Report On

Analyzing the Human Resource Management Practice of EBL

By

Ar-rafi Zaman
ID:16204047

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
August 2022

Declaration

It is declared that

1. The internship report presented is my/our own unique work completed while studying at BRAC University.
2. The report contains no previously published or written content by a third party, unless properly cited through thorough and correct referencing.
3. No content in the report has been approved or submitted for any other degree or certificate at a university or other institution.
4. I/We have acknowledged all significant sources of cooperation.

Student's full name and signature:

Ar-rafi Zaman

16204047

Supervisor's full name and signature:

Mr. Zaheed Husein mohammad Al-Din

Senior Lecturer, BRAC Business School

BRAC University

Letter of Transmittal

2nd July, 2022

Mr. Zaheed Husein

Senior Lecturer,

BRAC Business School

BRAC University

66 Mohakhali, Dhaka-1212.

Subject: Submission of internship report on “Analyzing the Human Resource Management Practice of EBL”

Dear Sir,

It gives me great pleasure to submit my internship report on "Analyzing the Human Resource Management System of EBL" under your supervision in order to fulfill the Internship course for the BBA undergrad program.

I created my internship report by hard work and earnest effort. I attempted to create the report using my theoretical knowledge and practical experience gathered from this internship. I tried my hardest to conclude the report with the most crucial facts in the most brief and practicable manner possible.

I believe the report will fulfill the requirements.

Sincerely yours,

Ar-rafi Zaman

16204047

BRAC Business School

BRAC University

Acknowledgement

First and foremost, I am grateful to Allah, the Almighty, for all that I have successfully done during my lifetime. I am overjoyed and grateful to have been given the chance to intern at The Eastern Bank Limited in the HR department, which is precisely what I had hoped for.

Mr. Zaheed Husein Mohammad sir deserves special gratitude for his clear directions, the assistance he offered me throughout the process, and his genuine concern for his students, all of which contributed to the successful submission of the report.

I would like to show my gratitude to Mr. Monjurul Alam, Head of Human Resources for guiding me throughout my internship process. Moreover, I am thankful to Mr.Riyad Hossain, Head of People's Acquisition, my organizational supervisor, as well as Mr. Nazran Kabir, my reporting supervisor, for their constant guidance and support. I would also like to show my gratitude towards Mr. Rakibul Alam, Mr. Farhadur Reza as well as Ms. Ifrat Jahan, members of People's Acquisition And the fellow members of the HR division.

Finally, and most importantly, BRAC University has provided me with the opportunity to get practical experience through the internship program, which I am grateful for.

Executive Summary

This research is based on my personal employer branding experience, research, and findings while working at The Eastern Bank Limited. It is the completion of a three-month internship program at the Human Resources Department, overseen and mentored by Mr. Zaheed Husein Mohammad Al-Din, senior lecturer and my intern supervisor, and Mr. Feihan Ahsan, lecturer, BRAC Business School, BRAC University.

The Eastern Bank Limited is a corporate financial institution in Bangladesh that serves throughout the country. They are gradually incorporating everything into their structure. They are developing an employer brand among both internal employees and external candidates as a result of their well-organized human resource management and procedures. Throughout the research, I aimed to present a full explanation of The Eastern Bank Limited as well as how they keep their Human Resources Division running. This section also contains all of the procedures I used during my research. The SWOT analysis of Eastern Bank is also provided. Furthermore, I attempted to make recommendations based on my research that I feel Eastern Bank will adopt in the aim of enhancing its banking system.

The purpose of this report is to introduce The Eastern Bank Limited, where I interned, and provides a review of their commodities, atmosphere, beliefs, divisions, employee benefits, HR regulations, and so on. The report then delves into my experience as an HR intern and what I learned throughout my time there. According to my research, the report also demonstrates the vision and mission, the recruitment and selection process of Eastern Bank Limited and the methods used to attain those objectives.

Table of Content

CHAPTER 1:

OVERVIEW OF INTERNSHIP

1.1 Student Information

Name: Ar-rafi Zaman

ID: 16204047

Program: BRAC Business School (BBS)

Major: Human Resource Management

1.2 Internship Information

1.2.1 Period, Companyname, Department, Unit, Address

Period: 90 days

Company Name: The Eastern Bank Limited

Department: Human Resource Department

Address: 100, Gulshan Avenue

1.2.2 Internship On Site Supervisor's Information:

Name: Mr. Riyad Hossain

Position: Head of People's Acquisition, HR Division

1.2.3 Job Scope – Job Description/Duties/Responsibilities

I joined as an intern at the Eastern Bank Limited head office in the Human Resource Division. The duties and responsibilities I have completed are:

- Assembled new joiners' files
- Invigilated Trainee Assistant Officers' (TAO) as well as Assistant Officers' (AO) written exam
- Organized new joiners' gift boxes

- Worked in the Operation department for processing the personal data entry of the new joiners
- Assembled the handover – takeover letters
- Made phone calls for confirming the references from the ‘Employee Information File.

1.3 Internship Outcome

1.3.1 My Contribution to the Bank:

As an intern, I worked hard to contribute to my employer. I made every effort to do my assigned tasks promptly and carefully so that no one could question my work. I worked hard to finish my assignments on time. As a consequence, I was able to help my department finish duties on time. Once my passion to work was recognized, I was offered several duties, which I did with passion.

Firstly, I assembled new joiners’ files which contains like manpower requisition form, resume, written test script, interview evaluation form, management approval, employment offer, extension request, police verification information form, police verification report, medical reports, CIB report, NID/passports, TIN certificate, Pay slip of previous organization, release letter of previous organization, joining acceptance, educational certificates, employee information form, employment placement etc.

Moreover, I was assigned to invigilate a written exam of the Trainee Assistant officers and Assistant Officers.

I also organize the new joiners’ gift boxes that are provided to the new employees.

In addition, I worked with the operation department and entered the employee’s personal data to the website as well as assembled the Handover – Takeover letters to the files.

Furthermore, I used to do reference callings that are provided by the joiners as their references.

Therefore, this is my contribution to The Eastern Bank Limited.

