Report On

An analysis of the HRIS development & requirements for the HR division of
Dhaka Bank Limited

Submitted By

Sanjida Islam

ID: 18104124

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
Summer 2022

Declaration

It is hereby declared that

While pursuing a degree at BRAC University, the internship report that was presented was

my/our own work.

The report does not include anything that has already been published or authored by a thirdparty,

unless it is properly cited through thorough and correct referencing.

There is no information in the report that has been accepted or submitted for another degreeor

diploma at a university or other institution.

I/We have given credit to all major sources of assistance.

Student's Full Name & Signature:

SANJIDA ISLAM

ID:18104124

_____

Supervisor's Full Name & Signature:

MOHAMMAD ATIQUL BASHER

Lecturer, BRAC Business School, Brac University

_____

Organization-Supervisor's Full Name & Signature:

Md. Shofiur Rahman

Vice President, Human Resources Division, Dhaka Bank Limited

_____

Letter of Transmittal

Mohammad Atiqul Basher

Lecturer, BRAC Business School

BRAC University

66 Mohakhali, Dhaka-1212

Subject: An analysis of the HRIS system development requirements for the HR division of

Dhaka Bank Limited

Dear Sir,

I'm delighted to inform you that I've submitted my internship report for class (Bus 400) on "An analysis of the HRIS system development requirements for the HR division of Dhaka Bank Limited." Working with the reputable bank's HRD department and gaining various practical experiences was truly a tremendous joy. I did my best to carry out all of my responsibilities at work and stick to the instructions for the internship given by Dhaka Bank Limited's internship section. I'm happy and grateful that I got the opportunity to write this report. The report, in my

opinion, will meet the desires .

Sincerely yours,

—————————————————

Sanjida Islam

ID:18104124

BRAC Business School

BRAC University

Non-Disclosure Agreement

This contract was signed by Sanjida Islam and Dhaka Bank Limited. Sanjida Islam, who is an intern at Dhaka Bank Limited's HRD division, would benefit from the learning and hands-on experience gained there. She may work on several secret and non-disclosable tasks and projects while employed by this company. Therefore, the agreement's objective is to keep all of Dhaka Bank Limited's information and files private. With authority's approval, an intern may utilize

The intern will be in charge of his own health issues, protection, and wellbeing outside of Dhaka Bank Limited.

The intern acknowledges that both personal and professional behaviour during the internship shall be governed by BRAC's policies and procedures as well as the instructions of his or her supervisor and the internship unit.

The intern consents to follow the safety rules and regulations as well as the code of conduct.

The internship appears to agree not to publish any reports or documents based on data gathered during the internship and to keep private any and all unreleased data or other details she acquires through the course of the internship that she fully understands has not been

publicly disclosed, or should not be made available to the public, with written approval from

BRAC..

The intern is aware that in his interactions with the supporting school, he is entirelyresponsible

for any course credit or arrangements for passing grades. The intern will receive adequate

paperwork from the BRAC approved supervisor as needed for these reasons.

After the competition, the intern will hand her temporary ID card back.

Acknowledgement

It has always been a desire of mine to do an internship at a prestigious company like Dhaka Bank Limited. My excellent internship experience with Dhaka Bank Limited has been a huge source of gratitude and pleasure for me. I had the privilege of working in their Human Resource department division here. I have gained a lot of HR-related knowledge, particularly in the recruiting field. As I work with line managers in the recruitment sector, I have learned about several recruiting and selection procedures and had the chance to observe how the HR department sets up its interview board and conducts interviews. I had the opportunity to work on recruiting and selection as a student of human resource management as part of my study. For this, I would like to express my gratitude to my on-site Dhaka Bank Limited supervisor Md. Shofiur Rahman (Vice President, Human Resources Division) and to all the staff members of the HRD department for their constant guidance and well-timed nutrition, which has greatly aided me over the course of my internship. Additionally, I would like to thank my academic supervisor, Md. Atiqul Basher, a lecturer at the BRAC Business School, as well as my co-supervisor Mr. Jubairul Islam Shawon, another lecturer at the BRAC Business School, for their unwavering support, commitment, and motivation of me and my research. I could not have successfully completed this internship report without their direction. Finally, I want to thank everyone at DBL and BRAC University for making the whole experience easy for

me. I'm constantly motivated by their welcoming and cheerful attitude.

Executive Summary

The Report describes the internship program conducted by the human resources department of Dhaka Bank Limited. As an intern, my responsibilities included assisting my line managers and supervisors with a range of tasks that were assigned as well as other recruitment and selection operations. All of my work has been done with the supervision of my inspirational boss, Md. Shofiur Rahman, vice president of Dhaka Bank Limited's HRD division and a fantastic leader who encourages young people like us. The report's objective isto examine the effects of the HRIS system and the development needs for Dhaka Bank Limited's HRD division. I work in the recruitment and selection area, and I also try to communicate each HR professional how to use the HRIS system to carry out their tasks.

Based on the quantitative and qualitative facts that are currently accessible to the firm, a result is offered. Additionally, while my time there, i collected a significant amount of information and questionnaires from the HRD department staff, who serve as my primary source for learning about the HRIS system because they regularly use it. The level of satisfaction among employees and compliance with the knowledge requirements of the business determine effectiveness. The research is based on secondary and primary data that HRD and Dhaka Bank Ltd. both gave. The data has been analyzed depending on the opinion analysis after conversations with all HRD department personnel regarding the HRIS system

and seeing how they use this software on a regular basis. In order to fully comprehend this idea, they also participate in parts of the work realistically . Based on these findings, I tried to do further study to improve Dhaka Bank Limited's HRIS system. The report's findings indicated that HRIS systems are particularly useful for enabling staff to do HR tasks quickly and efficiently. I may have introduced that they are succeeding due of the HRIS system after gathering data via survey questionnaires and employee progress rate data from HRD. Employees are picking up new abilities and information. Here, we can see measurable employee effect and advancement. Their output is rising, but there are still a few difficulties or problems they frequently encountered when utilizing HRIS that require solutions.

Table of Contents

List of Acronyms

D.B.L:- Dhaka Bank Limited

• D.B.T.I :- Dhaka Bank Training Institute

• H.R.D :- Human Resource Division

• MAN.COM :- Management Committee

• C.S.R :- Corporate Social Responsibility

• O.J.T :- On the Job Training

• R&D :- Research & Development

• CRM :- Credit Risk Management

• SME :- Small and Medium Enterprise

• P.R :- Public Relation

• M.D :- Managing Director

• M.T.O :- Management Trainee Officer

• T.C.O :- Trainee Cash Office

D.B.L:- Dhaka Bank Limited

• D.B.T.I :- Dhaka Bank Training Institute

• H.R.D :- Human Resource Division

• MAN.COM :- Management Committee

• C.S.R :- Corporate Social Responsibility

• O.J.T :- On the Job Training

• R&D :- Research & Development

• CRM :- Credit Risk Management

• SME :- Small and Medium Enterprise

• P.R :- Public Relation

• M.D :- Managing Director

• M.T.O :- Management Trainee Officer

• T.C.O :- Trainee Cash Office

D.B.L:- Dhaka Bank Limited

• D.B.T.I :- Dhaka Bank Training Institute

• H.R.D :- Human Resource Division

Chapter 1

Overview of Internship

1.1 Student Details

Student Name: Sanjida Islam

ID: 18104124

Department: Human Resource Division, Dhaka Bank Limited

Major: Human Resources Management

Minor: Marketing

1.2 Internship Details

Company Information

Human Resources Division Of Dhaka Bank Limited

Dhaka Bank Head Office at Plot : CWS (C)- 10, Bir Uttam A k Khandakar Road, Gulshan-1,Dhaka

– 1212

Period Of Internship

3 months (From 1st june to 31st August)

1.22 Supervisor's Details

Name: Md. Shofiur Rahman

Designation: Vice President, Human Resources Division

Head Office Plot: CWS (C)-10, Bir Uttam A.K. Khandaker Road, Gulshan-1, Dhaka-1212

Tel: +880258314424-30 Ext. 223

Mobile: +88-0170813918

Fax: +88-02-58314419

Email: shofiur.rahman@dhakabank.com,bd

Website: www.dhakabankltd.com

1.23 Plan of Work

I had to complete routine tasks each day as an intern. My main responsibility was to utilize SLL Software to send SMS to the chosen applicants, make phone calls to them to notify them of their interview time and any other HR-related tasks, and remind them of any guidelines before the interview. Additionally, reply back to them. The following lists all of my works from the past three months.

