INTERNSHIP REPORT

On

Training and Development Practices of Al-Arafah Islami Bank Ltd.

Submitted To:

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Date of Submission:

Letter of Transmittal

Date:

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Associate Professor (HRM)

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Daffodil International University

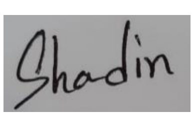
Subject: Submission of Internship on “Training and Development Practices of Al-Arafah Islami Bank Ltd”

Dear Mam,

You have given me the chance to produce a report for my internship on the "Training and Development Practices of Al-Arafah Islami Bank," and I would like to thank you for that. This paper I wrote examines Al-Arafah Islami Bank's entire training and development program. I made every effort to ensure that the report was accurate and up-to-date to help the Al-Arafah Islami Bank enhance its training program in the future. Without your help and direction, I could not have finished my paper.
I've tried to be as detailed and instructive as possible in my report. I hope you will take into account the shortcomings and mistakes in this report. If you find my report educational, it will be my greatest accomplishment.

It is vital to reiterate that without your assistance and direction, I would not have been able to complete my report. If you have any questions concerning this report, I would be pleased to answer them.

Yours Obediently,



Sabbir Hossain Shadin

MBA (Human Resource Management)

ID No. 222-14-481

<u>Student's Declaration</u>

I am thus Sabbir Hossain Shadin, a Daffodil International University MBA student. I certify that the internship report created for the Al-Arafah Islami Bank's training and development program satisfies the necessary academic standards. Furthermore, I attest that the examination offered here is original and that neither a portion nor the entirety of the report has been submitted to any other school to receive a degree, award, or for any other purpose.

In the range I've demonstrated, there is no produced copyright violence. I also concur that the University should, without making any guarantees, pay for any losses or damages that could follow from doing otherwise.

Sincerely yours,

Shadin

Sabbir Hossain Shadin

MBA (Human Resource Management)

ID No. 222-14-481

Program: MBA

Major in HRM

Department of Business Administration

Daffodil International University

Letter of Acceptance

This internship report, written by Sabbir Hossain Shadin under my supervision for the Department of Business Administration (MBA) at Daffodil International University, is titled "Training and Development Practices of Al-Arafah Islami Bank Ltd." and has been certified and submitted to fulfill the requirements for the MBA. And the development procedure was successfully finished. The information and conclusions in this internship report seem to be accurate. This paper is therefore approved for presentation in the internship defense.

After reading the report, I concluded that it was nicely written. The information was finished by him alone. I send him my best wishes for future success. I wish him good luck in life.

....

Khadiza Rahman Tanchi, PHD
Associate Professor (HRM)
Department of Business Administration
Faculty of Business and Entrepreneurship
Daffodil International University

Acknowledgment

I owe my capacity to complete this report entirely to Almighty Allah, who is Most Praiseworthy and Generous.

I want to publicly thank every one of you for allowing me to complete this report. Without the assistance of a few accommodating persons, who generously donated their valuable time from their dedicated time to guide me in completing my project work, the accomplishment and completion of this report would not have been possible. I want to express my sincere gratitude to everyone who helped make the report possible, whether directly or indirectly.

First of all, I want to express my gratitude and appreciation to my esteemed academic supervisor Khadiza Rahman Tanchi, Ph.D. for giving me helpful instructions on how to write the report. He has my sincere gratitude for his guidance during the internship. Without your help and direction, I could not have finished my paper.

Additionally, I want to thank every respondent for their work, involvement, and inputto our survey. I applaud every respondent for taking the time out of their busyschedules to fill out the survey. Last but not least, I want to express my gratitude to everyone for their involvement, patience, and dedication to this project.

I want to thank you all one more from the bottom of my heart. I'm grateful.

Executive Summary

The paper gives a summary of the training and development approach that Al-Arafah Islami Bank is adopting and putting into practice. The conclusions and study contain both original data and secondary data. I'll go over the key elements of my work with Al-Arafah Islami Bank in this enlightening report. I will discuss the company's purpose, vision, and basic values inmy report. I'll talk about a distinct aspect of banking: the Al-Arafah Islami Bank's human resources division. The Al-Arafah Islami Bank's training and development practices program will be the topic of discussion that is given the highest importance. The majority of the experienceI gained during my internship at the Al-Arafah Islami Bank Gazipur Branch was in managing daily general advertising activities.

The human resource department of the Al-Arafah Islami Bank established some goals, and as a student there, I have done my best to determine how much of those goals have been achieved by putting in place effective training and development procedures.

I correctly identified some minor issues with the workforce and provided a proper analysis of how the training and development process of Al-Arafah Islami Bank should be changed to ensure that the organization meets based on my theoretical knowledge of the subject and my practical observation of Al-Arafah Islami Bank. Its stated objectives.

Table of Contents

Letter of Transmittal	i
Student's Declaration	ii
Letter of Acceptance	iii
Acknowledgment	iv
Executive Summary	vi
Chapter One: Introduction	1
Introduction	1
Background of the study	2
Objectives of the Study	3
Scope of the study	3
Methodology	3
Limitations of the study	4
Chapter Two: Company Profile	5
Background	5
Bank Summary	5
Mission &Vision	6
Corporatization	6
Board of Directors	7
Organization Structure	9
Product of Al-Arafah Islami Bank	10
Chapter Three: Training and Development	11
Training and Development	11
Training & Development Objective	11
Training	13
Role of training	13
Training Method	14
Training methods followed by Al-Arafah Islami Bank Ltd.	14
Development	15
Manage Development Program (MDP) of Al-Arafah Islami Bank Ltd.	15
Traditional and Modern Approaches of Training and Development	16
Inputs of Training and Development	16
The Three Steps in the Training and Development Process	17
Five steps of the Training and Development process	18
Difference between Training and Development	19
The rationale for Al-Arafah Islami Bank Ltd.'s emphasis on training and development.	20
The Al-Arafah Islami Bank Ltd. Training Evaluation Procedures.	22
Differences between training and development practices and academic learning	22
Chapter Four: Analysis & Findings	24
Training and Development	24
Importance of Training and Development	25
Training and Development Practices by Al-Arafah Islami Bank Ltd.	25
Al-Arafah Islami Bank Ltd.'s training and development program.	28

Findings	30
Findings of the Study	30
Chapter Five: Recommendations and Conclusion	31
Recommendations of the Study	31
Conclusion	31
Bibliography	33

Chapter One

Introduction

Introduction

According to "History of Banking in Bangladesh" (2012), the word "bank" is derived from the Latin word "Banco," which is associated with accessing, protecting, and lending money to other people's plutocrats to make a profit. One of the most significant service industries in thisnew lucrative civilization is the bank, which is a phrase that stylishly characterizes the profitable growth of any nation. Every advancement has been shown to have its roots in the financial system. Since the very first morning, it has effectively contributed to the growth of the national economy. Banks have an impact on capital allocation, profitable expansion, and fierce rivalry. Therefore, it plays a crucial role in the successful growth of every nation.

