Internship Report

On

"An Evaluation of the Training & Development Process of Sonali Bank PLC"

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LETTER OF TRANSMITTAL

Date: 24/11/2024

Professor Dr. Mohammed Masum Iqbal
Department of Business Administration
Faculty of Business & Entrepreneurship
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Subject: Submission of Internship Report on "An Evaluation of the Training & Development Process of Sonali Bank PLC".

Dear Sir,

With great pleasure, I am submitting my report on **"An Evaluation of the Training & Development Process of Sonali Bank PLC"** which was assigned to me as part of my MBA Program. I created this report based on the suggestions and information you provided from time to time.

I am highly appreciated for your guide and consistent cooperation and I hope that the report will Be completed as your expectations.

Thank you
Sincerely yours,

Mehraj Bhuiya Alif
ID- 0242310004083087
MBA Program
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Faculty of Business & Entrepreneurship

STUDENT DECLARATION

I am **Mehraj Bhuiya Alif,** ID: **0242310004083087** student of MBA program, Daffodil International University, thusly pronounces that the internship report titled on "**An Evaluation of the Training & Development Process of Sonali Bank PLC**" Completely prepared by me just after my internship at Sonali Bank PLC under the supervision and guidance of **Professor Dr. Mohammed Masum Iqbal, Department of Business Administration, Faculty of Business & Entrepreneurship,** Daffodil International University.

I announce that this report entitled "**An Evaluation of the Training & Development Process of Sonali Bank PLC**" Submitted by me to Daffodil International University, Dhaka for the fulfilment of MBA is of own and has not submitted to any other university.

Mehraj Bhuiya Alif
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LETTER OF ACCEPTANCE

This is to certify that the internship report entitled **An Evaluation of the Training & Development Process of Sonali Bank PLC is** prepared by Mehraj Bhuiya Alif, ID#0242310004083087, as a requirement of the MBA Program under the Department of Business Administration and the Faculty of Business and Entrepreneurship at Daffodil International University.

The report is recommended for submission.

Professor Dr. Mohammed Masum Iqbal
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University

ACKNOWLEDGEMENT

First of all, I like to give thanks to my almighty for enabling me to completed the internship report within the schedule time. Without Allah help, I would not be able to finish this report on time. In the pursuit of explaining the complications of Training & Development process of Sonali Bank PLC, I extend my heartiest appreciation to my respected supervisor Mohammed Masum Iqbal, PhD Professor and Dean the Faculty of Business and Entrepreneurship, Daffodil International University of Bangladesh. His insightful guidance and proper support have been the foundation of this endeavor, elevating the quality and depth of this report.

The enormous experience afforded by Sonali Bank PLC (SBPLC) has been instrumental in shaping my understanding of the banking industry, training dynamics. I would like to express my profound appreciation to Ms. Syeda Jahan, Assistant General Manager, SBPLC, especially MD. Mizanur Rahman Khan, Deputy General Manager & Human Resource Development Division, for his efficient care and guidance. I'm sincerely grateful to the entire team for providing me with an invaluable opportunity to devel into the shade of their organizational learning framework.

My gratitude extends to those individuals within the organization who graciously shared their time and insights, enriching the fabric of this report with practical wisdom. Their collaborative spirit has been instrumental in the realization of this research.

EXECUTIVE SUMMARY

The report titled “An Evaluation of the Training and Development Process of Sonali Bank PLC”, examines the bank’s training and development practices with the objective of illustrating the current process, evaluating its effectiveness, identifying associated challenges, and offering recommendations for improvement. The research follows a qualitative, descriptive approach to provide an in-depth analysis. Key findings reveal that Sonali Bank PLC has established a structured training program, utilizing performance assessments to identify skill gaps and design relevant training initiatives. Based on these findings, recommendations are provided to address identified issues and enhance the overall efficacy of the training and development process.

Human Resource Management (HRM) oversees the recruitment, development, and retention of personnel. It involves various functions such as workforce planning, talent acquisition, performance management, employee training, and professional development. In modern organizations, HRM is responsible for aligning the workforce with the company’s strategic aims while encouraging positive work environment. Effective HRM ensures that employees are equipped with the skills and motivation need to achieve organizational objectives. It also manages employee relations, compensation, and compliance with labor laws, making HRM essential for organizational growth and sustainability.

The problems identified of this study highlight that Sonali Bank PLC has successfully implemented a structured training and development program, which effectively meets most of its objectives. The Bank uses performance measures to identify specific knowledge and skills gaps, allowing it to design targeted training program that address employees’ developmental needs. However, certain challenges were identified, such as occasional gaps in aligning training initiatives with the rapidly changing financial sector requirements. To overcome these issues, the report recommends updating the training programs more frequently, enhancing digital learning platforms, and increasing collaboration between departments to ensure a more comprehensive and future-focused approach to employee development.

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Chapter - 01

Introduction

1.1 Introduction of the Study

The Bank's Nationalization Order of 1992 established Sonali Bank PLC as the largest and leading Nationalized Commercial Bank. Sonali Bank PLC provides a lot of money along with various financial social projects. As a completely owned organization, the bank fulfilled its nation-building tasks by carrying out various socioeconomic initiatives entrusted by the government, as well as money market activities that covered all sectors of the economy. The bank is a public limited company with 100% government ownership in the bank and Sonali Bank considers all types of liabilities, assets and position of the business, both good and bad. Bank has a total of one thousand, two hundred thirty-two branches and their number of employees is eighteen thousand, one hundred eighty-seven and their current chairman is Md. Muslim Chowdhury. SBPLC is one of the largest and most successful banks in Bangladesh.

1.2 Background of the Study

MBA internship program prerequisite for the completion of the professional MBA program of DIU. It has been done through the Faculty of Business and Entrepreneurship under the MBA Program, major in human resource management (HRM). The eligibilities for the internship are those students who have completed their required credit for the MBA program. During the internship program; I had the privilege of working in the Sonali Bank PLC which is the most recognized government scheduled bank in Bangladesh.

During the 3 months internship program; I have learning and experiences about the real-life application of business operations that I covered in the theoretical way in the classroom. This report is all about" Human Resource Management Training and Development of Sonali Bank PLC". I strongly believe that this subject has been helped me to learn all criteria that exists in Training and Development process that are widely used in this modern eras business field. I am really pleasure to work for an organization that has such a well-organized policy which not only just balanced, but also proper common practice. I hope the knowledge I gain here will help me in future career to contribute any organizational development.

1.3 Objectives of the Study

The study's objectives are listed below.

- To illustrate the training & development process of Sonali Bank PLC;
- To evaluate the training & development process of Sonali Bank PLC;
- To identify the problems related to training & development process of Sonali Bank PLC;
- To make some recommendations to solve the problems.

1.4 Scope of the Study

The study's scope about the training and development procedure and its outcome of Sonali Bank PLC (SBPLC). SBPLC one of the most recognized Government scheduled bank in BD. The paper covers the Human Resource Management Training and Development of SBPLC. The findings of this research to offer the insight into banking. Workforce training and development. This study specifically looks into the SBPLC cultural establishment, background objectives, values as well as development of workforce and employee moral satisfaction.