Table:1 Plan of Work

Week	Activity
1	I began working as an intern this week at Dhaka Bank Limited's HRD division. My supervisor gave me a brief overview of all the duties I would be performing during my orientation session and gave me instructions on how to complete any recruiting or selection- related tasks. During my internship's first week, I looked at those pieces of work.
2	I indexed employee files for more than 50-60 files at DBL in the excel sheet during the second week. I also printed those sheets.
3	During the third week, I was indexing employee files and sending a few SMS messages to chosen applicants inviting them to interviews using SCALED software.
4	I finished indexing files for more than 150 employee files in the fourth week and saw how they set up the interview board and

	conducted interviews on a constant schedule.
5	We had a vacation during this week as the EID-UL-AZHA holidayshad just begun.
6	I began reference checking in the sixth week for the recently hired trainee cash officers at all Dhaka Bank Limited branches. When they joined, they filled out a reference form, which the HRD department needs to check to see whether the references are real before making phone calls to them and making sure the information they provided is accurate.
7	In the seventh week, I continued to reference-verify about 90 DBL workers from every branch who are now employed there as trainee assistant cash officers.
8	I finished the assignment I was given in the eighth week and started working on certain tasks relevant to the interview. For instance, scanning CVs, making calls, and sending selected applicants SMS.
9	In the ninth week, I carried out identical activities, as well as seeing how they use the HRIS system for HR-related work, identifying the features they frequently use, and gathering data because this is the topic of my internship.
10	In the tenth week, I completed some analysis and research for my internship. I also saw how they verified the employee's NID and

	address for DBL while performing my usual chores, which I had been performing since day one.
11	Interviews for the position of a management training officer were taking place in the eleventh week. I therefore observed the entire interview procedure at that time.
12	Since this was my final week of the internship, I turned in my ongoing work and collected all the information I could that I required for the internship. I also had the opportunity to see the first day of work for freshly hired DBL MTO. How they organize their own files in accordance with HR manager's instructions, and how they adhere to all the instructions.

1.3 Internship Outcomes

1.3.1 Contribution to the Dhaka Bank Limited

I spent most of my time there as an intern learning. The DBL HRD department contains a lot of divisions. For instance, recruitment and selection, compensation, and training and development. In addition, some workers handle employee leave papers, create new ID cards for newly hired workers, and decide which workers will work in which branches. I now have the chance to

physically see the process and work. I have been employed with the recruitment department for three months. In order to aid the personnel, line managers, and my supervisor in this sector, I didmy best to complete the duties they gave me.

I assist with different HR-related tasks at this leading company. For verifications, I had to speak with a variety of individuals from several branches in DBL. I helped them greatly by printing or scanning any necessary paperwork. I had to call the chosen applicants every day and speak with DBL staff as well.

I must attend several interview boards as a member of the HRD department's recruiting and selection division in order to monitor the interview procedure. Furthermore, dealing with so many personnel in various divisions was necessary to gather the relevant data.

As a result, it was truly fresh to me, and I was delighted to be a part of such an entity. So many of my comprehensive input and accurate assessment are covered in other sections of my internship report.

Advantages of an Internship

the hiring process, the performance standards used by interview, and how wages and salaries are determined. When the DBL HRD department hired Trainee Assistant Cash Officers or Management Trainee Officers, my reporting supervisor permitted me to present in the onboarding process. This allows me to get knowledge and experience about different HR-relatedjobs. Reference, address, NID verification, and personnel file indexing are a few examples. We need to understand how to transform a regular person into effective human resources as HR

graduates. I learned about many aspects of their hiring and selection procedures. I gained

knowledge of correct HR professional behavior through the HR procedures used by the DBL HR department. The most crucial component of every corporation is its human resources department, and nowadays, every business is adopting good Hr strategies. As a consequence, HR graduates would benefit greatly from learning effective HR skills.

Last but not least, Dhaka Bank Limited is my first workplace, and I will constantly be thankful to this company for developing me in this way. My wealth of knowledge and abilities will always serve as a guidance in both my professional and private lives.

Difficulties and Challenges

Since this was my initial job, During the few days when I was receiving a task, I felt a little anxious. I reasoned that I couldn't do my assignment correctly and it wouldn't be adequate enough. In the start, I had trouble checking addresses for references or conversing by phone with interview prospects. They used to ask me a lot of questions that I couldn't respond to. At first, I had problem explaining such questions. Moreover, I had no knowledge of these HR-related responsibilities or the recruiting and selection procedures because I am a new comer in the HR industry. I bumped into issues even while indexing employee files because I had no knowledge what I was doing.

Due to the fact that not all references are accurate—in fact, the majority of references are inaccurate—I had difficulties verifying references for DBL staff. Therefore, we need to rectify such details by speaking with the employees and sending them email so they can provide accurate reference data. Also, the same thing occurred during address verification. The addresses

of several of the employees are untraceable. Therefore, we must notify them and gather reliable data for the verification.

I'll have to overcome certain obstacles on the interview panel. mainly because a select few applicants frequently arrived late. Therefore, we must phone them repeatedly. After picking out a candidate, if they decide not to attend the interview, we must call them to find out why. If the justification is sound, we occasionally think about extending the deadline for that specific applicant.

Without encountering and resolving obstacles, we cannot understand the lesson. But my rest of the team really pushed me to get through those challenges. As a result, I continued to research during my internship, which went without a glitch.

Recommendation

After being given the chance to complete an internship at this esteemed company, I feel honored. My managerial skills, corporate expertise, consciousness, ability, and assurance all evolved as a result. DBL gave me hands on experience. Besides, the DBL Hrm is the greatest location for students majoring in HR since it gives them the chance to closely study a variety of HR-related topics. The employee-friendly Personnel rules of DBL are advantageous to interns. Here, everybody respects one another, and the HRD department is clear of any instances of prejudice. Given that Dhaka Bank Limited is one of Bangladesh's most prominent and well-known banks, training opportunities are abundant here. I believe that if a person wants to pursue a career in

banking, the best choice could be DBL. Hence, I wholeheartedly support Dhaka Bank Limitedfor upcoming interns.

Chapter 2

Organization Part

2.1 Introduction

A group of brilliant businessmen launched a successful professional journey as a Bangladeshi banking company. According to the Company Law of 1994, The Dhaka Bank was established as a publicly traded limited partnership on April 06, 1995. On July 5, 1995, the Bank began conducting business with a Tk registered capital. 1,000,000,000 and a 100,000,000 Tk. paid-in capital. In 2000, it was placed on the DSE and CSE. In addition to its strong relationship with business, DBL has expanded its lot of branches, ATMs, Small and medium - sized outlets, rural outreach, and internet payments to cover the whole country. DBL has established a strong presence in 100 sites, including 2 Islamic Banking Divisions, 1 Involving The state Unit, 3 SMEService Outlets, 1 Business Portal, and 53 ATMs. This organization achieved customers' confidence immediately after its establishment in domestic and international markets. The Company Philosophy - "Excellence in Banking" has been preciously the essence of the legend of bank's success. The Bank within a period of 21 years of its operation achieved a remarkable success and met up capital adequacy requirement of the Bangladesh Bank. As soon as it entered the local and foreign marketplaces, this company won the trust of its clients. Excellence in Banking, the company concept, has been a crucial component of the success story of the bank. The Bank satisfied the capital requirements of the Bangladesh Bank and reached a great level of performance in its first 27 years of existence.

2.2 Overview Of the Company

2.2.1 The Vision, Mission and Values of DBL

DBL's mission is to give services of the highest caliber while being precise and timely, reflecting "Excellence in Banking

DBL's aim is to provide top-notch items and services using cutting-edge technology to ensure perfection in banking. Customer-centeredness, collaboration, truthfulness and integrity, caring, excellence, and community engagement are some of their core values.

2.2.2 Strategic Objectives

DBL's strategic goals are to operate in a transparency, strong manner while adhering to the rules of the law and society.

2.2.3 Organogram

The Organogram that shows responsibilities and roles and avenues of interaction The personnel below each Head of Division, Sector, or Group In-Charge should make sure they completely comprehend the Corporate Matrix and adhere to the defined reporting relationships and information flows.

Organogram of DBL
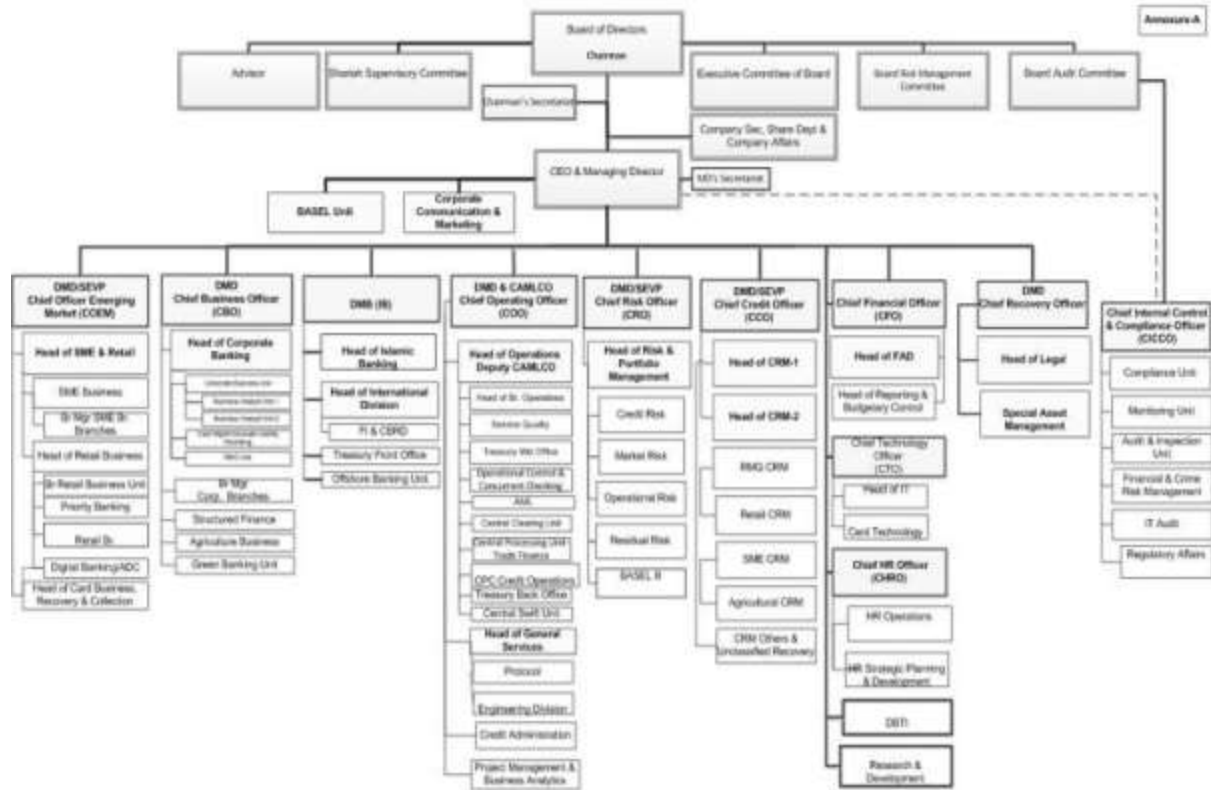
Source: Dhaka Bank HR Circular File 2017

