



**Internship Report
on**

Training and Development Practices of NRBC BANK

Submitted to

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Daffodil
International
University

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on
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Letter of Transmittal

To

Khadiza Rahman Tanchi, PhD

Associate Professor (HRM)

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Subject: letter of transmittal for internship Report submission

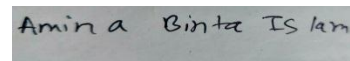
Dear Mam,

With due respect I want to share with you that I am very pleased to submit my internship report on Training and Development Practices of NRBC BANK as it was compulsory part of my MBA program and I want to mention that it is a honor to work under your supervision. This total process give me a opportunity to achieve new knowledge and provide me a fast hand learning experience in some specific area of banking sector

All the knowledge which I gathered by working as a intern in Training and Development Practices of NRBC BANK will be helpful in future and I believe for this working experience it will be easy for me to blend in my future job life after made a summary of my three month internship program I try to give my best for prepare this report

I would be grateful to you if you think this report is good enough according to your expectation and accept this I am really thankful to you for your support and guidance also for giving me the opportunity to prepare this report under your supervision

Sincerely yours



Amina Binta Islam

ID: 221-14-393

Major :Human Resource Management

Department: Business Administration

Program :Master of Business Administration

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Acknowledgement

I would like to start this part of my report by giving thanks to Almighty Allah and I am grateful that Allah give the ability to work on this report and complete it on time. I cannot express my appreciation by words to all of them who helped me to complete my report by providing guidance or helped me in collecting data/information Special thanks to my supervisor Khadiza Rahman Tanchi, PhD Associate Professor (HRM) Department of Business Administration)for her help and guidance I would never be able to complete this report on time with her guidance she provide me all information and suggestions which is related to this report . I get a opportunity to lean from her a lot of things related to professionally present a document or how can I present my learning in professional way which think will be very much helpful in my future life

Next I want to thanks Faiez Ahmmed Shaikat (First Assistant Vice president NRBC BANK Gazipur sub branch) for his valuable advise and support he provide me guideline during my working period as a intern in NRBC bank as I done my work under him in the bank I am really very thankful to him as he help me in each step of work because of that I learn so easily about banking work also he provide all material which is needed for my report .

Lastly all other members of NRBC bank (Gazipur sub branch) with whom I work during this three month of internship all of them were very kind and helpful I get to learn a lot of things from each of them and my classmates who provide me suggestion and help I am really grateful to all of then

With the cooperation, help and guideline they provide me my work became more easy otherwise it can more difficult or I can say impossible for me to complete my work so I am really very grateful and honor to work under those kind hearted persons.

Student declaration

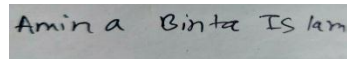
I , Amina Binta Islam with due respect and gratitude want to declare that all work in this report entitled “Training and Development Practices of NRBC BANK is based on my working experience in Gazipur sub Branch and it is my original work . This is just to clarify that the final product which I submitted as my report is the result of my hard work with the guideline of my honorable teacher **Khadiza Rahman Tanchi, PhD**, Associate Professor (HRM), Department of Business Administration, Faculty of Business and Entrepreneurship Daffodil International University.

As it is my original work so I can ensure that this report will not deal with any copy right issue and each part of this report is unique

Also I want to certify that this report is prepared only for my academic purpose as the internship process is compulsory in my MBA program and every information in this report will not be used in other place

Sincerely Yours

;



Amina Binta Islam

ID: 221-14-393

Major :Human Resource Management

Department: Business Administration

Program :Master of Business Administration

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Certificate of supervisor

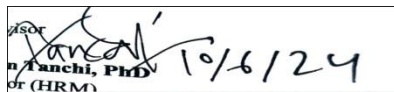
I **Khadiza Rahman Tanchi, PhD** Associate Professor (HRM) Department of Business Administration want to clarify that **Amina Binta Islam** /ID: 221-14-393/ Major :Human Resource Management /Department: Business Administration /Program :Master of Business Administration/Faculty: Business And Entrepreneurship/ Daffodil International University has completed the internship report on Training and Development practices of NRBC BANK under my supervision

Amina Binta Islam work with the NRBC BANK as a intern to complete this report and sincerely followed my instructions

As a supervisor I am pleased to certify that all information, findings given in this report is not copied and all of this is the result of the hard work of Amina Binta Islam and I can ensure that this report maintain high standard also have all important requirements.