1.5 Methodology

The methodology for this report was based on practical experiences gathered during the internship period. The study combined literature, practical knowledge, formal and informal interviews, observations, journal reviews, internal circulars from Sonali Bank PLC office records, and data provided by authorities. Survey analysis tools were also used to support the research. The primary objective was to analyze the Training & Development process at Sonali Bank PLC.

1.5.1 Nature of the Study

The nature of the study Describe study systematically involved gathering and organizing information to deliver an accurate and pictorial subject under the investigation. Through this research, the intern aimed to explain the various components of Sonali Bank PLC's training and development procedure, including the overall structure of programs, the process of delivery, and any other important factors that helped in the successfulness of the training and development actions at SBPLC. By adopting a descriptive research approach, the goal was to provide a systematic representation of Sonali Bank PLC's training and development process, providing valuable insights for internal improvement and external understanding of company practices.

1.5.2 Sources of Data

Primary data sources:

- Directly observed the training environment, access to necessary materials and equipment functionality.
- Face to face conversation with the employees of Bank.
- Interviewing bank people about training process of Sonali Bank PLC.

Secondary data sources:

- Data was collected from the website of the Sonali Bank PLC.
- Statement of the specific documents related to the Training and Development process that was provided by SBPLC.
- Training and Development policies of Bangladesh Bank were analyzed.
- Annual Training and development report of SBPLC.
- Training and Development related office Statement memo.

1.5.3 Target Population

The target population for this study includes employees in Sonali Bank PLC across various departments and hierarchical levels.

1.5.4 Sample Size

The size of the sample was determined based on the depth and width of experiences encountered during the internship to confirm representation from various departments and levels within the organization. There were many employees at that bank as a whole. 10 people were chosen from the bank.

1.5.5 Sampling Method

As the primary researcher, purposeful sampling was employed to select specific departments, teams, or individuals within the bank who could provide valuable insights into the training and development process.

1.5.6 Method of Data Collection

The selection of appropriate data collection method was crucial for deriving accurate and meaningful insights from the study. By using a combination of qualitative analysis method, survey analysis tools, Microsoft office, this study aims to offer an extensive analysis of the training and development process at Sonali Bank PLC. The method helped uncover patterns, relationships, and key factors that influenced the effectuality of the bank's training and development process, ultimately contributing to recommendations for progress.

1.6 Limitations of the Study

To reaching the objectives of this report its mandatory that I had to defend some limitations. There are some limitations that I faced while completing this report that following in below.

- It is kind of impossible for me to research everything about Sonali Bank PLC with in this short duration which was three months.
- Some of very secret information about this topic has been drafted at high secure server for the security of this Bank. It's not possible to collect or use information by stepping thread of banking valuable data.
- Most of employees at Sonali Bank PLC had limited availability due to their busy schedules.

Chapter 02

Organizational Overview

2.1 About Sonali Bank PLC

Sonali Bank Bangladesh emerged as the largest and most successful bank in Bangladesh soon after the country's independence and became the dominant commercial bank nationalized by its announcement in 1992 as per the Bank Nationalization Order, at that time National Bank of Pakistan, Premium Bank and Bank of Bahawalpur as a wholly owned institution. The bank has been fulfilling its nation building responsibilities.

The government undertakes various financial and social schemes entrusted to it by integrating all sectors of the economy and the functioning of the financial market. Sonali Bank has been converted into a public limited company with 100% ownership since 2007. The bank started its accounting operations with the bank's headquarters located at MOTIJHEEL, Dhaka Bangladesh, the primary commercial center of the capital.

2.2 Business Overview Information

Corporate Profile

The Company Name	: **Sonali Bank PLC**
The Chairman	: Mohammad Muslim Chowdhury
Managing Director and CEO	:
Company Secretary	: Mr. Tawhid Islam
Legal Status	: Public Limited Company
The Genesis	Then as a nationalized commercial bank in 1992, Following the Bangladesh Bank (Nationalization) Order 1992 (Po NO. 26 of 1972), by merging the National Bank of Pakistan, Bank of Bahawalpur, and Premier Bank.
The Incorporation Date	: June 3, 2007
The Vendor's Agreement Date	: November 15, 2007
Office of Registration	: MOTIJEEL Commercial Area, Dhaka, Bangladesh, 35-42,44
Authorized Capitals	: 6000.00 crore taka
Capital Paid up	: 4530.00 crore taka
Employee Numbers	: 18,187
Total Number of Branches	: 1232
Phone-PABX	: 0257161080-88
FAX	: 88-02-9561410, 9552007
The SWIFT	: BSONBDDH
Website	: https://www.sonalibank.com.bd
E-mail	: info@sonalibank.com.bd

2.3 Vision

A leading bank devoted to ensuring socio-economic development of the country through by providing efficient, inclusive, modern technology-based, creative, and accountable financial services.

2.4 Mission

- Increasing institutional efficiency, strengthening transparency and accountability, implementation of integrity principles, consolidation of good governance.
- Contributing to the country's socio-economic development efforts as well as improving the standard of living of the people by ensuring proper utilization of resources.

2.5 Slogan

Trusted and smart.

2.6 Objectives of Sonali Bank PLC

Sonali Bank PLC have some specific objectives to contribute the country's development and to contribute the organizational wellbeing.

- To provide loans to Bangladeshi citizens in need of running their own enterprises effectively help support the country's economic growth.
- To encourage people, it provides several profitable investment opportunities like double benefit plans.

2.7 SBPLC's Primary Business

Sonali Bank PLC provides the following services:

- ✓ Financial Project.
- ✓ SME Banking.
- ✓ Customer Credit.
- ✓ International Overseas Trade.
- ✓ Trade Export Finance.
- ✓ Syndication of Loan.
- ✓ Foreign Exchange Negotiating.
- ✓ Rural and Microcredit of Bank.
- ✓ NGO-Loan System.
- ✓ Government Investment Firm.
- ✓ Operation of the Money Market.
- ✓ Operation of the Capital Market.

2.8 Sonali Bank PLC’s Organogram

The Chairman of Bank

↓

The Board of Directors

↓

CEO and Managing Director

↓

The Deputy Managing Director

↓

Manager in General

↓

Deputy GM

↓

Assistant GM

↓

Officer of Senior Principal

↓

Chief Officer

↓

Senior Officers

↓

Officers

↓

Junior Officers.