The MD and CEO are in charge of overseeing the whole bank, while the chairperson is the board of directors of the bank. Financial institution, SME financial services, retail chain, business functions, risk assessment, Islamic banking, government counsel, control activities and adherence, debt management, ict, Central bank, funding & account holders, and hrm division are just a few of the segments that fall under the admirable Deputy Managing Directors (DMDs). Further, certain departments, such as the Head of the Sections, carry out semi administration.

2.2.4 Branches of Dhaka Bank Limited

The organization has 100 outlets, 4 SME Service Centers, 2 Islamic Banking Centers, 2 Banks Are regulated Units, 1 Affiliate, a huge network of connections throughout the world, and 2 Involving The state Units. In order to grow its system, the Bank intends to establish more Branches during the current budget year.

Region wise Branches
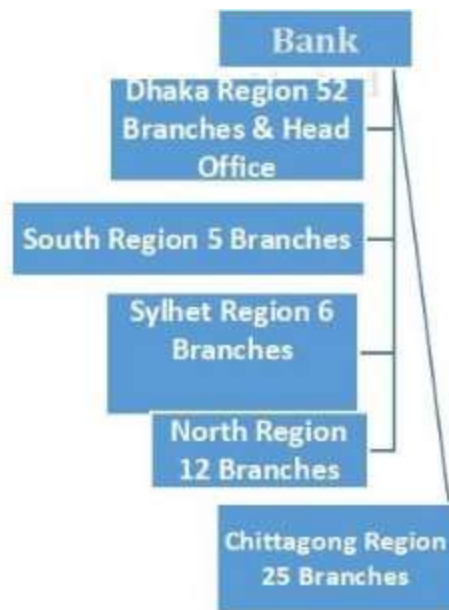
Dhaka bank has 100 branches. And the branches are divided into some regions such as Dhaka region, South region, Sylhet region, North region and Chittagong region.

2.2.5 Major Function's, Departments or Divisions

It would be quite challenging to govern the system successfully if the Jobs were not arranged taking into account their interdependence and were not distributed in a certain division. Without divisions, everything would be chaotic and it wouldn't be possible to evaluate how well one division was performing. This project has been expertly managed by Dhaka Bank Ltd. The following list includes many DBL distinctions:

Department and Division of Dhaka Bank Limited

Dhaka Bank Training Institute	Islamic Banking Division	SME Unit	Asset Management Division	CRM Division	Corporate Banking Division	Consumer Banking Division
Human Resources Division	Reconcilation Unit	Business Operations Division	Finance & Accounts Division	Research & Development Unit	General Services Division	Cards & ADC Operations Unit
Cards & Business Unit	Syndication & Structured Finance Unit	CPC-Credit Operations	CPC Trade Operations	Information Technology Division	Global Trade Services Division	Internal Control & Complience Division
Risk Management Division	Retail Monitoring Unit	Treasury Division	Legal Affairs Division	Engineering Division	Communications & Branding	DBL Securites

The bank is divided into 28 divisions. Every unit is individually governed and overseen by the competent head of the division. It also has certain sections that are controlled by the leader of the organizations.

2.2.6 Major Products

All banking-related activities are carried out by Dhaka Bank Ltd. Investment collecting and providing access to credit to various business corporations and small and medium-sized businesses are among the operations. Through its retail commercial banking, the bank provides account users with ATM cards and credit cards. People can trade stocks by being members of the Dhaka and Chittagong Stock Market, according to Dhaka Bank. The bank's bank customers maytake use of new tech including Mobile payments and Electronic transfers. Commercial goods, retail goods and services, and SME items are the three main product categories. There aren't many product photographs are illustrations in the appendix.

2.2.7 Performance

If a company makes up for bad management on some of these dimensions by exceptional performance on others, it may still appear to be functioning well. An organization's assessment of financial performance is crucial to gaining a comprehensive understanding of the business. It often entails the analysis of the income statement and the balance sheet. These two entities may be used to do the accounting ratios and trends, that are the two key methods for evaluating a bank's financial performance. In the face of challenging economic circumstances, Dhaka Bank Limited is creating new benchmarks in the banking industry. The bank had been transformed into a financial institution as part of the govt's lengthy monetary reformation and restructuring programmer.

2.3 Management Practices

2.3.1 Overview of Human Resources Division

For the goal of achieving success in banking, Dhaka Bank Ltd. thinks that an important role in the effective, competent, and devoted staff are essential. The Bank is dedicated to hiring top talent and giving them the inspiration, training, working environment, and pay packet they have to achieve the highest standards, based on the HR professionals who work for the HR Division. As the Company's most important asset, human capital, they claim. They understand how crucial it is to establish the Bank as a top employer. They make sure the staff members are aware of the strategic goals and goals of the bank and what is required of them in order to achieve that aim. The Bank stresses the value of having strong ethical principles among its staff.

2.3.2 HR Vision

The best performing, fastest effective in terms of money, and also most successfully completing among Bangladeshi banks.

2.3.3 HR Strategic Objectives for 2015-2021

Strategic Hr and the department of human resources inside a firm both require strategy Implementation planning. The frameworks established of hr functions planning with corporate

strategy, which results in the accomplishment of the leader's objectives, purpose, and desired outcomes, is made possible by HR key planning.

Functional structure of Human Resources Division
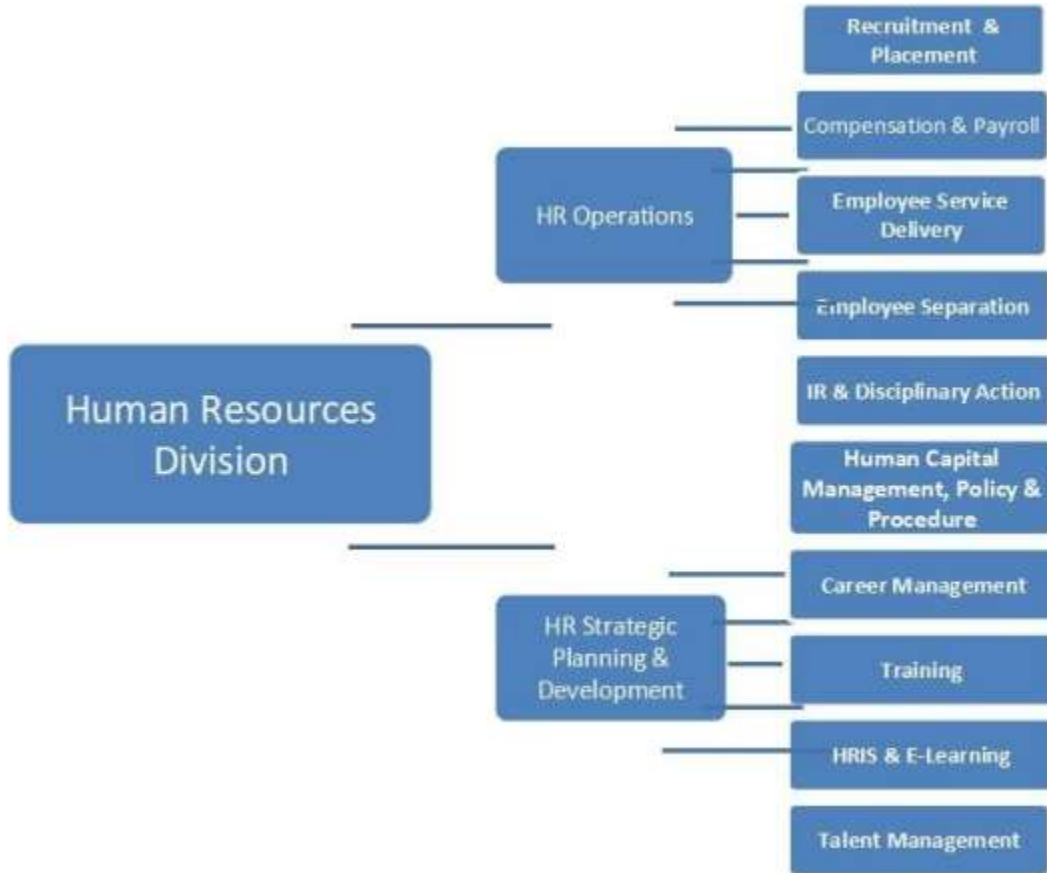
There are 12 HR employees working in HRD to carry out HR-related tasks. All personnel duties are under the supervision of the Head of HRD, the Head of HR Operations, and the Head of HR Strategic Planning and Development.