1.3.2 Benefits for the Interns

Internship programs provide students with hands-on experience in the industry. It introduces students to a wide range of industrial aspects, preparing them for prospective job role. It also provides students with career advice and suggestions.

Eastern Bank Limited hires a diverse variety of interns in several areas at its headquarters and at its branches. I was in the HR department at the head office, and as an HR intern at the head office, I got to meet a wide range of individuals with varied objectives of work, and it was a tremendous learning opportunity for me from the leaders.

My communication skills increased in a highly professional approach through speaking with hundreds of employees for the joining program, which will benefit me in the future.

Also, I have an excellent sense of time management when there is a lot of work; the bank is a hive of activity, and everyone here is constantly in a hurry with a lot of work; as a consequence, I had to be faster to cope with the circumstance, which boosted my capabilities.

These three months were a lightning-fast corporate culture generator, providing me with the whole atmosphere, platform, and opportunities to thrive and make my own reputation in the entire firm.

The lessons I've learned, the instructions, the advice, and the assistance I've gotten will be a lifelong accomplishment for me.

1.3.3 Difficulties faced during the internship period:

The difficulties I faced during my internship period are given below:

- Many important details had to be kept hidden in the final document due to confidentiality regulations and organizational reasons.

- Since the only primary data obtained came from EBL management, data bias is a possibility.
- Initially, I found the atmosphere to be too hectic and intense during the week, with little relaxation.

These were some of the difficulties I experienced throughout my internship. Their cooperation, on the other hand, helped me feel at ease in this place. Hence, my internship went smoothly.

1.3.4 Recommendations

Internship experience at The Eastern Bank Limited is an excellent option for a student since it provides an excellent learning atmosphere.

However, I have some suggestions or ideas for The Eastern Bank Limited to better the next internship chances, which are as follows:

- The intern's development should be evaluated on a regular basis. This assists both the employer and the interns in determining his benefits and drawbacks. Interns can also improve their deficiencies by putting in extra effort.
- This internship requirements may have been more detailed and well-defined. As a result, the intern would have a basic awareness of practically all of the tasks and expectations for which he would be made responsible.
- Keeping in mind the quantity of work they assign to the interns the monthly remuneration might be increased to ensure satisfaction.

CHAPTER 2:

ORGANIZATION PART

2.1 Introduction

2.1.1 Objective

Human resource management is the function inside an organization that focuses on recruiting, managing, and directing the people that work there. Line managers can also engage in human resource management.

Employees are the essential resource of every business; without them, the organization cannot function. Human resource management is concerned with the development of people toward better levels of competency, creativity, and fulfillment. It encourages employees to become more responsible individuals and then attempts to foster an environment in which they contribute to the boundaries of their increased skills. It is assumed that increased capacities and opportunities for individuals would result in immediate improvement.

Eastern Bank Limited constantly decides how jobs need to be done and how many different sorts of staff are needed. As a result of constructing the bank's structure, it aids in identifying the skills, knowledge, and abilities of job holders. To guarantee that the necessary employees are available to satisfy the needs established throughout the strategic planning process. This bank believes that quality personnel produce quality results.

The report was written with the purpose of attaining some specific and broad goals.

Broad Objective:

- To analyze the Human Resource Management System

Specific Objective:

- To offer a quick overview of EBL's existing HR practices.
- To identify and examine EBL's personnel management roles and practices.
- To examine how these functions function in the current state of EBL.

2.1.2 Methodology

Methodology is a set of processes for conducting research on a certain topic. To gather information for my research, I'll implement a wide range of strategies and procedures.

Primary Sources

- Conversations and interviews in person
- Performing under close supervision
- Individuals from the Human Resources Division

Secondary Sources

- Eastern Bank Limited's website
- Eastern Bank Limited's yearly survey
- Publications and journal papers available online.

2.1.3 Scope

The topic of this research is primarily concerned with Eastern Bank Limited. This paper concentrated on practical observation. There were interviews as well as secondary data sources from EBL and other banks. The report scope was not simple; only bank branches and field activities of the bank could be used for this study. Because I was undertaking an internship at Eastern Bank Limited Head Office, Human Resource Division, the scope of the study was limited to Eastern Bank Limited's Human Resource Division.

2.1.4 Limitations:

Eastern Bank Limited's officers were all really cooperative and helpful. However, because it is a financial company, they were overburdened with many tasks. As a result, they were unable to manage adequate time for effectively presenting the material to me and obtaining clear knowledge. Furthermore, they must contend with a highly competitive economy centered on monetary transactions. Tasks and restrictions are linked; each task has certain limitations and problems. Though I did not encounter any major issues, I did encounter several limits throughout the reporting time, which are as follows:

- The first constraint I encountered while doing my assignment was a lack of analytical abilities and reasonable cognition.
- Another disadvantage was the lack of updated data and information, as well as the refusal to disclose the human resource division data due to confidentiality.

2.2 Overview of the Organization

2.2.1 History

Eastern Bank Limited, or EBL, is a private commercial bank in Bangladesh that is incorporated as a public limited company under the Bank Companies Act of 1991. EBL was founded in August 1992. Following the demise of Bank of Credit and Commerce International (BCCI), Bangladesh Bank rescued the wealth of BCCI's local operations and confined it to the bank Eastern Bank Limited, which is still in business today (Eastern Bank Limited, 2022). Eastern Bank Limited has been recognized as one of the most respectable banking brands over the last three decades, with great service, ongoing product and service innovation, and efficient corporate governance.

Eastern Bank Limited considers itself a leader in corporate banking in Bangladesh, offering customizable and one-of-a-kind project financing, working capital, trade, supply chain, cash management solutions, payroll, syndication, merger, acquisition, and advisory services to the corporate sector in Bangladesh (Eastern Bank Limited, 2022).

EBL now operates 85 locations around the nation with over 3000 workers, 1896 of them are permanent (Annual Report EBL, 2020). EBL has also expanded its operations through other subsidiaries (Eastern Bank Limited, 2022). EBL Securities Limited, EBL Investments Limited, EBL Asset Management Limited, and EBL Finance (HK) Limited are among them.