According to the "Human Resource Management in Association" (2015), the management of human resources controls the effectiveness of an organization. It aids in luring employees for staffing, selection, training, and development, assessment, and payment. As a service industry, banking assiduity is unquestionably crucial. An important aspect of managing mortal resources is training and development. For this assiduity, it's crucial to create a player mortal resource operation. Private banks are far more sophisticated and knowledgeable than private banks since they place less importance on robust material resources.

Because it aligns the hand with organizational elements, training and hand development are quite important in many banking diligences. It is also considered to be a security subcaste for the banking industry because to the increased risk of the collapse of many significant pantomimes when the recession ends. The Bureau of Labor Statistics (2017) found that the main responsibilities of directors of marketable banks are deals and marketing. For this, they primarilyrequire acquiring a substantial amount of information about the thriving bracket of products and services in business through carefully controlled training and growth.

Training and development aid in improving aptitudes, ideas, gusto, and frame of mind and carry a significant amount of information and literacy skills to improve hand dexterity. Similar to this, providing better and more efficient training can enhance skills that will eventually aid the association in accomplishing its goal. According to Bersin & Associates (2017), when there are opportunities for literacy and development systems, which are supported by the companies, hands can do significantly better than others. As an example, maintaining client happiness,taking the lead in requests, and increasing hand productivity are the results of continuous trainingfor skill development for many businesses.

An organization needs to perform more better, work harder, and put their whole heart into being fashionable in this competitive environment to stay on top of the requirements. Additionally, banking assiduity is expanding greatly right now, which in fact intensifies competition. Similar to India, Bangladesh is a developing nation with growing thrift. The banking system helps to further improve this frugalness in order to make it more active for the projected growth of our nation. In order to support our modest lifestyle, banking sectors serve as an agent that can provide access to necessary financing where it is needed. Our frugality can be improved if its conditioning is effortless. This condition's smooth operation depends entirely on how well the bank's employees operate.

Training and development are important because they keep their hands busy in order to fulfil organizational aspirations, which makes them more active in carrying out their duties as required. The banking industry places a premium on training and development because it helps employees connect with organizational goals. Because there aren't many significant companies, fiscal services are in a vulnerable position because of the recession. Therefore, this industry needs training and development to overcome this deficiency. The purpose of this paper is to demonstrate Al-Arafah Islami Bank Ltd.'s training and development process as well as the distinctions between it and other private banks.

Background of the study

The Masters of Business Administration (MBA) program at Daffodil International University (DIU) comprises two requirements: completing an internship or work experience at a recognized business organization and producing a report. I've produced a paper on "Training and Development Practices of Al-Arafah Islami Bank Ltd" for my internship as an HR intern.

Objectives of the Study

Broad Objective:
The main of this report is to know about the overall Training and development scenario of Al-Arafah Islami Bank.

Specific Objectives:

- To identify the Al-Arafah Islami Bank Ltd.'s practices for training and development.
- To identify training and development methods and policy of the Al-Arafah Islami Bank Ltd.
- To identify the problems and challenges of training and development for Al-Arafah IslamiBank Ltd and suggest possible solutions to solve the problems.

Scope of the study

The research creates a report on the topic "Training and Development practices of Al-Arafah Islami Bank Ltd." with a primary focus on Al-Arafah Islami Bank Ltd.

Methodology

This section outlines the methodology we used to conduct our research and the steps we followed. We mainly collected data from secondary sources, such as company profiles, publications on banking topics, relevant books for theoretical understanding, and web/online sources. Additionally, we obtained some data from primary sources, including conversations with personnel and officials from the bank, informal discussions with people inside the bank, and in-person conversations with staff members from several departments. This report is based on the experience gained throughout the internship.

Limitations of the study

The research couldn't have been more effective because of the limitations it had to work under. The report clearly has the following limitations:

- One significant drawback is that three months isn't long enough to learn everything there is to know about a bank, therefore I wasn't able to go into detail about their training program.

- I worked from 9 a.m. to 6 p.m. every day, assisting the bank personnel with a variety of chores. They were all genuinely busy taking care of guests and doing out their assigned tasks because it was a busy branch. I thus have few opportunities to ask these questions regarding my report on a regular basis.

- The authorities primarily didn't want to reveal information regarding their training and development operations since it is against banking policy.

- When I was doing the full study by myself, I understood for the first time that one of my weaknesses was my lack of expertise in producing such a lengthy report.

Chapter Two

Company Profile

Background

In order to succeed, Al Arafah Islami Bank Limited was founded (registered) on June 18, 1995 as a private limited business under the guidance of Allah and His Messenger (S.M.). The first form was submitted on September 27, 1995. As of December 31, 2021, the bank's authorized capital was Rs. 15000.00 million, while its paid-up capital was Rs. 10649.02 million. The bank is guaranteed by eminent Islamic scholars and upright businesspeople from the nation. Domestic shareholders hold 100 of the company's paid-up capital.

The bank's equity was Rs 2348.32 core as of December 31, 2018, its strength was 4247, and there were 19146 shareholders as of that date. It has been used by the bank to successfully integrate cutting-edge technology and new goods while maintaining a profit over time. This has led to the declaration of a good tip. The Bank offers a wide range of goods and services that are specifically designed to satisfy customer needs.

The Bank is dedicated to significantly improving public frugalness. With 211 branches, out of which 25 have been declared nationwide, it has positively impacted the socioeconomic growth of the nation.

