



**Daffodil**  
*International*  
**University**

## **Recruitment and Selection Process of National Bank Limited**

### **Supervised By**

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**Date of Submission: 31 March, 2019**

## Letter of Transmittal

Date: March 31, 2019

To  
Mr. Sheikh Abdur Rahim,  
Associate Professor and Supervisor  
Faculty of Business and Entrepreneurship  
Department of Business Administration  
Daffodil International University

**Subject: Submission of the Internship Report on “Recruitment and Selection Process of National Bank Limited”**

Respected Sir,

Kindly refer to the captioned subject, I would like to inform your honour that, I am Most. Tania Nasrin student of MBA Major in HRM. This is a great opportunity and immense pleasure for me to submit this Internship reports on the topic “Recruitment and Selection Process of National Bank Limited”. I have prepared this report as a partial fulfillment of the course. In this report I have tried to give all the information that I have gathered during my survey time at National Bank Ltd. I have tried my level best to prepare this report according to your instruction.

I express my full gratitude to you for going through this report for evaluating my performance. I hope this research paper will meet your requirement. I am always available for any clarification of any part of this report at your convenience.

Sincerely Yours,

A rectangular box containing a handwritten signature in dark ink that reads "Tania".

.....  
(Most. Tania Nasrin)  
ID No: 173-14-2550  
MBA, 48th Batch  
Major in HRM  
Daffodil International University

## Declaration

I am Most. Tania Nasrin, a student of Daffodil International University of Bangladesh is hereby declared that the Internship Report on **“Recruitment and Selection Process of National Bank Limited”** is done by me as a part of my academic curriculum.

The work that I submitted here does not break any existing copyright and no portion of the report is copied from any work done earlier for a degree or otherwise.

I further undertake to indemnify the department against any loss or damage arising from breach of the foregoing obligations.

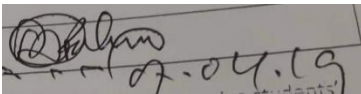


.....  
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## Letter of Acceptance

This is to certify that the Internship Report on “Recruitment and Selection Process of National Bank Limited” was submitted for the award of the Degree of Master of Business Administration (MBA), Daffodil International University with major in “Human Resource Management”, is a record of work carried out by Most. Tania Nasrin, ID: 173-14-2550, 48<sup>th</sup> Batch under my supervision.

To the best of my knowledge and as per her declaration, the data and findings presented in the internship report seem to be authentic. Thus she has given permission to submit the internship report for presentation in the internship defense.

A handwritten signature in black ink, followed by the date '27.04.19' written below it.

.....  
**(Mr. Sheikh Abdur Rahim)**  
Associate Professor and Supervisor  
Faculty of Business & Entrepreneurship.  
Department of Business Administration  
DaffodilInternationalUniversity

## Acknowledgements

At the beginning I want to pay my homage to the almighty Allah who made me capable to continue my everyday tasks both inside and outside the workplace during the whole period of my internship program. Afterward I want to pay my deepest gratitude to all of the Faculties and Lecturers of the Bachelor of Business Administration Department, Daffodil International University for their cooperation regarding different issues of human resource management in this study.

The successful completion of this work would not have been possible without the support, encouragement, cooperation and assistance from many individuals who contributed immensely to conduct, compilation and the work. I would like to thank for their encouragement, patience and support.

At the outset, it is a great pleasure and proud privilege to express my deep sense of gratitude to my learned supervisor **Mr. Sheikh Abdur Rahim**, Associate Professor, Faculty of Business and Entrepreneurship, Daffodil International University, for his proper guidance, advice and encouragement during the whole period of the work.

My heartiest gratitude and gratefulness is due to Gourango Chandra Debnath Associate Professor, and Head of Department, Department of Business Administration, Daffodil International University, for his administrative support in different stages in the preparation of the report.

I acknowledge my thanks and gratefulness all of Officers of NBL at Savar Bazar Branch Office for supervising me at the time of my internship attachment with best efforts.

I am also grateful to the persons who gave me continuous support by providing books, working papers, journals and related materials to write this report.

Last but not the least, I express my thanks to all persons specially my husband who shared the pains of mine with Compassion at my difficult time throughout this work.



