

Project Report on “Technology's Role in Banking Industry (Human Resource Management)”

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This report is submitted to the school of Business and Economics, United International University as a partial requirement for the degree fulfillment of Bachelor of Business Administration

Project Report on “Technology's Role in Banking Industry (Human Resource Management)”

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Date of Submission:

10th October, 2022

LETTER OF TRANSMITTAL

October 10, 2022

Piana Monsur Mindia

Assistant Professor

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Subject: Submission of Project Report on “Technology's Role in Banking Industry (Human Resource Management)”

Dear Sir,

I wish to inform you with due respect that I have prepared my project report on "Technology's Role in Banking Industry (Human Resource Management)" after doing my best to do a thorough analysis of the roles played by technology in HRM in the banking sectors. So, now it's my pleasure to submit my project report. In this report, I have made both the primary data and the secondary data. I have provided some findings & recommendations of the banking HRM. I have collected the primary data from the questionnaire, survey and interview and I have collected the secondary data from the websites, reports and the articles.

Having worked hard, I have now completed my project report completely and hope that you will be satisfied after reading it. Therefore, I sincerely hope that you will accept my project report. My sincere thanks go out to you for your kind cooperation.

Sincerely yours,

Ashik Ahmed Emon

ID: 111 162 036

DECLARATION OF THE STUDENT

I, Ashik Ahmed Emon, hereby certify that the project report on "Technology's Role in the Banking Industry (Human Resource Management)" that I, myself, prepared after carefully analyzing the primary and secondary data, is now available. I learned a lot about the roles and purposes of technology in the HRM of the banking industry during the project period, which was a very valuable experience for me.

I have gathered a lot of pertinent data to help me with the project. I can assure you that I carefully crafted this project report. I can also promise you that this project is one of the BBA program's most distinctive ones.

ACKNOWLEDGEMENT

I thank Almighty Allah for giving me the strength to complete the project report successfully in a specific timeframe.

At first, I am thankful to my project supervisor Piana Monsur Mindia for giving me this opportunity. I have prepared my project report on the topic of “Technology's Role in the Banking Industry (Human Resource Management)”. On this subject, I've created an extensive project report.

In addition, I want to express my gratitude to a few others whose suggestions and collaboration made it much easier for me to write my project report.

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EXECUTIVE SUMMARY

Generally speaking, the banking sector is an important part of all business organizations. The growth of a nation's economy is greatly influenced by the banking sector. Numerous operations are maintained in the banking sector with the goal of achieving corporate goals. The Human Resource Management (HRM) is a crucial operation among the banking operations. Human Resource Management (HRM) is the management and maintenance of the employee related tasks and activities in a business organization. The Human Resource Management is discussed properly in the literature review part of this report. Every business organization has the Human Resource (HR) Department for maintaining the employee management activities of that organization. Banking organizations also have the human resource department for maintaining the employee management activities. A number of tasks related to employee management are managed by this department, including recruitment, selection, training, development, and compensation, benefits, rewards, and performance evaluation. The HR department is responsible to monitor and administrate the employees toward the organizational goal. Today, at the modern world, the digitalization positively impacts on the business organizations. Now, the business organizations gain success in the business operations through the information and technology. The banking organizations are also highly benefitted by the information and technology. Every department of the banks are operating their activities by the technology. The Human Resource department of the banks is also managing their operations using the technology. They are now able to maintain their organizational operations effectively and accurately in a short time through the technology. The recruitment and selection, training & development, evaluation of performance, data management, survey management etc. are perfectly done by the technology. The roles of technology in the HRM and in the banking HRM are elaborately discussed here in the project report. The findings and recommendations of the banking HRM are also given in this project report.

Key words: Banking industry, HRM, banking HRM, information & technology.

CHAPTER 1: INTRODUCTION OF THE REPORT

1.1 Background

The purpose of this project report is to examine how technology can lead to better Human Resource Management (HRM) in the banking sector. Human Resource Management is an essential part of the business organizations which actually focuses on the tasks and activities related to the employee management. Human Resource Department should need to manage their tasks effectively for the achievement of the organizational goal. The technology has a significant impact on the HRM of the business organizations. The Information and Technology (IT) helps the HR of the organizations to work efficiently and effectively. The HR of the banking organizations is also greatly benefitted by the IT and software. The banking industry of Bangladesh is discussed briefly in this report. The Standard Bank Limited (SBL) and the Social Islami Bank Limited (SIBL) are also discussed here briefly.

1.2 Scope

In this study, quantitative data and qualitative data are used in order to clearly represent the roles of technology in the Human Resource Management (HRM) of the banking sectors. The roles of HR software and the information & technology in the HRM department of the banking sectors are elaborately discussed here. The questionnaire, survey and interview are conducted to collect the primary data. The websites, articles, reports are taken to collect the secondary data.

1.3 Objectives

1.3.1 Primary Objective

The main goal of this research is to fulfill the requirements for completing the BBA program and receiving United International University's (UIU) BBA program certification.

Secondary Objective

The precise goals of this report are listed below:

- Understanding about the meaning of human resource management and the roles and functions of human resource management.
- Identifying the roles of technology in the human resource management.

