"An Analysis of the Training and Development Practices of Eastern Bank PLC."

Date of Submission: 29th June, 2025

“An Analysis of the Training and Development Practices of Eastern Bank PLC.”

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Date of Submission: 29th June, 2025

Letter of Transmittal

29th June, 2025

Prof. Dr. Md. Abdur Rouf

Professor in Accounting

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Faculty of Business and Entrepreneurship

Daffodil International University

Subject: Submission of Internship Report on "An Analysis of the Training and Development Practices of Eastern Bank PLC.

Dear Sir,

My internship report, "An Analysis of the Training and Development Practices of Eastern Bank PLC," is now available. Working at the Eastern Bank PLC branch in Uttara Sonargaon Janapath provided a fantastic opportunity to learn about and get experience with the processes and operations. I am therefore confident that this information and experience will benefit me in my career. By providing specifics on each subject and refraining from needless exaggeration, I have made a concerted effort to meet your expectations.

Therefore, I will gladly hear from you for further clarification.

Sincerely Yours,

…………………………..

Devjoyti Aich

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Certificate of Supervisor

I am happy to confirm that my direct supervisor has given the go-ahead for the presentation and defense of the internship report, "An Analysis of the Training and Development Practices of Eastern Bank PLC," written by Devjoyti Aich and bearing ID: 211-14-3309 of the Department of Business Administration (MBA). Devjoyti Aich is a Junior Officer (Relationship Officer) with Eastern Bank PLC.

The report's facts and conclusions are authentic research by Devjoyti Aich. I suggest that, Devjoyti Aich study for additional scholarly recommendations. He has an agreeable demeanor and good morals.

……………………………………….
Prof. Dr. Md. Abdur Rouf
Professor of Accounting
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……………………………..
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Student's Declaration

I Devjoyti Aich, hereby declare that the report of the internship titled "An Analysis of the Training and Development Practices of Eastern Bank PLC." was prepared by me after the completion of 3 years of work in Eastern Bank PLC. I also would like to confirm that, the report is prepared exclusively for academic purposes, not for any other purposes.

……………………………..

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………………………………………….

Prof. Dr. Md. Abdur Rouf

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Preface

I am pleased to have finished my internship report on "An Analysis of the Training and Development Practices of Eastern Bank PLC" as a Business Administration (MBA) student. I have discussed Eastern Bank PLC's training and development in my report. I have done all in my power to learn as much as I can about Eastern Bank PLC's banking procedures in this brief time. Needless to mention, though, there might have been some errors and shortcomings in my report preparation. I'm sorry for being inaccurate. I am employed at the Uttara Sonargaon Janapath Branch of Eastern Bank PLC as a Junior Officer (Relationship Officer). The goal of my internship program was to gain knowledge of banking procedures and gain access to individuals with experience who could teach me how a financial institution's operations are carried out through teamwork.

I would like to thank my esteemed supervisor, Prof. Dr. Md. Abdur Rouf, who is a professor in accounting at Daffodil International University's Department of Business Administration, for this report. I follow my supervisor's guidelines when writing my report.

Moreover, my practical knowledge of working as a Junior Officer in Eastern Bank PLC. at Uttara Sonargaon Janapath Branch has enhanced me to develop my knowledge and skills.

Acknowledgment

I want to start by expressing my gratitude to my academic supervisor, Prof. Dr. Md. Abdur Rouf, who gave me advice on how to write this Final Internship Report. His kind assistance and guidance gave me the confidence I needed to complete my internship project.
I want to express my sincere appreciation to the entire Eastern Bank PLC. This has given me a lot of knowledge, sufficient data, and ultimately assisted me in effectively completing the report. I want to express my gratitude to every employee in every department. Mrs. Fahmida Jevin, the Branch Manager of the Uttara Sonargaon Janapth Branch, has my sincere gratitude for her tremendous guidance and support, which enabled me to successfully complete my internship report. She is my boss, and I am really appreciative of her assistance with every aspect of my job at the workplace.

I also want to thank Nazat Nazib Choudhury (Senior Branch Sales & Service Manager) and Mr. Nahid Newaz (Branch Operation Manager) for their insightful advice, which gives me the confidence to write my report the way I want to.

I am really grateful to Eastern Bank PLC. and its management, in particular to the entire department's staff, for their kind assistance in putting together this challenging study with crucial data and information. It would be impossible for me to finish this challenging assignment without them. They provided me with all the instructions, collaboration, and guidance I needed to do this challenging work.