2.2.2 Vision and Mission

Eastern Bank Limited's vision is to
"Become the most valued brand in financial services in Bangladesh, producing long-term value for our stakeholders and, most importantly, the community in which we operate by improving the way we conduct business and achieving sustainable growth."
(2022, Eastern Bank Limited)

Eastern Bank Limited's missions are as follows:

- We will provide excellent service to all of our clients, both internal and external.
- We shall make every effort to maximize shareholder value.
- In order to attain service excellence, we will consistently challenge our systems, methods, and training in order to maintain a cohesive and professional workforce.
- We will foster an enabling atmosphere and a team-based culture in which individuals may thrive.

2.2.3 Values

Integrity	• We state what we believe in. • We value each relationship. • We oppose the overuse of data power.
Trust	• We look out for one another. • We exchange information. • We support our kin.
Responsible Corporate Citizen	• We are charge-accepting citizens. • We promote environmental insurance for our children. • We follow all applicable laws, rules, norms, evaluations, and estimations.

2.3 Management Practices of EBL

2.3.1 Management Structure

The managerial structure begins with an 11-member board of directors, with the Managing Director and CEO serving as EBL management's representation. The current Board members are as follows:

Md. Showkat Ali Chowdhury	Chairman
M. Ghaziul Haque	Director
Mir Nasir Hossain	Director
Salina Ali	Director
Anis Ahmed	Director
Mufakkharul Islam Khasru	Director

Gazi Md. Shakhwat Hossain	Director
K.J.S Banu	Director
Zara Namreen	Director
Ashiq Imran Independent	Director
Ali Reza Iftekhar	Managing Director & CEO

The current board of members of EBL

The Managerial Hierarchy of EBL is given below:

Managing Director and CEO
Deputy Managing Director
Senior Executive Vice President
Executive Vice President
Senior Vice President
Vice President
Senior Assistant Vice President
First Assistant Vice President
Assistant Vice President
Senior Principal Officer
Principal Officer
Management Trainee
Senior Officer
Officer
Junior Officer
Assistant Officer
Trainee Assistant Officer

The Managerial Hierarchy of EBL

2.4 Marketing Practices of EBL

2.4.1 Product Portfolio

Eastern Bank Ltd., a commercial bank in Bangladesh, provides numerous comparable and distinct goods and services to the banking sector. Deposits, loan credit, project finance, trade financing, SME financing, purchase financing, credit cards, remittance, and other goods are available. Eastern Bank Limited offers three primary categories of products and services. All of these services are designed to the kind of banking segment and the demands of the consumer (Annual Report EBL, 2020). These are as follows:

- Retail & SME Banking
  - Deposit & Loan
  - NRB & Expat
  - Student Banking
  - Priority Banking
  - Payroll and Supply Chain services
  - Digital Channel, Agent Banking & Cards
- Treasury
  - Money Market & Fixed Investment
  - Foreign Exchange & Derivatives
- Corporate Banking
  - Cash & Working Capital
  - Bridge Financing
  - Long-Term, Offshore & Structured Financing

2.4.2 Services of EBL

- Export Services
- Import Services
- Remittance Business
- Dual Currency VISA Credit Card
- SWIFT Service
- Small and Medium Enterprise (SME) Banking
- Locker Services
- Internet Banking
- A TM Services
- Western Union Money Transfer Services
- Card Services

2.5 Financial Practices of EBL

2.5.1 Financial Scenario

In terms of financials, Eastern Bank Limited has consistently been able to increase profit margins and total business growth. Since its inception three decades ago, EBL has quickly grown into one of the most respected banking brands with a very high performing financial portfolio. Eastern Bank Limited increased its total assets by 1.59 times and its deposits by 1.73 times between 2016 and 2020. (Annual Report EBL, 2020).

The current financial situation of EBL is depicted in the diagram below.

EBL AT A GLANCE

BDT 5.05 (SOLO) BDT 5.15 (CONSOL)	2.72% (SOLO) 2.92% (CONSOL)	15.04% (SOLO) 15.09% (CONSOL)	15.23% (SOLO) 15.03% (CONSOL)
EPS	NPL	RETURN ON EQUITY	CRAR
USD 5.00 Billion	BDT 228,944 Million (SOLO)	BDT 336,936 Million (SOLO)	BDT 242,358 Million (SOLO)
TRADE VOLUME HANDLED BY EBL	LOAN & ADVANCES	ASSETS	DEPOSIT

EBL at a glance

2.5.2 Financial Highlights of EBL

The figure below depicts the company's yearly financial highlights (2020).

Financial Highlights

BDT in million

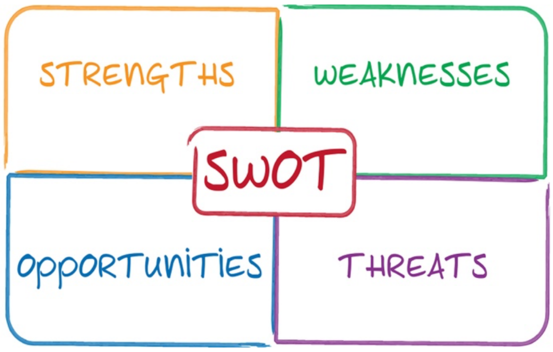
Particulars	Group			Bank		
	2020	2019	Change (%)	2020	2019	Change (%)
Performance during the year						
Net interest income	6,052	8,277	-26.88%	5,930	8,159	-27.31%
Non interest income	8,515	6,743	26.28%	8,203	6,439	27.41%
Operating income	14,567	15,020	-3.02%	14,134	14,597	-3.18%
Profit before provisions	7,895	8,378	-5.76%	7,692	8,210	-6.31%
Profit after tax	4,180	3,990	4.76%	4,103	4,008	2.36%
Net operating cash flow	6,025	19,191	-68.60%	977	17,922	-94.55%
Net operating cash flow per share (not restated)	7.42	23.64	-68.60%	1.20	22.08	-94.55%
Year end financial position						
Loans and advances	230,545	239,095	-3.58%	228,944	232,051	-1.34%
Investments	66,016	42,066	56.93%	63,949	39,797	60.69%
Deposits	241,295	239,980	0.55%	242,358	240,164	0.91%
Shareholders' equity	29,449	25,962	13.43%	28,976	25,567	13.33%
Total assets	339,508	338,201	0.39%	336,936	335,163	0.53%
Information per ordinary share						
Earnings per share (BDT) Not restated	5.15	4.92	4.76%	5.05	4.94	2.36%
Price earning ratio (times) Not restated	6.99	6.75	3.51%	7.12	6.72	5.94%
Net asset value per share (BDT) Not restated	36.28	31.98	13.43%	35.69	31.49	13.33%
Market price per share (BDT)	36.00	33.20	8.43%	36.00	33.20	8.43%
Ratios (%)						
Capital to RWA ratio (CRAR) (as per Basel III)	15.03%	14.55%	7.91%	15.23%	14.74%	3.34%
Non performing loans	2.92%	3.36%	-13.19%	2.72%	3.35%	-18.79%
Cost to income ratio	45.80%	44.22%	3.57%	45.58%	43.76%	4.15%

