Internship Report

on

"Human Resource Management Practices of Premier Bank PLC."

Submitted by:

Afridi Ahsan Siam

ID: BBA2201025115

Program: Bachelor of Business Administration (BBA)

Major: Human Resource Management (HRM)

Department of Business Administration

Sonargaon University (SU)

Submitted to:

Department of Business Administration

Faculty of Business

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Submitted for the partial fulfillment of the degree of

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Sonargaon University (SU)

147/I, Green Road, Tejgaon, Dhaka-1215, Bangladesh.

Date of Submission: 02 May, 2026

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Supervised by:

Natasha Shikder

Lecturer

Department of Business Administration

Faculty of Business

Sonargaon University (SU)

147/I, Green Road, Tejgaon, Dhaka-1215, Bangladesh.

Date of Submission: 02 May, 2026

Letter of Transmittal

Date: 02 May, 2026

To,

Natasha Shikder
Lecturer
Department of Business Administration

Sonargaon University (SU), Dhaka

Subject: **Submission of internship report on "Human Resource Management Practice of premier Bank PLC".**

Dear Madam,

With due respect, I would like to inform you that I have successfully completed my report titled **"Human Resource Management Practices of Premier Bank PLC",** which is submitted as part of the requirements for completing the BBA program.

It has been a valuable and enriching experience working on this report, as it allowed me to apply the theoretical knowledge gained throughout the BBA program to a real-world context. I have made every effort to gather relevant information, analyze data, and present insights that reflect the HR practices at Premier Bank Limited. I believe the report offers a comprehensive view of the bank's HR policies and procedures and how they align with the broader landscape of HR practices in Bangladesh.

While preparing this report, I tried my best to ensure accuracy and depth, despite certain limitations and challenges along the way. I hope the report meets your expectations and fulfills the academic requirements.

If you need any clarification or further information, I would be more than happy to provide it. Thank you very much for your guidance and support.

Sincerely, Your's

...

Afridi Ahsan Siam
ID: BBA2201025115
Program: Bachelor of Business Administration (BBA)
Major: HRM
Department of Business Administration
Sonargaon University (SU)

Letter of Authorization

I, **Natasha Shikder,** Lecturer, Department of Business Administration, Sonargaon University (SU) hereby certify that the Report work entitled **Human Resource Management Practices of Premier Bank PLC** has been prepared by **Afridi Ahsan Siam**, ID: BBA2201025115, Department of Business Administration, Sonargaon University (SU) and submitted as a requirement for the partial fulfillment for the degree of the Bachelor of Business Administration (BBA) with major in HRM. To the best of my knowledge, the above-mentioned work has been conducted by the student herself. Any option and/or suggestion made in this study are entirely that of the author of this report.

The report is an original work and prepared as a partial requirement of the degree the Bachelor of Business Administration (BBA).

....

Natasha Shikder
Lecturer
Department of Business Administration
Faculty of Business
Sonargaon University (SU)

Student's Declaration

This is **Afridi Ahsan Siam,** a student of Bachelor of Business Administration (BBA), ID: BBA2201025115 from Sonargaon University (SU) would like to solemnly declaration here that this report on **Human Resource Management Practices of Premier Bank PLC** has been authentically prepared by me under supervisor of **Natasha Shikder**, Lecturer, Department of Business Administration, Sonargaon University.

I didn't breach any copyright act into nationally. I am further declaring that I did not submit this report anywhere for awarding any degree, diploma, or certificate.

Sincerely Yours,

...

Afridi Ahsan Siam

ID: BBA2201025115

Program: Bachelor of Business Administration (BBA)

Major: HRM

Department of Business Administration

Sonargaon University (SU)

Acknowledgement

First and foremost, I would like to express my sincere gratitude to my supervisor, **Natasha Shikder**, Lecturer, Department of Business Administration, Sonargaon University (SU), for her invaluable guidance, support, and encouragement throughout the preparation of this report. Her insights and expertise in the field of Human Resource Management have greatly enriched my understanding and enabled me to complete this case study on the **Human Resource Management Practices of Premier Bank PLC.**

I would also like to extend my appreciation to the faculty members of the Department of Business Administration at Sonargaon University for their continuous support and dedication to fostering an environment of learning and growth. My sincere thanks go to Premier Bank Limited for allowing me access to information that has been vital to the successful completion of this study.

Finally, I am deeply grateful to my family, friends, and classmates for their encouragement, motivation, and assistance throughout this journey. Their support has been instrumental in helping me focus and complete this work.

Executive Summary

This report focuses on the Human Resource Management (HRM) practices of Premier Bank Limited, highlighting the essential role HR plays in the banking sector. In today's fast- paced and competitive environment, managing people effectively is just as important as managing finance or operations. Banks depend on strong HR practices to ensure they have the right people, with the right skills, in the right roles. The report covers several core areas of HRM—starting with recruitment and selection, where Premier Bank follows a structured approach to attract and hire qualified candidates. Job openings are typically advertised through newspapers, online platforms, and recruitment agencies. Candidates go through interviews, assessments, and background checks to ensure they're a good fit for the organization. Once hired, onboard plays a vital role in helping new employees settle in. The bank ensures that newcomers are properly introduced to the company's culture, policies, and work environment so they feel confident in their roles from the start. Training and development is another major focus. Employees are given opportunities to build both technical and soft skills—like communication, customer service, financial analysis, and risk management. This not only improves performance but also helps employees grow their careers within the organization. Performance management is used to guide and evaluate employee contributions. Goals are set, progress is tracked, and regular feedback is given to help employees improve and stay aligned with the bank's objectives. Lastly, the bank uses reward and recognition programs—including promotions, salary increases, bonuses, and awards—to keep employees motivated and committed. Recognizing effort and success helps build a positive work environment and encourages long-term loyalty.