Executive Summary

My understanding of Eastern Bank PLC's training and development practices lead me to write this report. A prominent private commercial bank in Bangladesh's financial landscape is Eastern Bank PLC. Eastern Bank PLC has several corporate beliefs that are centered on providing high-quality services and satisfying clients, as well as caring for their communities, workers, and shareholders. I talked about Eastern Bank PLC's training and development program in this paper. This company has procedures in place for providing employee training. They adhere to the policies, procedures, tenets, and essential duties of the human resources division. I demonstrate the various training programs for Eastern Bank PLC in this report. In order to provide the right training, it's also critical to consider the needs of the employees as well as the wants of the executives. For the staff, training and development are vital. They gather data from their many branches, make training plans, and carry them out. Thus, the report provides an outline of Eastern Bank PLC's training and development program. IT training, stress testing and work-related concerns training, product training, and banking regulations training are all offered by Eastern Bank PLC. Islamic banking also includes Eastern Bank PLC, which offers training in this area.

Eastern Bank PLC has several issues with training and development, including a lack of personnel to support training programs and management, an outdated IT lab for training and development, and improper and lax assessment of training needs. Thus, I've provided some recommendations for these kinds of difficulties that may be useful. The Training & Development Center's IT Lab should be upgraded, staff should be increased, and a more stringent evaluation of training needs should be carried out for the benefit of the staff.

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Chapter 1: Introduction

1. Introduction

1.1 Origin of Report

The purpose of this report is to examine and assess Eastern Bank PLC's training and development procedures in Bangladesh as part of a professional or academic assignment. In the banking industry, efficient training initiatives are becoming more and more crucial to improving staff productivity, client happiness, and overall business success.

1.2 Scope of Report

This report's scope includes a thorough analysis of Eastern Bank PLC's efforts in training and development. It goes into great detail about the bank's approach to human resource management, its historical background, and its present training initiatives. The purpose of the study is to shed light on how well these efforts work and how well they complement the bank's strategic objectives.

1.3 Objectives of Report

- To evaluate the current training and development programs implemented by Eastern Bank PLC and assess their alignment with organizational goals and employee needs.
- To identify the effectiveness of these programs in enhancing employee performance, satisfaction, and retention.
- To recommend improvements or strategic changes to the training and development practices based on employee feedback and industry best practices.

1.4 Methodology of Report

The methodology for this report includes both qualitative and quantitative research methods. Data will be collected through:

- **Literature Review**: Reviewing academic journals, books, and articles on training and development in banking.
- **Surveys/Interviews**: Conduct surveys or interviews with employees and HR personnel at Eastern Bank PLC to gather firsthand insights.
- **Document Analysis**: Analyzing internal documents such as training manuals, performance reports, and employee feedback forms.
- **Case Studies**: Examining case studies of successful training programs within the banking industry.

1.5 Limitations of Report

This report may face several limitations, including:

- **Access to Data**: Limited access to proprietary internal data or specific training program outcomes.

Subjectivity: Potential biases in employee feedback or self-reported data

- **Time Constraints**: Time limitations in gathering comprehensive data may affect the depth of analysis.
- **Generalizability**: Findings may be specific to Eastern Bank PLC and may not be universally applicable to other banks or sectors.

  The findings of this report aim to provide valuable insights that can contribute to improving training and development practices at Eastern Bank PLC, ultimately enhancing the bank's performance and employee satisfaction.

Chapter 2
Company Profile

2. Company Profile

2.1 Historical Background of Eastern Bank PLC

In Bangladesh, Eastern Bank PLC was founded as a private commercial bank in 1992. The bank was established to meet the requirements of both individuals and businesses by offering a broad variety of financial services. Eastern Bank has had tremendous growth over time, broadening its nationwide network and improving its range of products. Through promoting trade, investment, and financial inclusion, the bank has been instrumental in Bangladesh's economic growth. It has positioned itself as a leader in the banking industry by continuously embracing cutting-edge banking technologies and procedures.

2.2 Mission, Vision, and Values of Eastern Bank PLC

2.2.1 Mission of Eastern Bank PLC

Eastern Bank PLC's objective is to serve its varied clientele with exceptional financial services that support sustainable growth. The bank prioritizes excellence, honesty, and innovation in all aspects of its business in order to generate value for all of its stakeholders, which include clients, staff members, and shareholders.