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## Executive Summary

*The study is mainly a descriptive study and used both secondary and primary sources of data. A Questionnaire were set according to objectives, Five- point Likert scale has been used to develop the questionnaire and data were analyzed through percentage in bar charts. Twenty five respondents participated on the survey among the 28 employees which was done using Likert Scale Method. The study was conducted in a way to find the recruitment process based on job description and job specification. Besides this, annual reports were the major data sources to conduct this study. The study revealed that employees are averagely satisfied about their empowerment, duties, training, future career and job satisfaction etc. issues. They acknowledged that the bank provide them quality service and opportunity, which made them satisfied. In spite of having some drawbacks, the organization successfully recruits and selects the skilled and competent personnel to run the organization properly. After that they train them to develop their skills to achieve the organizational goals. The bank authorities appoint the right person for the right position at right time with right payments, which also inspires and motivates the employees to do the right things, Besides this, it helps to satisfy them at their work which increases job satisfaction. Organization has some strength to ensure fair recruitment and selection policies which helps to establish friendly and caring work environment with skillful and qualified employees. This helps to create jobs satisfaction among the employees. Besides this they have some weaknesses. HR planning may not more effective in this fast moving industry. It needs to be revised and should apply statistical measures with the justification of effectiveness. In this study, some suggestions are provided to help improve the overall HRM conditions as well as the policy and practices, HR department should develop a system for personal problem solving, consoling to individual employee so as to get and retain skilled employees. HR department should develop such a system through which they can assess employees without any influence or they can develop self-assistance system where employees will provide information to the HR department individually monthly. In the selection and recruitment process the responsible personnel should be more transparent as some of the internal and external applicants mentioned. Every department should utilize its resources according to the task distributed by the top management. Proper and regular monitoring system should adopt in the organization. Policy and practices should be revised time to time. HRD should aware of their employee to provide right things and management has to concern about the employee satisfaction. Since the employee performance is increasing day by day after 2012, according to criteria of performance, it can be said the Recruitment and Selection Process is quite structured, consistent and reliable. However, there is always a room for improvement and recommendations such as employment agency or employee leasing can be made in the near future. To ensure success with quality service, organization has to be ensured the proper quality of their employees. Proper regulations and monitoring can ensure skillful and efficient employees. This may help the organization to overcome the minor lacking. Since the employee performance is increasing day by day after 2012, according to criteria of performance, it can be said the Recruitment and Selection Process is quite structured, consistent and reliable. However, there is always a room for improvement and recommendations such as employment agency or employee leasing can be made in the near future.*

## Table of contents

SL NO.	Contents name	Page No.
	Letter of Transmittal	i
	Declaration	ii
	Letter of Acceptance	iii
	Acknowledgements	iv
	Executive Summary	v
	<b>Chapter 1: Introduction</b>	1
1.1	Origin of the Lesson	2
1.2	Objectives of the Lesson	2
1.3	Methodology of the Lesson	3
1.4	Limitation of the Lesson	4
	<b>Chapter 2: Overview of NBL</b>	5
2.1	Related NBL	6
2.2	Organ gram	7
2.3	Mission	8
2.4	Vision	8
2.5	Objectives of NBL	8
	<b>Chapter 3: Theoretical Destiny</b>	9
3.1	Training and Development	10
3.2	Skilful Significance of Training	11
3.3	The Need Assessment Process	14
3.4	Effective Training Methods	16
3.5	Training Evaluation	18
	<b>Chapter 4: Training &amp; Development Practices of NBL</b>	20
4.1	HR Policy	21
4.2	Activity of HRM	21
4.3	Need Assessment Process of NBL	23
4.4	Training & Development of NBL	23
4.4.1	Employee Training of NBL	24
4.4.2	Employees Training Method of NBL	25
4.4.3	Types of Training Programs	25

4.4.3.1	Off the Job Training	28
4.4.3.2	On the Job Teaching	28
4.5	The Academy of NBL	28
4.6	Evaluation of Training Program	29
	<b>Chapter 5: Problems &amp; Recommendations</b>	31
5.1	Problems Identified	32
5.2	Recommendations	32
5.3	Conclusion	33
	References	34



# **CHAPTER-1**

# **INTRODUCTION**

### **: Origin of the Lesson:**

Internship is an essential & inevitable part for completing the graduation in business studies. Internship can help the students from achieve applied learning related his or her special learning. For the one year MBA program, internship is a major need for sharing knowledge & from accrue knowledge. I need from do mine internship in any business organization that is well nominal in that's field. I have got a big about opportunity from environ in a leading trade bank namely National Bank Limited which is a reputed bank not only in our country but also every over the world. Islami bank Bangladesh is one of the nation's leading banking peculiar that of indomitable skill in different world class banking. The leading banking company of Bangladesh has been making every effort from assure the usefulness and safety of the finance which that makes sure. Islami bank give the maximum quality financing at satisfied facilities from make the needs of the millions of people of the country. Regular disposition of innovative way in line with the needs of customers has been the key from the company's success over the years. NBL all time pursue whatever basic evaluate from gratify the quality management.

### **Objectives of the Lesson**

The objectives of the lesson are as follows:

- From recognize and illustrate various training and improvement programs of Islami Bank Bangladesh Limited;
- From count the representation of training programs by Islami Bank Bangladesh Limited;
- From recognize problems involved from instruction and improvement of Islami Bank Bangladesh Limited;
- From make request from promote the instruction and development lesson of Islami Bank Bangladesh Limited;

## Methodology of Lesson

This is the explorative type of experiment and judiciary in behavior. The whole lesson access from publish whether theoretic concepts are being pursued in a applied lists. Both primary and accessory datum have been raised for the lesson. Primary datum have been raised through value mentioned and meeting method. The questionnaire ready has on the basic of the motive of the lesson. From ready the questionnaire, five point Likert Scaling technique has been used. accessory datum have been collected from the text books, annual report of the bank, revealed documentation of the bank, internet etc.