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Chapter: One
Introduction

1.1 Introduction

Human Resource Management (HRM) plays a crucial role in an organization's success by enhancing performance and supporting individual growth. An internship bridges the gap between theory and real-world application, offering valuable hands-on experience in the field.

This report focuses on the HRM practices at The Premier Bank Public Limited Company, one of Bangladesh's leading private banks. Its aim is to explore how the bank manages its workforce through various HR strategies, including recruitment, training, performance management, and employee engagement. Drawing from my internship experience, this report highlights the impact of these practices on both employee development and the bank's overall success.

While prepare this internship report I gained understanding about HRM activities at premier bank such as onboarding, performance evaluations, and training programs. This report offers insights into how HRM theories are applied in practice, contributing to the bank's growth and adapting to the changes in Bangladesh's rapidly evolving banking sector.

Through this internship report, I gained a deeper understanding of how effective HRM can help achieve organizational goals and create a positive work environment. This report aims to provide a brief but insightful look into the HR practices at The Premier Bank, based on my real-world observations and experiences.

1.2 Objectives of the Study

Broad Objectives:

The main goal of this report is to take a closer and more current look at how Premier Bank Limited manages its human resources. This study will highlight how the bank handles key HR activities like planning for future staffing needs, hiring the right people, training and developing employees, evaluating their performance, and managing compensation. It will also touch on other important areas of HR that help keep the organization running smoothly.

Specific Objectives:

- To do extensive research on Human Resource Management Practices of Banks.
- To understand the banking environment of private commercial banks in Bangladesh.

- To participate in the socio-economic development of the country.
- To increase knowledge about the function of human resource.
- To increase our real-life experience at corporate levels.
- To find out the problems associated with the human resource division and recommend necessary steps in overcoming deficiencies.
- To determine the efficiency of HR practices in the organization

1.3 Methodology of the Study

To complete this report, a combination of personal visits and discussions with executives and top-level management at The Premier Bank Public Limited Company was conducted. These interactions helped to gain a deeper understanding of the company's HR philosophy, working procedures, management systems, and decision-making processes.

Data Sources

The data for this report was gathered from both Primary and Secondary Sources, with a greater emphasis placed on Secondary Sources.

Primary Sources

Primary sources are those that provide firsthand data, which have not been used elsewhere and are presented here for the first time. Data collected through these sources include:

- Face-to-face conversations with officers
- Direct observation

Secondary Sources

Secondary sources refer to information that already exists and has been previously used. Various journals, books, and data from websites were utilized as secondary sources. The theoretical and practical information gathered from these sources includes:

- Books and manuals
- Journals
- Publications
- Websites
- Back-office management records related to HR practices

1.4 Limitations of the Study

While preparing this report, several limitations became apparent, which impacted the depth and completeness of the study. While The Premier Bank Public Limited Company was extremely cooperative and helpful throughout this process, certain restrictions arose from the company's internal rules and concerns about market security. These limitations prevented full access to some of the critical data needed for a comprehensive analysis. Below are the key limitations of the study:

- It was quite hard to collect accurate information.
- It does not cover other banks or other types of organizations.
- It does not cover any changes that have occurred in the past or any potential changes that may occur in the future.
- It does not cover any other areas of human resources such as recruitment, performance management or employee engagement.
- It does not cover any external factors such as the legal and regulatory environment or the macroeconomic environment.
- It does not consider any other factors such as the organization’s culture, organizational structure, or the external environment

Chapter: Two

Literature Review

2. Literature Review

Anupama Gupta (2010)explained the consequences of the challenges faced by the Human resource management in context with the current economic status and the challenges faced should be taken in consideration. This article insists on the challenge in the short fall of talented employees. This also emphasis on how Human resources Management tackles the problems handled on a day-to-day activity. It also suggested some important points to handle things better.

As defined by **Noe, Hollenbeck, Gerhart, & Wright (2010),** human resource management practices is a philosophy, policy, system and practices that can affect the 18 behavior, attitudes and performance of employees. Activities of HRM practices include HR planning, staffing, training and development, performance management, compensation management, safety and health and employee relations. In an early stage, the management of organization has ignored the function of HRM practices as a main driver of organizational success.

Leavitt (1965) proposed that organizations could change four key aspects: their task or purpose, technology, structure, and employees. This theory laid the groundwork for understanding how organizations evolve and adapt to external and internal pressures, particularly in service-based industries. The relationship between HRM practices and employee performance is central to this transformation.

Schneider and Bowen (1995) highlighted that the interaction between employees and customers plays a pivotal role in service delivery. When organizations nurture positive relationships with their employees, they create a conducive environment for delivering exceptional service to customers. The importance of a service-oriented climate in banks, for instance, was further demonstrated by Schneider, White, and Poul (1998), who found that a positive work environment directly influences customer satisfaction.

Research by **Lam and White (1998)** suggested that effective HR practices, such as recruitment, training, and compensation, contribute to organizational growth. These HR practices lead to improvements in employee skills, motivation, and overall job performance, which, in turn, enhance organizational performance. Moreover, the alignment of HRM with strategic organizational goals has been shown to improve financial performance and customer satisfaction.

