

# Organization Visiting: The City Bank

**Course Name: Business Studies for Engineers**  
**Course Code: BUS 405**

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# Presented by

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# Presentation Outline

- Aim of the visit
- About the Organization
- Office Description
- Hierarchical Structure
- Recruitment System
- Culture of Organization
- Employee Termination

# Aim of the Visit

- To study the organizational culture
- Know about the structure of an organization
- Get an idea about the relationship between manager and employees
- Know about environment of an organization

# About the Organization: The City Bank

- The oldest private Commercial Banks operating in Bangladesh
- Started its journey on 27th March 1983
- First bank in Bangladesh to have issued Dual Currency Credit Card

# Vision and Values: The City Bank

- Vision : The Financial Supermarket with a Winning Culture Offering Enjoyable Experiences
- Values :
  1. Result Driven
  2. Accountable & Transparent
  3. Courageous & Respectful
  4. Engaged & Inspired
  5. Focused on Customer Delight

# Organizational Structure: The City Bank

- The bank manages its business and operation vertically from the head office through 5 distinct Units namely
  1. Business Unit
  2. Branch Banking
  3. Risk Unit
  4. Operations Unit
  5. Support
- The bank currently has total 120 branches which includes 99 online branches

# Office Description



- Location :

136, Gulshan Avenue,

Gulshan-2,

Dhaka-1212

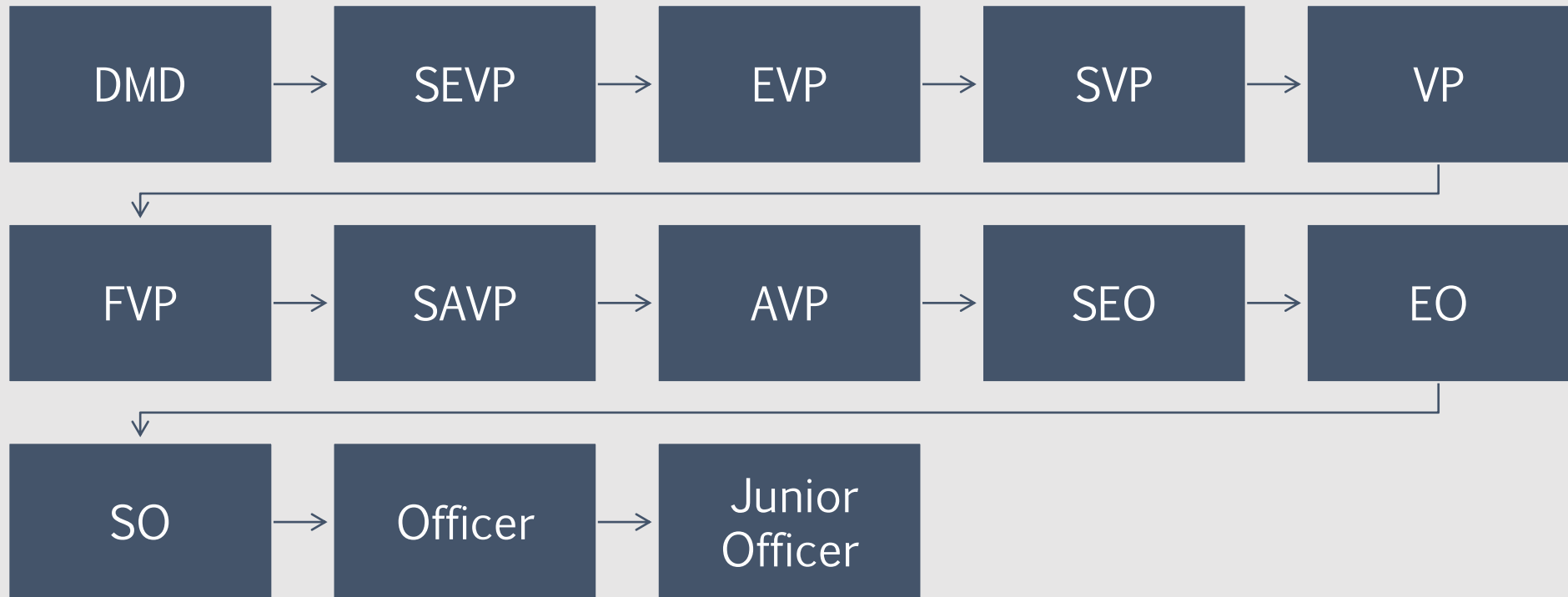




# Managerial Hierarchy (management level)



# Managerial Hierarchy (executive and operational level)



# Recruitment System



- All permanent employees are hired through bdjobs.com
- Employees with no prior experience are aptitude tested
- Eligible applicants are interviewed
- Successful applicants are sent offer letters
- Offer letter contains all the terms of employment and organizational regulations

# Orienting new employees

- All new employees must go through a two day long orientation program on Anti Money Laundering, Green Banking and other relevant required topics
- Current employees of the department are encouraged to hold informal workplace related discussions with new employees on topics such as goal, vision and history of the company
- Dress code for male employees: full sleeve tucked in shirt along with formal pair of pants and a shoe that covers the entire feet.
- Men's Hair and facial hair should be well groomed as well.

# Culture of the Organization

- All activities are performed with compliance in mind i.e. compliance with local and international regulations
- Expressing gratitude for work done is highly encouraged
- Credit and ownership is always given to innovative ideas
- Employees with innovative ideas are assigned leading roles in transforming their ideas into reality
- All tasks must be approved by immediate line manager
- Employees with significant contribution to the organization are awarded Chairman's Award.

# Culture of the Organization



- All permanent employees have a well defined career track within the organization
- Employee performance is evaluated quantitatively annually using PMP (performance measuring process)
- E.g.: If the head of a department leaves, the employee next in line in the organizational hierarchy work as the acting head of that department and is instated permanently if his next annual PMP score is satisfactory

# Culture of the Organization



- All permanent employees no matter where they stand in the organizational hierarchy can contribute to the company's strategic decisions
- Management committee have the final say in strategic decisions of the organization
- Recommendation from all employees are accumulated from an anonymous annual employee service
- Policies have been known to change based on feedback collected from employees

# Informal Culture of the Organization

- Many employees have their own workplace nicknames
- The term “party” or “mere dao” is used to express affirmative response to a query
- Birthdays are celebrated by cutting cakes and giving cards both of which are sponsored by the employee’s immediate in line manager
- New employees or employees who have been promoted within the organization are expected to take their coworkers to dinner



# Informal Culture of the Organization

- Every year “Pohela Baishakh” is celebrated across the organization with various activities.
- Every year a football tournament is hosted between different branches
- Employees and their family members are invited to watch movies at Cineplex or Blockbuster at least once a year
- Each branch or department organize and attend their own picnic which is not monitored by HR

# Employee Termination



- Employees can quit their work, be terminated from work or be dismissed
- Employees are dismissed if and only if they are known to have made a significant mistake
- Dismissed employees can no longer work in any organization in the industry
- Informally an employee might be pressurized to quit his job by his superiors, if he performs poorly

# Images from the visit



**With Rituraj Baidya, Associate Manager, Learning & Development & HR Strategy  
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**With Md. Ariful Haque, Associate Manager,  
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# Thank You!