

IMPACT OF TECHNOLOGY ON HUMAN RESOURCE : A CASE STUDY ON FIRST SECURITY ISLAMI BANK PLC

First Security Islami Bank PLC

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Submitted in Partial Fulfillment of the Requirements for the Degree
Bachelor of Business Administration



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Internship/Project Report Approval Form

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INTERNSHIP/PROJECT INFORMATION

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SUPERVISOR APPROVAL

(Tick One)

☐ Approved ☐ Not Approved ☐ Partial Re-write ☐ Full Re-write

Remarks (For Not Approved): _____

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2. I acknowledge and understand that plagiarism is wrong.
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4. This assignment is my own work, or my group's own unique group assignment. I acknowledge that copying someone else's assignment, or part of it, is wrong, and that submitting identical work to others constitutes a form of plagiarism.
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Date _____

Acknowledgement

I want to thank everyone who helped me finish this report about how technology affects human resources at First Security Islami Bank PLC. First, I want to thank my supervisor, Lili Ping, Senior Lecturer, University Of liberal Arts Bangladesh. She gave me great advice and support during this project. Her help made this report better. I'm very grateful to the A.K. Mohammad Jawadul Haque, Senior Vice President & Manager at First Security Islami Bank PLC who let me do this study at his bank & helped me during my internship. Big thanks to the employees at First Security Islami Bank PLC who shared their thoughts and experiences with me. I learned a lot from them about how technology impacts human resources in banking. I also want to thank my university, University Of Liberal Arts Bangladesh (ULAB) , for giving me necessary resources for this internship and writing this report. Finally, I want to thank my family and friends for supporting me during this journey.

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Part A

Chap 1: Internship preparation

1.1 Motivation to do internship:

I wanted to do an internship at First Security Islami Bank PLC because I really wanted to learn more about the banking sector. As a student interested in working in the banking industry, I thought it would be amazing to see how things work at such a well-known bank. I also wanted to use what I've learned in my class in a real life scenario. . I thought it would be a great way to understand how banking works in the real world. During my internship, I hoped to learn more about how banks handle money, manage finances, and help customers. The bank has a great reputation for doing excellent work, and that made me even more excited to join them. I wanted to learn from the people who work there and see how they do their work.

1.2 Internship search process:

The internship search process included using career services offered by my university, job sites on the internet, and the valuable network of personal connections and professional contacts. I started looking for an internship by sending my CV to three banks and two companies, including 10 Minute School. Although I was selected for an aptitude test, I was hoping to get some hands-on experience and learn new things. Unfortunately, I didn't make it past the assessment stage.

However, just when I thought that circumstances were not in my favor, I got a call from First Security Islami Bank. They offered me an internship. I was very excited and said yes to the opportunity.

In addition to its reputation for innovative banking practices and commitment to digital transformation, the bank's reputation for these qualities influenced my interest in learning more about this sector of the banking industry.

1.3 interview experience:

The interview at First Security Islami Bank PLC was really good. When I got there, the people were friendly and showed me where to go. The room where the interview took place felt serious but also welcoming, which made me feel better. The person who interviewed me was the branch manager of the organization so he had lots of different experiences. He asked me some interesting questions about the internship, which let me show them what I know and why I was excited about the opportunity.

During the interview, he seemed genuinely interested in learning about me. They asked about my education, experiences, and what I wanted to do in the future. He also told me about the bank's culture and what they expected from interns, which was helpful.

Overall, the interview experience gave me a good understanding of how the bank works and what they're looking for in interns. It also made me even more excited to start working with them because everyone was so nice and professional.

1.4 Brief about internship First Security Islami Bank PLC (FSIBL)

First Security Islami Bank PLC (FSIBL) is a bank in Bangladesh that follows Islamic shariah . They have many branches and sub-branches all over the country, 205 branches and 174 sub-branches to be exact, where they cater services for their clients. In the year 2022, FSIBL did really well. They made a profit of 2,961.50 million Bangladeshi Taka. They also have an investment of 523,944.39 million Taka. In total, their assets are 616,454.58 million Taka. It means they're a stable bank and can help the economy by offering different services. They have deposited a total of 473,025.03 million Taka in the bank. This shows that people believe in FSIBL and think they're a good bank. With so many branches and strong financials, FSIBL is helping Bangladesh's economy grow and making sure everyone has access to banking services.