Unsaid units exist in the Human Resources Section of Dhaka Bank Limited. Every single unit has well stated tasks and obligations. Numerous tasks are included in the modules.

2.3.4 Staffing Strategy

DBL constantly strives to keep this with some measures. Hiring is the act of gaining, employing, and keeping workers of adequate number and caliber to generate beneficial influences on the organization's functioning. When we are looking for applicants, we constantly focus on whether the qualifications of the applicant and the requirements of the position are compatible or not. In essence, they constantly strive to match the ideal individual with the right position. Furthermore, we place more focus on developing ability than on buying it. We teach our current staff in a separate training and development department in an effort to make them more effective in their jobs.

2.3.5 Recruitment Practices of Dhaka Bank Limited

Whenever new hires are required, Dhaka Bank begins the hiring procedure, which ends when the applications are received. It produces a pool of candidates from whom new hires are chosen.

Due to its size, Dhaka Bank Limited needs a lot of staff to support its constantly expanding operations at all levels. However, for normal company activities they need two sorts of workers. They are listed below:

• Recent grads

• Experts with relevant experience

The selection process, the final screenings, the judgment, communicating the choice, and the appointing procedures come right after the hiring procedure. The following procedure is used by Dhaka Bank Limited to screen applicants:

planning Phase for HRM and posting job openings

• Requirements for recruiters

• Recruiting Methods

Personnel Planning and Vacancy Announcement

The Human Resource Manager oversees the DBL Human Resources division. Requests for hiring are received by the human resources department from any division or branch of the business, which kicks off the hiring process. By participating in people planning and control, HRD makes decisions on the roles that need to be filled. All divisions get a letter from HRD informing them of their people requirements, and after hearing back from line managers, HRD decides whether to fill the position. The tasks and responsibilities of the workers are also established in collaboration with the direct supervisor and the Manager.

Qualifications

Management Trainee Officer recruitment requirements: The applicant must hold a master'sdegree in

the subject listed below from an esteemed institution.

Recruitment qualification for MTO

Business Administration	Mathematics/Statistics
Bank Management	Development Studies
Economics	Engineering (All subjects)

 The applicant's age must be no older than thirty years old; the minimum GPA requirement isthree, or

the same in first divisions, course, or comparable.

2.3.6 Recruitment Channel:

Dhaka Bank LTD hires new staff via two different channels, including:

2.3.7 Internal Recruitment Channel:

Existing staffs are significant source of recruits. DBL mostly uses a closed recruiting technique for this internal hiring. sources for internal hiring include:

- Job Rotation
- Skill Inventories

2.3.8 External Recruitment Channel:

There are instances when a task demands extra additional that cannot be provided inside. In these situations, the Hr must search outside the company, and for DBL, this is how leadership trainees, trainee officers, or any junior level or mid-level role is recruited. For external candidates in the DBL, a total of three methods are used, either indirectly or directly depending on the degree of hiring. These are

- Advertising
- Employee ecommendations
- Walking CV

Flow chart of closed internal recruitment and selection process of DBL

```
┌─────────────────────────────────────┐
│   Manager Notifies HR of Vacancy    │
└─────────────────────────────────────┘
                  ↓
┌─────────────────────────────────────┐
│      HR search files for candidate  │
└─────────────────────────────────────┘
                  ↓
┌─────────────────────────────────────┐
│ HR gives list of candidates to top  │
│              level management        │
└─────────────────────────────────────┘
                  ↓
┌─────────────────────────────────────┐
│ HR & top management interview       │
│              candidates              │
└─────────────────────────────────────┘
                  ↓
┌─────────────────────────────────────┐
│ Position filled by applicants Choose│
│          by management              │
└─────────────────────────────────────┘
```

2.3.9 Training and development

In the creation of human resources, training was essential. The most crucial factor in every organization's expansion and sustainability is the use of efficient and effective human resources. The Board of Directors of Dhaka Bank promptly acknowledged the necessity for ongoing training of its staff, which prompted the establishment of the Dhaka Bank Training Centre (DBTI) in 2000. These days, DBTI is operating at its peak efficiency .

DBTI is devoted to advancing the bank's people resources, which serve as its engine, through organized, modular training initiatives. These programs were created after conducting an accurate Training Needs Assessment (TNA). DBTI offers a variety of seminars, conferences, and executive capacity - building, mostly for bank managers and executives. For 2,790 Officers and

Executives, DBTI delivered 78 development programs totaling 50 different courses in the year 2020.

FORMULATING A Program Structure

A thorough Training Needs Assessment is conducted by workshop DBTI before creating and developing a course (TNA). Additionally, it collects broad information about the course content and determines target audiences through focus groups, expert opinions, and market research. The Bangladesh Bank Training Academy (BBTA), the Bangladesh Institute of Bank Management (BIBM), the Dhaka Administrative Training Center (BPATC), and many others are just a few of the top training institutions in Bangladesh that DBTI constantly tries to keep its course material current and in line with.

2020 WORKSHOP, Certification Programs, AND EXECUTIVE Training System

Via well modular training programs, the Dhaka Bank Training Institute (DBTI) is dedicated to advancing the people assets that serve as the bank's engine. DBTI offers a variety of classes, seminars, and executive development projects, primarily for the bank's officers and managers, with the goal of establishing professionalism in banking.

2.3.10 Compensation

Management of leaves of absence:

The Management Team or his designated representative may grant leave that is permissible under the Dhaka Bank Ltd. provider rule, but leave cannot be requested as a matter of right. They

have the power to deny queries, grant end up leaving for a shorter duration than requested, withdraw leave of any kind, and recollect employees before their leaves are up.

HR activities:

The immediate and long-term advantages of DBL workers, such as pay, bonuses, provident funds, gratuities, superannuation funds, etc., are the focus of the Management and support section.

Payment of Salary Each Month

Final Agreement for Workers; compilation and payment of Celebration Bonus and Financial Rewards.

Financing for Developing Staff Housing.

Submission of Retain communication with various hospitals covered by Dhaka Bank Limited's business agreement.

Investments made using PF and gratuity funds • Processing of employee taxes,.bodies.

SBS Reporting

Work as System Admin in HR department

Assist in Appraisal Management

PF Loan disbursement

Investment with the gratuity and PF fund

Processing of employee taxes, etc.

Highlights of last 5 years Financial Performance of the Bank

5-year Financial Highlights

(BDT in million unless mentioned otherwise)

Particulars	2017	2018	2019	2020	2021	% change over 2020
INCOME STATEMENT						
Interest Income	13,715	18,985	21,590	17,714	14,914	-16%
Interest Expense	10,336	13,409	17,040	13,996	10,394	-26%
Net Interest Income	3,379	5,577	4,550	3,718	4,520	22%
Investment Income	2,884	2,200	2,568	3,554	3,446	-3%
Commission, Exchange and Brokerage	2,877	2,900	3,421	2,699	3,336	24%
Operating Income	9,376	10,877	10,800	10,165	11,558	14%
Operating Expenses	4,171	4,313	4,701	4,958	4,931	-1%
Operating Profit (profit before provision and tax)	5,205	6,564	6,099	5,207	6,628	27%
Provision for Loans, Investments and other Assets	2,365	3,621	2,998	2,025	2,514	24%
Profit Before Tax	2,839	2,944	3,101	3,182	4,114	29%
Tax Including Deferred Tax	1,344	1,585	1,529	1,152	2,058	79%
Profit After Tax	1,395	1,359	1,571	2,030	2,056	1%
BALANCE SHEET						
Authorized Capital	10,000	10,000	10,000	10,000	10,000	0%
Paid-up Capital	7,223	8,126	8,532	8,959	9,496	6%
Shareholders' Equity	15,245	16,616	17,211	18,792	20,242	8%
Deposits	170,035	197,189	204,530	205,667	230,417	12%
Borrowings	21,534	26,680	27,725	32,999	44,565	35%
Loans & Advances	154,017	180,626	195,635	198,660	215,459	8%
Investments	23,182	27,620	36,682	39,445	49,124	25%
Fixed Assets	4,263	4,906	5,080	9,021	8,955	-1%
Earning Assets	187,004	223,630	242,137	247,417	283,026	14%
Total Assets	229,453	273,976	285,009	295,337	335,351	14%
Total Liabilities	214,208	257,360	267,799	276,545	315,109	14%
Total Off-balance Sheet Items	98,122	136,871	132,383	130,877	191,377	46%
FOREIGN EXCHANGE BUSINESS						
Import Business	130,573	158,344	151,121	124,010	221,940	79%
Export Business	103,043	125,167	130,156	95,335	140,480	47%
Inward Foreign Remittance	10,806	12,176	10,385	15,804	25,367	61%
Guarantee Business	27,585	37,731	38,640	48,487	43,773	-10%
CAPITAL MEASURES						
Risk Weighted Assets	182,954	210,240	193,398	199,837	213,899	7%
Core Capital (Tier-I)	14,540	15,402	16,503	17,713	19,433	10%
Supplementary Capital (Tier II)	7,345	13,692	14,669	11,304	11,902	5%
Total/Regulatory Capital	21,884	29,094	31,172	29,016	31,334	8%
Statutory Capital (paid up capital and statutory reserves)	13,641	15,133	16,159	17,222	18,583	8%
Capital to Risk Weighted Assets (CRAR) Ratio	11.96%	13.84%	16.12%	14.52%	14.65%	1%
Tier-I Capital Ratio	7.95%	7.32%	8.53%	8.86%	9.08%	2%
RWA to Total Assets	80%	77%	68%	68%	64%	-7%

**Source: Dhaka Bank Annual Report (2021)**

2.4 Marketing Practices

Declaration FOR CUSTOMERS

In accordance with their service pledges and our guiding principles of regard for one another, thequest of quality, and honesty in all our transactions, they aim to develop long-lasting, positive relationships with all of their clients.