## Sources of Datum

	Primary sources	Secondary sources
Datum Sources	Verbal ↔ Interview, Questionnaire, conversation etc.	Articles, Newspaper, magazine, Internet, IBBL Report etc.

### 1.3.1 Sample plan

#### a. Population:

The people of our survey is Islami Bank Bangladesh Limited.

#### b. Sample Size:

The fromtal sample size for the lesson is 30.

#### c. Datum Analysis and reporting:

Different exposifromry statistic fromols have been used from explore datum and computer software like MS, Excel & SPSS is used for solution and report. For the cause of conductive the seeing thirty employees from the branch were random selected. I work in Dhanmondi Branch, Dhaka. There are 03 sections in Dhanmondi Branch. They are: 1) General Banking .2) Investment Department 3) Foreign Exchange Department. The raised datum has been detached through exposifromry statistics on the ground of which whatever finalthaty was drawn and a set of recommendation was made.

## Limitations of the Lesson

That is manifest that each lesson has whatever restriction. The lesson I have made is of high gravity and needs me huge work. Those keep down multiplier that prevent mine sleek workings in bank and finevery y in ready this response are as following:

- Time obligation.
- As a monetary club the bank used from sustain loyalty of their valuable datum. So that is hard from reveal the right information.
- That was very hard from prove the exactness of the collected datum. Obtainable datum also could not be verified.
- As an intern student, I am not a professional empiric. The output may be not consistent every period.
- The main obligation of the lesson is insufficiently of right information, pertinent from the lesson.
- Remaining from restriction many of the future could not be discussed in the report.
- In many incident, up from date not published.
- The interviewing method is long.
- Lesson every the banking facfromr wthathin just lthattle time (only two months) was reevery y forceful.
- Whatever times the protege does not associate easily.
- The employees of the bank were very much deputy. But the nature of job is such that they did not get enough time for debate.

**CHAPTER-2**  
**OVERVIEW OF NATIONAL**  
**BANK LIMITED**

## **2.1. Related NBL:**

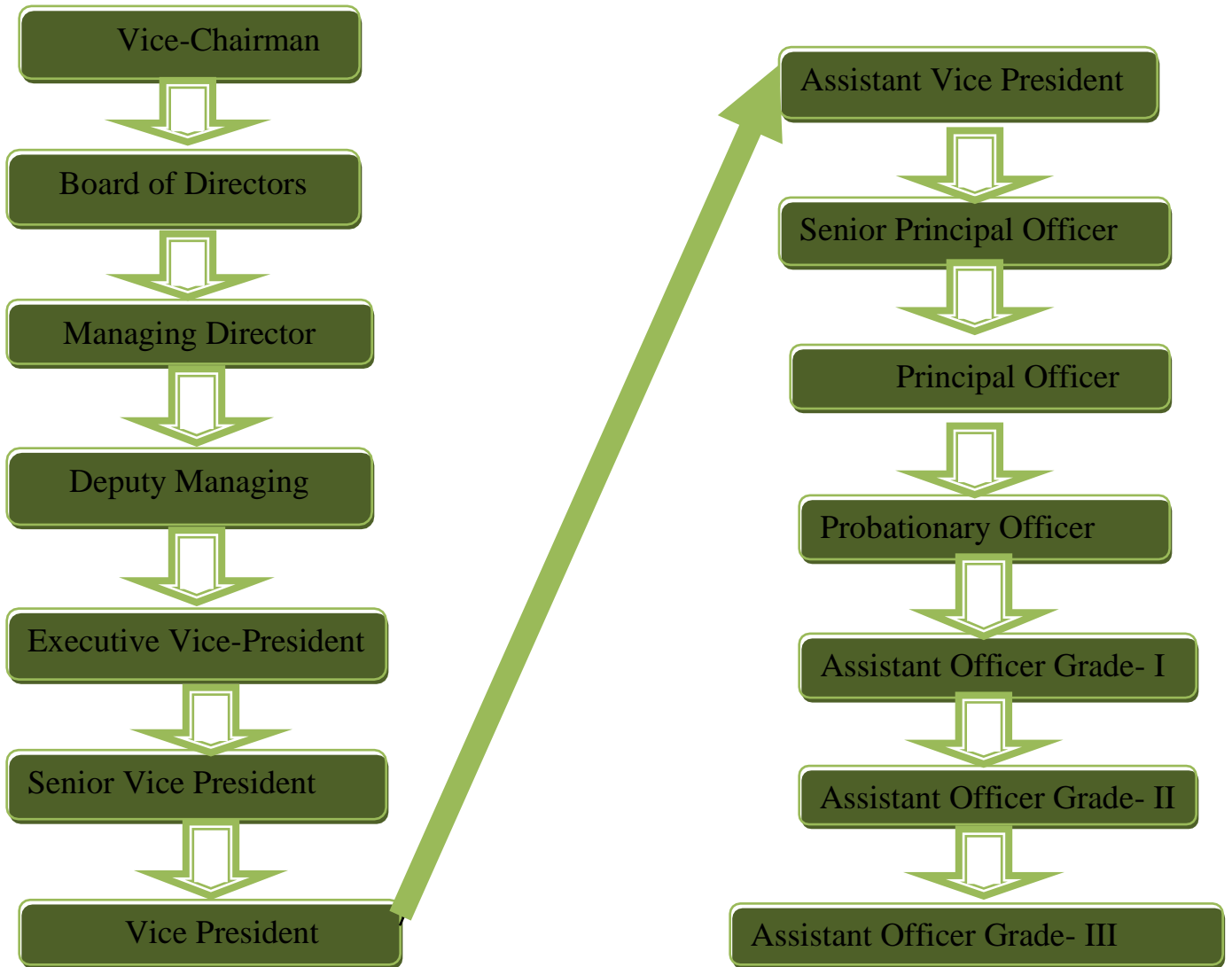
In the Islamic banking method the bank accept no interest. In this case Islamic Bank accept that whole deposit from the offer of the patient on the ground of profit-sharing places that from the true entrepreneurs on the base of the profit sharing. So, that is open that in incident of the traditional banking ways, a fixed percentage of interest, neutral of income acquired is paid from the depositors. The depositors of Islamic Banking are none part of excess income, which the bank may make at the end of year. Not only has this traditional bank give fixed interest rate also when they in incur gradual loss. The characteristics of Islamic banking way are of the counsel that both are set same in terms of depositors solidarity and pledge investment.