Chap 2: About the internship

2.1 Job position and responsibility:

During my internship at First Security Islami Bank in Dhanmondi, from February 1st to April 30th, I got to see how a bank works for three months. This helped me learn about how banks work, which will really help me in my career. I didn't just learn about this bank, but also about how banks work in general. I spent most of my time in the general banking department, where I learned a lot. I also spent some time in the clearing department.

My responsibilities as follows-

- Fill out forms to open accounts. Making sure all the information was correct and complete.
- Helped customers with their queries.
- Gave out cheque books, debit cards, and PINs to customers. I made sure all the paperwork was done right and kept everything secure.
- Kept different register books updated.
- Handled incoming and outgoing mail carefully, making sure it got where it needed to be on time.
- If there was any information missing from a customer's documents, I talked to them to get the missing details

2.2 Skills & Learning Experiences

Apart from my usual desk tasks, I've learned a lot about solving different problems, quickly helping customers, observing different behaviors, understanding how employees behave at work, and how it affects their job. This helped me learn about the corporate world in a practical way.

The skills I learned are:

- Time management
- Getting used to new environments
- Adapting diverse culture & backgrounds
- leared code of conduct of the office
- Learning about the technology banks use
- Developing individual responsibility
- Learning Professionalism

2.3 Linking Educational Learning to Internship:

During my time at university (ULAB), I learned important skills that helped me a lot during my internship at First Security Islami Bank. These skills included managing my time well, thinking critically, and solving problems, which I got better at through my classes and activities outside of class.

My internship at the bank was like a link between what I learned in class and how it's used in the corporate world . While my classes gave me a good understanding of Human resources , my internship taught me more about how to work with people and organize things at work.

At First Security Islami Bank, I got to use what I learned in class in real situations. I learned a lot about how banking works and got better at things like helping customers, looking at finances, and managing risks. And because the bank was a place where people worked together, I also got better at teamwork and talking to others, which are important skills in banking.

My internship showed me how important it is to have a mix of skills for a job in banking. It's not just about knowing finance, it is also about being able to adapt, come up with new ideas, and work well with others.

Chap 3: Self reflection

3.1 Liked and Disliked Aspects of The Internship:

Liked aspects:

- The atmosphere at the FSIBL were very friendly & welcoming. The employees were nice and always willing to lend a helping hand whenever assistance was needed.
- The chance to learn new things and gain valuable insights into the banking industry is appreciated. The internship provided me with practical experience that complimented my academic studies.
- I liked the networking opportunities available at the internship. Building connections with professionals in the industry allowed me to learn from their experiences and expand my professional network.

Disliked aspects:

- While most colleagues were friendly, some lacked professionalism, some crossed boundaries by asking personal questions or being overly familiar. This made me uncomfortable at times and detracted from the professional environment.
- I found some of the tasks assigned to be repetitive and lacking in creativity. Performing monotonous tasks without opportunities for innovation or problem-solving was less engaging for me. I would have appreciated more constructive feedback on my performance and progress during the internship.
- Biases towards others were observed. Some individuals in the workplace showed favoritism towards others, which could affect fairness and equality in opportunities and treatment.

3.2 Areas Of Improvement:

Reflecting on my internship experience, I know how important effective communication is at work. My communication with employees & clients were pleasant but I felt this area needed more improvement so that I can share my ideas, ask for advice, and get along well with my coworkers and bosses. I want to get better at both written & verbal communication. By getting better at talking and writing, I think I can be a more helpful part of the team. It'll help us work together better and get things done faster.

Additionally, being flexible. The banking world can change a lot, so it's important to be able to adjust to new things. I'll try to stay flexible and positive when things change, and I'll always be ready to learn something new.

3.3 Recommendation for the organization to improve experience for future interns:

In terms of recommendations for the organization, I believe the bank could consider diversifying the tasks assigned to interns, aligning them more closely with their academic backgrounds and career aspirations. Instead of sticking interns to just giving repetitive tasks, they can move around to different tasks. This helps interns see how the bank works from different angles. Interns can work with people from different parts of the bank on special projects. This helps them understand how the company's different parts fit together. Interns can work on tasks that solve real problems the company is facing. This helps them see how their work can make a difference in the real world.

By giving interns diverse tasks First Security Islami Bank PLC can make the internship better. This way, interns can learn new things, get important experiences, show creativity and be ready for their future careers.