• Understanding and meeting the requirements and expectations of our clients is their top priority. We commit to use all available tools to identify and comprehend these demands in away that is both mutually beneficial and respectful of the values and beliefs in all that we do.

• they vow to react to every contact between us in a timely, polite, and accurate manner.

• In the event that a dispute should occur between us, they promise to work quickly to find a fair resolution that respects each party's rights and duties and is framed in the context of a long- lasting partnership.

• they uphold honesty, decency, responsibility, and honesty, and we offer our esteemed clients high-caliber solutions.

Customer Mix

- Mnaufacturing
- Trading
- Agriculture
- Service
- Housing
- Othres

4%
7%
18%
32%
4%
45%
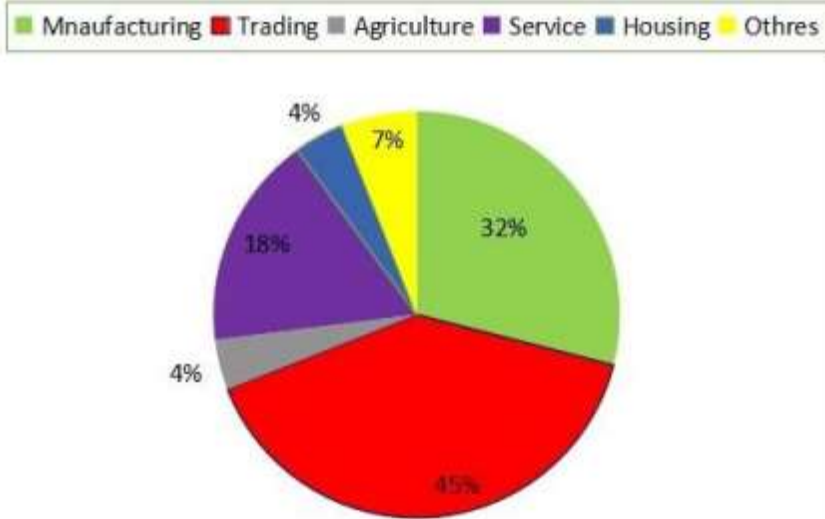
Mix of Goods and Services

Customers of Dhaka Bank have access to a variety of goods and services gather this details froma report.

The following is a list of available goods and services:

1. Goods provided by project finance

Machines Term Loan Construction Term Loan Lease Finance (Machineries)

• Loans in dollars and euros

• Import Bill Dealing

• Import Financing

• Export LC (Going to advise & Deposit)

• Export Bill Bargaining

• Shipment Assurance

Loan from EDF; OBU financing

3. Finance for Cash Flow

I. Non-Funded Arrangements

 • Bank Guarantee

• Letter of Credit (Cash LC, BTB LC, UPAS, EDF, etc) (BB, PG, APG, Payment Guarantee, FC)

II. Paid Services Money Credit (Challenges involved, Pledge)

Loans against Tag Short Term Loan (3, 6, 9 months)

 Overdraft - Others Late payment - Project Task (LTR)

Timing Loan

4. Payment and collection systems; bulk payments; treasury services

5.Netbanking using the mobile app "DBL GO"

2.5 Operation Information Technology (IT)

Innovation finance is essential to Dhaka Bank Limited (DBL), as it allows for sustainable expansion and exhilarating potential that streamline the client service in Bangladesh's fiercely competitive industry. Additionally, IT improves operational effectiveness in terms of service lead times, giving an advantage while improving the client experience. In order to maintain pacewith an extremely difficult regulatory and operational context, the Bank's internal control systems, integrity, and risk management processes heavily rely on IT systems

IT Infrastructure & Application

Core Banking System (CBS):

DBL begun its journey with PC banking technology and adopted Processing resources as its conventional banking solution in 2004. IT Infrastructure & Application (CBS). In 2018, DBL switched to Oracle Financial Advisory Software Limited's Flexcube Universal Banking Solution (FCUBS) (OFSS). There are several capabilities in FCUBS 12.0.3 that can meet the continuous market need. This system is also being used by the bank for its OBU activities. Debit cards, ATMs, PCS, SWIFT, Online banking, mobile applications, etc. are all interfaced with it.

Cards maintenance system:

It is a system for managing cards. Compass Plus, a Russia- and PA DSS-certified solution, produces TranzWare. It supports the majority of networks, including VISA, MasterCard, and others, and features all of the producing and purchasing components. Additionally, it supports

the contactless and EMVCO chip card features. For 2FA transactions in e-commerce, theTranzware

system has an Access Control Server (ACS).

Authentication and Authorization System:

The bank has put Phoenix Identification and User Access in place for reputation regulation, password

protection, and file servers, all of which enhance safety through single service and identification

alternatives. Privileged access Administration (1AM) is an integrated set of administrative

procedures, laws, and technological advancements that enables businesses to easeand regulate users'

access to essential online tools and resources.

2.6 Industry and Competitive Analysis

SWOT analysis is a tactical management method for evaluating a company's chances, risks,

vulnerabilities, and advantages. It entails stating the venture's goal and determining the internaland

outside factors that are helpful and harmful to reaching that goal. We may learn about our

flaws and strengths from the study of our microenvironment, and we can learn about prospects and dangers from the research of our exterior environment. I had to conduct a SWOT analysis onDhaka Bank Limited to determine its strengths, weaknesses, opportunities, and threats.

2.6.1 Strength

Brand recognition value in the financial industry, with DBL having won "The Banker Prize2018," known as the Oscar of the financial sector

• Have good operational efficiencies because DBL has energized team of employees

 • Employee companionship is strong

• Positive organizational culture in bank

• Cost effective Achievement in banking sector

• Young and energized working population assist in achieving more greatness

• Dhaka Bank has their mobile application DBL GO to provide simple banking services to client

2.6.2 Weakness

Lack of Dhaka Bank's significant brand awareness

There are fewer Dhaka Bank ATM booths and fewer branches in rural regions.

DBL needs to add additional ATM machines to better serve its clients.

Increased LC voltage

2.6.3 Opportunity

Dhaka Bank has the chance to expand their business in new investment areas

Green banking practices can help DBL cut down on paper use and be better for the environment

Mechanisation in financial services can create opportunities

Possibility to open new branches in new EPZ zones

In the period of globalization, there is a chance to grow businesses internationally

2.6.4 Threat

New banks have emerged as a significant threat to institutions and the sector as a whole. There isa potential for people's minds to become less trustworthy.

Other banks' provision of comparable products creates a cut - throat competition market.

Fresh international banks have emerged as a new challenge to established banks, as well as toDhaka Bank.

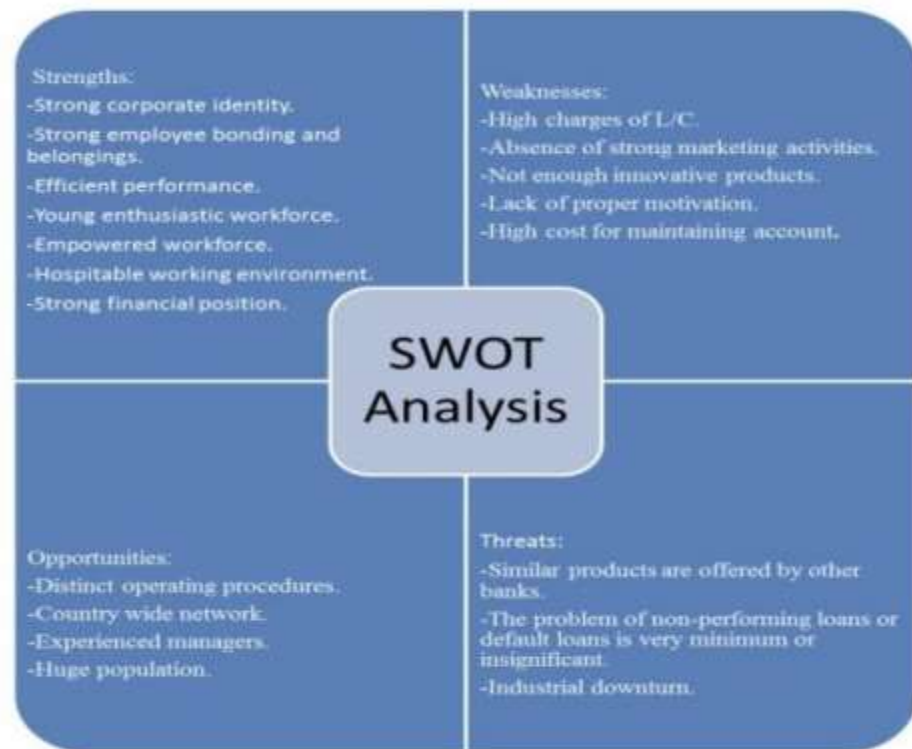Industrial decline brought on by loss, inflation, and the downturn

Strengths:
-Strong corporate identity.
-Strong employee bonding and belongings.
-Efficient performance.
-Young enthusiastic workforce.
-Empowered workforce.
-Hospitable working environment.
-Strong financial position.

