

Project report on
The Automation on Human Resource
Management Functions in the Banking
Sector of Bangladesh



United International University

Project Report

on

The Automation on Human Resource Management Functions in The Banking Sector of Bangladesh

Supervised by

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Letter of Transmittal

To,

Piana Monsur Mindia
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Subject: Submission of Project Report on "***The Automation on Human Resource Management Functions in The Banking Sector of Bangladesh***".

Dear Mam,

I am delighted to notify you that I have successfully finished my project report, which is an important need for the completion of my BBA degree. I like to inform you with due respect that I have organized my project report on "**Human resource automation in the banking sector**" after making every effort to carry out a comprehensive analysis of the roles that technology plays in banking industry human resource management. Presenting my project report is a pleasure for me.

Completing this report has been a tremendous learning experience. I used my university study skills and tried to add efficient insights whatever possible. Throughout this process while collecting the data was challenging, I utilized my skills and communication to maintain integrity and perseverance to achieve the objectives of my project.

I admire all the guidance throughout this journey. I have ensured that my report aligns with all the guidelines and expectations you shared. I sincerely hope that my project report will be accepted. I want to sincerely thank you for your assistance.

Sincerely yours,

Marium Akter Sinthia
Id 111163104
Department BBA
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Declaration of the Student

This is to confirm that the project report on "**The Automation on Human Resource Management Functions in The Banking Sector of Bangladesh,**" which I wrote after closely examining the primary and secondary data, is now accessible. My name is Marium Akter Sinthia. During the project period, I gained a great deal of knowledge about the functions and goals of automation in the banking industry's HRM, which was a beneficial experience for me.

I gathered information from nine banks for this report, and I used both primary and secondary sources. I've included some of the banking HRM's conclusions and suggestions. The questionnaire, survey, and interview provided me with the primary data, and websites, papers, and articles provided me with the secondary data.

Marium Akter Sinthia

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Acknowledgement

First and foremost, I want to express my gratitude to Allah Ta'ala for giving me the patience, skill, and strength I needed to finish the BBA program and finish my report on time.

I would like to express my sincere gratitude to my supervisor, "Piana Monsur Mindia, Assistant Professor, United International University," for providing me with this chance and for her invaluable assistance in the preparation and completion of this report. I appreciate her helping me and guiding me in the right route. I also like to thank a few additional people whose advice and cooperation greatly facilitated the writing of 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. The Banking sector maintains several operations with the goal of achieving corporate goals. The Human Resource Management (HRM) is a crucial operation among the banking operations.

In a bank organization, HR department is another important department to control the system of the employee management. It controls certain tasks of the employee management process such as recruitment, selection, employment relationships, compliance, compensation, benefits, reward, leave, professional development, and performance evaluation. "Human resources are responsible to control the employee and ensure the employee's effectiveness toward the organization's goal".

I have explained in this study how software functions in various banks and how the bank is gaining from the use of this system software. Additionally, I try to speak with a few banks on the daily system software updates in the banking industry. Both bankers and clients profit from automation in the financial sector. I'm talking about system software development, which is enhancing the financial system's usage of software. The likelihood of losing and damaging papers has decreased, if at all. Employees won't have any trouble if there is an issue with the archive because it was entered into the software system.

Because automation increases productivity and streamlines procedures, it has completely changed HR activities in the banking sector. AI-powered candidate monitoring systems and digital onboarding platforms have accelerated and improved the efficiency of recruitment and onboarding. With the automation of payroll, attendance, and benefits administration, accuracy, compliance, and a decrease in human labor are now guaranteed. Banks can effectively conduct compliance training, monitor employee progress, and give ongoing feedback thanks to automated performance management and e-learning technologies. All things considered, automation guarantees scalability in managing huge workforces, improves employee engagement, and frees up HR professionals to concentrate on strategic duties.

Keywords: Automation, Software, Banking Industry, Human Resource Functions.

CHAPTER 1

Introduction Of the Report

Introduction of the Report

A) Origin

The project's goal is to find ways that technology might improve banking's Human Resource Management (HRM). A crucial component of commercial organizations that genuinely concentrate on the duties and operations associated with personnel management is human resource management.

Software used by banks varies depending on the department. In this approach, banks improve operations and maximize resources. Every company in the world is becoming more and more reliant on technology, and individuals are becoming inseparable from it. Human life is becoming easier, and the younger generations are learning how to use technology and obtain employment more easily.

B) Scope

In order to clearly illustrate the functions of technology in the banking industry's Human Resource Management (HRM), this study uses both quantitative and qualitative data. This article goes into detail on the functions of HR software and information and technology in the banking industry's HRM division.

The basic data is gathered through surveys, questionnaires, and interviews. The secondary data was gathered from websites, papers, and reports.

C) Objectives

a. Primary objectives:

The primary objective of the report is to analyze the automation of human resource management in the banking sector of Bangladesh.

b. Specific objectives:

1. To explain automation's impact on the banking sector.
2. To testify the roles of technology in HR.
3. To explain how banks do effective and efficient analysis by their system software.
4. To explore the problem which happens at work times and how they find ways to solve those problems.

D) Methodology

Types of Data

This report is based on various sources of data and knowledge. Mainly two kinds of data I collected

1. Primary data: Primary database on vintage methods, this is about questionnaires, observations, and interviews. I went to nine banks with my question copy to collect data. For this project I have to talk for minutes.

2. Secondary data: Secondary data collected from researchers, books, organizations annual report, and websites of the banks. This is helpful for collecting data and making good qualitative and quantitative project report.

Data collection process

I collected data from physical visiting from these banks: One bank, Dutch Bangla bank, BRAC bank, National bank, Uttara bank, Al- Arafah bank, Southeast bank, IFIC bank, Pubali bank.

I collected both primary and secondary data from various sites and visits to some of my friends who worked in banks I took guidelines from them also. Throughout them I also talk to their HR's also I tried to discuss open-mindedly which is very effective for this project report.

