the best level because is related to the customer satisfaction.

### **Investment Procedure:**

United Finance should provide advances towards the true entrepreneur with reconsidering conventional system of security and collateral. Moreover, the whole process should be completed within an acceptable time. They have some extra rules and regulations about their investment procedure which is called loan procedure. If they can change their some rules, it becomes a great opportunity for them.

It is the positive side for the organization because organizational investment procedure become easy then customer will be increases.

## **Training & Learning:**

Training & Learning is the core function for make executive cope with the new scenario and make them update and knowledgeable. United Finance Limited is going to utilize its fullest capacity and enthusiasm in these regards by establishing a library, arranging extensive training module etc for employees of all branches very soon.

It becomes positive side from the organization because employee want to proper training and learning they provide better services for his/her clients.

## **Threats**

### **Competitive Salary and Turnover:**

The salary package of United Finance Limited is not as competitive as the market demands, so the turnover of manpower is increasing day by day.

It is negative threats from the organization because organization face many problem like new employee recruited then selection and then given proper training for condition of organization.

### **New/Multinational companies/Bank/Finance policy:**

New multinational companies and bank/Finance policy got as threat to United Finance Limited in respect of increasing the salary expectation of the employees and new HR practices that turning existing employee's dissatisfaction.

It is negative threats from the organization because its salary expectation and new HR practice employee are motivated to going another side.

## Conclusion

United Finance Limited started its journey as United Leasing Company Limited in 1989 with a single product focus. Duncan Brothers Limited, a well established company operating in Bangladesh for over 150 years, Asian Development Bank, Commonwealth Corporation along with several local and international corporations came together to form this institution. In 1995, the Company obtained license from Bangladesh Bank as a financial institution and has been trading in A-category shares in the Dhaka Stock Exchange. United Finance is one of the only 13 financial institutions that is allowed by the Government to take Public Sector deposits. United Finance has already developed an image of goodwill among its clients by offering its excellent services.. The success is resulted from dedication, commitment and dynamic leadership of its management over the periods.

As my main objective is to concentrate of the activities related with HR practices in the United Finance Limited, from my practical experience, observation and discussing with the employees I learn about the HR practices and use of this in the organization. Human resource policy of the company is focused on recruitment, Training and development.. They are also committed to the performance culture where recognition, promotion and rewards are biased on individual merit and demonstrated performance.

## Recommendations

As an intern, I don't have any authority to suggest the top management. But through my practical experience, observation and discussing with the employees about HR practices in this Branch I have tried to find out their limitations and made some important recommendations. These are given bellow-

- ❖ Employees of this branch are mainly given several training based on General bank related activities. Though it is important but also they all have to need take computer software related training as all on the customized banking activities of the banking are based on computer.
- ❖ There are some employees who are not satisfied for the performance appraisal process of United Finance Limited. Because they are more energetic, skilled and educated employees. They want an evaluation system for performance appraisal and their promotion.
- ❖ I work with them sometimes, I sometime observed that there is a little dissatisfaction about their senior officer, because they order them to do something immediately, although the doing any important work. So the top authority needs to concentrate on it.
- ❖ There are some shortages of computer and printing machines of this branch as these are important for provide better service to the client. So the top authority takes proper step about this matter.
- ❖ United Finance Limited has a website, but there is not enough importation about their function and social welfare activities especially about HR related functions. So if the authority initiative for enrich their website it me be able to know about them and also about their several well-furnished activities for the society.
- ❖ **Analysis of the Requirement:** United Finance should analyze job requirement for training by finding the job responsibilities, the skills and knowledge are needed for successful performance & should the learning setting be the actual job setting or at the training institute.
- ❖ **Ensuring employees' readiness for training:** During requirement& selection United Finance should select employees who have basic skills for training it motivation the training process by offering higher salaries after the successful completion of the training.

# References

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## References

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- Malhotra, Naresh K., 2003, "*Marketing Research*", Third Edition, Prentice Hall, New Jersey, USA.
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# Appendix

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## Questionnaire

Dear Respondent,

As a student of **BRAC UNIVERSITY** I have been assigned to conduct an internship report on **HR PRACTICE AT UNITED FINANCE LIMITED**. To accomplish the goal of conducting the research I need your valuable participation and option on a series of questions listed in the following table. Your response will be kept confidential and only be used for academic purposes only. Thank you in advance for your valuable participation.

Sincerely,

**QUAZI OUSHI**

ID:13364053

Major in HRM

Program: MBA

**Scaling techniques:** Likert's 5 point scale

Strongly Dissatisfied=1	Dissatisfied=2	Neutral=3	Satisfied=4	Strongly Satisfied=5
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Please answer the questions according to the offer maintained scale.



SL. No	Statement	Strongly Dissatisfied	Dissatisfied	Neutral	Satisfied	Strongly Satisfied
1	Employee orientation adequate					
2	Performance appraisal is fair					
3	The company follows fair recruitment procedure					
4	The company follows fair selection procedure					
5	The managements behavior towards the employee is equitable and justified					
6	The company provides the training to the employees					
7	The company provides timely salary					
8	The work environment is safe					
9	The company provides equal employee rights					
10	There is scope for career development					