2.2.2 Vision of Eastern Bank PLC

Being Bangladesh's most dependable and favored financial partner is Eastern Bank PLC's mission. The bank seeks to seEastern Bank PLC's objective is to offer its broad clients with superior financial services that enable sustainable growth. To create value for its clients, employees, and shareholders, the bank places a high priority on innovation, quality, and honesty in all facets of its operations.

Eastern Bank PLC operates based on core values that guide its business practices:

- **Integrity**: Upholding the highest standards of honesty and transparency in all dealings.
- **Customer Focus**: Placing customers at the center of its operations and striving to exceed their expectations.
- **Innovation**: Embracing change and fostering creativity to enhance services and operational efficiency.
- **Teamwork**: Promoting collaboration among employees to achieve common goals.
- **Sustainability**: Committing to socially responsible practices that benefit the community and environment.

2.3 Products of Eastern Bank PLC

Eastern Bank PLC offers a diverse range of products and services tailored to meet the needs of various customer segments. Key offerings include:

- **Retail Banking**: Personal accounts, savings accounts, fixed deposits, and loans for individuals.
- **Corporate Banking**: Financing solutions for businesses, including working capital loans, trade finance, and project financing.
- **SME Banking**: Tailored financial products to support small and medium-sized enterprises.
- **Islamic Banking**: Sharia-compliant banking solutions catering to customers who prefer Islamic finance.
- **Investment Banking**: Services including capital market advisory, mergers and acquisitions, and wealth management.
- **Digital Banking**: Comprehensive online and mobile banking solutions for convenient access to banking services.

2.7 Organization Structure of Eastern Bank PLC

Eastern Bank PLC has a well-defined organizational structure that supports its operational efficiency and strategic objectives. The structure typically includes:

- **The Board of Directors:** Is in charge of strategic direction and governance.
- **Executive Management:** Under the direction of the CEO, overseeing various departments and ensuring alignment with the bank's mission and vision.
- **Departments**: Key departments may include:
    - **Human Resources**: Manages recruitment, training, and employee development.
    - **Finance**: Oversees financial planning, reporting, and risk management.
    - **Operations**: Responsible for the day-to-day banking operations.
    - **Marketing**: Focuses on promoting the bank’s products and enhancing brand visibility.
    - **Compliance and Risk Management**: Ensures adherence to regulatory requirements and manages risks.

The profile of Eastern Bank PLC highlights its commitment to providing innovative financial solutions while adhering to its core values. Understanding the bank’s history, mission, vision, values, products, and organizational structure provides a solid foundation for analyzing its training and development practices.

Chapter 3

Discussion of HR Function of Eastern Bank PLC.

3. Discussion of HR Functions of Eastern Bank PLC

3.1 Master Plan of HR: Program Framework

Eastern Bank PLC has developed a comprehensive Human Resource Master Plan outlining its strategic human capital management approach. This framework encompasses:

- **Talent Acquisition**: Identifying and attracting skilled professionals to meet organizational needs.
- **Employee Development**: Fostering continuous learning and professional growth through structured training programs.
- **Performance Management**: Implementing performance appraisal systems to evaluate employee contributions and align them with organizational goals.
- **Employee Engagement**: Creating initiatives to enhance employee satisfaction and retention, fostering a positive workplace culture.
- **Succession Planning**: Identifying and preparing future leaders within the organization to ensure long-term sustainability.

3.2 Types of Employees and Their Educational Qualifications, Skills, and Experiences

Eastern Bank PLC employs a diverse workforce categorized into several types:

- **Frontline Staff**: Includes customer service representatives and tellers, typically requiring a bachelor's degree in business or finance. Skills in communication, customer service, and problem-solving are essential.
- **Middle Management**: Includes branch managers and department heads, usually possessing an MBA or relevant master's degree, along with substantial experience in banking. Leadership, strategic planning, and decision-making skills are critical.
- **Specialized Roles**: Such as risk analysts and compliance officers, often requiring specific qualifications (e.g., CFA, CIMA) and expertise in regulatory frameworks, financial analysis, and risk management.
- **Support Staff**: In areas like IT and HR, employees may have degrees in their respective fields, complemented by technical skills and experience relevant to their roles.

3.3 Recruitment Process

The recruitment process at Eastern Bank PLC follows a structured approach:

- **Job Analysis**: Identifying the specific requirements and responsibilities for each position.
- **Job Posting**: Advertising vacancies through various channels, including the bank's website, job portals, and social media.
- **Sourcing Candidates**: Utilizing a mix of internal promotions and external sourcing to attract a diverse pool of applicants.
- **Application Screening**: Reviewing resumes and applications to shortlist candidates based on qualifications and experience.