Bowen and Ostroff (2004) conceptualized psychological climates as individual work contexts based on employees' perceptions. A positive psychological climate, influenced by HRM practices, encourages higher levels of employee engagement and performance, ultimately contributing to improved service quality.

Wolf and Zwick (2008) found that employee involvement significantly contributes to organizational productivity. Their study highlighted the importance of aligning employee goals with organizational objectives. Additionally, financial incentives, though commonly used to motivate employees, were found to have less impact on productivity compared to intrinsic factors such as job involvement.

Several researchers **(Berry, 1980; Gronroos, 1990)** suggested that customers assess service quality based on their interactions with employees, highlighting the importance of relationship building. Service quality is not just about the end product, but about the entire customer experience, which is shaped by how employees communicate, engage, and meet customer needs.

Kundu. Subhash C., Divya Malhan (2009) in their article on "Human Resources Management Practices in Insurance Companies: The study was made in Indian and MNC's and explains the benefits of the organization is generated only by Human Resources .However the advantage of giving insurance to the Human Resources is one of the employee benefits issued by the Human Resource Management. The findings of the study says that both domestic and international Insurance companies have to improve more on their HR practices like performance appraisal, HR planning and Recruitment.

Patil, Kallinath S. (2007) explored that the development of facility management industry has an important place in the growth of the country. Life Insurance Corporation is one of the major service providers in which they provide the best service. The Transmission doesn't come in a day. For that employees have put in lot of efforts to bring the service in the field of service.

G.V. Chalam and L. Srinivas (2005) in their article they have made a Human Resources Department survey across 120 branches of State Bank of India at Andhra Pradesh, and defines the gender where he paper made an attempt to explore the basic gender difference. He finds that the women employees have much more concern that the male employees. Female employees have higher attitude of respecting the organization and Human resource department. They also have good source of Loyalty towards Bank work.

Chapter: Three

Organizational Overview

3.1 History of the Premier Bank Public Limited Company

The Premier Bank Public Limited Company was incorporated in Bangladesh as banking company on June 10, 1999 under Companies Act.1994. Bangladesh Bank, the central bank of Bangladesh, issued banking license on June 17, 1999 under Banking Companies Act.1991. The Head Office of The Premier Bank Public Limited Company is located at Banani, one of the main commercial and business areas of Dhaka city. The Premier Bank Public Limited Company is listed with Dhaka and Chittagong Stock Exchange Public Limited Company as a publicly traded company. The Premier Bank Public Limited Company carries its banking activities through 118 Branches, 10 Sub-Branches, and 186 Agent Outlets branches spread across the Country.

3.2 Corporate

Information **Registered**

Name of the Company

The Premier Bank Limited

Legal Form

A scheduled commercial bank incorporated on June 10, 1999 as a Public Limited Company under the Companies Act, 1994 and Bank Companies act, 1991.

Registered Office

Iqbal Centre (4th Floor), 42 Kemal Ataturk Avenue,
Banani Dhaka-1213. Tel 9887581-4, Fax: 8815393,
9889153

Incorporation Certificate

C-37922 (2222)/99, dated June 10, 1999

Commencement of Business Certificate
Ref. no. 16370, dated June 10, 1999
Bangladesh Bank Approval Certificate
BRPD (P) 744 (72)/99-1638, dated June 17, 1999

VAT Registration

5101027082, dated July 31, 2000

TIN Certificate

140-201-0820, LTU, Dhaka, dated October 17, 2000

Auditors

Mahfel Huq & Co.
Chartered Accountants

4th Floor, BGIC Tower, Topkhana
Road Dhaka-1000, Bangladesh

Legal Advisor

M/S Rokanuddin Mahmud & Associates
Delta Dahlia (8th floor)
36 Kemal Ataturk Avenue, Banani, Dhaka-1213

3.3 Vision & Mission

Vision

The Bank has clear vision towards its ultimate destiny – to be the best amongst the top financial institutions.

Mission

→ To be the most caring and customer friendly provider of financial services, creating opportunities for more people in more places.
→ To ensure stability and sound growth whilst enhancing the value of shareholders investments.
→ To aggressively adopt technology at all levels of operations to improve efficiency and reduce cost per transaction.
→ To ensure a high level of transparency and ethical standards in all business transacted by the Bank.
→ To provide congenial atmosphere which will attract competent work force who will be proud and eager to work for the Bank.
→ To be socially responsible and strive to uplift the quality of life by making effective contribution to national development.

3.4 Core Values

Service First

For Bank 'Service First' is not just an abstraction; Bank do mean it. It holds a prime and central focus in banks operation. Bank believe, discharge of quick & quality service is the hallmark for banking standard.

Easier Banking

Bank have made day-to-day banking easier than ever through state-of-the-art facilities. Bank tend to create a congenial atmosphere for our customers to feel free and go easy with banking. We divide our clientele into least possible individuals to impart the best attention, and we tailor make our services to meet special needs.

Better Relationship

As banks form bondage with our valued clients, so we develop it into a sustainable end. A good understanding with them, while carrying out business transactions, helps bank perceive their goals and thus, enable us to respond pro-actively to their financial needs.

Assured Confidentiality

Since banks deal in business in the form of financial loss or gain, our solemn promise remains intact with interest of bank clients so much so that all banking transactions are done in a confidential & professional manner.

Good Corporate Governance

The board of the bank ensures that high ethical standards are established across the Bank and regularly reviews the Bank's compliance with Central Bank. The board recognizes good corporate governance practice a vital ingredient in the creation of substantial shareholders value and protecting the interests of all stakeholders.