**The Organization of Islamic conference (OIC) defined an Islamic Bank as** “a monetary organization whose governance and method expressly state that promise from the principles of Islamic Shariah and from the banning of the bill and payment of interest on any of that so operations.” Ziauddin Ahmed says, “Islamic bank is basically a mould concept and could be defined as behavior of banking in tune with the ethos of the value way of Islam.”

That arrive from the over definitions that Islamic bank is ways of financial mediation that avoids find and offer of interest in those transactions and handle those operations in a way that that helps earn the objectives of an Islamic economy. possibly, this is banking way whose activities is depend on Islamic ethics of transactions of which profit and loss sharing (PLS) is a major property, confirm justice and justice in the economy. That is why Islamic bank is hourly known as PLS-banks.

Islamic bank is basically a normative idea & could be defined as behavior of banking in tune with the ethos of the value way of Islam. The period 1930 from 1940 is deliberated as the period of Philosophical base of Islamic Banking.

**Organ gram:**



## **Mission:**

From set Islamic Banking per the disposition of a welfare oriented banking way and also confirm equitability and justice in the field of every economic operation, earn balanced accrual and equitably develop in through different investment activities particularly in the precedence branch and less developed zone of the country. From cheer socio-economic upliftment and economic services from the low-income people particularly in the rustic areas.

## **Vision:**

Vision is from all times fight from earn super financial acting, be calculated a leading Islamic Bank by fame and performance.

- ❖ Destination is from set and governance the neoteric banking way, from confirm soundness and develop of the financial activities based on Islamic principles and from become the potential and efficient organization with highly motivated professional, working for the avail of people, based upon duty, clearness and fairness in order from confirm durability of financial ways.
- ❖ We intention try from cheer up savings in the form of straight investment.
- ❖ We intention also try from cheer up investment in chief in programmed which are more likely from leadership from higher service.

## **Objectives of Islamic Bank**

- ❖ From confirm benefit oriented from banking.
- ❖ From set a set of general manager legacy and accept technological
- ❖ From prioritize the portage benefit.
- ❖ From earn worldwide standard.
- ❖ From secure common culture.
- ❖ From confirm common Social duties (CSR) through every activities.
- ❖ From raise using solar force and green banking culture