- Understanding about the banking industry of Bangladesh and the overall background of Standard Bank Limited (SBL) and Social Islami Bank Limited (SIBL) along with its products and services
- Understanding about the roles of information & technology and HR software in the human resource of the banking sectors.
- Representing the positive impacts in the HR department of the banking sectors by the information & technology.

1.4 Methodology

1.4.1 Types of Data

Primary data and secondary data are the two different forms of data. Primary data are those that the researcher collects. Primary data can be obtained by surveys, questionnaires, observations, interviews, experiments, etc. Secondary data are ones that other people have gathered. Secondary data sources include things like publications like books, newspapers, websites, records, and print media.

1.4.2 Data Collection Process

Data from both primary and secondary sources are gathered for this study. Primarily, data are collected through the use of a questionnaire, and through direct interviews with Standard Bank Limited (SBL) and Social Islami Bank Limited (SIBL). The HR representatives of the SBL and SIBL banks were questioned in a variety of open-ended and closed-ended ways. The study presents primary data based on their opinions as well as the opinions of survey respondents.

1.4.3 Sample Size

In this research paper, 2 banks, 10 questionnaires, 5 respondents and 10 HR employees are taken as the sample. The 2 banks which are taken as sample are Standard Bank Limited (SBL) and Social Islami Bank Limited (SIBL). Among the sample of 10 HR employees, 5 HR officers are from Standard Bank Limited (SBL) and 5 HR officers are from Social Islami Bank Limited (SIBL). The 5 respondents are taken from the BBA students whose major course is HRM.

1.4.4 Sampling Techniques

In this research paper, the random sampling technique is used for preparing the research. 2 banks are randomly selected. 5 HR employees from each bank is randomly selected. 10 respondents from BBA students (major in HRM) are also randomly selected.

1.4.5 Area and Time of Research

This research is prepared based on the Human Resource Management (HRM) area of the banking sectors. The roles of technology in the HRM department of the banking sectors in Bangladesh is specifically presented here. It has taken almost 4 months to prepare the research paper by taking primary data and secondary data from the different sources.

1.5 Limitation

In this report, there are some restrictions. While writing the project report, there were some obstacles I had to overcome. The Standard Bank Limited (SBL) and the Social Islami Bank Limited (SIBL) don't have all of their data and information available to me. The official websites and yearly reports of those banks provide information about the general history of the SBL and SIBL. Despite this, all of the organizational data and information of those banks is not disclosed in their annual reports, official websites, and newspapers because of their privacy laws.

CHAPTER TWO: LITERATURE REVIEW

2.1 Human Resource Management (HRM)

Human Resource Management (HRM) is an organizational approach which focuses on the proper and effective management of the employees in the organization. The Human Resource of the organizations actually tries to help the organization gaining the competitive advantage. The HR of every organization tries to improve the employee performance to achieve the business objectives. By following the policies and instructions of the company, the HR officers properly maintain the employees of the organization. The board of directors of the company assigns the efficient and experienced officers in the HR department so that they can manage the tasks regarding the employee management effectively. The officers of the HR department monitor every employee management tasks from the employee recruitment to the discharge of employees. The roles and functions of the Human Resource Management (HRM) are given at the following:

- Recruitment and Selection
- Training and Development
- Performance and Behavior Management
- Employee Relations
- Compensation
- Employee Benefits
- Promotion of Employees
- Performance Evaluation
- Total Quality Management
- Sharing of Information
- Organizational Development
- Data & Analytics Management
- Survey Management

2.2 Role of Technology in Human Resource Management

The technology has a positive impact on the human resource management. The human resource department of the business organizations are highly benefitted by the technology. They are able perform their activities efficiently and effectively through the technology.

1. Employee Management

Employee management is a very vital issue in an organization. It maintains the organization by organizing the employees properly. The employees of an organization need to be monitored appropriately in order to operate the organizational tasks. It leads to obtain the organizational objective. Employee management is conducted through the human resource department of the organization.

Previously, before the launch of digitalization process, the HR department of the organizations used to conduct the employee management system manually. But now in the modern world, employee management is conducted automatically through the digitalization process.

The technology allows the human resource department to contact with the employees of the organization instantly, provide well training to the employees, review performance effectively.

2. Employee Engagement

Employee engagement is another vital issue in the organizations. Employee engagement applications are significantly used for the employee management in the organization. These are very essential to engage the employees in the organizational tasks.

There is a software which is called association management software that allows to conduct employee engagement. It motivates the employees into the business operations. The employees can also expose their ideas and thoughts regarding the business tasks through this software.

3. Performance Management

Now, in the digital world, the management of the business organizations are able to monitor the performance of the employees automatically by using technology. Firstly, they appraise the performance of the employees and after that they provide feedback to them regarding their performance.

When the business organizations appraise the employee performance through technology, the information of the employees are tracked in the software. So, the strengths and weaknesses of the employees can be identified easily. The employees' aspects which need to be improved are also stored in the software.

4. Training and Development

Nowadays, the training sessions of the employees are operated digitally using the technology. It is beneficial for both the trainer and the trainee. Now, the HR departments of the organizations can provide the training to the employees in the online rather than physically. The trainer and the employees can conduct the training session staying at home through the online.