Corporate Citizenship

This Bank is compliant Bank and bank pay due taxes. Bank are going green to protect our planet from environmental hazards. Bank are eager to inspire Eco-friendly investment. Bank are an abiding citizen in terms of all laws, rules, norms, sentiments and values of the land.

3.5 Contact Details

IQBAL CENTRE,42 Kemal Ataturk Avenue, Banani, Dhaka-1213

Tel: 16411(Mobile) or +88 096 109 16411 (Overseas & Land Phone)

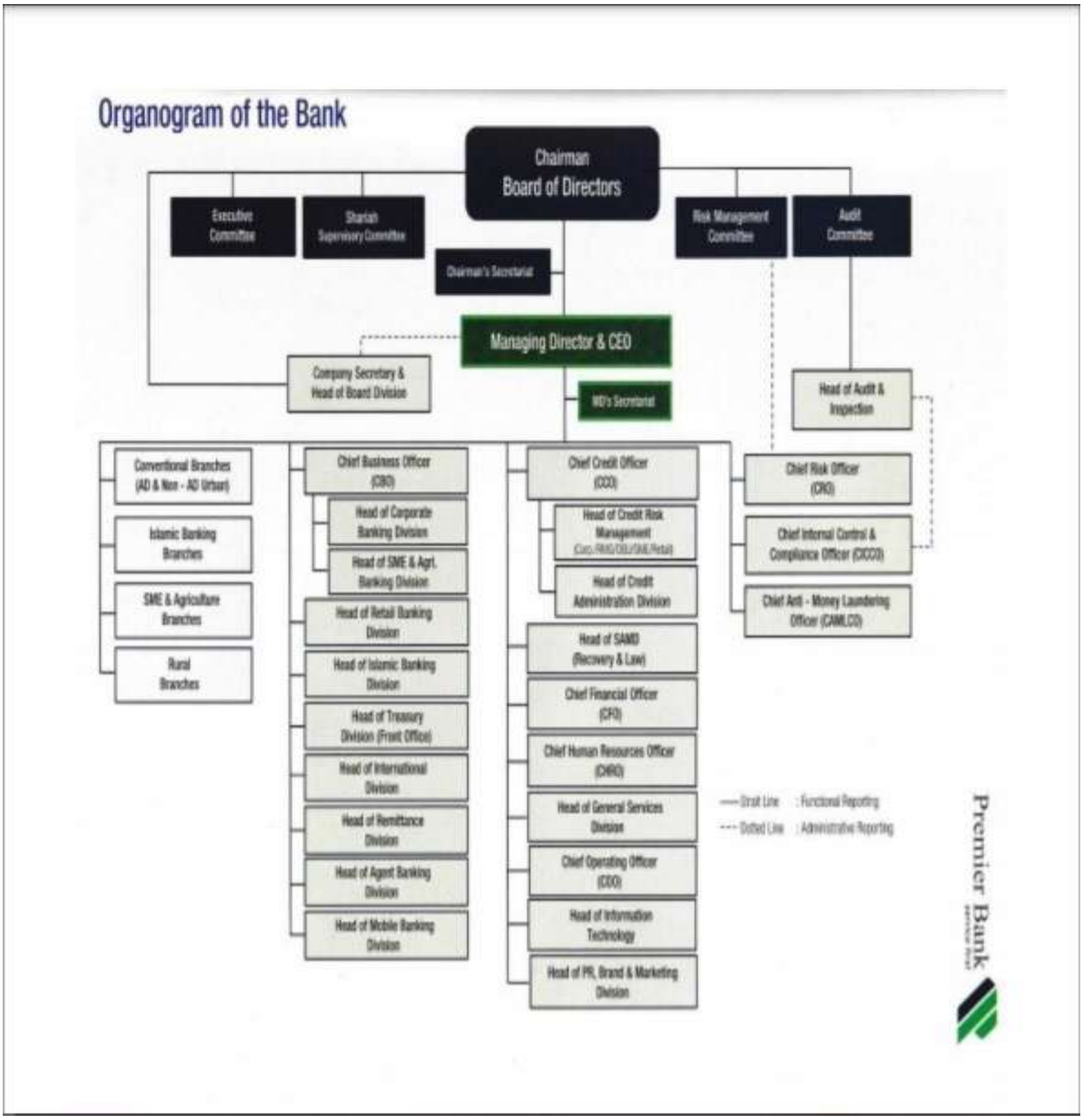
Fax: 880-2-9820808 ; 880-2-9820849

SWIFT Code: PRMRBDDH

E-mail: customer.service@premierbankltd.com

Web: www.premierbankltd.com

3.6 Organizational Structure of the Premier Bank Public Limited Company



3.7 Company's Strategies

Be Pro-active

Bank make conscious endeavor to elevate or life and activities. There is no place for fun in 'Reactive Management'. Bank learn to anticipate and act.

Begin With the End in Mind

Bank every action corresponds to banks goal. This bank set bank goal from what lies behind and beyond us. Bank begin in earnest to finish in time to pursue that goal.

Put First Things First

Bank make a choice for things that make an upbeat difference. Things that matter most are not put at the mercy of things that matter least.

Think Win-win

Win-win is a frame of mind and heart that constantly seeks mutual benefit an all human interactions. In banks philosophy, bank want to see all parties an optimistic winner. A forward looking planning helps us engage in a win-win relationship.