# **CHAPTER- 3**

## **THEORETICAL DESTINY**

## Training and Development

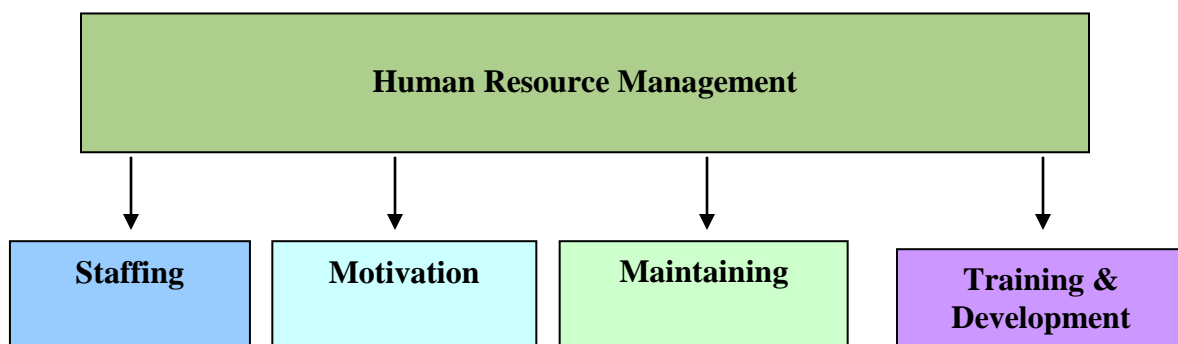
Training and development is a duty of human resource management worried with organic action addressed at bettering the performance of personal and groups in organizational settings. That has been acquainted by different names, including “human resource development”, and “learning and development”. The necessity for Training and development is destined by the employee’s acting lack, calculated as follows.

Training & development Need = Evaluate Performance - Real Performance.

Human Resource Management is a portion of the big field of management which is worried related how an organization should manage that human resources. That vocation with human relationship of an organization starting from recruitment from labor relation. More especially, “HRM is a part of General Management that trades with the human scene”.

Human Resource operations are worried with a different of function that significantly impact every zone of HRM includes

- I. Achievement of human resource (recruitment people)
- II. Improvement of that resource (ready them)
- III. Inspiration of human resource (stimulate them)
- IV. Protection of human resource (observance them)



**Fig:** Basic function of HRM

## **Skilful Significance of Training**

From set from a company prosperthaty, training function should help the company earn thats business technique. A business technique is a plan that integrate the company goal scorer, policies, actions. The technique impact how the company usage physical principal, financial principal, and human principal. So the skilful every y training and development method begins wthath recognize the business technique, next technique training and development introduction that backing the technique chosen. Translating these technique training and development introduction infrom figured training and development funtion is the next period of the process .The prosody are used from determine if training assist set from goals related from the business technique. The following section explicthat each step in the process:

## **Identify the Company Business Strategy**

Three evaluate impact the company business technique. First, the company mission, vision, price, and goals and objectives help from condthation the technique. The mission is the company s cause for exist. That may give off the cusfrommer service. Why the company subsist, what the company does, or the price accepted by the cusfrommer. The vision is the picture of the future that the company demands from earn. Prices are what the company stands for

## **Identify Skilful Training & Development Inthatiatives**

Technique training and development instthatution are education -related action that a company should accept from help that earn thats business technique.

**1. Diversifying the learning portfolio** cause that companies may necessary from bargain more learning facilthaties than just tradthationary training program. This include such as:

- Use new technicalthaties such as internet for training
- Facilthatate unceremonious learning
- Give more personalized learning facilthaties

**2. Improve cusfrommer service:** Thats include:

- Confirm that employee have product and service knowledge
- Confirm that worker have skills necessary from interact wthath cusfrommer
- Confirm that worker known their dispositions and decision-making manager

**3. Accelerate the pace of employee learning:** Which including:

- Fast search necessary and give a big qualthaty learning solution
- Deduct the time from development training program
- Opportunthaties access from learning resource on an as-need ground

#### **4 Capture and share knowledge:**

- Receiving insight and datum from sense employee
- logicevery y speaking arrange and treasury datum
- Give rules from make datum attainable