Chapter 03

Training and Development Process of Sonali Bank PLC

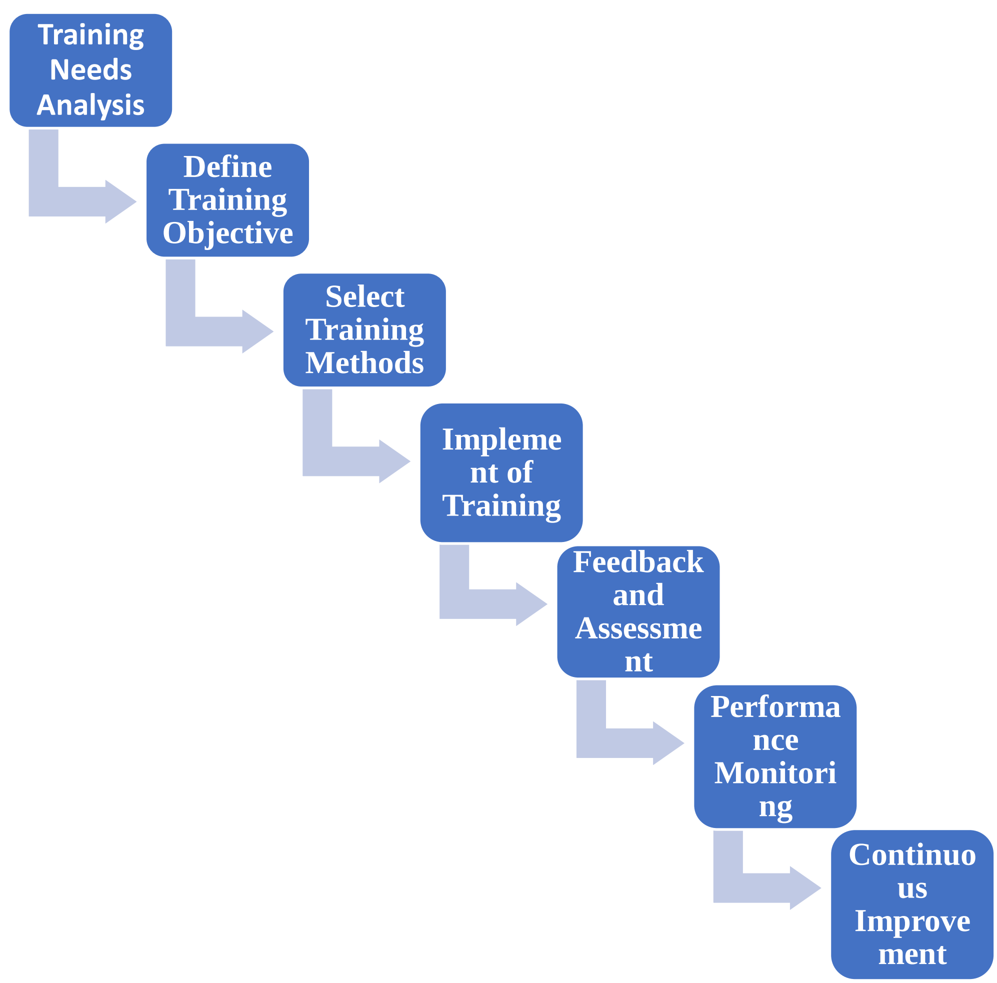
3.1 Sonali Bank PLC's Training and Development Process

Human Resource Management Training & Development can be impression as the progressive and procedure by which organizations enrich the efficiency, capabilities and the potential of its human capital. It enhanced the employe skills, knowledge and attitudes which aligning them with the strategic vision and evolving contribution of the organization.

Training & Development is the hub of learning methods and kind of growth initiatives which reflect the individuals within an organization to adopt the change, also to proactively invent the innovation and excellence. It directly contributed to continuous collaboration, transforming and improvement and transforming employees into the vital assets for organizational success.

3.2 Training Process

The training process of Sonali Bank PLC involves the systematic steps to ensure that employees obtain the skills, knowledge and attitudes which required for their roles within an organization. The general outline of training process is following in below.



3.2.1 Training Needs Analysis

Sonali Bank PLC find out the skills and gaps of knowledge inside the organization through Training Needs Analysis. It involves imposing the present performance levels, future organizational goals and employee capabilities.

3.2.2 Define Training Objectives

Define clearly the goals and objectives of the training program. These objectives should clearly meet with the general business strategy and manage specified needs identified during the TNA.

3.2.3 Select Training Methods

Select appropriate training program based on the nature of the motive and the target audience. Training program may include case studies, role playing, monitoring, lectures and online courses.

3.2.4 Implement of Training

Delivering the training program based on the established plan. It might be involved organizing workshops and scheduling sessions. Trainers were sufficiently communicated the topic and engage participants.

3.2.5 Feedback and Assessment

Feedback from participants is gathered during and after the sessions through assessments or survey, discussions. This feedback is used to evaluate whether the training meets its objectives and to inform future training program planning.

3.2.6 Performance Monitoring

Evaluate the effect of the training on employee job performance monitoring by their performance job performance monitoring by tracking their performance after the training. It might be involves utilizing key performance indicators and conducting daily check to ensure on going improvement.

3.2.7 Continuous Improvement

Use performance appraisal data and feedback data to enhance the training program continuously. Revise training topics, tools and methods in response to evolving organizational shifts and needs in business culture.

3.3 Training Institute

Sonali Bank PLC has its own training facilities. A detailed outline of the Sonali Bank PLC institutions is provided below:

Sonali Bank Staff College, is located in Sector #8, Plot #6, Uttara Model Town, Dhaka – 1230.

Contact numbers are 8951621 (Principal) and 8951629 (AGM), and email is sbstaffcollege@yahoo.com.

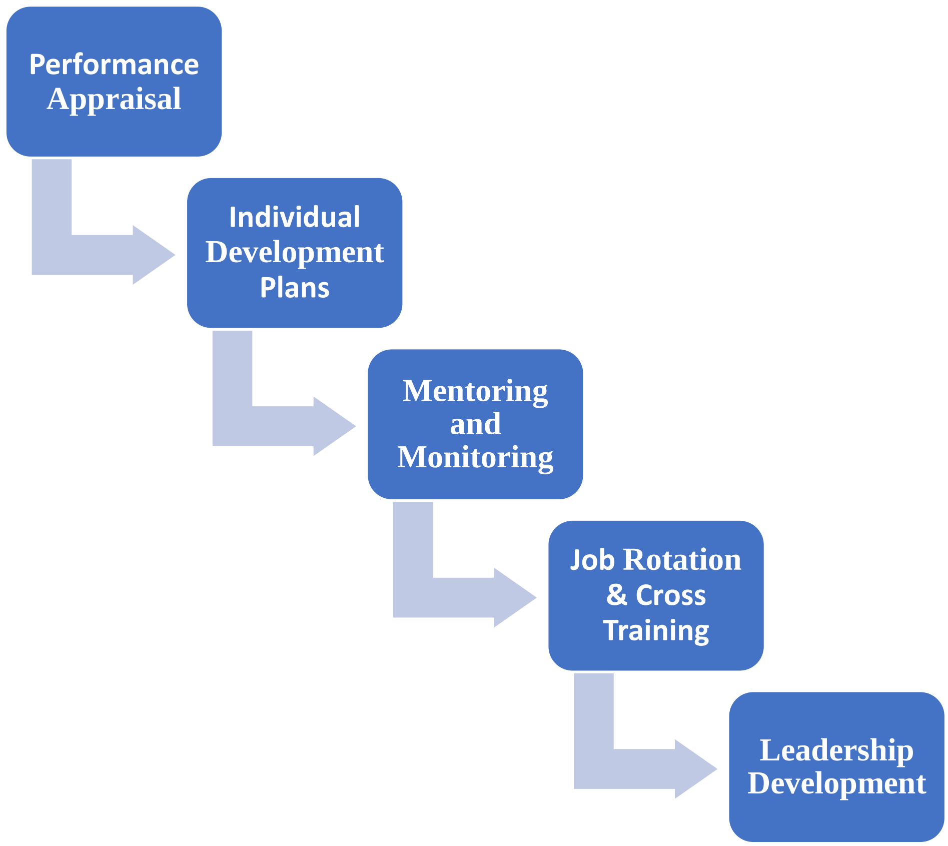
3.4 Training Room

Training rooms in Sonali Bank Staff College are designed to facilitate learning and development for employees. The following services are provided by using the training base about SBPLC:

- **Instructor:** Sonali bank PLC offers preparation opportunities such as chances of official preparing, specialized preparing, PC preparing, both in house and administrative preparing and so forth.
- **Guest Speakers:** In coaching publications visitor instructors are invited to share their banking ideas.
- **Hank Out:** Themes contained in the course plan are bolstered by materials sort of fasteners, freebees lists, and so forth.
- **Training Techniques:** Disseminates statistics by way of lectures, give-and-take, exercise, litigation, and multimedia presentation.
- **Class Room:** Class rooms are equipped with air conditioning and comfortable seating area arrangements for participants.
- **Lab for Computers:** The establishments maintain a fully equipped laptop lab for more than 30 officers, with the goal of familiarizing each officer along the current pc activities.
- **The library:** There is a well-stocked library with approximately 1000 books and newspaper or journal options.
- **Food Provide:** During training institute was serve meals five times at a day (breakfast-tea with refreshment-lunch evening tea and dinner).
- **Assessment:** To examine the utility of the coaching, entry or end assessments are based on participant feedback. Assessment is implemented after enriching speakers, and college members, rather than publications as a whole.

3.5 Development Process

The development process after training includes advancing attempts to support and enhance the skills, knowledge and overall growth of human resource management. Ensuring that participants remain hydrated and maintain focus during extended training sessions is crucial. It totally focused on foundational training and continuous development and learning throughout fellow career with in an organization. The outline of the development process which Sonali Bank PLC use to apply for human resource management development are following in below.



3.5.1 Performance Appraisal

Utilize continuous performance appraisals to impose employee contribution and determine the areas for improvement. Review development opportunities and career goals, and offer constructive feedback.

3.5.2 Individual Development Plans

Cooperate with human resource management to make individual development plans that showcase their career resolutions and the specific skills they need to develop. To align with these plans by customizing development opportunities.

3.5.3 Mentoring and Monitoring

Apply mentoring and monitoring programs are expert human resource management coach others. It improves skill development, delivers advice and knowledge transfer for career advancement.

3.5.4 Job Rotation & Cross Training

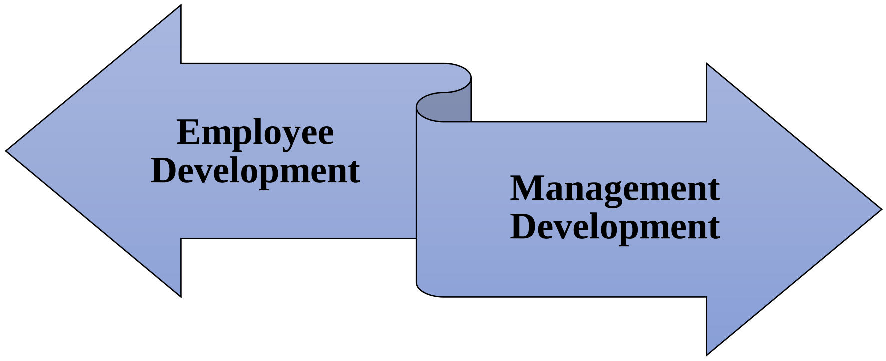
Propose opportunities for job rotation and cross training to disclose employees to various roles and features within an organization. It expands their approach and skills.

3.5.5 Leadership Development

Design Leadership development program by identifying prospective leaders within the organization. This program be involved training in communication, decision making, strategic thinking and other leadership abilities.

3.6 Type of Development

There are some particular or specific development types exist which Sonali Bank PLC (SBPLC) use to apply for develop their employees and management that following in below.



3.7 Employee Development

Employee development is a means of fostering growth and improvement the skills, abilities and knowledge of individuals with in the Sonali Bank PLC (SBPLC). It is a strategic approach that aims to improve the overall performance, execution, productivity and satisfaction of the employees. Aspects and strategies which follow the SBPLC to develop their employees that following in below.

3.7.1 Mentorship and Training

- Implement mentorship programs to pair less experienced employees with seasoned professionals with in the SBPLC.
- Provide training to help employees set and achieve individual and professional goals with in the SBPLC.

3.7.2 Performance Appraisal

- Continuously analyze employee performance against recognized goals and competencies with in the SBPLC.
- Conduct regular performance reviews to discuss strengths, weakness and opportunities for development.

3.7.3 Needs Assessment

- Identify the skills, knowledge and capabilities required for various roles with in the SBPLC.
- Evaluate the current skills and performance of employees.

3.7.4 Development Program

- Design and execute development program to address recognized needs with in the SBPLC.
- Utilize various development processes involved workshops, seminars and online courses.

3.8 Management Development

Management development is a systemic process that targets to enhance the skills, knowledge and abilities of individuals in managerial roles with in the SBPLC. The goal is to prepare managers for current and future leadership and challenges, ensuring that they have the abilities to lead teams, make strategic decisions and contribute to the overall development of the SBPLC. The key components which Sonali Bank PLC use to apply for develop their management body that following in below.

3.8.1 Leadership Training

- Provide Targeted training programs focused on leadership and management skills with in the SBPLC.
- Develop a leadership process for the SBPLC.

3.8.2 Executive Education

- Offer executives the chance to participate in external programs, seminars, and workshop to stay updated on industry trends and best practices with in SBPLC.

3.8.3 360 Degree Feedback

- Utilize feedback from peers, supervisors and subordinates to evaluate and improve managerial skills with in the SBPLC.
- Identify and recognize of strength that need a develop with in SBPLC.

3.8.4 Job Rotation

- Provide managers with opportunities to take on various roles and responsibilities with in the SBPLC.
- Enhance their skills and provide a broader perception on the business.

3.8.5 Networking and Revelation

- Create networking opportunities for managers to engage with industry professionals and peers with in SBPLC.
- Encourage participation on seminars or conferences, professional associations and industry events with in the SBPLC.