Seek first to understand and then be understood

Bank prize banks ability to communicate over all other values. Most of the time, bank patiently hear people more than bank is heard. Bank seek first to understand how bank is expected- then banks position ourselves as befittingly as we can.

Synergy

The effect of a combined whole is always greater than the sum of individual parts. The relationship which the parts have to each other is a part in itself. Bank believe, every part is important and each can contribute. Bank work together with others to build a team work that result in a better success.

Care and Share Alike for The Society

Bank care for the feelings, needs and experience of the society and share banks interests equally. Bank try hard to provide for the less privileged and have-nots to ensure a better society and a more prosperous Bangladesh. It is an honor, banks duty and privilege, to be able to serve the nation in more ways than just providing banking services.

3.8 Board of Directors

Chairman	Mr. Mohammad Imran Iqbal
Vice Chairman’s	Mr. Jamal G Ahmed
Director’s	Mr. Shafiqur Rahman
Director’s	Mr. Yeh Cheng Min

Independent Director’s	Mr. Naba Gopal Banik

Designation	**Name**
Managing Director & CEO	Mr. Mohammad Abu Jafar
Additional Managing Director	Mr. Syed Nowsher Ali Mr. Shamsuddin Chowdhury Mr. Nasim Sekander

3.9 SWOT Analysis of The Premier Bank Public Limited Company

Opportunities and Threats involved in a project or in a business venture. It involves specifying the object SWOT Analysis is a strategic planning method used to evaluate the Strengths, Weakness, ive of the business venture or project and identifying the internal and external factors that are favorable and unfavorable to achieving that objective.

1. Strengths: Strengths are things that your organization does particularly well, or in a way that distinguishes you from your competitors. Strengths Analysis of The Premier Bank Public Limited Company are given below:

- It has a good reputation in the market for providing quality services to the clients. The major goal of this bank is to build long-term relationship with the customers and to create value for them.
- Officers are highly skilled and executives are highly qualified and experienced.
- It has modern facilities such as online banking.
- It has efficient management practices in the bank and efficient administration. The work is done in a timely and systematic manner for which the efficient management and administration is responsible.
- The bank has many attractive deposit schemes and infrastructure facilities.
- The company has goodwill because it is not engaged in unfair business practice.

WEAKNESSES:

- It has limited branches and short time experiences in banking industry.
- Small market shares on individual investors and complex credit policy.
- Advertisement problem and limitation of information system which affects the organization.
- Few numbers of ATM booths.

OPPORTUNITIES:

- Private Banks are becoming more reliable to local public so the banks can increase their branches. The bank has prospects to open more branches that will eventually enhance the government's effort at receiving the rural economy as well as reaching more people by better service.
- The banks can expand their micro credit program.
- Foreign trade is increasing day by day.
- The investment potential of Bangladesh is attracting foreign investors. So, the bank has opportunity of expansion in business.
- The bank has the prospect to select high quality banking software, which will make the banking operations easier and smooth.
- New ideas are coming in this industry such as the bank has prospect to make their banking activities more creative and innovative.

THREATS:

- There are many competitors in the market such as multinational banks and also new banks are coming in the market.
- Govt. imposes tax on profile and their pressures to reduce interest rate on loans.
- Govt. rules and regulations are becoming strict day by day which greatly affects the banking activities.
- Different attractive service offered by some foreign banks that maybe affects in banking.
- Some commercial banks are providing different facilities which are much more attractive and effective than any private banks facilities
- Small market shares on individual investors and complex credit policy.
- Advertisement problem and limitation of information system which affects the organization.
- Few numbers of ATM booths.

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more attractive and effective than any private banks facilities

Chapter: Four

Internship Responsibilities

4.1 Internship Responsibilities

I have worked as an understudy at the Bashundhara Branch of Premier Bank Limited from January 02 to March 02 . This three-month internship program gave me the expansive degrees to learn and get some significant bits of knowledge about practical banking works, which will help me in building up my future profession. Throughout this period, I had the chance to learn standard banking exercises just as corporate work exercises that I never learnt in the study hall. In addition, other than the standard office work I have figured out how to manage different difficulties, watching different sorts of client practices, and the money related documentation process, which helped me to learn practical banking experience. Since my first day, 1 got the opportunity to deal with different undertakings. Primarily I worked in the general banking office, yet now and again I likewise worked in advance and recuperation office throughout my three-month internship program**.**

4.2 Job Description and Responsibilities

- ✓ Receiving internal and outward sends.
- ✓ Accounts opening and helping clients to round out different application structures.
- ✓ Check accepting.
- ✓ Answering client requests.
- ✓ Maintaining different sorts of register books.
- ✓ Opening and getting ready instruments for 5 Years and 3 Monthly Interest bearing records**.**

4.3 Learning Outcomes

- ✓ Adapting with new conditions.
- ✓ Serving customers and partners.
- ✓ Allocating time viably.
- ✓ Helping to comprehend work environment conduct and clients frame of mind ¬
- ✓ Developing an awareness of other's expectations.
- ✓ Increasing demonstrable skill and tending to partners and bosses suitably.

4.4 Personal Recommendations

As an intern at PBL I have some personal recommendations for their internship program:

- ✓ The Management of PBL should attempt to have an all the more officially organized internship program.
- ✓ PBL doesn't give any remuneration to the interns. In this way, they should design essential compensation for the interns.
- ✓ In the Bashundhara Branch, the branch representative is amicable, however from my acknowledgment, the branch administrator has less involvement to speak with the lower-level workers.
- ✓ In this three month, they instructed me appropriately, however they couldn't furnish me with the correct information about the HR division.