E) Sample size

In this research paper, 9 banks, 30 questionnaires, and 98 respondents or employees are taken as the sample. The 9 banks which are taken as sample are Dutch Bangla bank 15 respondents, Brac bank 15 respondents, National bank 15 respondents, IFIC Bank 6 respondents, Pubali Bank 8 respondents, One bank 15 respondents, Ab Bank 8 respondents, Dhaka Bank 7 respondents, South-east Bank 9 respondents.

Sampling methods

In this research paper, the random sampling technique is used for preparing the research. 9 banks are randomly selected. I got 100 respondents from 9 banks. I am doing this survey manually.

Area and time of research

This research is prepared based on the Human Resource Management (HRM) area of the banking sectors. The factors of automation human resource functions in the banking industry in the HRM department in Bangladesh are specifically presented here. It has taken almost 6

months to prepare the research paper by taking primary data and secondary data from the different sources.

F) Limitations

While I worked on this project report I faced some obstacles like a lack of data. In my questions they asked everything shortly, as it was their working time. Some don't want to give time, so I must finish quickly. And some of the information is very sensitive for them. That's why I don't want to share that things were not available in the annual report. Also, it was a mess for this project report. So I try very hard to resolve those issues. So I have researched their websites. Thankfully I got them.



Literature review

Literature review

Human resource management is about organizing, coordinating, and managing employees within an organization to accomplish their mission, vision, and goals. This includes recruiting, hiring, training, compensating, retaining, and motivating employees.

Automation in HRM streamlines repetitive tasks like recruitment, payroll, attendance tracking, and performance management, improving efficiency and accuracy. It reduces administrative burdens, ensures compliance, and allows HR professionals to focus on strategic areas like employee development and engagement.

The roles and functions of the Human Resource Management (HRM) are given at the following:

- Recruitment and staffing
- Training and development
- Performance management
- Compensation and benefits
- Employee relations
- Compliance and legal
- Health and safety

These roles and functions contribute to creating a productive, legally compliant, and employee focused work environment.

HR factors on automation banking

1. Recruitment And Onboarding

Automation in recruitment and onboarding streamlines the entire process by handling routine tasks and enhances efficiency. During recruitment, automation tools can post job openings across multiple platforms, screen resumes using AI to match candidates to job requirements, and schedule interviews automatically. Once a candidate is hired, automation simplifies onboarding by sending out welcome emails, providing access to necessary documents and training materials, and tracking the completion of required forms and tasks. This reduces administrative workload, speeds up the process, and ensures a consistent and smooth experience for both recruiters and new hires.



The use of automation in the onboarding logistics allows companies to have the chance to focus their resources on developing a friendly culture. Gallup recently published a report according to which firms are able to grow their revenue 2.5 times faster and increase the success rate of their projects by two times thanks to strong onboarding procedures. This new found effectiveness results in reduced costs associated with bringing new employees on board and a greater number of content employees, since 70 percent of all new employees wish they did not have to go through such a lengthy procedure.

2. Training and development

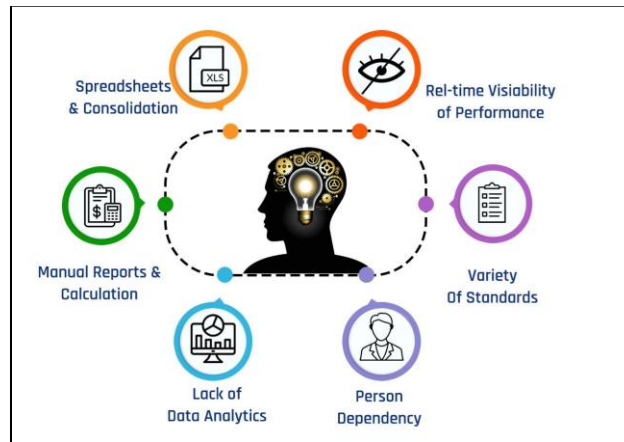
Automation in training and development makes this process easier through customized learning journeys and content for the employee. It can automatically assign relevant courses to the employees based on job roles or skill gaps and track progress. Employees are reminded of upcoming training sessions, whereas managers get real-time reports regarding performance and completion rates. Trending towards automation, employee training modules such as Auto instructor online modules have assisted employees in a time of need. Working with additional artificial intelligence technology such as chatbots can be embedded into the workflow to ask questions as they arise for the purpose of being taught something new.



Automated systems also provide on-demand learning resources so that the employees can learn at their own pace, thereby providing a consistent training experience throughout the organization. This trains efficiency, reduces administrative workload, and helps maintain continuous employee growth.

3. Performance monitoring

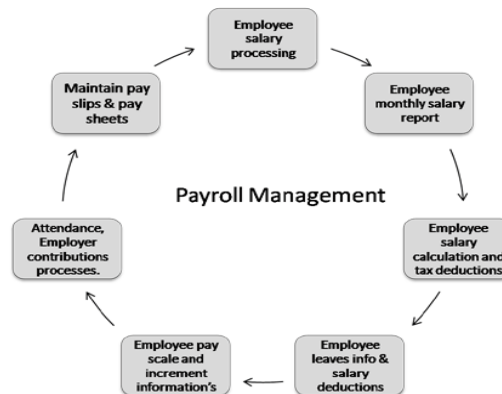
Automation in training and performance management injects quite a good level of efficiency by automating some of the core processes. In training, automation can create personalized learning paths for employees, track their progress, and send reminders for upcoming courses or certifications. It ensures that employees complete necessary training without manual intervention, making the process more consistent and scalable.



Automation in performance management sets goals, tracks performance metrics, and even collects feedback automatically. It pretty much simplifies conducting performance reviews by automating the scheduling of evaluations, sending reminders, and even storing results for easy access. Thus, it allows managers to concentrate on giving constructive feedback while automation takes care of the administrative side, thus ensuring that there is a timely and objective assessment of performance. Both managers and staff can receive very immediate feedback from automation in real time, enabling them to continuously monitor their progress towards their objectives. Employees will be able to recognize when they have strayed from their priorities or goals thanks to this, and managers will be able to quickly communicate the necessary steps to get them back on track. Automation of performance management duties necessitates HRMS systems with strong core functions for smooth execution. Performance analytics dashboards, feedback reminders, and real-time goal tracking are important features for automating feedback.