Bank Summary

Bank Name: Al-Arafah Islami Bank Ltd

Number of Total Branches: 211

Type: Private

Founded: 1995; 28 Years ago

Headquarters: Motiheel

Key People: Alhajj Abdus Samad

Website: http://alarafahislamibank.com.bd/

Mission

Gaining Allah's pleasure in this life as well as the next. Shariah-based banking practices are becoming more prevalent. Reputable financial services using cutting-edge technologies. swift and effective client service. Upholding a high level of moral conduct in business. balanced expansion. stable and competitive shareholders' equity return. Banking that is cutting edge and reasonably priced. entice and hold onto qualified personnel. Offering staff remuneration packages that are competitive. Steadfast dedication to the expansion of the national economy. Expanding the financing of SMEs and micro businesses.

Vision

Al-Arafah Islami Bank came up with a long-term plan to achieve that position in the banking side. Al-Arafah Islami Bank is getting ready to join the international market after establishing itself as a pioneer in the banking industry. The mission statement of Al-Arafah Islami Bank Ltd. is "To be a pioneer in Al-Arafah Islami Keeping money in Bangladesh and altogether contribute to the development of the national economy."

Corporatization

The Al Arafah Islami Bank Limited modified its organizational structure under the "Human Resource Practices of Al-Arafah Islami Bank Limited" on June 18, 1995, when it was founded as a private limited company. It provides a variety of financial services, including remittance installments across national and international boundaries, loans, and financing. Branch Summary Overall-

Local Office	1
Corporate Brance-1	8
Corporate Brance-2	43
Overseas Branch	2
Grade-1Branch	48
Grade-2Branch	41
Grade-3Branch	50
Grade- 4Branch	18
Total Branches	**211**

Board of Directors

The Al-Arafah Islami Bank Limited Board of Directors states that the individuals who have complete ability to manage all Bank-related operations are supported by marketable discretion that complies with the Board policy. Twenty people who represent the whole Al-Arafah Islami Bank make up the board of directors for Al-Arafah Islami Bank. They have all worked in related industries including banking, trading, and finance. The Board's members and their titles are listed below:

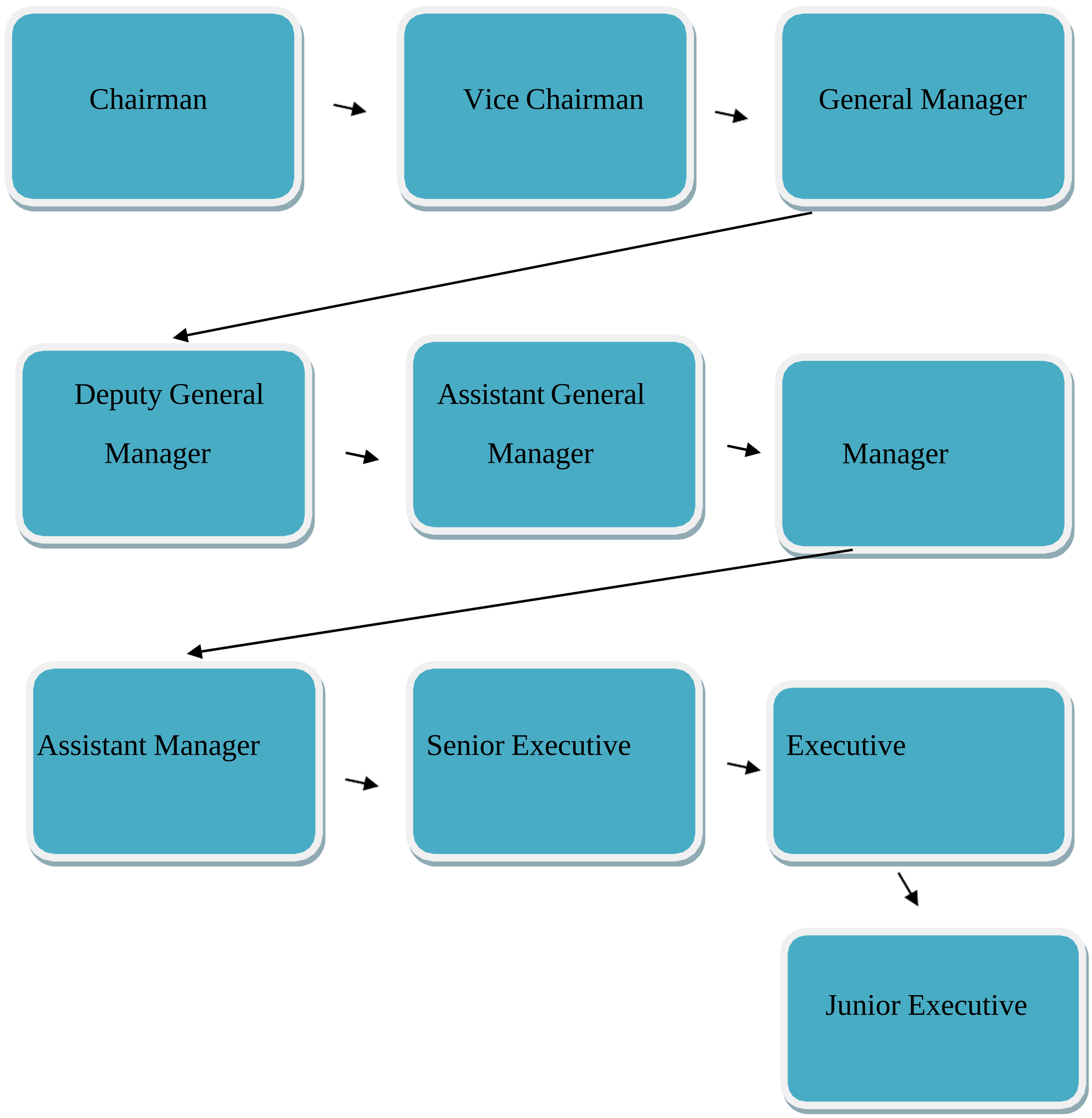
Shariah Board of Member

SL NO	Name	Relationships	Position Title
01.	Mufti Sayeed Ahmad Muzaddedi	Shariah Board	Chairman
02.	Mufti Shahed Rahmani	Shariah Board	Member
03.	Mohammad Abul Hossain Al-Azhari	Shariah Board	Member
04.	Mufti Muinul Islam	Shariah Board	Member
05.	Mawlana Mohammad Abdul Hai Nadvi	Shariah Board	Member
06.	Alhajj AZM Shamsul Alam	Shariah Board	Member
07.	Md. Abdur Rahim Khan	Shariah Board	Secretary
08.	Alhajj Salim Rahman	Holding of Position	Member