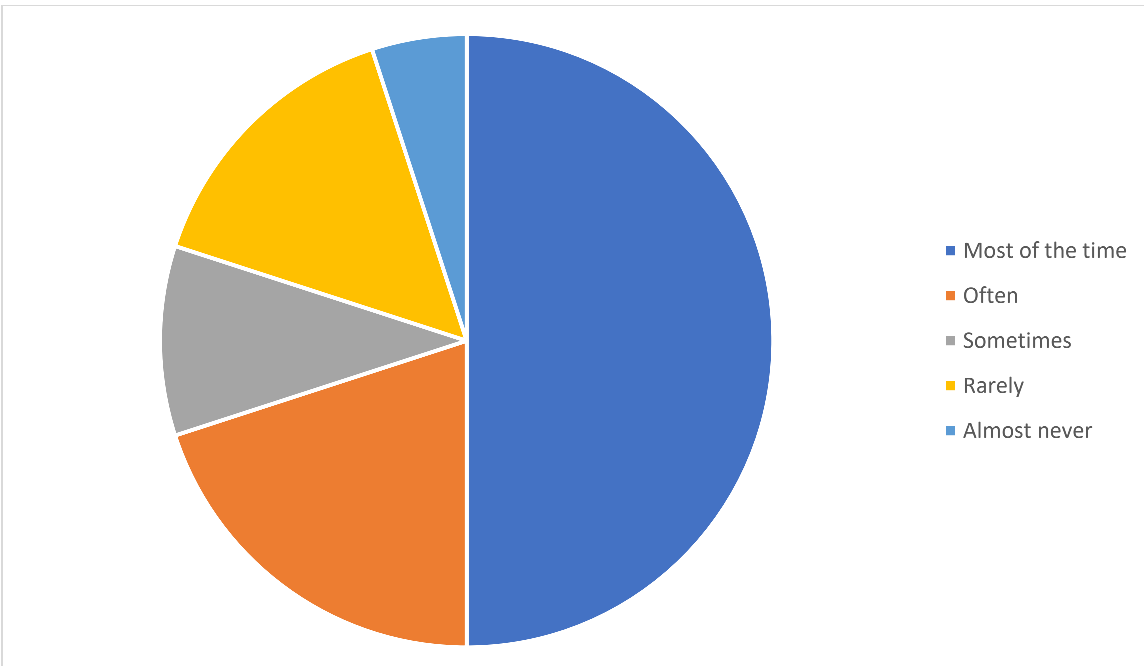
Chapter 04

Analysis of Questionnaire

4.1 Questionnaire survey analysis

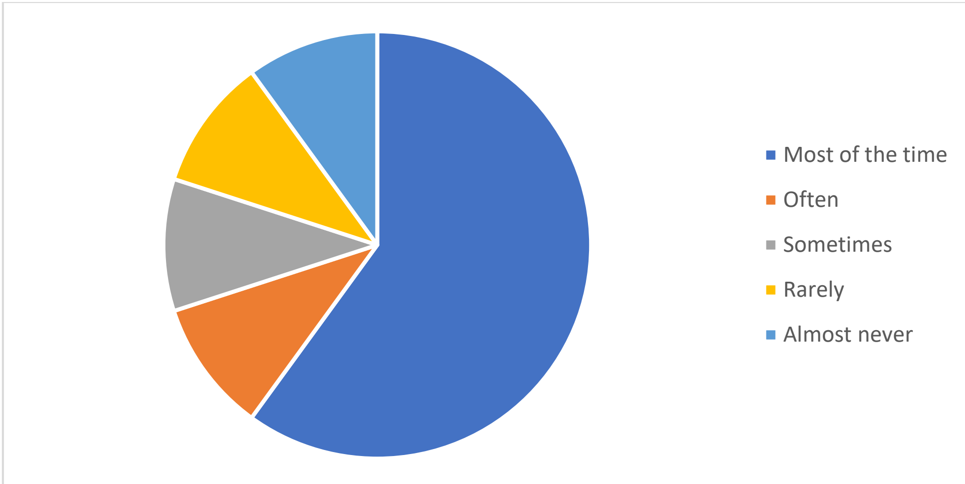
Collected Data is analyzed using by Microsoft Excel 2019. The Analyzing part Requires 10 questions, each question has 5 options and questions are answered with the Graphical presentation. The data from each question were used for the analysis the Training & Development Process of employee at Sonali Bank PLC. The findings from each of the questions are given below with analysis. Here are those graphs representing the questionnaire analysis for the 10 employees at the Sonali Bank PLC. The graphs are designed to provide a clear and visual understanding of the responses.

1. **The training program organized by Sonali Bank PLC is helpful in enhancing your skills.**



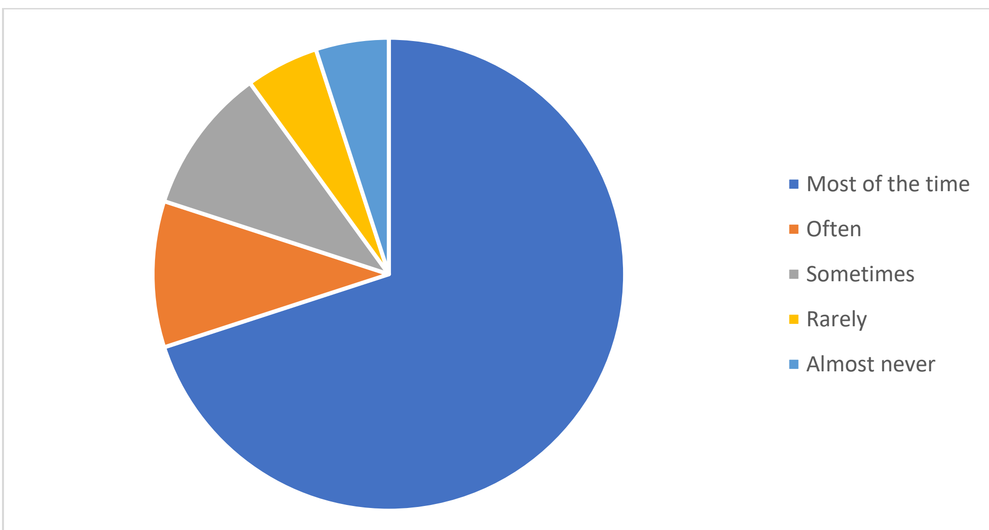
Graph Illustration: According to the pie chart for this issue, 50% of the employees most of the time, 30% often, 10% are sometimes, 10% rarely, and 10% almost never. The mixed responses suggest that while a crucial portion of employees see the training and development process as effective, there is a considerable number of employees who are either sometimes or dissatisfied.

2. Sonali Bank PLC uses training sessions relevant to your job role.



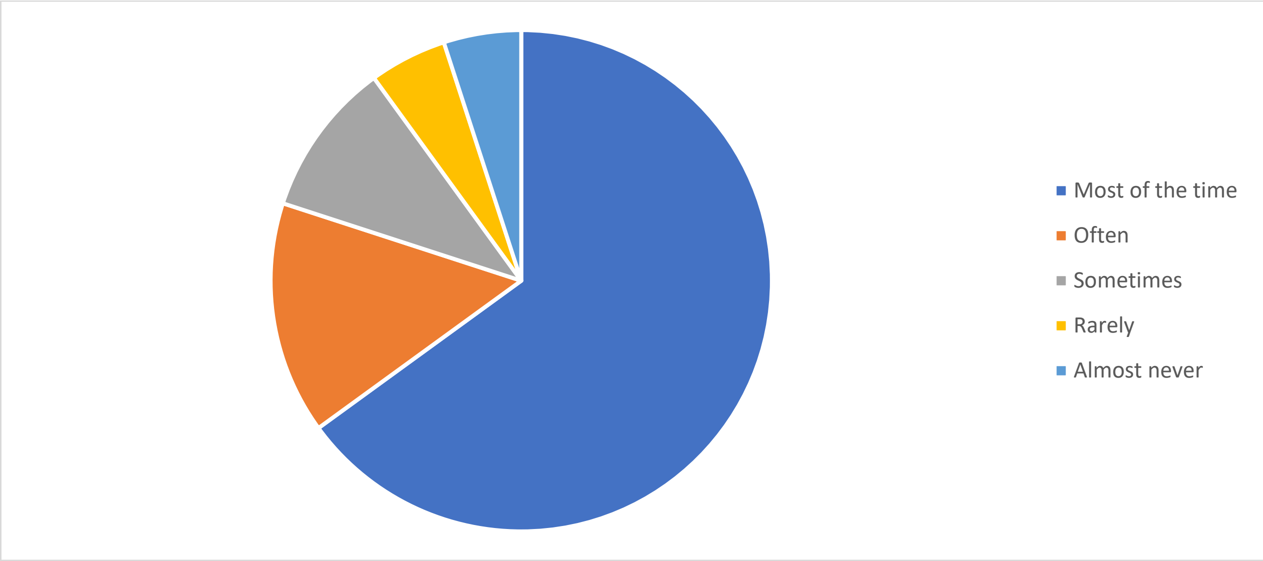
Graph Illustration: The pie graph shows that 60% Most of the time, 10% often, 10% sometimes, are 10% rarely, and 10% almost never. Similar to question 1, the responses are varied but a crucial portion remaining sometimes or rarely.