Financial Highlights

2.6 Industry and Competitive Analysis of EBL

2.6.1 SWOT Analysis

The SWOT Analysis of Eastern Bank Limited (EBL) is described below



STRENGHTS:

- Open HR Manual: The HR Manual is available to all EBL representatives, providing them with a general understanding of the organization's terms and policies. This HR Manual has been migrated to EBL's internal site.

- Solid Holding and Belongingness: EBL employees have a strong sense of duty to the organization, as well as a sense of pleasure and belonging to it.

- Obligation Expert: EBL just hired an obligation specialist to ensure the highest level of qualification for all representatives.

- Banking Unification: Financial techniques integrated into the core aspects of business provided by the administrative center have a significant influence on reducing internal conflicts between branches and the administrative center.

WEAKNESSES:

- Set of working obligations: The expected set of responsibilities in EBL has not yet been determined.

- HR Bookkeeping: EBL has yet to develop HR Bookkeeping, which is a reliable device for coordinating the advantages of each new enlistment, computing turnover, and so on.

- Pay and Advantages: EBL provides pay and benefits using two distinct programs names EZHR and Flex solid form, both of which are rigid to use and have a few constraints.

OPPORTUNITIES:

- MIS: EBL's HRD has established a new MIS and is employing it in several labor announcements.

- EBL's HRIS: HR Data Framework will be expanded very shortly.

- Compensation Review: In the year 2016, EBL will conduct a compensation investigation.

- Learning and Advancement: EBL will soon make full use of its learning and advancement program by establishing a library and developing a large training module.

THREATS:

- Competitive Salary: EBL's total compensation isn't as significant as the market demands, thus the turnover rate of EBL is increasing gradually.

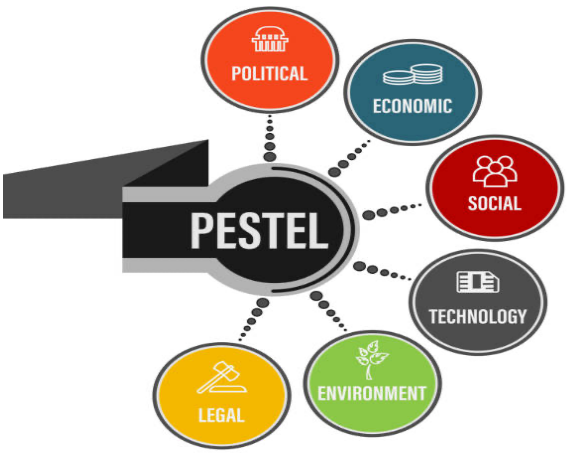
2.6.2 Industry Analysis

BRAC BANK: Local competitors have noted the bank's innovation in goods, services, economic outcomes, and management. It claims to be the pioneer in SME banking, with over 300 SME offices around the country.

Dutch-Bangla Bank: The bank's first focus was on assisting Bangladesh's fast-growing industrial firms. The argument is that Bangladeshi goods are sold all over the world by the manufacturing industry. Bangladesh may achieve the required growth by investing in and focusing on this sector. Corporate social responsibility is another area of focus for DBBL. DBBL is now the market leader in the ATM business.

City Bank: City Bank's services include a wide spectrum of retail, economics, and industries, and they are well-known for providing prompt and customized service. The Bank's offerings have expanded throughout time. The extensive and ever-expanding internal network provides and transports a diverse range of goods and services.

2.6.3 PESTEL Analysis



POLITICAL:

- System of central government stability
- Government debt reduction initiative on a grand scale
- Large interest rate enforcement
- Regulation-based banking stability

ECONOMICAL:

- Fast-paced technology revolution gadgets - High GDP rebound potential
- Increased use of 4G-enabled devices
- Acceptance of mobile financial services

SOCIAL:

- The pandemic has had an impact on consumer patterns.
- Increasing digital adoption and trust
- Increasing interest in banking via digital platforms
- A greater tendency to save and invest investments

TECHNOLOGICAL:

- Digital financing is becoming highly common.
- The administration is emphasizing economic diversification.
- Government programs that are well-designed
- The emphasis is on large-scale infrastructural projects.

ENVIRONMENTAL:

- Current trends in ESG-related funding
- The central bank's push for green finance
- The global accessibility of green finances
- Developmental Institutions
- a focus on budgetary responsibility

LEGAL:

- Standards for safety and health
- Laws and rules governing data privacy are evolving.
- Product governance is becoming extremely important.

CHAPTER: 3

PROJECT PART

“Analyzing The Human Resource Management System Of EBL”

3.1 Introduction

3.1.1 Background

Human resource management is the organizational function in responsibility of all individual’s issues in a company. Employee engagement, communication, policy administration, and training are all instances of compensation, recruitment and hiring, performance management, organizational growth, safety, wellness, benefits, and employee engagement. Human resource management is also a comprehensive and methodical approach to managing people, workplace culture, and the environment. It enables personnel to contribute effectively and productively to the overall corporate direction and attainment of the organization's goals and objectives when done appropriately. Members of the department provide the information, tools, training, administrative services, coaching, legal and management guidance, and talent management oversight that the rest of the organization need to work effectively.

HRM employees are partly responsible for ensuring that the business has a shared mission, vision, and values that give an overarching rationale for people to desire to work for them. These components may be motivating and make employees feel like they are a part of something greater than themselves.

