



IQRA NATIONAL UNIVERSITY

Subject

HR in Public Sector

Instructor

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Submitted By

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MBA (90)

Assignment

Mid Term Exam

Date

27th April 2020

Subject: HR in public sector
Total Marks: 30 Marks

Examination: Mid Term
Date: 20th April, 2020

Note:

- a. Attempt the examination using your own word with proper referencing.
 - b. It is an open book/ open internet exam.
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Q. Attempt the following.

1. Select any Government/ Semi-Government organization.
2. Select any function of HRM (e.g. Recruitment and selection, Training and development, HRIS, compensation, appraisal etc.) and apply it to the organization you choose.

Note: Please make a report using following format,

- a. Introduction to the organization and HRM function you choose.
- b. Body
- c. Conclusion
- d. Recommendations
- e. References

BEST OF LUCK.

National Bank of Pakistan

Introduction

National bank was established in November 1949 under the National Bank of Pakistan Ordinance 1949; with issued capital of PKR15 million, National bank is the second largest commercial bank in Pakistan, with 13% of market shares in term of total deposit and 12% in term of total loan as of 13th Sep 2017. It has 1450 branches across Pakistan with approximately USD 17.2 billion of total assets (Service, 2018). It has been awarded as best retail bank in Pakistan by the Asian banker, best consumer internet banking, its vision is to become people first choice in region when it comes to banking. Its priority has always been on giving excellent customer services.

One of its objectives is "To be recognized as a leader and a brand synonymous with trust, highest standards of service quality, international best practices and social responsibility" (UKessays). which is the main concern of every organization, as it's the customer due to which organization is running, which is the fundamental of every organization to keep customer satisfaction as their top priority, the HR function in this situation would be training and development because of low customer satisfaction due to not up to standard communication is used or not properly trained. National Bank of Pakistan actions and achievement are always in under high consideration for corporate governance.

Body

National Bank of Pakistan is owned by Pakistani Government, which is a subsidiary of SBP. NBP head quartered in Karachi Pakistan (Service, 2018).

NBP provides commercial and public sector banking services. NBP is a lead player in the debt-equity market, consumer and retail, corporate investment, financing of agricultural, treasury services banking (WikiPedia).

NBP is a very well-known bank due to its many achievement since its founded, due to its great performance it has been activated in many other cities also, it has a working environment where everyone is showing dedication to their work and are very competent management, there is a full discipline environment where there are orders to be followed, employee have to obey the law he/she cannot make any decision without consulting their superiors.

NBP is an employer of choice. The whole NBP employees are worked as a family and comprises of committed and dedicated members with passion to serve in their respective functional areas. employee don't feel any empowerment nor any relation to their organization because of lack of motivation, their superior ask them in a way where they feel if do not do as they are

asked to then their job security is in risk, here a problem arises that if employee is in this stage then there is chance of job turnover when employee do not feel any space they start thinking themselves as caged which hide all their potential, since banking system is all about depositing money and bringing business to bank which means to be Good in convincing other people (customer) which required good communication skills, better judgment about their customer , know when to persuade them and bring in wealthy business but in case of NBP the employee training and development is much better than the others. NBP has focused on its growth also on their employee training and development as it is to be known that excellent skilled employees bring the success.

Training and development has always been turn out affective, it makes the employee ready for short time objectives as well as long time objectives , better development of employee bring better result.

NBP customer are happy with the survives they received, they think themselves as family of NBP because of the treatment of employee with them , employees have make them feel at home because once they received business from their customer they make them treat more important, the bond between employee and customer requires trust and security.

Conclusion and recommendation

Banking sector required people who are persuasive, customer oriented and making bond with their clients. Clients make the most of bank successful as they bring business to bank. Clients need security which is provided by employee. an employee persuade a big shot client by providing security and making sure the client that this business will be in high profitable to him and make the client agreed while this process employee communication skills are essential for convincing the client as the client buys the employee words and trust his/her plan.

For the best relationship with customers Bank needs,

- Proper training and development programs and seminar should be arranged with more focus on communication skill and innate development
- Use of technologies should be encouraged where they can enhanced their vocabulary and speaking style which is Important while talking to customers
- Putting them in a demo mode where they can practice their situation , because sudden interaction might not be good for some employees
- Setting reward or benefit in keeping good relation with an employee, or salary is based upon customer ranking.

- Doing often evaluation of employee to assess their strength and weakness and coming up with proper training for those who required, training should be provided to those who lacks in such areas.
- The role of top management should be involved and more focused on employees who are in need of training and development.
- Training and development programs should be only specific to banking sector
- Proper feedback and evaluation should be done before going to next step of training to check the effectiveness of training.

References

Service, M. I. (2018, 03 29). *Moody's investor service*. Retrieved 04 27, 2020, from nbp: <https://www.nbp.com.pk/InvestorRelations/MoodysMarch2018.pdf>

UKessays. (n.d.). *UKessays*. Retrieved 04 27, 2020, from UKessays: <https://www.ukessays.com/essays/business/national-bank-of-pakistan-mission-and-vision-statement-business-essay.php>

WikiPedia. (n.d.). *National Bank of Pakistan*. Retrieved 04 27, 2020, from WikiPedia: https://en.wikipedia.org/wiki/National_Bank_of_Pakistan

End Paper