5. Recruitment

Recruitment is the first step of Human Resource in any organization. Recruitment process is maintained through the technology in almost all of the organizations today. The job circulars of the companies are published in the online. The candidates see the job circulars in the online and applies in different jobs by sending their resume through the online. After that, the HR department recruits the employees into their organization.

6. Employee Scheduling and Tracking

The technology and the software help the companies to control the employees of the organization properly. The Human Resource Department can schedule the tasks of the employees using the software and technology. They can also track the employees' information by the software technology.

7. Documentation

The Human Resource Department needs to prepare various kinds of documents related to the employee management tasks. The technology highly helps them to prepare the documents and maintain the employees.

The HR technology allows to use the cloud computing in order to store the data and information of the employees. Storing the data and information in the cloud computing is safe and secured. The members of the organization can access anytime in the cloud computing to see the employees' information.

8. Integrated Management System

In a business organization, each department needs to contact with the other departments. In order to maintain the organizational operations properly, every department needs to communicate with the other departments and take important consultancy from them. The HR department needs to share their information and resources with other departments. The managers, executives and the team leaders of the HR department share the relevant documents and information with the other departments through the software technology of the company.

CHAPTER 3: ORGANIZATIONAL BACKGROUND/ INDUSTRY PERSPECTIVE

3.1 Industry Scenario

The central bank of Bangladesh, the Bangladesh Bank, which is under the control of the Bangladeshi government, oversees and regulates the country's banking sector. Many banks in Bangladesh operate in accordance with the guidelines set forth by the Bangladesh Bank. There are currently 61 scheduled banks and 5 non-scheduled banks operating in Bangladesh. Among the 61 scheduled banks, there are 10 private commercial banks based on Islami Shariah, 33 conventional private commercial banks, 6 state-owned commercial banks, and 3 specialized banks. There are also 9 foreign commercial banks. All of the banks of Bangladesh are given in the following:

1) State-owned Commercial Banks (SOCBs)

- Agrani Bank Limited
- Bangladesh Development Bank
- BASIC Bank Limited
- Janata Bank Limited
- Rupali Bank Limited
- Sonali Bank Limited

2) Specialized Banks (SDBs)

- Bangladesh Krishi Bank
- Rajshahi Krishi Unnayan Bank
- Probashi Kallyan Bank

3) Conventional Private Commercial Banks

- AB Bank Limited
- Bangladesh Commerce Bank Limited
- Bank Asia Limited
- Bengal Commercial Bank Limited
- BRAC Bank Limited
- Citizens Bank PLC

- City Bank Limited
- Community Bank Bangladesh Limited
- Dhaka Bank Limited
- Dutch-Bangla Bank Limited
- Eastern Bank Limited
- IFIC Bank Limited
- Jamuna Bank Limited
- Meghna Bank Limited
- Mercantile Bank Limited
- Midland Bank Limited
- Modhumoti Bank Limited
- Mutual Trust Bank Limited
- National Bank Limited
- National Credit & Commerce Bank Limited
- NRB Bank Limited
- NRB Commercial Bank Ltd
- One Bank Limited
- Padma Bank Limited
- Premier Bank Limited
- Prime Bank Limited
- Pubali Bank Limited
- Shimanto Bank Ltd
- Southeast Bank Limited
- South Bangla Agriculture and Commerce Bank Limited
- Trust Bank Limited
- United Commercial Bank Ltd
- Uttara Bank Limited

4) Islami Shariah based Private Commercial Banks

- Al-Arafah Islami Bank Limited
- EXIM Bank Limited

- First Security Islami Bank Limited
- Global Islamic Bank Ltd
- ICB Islamic Bank Limited
- Islami Bank Bangladesh Limited
- Shahjalal Islami Bank Limited
- Social Islami Bank Limited
- Union Bank Limited
- Standard Bank Limited

5) Foreign Commercial Banks (FCBs)

- Bank Al-Falah Limited (United Arab Emirates)
- Citibank N.A (United States of America)
- Commercial Bank of Ceylon PLC (Sri Lanka)
- Habib Bank Limited (Pakistan)
- HSBC (Hong Kong)
- National Bank of Pakistan (Pakistan)
- Standard Chartered Bank (United Kingdom)
- State Bank of India (India)
- Woori Bank (South Korea)

6) Non-scheduled Banks

- Ansar VDP Unnayan Bank
- Grameen Bank
- Jubilee Bank
- Karmashangosthan Bank
- Palli Sanchay Bank

3.2 About SBL

3.2.1 SBL Profile

Standard Bank Limited (SBL) is an Islamic bank which was founded in 1999. It is a public limited company which is operated based on the Shariah' principles. The bank has diversified products and services. Since its foundation, the bank has improved gradually and has become capable to earn higher profit from its business operations. It has lots of products in the credit and deposit schemes. In the deposit scheme, there are all kinds of Islamic banking products and other banking products. It has corporate banking as well as retail banking. Besides, it has international banking, e-banking and many other beneficial services. By providing essential services to the clients Standard Bank Limited generates more revenue and profit every year.

3.2.2 Objectives

- Becoming a pioneer in the banking sectors in launching new products and services.
- Gaining economic value addition of satisfactory level.
- Reaching at the top position in terms of cost efficiency of the commercial banks.
- Becoming a good financial institution in the economy of Bangladesh.