Employee and community outreach are two more HRM-sponsored programs. They serve as mentors on a regular basis and are members of employee teams dealing with philanthropic giving, employee engagement programs, and employee family events.

Employee recruiting, employee incentives, employee development, and employee relations are the four basic activities of HRM, according to Rowley and Jackson (2011). To provide these services at EBL, the HR Division is organized into five teams, as previously indicated.

3.1.2 Problem Statement

The major goal of this report is to analyze the Human Resource Management practice of EBL. Moreover, the study research question is “How does the human resource practice of EBL work?”

3.1.3 Research Objective

<u>Broad Research Objective:</u>

To analyze the Human Resource Practice of EBL.

<u>Specific Research Objective:</u>

- To investigate the elements that influence workers' choice to stick with EBL.
- To find out the benefits EBL provides to their employees.

3.2 Methodology

3.2.2 Research Design

The 'Qualitative Research' approach was used in this case. Qualitative research methods entail gathering and analyzing non-numerical data. During a qualitative study, the researcher may conduct interviews or focus groups to acquire data that is not available in existing paperwork or records. Unstructured or semi-structured interviews and focus groups might allow for a variety of perhaps surprising replies.

3.3 The Human Resource Functions

3.3.1 Recruitment Process

A foundation or organization cannot grow unless proper client and customer assistance is provided. It is becoming increasingly significant for banks in terms of administration. As a result, in order to give important help to buyers, banks frequently recruit astute officials to ensure the bank's quality. EBL accepts by providing appropriate compensation and benefits to their personnel in order to gain the most extreme administrations from them. As a result, bank authorities must exercise prudence while hiring the correct individual.

It is the responsibility of senior management to regularly break down the labor requirements of the organization and fix the number of staff officials, administrators, and officials in each class. If the bank requests a temporary or permanent position for the organization, the top management staff offers the tasks and also subsidizes for a long time. Eastern Bank Limited is unable to find a way to fund the continuation of extra labor. EBL must recognize the necessity of labor estimating and provide an overview to contracting persons as needed. When necessary, it should be audited and revised on a regular basis to help the firm expand. Nonetheless, experts will utilize the advantage to fill unfilled positions within the authorized chart or organogram. They can take the initiative and edit the chart to justify the post's explanation. The organogram must be updated on a regular basis.

Recruitment Via Advertisement:

When an organization needs employees, they advertise in the media, which is also known as the component of the enrollment. The essential component of the enlistment approach is the right sort of ability. EBL regularly seeks print and web notifications. The office will handle all concerns pertaining to enlistment and personnel determination.

EBL
Human
Resources

GREAT CAREER
STARTS HERE

Trainee Assistant Officer, Cash Area

Prime Responsibilities
- Make payment and receive of cash efficiently, flawlessly; within shortest possible time
- Ensure Customer Satisfaction by ensuring Service Excellence in Cash Area
- Achieve set Business target of Loans and Deposits
- Stay alert against fake notes, fraudulent transaction and Money Laundering
- Necessary maintenance/ Cash loading / Reconcile of ATM

Qualification & Other Competencies
- Minimum graduate from recognized institutions
- Minimum CGPA: 3 out of 4
- Excellent verbal and written communication skills
- Adequate computer literacy to work in online software modules & office packages

Job Location
- Anywhere in Bangladesh

Compensation & Benefit
- Monthly Gross Salary: BDT 22,000
- Career progression opportunity as permanent employee based on performance after 1 year
- Two Festival Bonuses
- Medical Facilities
- Other benefits as per EBL Policy

Applicants desire to apply should send application through www.ebl.com.bd/career on or before October 05, 2019.

Only short listed candidates will be communicated.

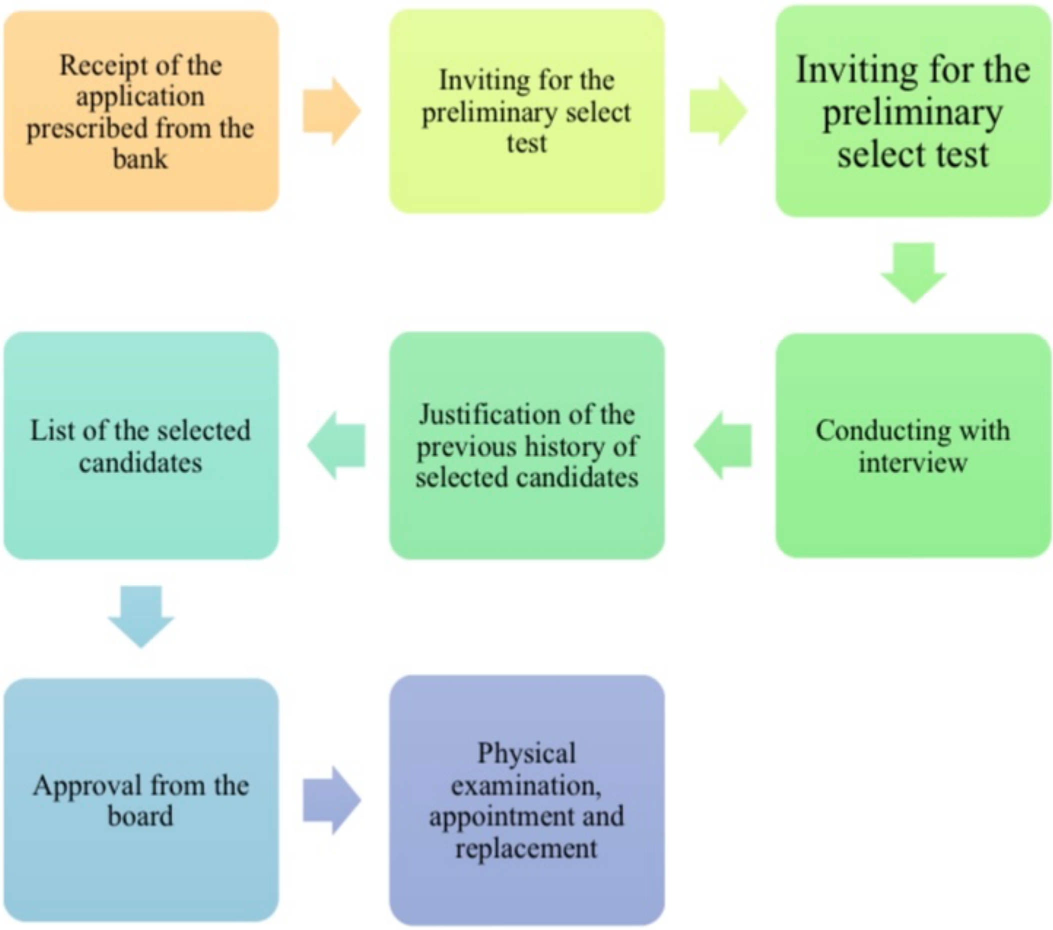
If you do not have Tracking Number, please Apply Now
If you have already registered, please click here to login and apply

Eastern Bank Ltd.