4. Payroll management

Automation in payroll management simplifies the process of calculating salaries, tax deductions, bonuses, and benefits by providing accurate employee data. With its integration with time-tracking systems, updates are made to records automatically ensuring timely and accurate payments. Payroll software also generates payslips, handles tax filings, and meets labor law requirements thereby minimizing mistakes and the administrative burden related to these tasks.



Payroll errors can be greatly reduced by automating the process. Particularly when dealing with spreadsheets and crucial data that is dispersed among numerous files and systems, even a minor error can lead to numerous hours of additional labor, in addition to the stress and anxiety it generates. Automated payroll solutions let companies update and modify their data in a single, centralized database while also preventing errors. Depending on the program, staff members may even be able to use self-service features to update their personal data. This lets the HR teams concentrate on more strategic activities while they comply with and keep their department efficient.

5. Employee management

Automation in the management of employees streamlines several processes, including attendance tracking, leave request management, and performance monitoring. It automatically captures work hours, calculates overtime, and raises flags about discrepancies. In the case of performance management, automation can set reminders for reviews, collect feedback, and keep performance data consolidated in one place. Employee data management also becomes more effective; automation updates records, tracks training needs, and ensures compliance with legal requirements. Thus, it reduces manual work while making employee management much more accurate and consistent. Due to time savings and increased employee workload, banking automation has had a favorable effect on banks. Automation's impact on workload has allowed banks to decrease fraud and errors, increasing productivity. The significance of

providing excellent customer service and effective automated procedures, the effect of automation on worker productivity cannot be disregarded.

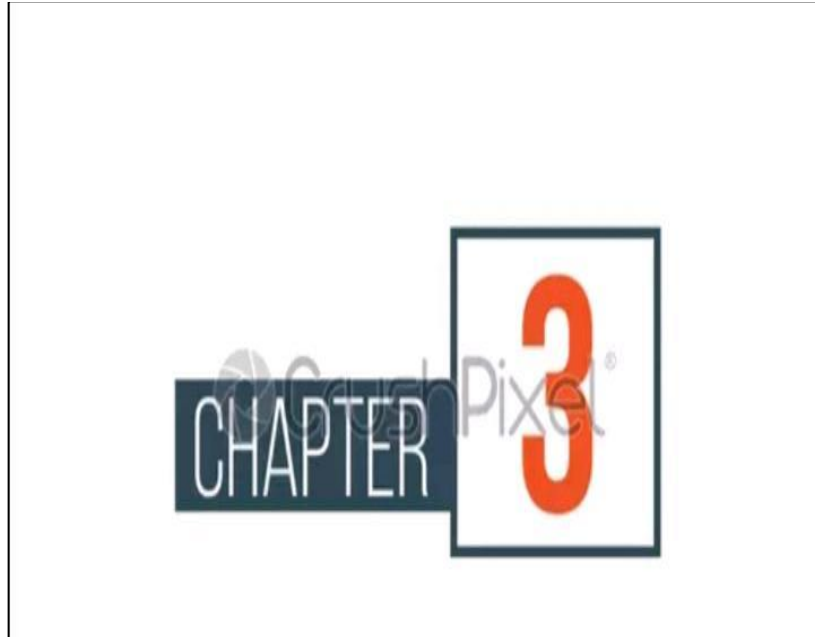


The impact of automation on worker productivity and its role in profitability in the banking industry. To get genuine opinions on the effects of automation from bank workers in various roles, semi-structured interviews were used.

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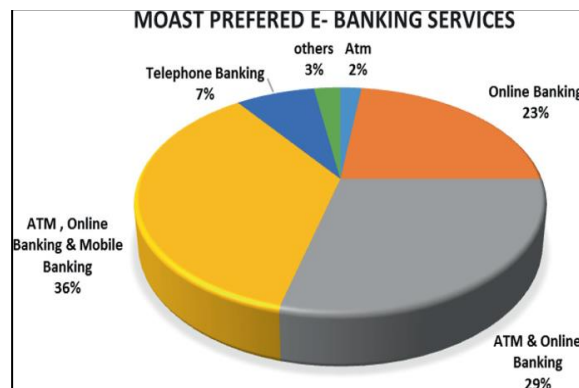


Organizational background

Organizational background

A) Industry scenario

Currently, Bangladesh has 61 scheduled banks and 5 non-scheduled banks. Of the 61 scheduled banks, 10 are Islami Shariah-based private commercial banks, 33 are conventional private commercial banks, 6 are state-owned commercial banks, 3 are specialized banks, and 9 are foreign commercial banks. The Bangladesh Bank, the country's national bank, is governed by the government of Bangladesh and oversees monitoring and controlling the banking sector there.



Raising consumer insights and determining which bank's e-banking services customers prefer. Banks that offer customers the best e-banking services. Age, income, occupation, and education all have a significant impact on the customer's desire for online banking services.

B) Descriptions of the selected organizations

1. Dutch-Bangla bank

Dutch-Bangla Bank PLC was founded in accordance with the Bank Companies Act 1991 and became a public limited company in Bangladesh in June 1996 after being incorporated under the Companies Act 1994. It was the first Bangladeshi European joint venture of a bank in Bangladesh and a Dutch-Bangladesh joint venture.

Setting a standard for the nation's banking industry, Dutch-Bangla Bank has been working tirelessly to provide its clients with top-notch, technologically advanced financial services, conveniences, and satisfaction. In various areas of banking service Dutch-Bangla Bank has been the leader & given road to others. By the end of 2023, it had installed the biggest ATM network in the nation, with 4,575 machines.

Mission

Dutch-Bangla Bank engineers enterprise and creativity in business and industry with a commitment to social responsibility. "Profits alone" do not hold a central focus in the Bank's operation; because "man does not live by bread and butter alone".

