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THESIS PAPER

**ROLE OF THE HUMAN RESOURCES IN BANK DEVELOPMENT-
STUDY CASE NLB BANK PRISHTINA**

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Prishtine, 2016

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Abstract

After a long work, over a year, treating different materials from secondary resources and primary resources we can get concrete conclusions regarding the role of the department of human resources in bank, and also its impact in the development of the banking sector in our country. Master thesis is concretized in form of the important and exploratory project with the following title. The role of the human resources in the development of the bank- study case the NLB Prishtina bank. This paper approaches the research of a complex problem as it is the definition of the role of human resources in bank respectively in the department of human resources as a study case the NLB Prishtina bank. The methodology that is used in this research is the heuristic method. The research starts with the theoretical part where are included different theories of the management of human resources narrowing to the specific issues as it is the role and the impact of the human resources in NLB Prishtina bank. In this case the purpose of this research is to identify the role of human resources in bank. Empirical research is developed in that way that with questionnaires have been interviewed the general director of the human resources department in NLB Prishtina bank, and also the seven directors of the main centers of the NLB Prishtina bank, in the territory of the republic of Kosovo. The first part is provided from the literature and previous researches where is treated the issue of understanding, concepts, the role and importance of the management of human resources, also the process of the management of human resources has been treated. While the second part is provided through the research of the author which has been developed through the questionnaire that's been directly submitted to the respondents. I think that the results of this study are a modest contribution regarding this wide field, as it is the management of human resources and they can help the managers of this bank (NLB Prishtina). We think that the results and arguments of this study, can and should be the subject of debates and further studies in this field. In conclusion of this research paper we can say that the journey that send us in a more effective use of methods of the management of human resources in the bank sector, are the conviction and the education of the leading managers of these bank branches, for the importance and necessity of this managerial function.

CONCLUSIONS

Based in the theoretical treatment the impact of the human resources role of the result of the developed research and according to the received answers taken from the respondents where as a study case was taken the NLB Prishtina bank, we draw the answer in the raised hypothesis, we draw conclusions and we do the following recommendations. To treat the problem of the human resources role in bank were drafted two hypothesis: positively

Hypothesis1: The management of banks is aware about the role of human resources in bank, as a crucial factor of success or failure of the banks.

The role of the process of human resources has a huge impact to the management of banks which the drafting of the strategy of human resources does with the department of human resources. According to the strategy, the crucial factors also appear which play a role in the success or the failure of a bank. By the received answers from the respondents it's pretty clear that the management of the bank is focused directly in how the department of human resources to adapt their strategy with the strategy of the bank. Considering that some strategic activities in particular moments are not very common and some are more. It's a an obligation for the managers of department of human resources to coordinate the orientation in accordance with the strategy of bank.

Regarding with this hypothesis, from research work I have brought the following results

From all of the respondents it's very clear that it exists a maximal commitment to offer help to the bank, to achieve the earlier set goals. This is more obvious if we see the table nr 9. How much do we help the organization to achieve the goals of the bank. According to the received data it's noticeable that the leaders are prior to be cooperative with their employees where through which by the help offer by the leaders, they tend to influence in the increasing of efficiency at work, and also achieving the common goals of the organization.

The main role in the process of defining the strategy of the bank we may have to say that the managers of the subsidiaries of the major cities of the Republic of Kosovo see Table 10. We can say that to be in a discrimination of smaller regions in which managers of those subsidiaries are not taken into consideration in determining the strategy of the bank. As director of human resources department states that they play a key role in the process of defining the strategy of the bank.