Chap 4: Personal development plan

4.1 Future plan:

In the future, I want to do three main things:

- Continue my education by getting an MBA degree. This will help me learn more about HRM and open up new opportunities for my career. I'll research different MBA programs and apply to the ones that match my goals.
- I also want to prioritize my health by exercising regularly. So I will join the gym. I will make sure to include exercise in my daily routine to stay healthy and strong.
- Find a job at a company where I can use my skills and grow professionally. I'll search for job openings, customize my resume and cover letter for each application, and prepare well for interviews to show that I'm the right fit for the job.

By pursuing an MBA, staying active, and finding a job, I hope to keep growing personally and professionally, and contribute positively to the companies I work for. These goals are important to me and reflect my desire for success and well-being in the future.

4.2 Skills I want to learn:

In my journey of growing professionally, I want to learn many skills that will help me do better at work and open up more job opportunities for me in the future.

One skill I really want to get good at is using Excel. It's super important in lots of jobs because it helps organize data, analyze it, and make charts and graphs. Being good at Excel will make me faster at my job and better at solving problems. Another skill I want to work on is understanding data better. We live in a time where data is everywhere, and knowing how to make sense of it is really important. I want to learn how to look at data, figure out what it means, and use it to make smart decisions. This will help me be better at planning and making choices in my job. And lastly, I want to improve my communication skills. Being able to talk and write clearly is super important at work. It helps me explain my ideas well, work better with my team, and convince others about my thoughts. By getting better at communication, I'll be able to do my job more effectively and build stronger relationships with my coworkers.

Part B

Executive Summary

Through surveys and interviews with human resources of First Security Islami Bank PLC, the study reveals that FSIBL has made a significant process in adopting digital innovations, resulting in improved satisfaction to their human resource. The impact is evident in enhanced convenience, faster transactions, and flexible services. Recommendations include continued technological innovation, and proper employee training on technology. Overall, this exploration provides insights into the evolving technology and the impacts on human resources at First Security Islami Bank PLC (FSIBL).

Keywords: Technology, Human Resource.

Chap 1: Introduction

1.1 Title:

Impact of technology on human resource : case study on First Security Islami bank PLC.

1.2 Problem statement:

Despite the increasing usage of technology in the banks, we are not sufficiently aware how it affects, how well the banks works and how satisfied the employees are, particularly with the context of First Security Islami Bank PLC. So there is a need to look into how well using technology works for the bank and how satisfied the human resources of the bank are.

1.3 Research question :

RQ 1: To what extent does the technology at First Security Islami Bank PLC influence the human resources experiences.

1.5 Research objective:

RO 1: Define to what extent does the technology at First Security Islami Bank PLC influence the human resources experiences.

1.6 Potential contribution/ significance of study :

This study is expected to create knowledge about the effect and efficiency of how technology affects human resources experiences. This will help the bank make its work practices better. It will help them identify ways to improve how they use technology to make work easier and more effective. The knowledge about this study will help the bank make strategic decisions. It will help them decide where to invest money in technology and HR. This will help the bank meet its goals and make sure it keeps its customers and employees satisfied.

1.7 Background of the study:

Nowadays, technology is advancing quickly, especially in banking. It is important to understand how this affects the bank's human resources. First Security Islami Bank PLC, like many other banks, has been changing a lot because of new technology. The traditional ways of doing banking are being replaced by digital methods. This means that employees have to work differently and interact with each other in new ways. This study is important because it will help to understand how technology and human resources are connected at First Security Islami Bank PLC. As the bank tries to stay competitive, it's crucial to know how technology affects its human resource. To really understand how technology affects employees at First Security Islami Bank PLC, it is important to know more about the bank itself. This means understanding its history, how it's organized, what it aims to do, and the bigger factors that influence banking in its area. By looking at all these factors together, we can get a complete picture of how technology changes things for the bank's human resources experience.

This research study is conducted against the backdrop of a global banking industry that is increasingly characterized by digitalization and the rapid adoption of technology. In the specific context of Bangladesh, where FSIBL operates, the banking landscape has witnessed significant growth, marked by the rapid growth of digitalization in the working process.

Chap 2: Methodology

2.1 Type of research:

This research follows an exploratory research approach. The exploratory aspect aims to gain insights and understanding of the impact of technology on human resources at First Security Islami Bank PLC.

2.2. Research design:

For the research design for this topic, quantitative research is applied to gather specific data on employee technology adoption. 19 survey questions have been given out through Google Forms. The questions also include 10 Likert scale and open-ended questions. This technique would enable me to understand the impact, providing a more complete understanding by gathering specific data on the impact of technology on human resources.