Vision

Dutch-Bangla Bank dreams of a better Bangladesh, where arts and letters, sports and athletics, music and entertainment, science and education, health and hygiene, clean and pollution free environment and above all a society based on morality and ethics make all our lives worth living.

Objectives

Dutch-Bangla Bank believes in its uncompromising commitment to fulfill its customer needs and satisfaction and to become their first choice in banking. Taking cue from its pool esteemed clientele, Dutch-Bangla Bank intends to pave the way for a new era in banking that upholds and epitomizes its vaunted marquee "Your Trusted Partner"

Products and services

| | |
|---------------------|----------------------|
| R banking | our banking services |
| deposit and advance | remittance service |
| mobile banking | SME banking |

2. BRAC bank

BRAC Bank PLC, founded in 2001, is a private commercial bank in Bangladesh. The bank is a part of BRAC, one of the country's leading development agencies. BRAC Bank has a reputation for focusing on small and medium-sized enterprises.

The bank has about 187 branches nationally, 457 SME unit offices, 329 ATMs, 10 CDMs, and 68 RCDMs. BRAC Bank offers both online, mobile, and e-wallet services, as well as traditional banking services like savings, loans, and credit cards.

Missions

- Sustainable growth in the Small & Medium Enterprise sector.
- Continuous low-cost deposit Growth with controlled growth in retail assets.
- Corporate Assets to be funded through self-liability mobilization.
- Growth in Assets through syndications and investment in faster growing sectors.
- Continuous endeavor to increase non-funded income.

Vision

Building a profitable and socially responsible financial institution focused on market and business with growth potential, thereby assisting BRAC and its stakeholders to build a just, enlightened, healthy democratic and poverty free Bangladesh.

Objectives

- Investing in key growth areas, including technology, marketing and Infrastructure
- Delivering innovative market leading client experiences in all our segments
- Delivering holistic customer value proposition leveraging a collaborative culture and partnerships
- Ramping Up the Next Wave of Digital Initiatives
- Future-Proofing the Workforce
- Integrating Environmental, Social and Governance (ESG) into our business

Products and services

| | |
|------------------------------------|----------------------------|
| SME banking | financial inter meditation |
| corporate banking | custodial services |
| retail banking treasury management | non founded services |

3. One bank

A private sector commercial bank, One Bank, takes deposits from the general public through a variety of savings plans and loans the money to a range of sectors for a profit. ONE Bank Limited was established as a commercial bank in the private sector on July 14, 1999. Presently, the bank has 171 ATM booths, 39 sub-branch locations, 111 branches, and 17 collecting booths around the nation. Special Cadre Officers and Cadre Officers were given access to an induction training program by ONE Bank.

Mission

- To constantly seek ways better to serve our customers.
- Be pro- active in fulfilling social responsibilities.
- To review all business lines regularly and develop the best practices in the industry.
- Working environment to be supportive of teamwork enabling the employees to perform to the very best of their abilities.

Vision

- To establish one bank as a role model in the banking sector of Bangladesh.
- To meet the needs of our customers, provide fulfillment for our people and create shareholder value.

Objectives

The major objectives of this Service Standard are as under: Maintaining a level of consistency that allows both client and the Bank to know where they stand and what outcomes they should expect and deliver. To alleviate ambiguity about the process and provide clients with a set of commitments that can be referred to when evaluating the Bank's performance in regards to providing service

Product and services

| | |
|-------------------------|-------------------|
| Elegant savings account | Quick Millionaire |
| Pyramid savings | Pensave |
| Prabashi Shonchoy | Edusave |

4. Dhaka bank

Dhaka Bank PLC. is a leading private sector commercial bank in Bangladesh. The bank has been actively involved in promoting economic growth and development in Bangladesh through its diversified banking solutions. A group of visionary entrepreneurial friends, inspired by a futuristic leader, embarked on this remarkable business journey that replicated the speed of technology in the inner soul of Bangladesh. Dhaka Bank was incorporated as a public limited company on 6 April 1995 under the Companies Act, 1994.

Vision

At Dhaka Bank, we draw our inspiration from the distant stars. Our vision is to assure a standard that makes every Banking transaction a pleasurable experience. Our endeavor is to offer you supreme service through accuracy, reliability, timely delivery, cutting edge technology and tailored solution for business needs, global reach in trade and commerce and high yield on your investments. Our people, products and processes are aligned to meet the demand of our discerning Customers.

Mission

- Customer Focus- Have a strong customer focus and build relationships based on reliability, excellence in Banking service and mutual benefit.
- Integrity :Maintain high ethical standard, integrity and transparency in dealings
- Quality : Keep quality of service and serve the customer through attaining excellence in banking operation
- Teamwork: Build teamwork to keep the customer interest and satisfaction as priority and provide customized banking products and services smoothly.

Objectives

Our greatest concern is our customers to provide them continually efficient, innovative and high quality products with excellent delivery system. Our objectives are to conduct transparent and high-quality business operations based on market mechanisms within the legal and social framework spelt in our mission and reflected in our vision.

Products and services

| | |
|--------------------------------|--------------------------|
| Corporate and banking products | Digital banking |
| Retail banking | Islamic banking |
| MSME banking | invest on other products |

5. Southeast bank

In 1995, Southeast Bank PLC, a second-generation bank, was founded with the goal of providing the people and business community of Bangladesh with professional and effective financial services. It seeks to make a substantial contribution to the expansion of the national economy.

The Bank now has BDT 15,000 million in authorized capital. As of December 31, 2023, its Paid-Up Capital and total regulatory capital were BDT 12,859.58 million and 45,940.17 million,

respectively. As of December 31, 2023, the Bank employed 3,125 people, of whom 327 were executives, 2,233 were officers, and 565 were other staff members.

Mission

- High quality financial services with state-of-the-art technology.
- Excellence Prompt Customer Service.
- Sustainable growth strategy.
- High ethical standards in business.
- Steady return on shareholders’ equity.
- Innovative banking at a competitive price.
- Attraction and retention of quality human resources.
- Commitment to Corporate Social Responsibility.