3.2.3 Our Vision

Becoming a Shariah' based bank with the vision of creating a local economy and serving the clients appropriately.

3.2.4 Our Mission

Becoming one of the best Islamic bank of Bangladesh by focusing on the efficiency, capital adequacy, asset quality, proper management, profitability etc.

3.2.5 Core Values

- **Our Shareholders**
Providing high dividends to them after earning high profit from the business.
- **Our Customer**
Providing outstanding services to the clients in order to gain higher reputation.

- **Our Employee**

Promoting the members of the organization in order to motivate them.

- **Community**

Following the rules and regulations of the government and becoming the socially responsible community.

3.2.6 Strategic Priority

1. Striving for business growth by providing good quality services to the customers and generate high revenue.
2. Implementing high capital by extending different forms of capital such as intellectual, natural, financial, organizational and social.
3. Providing services in cost efficient way by Internet banking, electronic fund transfer, automated clearing of cheque, e-banking etc.
4. Controlling risk management efficiently and effectively in order to earn revenue.
5. Assuring various loans to the business organizations and the people by the credit department.
6. Developing many innovative technologies and many technical ideas for the business growth.
7. Implementing innovative knowledge and effective human resource for business development.
8. Creating a strong brand image through the effective human resource.
9. Being responsible socially and environmentally.
10. Assuring a well-structured corporate governance.
11. Ensuring financial progress through the innovative technology.
12. Create value for the stakeholders.

3.2.7 Products and Services

a) Deposit Products

1. Al-Wadeeah Current Account (AWCA)
2. Mudaraba Short Notice Deposit (MSND)
3. Mudaraba Savings Account (MSA)
4. Mudaraba Term Deposit Receipt (MTDR)

5. Mudaraba Bondhon Savings Account (MBS)
6. Mudaraba Savings Premium Account (MSP)
7. Mudaraba Savings Premium Plus Account (MSPP)
8. Mudaraba Super Savers Savings Account (MSSS)
9. Mudaraba Women Savings Account (MWS)
10. Mudaraba Classic Savings Account (MCS)
11. Mudaraba Golden Age Savings Account (MGAS)
12. Mudaraba Smart Saver Lite (MSSL)
13. Mudaraba Smart Saver Premium (MSSP)
14. Mudaraba School Banking Scheme (MSBS)

b) International Banking

1. Private Foreign Currency A/C
2. NFCD Account
3. RFCD Account
4. Convertible Taka A/C
5. Non-Convertible Taka A/C
6. Non-Resident Blocked Taka A/C
7. Exporters FC Deposit (FBPAR)
8. SBL Off-shore Banking

c) E-Banking

1. Digi banking
2. Internet Banking
3. SMS Banking
4. ATM Banking
5. ATM Locations
6. Branch POS
7. Mobile Banking

d) Retail Banking

1. HPSM Home Investment General/HPSM House Building General
2. HPSM Semi-Pucca Hosing
3. HPSM Auto

4. HPSM (CIS) Personal
5. HPSM (CIS) General
6. HPSM (CIS) Professional
7. Guard Against MTDR/ Scheme

e) Corporate Banking

1. General Corporate Finance
2. Foreign Trade Finance
3. Project Finance
4. Work Order Finance
5. Real Estate Finance
6. Syndication & Structured Finance

f) Services

1. Remittance Services
2. Locker Service
3. E-Tendering
4. Utility Bill
5. Capital Management
6. SBSL Services
7. Treasury
8. Anti-Money Laundering

g) Others

1. Agent Banking
2. SME Banking
3. Agri Banking
4. Green Banking
5. SBL Capital Management
6. Standard Bank Securities

3.3 About SIBL

3.3.1 SIBL Profile

The Social Islami Bank Limited (SIBL) was established in 1995 as a commercial Islamic bank. One of Bangladesh's top value-added banks that operates according to Shariah law is this particular institution. Among the subsidiaries of Social Islami Bank Limited (SIBL) is SIBL Foundation Hospital, SIBL Securities Ltd., and SIBL Investment Ltd. The primary goal of Social Islami Bank Limited (SIBL) is to deliver exceptional services to customers and shareholders. The service rendered by SIBL is of high quality. With the help of its productive employees, the bank has expanded since its founding. SIBL can offer its clients more advantages than just the exceptional services they already receive. With nearly 5000 employees across more than 150 branches, Social Islami Bank Limited (SIBL) serves the entire nation. For the purpose of offering banking services to the public, it has nearly 240 agent banking outlets.

3.3.2 Our Vision

Working together for a caring society

3.3.3 Our Mission

- An integrated banking model with three sectors
- Providing customers with digitally oriented services
- Providing exceptional service to customers on a timely basis
- Developing a growth strategy that is optimal
- Achieving a high return on shareholders' equity
- Offering a wide range of Islamic banking products
- The implementation of superior human resource management
- Making income opportunities available to the people
- Assisting business organizations by providing them with funds

3.3.4 Our Values

1) Honesty

Providing our customers with banking services is always conducted with honesty.