I wish her successful future and appreciate the excellent work and efforts she put into this.

Internship Supervisor



Khadiza Rahman Tanchi, PhD

Associate Professor (HRM)

Department of Business Administration

Faculty of Business and Entrepreneurship

Daffodil International University

Executive summary

I want to start by giving my thanks to Almighty Allah for allow me to done my report successfully If I have to summarize this report then fast of all this report based on my personal work experience at NRBC BANK as a intern for three months. This internship process is mandatory for my MBA program. I must mention that this process help me a lot to understand how the whole banking process work and I gain new knowledge about lot of new things which is related to banking /financial institution which is very important to keep my self updated in this century.

In this three months I learn new things ,As a intern I was dealing with new activity and job responsibility during this process also I find some issues and have some opinion about those issues according to my thought process and experience .So I prepared this report with all of my learning, experience and findings I gain during the internship process . I explained my authentic point of view and work experience in this report.

As I select HRM for Major so I want to work on training and development topic for my report as it will be useful in my future work life.

The main purpose to training is to enhance or covering the gaps of knowledge or skills which is needed in a particular job it can be short or long term process according to the needs it can be planed differently based on the skills or knowledge they want develop or according to the employees reaction or how they learn

NRBC BANK is one of the popular bank in present time with a lot of achievement for those achievements and fastest growth most important issue is training and development bank need to ensure that they provide the updated training program

According to my point of view NRBC BANK have lot of different training programs but at the same time they have some major issue in their training process in my report I explain those issues and solution for those issues

In the present time banking sector is playing an important role in our economy so it is very important to each bank to develop a strong training program but NRBC BANK have some planning problem , they have some issue in their training method

For me they need to focus on practical working method where employees can learn by working if they change their training method into this a lot of improvement they can achieved also they have equipment issues so they need more updated equipment in more quantity As a student of HRM this whole process I am glad to achieved this whole experience as I can keep using all of this

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Chapter-1
Introduction

1.1 Introduction

As a student of Daffodil International University MBA program this internship process is compulsory by which we can get some practical knowledge . In class we only get the theoretical knowledge but when we get into our work life we learn the practical things by which we get to know about how this work actually get done in real because practical knowledge and theoretical knowledge is completely different that's why internship program has been arranged by the university so that students can get some practical knowledge and when they get into work life they don't feel like that they are into completely new things also getting the theoretical knowledge is useless if we don't get to know how to use it this internship process will help us to learn about how to use this theoretical knowledge in practical work also practical learning help to learn everything in a better way

I completed my internship at NRBC BANK It is one of the popular bank in Bangladesh with large number of branches and sub-branches it has the positive market share and deal with lot of national and international needs of consumer .It is well known among the non-residential Bangladeshis as it is doing great in foreign exchange sector and it has good inflow of foreign exchange

As a student of HRM according to me training and development in one of major issue in any work place for adaptation of new skills and according to time and requirement of work that's why I select this for my internship topic because there is a lot of scope of learning

Training can help a person to learn those skills which that person don't have but there is interesting thing that learning ability is not same in every person so some different person can learn in different ways so same training cannot be helpful to every one so finding the right training method for right person also the right skill which the person need to learn is a lot of task which make me interested in this topic Mainly it is a important method for develop new skill and concept by using information and right instruction it can help in improve productivity of the organization as when a person get training in one topic they learn the best way of doing that work son became able to more work in less time it help the employee to overcome their lacking it is very important to chose the training method for the organization

NRBC BANK is very particular about their training they arrange multiple trainings for their employees to keep them up to date but as it is a large organization there is some lacking which can be solve by little monitoring and effort in my report I am going to talk about that according to my thought process and observation .

1.2 Background of the study

Internship is a compulsory process of the MBA program in Business Administration Department of Daffodil International University, so as a student of MBA program to complete my degree I need to fulfill three month internship period so I did my internship in NRBC BANK as in this internship process we need to work in a selected company for a fixed time of period to apply our learning's in real life also this report which titled Training and Development practices of NRBC BANK is about my working experience ,learning in this whole internship process and sharing my thoughts about it

1.3 Scope of the study

This report revolves around Training process of NRBC BANK and their scope of improvement as the topic I select with the concern of my teacher is Training and Development practices of NRBC BANK so the main focus of this study was to find out the strong points of their training process which they can carry forward not only that but also their weakness which they need to get rid of also this process of study work as a bridge to apply the theoretical knowledge in practical work .