Vision

To be a premier banking institution in Bangladesh and contribute significantly to the national economy.

Objectives

- Maintaining adequate capital in line with the risk appetite of the Bank.
- Strengthening technologies that reduce operational risks and promote the implementation of best practices in the industry.
- Developing innovative products and services that attract our targeted customers and market segments.
- Extending banking services to the unbanked people as financial inclusion for meeting socio-economic requirements.

Product and services

| | |
|-------------------|--------------------|
| Consumer banking | Investment banking |
| Corporate banking | Private banking |

6. National Bank

National Bank Limited is equipped with a notable history, a currently exciting position and projects and activities in the pipeline and in progress. Nablet in this connection can truly say that his dominion as the 'first' private sector bank fully set up and owned by Bangladeshi entrepreneurs is still heavily flourishing with time as the largest growing private sector Bank of this country, after going through hours of stress and strain. The chairman of the board of directors is an outstanding entrepreneur and one of the most successful industrialists in the country.

Mission

Efforts for expansion of our activities by adding new dimensions to our banking services are being continued unabated. Alongside, we are also putting highest priority in ensuring transparency, accountability, and improved clientele service as well as to our commitment to serve society, through which we want to get closer and closer to the people of all strata.

Vision

Ensuring the highest standard of clientele services through best application of latest information technology, making due contribution to the national economy and establishing ourselves firmly at home and abroad as a front ranking bank.

Product and services

| | |
|------------------------|------------------------|
| Retail deposit | Monthly savings scheme |
| Double benefit account | Sonar bangla amanot |

7. IFIC Bank

The People's Republic of Bangladesh has registered IFIC Bank PLC as a limited liability bank. It was formed up at the request of the Government in 1976 as a joint venture between the Government of Bangladesh and Sponsors in the private sector for the aim of functioning as a finance business in the nation and creating joint venture offshore banks/financial institutions. In interim IFIC had evolved into a comprehensive commercial bank once the government sanctioned private sector banks in 1983. The share capital of the Bank has been issued to the citizens of Bangladesh including its directors (32.75 per cent) and other Institutions in the Local and Foreign banks and the General Shareholders.

Mission

Our Mission is to provide service to our clients with the help of a skilled and dedicated workforce whose creative talents, innovative actions and competitive edge make our position unique in giving quality service to all institutions and individuals that we care for.

We are committed to the welfare and economic prosperity of the people and the community, for we derive from them our inspiration and drive for onward progress to prosperity.

Vision

At IFIC, we want to be the preferred financial service provider through innovative, sustainable and inclusive growth and deliver the best in class value to all stakeholders.

Products and services

| | |
|-----------------------|---------------------|
| IFIC Amar Protibeshi. | Remittance services |
| locker services | student file |
| Sanchaypatra services | NRB accounts |

8. Pubali bank

One of Bangladesh's biggest and most prominent private commercial banks is Pubali Bank Ltd. The bank was established in 1959 under the Bank Companies Act of 1913 as Eastern Mercantile Bank Ltd. Following the country's independence, the Bangladeshi government nationalized the bank under the Bangladesh Bank Nationalize Order 1972 and changed it with the name Pubali Bank. The Pubali Bank was decentralized and rebranded as Pubali Bank Ltd. in 1983.

Mission

- To get recognition as a dynamic, innovative and customer supportive Bank.
- To maintain continuous & steady growth with utmost transparency and to diversify development of resources.
- To enhance continuous development of information & technology to meet the demands and challenges of the time.

Vision

To excel as the best private commercial Bank in Bangladesh, with meticulous observance of rules, regulations and commitment to corporate social responsibility.

Objectives

- Pubali Bank Ltd.'s main objective is to maximize profit through customer satisfaction. Pubali Bank Limited has been ensuring maximum profit by providing best and improved customer service along with other corporate objectives mentioned below.
- Profit maximization
- To provide standard financial services.
- To provide excellent customer services to its clients.

Products and services

| | |
|----------------|------------------------|
| Accounts | Credit and debit cards |
| loan insurance | Investment products |

9. AB bank

One of Bangladesh's top public limited banks is AB Bank PLC. AB Bank Limited, Bangladesh's first commercial private bank, was established on December 31, 1981. This was Bangladesh's first private joint venture bank. The name change from Arab Bangladesh Bank to AB Bank was authorized by Bangladesh Bank on November 14, 2007.

Thanks to the efforts of its management and board of directors, AB Bank Limited was able to demonstrate a significant improvement in the year 2019 and was promoted from the "Z" category to the "B" category on the stock market.

Mission

- To be the best bank in the country.

Vision

- to be the trendsetter for innovative banking with excellence and perfection.

Values

We consider adherence to national policies and objectives a priority for giving our customers the best financial support with corporate integrity, meaning a fully compliant bank along with involvement in social development. Our Customers We give the best priority on our customer demand and through our endless effort we assure the best satisfaction to our customers.

Products and services

| | |
|---------------------------------------|----------------------|
| corporate and structure Finance | deposit accounts |
| treasury and foreign exchange product | retail loan products |



Discussion of selected HR factors of the selected Organizations.

Discussion of selected HR factors of the selected organizations

The banks' success depends largely on dynamic, competent, and talented employees. The effective and efficient application and practice of human resource management will ensure dynamic, competent, and talented staff that can achieve an organization's goal. The main objective of the study is to explore Bangladeshi commercial banks' human resources management practices. This study evaluates and compares the activities of job analysis, recruitment and selection, training and development, remuneration, motivation and rewards, maintenance of employee relations, safety and security programs of selected commercial banks as existing human resources management activities.