Weaknesses:
-High charges of L/C.
-Absence of strong marketing activities.
-Not enough innovative products.
-Lack of proper motivation.
-High cost for maintaining account.

SWOT Analysis

Opportunities:
-Distinct operating procedures.
-Country wide network.
-Experienced managers.
-Huge population.

Threats:
-Similar products are offered by other banks.
-The problem of non-performing loans or default loans is very minimum or insignificant.
-Industrial downturn.

Fig: SWOT Analysis of Dhaka Bank Limited

2.7 Summery

One of the 2nd gen of banks, Dhaka Bank was founded in 1995. In addition to investing in Treasury Bills and Prize Bonds, it has diversified its entire portfolio via lease finance, prepaid

expenses, and stock exchange activities. The bank has been able to optimize its profit because to

the focus on high quality investments. In the upcoming year, the bank intends to add more branches. The new technologies have been used to adorn and safeguard the old limbs. The bank is a participant in both the Chittagong Stock Exchange and the Dhaka Stock Exchange. The efficiency and debt control of Dhaka Bank are respectable and satisfactory. Their loan application, tracking procedure, and its efficiency all quickly improved, and they are now working hard to make more change**s.**

2.8 Recommendations

The bank needs to follow proper Dhaka bank regulations. The improvement of people's constructive contributions is the goal of human resources.

- The bank must set up adequate development and training initiatives in order to hire qualified and highly resilient.
- The whole HR department has to be notified about the hiring of new employees.
- Growth of employees is essential for the bank's personal benefit.
- The bank needs to pay its employees directly and in a timely manner. The bank should have a wage structure that is more attractive than other banks in the nation and is based on job evaluation.
- The bank should carefully follow the policy statement in order to assess work engagement.
- Upper executives should endeavor to change the services offered to get a price advantage and provide high-quality service.
- Dhaka Bank Limited (DBL) must spread information regarding

- ✓ Card - based credit

- ✓ Cards for ATMs

- ✓ Phone Banking &

- ✓ Additional Goods & Services

- • Regular performance reviews and rewarding competent personnel with prizes to keep them motivated.

Chapter 3

3.1 Human Resources Management

practices 3.1.1 Introduction

The study's foundation was a review of the HRIS development needs for the HR department of Dhaka Bank Limited. By fully using the hiring process, staff training, and pay activities—which essentially reflect a strategic and long growth and profitability—the research aims to understand and assess HRIS methods. Finding out more about the challenges and restrictions of HRIS in general is another aim of this study. Additionally, this subject was chosen since the HRIS is currently the most crucial component of the organization's HR department. The HRIS software used by the HR division is essential for achieving long-term goals. This is particularly true for companies that provide services. Considering that it guarantees genuine pleasure and improves the organization's standing among authorized individual.

The report's major emphasis will be on the ways in which the HR Division of Dhaka Bank Limited uses HRIS to carry out its tasks, any issues that have arisen when utilizing the program, and any necessary technological updates. The overall report's objective is to give readers understanding of how banks address the challenges of implementing effective HRIS operations.

3.1.2 Literature review

(Beadles et al., 2005) stated in his journal the usage of HR information systems (HRIS) produces beneficial results for the company. Because expenses are reduced, connectivity is boosted, and HR-related tasks take less time to perform. (Ngai and Wat, 2006) stated in his journal despite the undeniable advantages of modern technology, most businesses, particularly small and medium- sized ones, are unable to fully utilize it. It is as a result of several issues that prevent this technologies from being used properly. Moreover, A 2002 survey carried out by the Institute of Management and Administration According to a survey, administering HRIS is difficult because of a shortage of employees, a lack of funding, issues with multitasking, the need to collaborate with other divisions, and a shortage of IT assistance

According to Awazu & Desouza, (2003), the use of an HRIS will indeed reduce HR-related expenses by automating data and lowering the number of Staff members; enabling employees to track & regulate their possess confidential info; and allowing managers to obtain relevant information, perform analysis, decide things, and interact with those without seeking the advice of an Employer. Organizations are pursuing the usage of HRIS more aggressively than ever due to its undeniable advantages. But because of several obstacles, they are unable to embrace it.

Armenakis & Harris, (2002) described in their book The achievement or failure of an HRIS initiative may depend on the effectiveness of the interaction. According to leaders, some of the unfavorable reactions (friction) faced in change processes are caused by their inability to convey an acceptance of a new narrative and goal. (Austin, et al,.2010) in the end, employees assumed the developed model was to responsible for all the issues since they were unaware of how their roles had altered. HRIS change leaders must create a communication strategy to increase knowledge and foster attention throughout the creation and execution processes. By accomplishing the following goals, a strategy can lessen various challenges.

Yang, Lee, and Lee (2007) stated in their book a theoretical justification for three key difficulties the company encountered when adopting HRIS. First and foremost, a fully established, updated, and functional HRIS system was hindered by a lack of resources and money. Second, the complexity of HRIS had frequently been underestimated in terms of how it affected organizational behavior and procedures. Thirdly, the external parties showed strong opposition to the switch to an automated process.

(Kumar et. Al,. 2013) stated in their book that in 2017 Sage People research report, just 37% of global HR leaders really use data and analytics, despite the fact that 83% of them believe that all choices on hiring and firing should be supported by such information. Due to a variety of reasons, including inadequate infrastructure, a lack of knowledge, a limited budget, and poor maintenance, HRIS has not been put in place in the Pakistani health sector.

(David et al,. 2016) stated in their article challenges rosy reports that declare HR analytics a "must have" skill that would secure HR's position as a strategic oversight function while

improving organizational performance. It contends that current HR analytics strategies are

unlikely to result in radical movement unless the HR profession becomes aware of both the benefits and downsides of this burgeoning discipline and interacts operationally and strategically to develop better approaches and techniques. In fact, it's feasible that recent developments may secure HR's removal from strategic board-level impact while actively harming the interests of staff and contributing nothing to organizational success.

3.1.3 Importance

The major goals of the research are to identify any present difficulties and prospective remedies, as well as to gather comprehensive information regarding the HRIS challenges that the Dhaka Bank ran into while utilizing this program. For any bank, but especially for Dhaka Bank Ltd., the study is an excellent resource for learning about HRIS software. This research has numerous benefits, one of which is a picture of the HRIS procedures in the DBL HR division and how they affect the growth of the bank's efficiency. The human resource department of the bank should always strive to maximize returns on productive capacity through low investments and rapid return. The purpose of the research is to recognize any existing issues and potential remedies, along with the unique HRIS Issues that the Dhaka Bank encountered when utilizing this technology.

3.1.4 Scope

Dhaka Bank Ltd. is one of the leading commercial banks operating in Bangladesh. I've been given the chance to understand more about the business and the finance sector throughout my three months as an intern there. The report examines the background, administration, top management, services, and significant current issues of Dhaka Bank Ltd. More parameters were added to the data collecting. On the HRIS procedures utilized by bank employees, I gathered a lot of academic and publications. The goal of the research is to identify any ongoing challenges and possible alternatives while also trying to describe and evaluate the HRIS issues that the Dhaka Bank encountered while using this program.

3.1.5 Objectives

Broad Objective: This study's overall goal is to assess the HR division of DBL's HRIS problemand provide feasible solutions.

Specific Objectives: The specific objectives of this study are

- To highlight the HR activities facilitated by HRIS software

- evaluation of the HRIS software

- To pinpoint the inconvenient issues are being faced by the Dhaka bank during the applications of HRIS.

- To recommend some improvements in the current practices of HRIS software

3.1.6 Limitations

It is difficult to analyze the issues with HRIS and pinpoint the areas where a bank needs to grow. Additionally, bank employees typically don't want to share all the factual analysis about their organization for the obvious reasons of scrutiny and secrecy. However, the following listincludes a few of the difficulties encountered in creating this report:

Highly confidential Data: Among the most private and individual data is that from a bank's human resources department. As a result, there is a range of facts that they disregarded and kept to themselves.

Lack of information on Dhaka Bank Ltd.: little data. The report cannot be prepared using written data. Additionally, it became difficult to acquire the essential data due to the busy key personnel's resistance. To carry out their duties, the personnel are quite busy.

Absence of Records: Organizational constraints and limitations prevented a comprehensive research from being conducted. unable to find enough written materials to conduct a thorough investigation. A lot of the time, current information wasn't available.

Under the aforementioned conditions, the study was carried out and every effort was made to retain the data's accuracy and authenticity, despite the fact that it was challenging to gather.

3.2 Methodology

Both secondary and primary information were used in the report's study. Experimental study was carried out to look at the implications of the HRIS in the HR department of Dhaka Bank Limited. The results of the exploratory research have been made public, and we now know how the HR department at DBL affects HRIS software. I learned a great deal about how DBL manages its people resources. Therefore, the report's primary focus will be on how DBL uses its HRIS software in each HR department. The goal of the entire study is to gain insight into how banks use HRIS software to overcome issues related to efficient staffing and selection

procedures, training courses, and other staff members. One of the HR reports is my source for methodology.