1.4 Objective of the study

Broad Objectives:

- The main objective of this report is to explore the overall training and development practices followed by NRBC BANK Gazipur.

Specific Objectives:

- To identify the training and development process of NRBC BANK Gazipur.
- To know about the training and development methods and evaluation methods of the training and development program of NRBC BANK Gazipur.
- To discover the problems and suggest possible solutions to solve the problem.

1.5 Methodology

Methodology refers to the approaches, challenges, and techniques used for collecting data. In a broader context, methodology encompasses the fundamental principles and organization of a philosophical system or equity. The sources of this report are from secondary sources:

- Annual reports and other documents
- Company Website
- Periodic publications such as company brochures and booklets

1.6 Limitation of the study

Restriction in provide data or information as they have their own policy and secrecy so I was not able to collect a lot of insights. some of them was unable to provide any information as they don't have well knowledge about their policy also as it was a sub branch collecting HR related information was not easy

Chapter-2

Company overview

2.1 History of company (NRBC BANK)

As we know Bangladesh is a developing country and with many other sectors of our country banking sector is also improving day by day. This sector of our country is under the central bank, Bangladesh Bank. In this sector very bank have or we can say every type of bank have their own version of working process yes they do maintain each and every policy of Bangladesh Bank but they also have own strategies, own persons who control their working system.

So NRBC BANK is one of the fast growing bank of Bank of Bangladesh. History of NRBC bank start in 2011. In March 31, of 2011 application for Bank license was given for this bank and after so many time in March 10, 2013 it got the Bank license obviously from Bangladesh Bank no need to mention and in April 18, 2013 it open its first Branch after that it started developing. In December 2015 first time agent banking was launched in NRBC BANK then in 2017 NRBC BANK start strategic partnership with ROBI Axiata. The first head office is of this bank is at Red Crescent Jashim Trade Center, 114, Motijheel which was also the first branch also it has open its first Mohila Branch in 2016 at Dhanmondi. The full meaning of NRBC BANK is NON –Resident Bangladeshi (NRB) commercial Bank so it focus on NON Residential people specially by using this bank Bangladeshi people can easily get in contract with non resident people.

2.2 Vision :

Every one has their own vision and if we want to talk about the vision of NRBC BANK then their vision is to become a peerless bank. They want to provide efficient and innovative banking service. They are focused on regular inflow of foreign remittance as they want to support in economic growth of the country, another part of their vision is to become trusted partner of people

2.3 Mission

Forming confidence for investment by offering the service investor want or by providing good profitability

Good training and education program is must in every organization so bank should arrange effective training /education program according to the need

Be attentive about the changes in the needs of customer or their expectation and make change or develop their way of providing service

It should build good working environment and a team-based working culture

Attentive about the inflow of remittance

2.4 Objective of the company

- A. It believe in sustainable growth
- B. Helping shareholders to maximize their wealth
- C. Develop manpower efficiency by providing good compensation package
- D. Maintain their social responsibility
- E. Use their skill in the best way so that it can help to make the nation little better

2.5 Management organogram

As we know management organogram show the hierarchical structures of an organization so if we want to talk about the management organogram of NRBC BANK it start with the position of Managing Director and end with Trainee Junior officer .

MANAGING DIRECTOR
Additional Managing Director
Deputy Managing Director
Senior Executive Vice president
Executive Vice President
Senior Vice president
Vice president
First Vice president
Assistant Vice President
First Assistant Vice President
Principal Officer
Senior Executive Officer
Executive Officer
Probationary Officer
Officer
Assistant Officer
Junior Officer
Trainee Junior Officer

Chapter-3

Theoretical Background

3.1 concept of Training

We can describe training as a tool by which we can learn sequence of program behavior by the application of our knowledge so that organization can improve the performance of their employees. Also their employees will become more confident to apply for the jobs which they want to do next as training will make them prepare for it.

Training is used by the HR department of an organization to make learning new skill or delivering new knowledge related to that skill easy. Mainly training is a planned program which organization made by utilizing a systematic and organized procedure for those employees who is in non-managerial position

As training make employees more capable in work so because they became more confident in their jobs which is the purpose of training, training always want make change in their employee behavior in a way which will provide the organization a positive result.