3. Bank training addresses the challenges you face in your day-to-day work.



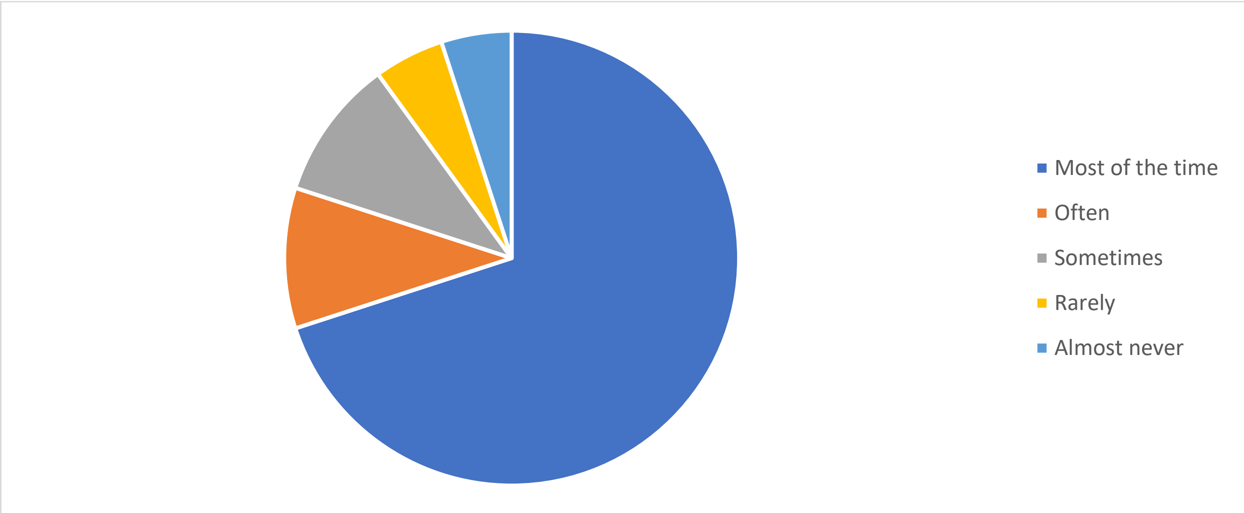
Graph Illustration: Pie charts for this question, 70% of employees most of the time, 10% often, 10% are sometimes, 5% rarely, and 5% almost never. The proficiency-based development method is seen as accurate by a significant portion of the employees.

4. The training and development process at Sonali Bank PLC are tailored to meet individual learning needs and styles.



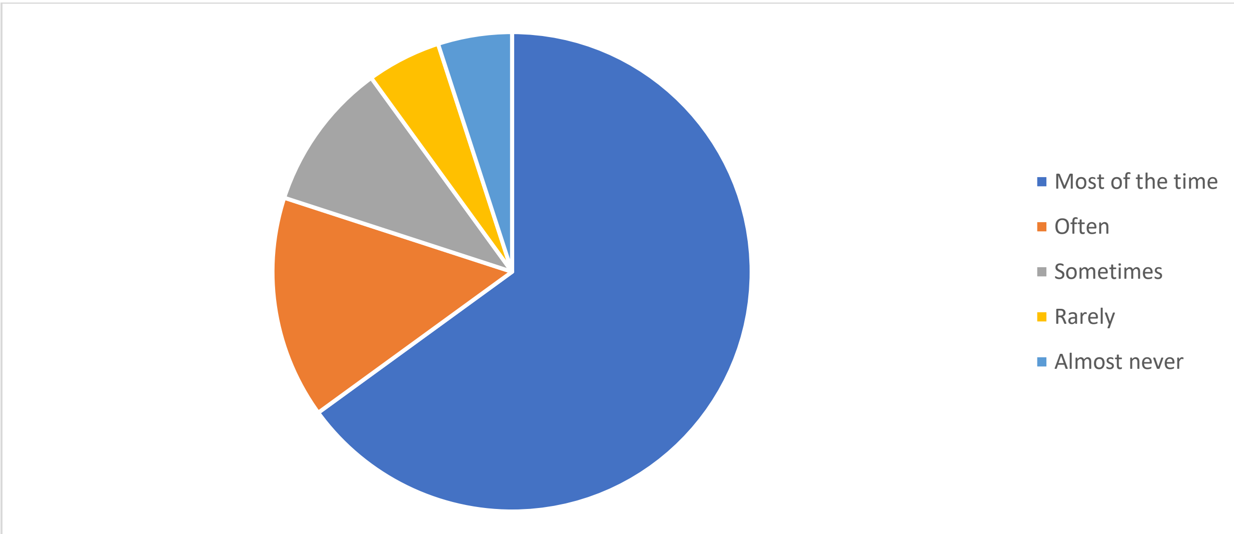
Graph Illustration: Chart shows that 65% most of the time, 15% often, 10% are sometimes, 5% rarely, and 5% almost never. This indicates that while some of employees feel that the training and development process individual learning needs and styles are effective.