3.2.1 Types of Data

Data comes in two different forms. Both qualitative and quantitative data apply. In order to interpret the experience, subjective is categorize. With the use of qualitative information, the study offers greater explanation. The research of Dhaka Bank Limited makes use of both primary and secondary data. Using the study's aims as a guide, a survey was created in order to gather initial data.

3.2.2 Sources of Data

3.2.3 Primary sources of data

Primary source data refers to information that is gathered directly from the actual world. The Hr Staff of the Company Head Office of Dhaka Bank Ltd. provided the raw data for the thorough study. A example questionnaire was created to gather information on DBL's HRIS software usage policies. For the study, certain administrators were questioned at the management level.

The DBL officials are interviewed using the questionnaire set to learn more about current HR practices, including their usage of HRIS software, policies, and related information, as well as their attitudes toward the evolution of organizational practices.

The following are the primary data sources:

- face-to-face discussion with the appropriate DBL officers.

- A personal interview with DBL HR staff.

- Practical knowledge acquired while serving as

- Comments and directives from site management

- Interviews with HR staff members

3.2.4 Secondary sources of data

Secondary data is what you get when you gather information from the real world indirectly. The following are additional sources of information:

- Annual reports (2021) of DBL

- Brochures, manuals and publication of the DBL

- Human resources documents, correspondence, approval etc

- Website of DBL

- The Internet

3.2.5 Methods of Data Collection

The following techniques have been employed to obtain and collect the needed data.

3.2.6 Interviews:

For the purpose of gathering primary data for questionnaires, a face-to-face informal interview was conducted. The questionnaire is created and designed to gather all required and pertinent data. The participant or responder was asked to answer the survey question and give their feedback so that the current HRIS software usage by the HR division of Dhaka Bank could be understood on a likert scale with five possible points.

3.2.7 Record review

Some recent and old HRD financial or non-financial information-related materials and brochureshad been examined as part of the need analysis.

3.3 Human Resources activities and practices

3.3.1 DBL selection and recruitment using HRIS

When new employees are hired, employers usually pay close attention to how well a candidate's qualifications and the requirements of the position match. Through

bdjobs.com, they gather all of the resumes. They utilize scaled software

Therefore, messages are sent to all of the chosen candidates via the scaled

software. Additionally, DBL has two different methods of recruitment: Annual hiring: this is carried out annually in accordance with the HR strategy, and need-based hiring is carried out when an unexpected vacancy arises.

From job vacancy to hiring, there are various procedures involved. When new employees join a company, the staff members who worked in the recruitment department must confirm the references shown on their resumes. also verify their national identification number, permanent address, academic qualifications, and police verification. A portion of the confidential information of employees is collected by third parties or through their HRIS in both cases.

3.3.2 Issues with hiring and selecting people using HRIS

For several years, DBL is facing difficulties to employ appropriate personnel for it. It has been giving a lot of efforts, money; afterwards still it is facing challenges in every year while employing talented and most capable workforce. There are many reasons behind the challenges which are described below-

unable to complete adequate reference verification: When a new employee's references are checked, the major issue is that the persons who provided them may not remember them because the references were provided only as a formality or because the individuals were not very close. DBL has not yet requested business cards from any of the references they have provided for updating in HRIS. Employees sometimes write the wrong address and phone number when providing references. They must therefore resolve these

problems manually each time by calling the staff, sending a letter, and giving them a fresh template to use when writing.

unable to send sms all candidated via software: sometimes, some chosen candidates did not get SMS messages. They must manually contact each chosen applicant to obtain a phone confirmation because there is no option in the program to ensure that every single candidate receives an SMS.

unable to use software to obtain employee information: In banking sector, Because they lack a website where they may update functionality at their convenience and because Bangladesh Bank has many compliance requirements, they must manually collect employee information.

3.3.3 Training and Development using HRIS

Training and development are the core part of HR. It is a core quality of an organization to arrange proper training and development programs for their employees. Employees will perform better and can remain confident if they get proper grooming and nourishment in their professional life. DBL is always willing to pay a good amount of money in employee training and workshop programs. Moreover, arrange several types of trainings and workshop like supportive supervision program, focus group discussion, workshop with big management consultancy company, certification courses.

problems with HRIS that the training department encounters

E-learning option: They did not effectively develop the e-learning option. while the majority of reputable banks already have this. Following the pandemic, everything shifts online. As a result, they have been having a lot of difficulties recently.

Training Calendar is not incorporated: The absence of a training calendar is concerning since it is crucial to identify necessary training, discover extra chances for training, select a training style, etc. decide on a budget, Make a list of the training resources you currently have, Take a look at your training management system. They had problems as a result of them.

lack possibilities for open-ended questions.: They can give an online training module's MCQ quiz, but there are no alternatives for open-ended questions or responses that are described.

Uploading interactive visual content is not possible: They have an online training module where they may share in-depth expertise about anything. nonetheless, virtual representations, including pie conversation graphs and photo options, have not yet been changed. hence they are unable to create something engaging or interactive for that

3.3.4 Compensation & Benefits via HRIS

DBL provides a good amount of compensation and benefits to employees. DBL ensure increments and promotions for the deserving candidates. They offers insurance and other benefits to the employees.. Employees also get education leave and scholarships in many cases. A increasing number of managers in the industry now believe that if improved organizational success is the outcome of better job performance, then workers should benefit as well. In other words, they believe that employees should receive just compensation for their efforts. One

practice in human resources management known as the "pay practice" typically refers to things

like pay, wage, salary, and benefits. In terms of implementation tactics, remuneration is crucial. In addition, by connecting compensation to performance, the firm may compel particular behaviors and levels of performance from employees. First, a high level of pay and/or perks in comparison to rivals helps ensure that the company attracts and keeps high-quality employees. Rewards have a significant impact on employees because they foster contentment. most actions in the compensation section were carried out using a system. whether it is the compensation structure, the pay roll, or the employee leave bonus.

difficulties the compensation department encounters with HRIS

system is not adequately updated and there are several branches. Nevertheless, the names of system branches sometimes do not change. Because the system could not operate effectively, they may have trouble creating an appropriate salary structure. for instance, if they enter 14 persons, maybe one of them will receive it.

Issues with employee leave : According to a Bangladesh Bank rule, employees are required to take 10 days off annually. They are doing it on purpose to look up the criminal records of the staff. nonetheless, they have to actively gather it from vendors. This system functionality has not yet been upgraded.

3.5 Findings and Analysis

Dhaka Bank is very much secretive regarding sharing their information. Upon request, the department provided me a few data-related issues with HRIS and the need for improvement therein. I will gather information from a few DBL HR staff members who are currently employed at the Gulshan head office branch of DBL in Dhaka in order to analyze research questions. Additionally, utilize questionnaires to gather data.. No outside data were used here.

Despite having an HRIS available in the HR department, it has been discovered that they are "**experiencing key challenges posting employees to certain branches**". If they have a database of every employee's strengths and weaknesses in their system, the employee claims. So that their task will be completed quickly, they may simply specify the requirements for this part of the organization. However, they now have to spend a lot of time and energy conducting extensive research before posting employees to certain branches. nonetheless, their task would have been lot easier if the systems had been upgraded in this manner.

According to research, "**budgeting issues**" are one of the main roadblocks to a more effective HRIS system. They have a lot of compliance issues, so for a while they used to do everything by hand. As the Bangladesh Bank had directed, several documents were to be in files rather than

systems. Therefore, despite owning HR software for many years, the HR department has not updated many features to enhance the program. The first difficulties they will encounter if they seek to switch everything over to software are budgetary.

Scaled software has been mostly utilized for Hris. their office is in Uttara, and they purchased this program. They call them if they have any problems. Issues are sometimes resolved right away, sometimes they take a while to resolve, and often they are never resolved. only if they have a qualified, competent IT department. then their tasks become more simpler. According to research, they lack **"qualified skilled IT personnel."**

A high-quality **" e-learning option"** is required in the online training module to conduct effective sessions. Otherwise, the company won't benefit all that much from the operations of its training department. due to the fact that most banks now provide those choices. As industry becomes more digitalized, this is now crucial for the training and development division. They also need to update their training calendar option, visual representation of essential information for any training, and last but not least, choices for open-ended questions. They also need to update the recorded versions of all training sessions in the module.

Most of the work may be done in manually rather than a system if DBL has **their "own website where they have all branches employees robus database".** The need for third-party

or vendor support, as well as the need for manual communication over the phone or in person during meetings, emerges from job openings, employee onboarding, and the verification of all employment details—all of which may be done automatically rather than manually. They will save a ton of time if they put this into practice.

According to finfinding, they had problems with **"employee leave management."** Employees at Bangladesh Bank are required to take ten days off each year. They are doing it on purpose to check the staff's criminal histories. However, they must actively get it from vendors. There hasn't been an update to this system's functionality yet.

Findings indicate that they **"have difficulty with giving staff performance bonuses."** due to the fact that there are several branches and physical labor is not an option. In the system, branches' bnames may occasionally not be changed, which causes confusion for users. Sometimes just a few choices operate completely. In order to generate an update for all employees' performance bonuses or wage structures, they must deal with these difficulties.

According to research, they **"have problems when any employee wants a loan for any cause."** They take a long time to complete this task, and it is undoubtedly a hassle given the number of employees they have in each department, as they need to do it manually and the system has not yet been updated. Keeping track of every employee's loan-related information manually or in a file becomes challenging.