They surveys questionnaire focused on-

- Technology adoption and training
- Work efficiency & Productivity
- Communication & Collaboration
- Perceived Security & User Friendliness

2.3 Sampling, data collection and analysis:

Purposive sampling is applied to this study in order to identify people who may offer valuable perspectives into how technology has affected HRM at First Security Islami Bank PLC. There are sixteen current bank employees in the sample size. In order to capture a variety of viewpoints the research involves the selection of a purposive sample of employees from First Security Islami Bank to only gather the experience and knowledge of employees who are using technology.

Source Of Primary data collection:

- Conducted interviews with employees in order to acquire primary data for the study of the subject matter.
- Face to face interviews and discussions with employees
- Face to face meetings with my supervisors every 2 weeks.
- Conducting surveys by using Google Forms throughout online
- An observation from internship experiences and job responsibilities.

The secondary data was gathered from -

- Annual reports of FSIBL
- Bank Records
- Journals of the bank
- Official website of FSIBL Bank.

For the analysis The combination of quantitative, and the combination of primary and secondary data would give me a full overview of the impact of technology on Human resource at FSIBL.

Chap 3: Findings & Discussion

Using technology is emerging largely in the banking sector. Before, employees at First Security Islami Bank PLC used to do most of their work manually without using computers or other technology. This meant they had to do things like filling out paperwork, doing calculations on paper, and keeping records manually. It took a lot of time and effort, and sometimes mistakes were made. But now, they use Bank Ultimus to do their work. Bank Ultimus is a computer program that helps them do their jobs faster and easier. Instead of doing things by hand, they can use Bank Ultimus to automate tasks, manage data, and keep track of what they're doing in real-time. Here They have information about- individual customer profile, customer inquiry, proof of tax return submission, information about bills and remittances, cash vault management and many more.

Since they started using Bank Ultimus, a few things have changed:

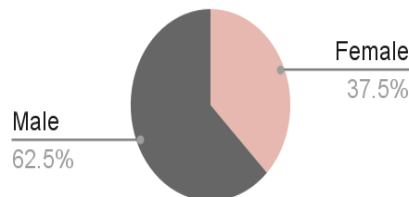
Bank Ultimus helps them finish tasks more quickly, so they can get more done in less time. It helps them avoid mistakes by doing calculations and managing data for them, so they don't have to worry about errors as much. But now, with Bank Ultimus, working is much easier. Employees can do lots of tasks digitally using this platform. For example, they can quickly access and update customer information online instead of searching through paper files. When customers have questions, employees can find the answers right away using the system. They also had to handle information about bills and money transfers by writing everything down in books or on computer spreadsheets. It also increased collaboration between employees by letting them share information and work on projects together, even if they're not in the same place. After completing a task another employee must be authorized to work. Which they called maker & checker.

Overall, using Bank Ultimus has made their jobs easier and more efficient, helping them do better work and serve their customers more effectively.

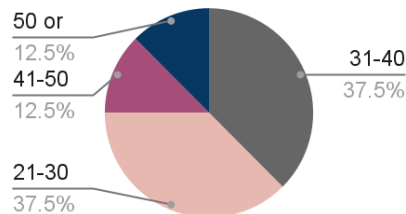
The results obtained from the survey

Responders Profile:

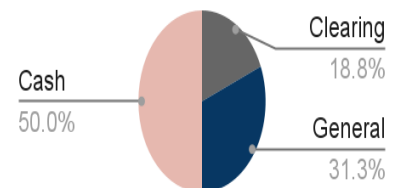
Gender



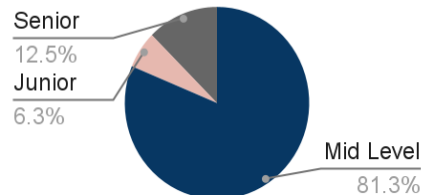
Age



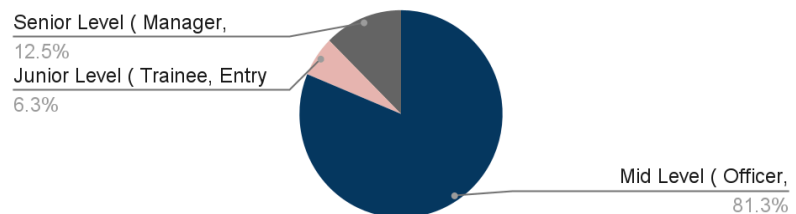
Department



Designation



How long have you been working at FSIBL?