Chapter: Five

Data Analysis

5.1 Recruitment and Selection Process of the Premier Bank Limited

Recruitment and selection at Premier Bank Limited are designed to attract skilled professionals while maintaining fairness, transparency, and compliance with internal policies and regulations of Bangladesh Bank.

I. Recruitment Process

Recruitment aims to attract the right people for the right positions. Premier Bank uses both internal and external sources:

a) Internal Recruitment

Internal Job Watch: Employees are promoted or transferred across branches.

Internship Recommendations: Interns from the bank, recommended by branch managers, are sometimes recruited.

b) External Recruitment

Job Portals: Job postings on sites like BdJobs.com and CareerJet.com.

Official Bank Website: Career opportunities are listed on their official career page.

Newspapers & Press: Traditional media ads are used for mass reach.

Equal Opportunity Employer: Recruitment follows Equal Employment Opportunity (EEO) guidelines to avoid discrimination.

II. Methods of Recruitment Process

The recruitment and selection process for fresh graduates at Premier Bank Limited is designed to ensure fairness, transparency, and efficiency. The bank follows a structured method to hire the best candidates through several sequential steps. This process includes:

- Create Job Vacancy
- Write the Job Description
- Advertisement of Job Vacancies
- CV Collecting, Screening and Shorting
- Written Exam
- Technical Assessment(If Need)
- Preliminary Interviews
- Final Interview
- Reference and Background Check

a) **Create Job Vacancy:** This is the initial step where the bank identifies the need for a new position. It might involve reviewing current staffing levels, business goals, or addressing skill gaps within the organization.

b) **Write the Job Description:** In this stage, a detailed job description is crafted, outlining the responsibilities, qualifications, and skills required for the position. This ensures both the bank and potential candidates are clear on what is expected for the role.

c) **Advertisement of Job Vacancies:** Once the job description is ready, the bank advertises the vacancy through multiple channels such as job boards, the bank's website, social media platforms, and possibly other recruitment agencies. The aim is to reach a wide pool of candidates.

d) **CV Collecting, Screening, and Shortlisting**: After receiving applications, the HR team screens the CVs to ensure candidates meet the required qualifications and skills. Shortlisted candidates are those whose profiles match the job requirements.

e) **Written Exam:** Depending on the role, candidates may be required to take a written test. This can be used to assess knowledge, cognitive abilities, problem-solving skills, and written communication.

f) **Technical Assessment (If needed):** For roles that require specialized technical knowledge (e.g., IT, finance, etc.), a technical assessment may be conducted to evaluate the candidate's expertise in the relevant area.

g) **Preliminary Interviews:** Shortlisted candidates are invited for preliminary interviews. These are often conducted by the HR team and focus on evaluating the candidate's soft skills, cultural fit, and general suitability for the role.

h) **Final Interview:** Candidates who perform well in the preliminary interviews move on to the final interview. This interview is typically with senior management or department heads and dives deeper into the candidate's qualifications, experience, and potential to add value to the organization.

i) **Reference and Background Checks:** After the final interview, the bank may contact the candidate's provided references and conduct background checks to verify past employment, qualifications, and criminal history (if applicable). This step ensures the integrity and reliability of the candidate.

j) **Offer and Onboarding:** Once a suitable candidate is selected, they are extended a formal offer. Upon acceptance, the onboarding process begins, including the completion of necessary paperwork, orientation, and training to integrate the new hire into the organization.

III. Methods of Selection Process

a) Screening Resumes or Applications

The first step is to review all resumes and applications to ensure the candidates meet the minimum qualifications for the role. This includes looking for relevant experience, education, and skills. Screening helps in narrowing down the pool to only those applicants who are most likely to succeed in the role.

b) Written Test

For some roles, a written test is used to assess the candidates' ability to handle tasks relevant to the job. This can include problem-solving exercises, writing assignments, or job-specific tasks. The goal is to see how well candidates can apply their skills in practical scenarios.

c) Technical Assessment (If needed)

For positions that require specialized knowledge or technical skills (such as developers or designers), a technical assessment is an important step. This allows candidates to demonstrate their technical abilities in areas such as coding, system design, or creative work. It gives a deeper insight into their expertise and ability to perform the core duties of the role**.**

d) Interview

- **Preliminary Interviews:** Shortlisted candidates are invited for preliminary interviews. These are often conducted by the HR team and focus on evaluating the candidate's soft skills, cultural fit, and general suitability for the role.

- **Final Interview:** Candidates who perform well in the preliminary interviews move on to the final interview. This interview is typically with senior management or department heads and dives deeper into the candidate's qualifications, experience, and potential to add value to the organization.

e) Reference Check

Before extending an offer, references are contacted to verify the candidate's experience and character. This is typically done through former employers or colleagues. It helps in confirming the candidate's previous job performance and understanding their work ethic and attitude.

f) Final Decision & Job Offer

After completing the interview and reference check, a final decision is made. If the candidate is a good fit, they are offered the job. During this stage, the terms of the offer, such as salary, benefits, and start date, are discussed and agreed upon.

g) Joining & Onboarding

Once the offer is accepted, the new hire officially joins the team. The onboarding process is designed to help them get familiar with their new workplace, meet their colleagues, and start their role with the support and resources they need. A smooth onboarding process ensures a successful transition into the organization.