2) Transparency

Transparency in our business operations is imperative for gaining the trust of our customers.

3) Efficiency

Efficiency is a priority as we strive for both customer satisfaction and flawless operation completion.

4) Accountability

No matter what type of service we provide our clients, we will always be accountable to them.

5) Religiousness

In all aspects of conducting business, we always abide by religious laws.

6) Innovation

We are concerned with providing bank customers with cutting-edge service.

7) Flexibility

In order to meet the needs of bank customers in a variety of banking transactions, we place a high emphasis on flexibility.

8) Security

Our goods and services have strong security. When using our products and services, customers feel secure.

9) Technology

We use digital technology to run our banking operations. With the help of technology, we can quickly and accurately maintain business operations.

3.3.5 Products and Services

a) Deposit Products

- 1) Al-Wasiyah Bil Waqf (Cash) Account
- 2) Mudaraba Scheme Deposit
- 3) Al Wadiah Current Account
- 4) Mudaraba Savings Deposit

- 5) Mudaraba Term Deposit
- 6) Mudaraba Notice Deposit
- 7) Cash Waqf. Deposit
- 8) SIBL Super Savings Account

b) Investment Products

- 1) SIBL Islamic Auto Finance
- 2) SIBL Islamic Home Finance
- 3) Islamic Consumer Finance
- 4) Bai-Muazzal
- 5) HPSM
- 6) HPSM- IJARA
- 7) Murabaha
- 8) Musharaka
- 9) Bill Purchase
- 10) Bai-Salam

c) Corporate Finance

- 1) Trade Finance & RMG
- 2) Working capital financing
- 3) Project Financing

d) International Banking

- 1) Correspondent Banking
- 2) Western Union
- 3) Centralized Trade Processing Unit
- 4) Centralized Remittance Processing Unit
- 5) Enlisted Exchange Houses
- 6) Offshore Banking Unit

e) Cards

- 1) SIBL Islamic Card
- 2) SIBL Gift Card
- 3) SIBL Dual Prepaid Card
- 4) VISA Islamic Credit Card (Dual)

- 5) VISA Islamic Credit Card (Local)
- 6) SIBL Zameel Debit Card
- 7) SIBL Prepaid Card
- 8) SIBL Hajj Card

f) Other Services

- 1) Locker Service
- 2) Insurance Service
- 3) Registration of Hajj

3.3.6 SIBL Agent Banking

The Social Islami Bank Limited (SIBL) is eager to offer financial services throughout the nation. It wants to market its goods to the far reaches of the nation in order to increase its earnings. For this reason, SIBL has introduced the agent banking system. SIBL now operates 167 agent banking locations around the nation. In the future, they intend to increase the number of agent banking locations. Through the banking agents, SIBL is now able to offer financial services to every region of the nation.

By using SIBL's agent banking, customers may now receive immediate financial services. SIBL's agent banking utilizes cutting-edge technology to offer consumers quick and accurate service.

3.3.7 Services of SIBL Agent Banking

- 1) Account Opening,
- 2) Cash Deposit and Withdraw,
- 3) Fund Transfer,
- 4) Remittance Disbursement,
- 5) Balance Inquiry,
- 6) Utility Bill Payment,
- 7) Processing of Investment Facility.