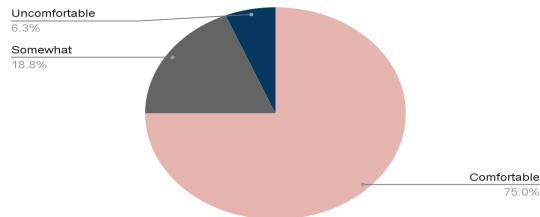


The findings of the survey breakdown gender representation among respondents, with 62.5 of respondents as male and 37.5% as female. The majority of survey participants, 37.5% fell within the age range of their twenties, followed by 37.5% in their thirties, 12.5% in their forties, and another 12.5% over 50 years old. Half of the employees worked in the cash department, about 31.3% worked in general banking, and 18.8% worked in clearing. Most of the employees, around 81.3%, had jobs in the mid level position. About 12.5% had senior positions, and 6.3% had junior positions. Almost half, 43.8%, had worked for less than 5 years. Around 31.3% had worked between 5 to 10 years, and 25% had worked for 10 to 20 years.

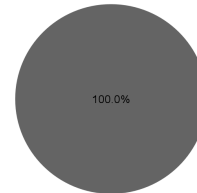
This distribution reflects the increasing adoption of technology among younger generations, while also indicating a presence of the older generation utilizing these services. The fairly even distribution across different age groups indicates a diverse range of perspectives and experiences within the surveyed population. Some employees were new to their jobs, while others were experienced, which could affect their opinions on the survey topics.

Technology adoption & Training:

How comfortable are you with the technology tools/software used in your daily tasks?



How did you receive the training on the technologies introduced by the bank?
on the job training

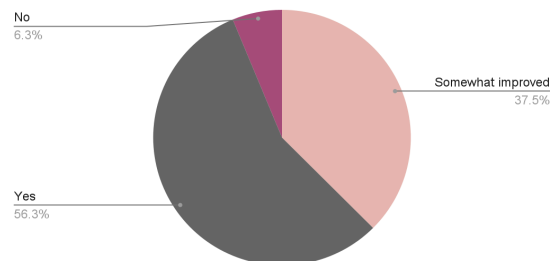


The data indicates that the majority of the employees, about 75%, feel comfortable using technology while others are not comfortable. Meanwhile, everyone is getting off the job training.

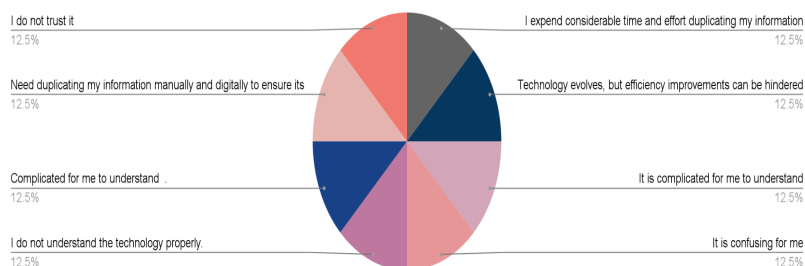
The higher percentage indicates they are positive toward technology however there is still a minority present which highlights areas for improvement and need for training.

Work Efficiency & Productivity:

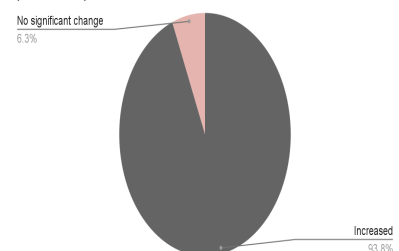
Do you believe that the introduction of new technologies has improved your efficiency at work?



If some what improved or no then why do you thing technology did not improved your efficiency?



How do you perceive the impact of technology on your productivity?



Among the respondents, 56.3% believe technology improved their while others do not agree. Some who said it didn't help much had reasons like worrying about information safety, finding tech too complicated,

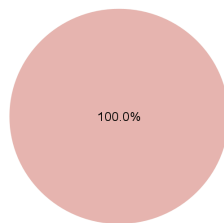
not understanding it well. Talking about how tech affected productivity, most, 93.8%, said it made them more productive, but 6.3% didn't notice much difference.