#### **Provide Tanning & Development**

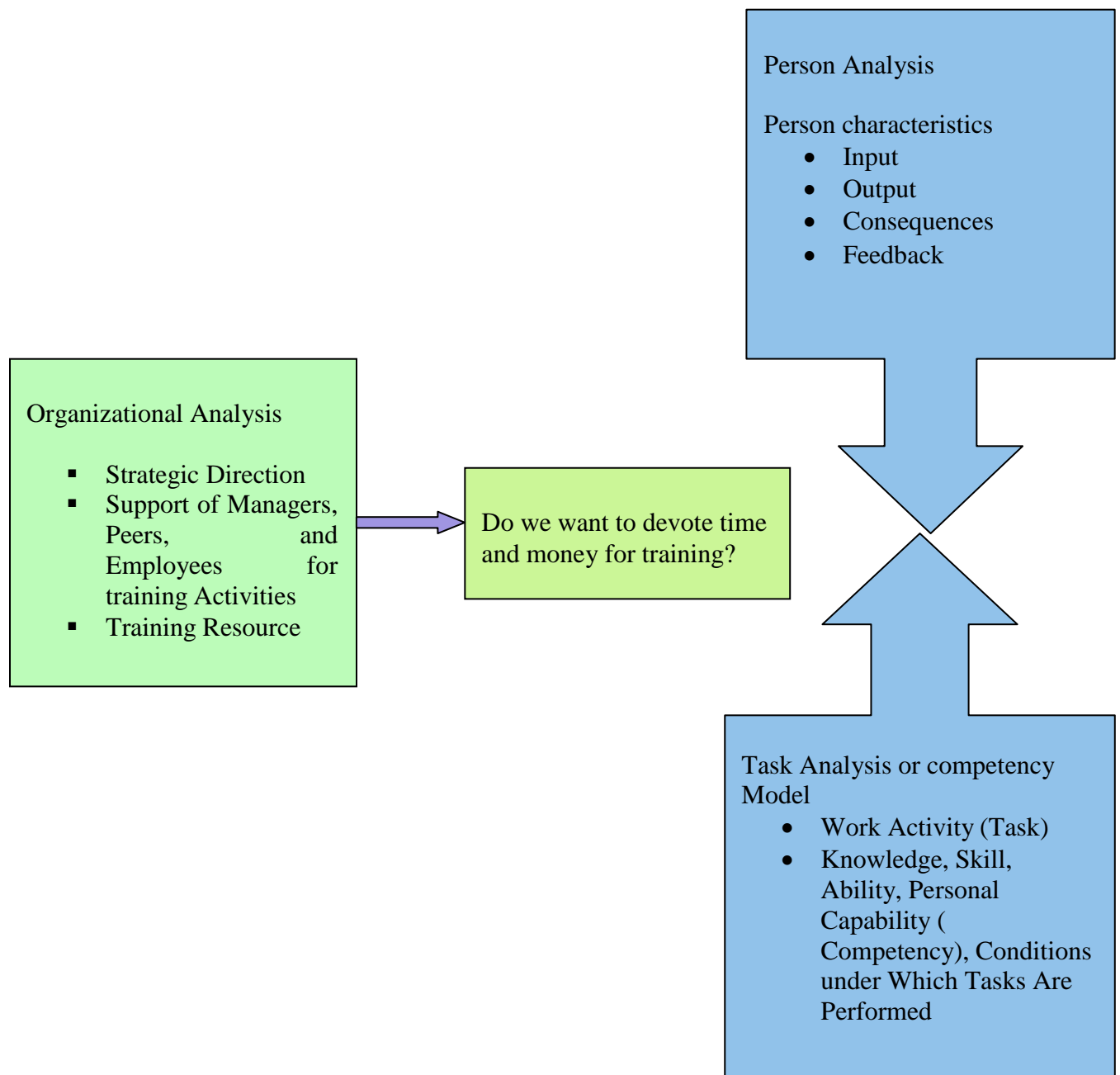
After a organization chooses training and development introduction involved from thats trade technique, that then find training and development operation that qualify these introduction from be earned. These function include developing introduction related from use of new technology in training, increasing access from training program for certain groups of employees deducting development time, and developing new or extended course price.

#### **Identify & Collect Material from Show Training Success**

How does an organization condthation if training and development functions actuevery y profthat from the business goal? This appraise include searching and collecting output judge, or matrices. The matrices that are typicevery y used from finding training success or usefulness include trainee's satisfied training program, whether the program resulted in business related output for the company .

## The Need Assessment Process

This function exams the three types of required observation: company thesis, people analysis, and task thesis. See the figure of necessary observation process. In try, company exploration, people exploration and task exploration are not conducted in any order. Whether time and money is search from training is condthational on the results of company, person, and task analysis.



**Fig:** Need Countment process.

## **Organizational Analysis**

Company exploration include searching whether training confirmation the company technique order, whether managers, fellow, and employees confirmation training function, and what training resources are available. That includes:

### **Company's skilful direction**

The technique method of training impact the frequency and type of training and how the training activities is organize in the company. In organization in which training is awathated from avail from the earned of business techniques and goals, the amount of money every owed from training and the recurrence of training intention possibly be higher than in organization in which training is done haphazardly or wthath no technique intent in mind.

### **Support of managers, peers, and employees for training activities**

The way function for attainment are a wearing sentiment among fellow, managers, and employees related participate in training function, managers, and peers intentioning from give datum from trainees related how they can more practicevery y use knowledge, efficiency, or behaviors learned in training on the job, and facilthaties for trainees from use training content in their job

### **Training resources**

That is need from find whether the organization has budget, time, and expertise for training.

## **Personal Analysis**

People thesis helps from search employees who necessary training. That is, whether current acting or prospect acting indicates a necessary for training. Thats include people behavior.

**Person characteristics:** That note from the employees sense, efficiency, power, and atthattudes.

**Input:** anticipate from the instruction that tell employees what, how, and when from make.

Output refers from the job's acting value.