Board of Directors

SL No	Name	Relationships	Position Title
01.	Alhajj Abdus Samad	Board of Directors	Chairman
02.	Alhajj Abu Naser Md. Yeahea	Board of Directors	Vice Chairman
03.	Alhajj Salim Rahman	Executive Committee	Chairman
04.	Alhajj Mohammad Abdus Salam	Executive Committee	Vice Chairman
05.	Alhajj Md. Abdul Hamid Miah	Board of Audit Committee	Independent Director & Chairman
06.	Alhajj Mahbub Ahmed	Board of Risk Management Committee	
07.	Hafez Alhajj Md. Enayet Ullah	AIBL Management	Director
08.	Alhajj Ahamedul Hoque	AIBL Management	Director
09.	Alhajj Niaz Ahmed	AIBL Management	Director
10.	Alhajj Mohammed Emadur Rahman	AIBL Management	Director
11.	AlhajjLiakat Ali Chowdhury	AIBL Management	Director
12.	Alhajj Md. Anowar Hossain	AIBL Management	Director
13.	Alhajj Nasir Uddin	China Builders & Machineries Ltd.	Nominee Director
14.	Alhajj Md. Rafiqul Islam	AIBL Management	Director
15.	Alhajj Anwar Hossain	AIBL Management	Director
16.	Quazi Osman Ali	Aspire Enterprises Limited	Nominee Director
17.	Md. Kamrul Hasan Siddiqui	KDS Textile Mills Ltd.	Nominee Director
18.	Alhajj M. Kamal Uddin Chowdhury	AIBL Management	Independent Director
19.	Alhajj Mahbubul Alam	AIBL Management	Independent Director
20.	Farman R Chowdhury	AIBL Management	Managing Director

Organization Structure



Product of Al-Arafah Islami Bank

As a well-known private bank, it must offer a wide range of goods and services to effectively dominate the industry. The following list includes some of these items.

Deposits Products	Investment products	Services
Modaraba short notice deposit (SND)	Investment in Agriculture Sector	TM Card Service
Modaraba saving deposit (MSD)	Investment in Industrial Sector	Mash
Modaraba term deposit (MTDR)	Investment in Business Sector	LockerService
Monthly profit-based term deposit (PTDR)	Investment in Foreign Trade	Agent banking
Monthly installment basedterm deposit (ITD)	Investment in Constructionand Housing	
Al-Arafah monthly hajji deposit (MHD)	Investment in Transportation Sector	
Al-Arafah termed hajji deposit (THD)	Hire Purchase Shirk Atul Melk (HPSM)	
Monthly installment-based marriage Saving investment scheme (MIS)	Investment Schemes in Masque and Madrasa (MMIS)	
Al-Arafah saving bonds (ASB)	Village and Small Investment Schemes (GSIS)	
Foreign currency deposit (FCD)	Small Enterprise Investment Schemes (SEIS)	
Pension deposit scheme (PSD)	Consumer Investment Schemes (CIS)	
Cash waif deposit scheme (CWD)		
Modaraba lakhopoti deposit scheme (LDS)		
Modaraba Special pension deposit (MSPDS)		
Modaraba kotipoti deposit scheme (MKDS)		
Modaraba double benefit deposit Scheme (MDBDS)		
Modaraba triple benefit deposit Scheme (MTBDS)		

Deposit	Loans &Advance	Services	Modern Banking
		e-Service	
Current Deposit	Rural Credit	ATM	Online banking
Saving Deposit	Tannery Trading	Automated Branch	JB Remittance
Special Notice Deposit	Working Capital Loan	Banking	JB PIN Cash
	Agricultural Loan	Green banking	House Building / Flat Loan for govt. employee.
Fixed Deposit Schemes		e-GP Payment	
		OMIS (ERP)	
		PMIS	
		BEFTN User Manual	

Chapter Three

Training and Development

Training and Development

The company's training and development program for all employees is crucial to its success. The effectiveness of the organization is enhanced. To the creation of the upcoming initiatives and the retention of present personnel, both the team and the individual substantially contribute.

The Al-Arafah Islami Bank Ltd. committee promotes a culture where all staff members may grow personally and learn new things. To achieve this goal, the organization needs the employees' dedication, as well as their willingness to learn, develop, take on new tasks and responsibilities, and search for possibilities for self-development.

Training & Development Objective

- To help the workers carry out their duties correctly.
- By offering supervisory and other management programs, employers may better position their staff for future development and promotion.
- To create productive teams by enhancing interpersonal and communication abilities.
- To foster a sense of commitment and the highest standards.

To inform staff members about developments that have an impact on the banking industry

Training

The process of learning is how employees or applicants pick up current abilities.

- ❖ It's not what you want in life, but rather, how to get there.
- ❖ It's not about how high you want to launch yourself.
- ❖ It's not what you had hoped for, yet accept the challenge
- ❖ It's a vision rather than a list of objectives.

Training is about understanding your current condition and where you'll go in the future; it's about achieving your Key Success Areas (KSA) via professional development.

Role of training

- ❖ **Employee skill development:** Each level of training improves a worker's knowledge and abilities for the position. It improves the overall intellect and personalities of the personnel. the most effective utilization of human resources by maximizing the use of thehuman eye, training helps people accomplish their individual and group goals.
- ❖ **Development of Human Resources:** Organizing behavioral, technical, and general structure capabilities, enhances the opportunity. Additionally, it promotes the personal growth of personnel**.**
- ❖ **Productivity:** How employees behave is what advances an organization's long-term objective.
- ❖ **Teamwork:** It facilitates the introduction of interterm cooperation and teamwork.
- ❖ **The culture of the company:** aids in destroying the effectiveness and organizational health culture. It fosters innovation inside a company.
- ❖ **Workplace Climate:** Its opinion on and sentiment for the organization. The employed Peers, subordinates, and leaders.
- ❖ **Quality:** It enhances work-life balance.