5. Sonali Bank PLC's training material is easy to understand and implement.



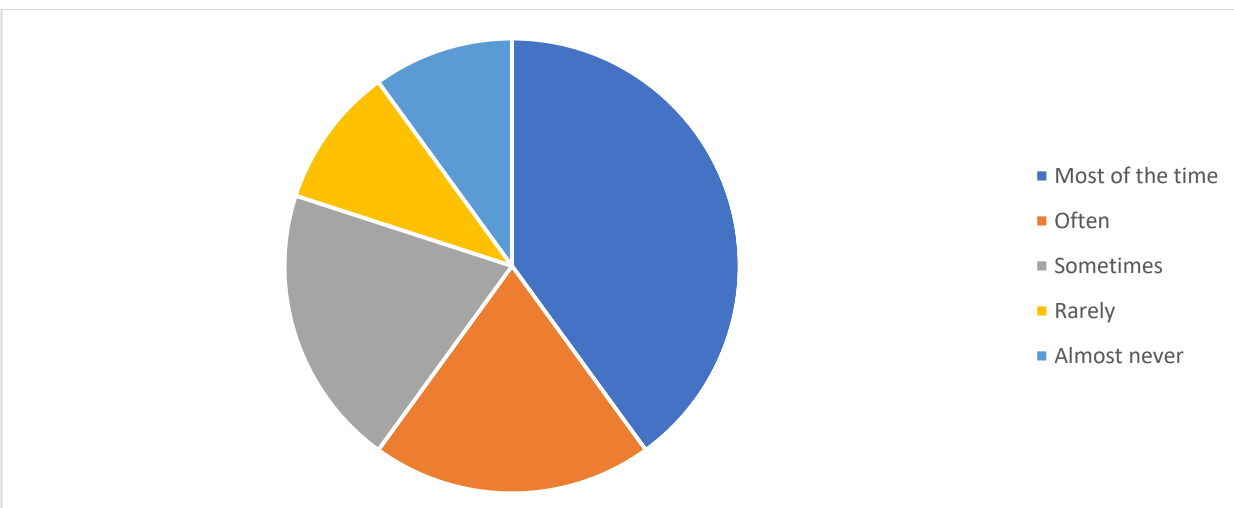
Graph Illustration: For this question the pie chart shows 70% most of the time, 10% often, 10% are sometimes 5% rarely, and 5% almost never. A relatively higher percentage of employees agree with the training and development process of Sonali Bank PLC are effective in promoting employees.

6. The bank provides adequate resources materials, trainers to support the training and development process.



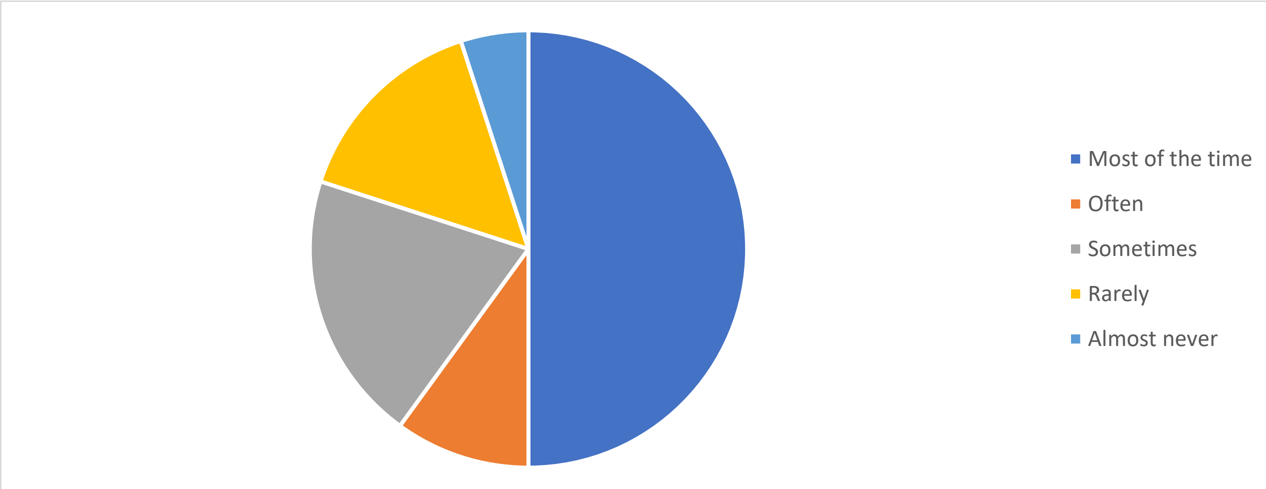
Graph Illustration: The pie-chart reveals that 65% most of the time, 15% often, 10% are sometimes, 5% rarely, and 5% almost never. This indicates that while some employees used to resources and materials on the training and bank provide support the training and development process.

7. The trainers working at Sonali Bank PLC seem knowledgeable and competent.



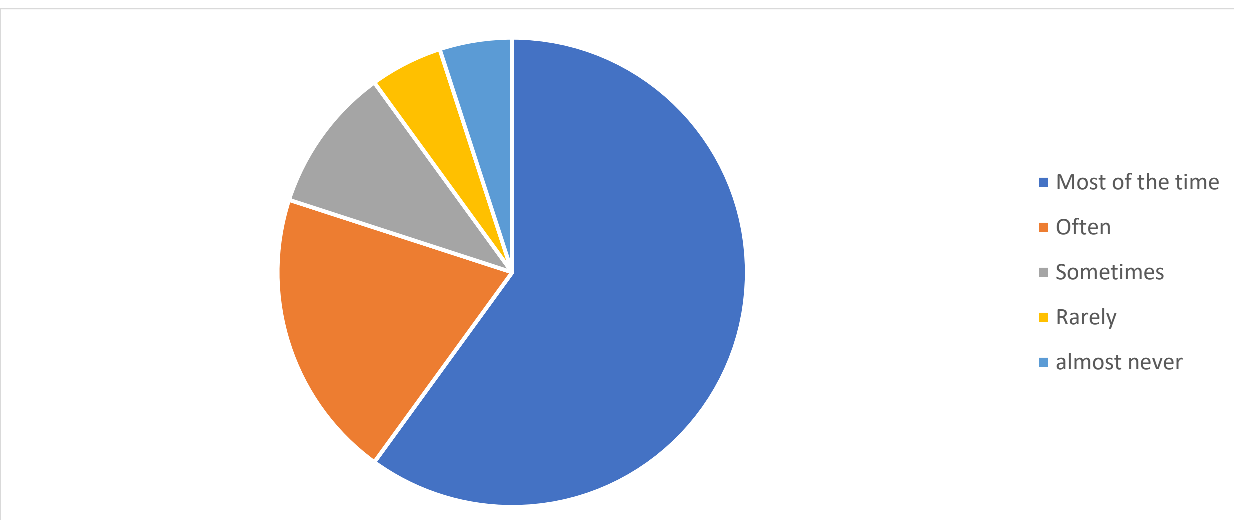
Graph Illustration: Chart responses show that 40% most of the time, 20% often, 20% sometimes, 10% rarely, and 10% almost never. The majority of employees believe that supervisor evaluation of bank is conducted fairly and without bias.