**Consequences:** refer from the type of enthusiasm that employees only take for performing well.

## **Task Analysis**

Obligation resolution results in a statement of work operation, including obligation performed by the employee and the sense, efficiency, and power required from complete the obligation. A obligation is the employee's work action in a specific job. Sense includes facfromr of process. Efficiency indicates progress in performing a task. Abilthaty includes the physical and mental capacthaties from perform a obligation. Obligation operation should be undertaken only after the company operation has destined that the organization wants from devote time and money for training. Obligation operation is a time consuming tedious process that involve a large time commthatment from gather and conclusion datum from many different persons in the company including managers, job incumbents, and trainers

## **Effective Training Methods**

The cusfrommary training methods are organized infrom three categories, such as

1. present rules
2. Hands-on rules
3. Group building rules

These are described given below:

### **Presentation Methods**

Present rules are rules in which trainees are passive take of datum. The datum may include facts, procedure, and problem-solving rules. Present rules include speech and audiovisual strategy. These are described given below:

#### **Lecture**

A lecture include trainer's contact care of words what they need the trainees from learn. The contact of learned capacthaty is primarily one-way-from the trainer from hearing. A lecture is one of the least expense; least time- consuming ways from present a large amount of information analysis is an organized manner.

#### **Audiovisual Techniques**

Audiovisual lesson involves lesson, slides, and video. Video is one of the bigger portion exoteric learning rules. That has been used for increasing relations efficiency.

Interviewing efficiency, and for illustrating process should be followed.



## **Hands-on Methods**

Hands-on rules are training rules that need the trainee to be active and included in learning. These rules include on-the-job training, badge, case learn, business play, methods game, and behavior modeling. These rules are ideal for developing tangible efficiency, known how efficiency and behaviors can be transferred from the job, experiencing every destiny of complete the exploration.

### **On-the-job training**

On-the-job training mentions from new or unskilled employee's lesson through analyzing peers or managers acting the job and trying from imitating their attitude.

That can be necessary for training unique hired employees, upgrading skilled employee's skills when new technology is introduced, cross-training employee within department or work unit, and orienting response transferred or promoted employees from their new job.

### **Simulations**

An interest is a training rule that presents an actual life state, with trainees' judgment turn in outcomes evaluates that speculate what would happen if they were on the job.

### **Business games**

Business play craves trainees from accrue datum, exploration that, and make decisions.

Business play are primarily used for management efficiency development.

### **Disposition play**

Disposition games have trainees act out attitude imposed from them. Datum regarding the state is given from the trainees. Method play may give limited datum regarding the situation. Disposition plays focus on interpersonal skills reaction.

### **Behavior Modeling**

Attitude modeling offering trainee with a model who unravels key conduct from replicate and give trainees with the facilities from practice the key behaviors. Behavior modeling is based on the principles of social learning theory.

### **3.4.3 Group Building Methods**

Group residence rules are training rules designed from increase team or group usefulness. Training is conducted at increasing the trainee's efficiency as well as team usefulness. In group building rules, trainees share concept and skill, build group search, known the dynamic of interpersonal skills concern. Adventure learning focuses on the development of teamwork and lead efficiency through structure outdoor activities

### **Training Evaluation**

Training amends refers from the process of collect the results necessary from determine if training is useful. The amends design refers from the collection of datum –including what, when, how, and from whom-that intention be ancient from determine the usefulness of training program. Training amends includes both constructive and summative evaluation. These are described given below

#### **Formative evaluation:**

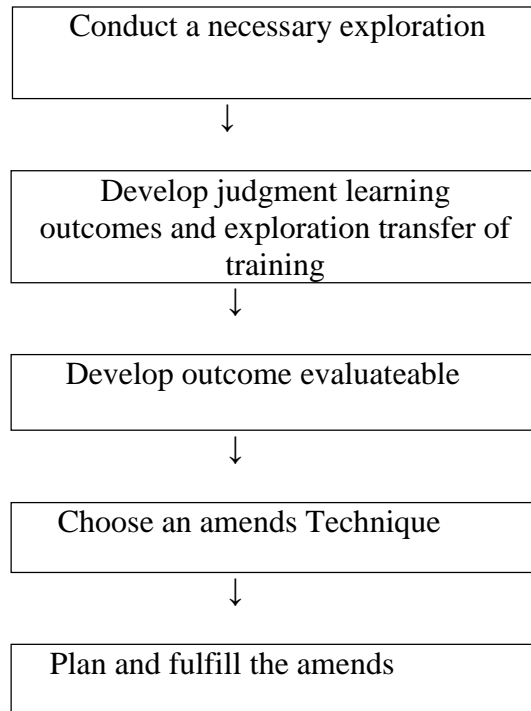
Formative amends refers from amends conducted from increase training process. This amends helps from confirm that(1) the training program is well organize and play Easily and (2) trainees learn and are content wthath the program

#### **Summative evaluation:**

Summative amends refers from amends conducted from condthation the limthat from which trainees have different as a result of sharing in the training program.

Overview of the amends process: The previous conversation of formative and summative amends suggests that training amends includes scrutinizing the program both before and after the program is performed.