People had different views on how much tech helped at work. Some saw big improvements, but others faced problems like safety worries, tech being too hard, or not understanding it well. Even though some faced challenges, most people felt tech made them more productive. This shows tech generally helps at work. But it's important to solve individual problems, give good training, and make sure tech is easy for everyone to use.

Collaboration & Communication:

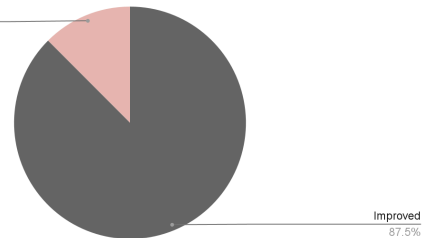
Do you find it easier or more challenging to collaborate with your colleagues since the introduction of technologies?

Easier



How has technology affected communication within your team/department?

No significant change
12.5%

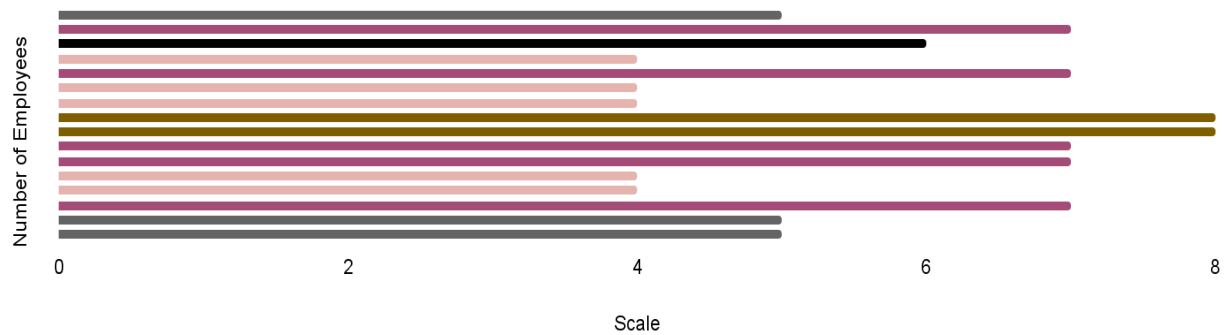


Participants agreed that working together with colleagues became easier after technology was introduced. Most people, 87.5%, said technology made communication better in their team or department. But 12.5% didn't see much difference.

It shows tech helps people work together better. This means technology is really important for making teamwork smoother. Overall, the survey shows that technology has a positive impact on teamwork and communication at work, which is really important for getting things done well.

User Friendliness:

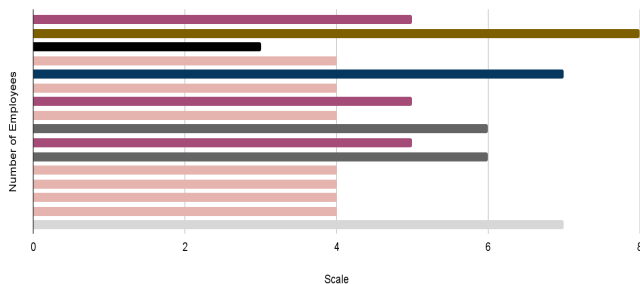
On scale 1-10 how user friendly and accessible is technology/software that you use?



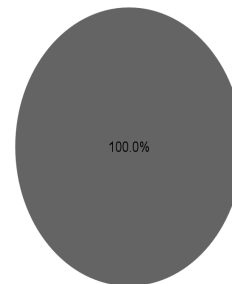
Regarding user-friendliness, most participants found FSIBL's technology/software that they use moderately satisfied. The ratings ranged from 4 to 8. The presence of both higher and lower ratings indicates that some users find technology more user-friendly than others. This variability could be influenced by factors such as individual proficiency with technology, the complexity of the tasks performed, and the design and functionality of the technology itself.

Perceived Security & Safety:

On scale 1-10 how much do you believe security measure implemented to protect data in the digital environment is secure?



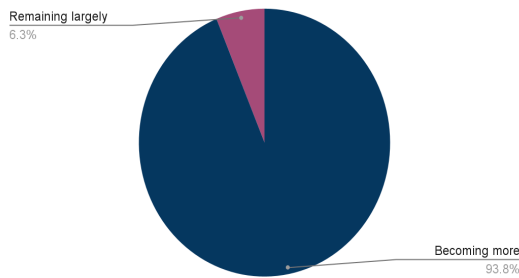
Have you encountered any challenges or issues while using technology at work?