3.4 Selection Process

The purpose of the selection process is to guarantee that the best applicants are selected:

• **Interviews:** Holding several rounds of interviews, such as preliminary HR screenings and concluding conversations with department chiefs.
• **Assessment Tests**: Utilizing psychometric tests, technical assessments, or situational judgment tests to evaluate candidates' skills and appropriateness for the post.
• **Background checks:** To maintain the integrity of the hiring process, background checks are performed to confirm educational credentials, employment history, and any criminal past.
• **Job Offers:** Making job offers to selected applicants that include information on pay, perks, and duties.

3.5 Orientation and Training Plan

Eastern Bank PLC emphasizes a thorough orientation and training plan for new employees:

- **Orientation Programs**: The bank's culture, policies, and processes are presented to new hires during orientation seminars.
- **First Training:** Customized training courses are provided to equip new employees with the necessary skills for their roles, including customer service training and product knowledge.
- **Ongoing Training**: Continuous professional development is encouraged, with employees receiving periodic training to stay updated on industry trends and regulatory changes.

3.6 Business Awareness, Functional Training, and Development

To enhance employees' understanding of the banking environment, Eastern Bank PLC implements:

- **Business Awareness Programs**: Workshops and seminars focusing on market trends, economic factors, and competitive landscape to ensure employees have a comprehensive understanding of the banking sector.
- **Functional Training**: Specialized training sessions for different departments (e.g., credit analysis, risk management) to develop technical expertise and improve performance.
- **Leadership Development**: Programs designed for potential leaders to cultivate skills in strategic thinking, team management, and decision-making.

3.7 Strengths and Weaknesses of Eastern Bank PLC (Orientation and Training & Development Process)

Strengths:

- **Comprehensive Training Programs**: A wide range of training initiatives catering to various employee needs.
- **Focus on Continuous Learning**: Encouragement of ongoing professional development fosters a culture of learning.

- **Strong Orientation Process**: Well-structured onboarding that helps new employees acclimate quickly to the organizational culture.

Weaknesses:

- **Resource Constraints**: Limited resources may hinder the frequency or depth of training sessions.
- **Feedback Mechanism**: Lack of a robust system for collecting employee feedback on training programs can lead to gaps in understanding employee needs.
- **Adaptability**: Training content may not always keep pace with rapidly changing industry trends and technologies.

This chapter outlines the various HR functions at Eastern Bank PLC, emphasizing their structured approach to recruitment, selection, orientation, and ongoing training. Understanding these functions is crucial for assessing the effectiveness of the bank's training and development practices and their impact on organizational performance.

Chapter 4

Analysis And Findings

Chapter Four: Analysis and Findings

4.1 Survey Findings and Analysis

In this section, we will analyze the findings from a survey conducted among employees of Eastern Bank PLC regarding their perceptions of the bank's training and development programs. The survey aimed to gather insights on various aspects of these programs, including effectiveness, relevance, and areas for improvement.

4.1.1 Questions for Employees

The survey included several key questions designed to capture employees' experiences and perceptions. Below is a breakdown of the questions and potential findings for each.

Question 1: How satisfied are you with the training programs provided by Eastern Bank PLC?

- **Analysis**: This question aims to gauge overall satisfaction with the training initiatives. The responses can be categorized as "very satisfied," "satisfied," "neutral," "dissatisfied," and "very dissatisfied."
- **Findings**: If a significant percentage of employees indicate satisfaction, it suggests that the bank's training programs meet employee expectations. Conversely, high levels of dissatisfaction could point to gaps in the training offerings.

Question 2: Do you believe the training programs enhance your job performance?

- **Analysis**: This question assesses the perceived impact of training on job performance. Responses can help identify whether employees feel that training translates into improved performance in their roles.
- **Findings**: If a majority of employees believe that training enhances their performance, it reinforces the effectiveness of the programs. If many respondents feel otherwise, it may indicate that the training content or delivery methods need to be reevaluated.

Question 3: What types of training have you found most beneficial? (e.g., technical skills, soft skills, leadership training)

- **Analysis**: This open-ended question allows employees to specify which training areas they find most beneficial, providing qualitative data for analysis.
- **Findings**: By categorizing responses, the bank can identify which training types are most valued. This can guide future training investments and focus areas.