Eastern Bank Ltd.
Simple Math™

Job Circular of Eastern Bank Limited for Trainee Assistant Officer

<u>The whole Recruitment Process with flow chart:</u>



Flow chart of the recruitment process

3.3.2 Probation and Confirmation

The guidelines are as follows:

- For at least a year, entry-level officials will be subjected to post-trial surveillance. Following the trial period, the executive's advisory council will review and report on their display. If they believe the official is reasonable, they will affirm the individual in question; otherwise, they will relocate or stop.

- They also have a policy that specifies that if they recruit any subordinates, after 8 years of continuous work in the bank, they can be hired as regular representatives based on their records and instructional competence.

3.3.3 Registration

EBL allows for the completion of the project three months ahead of schedule. It is suitable always one of the staffs here they also cited if the overseeing executive neglects to provide them with the writing reports, the overseeing board of trustees at risk to pay the pay an amount equal to their essential pay three months compensation. It is also appropriate for the trial official if any disciplinary behavior has been inferred on an official or if any official is utilizing any equipment that has a place from which they cannot exit without the permission of the position.

3.3.4 Benefits Offered to Employees

Soliciting, requesting, or acknowledging to serve a worker anything of significant value as a result of any business, administrative, or secret data, either before or after an exchange is negotiated or accomplished, is a crime.

Special material of obvious worth, such as stationaries, key chains, schedules, and similar items, are prohibited, as are wedding endowments of reasonable inducement. When a scenario emerges with significant issues, a representative must be entirely honest with the administration and receive a written answer from the executives.

3.3.5 Training and Development Policy

It is quite common practice in any well-known organization to position new representatives in administrative jobs after the preparation and development process. We recognize that training comprises familiarizing everyone with the specialized component of the activity in order to increase his specialized talents. Because it is a customer-arranged occupation, preparation isn't enough for explicitly who requires human connection and social ability in this preparation gives people discernment, frame of mind, qualities, and desires, so that and representative or manager can build up there with the most recent update. Human resources generates knowledge and information to improve the quality of job responsibilities. It is focused with on-the-job and customized training programs.

The EBL Training Programs includes:

- Orientation Training
- Foreign Training
- In-House Training
- Job Specific Training
- E- Learning: Online Training and Evaluation
- Mentoring from peers or supervisors

Direction Training:

EBL has a directive within preparation project for new employees to provide them a broad view on the bank and also to introduce them to the hierarchical culture.

- Job explicit preparation: this is preparation in which the bank's standard is to prepare them on the advice of a friend or director. Representatives must go through this process in order to comprehend the breadth of their responsibilities and pursue hands-on training.

- Need-based planning: this planning might be foreign or domestic. Following a breakdown of the worker's complete aptitudes, knowledge, and competency required for the present job.

Basic Training Program:

• Participating in orientation with various departments

• Foundation Course

• Foundation Course

• Attachment with SME Unit Offices & Branches

• Development Program Organization

• Attachment with Different Departments

• Information Technology Training

3.3.6 Authority for Training

The Managing Director has the power to choose concerns connected to Bank representative preparedness. The Managing Director may select whether to prepare/instruct inside or outside the nation during an interview with the Heads of Divisions/Deputy Managing Directors.

3.3.7 Retirement

An official's competence and understanding grew significantly during the course of their tenure. When the capacity to perform dramatically reduces at that moment, a specific later opportunity comes. Where there is a strong possibility that a senior official will resign, a new official will be chosen to work with higher quality and zeal to improve the character of the organization's executives. The rules are known as the "Eastern Bank Limited" retirement and Retirement Benefit Rules, 1993. It will enter office on the same day as the Bank and will be recognized as having produced results since its start. When a bank employee reaches the age of 58 (fifty-eight) years, which is considered the standard retirement age, he or she will resign. Any employee of the Bank may opt to resign from administration at any time after completing at least 10 (ten) years of administration in EBL by submitting written notice to the Overseeing Executive at least 60 (sixty) days before the date of his desired retirement.

• Typical Retirement: A bank representative will retire at the age of 58 (fifty-eight) years.

• Limited Retirement: It does not applicable to limited retirement. After following the laws and procedures provided by law, a worker may be sacked from the Bank's administration for indulging in any undesirable action.

• Early Retirement: During their administration in the Bank, a representative of the Bank may agree to early retirement, which must be documented in writing and submitted to the Overseeing Chief, with or without proving any grounds. There is no time restriction for notification or administration duration. Regardless, once practiced, the alternative for early retirement will be conclusive and inevitable.

3.3.8 Benefits of Retirement

<u>Retirement voluntarily</u>

A worker who has had his or her willful retirement recognized by the Bank is eligible for the accompanying retirement benefits.

Tip will be paid in line with Tip Rules, and will be based on (one) month's basic pay (immediately preceding basic pay) for each completed extended term of administration in the Bank.

He/she shall be entitled to payments that are acceptable to him/her under the Fortunate Store Rules of the Bank.

The employee in issue will be entitled for Superannuation Reserve Plan benefits.

The employee in question will be entitled for Representatives Welfare Plan benefits.

Ordinary Retirement

A representative who resigned in common course at the age of 58 (fifty-eight) years will be eligible for the following retirement benefits: - Leave preliminary to retirement for 03 (quarter of a year) with pay, stipends, and various offices in full which he/she was profiting from the Bank before continuing to such leave. His leave account will not be taxed for the period he took before retiring.