Training Method

Here, many training techniques are provided.

- A speech
- Dialogue
- Computer-Based Education
- System for Intelligent Tutorials
- Pretext and educational games, behavior training
- Games for Business, etc.

Training methods followed by Al-Arafah Islami Bank Ltd.

The goals of the organization are addressed via a number of techniques. The training provided by the Al-Arafah Islami Bank Ltd. was divided into two groups:

- **Vestibule Instruction:** In vestibule training, the instructor or participant emphasizes the concept and applies it appropriately. The techniques and supplies used in the actual job are employed.
- **Basic Instruction:** specialized crafts like mechanics and electricians, as well as more recent training. This training phase typically lasts four to five years. During training, the trainee or employee acting in accordance with the principles gets compensated less than the official employee.
- **Classroom Instruction:** It takes place after work hours, most likely swiftly, in front of a large crowd, or secretly without anybody understanding what the delivered information is. This directive is not a legal one.
- **Demonstrations:** Al-Arafah Islami Bank Ltd. uses demonstration as a key teaching tool in classroom settings. A demonstration that the teacher genuinely believes has broad applications.

Development

Employees and applicants can assure future capabilities via development.

Manage Development Program (MDP) of Al-Arafah Islami Bank Ltd.

Al-Arafah Islami Bank Ltd.'s operations require a larger budget. Even if present development programs are effective, additional money is invested to produce efficient executants. Because it is frequently necessary for the MDP to:

- To increase competence
- Reject professional stale
- Technical obsolescence has been defeated
- Structure preservation
- Reaching a decisive advantage
- Disconnection of human resources

The MDP is an endeavor to transform perceptions, talents, and abilities while also enhancing skills. Use a bank other than MDP in order to adjust to the changing climate. Therefore, they must behave with the proper intent. There are several applications for the Management Development Program (MDP), including:

- On-the-Job Training
  - ✓ Instruction
  - ✓ Coaching
  - ✓ Group projects

- Off-the-Job Training
  - ✓ Class lectures
  - ✓ The seminars
  - ✓ Outdoor exercise

Traditional and Modern Approaches of Training and Development

Traditional methods - The majority of organizations seldom have confidence in the training procedure at the end of the year. They continued to use the previous procedures. The management created costly programs that didn't impart any knowledge. Previously, companies put more trust in negative bosses.

Modern methods - In the modern era, training and development are completely updated and well-established. Training is now viewed more as a retention strategy in order to create a smarter workforce and get the best results.

Inputs of Training and Development

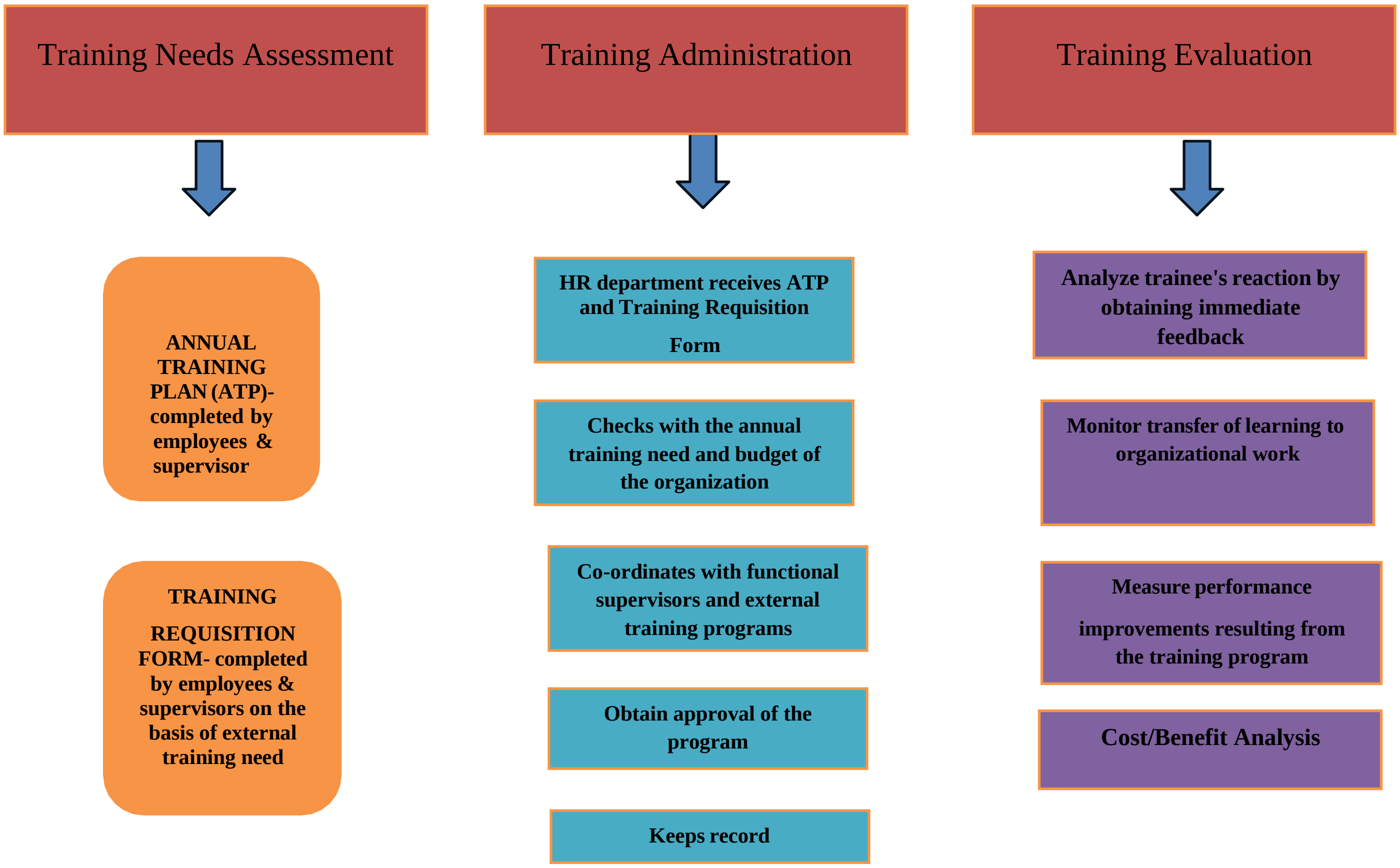
Any training and development program must include components that allow participants to learn, find ideal notions, and develop the vision necessary to recognize hazards that are far away. On the other side, some attention is paid to the capacity to alter one's mindset.