CHAPTER 4: ANALYSIS & FINDINGS

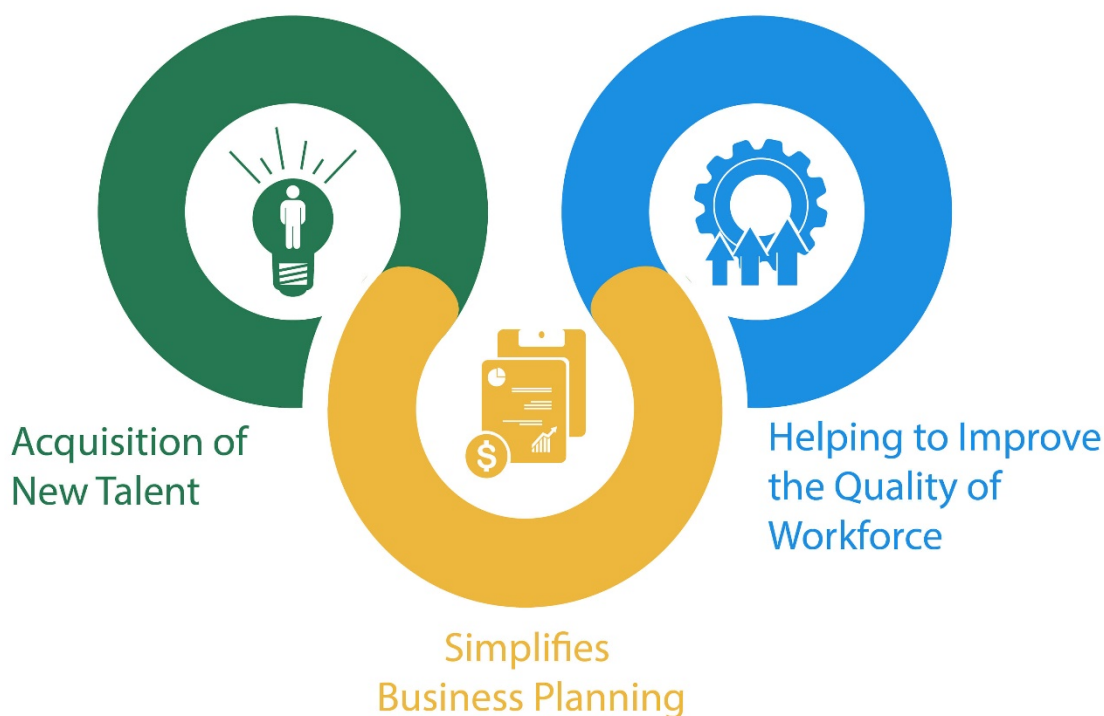
4.1 Analysis

Banking organization is a crucial organization among all of the business organizations. All of the operations of the banking organization need to be managed properly. The Human Resource Management (HRM) is very essential part in the banking sectors. The tasks of the Human Resource (HR) should be well maintained. In the modern world, digitalization is a very effective way to operate the business operations effectively and automatically in a short time. The information & technology has a significant impact on the operations of the business organizations. The HR of the banking organizations are able to maintain their tasks efficiently and effectively through the software and technology. The roles of the software and technology in the HRM of banking organizations are discussed at the following:

4.1.1 Role of the HR Software in the Banking Industry

There is a HR software to operate the HR related tasks and activities of the banking organizations. The HR departments of the banking sectors faced many difficulties to operate the official tasks regarding the employee management. But after the launch of digitalization, it has become easier to the HR departments to maintain their organizational tasks easily. Currently, there are technologies and software to maintain the HR tasks automatically and accurately in a short time. The HR software highly helps the banking HR to operate the HR functions. The roles of the HR software in the banking industry are given at the following:

Features of the HR Software For Banking Industry



1) Acquisition of New Talent

The banking sector is a very significant business sector among all of the business sectors. As the banking sector is seen as a growing business sector, the appointment of the talent humans, providing well training to them have become highly necessary for the banking sector. The software based human resource information system enables the banks' human resource department to fulfill the human resource activities appropriately. They can also help the new employees to cope up with the banking sector by the software. Through the HR software, the banks can manage their clients easily.

There are plenty of products in the bank. Each of the banking products has particular features. The employees need to know the features of all banking products. There are demands of every products of the bank. Different customers want to open different deposit accounts. So, the bank employees

need to know the features of all banking products so that they can clearly explain about the banking products to the customers.

The HR department of the banks needs to organize different training programs, make schedule for training. Through the HR software, they can manage these tasks easily. Besides, the recruitment of new talent can also be done properly.

2) Simplifies Business Planning

The goal of using a payroll management system or a software-based HR management system is to simplify a variety of business decisions that you must make on a regular basis. Several business decisions must be made by management and the HR department in a bank. Some crucial functions that HR software can fulfill in the banking sector to make business decisions simpler include the following:

- a) The banking organizations need to disburse the payroll to the employees and pay the tax to the government yearly. Generally, the HR department is responsible for the payroll disbursement and tax payment. The software based system enables the HR department to automatically disburse the payroll and paying the tax to the government timely. So, there is no possibility for HR department to make any error in providing salaries and miss any taxes. They don't need to face the penalty for non-payment of tax.
- b) Task scheduling is an important activity of the business organizations. The task scheduling activity is done by the HR department. Leave Management system is a great way that makes the task scheduling easier. The HR department can easily schedule the organizational tasks of the employees through this system. Through this system, the HR department can make sure that the scheduling of the employees' tasks has conducted accurately. By this process, the daily operations of the banking organization are properly done.
- c) The HR department of a banking organization is integrated with the other banks in order to take business decisions. The HR department of a bank can integrate with the other banks through the HR software. Through the integrated HR software, all of the activities of the human resources are done properly.

3) Helping to Improve the Quality of the Workforce

The workforce of the banks need to be well trained for maintaining the banking operations efficiently. The HR department is responsible for this necessary task. The HR department needs to make sure that the employees of the bank are well known about all of the banking activities and are adjustable with the trends of the bank.

By the help of HR software, the HR department of the banks is now able to maintain the training tasks of the organizational employees automatically. This software technology facilitates the training task of them. Through the software, the HR department can schedule the training sessions, detect the modules, fulfill the training operation precisely. The HR department is able to improve the performance of the personnel using this software.

Besides, the HR software also helps the Human Resource of the banks evaluating the performance of the employees. The employees whose performance is not good are trained to improve their work performance. HR software is an essential resource for the human resource of the banking organization.

4.1.2 Roles of Technology in Banking HRM

In the Human Resource Management (HRM) of the banking sectors, there are a significant impact of the Information & Technology (IT). The roles of technology in Banking HRM are given at the following:

1) Better Services to Line Managers

In a banking organization, HR and line managers both highly focus on the employee management. The HR and the line managers concern about the business progress, so they consider about training the employees, preparing them as well efficient and effective, recruiting employees with high expertise. The HR department provides well training to the line managers in the IT tools in order to prepare them for leading the employees.

2) Enhancing Management

The IT tools of the Human Resource are able to maintain the organizational management in an effective way. The HR of the banks is capable to manage the activities regarding the employee management through the technology and thus the banks are running their business nicely toward the business goal.