Training has great potential in transfer technical knowledge and skill Training is all about development ,helping and chaining for the betterment of an organization which is useful for group/individual performance but training is for specific job

3.2 Concept of development

Development is a learning process which is planned and deliberate to make improvement in managerial effectiveness it is mainly used for enhance conceptual skill of the employee so that they can achieve maturity and self actualization. So it is all about learning, development and chance for employees to get trained so that individual/team and group performance can improve

It is not an initial based process but it is for help the employees who is in the top position by providing general knowledge and knowledge about the right attitude for the position the are working right now

It is mainly include those activities which is voluntary activity so it is the method of growth it can improve the capacity of the organization by improving the people who work for it so it is that type of strategy which is objective-based

At the end it is a combination of formal education and assessments of personality that help to improve in individual /group or organizational level

So yes even though we used the term training and development together but both of them have their own concept and objective .

3.3 Training v/s Development

Training and development both are for the betterment of employees and organization but it does not make both the things similar. Both of them have different processes, elements to focus on. If we talk on the basis of present world scenario the development is more convenient than training. It is an investment for the future but if we combined both the concepts then the organization can get the best potential from its employees.

	Training	Development
01	Training is considered as a short term method	Development is considered as a long term method
02	Particularly planned for specific job to make the employee perform better in that job	It is planned for the improvement in overall capabilities of employees
03	Training includes content which is common for a particular group or for a specific role	Development needs personalized content for each individual
04	How impactful the training was depends on the job performance of employees	Development depends on long term growth to show its impact
05	Arrange training for employees according to need is the responsibility of the organization	Development is responsibility of individual employee as it is a self-assessment method
06	It is for those who are in non-managers position	It is mainly related to those who are in managerial position
07	It is planned according to present need	It is mainly planned according to future
08	It is a formal education process	It is not a part of formal education process
09	Training provides limited scope	Development provides broader scope
10	Training works on elements like technical skill	Development works with the elements like leadership, problem solving etc.

3.4Objective of Training and Development

Training part

Positive effect on productivity: Training helped employees to learn the best and efficient way of doing their task in their job because of that some employee can do the same job perfectly but in less time which increases their productivity as training polished the capability of employees

Improvement in product or service quality: Quality matter the most in any kind of organization if it is product related they should provide the best quality product to the customer at with time they need to make improvement in their product quality like more environment friendly or good for health etc in case of service related organization improvement in service quality or adding new services which will make the life of customer more easy like in banking adding the mobile banking service but new service or product or improvement in old one come with new challenges they need new skill/knowledge/information and to provide those we use training so yes improvement in quality is one of the main objective of training

Make employees more capable for Promotion and self growth: Training provide employees additional skills, help them to perform their best performance which can lead them to get promoted and help in their self growth

Make employees confident enough to deal with situation: By training one start to learn how to identify the reasons of the problem, became more open about to take feedback, follow the direction or provide the right direction both the think can be learn during training and when one learn those things they became prepared to deal with any type of situation

Improvement and adaptation: Training provide us the improved version of the organization like it make the working environment more better than before because after being participate in a training we get to know each other point of view better, we learn our job better we became good at team work combination of all those thing provide good impact in our work environment also it change attitude of employees about their work and about each other .when they became good at their work intention of leave the job became low they get motivation to do work which means reduction in employee turnover. Training help employees to adapting new things like new skill, working with other coworkers , working in different situation

Development part :

Almost all of the objective is same in case of development but with broader point of view as development is long process and it is futuristic but increase capability, better performance of organization ,improvement, adaptation , changes in behavior pattern can be consider as the objective of development

3.5Steps of Training and Development

For a perfect training and development program planning we need to follow some steps and the process start with finding answer of some question like why, what and where we need training or for who we need to plan training etc for this we just need to do some analysis so our first step is analysis then in the next part or step after finding the answers we need to design a training program according to our findings /need we can say that our second step is design then we need to take it to next level ,we have to start add detailing to our design like what method we will use to provide training as there is different methods what we can use for our training program like on-job training /off-job training .After selecting one method from all of this there are some other detailing like time duration ,like selecting that it will be short training for one or two days or it will be long training for five to seven days the how we want divide the who day what elements we want to cover main point is in this part we need to develop a total plan of the program that's why our step 3 is development and our step 4 is implementation at this point we just need to start practical work means what we plan in previous step now we need to start working according to the plan like informing employees about this training, selecting place for training , selecting those person who will provide training at the end successfully complete the training is what we need to do in this step. But the training process is not complete till now we discuss the steps of before training but now we are going to talk about the steps of after training so step 5 is to evaluate that means we need to find out what is the output it can be done by short question answer period or by any other process main point is to find the out lastly out step 6 is monitoring in which we need to find out if employees are able to use the knowledge or skill what they learn from training in their work is it making any difference in their job performance and so many other things like that.If we want to show all the steps according to sequence that will be :