- **Dutch Bangla bank** - Dutch Bangla Bank believes automation is an important part of the banking sector so they always try to update their AI systems. They regularly follow up the recruitment process, which is bi automation. There is everything salary training and development payroll management performance management and employ management which is monitored by HR automation as per the same this is very helpful for them.
- **Brac bank** - Brac bank and believe if they want to stay in competition, they have effectively used automation because it reduces their costs and saves the times which increases their banks and employee's productivity.
- **IFIC Bank** - IFIC Bank specifically focused on their recruitment and onboarding HR automation because of the belief that if the higher the wrong person the whole system will go the wrong way.
- **Pubali Bank** - Pubali Bank does not work on HR automation, also they don't have so much idea about either automation which is tough for them in future.
- **One bank** - one bank focused on performance monitoring employee engagement tried their heart to cope up with automation, which is helpful in every sector in their bank, but I feel their focus is monitoring and engagement.
- **Ab Bank** - for ab Bank they are focused on HR automation. They also have a system for employee payroll management. They have extra employees to maintain everything in HR automation.
- **Dhaka Bank** - they believe that without HR they can't focus on their goals, so they tried hard to match up with HR factors.
- **South-east Bank** - South-east Bank have also focused on eaten automation because in this AI generation they can't go without HR automation
- **National Bank** - I feel they don't have updated features for Each Other automation, maybe for this reason they can't stay in the competition

In this report I focused on only 5 factors in HR automation, but banks focused on other factors. Also, every Bank follows 5 factors which are mentioned in the report. because they think there are many factors in HRM but without these factors other factors will not work.



Analysis and Findings

Analysis and Findings

Analysis:

| Descriptive Statistics | | | |
|----------------------------|-------------|--------------------|----|
| Column 1 | Mean | Standard Deviation | N |
| Recruitment and Onboarding | 3.797938144 | 1.128632792 | 97 |
| Training and Development | 3.793814433 | 1.06700617 | 97 |
| Performance monitoring | 4.381443299 | 0.751159601 | 97 |
| Payroll management | 3.911340206 | 0.918531082 | 97 |
| Employment management | 3.911340206 | 0.926470858 | 97 |

- **Descriptive statistics:** This table shows descriptive statistics for five variables related to automation and HR practices, summarizing their means, standard deviations, and the number of observations (N = 97 for all).

For Recruitment and onboarding Mean: 3.80, which indicates a relatively high level of awareness among the participants and Std. Deviation: 1.12, showing low variability in responses. For the training and development Mean: 3.79, Std. Deviation: 1.06 indicating slightly more variability in automation. Performance monitoring Mean: 4.38 which suggests a good level of available automation facilities in the context. Std. Deviation: 0.75, indicating responses are relatively consistent. Payroll management Mean: 3.91, indicating higher automation of specific programs compared to the other factors. Std. Deviation: 0.92, showing the medium variability among the variables, meaning participants had differing levels of automation of these programs. Employee management Mean: 3.91 suggesting that automation aspects are moderately implemented. Std. Deviation: 0.92 showing responses were fairly consistent among participants.

| Correlations | | | | | | |
|----------------------------|----------------------------|--------------------------|----------------------------|--------------------|-----------------------|--|
| | Recruitment and Onboarding | Training and Development | Performance And Monitoring | Payroll management | Employment management | |
| Recruitment and Onboarding | | | | | | |
| Pearson Correlation | 1 | 0.021230435 | -0.05102171 | 0.037180527 | 0.070995319 | |
| Sig(2 tails) | | 0.955349346 | 0 | 0.099887451 | 0.094388325 | |
| N | 97 | 97 | 97 | 97 | 97 | |
| Training and Development | | | | | | |
| Pearson Correlation | 0.021230435 | 1 | 0.111959831 | 0.03633086 | -0.10208526 | |
| Sig(2 tails) | 0.955349346 | | 0 | 0.0909708 | 0.113881355 | |
| N | 97 | 97 | 97 | 97 | 97 | |
| Performance And Monitoring | | | | | | |
| Pearson Correlation | -0.05102171 | 0.111959831 | 1 | 0.035327994 | 0.021348517 | |
| Sig(2 tails) | 0 | 0 | | 0 | 0 | |
| N | 97 | 97 | 97 | 97 | 97 | |
| Payroll management | | | | | | |
| Pearson Correlation | 0.037180527 | 0.03633086 | 0.035327994 | 1 | -0.022102252 | |
| Sig(2 tails) | 0.099887451 | 0.0909708 | 0 | | 0.974924438 | |
| N | 97 | 97 | 97 | 97 | 97 | |
| Employment management | | | | | | |
| Pearson Correlation | 0.070995319 | -0.10208526 | 0.021348517 | -0.022102252 | 1 | |
| Sig(2 tails) | 0.094388325 | 0.113881355 | 0 | 0.974924438 | | |
| N | 97 | 97 | 97 | 97 | 97 | |

- Correlation:** This table shows correlations between five variables related to Automation HR practices. The Pearson correlation values indicate the strength and direction of relationships between variables, while the significance (Sig.) values show how statistically meaningful those correlations

The strongest correlation is between Recruitment and onboarding (0.94), suggesting that employees who go through Recruitment programs are more likely to be aware of other programs, which could reflect the effectiveness of automation in raising awareness. Program Awareness shows moderately strong correlations with both automation Facilities (0.102) and Performance monitoring (0.021), meaning that better facilities and automation tend to be associated with higher program awareness. This is the strongest correlation in the table, indicating a moderate positive relationship. It suggests that as the recruitment program improves or is implemented more effectively, the Program Awareness tends to increase as well. This link may indicate that recruitment and onboarding play a crucial role in raising awareness automation in organizational programme.

| ANOVA | | | | | | |
|---------------------|-------------|------|-------------|-------|---------|-------------|
| Source of Variation | SS | df | MS | F | P-value | F crit |
| Rows | 146.1183333 | 95 | 1.538087719 | #NUM! | #NUM! | 1.257038489 |
| Columns | #NUM! | 25 | #NUM! | #NUM! | #NUM! | 1.51094028 |
| Error | #NUM! | 2279 | #NUM! | | | |
| Total | 2659.318333 | 2399 | | | | |