Skills: Training provides skills to employees. A worker must have the requisite skills to fix or replace worn-out or broken equipment. Workers, like managers and CEOs, need interpersonal skills. Interpersonal abilities are necessary to comprehend other people's thoughts.

Education: Training provides skills to employees. A worker must have the requisite skills to fix or replace worn-out or broken equipment. Workers, like managers and CEOs, need interpersonal skills. Interpersonal abilities are necessary to comprehend other people's thoughts.

Principles: Programmed for developing and orienting one's ethical values are necessary. The marketing and finance divisions at a company are being cut back on. It is his or her duty to advance moral conduct.

The Three Steps in the Training and Development Process



Training Needs Assessment:

The need assessment, which identifies and addresses performance concerns, is the first stage of the training and development process. The objective is to establish whether training is required and what the nature of the factors affecting the revel ancestor is. Additionally, it identifies a prerequisite for training that will act as the pick-and-target for Al-Arafah Islami Bank Ltd.

Training Administration:

All governance responsibilities pertaining to the grooming plan of providing the gear train as a conduit between the employees and their management are carried out in this discussion space. To stop any young female communist from verifying that the employees are selecting better standards, this is being done.

Training Evaluation:

Every training program is completed in order to get a certain preset item glass, and a training rating is required in order to determine if the items are cooked. Al-Arafah Islami Bank Ltd. supports continuous development. As a result, it's essential to evaluate public presentations to ascertain how successful the existing strategy is. Additionally, this will help with any bay 8 phrases of window outgrowths found during the examination process. The general phases of breeding value will be focused on:

- Reaction training for employees.
- Evaluation of the information and abilities that staff members have acquired from the curriculum.
- Even the most recent stimuli made trainees.

Five steps of the Training and Development process

Needs Analysis: The first part of the training summons states that depth psychology is required. It defines the precise task execution quality that is needed, evaluates the predicted student's competencies, and establishes precise moderate skill and execution targets.

Designing Instruction: In the second foot measure of the indication design, people choose the composition and create the prepared programmed material, such as workbooks and exercises.

Validity: Public speaking to a small group of delegates is the third phase in which the shortcomings of the training session are eliminated.

Implement the Programmed: Training the targeted staff group in person is the fourth phase in the implementation of the program.

Evaluation: In the fifth phase, management rates the programs as successful or unsuccessful.

Difference between Training and Development

Characterizing training in terms of the person's present stage of development is a strategy to increase an employee's employability. The short-term condition method is the main difference, whereas the long-term process emphasizes business competence and efficiency.

Training needs assessment:

Here, role-playing is employed to evaluate the training requirements for both line supervisors and particular personnel. Their performance at work will thus be enhanced by the arrangement and their own strong education.

Contrarily, it is evident that their poor presentation is mostly to blame. By scanning and hunting for the training requirements, they must juggle the acquisition's development. This is done in order to give prior resources, following which a final examination training program is prepared and outside efforts are provided to the HRD.

Training Administration:

It is the duty of HRD to provide the appropriate arrangements where the demands of theemployees are present after getting the Yearly Tend Manager. After that, HR looks for information online about the cost of enrolling an employee in a training program as well as the program flexibility involved. Employees are competent in leading the presentation and knowledgeable on the training's specifics and topic. In the end, each employee keeps the details.

Training Evaluation:

Workers and managers are in charge of this area of Al-Arafah Islami Bank Ltd.'s training and development. It is deemed at the output stage. Four workers who take part in the evaluation of training share their thoughts with the group and their line supervisors. These comments on the three elements of training evaluation—reaction, instruction, and organizational work development—are presented in an informative way. Line supervisors.

Instead, they need to create a schedule. The program's integration of their current resources will come next. The fixed and finished activities of the employees establish all facts. Managers are required to perform activities for grading situations using issues identified in the training program. They must create a body of work samples, come to a consensus, and sustain personnel availability through conversations in order to uncover problems.

Officers prepare a report for each of them, HRD, at last.

Career Development:

Career development is the process of enhancing one's abilities and professional appearance. developing myself always to enhance my career. Anyone searching for a change will be successful in developing their career. A professional development plan can be used to help an individual set concrete, realistic career objectives.

Performance Evaluation:

The process of assessment execution includes assessing and providing feedback on the overall organizational mission's overall performance.

The rationale for Al-Arafah Islami Bank Ltd.'s emphasis on training and development.

Every time, Al-Arafah Islami Bank Ltd. strives to grow in order to

- Creating a pool of readily accessible and sufficient move-supported organization
- Increasing the time spent with the firm in advance
- Ensuring adequate programmers for human units

Prorated instruction that was sensible. In accordance with its aim to train people, Al-Arafah Islami Bank Ltd. arranges training courses. the creation of a training schedule Questions that they're aware of-

- ❖ Who are the clients?
- ❖ Who are the rival companies?
- ❖ What is their marketing strategy?
- ❖ Wow, Al-Arafah Islami Bank Ltd. is very competitive.
- ❖ What part did Al-Arafah Islami Bank Ltd. miss?
- ❖ What authority do powerful governments have?
- ❖ What flaw does it have?
- ❖ What societal trends impact the company?
- ❖ What does intimidation mean?

Creating a training curriculum for an executive director, intelligence officer, and the freaking sector simultaneously aids in realizing by recognizing the responses of organizations.

The methods of evaluation

To assess the performance of Al-Arafah Islami Bank Ltd., consider:

- ❖ **Pre-position grooming performance method:** Here, the essential factor is how well the individual handled their duties throughout training. Both before and after training, employees' performance is assessed, and the comparison approach is the most common and efficient one. This method is largely employed by Al-Arafah Islami Bank Ltd. for new hiring.