Step-1 Analysis who, what ,when and why training is needed

Step 2- Design the program

Step 3- Development

Step 4- Implementation of planning

Step 5- Evaluate the output

Step 6- Monitoring

It is very important to follow all the steps and also according to sequence as all them work like package as we miss one them implementation of training will not be perfect like if we miss development part and don't add detailing properly then there can be a lot of lacings

3.6 Methods of Training and Development

Different methods are available for providing training as according to organization or the person who need training method or for other reasons we need variation in training I am going to discuss about some of them in this part

On-the job Training

In this type of training we learn by doing our jobs it can be provide in different way it help organization in time reduction as we don't need extra time as our training period also we get some practical experience of working which is much better from theoretical knowledge as we can not learn the implementation process of that knowledge now on the job training can be provide in different ways those are like: **Internship, Job rotation ,Shadowing process** etc

- Internship process provide new graduate who have experience opportunity to work with a company as intern for a fixed time so that they can learn
- In job rotation new employees need to perform different job rolls so that they can learn or get experience in different kind of jobs
- Shadowing process means one new employee need to follow an old experience employee what and how that person is performing job responsibility so that new employee can learn

Learn from Case studies In this type of study we some previous real incident or there can be fake scenarios on which we are going to do our study like what should do in this type of situation this is a great for develop skill like problem solving

eLearning

online based training best benefit of this type of training is we can participate in this from anywhere even from another country

Seminars and Traditional Training

This type of training is good for learning theoretical knowledge and things like group working where there will be a instructor who will led the process with presentation but benefit of this type of training one to one talk can be done for any problem or confusion in understanding

Role play and videos Those are two different way of training. In role play learners will play any specific job role to learn about that particular job and videos will make learning more interesting also demonstrative and

3.7 Training Need Analysis

For arrange training according to organizational need they need to find what kind of knowledge, skill they want for a position and what there employees have so that they can find out the gap between this two thing which is important to determined their need of training and this total process is called TNA or Training Need Analysis. Now if we want to talk about why we need this process we need it because it helped to determined who need training, what kind of training is need or for what skill etc kind of things

Levels of Training Need Analysis

- 1) **Organizational level:** In this level analysis is done to determined the need of training in a organization to achieve their goals in this level they try to find out what type to problem they are facing right now and what type of training can help them to solve it also which part of the organization need training
- 2) **Operational level:** In this part organization do their analysis according to their job requirement they just try to find out what skill or training will help employees to perform task which they need to perform because of their job requirement
- 3) **Individual level:** This level analysis is done to find out performance level of employees like gap between what organization expected from one employee and what performance that employee is providing

Process of Training Need Analysis

1. Find out the gap
2. Basic reason behind the gap
3. Analysis
4. Recommendation for betterment

3.8 Methods of Evaluating Training and Development

- Analysis the pre-and post training performance along with their attitude in work
- Make some survey question by which trainers can measure their learning from training
- Observation can be used to see how much employees are applying their learning from training in practical work
- Interviews can be use to get information about employees learning experience ,their recommendation and those type of things so that organization can keep changing their training process according to need
- Monitoring the outcome of training ,Those are some easy effective method of evaluating training and development process of an organization.

Chapter-4
Training and Development process of NRBC BANK

4.1 Training and Development Practices of NRBC BANK

To keep employees updated NRBC maintain own institute in their head office main function of this department to arrange different type of training according to need. They use different methods of training but mainly those part different type of on the job training and some of those are off the job training. Most used training method is coaching also their internship program provide non experience graduate like chance to take training under their bank also shadowing and job rotation method is a good option those option is for long training but now they are very much active in short online training so that they can provide update information and process of work as early as possible

4.2 Current Training and Development Scenario of NRBC BANK

- Providing regular basis online training like whenever it is needed
- For any new join employee using shadowing process so that they can learn from the expert
- Before joining providing long term training where instructor provide theoretical knowledge with study material

4.3 Training Need Analysis of NRBC BANK

NRBC BANK work on their analysis about training need in three part or level those are:

1. **Individual level** : In this particular level they analysis the need of training of individual employees so about which training they need for better job performance, which will help them to cooperate with new working process and all that so it is all about employees betterment so that they can use them as asset like if any one is working in their GB sector and have some communication issue there is need of training and using shadowing method can be helpful
2. **Training for Teams**: This level help in finding need of training as team like if they are going to start using some new technology or going to introduce any new product they need to train the whole team about it individual training is not going to be helpful mainly HR department deal with those work like which team need training or selecting team for any project and providing training to them
3. **Organizational level**: In this level they do analysis to find out which training will to achieve NRBC BANK their overall goal or which will help them in competition with other bank Basically all three level is to develop NRBC BANK but in three different ways

4.4 process of Training and Development of NRBC BANK

- ✓ First step is training need analysis
- ✓ Then determination and design the whole training process with each detailing by HR department
- ✓ Execution of the plan and providing all kind of support
- ✓ Evaluation after training to get better output
- ✓ Monitoring after a fixed time period

Basically NRBC first find out about which kind of skill employees have, what they need for their betterment according to that they select which training they will provide which they need to provide first or need to give most priority which can be done after some time then design with detailing ,practical implementation of plan means arrange that training program ,by taking interview or little examination they done evolution .

4.5 Methods of Training and Development of NRBC BANK

- Shadowing : Mainly this is the most easy method so when a new employee join in NRBC for first few days he/she observe another experience employee so that new one can learn how NRBC work or what to say or what to do or what is ideal way of handling any particular situation or any particular work
- On line Training : when NRBC establish any new policy or they want to make change in their working style or in similar type to situation they arrange online based training by using google or something like that so that they can conduct the training in short time also can be connected with most of the employees it save money and time
- Lecture based Training :Before joining every one get a lecture based training where they learn theoretical knowledge like about NRBC ,their working style, product they deal with what kind of task they need to do according to the job position and so many other things
- On the job Training: Basically in this when some one start working in NRBC they start learning how to apply their knowledge from lecture based training in work also many new things about working style of NRBC /about dealing with customers and son on and whit the time they became better as we all know practical and theoretical knowledge is completely different and everything can not learn by lecture something we only get to know when we start working that is all about on the job training

4.6 Methods of Evaluating Training and Development of NRBC BANK

- Short question answer session after the training is done
In NRBC after every training they provide some time for question and answer so that if any one have any confusion /problem they can solve it also by doing this they increase the quality of training as any miss conception can be deal by this
- Taking feedback and recommendation from both the side
Detail report about the training is provided in head quarter and based on the report they randomly take opinion from both the side like if any problem they have in providing training or which can make leaning easy and interesting , what new can be add in this
- Observation about employee performance after training
After fixed time NRBC check performance of employees where they check documents, discuss it with employees asked them questions by all of this they cross check if they are performing better from last time or not so that they can find out training was helpful or not
- Regular monitoring
Head of the branch have to report about the performance of sub ordinate regularly to the head office also if they received any complain head of the branch have to deal whit it and solve it

At the end of all of this part I can mention that NRBC BANK maintain their training procedure quite well they are very efficient about keeping their employees updated but they do have some issue so yes they are all most perfect but not perfect they must solve those issues to do better in future also their trainig

Chapter – 5

Findings ,Recommendations and conclusion

5.1 Findings

- The training provided by NRBC is predominantly lecture-based, with less emphasis on on-the-job training.
- It has been observed that NRBC does not frequently ask feedback regarding their training sessions.
- Online-based training is not very effective.
- NRBC did not offer any entertainment facilities.
- Their process for monitoring after-training needs improvement.

5.2 Recommendations

- They should implement a more effective on-the-job training process.
- In online training, it would be helpful to include more engaging elements, such as short question-answer segments, to encourage participation from all attendees. Additionally, there should be a strong monitoring system to track participants' progress.
- It would also be beneficial to provide breaks during the training session so attendees can focus better.
- In training, videos or games related to the subject matter can be used as educational and entertaining tools.
- Taking regular feedback and recommendation
- After a training session, it's important to thoroughly monitor to make sure the acquired knowledge is successful.

5.3 Conclusion

Providing good customer service need knowledge about each and every product and service, good communication skill ,updated knowledge about technology which they use for work and all of this skills or knowledge need good training NRBC need to work little more about their training need analysis so that they can maintain good training process in their organization

Chapter -6

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