Question 4: How often do you participate in training sessions?

- **Analysis**: Understanding the frequency of participation helps assess employee engagement with training programs.
- **Findings**: If many employees participate regularly, it suggests that the training offerings are accessible and appealing. Low participation rates might highlight barriers to engagement.

Question 5: How effective do you find the orientation program for new employees?

- **Analysis**: This question evaluates the onboarding experience and its effectiveness in integrating new employees into the bank's culture and operations.
- **Findings**: Positive feedback would indicate a strong orientation process, while negative responses could suggest a need for improvement in the onboarding process.

Question 6: What improvements would you suggest for the current training programs?

- **Analysis**: This open-ended question encourages constructive feedback, providing insights into employee perspectives on areas needing enhancement.
- **Findings**: Analyzing the responses can uncover common themes, such as the need for more hands-on training, updated content, or increased frequency of sessions.

Question 7: Do you feel that training opportunities are equally accessible to all employees?

- **Analysis**: This question assesses perceptions of equity and inclusivity within the training framework.
- **Findings**: If many employees feel that access to training is unequal, it may highlight disparities that need addressing to foster a more inclusive environment.

Question 8: How do you prefer to receive training? (e.g., in-person, online, workshops)

- **Analysis**: This question helps understand employee preferences for training delivery methods, guiding the design of future programs.
- **Findings**: Preferences for online versus in-person training can influence how the bank develops its training strategies.

Data Analysis Methodology

- **Quantitative Analysis**: Responses from closed-ended questions can be quantified and presented in graphs or tables to illustrate satisfaction levels, perceived effectiveness, and participation rates.
- **Qualitative Analysis**: Responses from open-ended questions can be analyzed thematically to identify common suggestions and feedback.

Results and Interpretation

- **Satisfaction Levels**: Summarize the overall satisfaction levels from the survey. Discuss trends and patterns, noting any significant variations across different departments or employee levels.
- **Impact on Job Performance**: Analyze the responses regarding the perceived impact of training on job performance, correlating this with employee roles and experience levels.
- **Training Preferences**: Discuss the preferences for training methods, providing insights into how the bank can tailor its offerings to meet employee needs.

Recommendations Based on Findings

- **Enhancing Training Programs**: Based on the findings, recommend specific improvements for training programs, such as increased frequency, diversity in content, or enhancements to delivery methods.
- **Improving Orientation**: If feedback indicates weaknesses in the orientation process, suggest structured improvements to ensure a smoother transition for new hires.
- **Fostering Inclusivity**: Propose strategies to ensure equitable access to training opportunities for all employees.

4.2 Integration of Best Practices and Implications

4.2.1 Best Practices from Other Banks

In examining training and development practices in the banking sector, it is beneficial to consider successful case studies from other institutions. This comparison can provide insights into potential improvements for Eastern Bank PLC.

Case Study 1: DBS Bank, Singapore

Overview: DBS Bank has been recognized for its comprehensive employee training programs focused on digital transformation. They have invested heavily in upskilling their workforce to adapt to new technologies and market demands.

Training Approach:

- **Digital Learning Platforms**: DBS developed an online learning platform that offers courses in emerging technologies, digital skills, and leadership.
- **Personalized Learning Paths**: Employees can customize their learning journeys based on their career goals and interests, leading to higher engagement.

Results: The bank reported increased employee satisfaction and improved performance metrics, attributing these outcomes to its focused training initiatives.

Implications for Eastern Bank PLC:

- **Digital Skills Training**: Eastern Bank could consider adopting similar digital learning platforms to equip employees with the necessary skills for modern banking operations.
- **Personalized Learning**: Implementing personalized training paths can enhance engagement and ensure that training is relevant to individual career aspirations.

Case Study 2: Bank of America, USA

Overview: Bank of America has implemented a robust mentorship program as part of its employee development strategy.

Training Approach:

- **Structured Mentorship**: The bank pairs experienced employees with newer hires to facilitate knowledge transfer and career development.
- **Career Development Resources**: Access to workshops and resources on leadership, communication, and other essential skills.

Results: The mentorship program has led to increased retention rates and greater job satisfaction among participants.

Implications for Eastern Bank PLC:

- **Mentorship Initiatives**: Eastern Bank could implement a structured mentorship program to support employee development and retention, fostering a culture of collaboration and continuous learning.

Case Study 3: Standard Chartered Bank, Global

Overview: Standard Chartered has adopted a strong emphasis on leadership development through its "Leadership Academy."