3) Effective Recruiting

Nowadays, effective recruiting is done through the technology. Without the technology, it is totally impossible to recruit the employees effectively. The banking organizations post their job circulars in their official website where the candidates can see from anywhere. After seeing the job circular, the candidates apply for the bank jobs by sending their resume. The IT significantly contributes the HR of the banking sectors in recruiting the employees.

4) Data Management and Critical Analysis

The IT technology significantly helps the banking HR in the data management activities as well as the analysis of data. At the past, the HR departments of the business organizations used to operate the data management activities manually. But, now in the digital world, they are able to perform the data management activities automatically in a short time. They are also able to conduct data analysis and prepare the reports through the IT technology.

5) Inventory Management Tools and Human Resource Management

The inventory management is a crucial task of a business organization. The business organizations always try to manufacture good quality products for satisfying the customers. The banks of Bangladesh have plenty of products and services which they provide to the people and the business organizations in order to generate revenue and profit. They are providing outstanding services to the customers for gaining customer satisfaction. The HR IT tools highly helps them in providing their products and services. The HR IT tools are used for the purpose of providing products to the customers.

6) Cost-reduction and Efficiency

The IT technology has reduced the cost of the organizations and also increased organizational efficiency. The HR of the banks has to maintain plenty of activities in the organization. The recruitment, selection, payroll, compensation, promotion, KPI and other HR activities all are very costly. The technology and software have made their works easier, less costly and efficient.

7) Customer Service and Human Resource Management

The HR IT tools significantly help the banks providing better customer services. The employees who are working as a customer service officer are responsible for serving products and services to the bank clients. They are greatly benefitted in the customer service tasks by the HR IT tools which are provided by the human resource department.

8) Career Development and Human Capital Management

The career planning tool is a system which helps develop the career of the business owners. The business owners always focus on their career path along with the employees. The business owners give their greatest efforts to go ahead in their business. They always try to maintain the business operations in effective way toward the organizational goal. They try to operate their business organization appropriately with their employees to generate high revenue and high profit. The career planning tool greatly benefits them to go ahead in their business career along with the employees.

9) Automation of HR processes

The Human Resource of an organization is involved in various processes. The activities related to the employee management are managed through the Human Resource. The Human Resource Department maintains the tasks and activities of the employee management and directly reports to the head of the organization. After the advent of digitalization, the Human Resource Department of the organizations are now operating their official tasks automatically rather than manually. It is a great benefit for them. The HR departments of the banking organizations are now maintaining their processes automatically in short time through the technology and software.

10) Availability of HR tools

Previously, the HR departments of the business organizations were used to make lots of phone calls, emails and paper works. In addition, they had to maintain lots of processes manually. But after the launch of the technology, excessive HR tools have come in the business organizations for maintaining the tasks of the HR officers. The HR personnel of the banking organizations are greatly benefitted for the availability of the HR tools.

11) Advanced Candidate Search

The HR of the banking organizations can search for candidates to work in their organization through the technology. Previously, it was very hard for the companies to search for candidates before the launch of technology. But now in the modern world, the companies are able to find candidates easily through the technology. The HR of the banks posts circular of their company in their official website and other job circular websites. The candidates find the circulars of the banks in the online and they do apply via online. By this process, the banking HR is able to search candidates for their company.

12) A new way to brand a company

It is very important to brand a company in order to attract the employees. After the advent of the technological resources, it has now become easier for the business organizations to brand a company. The companies are now visible in the online platforms. The companies post advertisements of their products and services in the online platforms such as Facebook, Instagram, twitter etc. So, the people are able to see the name and products of the companies via the online. The banks also do the same task. They brand their organization through the online so that people can become to know about their organization.

13) Analytics grants access to more data

The information and communication technology has granted the HR officers to get access in the analytics. In the internet, all of the data regarding the human resource are available. So, the HR officers can search about the relevant data and information in the internet and prepare their reports and important documents by taking help from the internet. The banking HR is also greatly

benefitted by the internet. They search about the bank related information in the internet and take the relevant data and information for preparing their official tasks.

4.2 Findings

The findings of the research paper are given at the below:

- The banks are unable to maintain all of the rules and instructions of human resource. Due to some problems in the technology and software, they can't always follow their human resource objectives.
- In order to fulfill the training and development side of human resource, some on-the-job training techniques and off-the-job training techniques are followed by the banks. Due to the insufficient technological issues, some banks can't maintain the off-the-job training techniques.
- The banks of Bangladesh face problems in recruiting employees. Generally, the banks post their circulars in their official website and other job circular website. After that, the candidates apply for jobs through the online. But, sometimes due to some technical issues, the banks fail to post their circulars in the online.
- In terms of employees' performance evaluation, the banking sectors face some issues. Sometimes, the Bangladesh Bank disables the server of the banks. Then, the banks can't see the employees' information in their database. So, it becomes difficult for them to evaluate the employees' performance.
- The Human Resource department of the banks face issues in following the HRM orientation process. Because, the HR software sometimes does not work properly.
- The banks' Human Resource sometimes rewards their employees for their outstanding performance. Employees are rewarded in various ways such as intrinsic and extrinsic rewards, financial and non-financial rewards etc. But, the banks are unable to provide all of the systems because of technological issues.
- In order to fulfil the report, I myself prepared a questionnaire to know about all the sector needed for this report where 60% people agree, 30% people disagree and rest of the 10% are not sure about what is actually good for the industrial aspects.