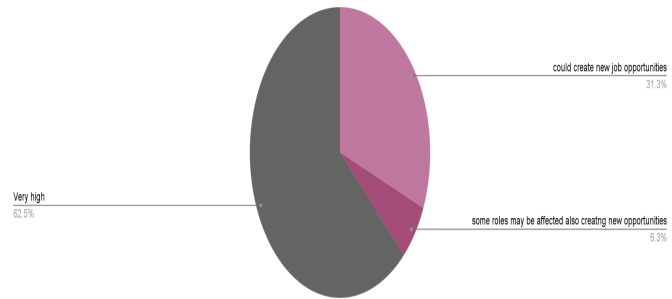
People were asked to rate how much they trust the security measures that protect data online, from 1 to 10 majority believes there is a lack of security measures. Some people feel more confident about security measures than others. But everyone agrees that there are still issues to solve when using technology at work. This shows that even if security is trusted, there's still work to do to make sure technology is safe and easy to use for everyone.

Perceived Future Impact:

How do you foresee the role of technology evolving in your job?



What do you think about the possibility of job loss due to automation or technology usage?

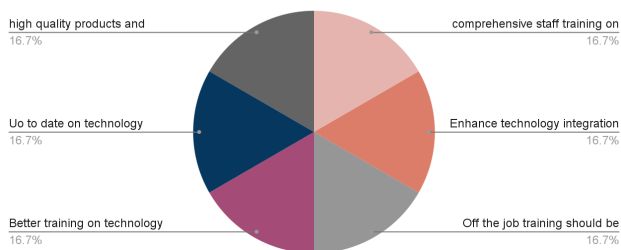


Most people, 93.8%, think technology will become more important in their job in the future. Only a few, 6.3%, think it won't change much. People have different ideas about what might happen with jobs because of technology. Some think many jobs will be lost because of machines taking over tasks, while others see it as a chance for new jobs. People are worried about losing jobs and think learning new skills will be important.

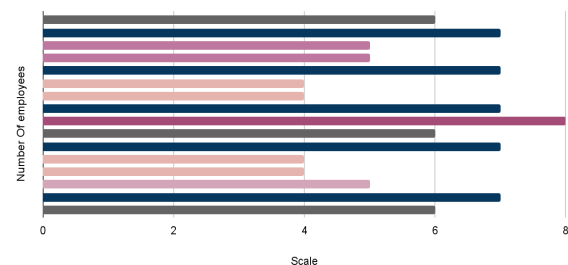
This shows that people understand there are good and bad sides about technology in the workplace. Learning new skills will be important for everyone to deal with these changes and make sure everyone has good job opportunities in the future.

Employee Suggestion & Overall experience:

What improvements or changes would you suggest to enhance the integration of technology at First Security Islami Bank PLC?



How would you rate your overall experience with the technological changes implemented by the bank?



Employees' suggestions show they think training, better technology, and stronger cybersecurity are important for the bank. They also want the bank's technology changes to match its goal of being a top financial institution.

Ratings for the bank's technology changes varied, showing that some employees liked them, but others didn't as much. This shows there are different opinions about how well the bank's technology changes are working.

Chap 4: Recommendations

The given recommendations below are intended to guide FSIBL in further enhancing its technology services, ensuring they align with goals.

- Employees need better training on technology. It's a good idea for First Security Islami Bank PLC to invest in training programs. These programs should help employees learn how to use new technologies better. The bank can offer off the training sessions. This way, employees will have the knowledge and skills to use technology well in their jobs.
- Some people are worried about cybersecurity. It's really important for First Security Islami Bank PLC to make sure its systems are secure. This means putting strong cybersecurity measures in place. The bank should check its security regularly and teach employees about cybersecurity. This will help protect sensitive information and prevent cyber attacks.
- It's important for the bank to review its technology regularly. This way, it can see if the changes are helping it reach its goals. The bank should make sure its technology investments support what it wants to achieve as a business.
- To make sure employees feel good about using technology and aren't worried about losing their jobs, the bank should encourage open communication and teamwork. This means listening to what employees think about technology changes and involving them in decisions. Employees should also share thoughts so that the bank can make more improvements.
- First Security Islami Bank PLC should always look for ways to make its technology and employee experiences better. This means checking how well things are working and asking employees for feedback. If something isn't working well, the bank should fix it. It can also learn from what other banks are doing well and try new ideas to stay ahead.
- The bank should encourage employees to feel excited about using new technology. This could mean managers showing they support using new technology, giving credit to people who come up with good ideas, and giving rewards to people who try new things. By doing this, more employees will want to try new technology and find better ways to do their jobs.