Leave before retirement for 03 (a quarter of a year) with full income, recompenses, and various offices that he/she was receiving from the Bank before to continuing to such leave. His leave account will not be taxed for the period he took before retiring.

Forcible Retirement

An employee who is forced to resign as a reduced penalty for misconduct is entitled to the following advantages if he is otherwise eligible under current Provident Fund Rules. Banks and his own contribution to the Provident Fund.

• Gratuity, if permitted by the Bank's existing Employees Gratuity Rules.

• Benefits of the Superannuation Fund Scheme

• Benefits of the Superannuation Fund Scheme

Premature Retirement

The bank's employees who applied for and were accepted for Retiring Early will be eligible for the retirement benefits listed below.

• Four (four) months' salary and allowances (determined at the end of the preceding month's pay).

• Provident Funds, comprising individual and bank contributions, must be paid in line with Provident Fund Rules. • The employee in issue is entitled to both Superannuation Fund Scheme and Employees Welfare Scheme benefits.

3.3.9 Allowance and Pay

EBL's achievement in sound advancing and store preparation, as well as other speculation, will be dependent on productive and effective assistance from competent and passionate administrators, authorities, and people. For the time being, the current compensation structure, which includes a range of advantages for different classes of officials and workers, may be considered reasonable and fair. Based on the Bank's growth, development, and condition, they may be investigated on a regular basis. as shown by worker the bank pays an insufficient current payment, such as tk30000/ - for trial officials and tk32000/ - for first officials. Senior Executive Vice President (Tk.1,63,900/ -), Deputy Managing Director (Tk.2,25,000/ -), and Additional Managing Director (Tk.3,05,500/ -) are the positions available.

3.3.10 Increment

EBL, like some other organizations, employs some extra administrators. Their yearly raise would be based on a ten-year term, with the necessary compensation increasing by about 100% of the initial wage. Every two years, this guidelines survey is done. They have a stamping structure in place for this growth, and people were hired based on impressions obtained. Up to 19 with no amplification, 20-28 with average addition, 29-40 with remarkable addition All augmentations will be approved by the Board/Committee. However, the Board may acknowledge any individual official's outstanding performance as store assembly, advance recovery, or advance organization and provide more money, additional addition, or a letter of commendation.If a worker's promotion is compelled from the first of the year, the employee will receive his customary yearly increase, unless otherwise specified, with effect from the first of the year.

• The Board/Committee must accept any extraordinary increases based on the Company's financial performance and policy, which must be reviewed periodically.

• Every year, the Board will be supplied with a list of all officials who scored less than 40 points for suitable action/decision.

3.3.11Policy on Bonuses

A bonus is a payment provided in addition to normal salary that is fair and reasonable. It is not a normal paycheck, but rather an incentive payment. As a result, it must be inextricably linked to the bank's efforts and profits. Every year, there are two Festival Bonuses that pay out between 7% and 9%. There is just one Festival Bonus available, and there is no Incentive Bonus.

• Bonuses are always computed using the base salary.

• Nonetheless, even if net profit is inadequate to pay the minimum dividend provided in Eastern Bank Law under serial number. b (1), the Board should review the situation at least once a year.

3.3.12 Provident Fund

A Provident Fund is a legal component formed by each firm organization to assist laborers and workers in the long run. The corporation provides to the shop in accordance with a predetermined amount of regularly scheduled compensatory relocation costs. Employees must, however, contribute an equal or greater amount to the reserve each month. The Fortunate Fund is overseen by a Board of Trustees comprised of both board members and executives. These Rules, as well as any other Rules established from time to time, govern the Fund. The Trustees will oversee the store's maintenance, executives, speculating, and monitoring.

• The Fund shall have at least 6 (six) Trustees, of whom 3 (three) will be chosen by the Board of Directors and the remaining 3 (three) will be proposed by Management.

• The Trustees will be in charge of the fund's custody, management, investment, and oversight.

• The Fund shall have at least 6 (six) Trustees, of whom 3 (three) will be chosen by the Board of Directors and the remaining 3 (three) will be proposed by Management.

3.3.13 Gratuity

Gratuity is a portion of an employee's remuneration paid by his or her employer. This is another type of employee perk. Eastern Bank has its own set of regulations known as the "Eastern Bank Limited Employees Gratuity Rules." These Rules were effective on November 1, 1988.

Eligibility

Employees who have been with the firm for at least 12 (twelve) years without a break are eligible for the gratuity system. However, in this case, an employee may be given a bonus.

- In the case of an untimely death while serving
- In permanent mental and physical competence
- In the event of any unusual circumstances

Disqualification

Those who are dismissed from the Bank's service OR who quit or discontinue service without consent from the Bank will not be eligible for the Gratuity.

Payable Amount

One month's basic salary for each year of service on the employee's basic pay.

Gratuity Payment

- The employee will be compensated with the gratuity.
- The Gratuity must be paid in the event of their death.
- The person(s) nominated by death
- In the absence of a nomination, his/her successors

3.3.14 Advantages in Medical

The perks supplement the usual monthly allowance. It is not needed by law, but the EBL Board of Directors simply introduced such benefits to ensure that all employees remain committed to EBL for its continuing growth, greater customer service, and excellent health. The evident monthly medical allowance does not cover inpatient expenditures for severe conditions that necessitate lifetime treatment, including surgery.

Rules and Regulation

All confirmed employees on the permanent payroll should be employed. Their wife and up to two dependent children are also covered.

Declaration

Individual workers must complete and sign a duplicate specimen copy of the declaration form. The first copy of the declaration form should be delivered to the Administration Division at Head Office for their records, while the second copy should be kept by the branch and put in the affected employee's personal file. Please bear in mind that this feature is only available to the wife and two children whose names and information appear on the declaration form.

3.3.15 Leave Rules and Regulations

EBL will follow the leave policies and procedures stated below. These standards must be followed without exception, and any departure must be duly reported to the Board/Committee for information and discussion.

* Any Important Departure Issues

* Leave must be acquired completely via service. The time spent on tour will be counted as service.