5.2 Training & Development Practices of the Premier Bank Limited

Training and development are crucial components of employee growth at The Premier Bank Public Limited Company. The bank adopts various training methods to enhance the knowledge, skills, and capabilities of its workforce. These methods are tailored based on job roles, departmental needs, and the overall goals of the organization.

I. Methods of Training at Premier Bank Public Limited Company

Premier Bank uses a range of on-the-job training methods to help employees develop skills, improve performance, and advance in their careers. Here’s an overview:

a) Coaching

One-on-one guidance from experienced employees to improve performance and develop both technical and soft skills through continuous feedback.

b) Job Rotation

Employees are rotated between different roles to gain a broader understanding of the organization and develop a diverse skill set.

c) Special Projects and Task Forces

Participation in strategic projects that require cross-departmental collaboration, helping employees develop leadership, problem-solving, and teamwork skills.

d) Experience

Learning by doing, where employees gain practical skills and confidence by tackling real-world challenges in their roles.

e) Understudy

Employees shadow senior mentors to learn responsibilities and gain hands-on experience for future leadership or specialized roles.

f) Selective Readings

Employees are given relevant resources, such as articles and books, to stay updated on industry trends and best practices.

g) Multiple Management

Employees work with different managers to experience various leadership styles and enhance their management skills, especially useful for those in leadership roles or aspiring to managerial positions.

These methods ensure employees are well-equipped for their roles and continuously develop their skills

5.3 Compensation Management Practices of the Premier Bank Limited

Premier Bank Limited offers a competitive and comprehensive compensation package aligned with industry standards and employee expectations. The bank's compensation policy is structured to attract, retain, and motivate skilled professionals while ensuring fairness and equity across all job roles.

Base Salary and Allowances

Employees receive a structured base salary determined by their position, experience, and responsibilities. In addition, the bank provides various allowances including:

- **Housing Allowance**
- **Medical Allowance**
- **Convenience Allowance**
- **Group Insurance**

These allowances are designed to support the financial well-being and lifestyle needs of employees.

Provident Fund and Gratuity

- **Provident Fund:** A portion of the employee's salary is contributed monthly, matched by the bank, which serves as a long-term savings plan.
- **Gratuity:** Employees who have completed at least ten years of continuous service with the bank are entitled to receive gratuity upon resignation or retirement. This acts as a financial security measure after employment ends.

Performance Bonus

Premier Bank rewards high-performing employees with an annual performance bonus. This bonus is based on:

- The bank's overall profitability (pre-tax profit)
- Departmental and individual performance
- Achievement of specific targets

Top performers are recognized internally, and their profiles are shared across the organization to inspire a culture of healthy competition and continuous improvement.

Festival Bonus

All permanent employees receive two festival bonuses per year. These are typically given during major religious holidays such as Eid for Muslims or respective festivals for employees of other faiths. The bonuses are based on the basic salary and are meant to support employees in celebrating their holidays with ease and dignity.

5.4 Leave Management System of the Premier Bank Limited

Prime Bank offers various types of leave for its employees, each with specific rules and limitations. Employees are expected to follow these guidelines and provide proper documentation when requesting a No Objection Certificate (NOC). Here are the types of leave available at PBL:

- Casual Leave
- Sick Leave
- Maternity Leave
- Study Leave
- Quarantine Leave
- Exceptional Leave

Below are the main types of leave available to employees:

a) Casual Leave

Employees are entitled to 10 days of casual leave each year, including non-working days.

b) Sick Leave

Employees receive 10 days of sick leave annually, which includes weekends. If the illness is more serious, additional leave can be granted.

c) Maternity Leave

Female employees are eligible for six months of paid maternity leave. There’s no charge for extending this paid leave. However, maternity leave can only be taken twice during employment at PBL.

d) Study Leave

Employees pursuing higher education or professional certifications relevant to their role may apply for study leave. Approval is subject to management discretion and relevance to the employee’s career growth within the bank.

e) Quarantine Leave

In case of contagious illness or public health risks (such as COVID-19), employees may be granted quarantine leave as per government or internal health guidelines. Proof of illness or exposure may be required.

f) Exceptional Leave

This is a special category of leave provided for unforeseen or exceptional situations, such as marriage, urgent family matters, or travel abroad for medical treatment. Approval for this leave depends on the nature of the request and must be supported by valid documentation.

5.5 Performance Appraisal System of the Premier Bank Limited

Premier Bank Limited (PBL) has a well-structured performance appraisal system that helps align employee performance with the bank’s overall goals. Each employee has clear reporting lines, and self-evaluation is encouraged to make the process more participative and fairer. The bank tracks employee achievements throughout the year and holds regular counseling sessions to monitor progress. To ensure transparency, reviews are not only done by direct supervisors but also by senior management.

I. Performance Appraisal Methods Used by PBL

PBL doesn’t rely on a single method for evaluation; instead, it uses several techniques based on the role and nature of the work. These include:

A. Rating Method: One of the most widely used methods is the scale rating system, where employee performance is assessed on a numerical scale and compared against established standards. For example, at MTB, managers rate employees on a scale from 1 to 5, with:

- 1 meaning "needs improvement"
- 2 meaning "average"
- 3 meaning "good"
- 4 meaning "very good"
- 5 meaning "excellent"

This rating is mainly based on financial performance criteria.

B. Ranking: Ranking: is one of the most straightforward techniques. Employees are ranked from best to worst based on their performance and results. At PBL, managers assign rankings to employees after reviewing their ratings, placing them in order from the highest to the lowest performer.