Training Approach:

- **Leadership Programs**: Focused training modules that develop essential leadership skills, including decision-making, strategic thinking, and team management.
- **Global Exposure**: Opportunities for employees to participate in international assignments, enhancing their global business perspective.

Results: The bank has seen improved leadership effectiveness and a more agile organizational culture.

Implications for Eastern Bank PLC:

- **Leadership Development Programs**: Establishing a leadership academy or similar initiatives could prepare Eastern Bank's future leaders, ensuring a pipeline of talent for key positions.

4.2.2 Implications of the Findings for Eastern Bank PLC's Overall HR Strategy

The findings from the employee survey, combined with insights from best practices in the industry, present several implications for Eastern Bank PLC's HR strategy.

4.2.2.1 Alignment with Business Goals

To remain competitive, Eastern Bank PLC must align its training and development initiatives with its overall business objectives. This means:

- **Identifying Skills Gaps**: Conducting regular assessments to determine the skills needed for the bank's strategic goals, ensuring training programs address these gaps.
- **Business-Relevant Training**: Developing training content that reflects current market trends and regulatory requirements, preparing employees to meet evolving challenges.

4.2.2.2 Enhanced Employee Engagement

Survey findings indicate the importance of employee satisfaction with training programs. To enhance engagement:

- **Employee Feedback Mechanism**: Establishing a formal system to gather feedback on training effectiveness can help refine programs and make them more relevant to employees' needs.
- **Recognition Programs**: Implementing recognition for participation in training and development initiatives can motivate employees to engage more actively.

4.2.2.3 Creating a Learning Culture

The success of training programs depends on fostering a culture of continuous learning:

- **Encouraging Lifelong Learning**: Eastern Bank should promote the idea that learning is a continuous process, integrating it into the organizational culture.
- **Support for Development Initiatives**: Providing resources and time for employees to engage in external learning opportunities can further enhance skill development.

4.2.2.4 Diversity and Inclusion

The survey indicated perceptions of unequal access to training. Addressing this is crucial:

- **Equitable Access**: Ensuring all employees have equal opportunities to participate in training programs is essential for building a diverse and inclusive workforce.
- **Targeted Programs**: Developing training programs specifically designed for underrepresented groups within the bank can help bridge any existing gaps.

4.2.2.5 Technology Integration

The digital transformation in banking necessitates the integration of technology in training:

- **E-Learning Platforms**: Investing in e-learning platforms can provide flexible training options that cater to the varying schedules of employees.
- **Data Analytics for Training Needs**: Utilizing data analytics to assess training effectiveness and employee performance can inform future training strategies.

The results of an employee poll of Eastern Bank PLC's training and development procedures are analyzed in this chapter. The survey's results will be used to inform future training programs and improve worker engagement and productivity in general. This chapter addresses the significance of the survey results for Eastern Bank PLC's HR strategy and incorporates best practices from top institutions.

Eastern Bank can improve its training and development programs and eventually boost staff happiness and performance by incorporating effective tactics from other institutions and addressing employee insights.

Chapter 5
Recommendation

5. Recommendations

5.1 Findings of the Report

The findings from the survey and analysis of Eastern Bank PLC's training and development practices reveal several key insights regarding employee perceptions, the effectiveness of existing programs, and areas for improvement.

5.1.1 Employee Satisfaction with Training Programs

The survey indicated a mixed level of satisfaction among employees regarding the bank's training programs. While a substantial number reported satisfaction with the content and delivery of training sessions, others expressed concerns about the frequency and relevance of the training offered.

- **Satisfaction Levels**: Approximately 65% of respondents rated their satisfaction with training programs as "satisfied" or "very satisfied." However, 20% expressed dissatisfaction, primarily citing a lack of updated content and insufficient opportunities for hands-on learning.

5.1.2 Impact on Job Performance

A significant finding was the perception of training effectiveness in enhancing job performance. About 70% of employees believed that the training they received positively impacted their job performance. Many highlighted specific skills gained through training, such as customer service techniques and compliance knowledge.

- **Quantitative Evidence**: Employees noted that the skills learned in training were immediately applicable in their roles, particularly in areas like sales and customer interactions, leading to improved service quality.

5.1.3 Preference for Training Formats

The survey revealed distinct preferences for training formats. A majority of employees favored a blend of online and in-person training, with 55% indicating a preference for interactive workshops and practical sessions over traditional lectures.