Chap 5: Conclusion

To Conclude, In today's world, digitalization is important. Employees can save time and effort by using technology. Technology makes sure that customers can quickly access and manage their money. As technology advances, so does the banking sector, which is always adapting. technology has a big impact on how people work at First Security Islami Bank PLC. This study helped us understand how employees feel about using technology at work and what they think about the future of technology. We learned that while technology brings opportunities, it also brings challenges. To make the most of technology and avoid problems, the bank needs to plan carefully and take proactive steps. Throughout the report, we saw that technology is really important for employees and how well the bank works. Employees want to learn more about new technology, so it's important for the bank to invest in training programs. The recommendations we made also stressed the need for the bank to make sure its technology plans match its goals, take care of its employees, and encourage them to work together and try new things. By focusing on helping employees learn, encouraging new ideas, and making sure technology plans fit with what the bank wants to achieve, the bank can keep doing well in the future.

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Appendix

Exhibit A: Survey Questionnaire:

Google forms link: <https://forms.gle/1tX833r8nk1jHKjV6>

Impact Of technology On Human Resource: A Case Study On First Security Islami Bank Bangladesh

Thank you for taking the time to participate in this survey. Your feedback is invaluable in understanding the impact of technology on human resources at First Security Islami Bank PLC. This survey aims to gather insights into how technological advancements have influenced employees' working experiences and perceptions within the organization.

Your responses will help us identify areas of improvement and inform strategic decisions regarding the integration of technology with human resources practices at First Security Islami Bank PLC.

Please kindly complete the survey by answering the questions below. The responses will be used only for research & will be kept confidential.

Responder Profile:

1. Gender

- ☐ Male
- ☐ Female

2. Age

- ☐ 21-30
- ☐ 31-40
- ☐ 41-50
- ☐ 50 or older

3. Department

- ☐ Cash
- ☐ General Banking
- ☐ Clearing

4. Designation

- ☐ Senior Level (Manager, Senior Manager)
- ☐ Mid Level (Officer, Supervisor)
- ☐ Junior Level (Trainee, Entry Level)

5. How long have you been working at FSIBL?

- ☐ Less than 5 years
- ☐ 5- 10 years
- ☐ 10 - 20 years
- ☐ more than 20 years

Technology Adoption & Training

6. How comfortable are you with the technology tools/software used in your daily tasks?

- ☐ Comfortable
- ☐ Somewhat Comfortable
- ☐ Neutral
- ☐ Uncomfortable

7. How did you receive the training on the technologies introduced by the bank?

- ☐ Off the job Training
- ☐ On the job Training

Work Efficiency & Productivity

8. Do you believe that the introduction of new technologies has improved your efficiency at work?

- ☐ Yes
- ☐ Somewhat improved
- ☐ Neutral
- ☐ No

9. If somewhat improved or not then why do you think technology did not improve your efficiency?

Answer: _____

10. How do you perceive the impact of technology on your productivity?

- ☐ Increased
- ☐ No significant change
- ☐ Decreased

Collaboration & Communication

11. Do you find it easier or more challenging to collaborate with your colleagues since the introduction of technologies?

- ☐ Easier
- ☐ Challenging
- ☐ No Significant Change

12. How has technology affected communication within your team/department?

- ☐ Improved
- ☐ Hindered
- ☐ No significant change

Perceived Security & User Friendliness:

13. On scale 1-10 how user friendly and accessible is technology/software that you use?

14. On scale 1-10 how much do you believe security measures implemented to protect data in the digital environment is secure?

15. Have you encountered any challenges or issues while using technology at work?

- ☐ Yes
- ☐ No

Future Outlook

16. How do you foresee the role of technology evolving in your job?

- ☐ Becoming more central
- ☐ Remaining largely unchanged
- ☐ Diminishing in importance
- ☐ Unsure

17. What do you think about the possibility of job loss due to automation or technology usage?

Answer: _____

Others:

18. What improvements or changes would you suggest to enhance the integration of technology at First Security Islami Bank PLC?

Answer: _____

19. How would you rate your overall experience with the technological changes implemented by the bank?

IMPACT OF TECHNOLOGY ON HUMAN RESOURCE : A CASE STUDY ON FIRST SECURITY ISLAMI BANK PLC

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