- ❖ **Post-workout performance technique:** Performance is defined by Al-Arafah Islami Bank Ltd. in this context as how the employees act to boost their productivity in their diverse work contexts. Al-Arafah Islami Bank Ltd. doesn't constantly take advantage of the opportunity to assess the performances.

The Al-Arafah Islami Bank Ltd. Training Evaluation Procedures.

- **Observation:** After the training program is complete, Al-Arafah Islami Bank Ltd. shuffle evaluation takes place. The majority of the job is assigned to the Executives trainees.

- **Test:** The trainee at Al-Arafah Islami Bank Ltd. is assigned evil to target the paper. The questioning program is given to the Trainee to respond to.

- **Reaction:** This method is employed to influence divines starting the training course. I approached the student and inquired about the class.

- **Analysis of costs and results:** In this case, the cost of reporting results is contrasted with the expense of training, which is unable to provide the intended outcomes.

Differences between training and development practices and academic learning

There is some space between academic learning and Practical learning. The theoretical two differences are recognized here:

- **Identification and analysis of training needs**

  - Regulations in academic learning identify the staff who require training.
  - However, Al-Arafah Islami Bank Ltd. staff didn't measure anything. Thames who requires instruction
  - Technical methods are accessible in academic learning for the execution of the trails. Consequently, technological methods are more successful.
  - Al-Arafah Islami Bank Ltd. often monitors the media. However, if they use interns and a CD-ROM.

- Web-based education and intelligent training will help them become more independent, even though developing these abilities is expensive because they are necessary for the course.

- **Required training programmed**

  - There are particular operatives and freshers in academic study.
  - However, in Al-Arafah Islami Bank Ltd., the student uses the required training.

- **Training program's guiding principles**

- In academic learning, studies are required to improve students' behavior.
- The workforce However, Al-Arafah Islami Bank Ltd. appointed the preparatory program in practice.

- **Analyzing the performance of a training programmed**

  - To assess the pre-post grooming performance, post-control group technique, and romance-based assessment bill of billet-education performance performing.
  - Pre-method and pre-post-grooming performance methods are utilized at Al-Arafah Islami Bank Ltd.; however, the training program's efficacy is not used.

Chapter Four

Analysis & Findings

Training and Development

The main HR responsibilities include training and development. Businesses often regard training and development as a crucial part of developing their human resources. Since the turn of the century, the equivalent has received increased attention in organizations all around the world. Due to the reality that technology is quickly deskilling people, many businesses now require annual training hours for all employees.

Roll for Training

Business Surroundings	Learning and Completion	Business Excellence

Business Surroundings:

Employee productivity and effectiveness ought to be raised. Enhance organizational culture and lessen staff turnover. There isn't a single firm that is large or successful enough to significantly impact the internal and external surroundings. As a result, managers act more like connectors than change experts.

Learning and Completion:

A company's processing efficiency, learning, and benefits will all enhance if you help it attract and retain outstanding staff.

Business Excellence:

A collection of profile practices for how a business should run in order to be as effective as it possible can be is what is meant by "business excellence." it also entails boosting client import and increasing efficiency while using the essential tools of the business.

Importance of Training and Development

Significantly harmed is the organization's capacity to foster organizational success. Each employee must be trained and developed for the business to progress consistently. The business might not be able to continue in the difficult climate where competition is getting fiercer if itdoes not prepare its employees. This illustrates the significance of growth and training;

- Training and development help employees perform better, which eventually boosts organizational success.
- Employees can adapt to the new challenging environment by developing creative skills and maintaining present skills.
- Boost efficiency inside the company.
- A rise in organizational growth.

Training and Development Practices by Al-Arafah Islami Bank Ltd.

Each business recognizes the critical importance of training and development, but it also recognizes the complexity of this function. They serve as a focus point for the process of employee skill, knowledge, and ability growth during training and development. Increasing employee abilities and development is their primary focus. The management of Al-Arafah IslamiBank Ltd. places more emphasis on training administrative staff members and the future than on improving individual performance.

→ Model of ADDIE used in Al-Arafah Islami Bank Ltd.

The typical process used by instructional designers and training developers is called the ADDIE model. The five steps

I. Analysis phase

II. Design phase

III. Development phase

IV. Implementation phase

V. Evaluation phase

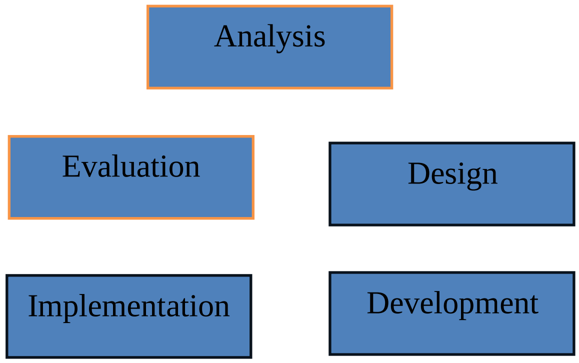


Figure: ADDIE Model Process

- **Analysis phase**: The best technique to ascertain why a person's actual performance falls short of what is intended is during the analysis phase. The employees of Al-Arafah Islami Bank Ltd. don't all have a wide range of professional experience, and they frequently hold a variety of educational degrees. Another expression is that new hires have difficulties in real-world circumstances. The analysis of training requirements will also show which employees lack the most competence in a difficult field.

- **Design Phase Here**: Al-Arafah Islami Bank Ltd. outlines the training objectives and the types of training that will be provided to the staff.

  - Trainers- external and internal instructors.
  - Trainees- new personnel.
  - Arrangement of chairs in classrooms.
    Resources, handwritten notes, books, etc.

- **Development phase:**

Al-Arafah Islami Bank Ltd. ensures a positive learning atmosphere in this phase by providing space, furniture, and other pertinent pieces of equipment. To increase the effectiveness of learning, they are prepared to offer theater-style or classroom-style seating arrangements. Al-Arafah Islami Bank Ltd. provides ample seats for every employee, all of which are managed by the trainer.