CHAPTER 5: RECOMMENDATIONS & CONCLUSION

5.1 Recommendations

The recommendations of the Human Resource Management (HRM) of the banking industry are given at the following:

- The banks should need to maintain proper Human Resource Management instructions and giving high efforts to achieve the HRM objectives. Generally, the Human Resource of the banks wants to improve the work performance of the employees through the IT. The employees should give high efforts through the technology toward the banking operations.
- The banks should organize proper training program for the employees to make them efficient and effective. The Information and Technology highly contributes to the training session of the Human Resource. With the help of IT, the human resource members are able to provide proper training and development programs to the employees.
- The banks should publish circular for the recruitment in the online very fast when it becomes necessary to assign employees in the organization. It's because sometimes some technical issues occur for which the HR of the banks can't publish circulars in the online. So, they should publish circular in the online as soon as possible when assigning employees is needed.
- The HR department of the banks should observe the employees' tasks properly from the server of the bank in order to evaluate the employees' performance.
- Banks' HR always need to manage the HRM orientation appropriately through the software and technology. The technological instruments are very effective for well managing the HRM orientation.
- Banks' HR should keep available technological resources to reward their employees. Employees those appear well performance in the organization are rewarded by the HR. But, sometimes some technological issues make the HR failure to provide the reward systems. So, keeping available technological resources in the organization is better for them.

5.2 Conclusion

The Human Resource Management (HRM) is a very essential part of a business organization. It is used to manage the employees of the business organization. Every organization has human resource department to maintain the employees of that organization. The banking organizations also have the human resource department. The banking organizations have the human resource department since the operations of the banking organizations started. This department always works efficiently and effectively toward the gain of the organizational goal. The HR maintains all of the tasks of employee management including recruitment and selection, training and development, performance and behavior management, employee relations, compensation, rewards and benefits etc. The Human Resource has a significant impact on the profitability of the bank which leads to the banks' performance. They are obliged to fulfill their responsibilities and they are improving gradually by their work efficiency. As the Human Resource Department is a very crucial part of a business organization, the board of directors should assign the proficient and expert officers in the HR department so that they can manage the employee management related tasks effectively. The board of directors should also assign plenty of officers in the HR department to manage the employee management tasks effectively.

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APPENDIX

Questionnaire Sample

1. Employee management deals with helping employees in achieving their full potential.

- Agree
- Neither agree or disagree
- Disagree

2. Employee management helps the companies to achieve their objectives.

- Agree
- Neither agree or disagree
- Disagree

3. Employee management is a comprehensive process that encompasses all aspects of human resource management.

- Agree
- Neither agree or disagree
- Disagree

4. Employee management allows companies to have a more standardized, systematic and formal evaluation process.

- Agree
- Neither agree or disagree
- Disagree

5. Now a days HR managers use technology to make their jobs easier and make better judgments.

- Agree
- Neither agree or disagree
- Disagree

6. HR managers make sure that all departments are improving their procedures and controls.

- Agree
- Neither agree or disagree
- Disagree

7. HR managers have their operations focused on enhancing the company's competitiveness.

- Agree
- Neither agree or disagree
- Disagree

8. Employee management applications are increasingly being used in performance management process.

- Agree
- Neither agree or disagree
- Disagree

9. Employee management employs a range of strategies to keep employees engaged in their work.

- Agree
- Neither agree or disagree
- Disagree

10. Employers have started to automated process for monitoring employee's job performance.

- Agree
- Neither agree or disagree
- Disagree

11. Most of the performance management modules usually have interactive features.

- Agree
- Neither agree or disagree
- Disagree

12. Performance management process can significantly improve employee retention and productivity.

- Agree
- Neither agree or disagree
- Disagree

13. Technology assisted appraisals keep track of important information about employees.

- Agree
- Neither agree or disagree
- Disagree

14. Technology assisted appraisals can monitor employee's strengths and weaknesses. And stores employee's areas for improvement.

- Agree
- Neither agree or disagree
- Disagree

15. Training and development process enables HR teams to keep track of progress and evaluate the effectiveness of established objectives.

- Agree
- Neither agree or disagree
- Disagree

16. HR department has to ensure that employees have timely access to the important documentation for increasing their productivity.

- Agree
- Neither agree or disagree
- Disagree

17. Now a days HR technology use the cloud based system to store important employee data.

- Agree
- Neither agree or disagree
- Disagree

18. The documentation process helps to increase transparency within the company and fosters a culture of trust.

- Agree
- Neither agree or disagree
- Disagree

19. HR technology can be used to disseminate information in a timely and useful manner.

- Agree
- Neither agree or disagree
- Disagree

20. Integrated management systems are required to share information and resources with other departments.

- Agree
- Neither agree or disagree
- Disagree

21. Integrated management systems has to ensure that all departments have the information they require to complete their tasks.

- Agree
- Neither agree or disagree
- Disagree