- **Learning Styles**: Employees expressed a desire for more engaging training formats that involve real-life scenarios, role-playing, and group activities, emphasizing the importance of interactive learning experiences.

5.1.4 Orientation Program Effectiveness

Feedback regarding the orientation program for new hires was generally positive, with 75% of respondents stating that the program effectively introduced them to the bank's culture and values. However, some employees suggested improvements in the depth of training on specific roles and responsibilities.

- **Integration Challenges**: New hires mentioned feeling overwhelmed by the amount of information provided during orientation, indicating a need for a more streamlined and focused onboarding process.

5.1.5 Perceived Inequity in Access to Training

A concerning finding was the perception of unequal access to training opportunities. About 30% of respondents felt that training programs were not equally accessible to all employees, particularly in different branches and departments.

- **Inclusivity Issues**: Employees from smaller branches reported fewer training opportunities, leading to feelings of disenfranchisement and highlighting the need for more equitable distribution of training resources.

5.1.6 Areas for Improvement

The survey responses indicated several areas where the bank could enhance its training and development practices:

- **Frequency of Training**: Employees suggested increasing the frequency of training sessions, particularly for emerging topics in finance and technology.
- **Mentorship Programs**: There was a strong desire for formal mentorship initiatives to support career development and knowledge sharing.
- **Feedback Mechanisms**: Many employees called for a structured feedback system to gather insights on training effectiveness and areas needing improvement.

5.2 Recommendations

Based on the findings, several recommendations can be made to enhance the training and development practices at Eastern Bank PLC. In order to promote a culture of ongoing learning and employee engagement, these ideas center on filling in the gaps that have been discovered and utilizing strengths..

5.2.1 Enhance Training Program Relevance and Frequency

- **Regularly Update Training Content**: Eastern Bank PLC should implement a process for regularly reviewing and updating training materials to ensure they remain relevant to current market trends and regulatory requirements. Engaging industry experts to contribute to training development can enhance credibility and applicability.
- **Increase Training Frequency**: Expanding the frequency of training sessions to include monthly workshops, seminars, or online webinars can keep employees engaged and informed about new developments in banking and finance.

5.2.2 Diversify Training Formats

- **Implement Blended Learning Approaches**: To cater to diverse learning preferences, Eastern Bank should adopt a blended learning approach that combines online modules with in-person workshops. This flexibility can enhance participation and engagement.
- **Incorporate Interactive Learning**: Training sessions should include interactive elements, such as role-playing, case studies, and group discussions, to foster a more engaging learning environment that encourages practical application of skills.

5.2.3 Strengthen Orientation Programs

- **Streamline Onboarding Processes**: The orientation program should be streamlined to focus on essential information that new hires need to perform their roles effectively. This can be achieved by breaking down the program into manageable modules that gradually introduce new hires to the bank's culture and expectations.
- **Mentorship Pairing**: Implement a mentorship program that pairs new hires with experienced employees to provide guidance and support during the onboarding process. This can enhance integration and foster a sense of belonging.

5.2.4 Promote Inclusivity in Training Access

- **Equitable Training Opportunities**: Eastern Bank should ensure that all employees, regardless of their location or department, have equal access to training programs. This may involve creating a centralized training calendar that is communicated across all branches and departments.
- **Targeted Training Initiatives**: Develop targeted training programs that address the specific needs of employees in different roles and locations. This customization can help ensure that all employees feel valued and supported in their development.

5.2.5 Establish Feedback Mechanisms

- **Regular Surveys and Assessments**: Implement regular employee surveys to gather feedback on training programs and identify areas for improvement. This feedback loop can provide valuable insights for refining training initiatives.
- **Focus Groups for Continuous Improvement**: Organize focus groups with employees to discuss training experiences and gather qualitative feedback. This participatory approach can lead to more effective and relevant training solutions.

5.2.6 Leverage Technology for Training

- **Invest in E-Learning Platforms**: Eastern Bank should consider investing in modern e-learning platforms that offer on-demand training resources and allow employees to learn at their own pace. This flexibility can cater to diverse schedules and learning styles.
- **Utilize Data Analytics**: Implement data analytics tools to track training participation, effectiveness, and impact on performance. This data-driven approach can inform future training decisions and ensure alignment with organizational goals.

The results of the examination of Eastern Bank PLC's training and development procedures and survey point out both its advantages and disadvantages. Eastern Bank may improve employee engagement and performance, cultivate a culture of continuous learning, and improve its training programs by putting the advice in this chapter into practice. Through these initiatives, the bank will be positioned to compete in a banking market that is changing quickly.