The application for leave must be submitted to the proper authorities. No employee will be allowed leave unless his or her leave application is received by the leave sanctioning authority on time.

3.3.16 Policy of Promotion

Because of their importance in looking after officials/officials and staff ethics on the one hand, and the Bank's future development on the other, advancement plans to the next higher rank should be managed intelligently and effectively. Without a foundation, growth cannot be claimed as a right. It is the obligation of Management to guarantee that one obtains an upward promotion entirely based on the presentation within a suitable timeframe. It must be established as a rule that advancement should be based only on merit. However, it has been shown that evaluating authenticity is tough, and advancements have been occurring all around based on rank.

- The cumulative points with ratings, academic degrees, professional degrees, professional training, and so on will be utilized to build the list of Officers qualified for promotion to the next higher grade. Officers with higher academic credentials would be prioritized above others on the eligible list. After three years of continuous service, a person may be eligible for promotion. Post availability is also a major factor in promotions.

- Merit should be given more weight, even if determining an individual's merit is a difficult undertaking that necessitates subjective judgment. Promotion to a higher position should not be based on seniority or length of service.

3.3.17 Disciplinary Action

Anyone who acts in a way that is harmful to EBL's interests will face repercussions. If found guilty of misconduct or disloyalty, whether executive, officer, or staff, he is subject to disciplinary action if there is sufficient evidence that he has breached his duty to EBL due to inefficiency, mental incapacity, physical infirmity, or any other reason, such as conviction by a court of corruption. Fraud, forgery, commercial bribery, and misuse of public authority are all criminal offenses.

In EBL, "Misconduct" will include the following:

• Disobeying the law or a directive issued by an authority

• Bank or commercial real estate stealing, deceit, or dishonesty On a frequent basis, I lose or destroy goods or property, and I come late and depart early.

• Absence from duty without prior approval. Indecent or irregular behavior while on job.

• Picketing and agitation in the area of the bank, distribution of handbills, flyers, or posters within the bank premises, • Leaving the seat or place of work without authorization during duty hours

• Unauthorized use of bank property • Workplace absenteeism or extreme tardiness in executing tasks • Duty Negligence, Habitual Duty Negligence

• Violation of bank regulations, standing orders, instructions, rules, and processes, among other things.

3.3.18 Authority of Disciplinary

The Managing Director is in charge of resolving disciplinary issues involving officials, and officials, like staff, will be examined and appointed by the Policy and Regulations Committee/Board. If a situation necessitates rapid response, the Overseeing Director will have the ability to suspend anyone. Before the Managing Director's action may be accepted, it must be justified to the Committee. The Committee/Board will be in an unequaled position to select which conduct should result in punishment. When incidents of improper behavior or other offenses reported by an official/official are brought to the Managing Director's notice, disciplinary procedures will be started.

3.3.19 Suspension

The Bank may consider granting a subsistence stipend to Procedure for Enquiry during the suspension period.

Procedure for Enquiry

The difficult employee should be given the opportunity to explain his behavior, and his response should be thoroughly reviewed and evaluated. If the authority is not pleased with his written response, he will be prosecuted and given a fair chance to establish his innocence. If charges are brought, the competent authorities will impose the punishment.

Review and Appeals

Anyone who has received a penalty has the right to petition the authorities in charge of the sentence to have it reviewed. He can also ask the next higher authority to review his punishment order. Within one month of obtaining notified of the penalty order, the review petition or appeal must be filed.

3.4 Findings and Analysis

- Eastern Bank Limited has its own training center in Gulshan, where they solely provide theoretical materials rather than practical ones such as movie presentation. In addition, there is no pre- and post-assessment or survey in the training session.
- They do not use the most recent edition of the performance evaluation.
- When a customer wants to open an account, especially for business purposes, they do not reveal information about their financial condition, such as if they have a loss or a debt.

- The bank offers online banking services. However, the service system is sluggish, causing disturbances throughout the transition hour.
- The entire organization is incredibly skilled, yet they are utterly unaware of the core principle behind the project or assignment.
- The Bank should keep to its stated goal.

3.5 Recommendation

When I began writing my paper, I discovered several significant issues that are thought to be more substantial. There were not many hurdles uncovered, but there were several crucial characteristics of the organization that assisted it in becoming more effective. The recommendation section has concentrated on the areas that require the most improvement.

- The external recruitment and selection method at EBL could be enhanced by making more information about them available on the internet. Their understanding is insufficient to comprehend their actions or objectives.
- They should provide a salary scale to ensure that worker demand is satisfied.
- Overtime should be paid at 80% of the actual work hour.
- They may arrange an award program for remarkable success every year to help inspire personnel.
- To reduce risk, they might provide life insurance or group insurance. They could also provide health insurance.

3.6 Summary and Conclusion

Eastern Bank Limited develops policies and processes using a typical banking system. We have multiple commercial banks and state banks in this country, and Eastern Bank competes effectively with all of them. It not only competes successfully, but it also adds to the SME loan sector of our economy. During the preceding twenty-seven years, industrial loans and other loans have supported the general population in providing extra chances for them. The solid functional design of EBL created a solid platform for HR Outcomes, allowing employees to enhance their performance. They made a lot of money in the export and import industries. Increased the number of sources contributing to portfolio growth, resulting in fewer loans and losses and more income.

Reference:

HR Manual of Eastern Bank Limited

https://www.ebl.com.bd/profile

Eastern Bank Limited (EBL), Retrieved April 11,2022 from https://www.ebl.com.bd/

Fahmida, k (2015), Banking Sector for sustainable growth, 5th Feb, supplementary part -5 citing electronics of information [WWW] Daily star ,http://www.thedailystar.net/supplements/25th-anniversary-special-part-5/banking- sector-sustainable-growth-212689

Mahmood, R., & Khan, S. M. (2014). Impact of service marketing mixes on customer perception, a study on Eastern Bank Limited, Bangladesh. *European Journal on Business and Management, 6*(34), 164-167.

Malhotra, N. K., Nunan, D., & Birks, D. F. (2017). *Marketing research: An applied approach*. Pearson Education Limited.

Robinson, M. A. (2018). Using multi-item psychometric scales for research and practice in human resource management. *Human Resource Management*, *57*(3), 739-750.