- Anova:** This model provides strong evidence that the predictors are related to Automation in HRM. Effective performance appraisal systems that include sustainability goals can encourage employees to align their behavior with automation friendly practices, raising overall awareness. Also, Recruitment programs focused on sustainability can directly improve employees' knowledge and skills related to automation on banking sector equipping them to make effective choices at work. Awareness of automation programs within the organization can inspire employees to actively participate in these initiatives, thereby increasing their overall activity. Finally, we can say there are positive relationships among the variables and this way banks can increase automation practices HRM in their workplace.

| | Multiple R | Adjusted R Square | F | Significance F | Lower Bound | Upper Bound | Lower Bound | Upper Bound |
|------------|------------|-------------------|-------------|----------------|-------------|-------------|-------------|-------------|
| ANOVA | | | | | | | | |
| Regression | 0.8330328 | 0.8330328 | 1487.403288 | 0.0000000 | 1487.403288 | 1487.403288 | 1487.403288 | 1487.403288 |
| Residual | | | 22 | | | | | |
| Total | | | 22 | | | | | |

- Regression statistics:** In this sector 8.83 is a high relation with automation. This analysis show that dependent and independent variables are in good relationship.

And the coefficients give the output of dependent and independent variables. So positive value suggests that this is a good relationship with the factors.

Findings

- HR automation in the banking sector has led to significant improvements in efficiency, accuracy, and compliance. Automation has streamlined recruitment, enabling faster hiring through AI-driven resume screening and automated interview scheduling.
- Sometimes a bank's server cannot work accordingly then performance evaluation is difficult for HR.
- On the other hand, some banks are unable to maintain all of the rules and instructions of human resources. Due to some problems in technology and software, they can't always follow their human resource objectives.
- In Bangladesh some banks face problems for technical issues. Maximum time this happened was during the recruitment process.
- It has made onboarding smoother, reducing paperwork and ensuring new employees are quickly integrated with training and compliance processes.
- Payroll management has become more accurate and timely, minimizing errors in salary disbursements and tax deductions.
- Performance management is now more data-driven, with automated tracking and feedback systems enhancing employee development.
- HR automation ensures better regulatory compliance by automating report generation and record keeping.
- In order to fulfil the report, I myself prepared a questionnaire to know about all the sectors needed for this report where 70% people agree, 20% people disagree and the rest of the 10% are not sure about what is actually good for the industrial aspects.



Recommendations and Conclusion

Recommendations and Conclusion

Recommendations

The work advances the understanding of researchers. Finding the research gap that can be filled by more study is also beneficial. The following suggestions are offered to improve HRM procedures in Bangladeshi banks.

- Although Bangladesh's commercial banks adhere to standard HRM procedures, they ought to implement and operate a more dynamic HRM policy.
- Private bank employees are generally unhappy with the pay, compensation, and safety structure, as well as the strains placed on them. Therefore, private banks ought to address these concerns appropriately.
- To assess workers' performance, the bank's human resources department should closely monitor their work via the bank's server.
- HR departments at banks must constantly use software to properly manage HRM orientation. The HRM orientation may be effectively managed with the help of the automation tools.
- Banks ought to implement grievance procedures, diversity and inclusion management strategies, human resource accounting systems, and human resource information systems. Therefore, in order to ensure sustainable HRM, all banks in Bangladesh must use these principles.

Conclusion

The foundation of any organization is human resource management. HRM is used to manage personnel and the objectives of the firm. The HRM sector is also necessary for the banking industry. Human Resource Management (HRM) cannot be neglected by any company. The entire organization may fail if this department, known as the human resources department, is unable to function effectively.

All aspects of employee management, including hiring and selection, training and development, behavior and performance management, employee relations, pay, benefits, and rewards, are handled by HR. The bank's profitability, which in turn affects the bank's performance, is greatly

influenced by human resources. They are required to carry out their duties, and their efficiency at work is progressively improving.

Employees, also referred to as human capital, are essential to an organization's performance. There is fierce rivalry in the banking industry. To compete, each bank should put more effort into its human resources. The organization's aims can be met by the talented, competent, and able workforce. To accomplish the ultimate corporate goals, banks should use warm and genuine HRM practices to develop a dynamic, skilled, and talented staff.

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Appendix

Questions:

Survey questions on

The Automation of Human Resource function in Banking industry of Bangladesh

General Questions:

1. Name of the organization:
2. Your Name (Optional):
3. Gender: (Select one from the following)
 - a. Male
 - b. Female
 - c. Others
4. Years of experience: (Select one from the following)
 - a. Below one year
 - b. One to five years
 - c. Six to ten years
 - d. Ten to twenty years
 - e. More than twenty years
5. According to you, automation can help the banking system:
 - a. Strongly Disagree
 - b. Disagree
 - c. Neither agree nor disagree
 - d. Agree
 - e. Strongly Agree

A: Recruitment and onboarding

6. Recruitment in automation can help improve employer branding, which can be important to potential candidates.

- a. Strongly Disagree
- b. Disagree
- c. Neither agree nor disagree
- d. Agree
- e. Strongly Agree

7. One can add that automation can assist recruiters in coping with a great number of people.

- a. Strongly disagree
- b. Disagree
- c. Neither agree nor disagree
- d. Agree
- e. Strongly Agree

8. Automating may help avoid false results and mistakes when processing the information about employees.

- a. Strongly Disagree
- b. Disagree
- c. Neither agree nor disagree
- d. Agree
- e. Strongly Agree

9. Technology-based work can minimize turnover and increase attendance or staff retention.

- a. Strongly Disagree
- b. Disagree
- c. Neither agree nor disagree
- d. Agree
- e. Strongly Agree

10. This means that some duties can be handled automatically hence prevent human resources from being occupied on trivial duties. Employe management.