HRIS is used by all HR departments, including the recruiting, training, and development, and pay

divisions. and every department uses a separate system function for their task. and other

departments are unable to access one another's department systems. So far, they have not had any security problems. However, in order for things to run properly, they did not make many system updates. To make future duties simpler, they must make several modifications. Numerous functions must be updated, a correct budget must be made, a quality it department must be there, and blockchain technology must be included.

3.6 Conclusion:

It was a great sense of accomplishment to work for Dhaka Bank, the biggest organization in Bangladesh's financial sector. According to what I've learned about HR management, recruiting is crucial. We took a lot of hiring-related classes while in college as well. So, for me, being a part of a department whose primary duty is to gather data for its employees and see how interviews are conducted was a really good experience. These human resources practices of Dhaka Banks are quite advantageous to the employees. As an intern, I've learned a lot about the practices in human resources from this section. As an intern, I've learned a lot about the practices in human resources from this section. Better HR procedures and guidelines are always appreciated and beneficial to the company. DBL HR is one of the most secretive departments in the company since they don't always make information about their training expenses and employee information available to the general public. I wasn't given access to all of the material since I was an intern. Information from the annual report, a magazine, and talks I had with other staff members were all used to produce the whole content of this report. The primary emphasis of this study is how the HR department and other related HR issues are affected by the development of

HRIS concerns.

3.7 Recommendation

DBL has a significant success rate, according to data analysis and results from other research. But DBL's HRIS services are not well-liked by the staff. For example, to enhance their services, they should set aside funds to fix all of the HRIS concerns they widely utilized. Hire knowledgeable IT staff that can assist you right away with any systemic problems. They should also increase the number of features and functionalities in their system that would make their job simpler. since handwriting assessments takes time. The HR division is also among DBL's best and nicest, and they should work more to retain this legacy.

References

[1] Ferdous, F., Chowdhury, M. M., & Bhuiyan, F. (2015). Barriers to the implementation of human resource information systems. *Asian journal of management sciences &education*, *4*(1), 3342.

[2] Chowdhury, M. A., Yunus, M., Bhuiyan, F., & Kabir, M. R. (2013, December). Impact of human resources information system (HRIS) on the performance of firms: a study on some selected bangladeshi banks. In *9th Asian Business Research Conference BIAM Foundation, Dhaka, Bangladesh2013*.

[3] Saidin, N. H., & Alif, N. A. B. FACTORS OF FAILING HUMAN RESOURCE INFORMATION SYSTEM (HRIS).

[4] bin Saminin, A. F. FACTORS OF FAILURE IN HUMAN RESOURCE INFORMATION SYSTEM (HRIS).

[5] SURYANARAYANA, A., & BHUSAL, M. R. L. CONTEMPORARY ISSUES IN MANAGEMENT.

[6] Angrave, D., Charlwood, A., Kirkpatrick, I., Lawrence, M., & Stuart, M. (2016). HR and analytics: why HR is set to fail the big data challenge. *Human resource managementjournal*, *26*(1), 1-11.

[7] *Dhaka Bank Training Institute*. (2021, May 24). Dhaka Bank | Excellence in Banking. Retrieved September 6, 2022, from https://dhakabankltd.com/dhaka-bank-training-institute/

[8] Annual Report of Dhaka Bank Limited. (2017). form https://dhakabankltd.com/wp-content/uploads/2018/06/DBL-Annual-Report-2017_PDF.pdf[

[9] Rahman, M. (2019). Internship Report on Analysis of Banking Industry & Dhaka Bank Limited.

[10] *Financial Statements & Reports*. (2022, July 31). Dhaka Bank | Excellence in Banking. Retrieved September 7, 2022, from https://dhakabankltd.com/financial-statements-reports/

My questions have been answered by a few permanent DBL HR employees.

1. **Are you satisfied with the Current HRIS System?**

1. Yes

2. No

3. Need improvements

Answer: Need improvement

Rate the HRIS System (Linear scale)

Poor 1 2 3 4 5 6 Excellent

3. **What challenges did you face while using an HRIS system to post an employee to a particular branch?**

Answer: The Hr is undergoing critical issues posting staff to particular branches despite having an HRIS accessible. The employee questions whether their system contains a database listing the strengths and shortcomings of each and every individual. They might just define the needs for this area of the company so that their duty is finished fast. Before posting personnel to particularbranches, they must now invest a significant amount of time and effort in doing thorough research. Nevertheless, if the technologies had been enhanced in this way, the duty was much simpler.

4. **what HRIS system implementations are required for the recruitment and selection department?**

Answer: DBL need to maintain maintains their own website where they have all branches workers robust database, because then the majority of the work in the recruiting division may bedone by hand instead of through a system. Job postings, classification techniques, and the authentication of all hiring details—all of which can be carried out electronically instead of manually.

5. **What was the main difficulty the HRIS training and development department encountered?**

Answer: To conduct efficient sessions, the online training module does not offer a high-quality e-learning alternative. The corporation was unable to gain much from the training department's activities as a result.

6. **How might budgeting concerns be linked to major obstacles to a better HRIS ?**

Answer: One of the biggest obstacles to a more efficient HRIS system is funding concerns. Theyused to perform it all by touch for a time because of their numerous regulatory difficulties. Several papers have to be stored in files instead of systems, as instructed by the Bangladesh Bank. The HR department has not upgraded many elements to improve the application.

7. **What problems did they have with leave management?**

Answer: The handling of staff leaves was an issue for them.Each year, Bangladesh Bank staff are obligated to take 10 days off. They're deliberately doing it to look up the staff members'

criminal backgrounds. But they have to go out and actually get it from suppliers. The capability of this system has not yet been improved.

8. **What were the biggest issues they ran across when adopting HRIS in the compensation department?**

Answer: Giving employees incentives and rewards is challenging for them. since there are many branches and physical work is not a viable alternative. Users become confused when branch names in the system aren't modified from time to time. On occasion only a select few options are fully functional. Additionally, they have issues if any employee requests a loan for any specific reason. Given the amount of personnel in each area and the fact that they must perform this activity manually because the technology is still not being modified, it takes a while and is surelya headache.

Few goods & Services of DBL

Why Choose DBL Kotipoti Deposit Plan?

Be a Kotipoti
It Helps to Reach The Heights of
Wealth & Status with Taka
ONE CRORE. Be a kotipoti
Comfortably Faster in 4 to 15 Years

Free VISA Card
Enjoy Free Visa Card with
Dhaka Bank Kotipoti
Deposit Plan.

Eligible
Any Institution, Club or
Non-Profit Organizations
Also Eligible

Advertisement   by   DBL

GIVE YOUR CAREER THE PERFECT TAKE OFF!

Dhaka Bank Limited, a leading private commercial bank in Bangladesh with a vision to deliver "Excellence in Banking" through providing high quality products and services backed by latest technology and a team of highly motivated employees, intends to recruit talented, proactive, dynamic, self-motivated and forward looking individuals for the positions of **Management Trainee Officer (MTO)** and **Trainee Officer (TO).**

POSITION REQUIREMENTS

Management Trainee Officer (MTO): The candidates must have Graduation from an accredited university with a minimum two first class/equivalent CGPA and no third class/equivalent CGPA in their academic career. Candidates having Post Graduation will be given advantage.

Trainee Officer (TO): The candidates must have Graduation from a reputed university having no third class/equivalent CGPA in their academic career. Candidates having Post Graduation will be given advantage.

AGE LIMIT
Prospective candidates' age must not be more than 30 years as on 1 April 2018.

JOB LOCATION
Selected candidates will have to serve the bank at any of its branches/offices. **Candidates not willing to serve outside of Dhaka need not apply.**

WE OFFER
Management Trainee Officer (MTO): The Bank offers attractive compensation package and excellent working environment. Entrance as an MTO is a fast-track path providing immense career progression opportunity. During the one-year trainee period with the bank, MTO will get a monthly allowance of BDT 55,000 including benefits (subject to Tax). On successful completion of the trainee period (assessed by examination/evaluation), MTO will be directly placed as Principal Officer with monthly salary of BDT 65,000 (subject to Tax).

www.dhakabankltd.com

Trainee Officer (TO): TO will get a monthly allowance of BDT 28,000 including benefits during the one-year trainee period with the bank. On successful completion of the trainee period (assessed by examination/evaluation), TO will be directly placed as Officer with monthly salary of BDT 32,000 (subject to Tax, if any).

SERVICE GUARANTEE
At the time of joining, Management Trainee Officer (MTO), and Trainee Officer (TO) must give guarantee to serve the bank minimum five years including the trainee period.

SELECTION PROCEDURE
Only short listed candidates will be called for the Written Test. Based on merit, selective applicants will be asked to face interview.

APPLICATION PROCEDURE
Please apply online at **www.bdjobs.com**. Note that candidate must not apply for more than one position.

We are an equal opportunity employer, however, reserve the right to accept or reject any/all applications.

Last date of online application submission is close of business (6:00 pm.) **Sunday, 1 April 2018.**

APPLY NOW

DHAKABANK
L I M I T E D
EXCELLENCE IN BANKING

Personal Loan

SME Banking

Remittance

Gift Cheque

Islamic Banking

Savings Bundle Accounts

Student Services

Offshore Banking

ATM Card