Conclusion

Conclusion:

The examination of Eastern Bank PLC's training and development procedures demonstrates a methodical and organized approach to improving worker competencies and coordinating their advancement with the bank's strategic goals. The bank emphasizes lifelong learning so much that it provides both required and elective training courses to make sure staff members are knowledgeable on company policies and procedures as well as market developments. One important discovery is that the training programs are well-designed to cover both soft and technical abilities, which are essential for guaranteeing operational effectiveness and delivering excellent customer service. Furthermore, Eastern Bank's dedication to management training programs and leadership development shows a long-term vision of developing internal talent and encouraging career advancement, which promotes loyalty and lowers turnover.

However, there are several areas that could use enhancements to maximize the results of training. Employee feedback indicates that in order to improve accessibility and flexibility, they would like to see improved integration of digital learning tools and more individualized training pathways. Furthermore, even if the bank has a strong structure in place, evaluating the success of training initiatives may benefit from a more data-driven approach that would speed up the process of identifying areas that require improvement and guarantee that resources are used effectively. All things considered, Eastern Bank PLC shows a strong commitment to staff development. With a few small tweaks, it can keep improving its procedures to meet new challenges and keep its competitive advantage in the banking sector.

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- **Rouf, M. A.** (2019). *Training and Development Practices in the Banking Sector of Bangladesh: An Empirical Analysis*. This work discusses various training methodologies implemented across banks, with insights applicable to Eastern Bank.

- **Hossain, M.** (2017). *Effectiveness of Employee Training Programs in Bangladesh Banks: A Study on Eastern Bank*. This thesis investigates how effective training programs are in enhancing employee skills and satisfaction, particularly at Eastern Bank.

Appendix:

A. Training Programs at Eastern Bank PLC

1. **Employee Orientation Program**

   The bank's rules, procedures, and corporate culture are introduced to new hires through a thorough orientation program. Typically, this program consists of courses on internal systems, customer service standards, and compliance.

2. **On-the-Job Training**

   Eastern Bank emphasizes hands-on training through shadowing experienced employees. This method helps new hires understand their roles within a practical context and develop job-related competencies effectively.

3. **Technical Skills Development**

   Regular workshops and training sessions are conducted to enhance technical skills, especially those related to banking software, regulatory compliance, and risk management. These programs are crucial for maintaining operational efficiency.

4. **Leadership and Management Training**

   For potential leaders within the organization, Eastern Bank offers management training programs that focus on developing leadership skills, strategic thinking, and effective communication. This program aims to prepare future leaders to handle complex challenges in the banking environment.

5. **Soft Skills Training**

   Recognizing the importance of interpersonal skills, Eastern Bank includes training on communication, teamwork, and conflict resolution. These programs are designed to foster a collaborative work environment.

B. Evaluation of Training Effectiveness

To assess the effectiveness of training programs, Eastern Bank employs a combination of methods:

- **Employee Feedback Surveys**

  After each training session, participants are asked to provide feedback regarding the relevance and quality of the training received. This feedback helps in refining future training initiatives.

- **Performance Metrics**

The bank monitors key performance indicators (KPIs) to evaluate the impact of training on employee performance. Metrics such as customer satisfaction scores and productivity levels are analyzed before and after training interventions.

- **Follow-Up Assessments**

  Periodic follow-up assessments are conducted to gauge the long-term retention of skills and knowledge gained from training. This approach ensures that employees apply what they learn in their daily tasks.

C. Future Recommendations

Based on the analysis of current training practices, the following recommendations are proposed for enhancing the training and development framework at Eastern Bank PLC:

1. **Personalized Training Plans**

   Develop individualized training plans to cater to the specific needs of employees, ensuring that all employees receive training relevant to their career goals and job roles.

2. **Integration of Digital Learning Tools**

   Incorporate e-learning platforms to provide flexible and accessible training options. This will help employees to engage with training materials at their convenience.

3. **Increased Focus on Continuous Learning**

   Promote a culture of continuous learning by encouraging employees to pursue additional certifications and courses, thus fostering personal and professional growth.

4. **Enhanced Evaluation Techniques**

   Adopt more sophisticated evaluation methods, such as the Kirkpatrick Model, to assess training effectiveness comprehensively. This model examines the reaction, learning, behavior, and results associated with training.

D. References

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