8. Self-assessments encourage employees at Sonali Bank PLC to critically evaluate their own performance.



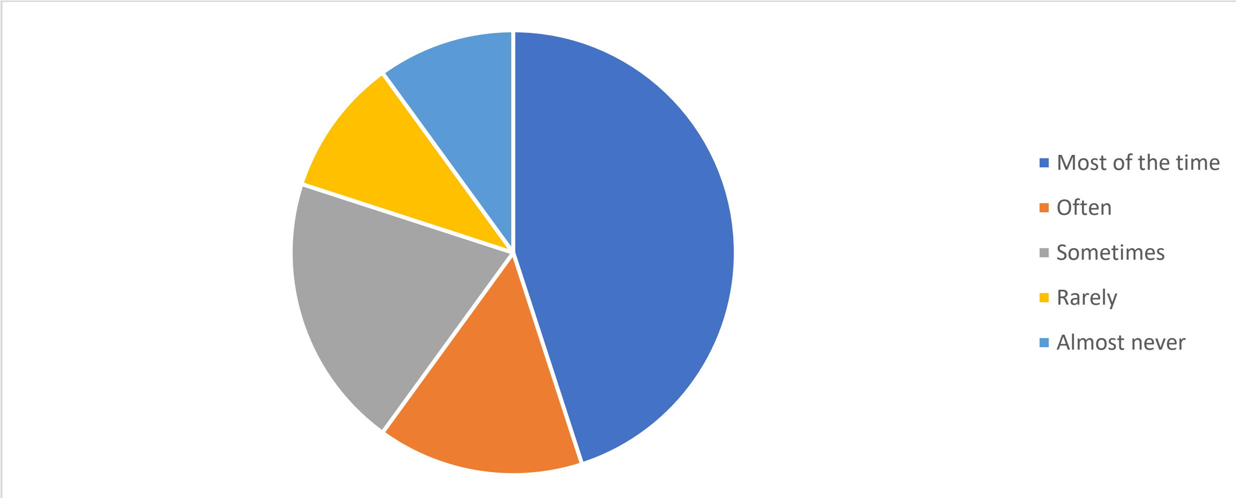
Graph Illustration: Charts indicate that 50% most of the time, 10% often, 20% sometimes, 15% rarely, and 5% almost never. A majority of employees on bank to critically evaluate their own performance by self-assessments.

9. The 360-degree feedback method at Sonali Bank PLC provides a comprehensive assessment of employee development.



Graph Illustration: The pie chart indicates that 60% most of the time, 20% often, 10% are sometimes, 5% rarely, and 5% almost never. A comparatively higher percentage of employees agree with the fairness of 360-degree feedback method are provides a comprehensive assessment of employee development.

10. The training and development process at Sonali Bank PLC is reviewed regularly to ensure it meets employees' changing needs.



Graph Illustration: Chart shows that 45% most of the time, 15% often, 20% are sometimes, 10% rarely, 10% almost never. The significant portion of chart are negative responses indicates that reviewed regularly to ensure to changing needs.

Chapter 05

Problems, Recommendation & Conclusion

5.1 Problems identified

- Sonali Bank PLC does not have a systematic process for assessing employees' training needs, causing a mismatch between training programs and actual job requirements.
- Training quality at SBPLC varies across branches, leading to discrepancies in employees' learning experiences.
- Sonali Bank PLC's training is mainly face-to-face, which may not suit employees who prefer digital learning or need flexible schedules.
- Bank offers limited follow-up support, coaching, or mentoring to help employees apply new skills in their jobs.
- Training at SBPLC is not tailored to specific roles, making it less relevant for different departments and job functions.
- There is a lack of systemic evaluation methods to measure the effectiveness of training programs on employee performance.

5.2 Recommendations

- Sonali Bank PLC should implement systematic surveys and evaluations to identify specific training needs at all levels.
- To ensure consistent training quality across all branches, a centralized Learning Management System (LMS) should be implemented.
- Sonali Bank PLC should combine traditional learning with digital tools like e-learning and webinars to cater to diverse employee preferences.
- Bank should provide ongoing mentoring, coaching, and refresher courses to reinforce skills and ensure practical application.
- SBPLC should tailor training to different job roles, ensuring it addresses the specific needs of employees in customer service.
- Feedback survey and performance metrics should be implemented to assess the effectiveness of training and track its impact on employee performance.
- Sonali Bank PLC should foster a learning culture by encouraging employees to pursue ongoing education and skill-building initiatives.

5.3 Conclusion

The training and development process has exposed the critical role it plays in shaping both the present and future contribution of any organization. Like a finely tuned compatibility, where each machine contributed to the process of success, a well maintain training and development program harmonize the skills, knowledge and capacity of the employees. As the navigation of ever developing modern era of the professional world, it's a clear that investing on the growth and enhancement of human capital not only increase the organizational performance but also it promoted the culture of continuous improvement.

The employees of Sonali Bank PLC (SBPLC) had implemented their responsibilities as well as hoped to one of the largest and leading Nationalized Commercial Bank. The training and development process of Sonali Bank PLC have already ensured fluent contribution of day-to-day operations for the development its internal and external environment for making higher profit. There are no employees has unknown the complicated knowledge or required skills which need to perform their responsibilities.

The approach Sonali Bank PLC takes in designing their training and development program; every employee and management body can successfully conduct their knowledge for making better future which can reasonably contribute to organizational development. SBPLC is one of the largest and leading nationalized commercial Bank who meet the national and international standard. There are transparent minor issues addressed in the findings which can be resolved by actualization the logical recommendations for making great outcome in future.

Training and Development is like an essential tool for personal growth, organizational reliability and a commitment of permanent learning which can create a fabric that bring the organizational possibility. The Way of Training and Development is not just a static aim but as a continuous improvement, where creativity, adjustability and logical investment in manpower effectiveness become the comprise guiding for organization to bring sustainable growth.

May this report survey as a motivation for the Sonali bank PLC to connect the innovative power of training and development as means of foundation for building a logical future where the people grow up by businesses thrive and innovation knows no bounds.

Appendix

An Evaluation of the Training & Development Process of Sonali Bank PLC

(Questionnaire)

Dear Sir,

This is Mehraj Bhuiya Alif, ID: 0242310004083087 Student of MBA program major Human Resource Management at DIU.

With due respect, please feel free to answer the survey question. Here is the questionnaire for the 10 employees at the Sonali Bank PLC. Please response correctly.

Name:________________________________

Age:________________________________

Gender:________________________________

1. **The training program organized by Sonali Bank PLC is helpful in enhancing your skills.**
   - Most of the time
   - Often
   - Sometimes
   - Rarely
   - Almost never
2. **Sonali Bank PLC uses training sessions relevant to your job role.**
   - Most of the time
   - Often
   - Sometimes
   - Rarely
   - Almost never
3. **Bank training addresses the challenges you face in your day-to-day work.**
   - Most of the time
   - Often
   - Sometimes
   - Rarely
   - Almost never
4. **The training and development process at Sonali Bank PLC are tailored to meet individual learning needs and styles.**
   - Most of the time
   - Often
   - Sometimes
   - Rarely
   - Almost never

5. Sonali Bank PLC's training material is easy to understand and implement.

- o Most of the time
- o Often
- o Sometimes
- o Rarely
- o Almost never

6. The bank provides adequate resources materials, trainers to support the training and development process.

- o Most of the time
- o Often
- o Sometimes
- o Rarely
- o Almost never

7. The trainers working at Sonali Bank PLC seem knowledgeable and competent.

- o Most of the time
- o Often
- o Sometimes
- o Rarely
- o Almost never

8. Self-assessments encourage employees at Sonali bank PLC to critically evaluate their own performance.

- o Most of the time
- o Often
- o Sometimes
- o Rarely
- o Almost never

9. The 360-degree feedback method at Sonali Bank PLC provides a comprehensive assessment of employee development.

- o Most of the time
- o Often
- o Sometimes
- o Rarely
- o Almost never

10. The training and development process at Sonali Bank PLC is reviewed regularly to ensure it meets employees' changing needs.

- o Most of the time
- o Often
- o Sometimes
- o Rarely
- o Almost never

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