- **Implementation phase:**

I now need to decide whether or not these goods are genuinely valuable after finishing all three phases (analyze, design, and develop). Effective implementation of the training program requires a top-notch trainer and a suitable physical environment. if the trainer feels that the program has provided the staff with sufficient training. After that, they choose to put it into action.

- **Evaluation Phase:**

Evaluation is eventually the last step. During this process, employee performance is frequently evaluated. Actually, the course is either very beneficial or not. Management at the highest level routinely assesses and offers suggestions. Al-Arafah Islami Bank Ltd. evaluated the performance of its staff and, if any weaknesses were found, enrolled them in a program for training and development. Inspections are used to evaluate employee performance depending on how well they perform at work.

- On the Job Training

During the on-the-job training process, employees are given detailed instructions on how to carry out their responsibilities on the actual manufacturing line. All policies and procedures aredescribed here. Several methods are used by Al-Arafah Islami Bank Ltd. during on-the-job training (internship, work rotation). Al-Arafah Islami Bank Ltd. employed these techniques to make people productive quickly while they were still working for the company.

Job Rotation: This approach allows every employee to become familiar with the wide range of roles in the various divisions of the company. This method is commonly used by Al-Arafah Islami Bank Ltd. to improve the employee's flexibility.

Internship: This is yet another short training method that the company has developed. This educational program is free. To teach them how to do their responsibilities more precisely, each employee is assigned a manager.

- **Off the Job Training**

Off-the-job training is a training method that allows workers to develop their job-related skills away from the real work environment. Al-Arafah Islami Bank Ltd. employs a variety of techniques to do off-the-job training.

Classroom training - By using TV shows, slides, and presentations, a substantial number of employees may acquire training and skill development. Because new workers are inexperienced with the problem, utilize this method frequently with them.

Behavioral model - This model benefits Al-Arafah Islami Bank Ltd. since it aids in the development of a new behavior. It is quite beneficial for each employee.

Case thinks around- thinks about are presently a fantastic way to memorize issues and potential fixes in a down-to-earth setting. Teachers at Al-Arafah Islami Bank Ltd. who are sharpening their decision-making abilities are making this approach accessible to all specialists.

Al-Arafah Islami Bank Ltd.'s training and development program.

Preparing must be required when genuine execution doesn't meet desires. To way better get it the preparing handle because it happens, we'll utilize the ADDIE demonstration, which comprises five stages to depict the completion of preliminary ventures. Below are the five phases;

1. Examine
2. Project
3. Progress
4. Execution
5. Assessment

1. Examine

The examination step is to regularly compare the adored future execution with existing execution and discover out the hole between them. Two sorts of crevices here;

- Present routine divergence
- The hole in the upcoming concert

The existing execution error is effectively rectified and is closely resembling the challenge presently being confronted. On the other hand, the long-term Term Execution Gap could be a that will emerge in the future; however, we must begin trying to find the right absence.

2. Project

At this point, the plan step's input will be the comes about of the examination arrange. makes a difference find the break. Typically, the foremost vital arrangement is since it indicates the preparing point and makes the program's reason express.

3. Progress

Preparing programs are made to provide preparing materials like addresses and PowerPoint slides in arrange to create genuine preparing assets. It takes as input the result of the plan organize.

4. Execution

Preparing usage is the method of setting up the preparing with a foreordained objective and in a prearranged way. The complete preparing procedure for this arrange, which is fantastically perplexing, might fall flat in case something goes off-base.

5. Assessment

The final step in being prepared for preparing and improvement is assessment. There are two sorts of assessment forms;

- ❖ Procedure calculation
- ❖ Result charge

After the preparing planning, the preparing handle and all other completed forms will be looked into. The preparing program's honest to goodness focal points will be uncovered by the impact assessment once it has taken put. It can be completed with comments.

Findings

Findings of the Study:

The study looked into Al-Arafah Islami Bank Ltd.'s methods for training and development and discovered both good and bad things about them. During their investigation, I learned about the company's training and development process's benefits and drawbacks.

These are;

1) There is no predetermined strategy or planned approach to the training process.

2) The Human Resource Department lacks the necessary expertise to implement outdated training and development programs.

3) Al-Arafah Islami Bank Ltd. does not follow a proper schedule for training and development activities.

4) Employees are unclear about the objectives and benefits of their training.

5) Despite the company's efforts to maintain a professional image, the lack of professionalism among employees, particularly human resource managers, is evident.

Chapter Five

Recommendations and Conclusion

Recommendations of the Study

It is customary to offer suggestions that can aid the organization's training and development process in order to remedy the inadequacies found in the study. Making sure the company's training program runs efficiently is the main objective. Which are

- The top priorities are Creating a standardized training plan and reviewing the training techniques employed by Al Arafah Islami Bank.
- Al-Arafah Islami Bank Ltd. should use modern tools for training and development.
- It is recommended that ethics training be implemented to ensure ethical conduct in the workplace.
- Better feedback and uniform assessment procedures must be established by the organization to improve employee performance.
- Employees should receive training with clear departmental objectives, ensuring they understand the purpose of the training.

Conclusion

Finally, I would think about Al-Arafah Islami Bank Ltd.'s accountability for efficient HRM systems and adherence to the Merit System Principles (if applicable) or other corporate values and policies. In conclusion, Al-Arafah Islami Bank Ltd.'s organizational success may be attributed to both its superior hiring and selection procedures and its performance evaluation policies. Examining the literature revealed that although the value of a company's human resource assets might not be immediately visible on its financial statement, research has shown that it has a major impact on an organization's success. Although respondents believed that Al-Arafah Islami Bank Ltd.'s pay practices and training and development practices helped the company perform well as a whole, there was insufficient evidence to support this claim.

Concurring with the study's discoveries, GCGL's administration ought to keep up the great work of making any doubt that the HR policy—which could be a of the company objective to use human assets, among other things, to realize remarkable execution of each year—is taken after. To guarantee that the HR rules are broadly caught on and put into hone, duplicates of the approach ought to too be made accessible to all representatives. Administration must proceed to guarantee that the contracting and determination methods are straightforward and reasonable. Successful selection and choice procedures will deliver favorable monetary returns for the organization, either by guaranteeing worker viability or by guaranteeing that all enlisting and determination strategies compare to the company's guidelines and rules.

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