- a. Strongly Disagree
- b. Disagree
- c. Neither agree nor disagree
- d. Agree
- e. Strongly Agree

B. Training and development.

11. Automation in training can reduce the time spent on manual tasks, such as assembling training resources.

- a. Strongly Disagree
- b. Disagree
- c. Neither agree nor disagree
- d. Agree
- e. Strongly Agree

12. Some platforms can be run and recommend courses, seminars, and training that will be more helpful to an employee.

- a. Strongly Disagree
- b. Disagree
- c. Neither agree nor disagree
- d. Agree
- e. Strongly Agree

13. Training can be done through automate and it can assign training documents that include compliance training and training related to specific job.

- a. Strongly Disagree
- b. Disagree
- c. Neither agree nor disagree
- d. Agree
- e. Strongly Agree

14. AI-based applications can detect when content is stale, and when it should be refreshed.

- a. Strongly Disagree
- b. Disagree
- c. Neither agree nor disagree
- d. Agree
- e. Strongly Agree

15. It tracks employees' strengths and weaknesses so that employees and HR can discuss them to reach a quick conclusion.

- a. Strongly Disagree

- b. Disagree
- c. Neither agree nor disagree
- d. Agree
- e. Strongly Agree

C. Performance monitoring

16. Automation can simplify and speed up time-consuming tasks like collecting feedback and assessments.

- a. Strongly Disagree
- b. Disagree
- c. Neither agree nor disagree
- d. Agree
- e. Strongly Agree

17. Automation can reduce human error and ensure consistent application of performance management processes.

- a. Strongly Disagree
- b. Disagree
- c. Neither agree nor disagree
- d. Agree
- e. Strongly Agree

18. Automation can improve transparency and accountability by providing objective metrics for feedback instead of subjective evaluations.

- a. Strongly Disagree
- b. Disagree
- c. Neither agree nor disagree
- d. Agree
- e. Strongly Agree

19. Automation can free up HR professionals to focus on strategic initiatives like talent development and organizational culture building.

- a. Strongly Disagree
- b. Disagree

- c. Neither agree nor disagree
- d. Agree
- e. Strongly Agree

20. Automation can schedule automatic reminders for managers and employees to complete their review processes on time.

- a. Strongly Disagree
- b. Disagree
- c. Neither agree nor disagree
- d. Agree
- e. Strongly Agree

D. Payroll management

21. Automated systems can free up time for HR and payroll managers to focus on other tasks.

- a. Strongly Disagree
- b. Disagree
- c. Neither agree nor disagree
- d. Agree
- e. strongly agree

22. Automated systems can lower payroll processing expenses by up to 80%.

- a. Strongly Disagree
- b. Disagree
- c. Neither agree nor disagree
- d. Agree
- e. Strongly Agree

23. Automated systems can eliminate manual errors and ensure precise payroll processing.

- a. Strongly Disagree
- b. Disagree
- c. Neither agree nor disagree
- d. Agree
- e. Strongly Agree

24. Automated systems can provide enhanced data security by encrypting payroll data and making it difficult for unauthorized people to access.

- a. Strongly Disagree

- b. Disagree
- c. Neither agree nor disagree
- d. Agree
- e. Strongly Agree

25. Automated systems can improve the employee experience by allowing employees to access their pay information through self-service portals.

- a. Strongly Disagree
- b. Disagree
- c. Neither agree nor disagree
- d. Agree
- e. strongly agree

E. Employe management

26. HR automation can reduce the time spent on manual tasks like data entry, applicant tracking, and time off management.

- a. Strongly Disagree
- b. Disagree
- c. Neither agree nor disagree
- d. Agree
- e. Strongly Agree

27. Automated systems can store and manage employee data more efficiently, ensuring that information is easily accessible and up to date.

- a. Strongly Disagree
- b. Disagree
- c. Neither agree nor disagree
- d. Agree
- e. Strongly Agree

28. Automation helps ensure compliance with labor laws and regulations by maintaining accurate records and automating reporting processes, reducing the risk of legal issues.

- a. Strongly Disagree
- b. Disagree
- c. Neither agree nor disagree
- d. Agree

e. Strongly Agree

29. Automated tools can facilitate employee surveys and feedback mechanisms, helping HR understand employee sentiment and engagement levels, leading to timely interventions.

- a. Strongly Disagree
- b. Disagree
- c. Neither agree nor disagree
- d. Agree
- e. Strongly Agree

30. Automation can streamline the tracking of training programs and employee development initiatives, ensuring that employees receive the necessary training to advance their skills.

- a. Strongly Disagree
- b. Disagree
- c. Neither agree nor disagree
- d. Agree
- e. Strongly Agree

| SUMMARY OUTPUT | | | | | | | | |
|------------------------------|---------------------|-----------------------|---------------|----------------|-----------------------|------------------|------------------|------------------|
| <i>Regression Statistics</i> | | | | | | | | |
| Multiple R | 0.248983468 | | | | | | | |
| R Square | 0.061992767 | | | | | | | |
| Adjusted R S | 0.052119007 | | | | | | | |
| Standard Err | 1.186153427 | | | | | | | |
| Observations | 97 | | | | | | | |
| <i>ANOVA</i> | | | | | | | | |
| | <i>df</i> | <i>SS</i> | <i>MS</i> | <i>F</i> | <i>Significance F</i> | | | |
| Regression | 1 | 8.83364978 | 8.833649784 | 6.278536757 | 0.013921818 | | | |
| Residual | 95 | 133.661196 | 1.406959953 | | | | | |
| Total | 96 | 142.494845 | | | | | | |
| | <i>Coefficients</i> | <i>Standard Error</i> | <i>t Stat</i> | <i>P-value</i> | <i>Lower 95%</i> | <i>Upper 95%</i> | <i>Lower 95%</i> | <i>Upper 95%</i> |
| Intercept | 2.226157567 | 0.68971873 | 3.22763102 | 0.001713553 | 0.8568928 | 3.595422335 | 0.8568928 | 3.595422335 |
| X Variable 1 | 0.384761576 | 0.15355447 | 2.505700852 | 0.013921819 | 0.07991741 | 0.689605741 | 0.07991741 | 0.689605741 |