C. Management by Objectives (MOB): This approach focuses on setting clear goals for employees to achieve within a specific time frame. Managers work closely with employees to track their progress, and rewards are given based on how well they accomplish these goals.

D. 360-Degree Feedback: Some managers believe that traditional performance evaluation methods can be outdated and insufficient. The 360-degree feedback method addresses this by gathering input not only from supervisors but also from coworkers, subordinates, and even customers who interact with the employee. This way, employees receive a full view of their performance, with feedback coming from all directions. Additionally, employees conduct self- assessments, and all of this feedback is collected through an online survey designed for this purpose. This approach ensures a more transparent and comprehensive understanding of an employee's performance.

II. Performance Appraisal and Its Effects on Employee Motivation

Performance appraisals are a powerful tool for measuring an employee's motivation and satisfaction. Depending on how the appraisal is handled, it can have both positive and negative effects on employees. A well-conducted appraisal can motivate employees to work harder, while a poorly handled one could lead to demotivation.

When employees see that their efforts are recognized and valued, they tend to feel more committed and loyal to the organization. This loyalty often translates into higher productivity, as employees are driven to improve and meet company goals. Furthermore, effective performance reviews can reduce absenteeism and turnover, as employees who feel acknowledged are more likely to stay with the company.

The following factors play a key role in boosting employee commitment through performance appraisals:

- **Reward At PBL:** employees undergo annual performance evaluations where their achievements are assessed. Based on this, rewards are given to recognize their contributions. These rewards can be monetary (such as bonuses, salary raises, or promotions) or non-monetary (like recognition, certificates, or plaques). Employees also receive written feedback to help them understand their strengths and areas for growth, which boosts their confidence and encourages them to perform better.

- **Conference Participation:** PBL encourages employees to attend conferences or meetings and require them to share their learnings with the team. This not only expands their knowledge but also provides an opportunity for them to showcase what they've learned, further motivating them to grow in their role.
- **Goal Achievement:** Performance appraisals motivate employees to prove themselves as top performers. By focusing on achieving individual and team goals, they contribute to the overall success of the organization. This sense of accomplishment aligns personal success with the company's objectives, making it easier to achieve broader organizational goals.

Chapter: Six

Findings

Findings

It means the Results section in an empirical research paper describes what the researchers found when they analyze their data. After analyzing the "Human Resource Management Practices of The Premier Bank Public Limited Company." The following further findings are identified. They are given below on the basis of Human Resource Management Practices of The Premier Bank Public Limited Company:

1. The Bank cannot practice proper Human Resource Management guidelines. The Human Resource Management has some objectives but cannot follow all of them.
2. For the training and development sector, there are several on-the-job and off the-job training techniques that the bank cannot follow.
3. In the recruitment sector, Banking Sector of Bangladesh cannot follow the proper guideline of Human Resource Management.
4. To evaluate employee's performance, Banking Sector of Bangladesh cannot provide employee's performance properly.
5. The orientation process, the bank cannot follow of those processes.
6. There are several ways of employee's rewards, such as intrinsic versus extrinsic rewards, financial versus non-financial rewards and performance based versus membership rewards, but the bank can't provide all of the system.
7. The Bank cannot practice proper HRM guidelines; objectives exist but are not fully followed. .
8. Training and Development techniques (on-the-job and of-the-job) are not properly implemented.
9. Employee engagement programs are limited, reducing motivation.
10. Recruitment process do not align with HRM standards in the banking sector of Bangladesh.

Chapter: Seven

Recommendations & Conclusion

7.1 Recommendations

During my short time of internship period, it is not very easy to recommend the organization to improve in some issues but from my observation and from the survey's analysis I could give some suggestions to the organization so that it would help them to become more attractive in their service. Recommendations are given below:

1. The Bank should practice proper Human Resource Management guideline. The purpose of Human Resource Management is to improve the productive contribution of people to the organization ways that are strategically, ethically, and socially responsible.
2. To get effective and efficient employees the Bank should arrange proper training and development programs.
3. To motivate the employee's the bank should follow proper guideline of Human Resource Management.
4. The entire Human Resource department should be well informed regarding their goals and objectives.
5. Job satisfaction and motivating instruments are needed for the bank.
6. Job description should be clarified and proper training should be important to improve the performance to bottom level management.
7. To evaluate employee's performance the bank should follow promotion policy properly.
8. Training and Development techniques (on-the-job and if-the-job) are not properly implemented.
9. Recruitment process do not align with HRM standards in the banking sector if Bangladesh.
10. Employee engagement programs are limited, reducing motivation.

7.2. Conclusion

Human Resource Management (HRM) is shaped by contributions from multiple disciplines such as sociology, psychology, and organizational studies. These fields provide valuable insights into recruitment, performance evaluation, team building, and structural planning. Over time, these ideas have evolved into comprehensive HR strategies that play a vital role in modern organizational success. The banking industry, particularly in Bangladesh, operates differently from traditional businesses. Instead of selling tangible products, it offers financial services, including future risk coverage, making it unique in terms of revenue generation, risk management, and customer engagement. Insurance and banking organizations require advanced HR practices to manage specialized operations, customer trust, and long-term financial obligations. As the banking and insurance sectors grow in Bangladesh, public awareness and interest in financial literacy and professional HR approaches are also rising. Institutions like The Premier Bank Public Limited Company must focus on nurturing client relationships and adopting modern HR strategies. Doing so will strengthen their position in a competitive market and lead to long-term sustainability and strategic success.

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