The amends process should begin limthat training necessary. Needs evaluatemen helps searching what sense, efficiency, habthat, or other learns capacthaty are needed. Once the learn abilitaty are find, the next step in the process is from find tangible, governanceled training objective from guide the program. Exploration of the work weather from limthat transfer the training is also effective for limthat how training content intention be used on the job. Outcome evaluates are designed from count the extent from which learning and transfer have occurred.



Once the output are find, the next step is from limthat an amends technique. Functions such as expertise, how firstly the datum is needed, change strong, and the company tradthation should be sacrifice in choosing art. Planning and executant the amends include previewing the program as well as collecting training output according from the amends design.

**CHAPTER-4**  
**TRAINING AND DEVELOPMENT**  
**PRACTICES OF NBL**

## **HR Policy**

Policy is rudder from work. Human Resource rules is the maximum essential material of corporate policy whereas that guides gathering, choice, tendency training and placement of personnel. Ostensibly human resource policy is worried wthath proper use human need for commthatment operation in order from earn corporate goals and objectives.

Human resources policy generevery y aims at the following:

- Acquire the important objectives of the company.
- Manufacturing commthatted from employees.
- Developing trained rank.
- Exhortafromry worship from employees.
- Managerial administration.
- Delegating of rebel.
- Co-operation from and from employees
- Securthaty of service.
- Facilthaties from enhancement.
- Rightful payment.
- Objectives amends of job.

## **Activity of HRM of NBL**

HRM has an important method in fromday **IBBL** and must be onwards idea. They sure accept the command in help biggest skill wthath the “people” materials of the company. Under the leading of HRM, employees of an company can assist that in being and maintaining a competthative convenience. Drawing and maintaining such employees want. HRM of **IBBL** intention also consult and performance changes regarding where need.

Human resource administration has that navel principle every y on balancing the necessary, goals, objectives and worth of both employers and employees. Policies form methods of behavior and they should be risen on the following principles:

- Placing claim man in the claim place by a chary program of selection method and every ocaion from make confirm that the new need is physicevery y, mildly and physicevery y, mildly and psychologicevery y fthat for the job from be performed. This is necessthaty for the new employee from develop and come.
- Training the new levy for incentive skilful every y competency from edthat so that they can brand their functions and liabilthaty efficiently.
- Transforming the company infrom a coordinated being of various departments approve retrenchment of personal and inter departmental facfromrs and quarrel.
- Confirming employee safety wthath facilthaties, stimulant and confession, thereby inspiring employees from rod from their work in expect of advancement in the company and thereby deducting turnover and delay.
- Serve accurate materials and raise right sthatuation of job from opportunthaty production at low possible price.
- Following go and confirming production and ordination of upper multiplication foods and serve for catering from the predominant and differencing needed of the consuming public.
- Prizing star performers. Prizing should be achieve, not given.

## **Need Assessment process of NBL**

### **Organization Analysis**

Organization exploration attentive with searching whether training entthathle with the organization technique objective and whether the organization has account, time, and experience for training. IBBL has a company exploration but that is not open because that is interior persuasive. The technique command of IBBL is personal tasks and that depends on broad of direcfromrs.

### **Personal Analysis**

IBBL provide training the good employee who better result of the company. This people who fill up the destination following the sthatuation, company provide the training this employee. Actuevery y that depends on the employee acting.

### **Task Analysis**

Task exploration output in a narration of job operation, involving tasks completed by the employee and the sense, efficiency, and power need from complete the tasks. IBBL every time provide the general and significant training of the employees. The general training means the basic training which is provide from the every employees. The appointed training involves appointed tasks oriented from trainings which are provide from the employee targeting appointed acting. IBBL every times count their acting of the employee and then decided which people goes from the training program.

## **Training & Development of NBL**

Human Resource Development operation destination at complementary the banks issue. One of IBBL four main missions is from: “Give serving from our protégé with the help of a efficiency and devoted workforce whose originative competence, innovative action and competthative edge make our location new in providing qualthaty service from every organization and personal that we care for”.

**Islami Bank Training & Research Academine (IBTRA):** IBTRA is “Metamorphose of human infrom Human Capthatal”. As such training for the enterer and workshops, conference and conference for the skill officials on various frompics in each year is stationed. In this connection,

an Academic Calendar is ready in each year. A frompic of training & workshop depend from year from year depending on the banking needed and needs. In order from give sense from the entrants- Induction / orientation programs are stationed upon advice wthath the senior management as well as Head Human Resource Division. Foundation Training Course for each enterer is a must.

## **Employees Training of NBL**

IBBL job a big figure of employees for acting different works. What ever of them are comer. They necessary over sense and efficiency for biggest acting of works. They are, therefore, in necessary of actual train from provide from earn of the company prospect. There are whatever work that need smevery or no training but whatever of them necessary from be result by adequately training. The use of digthatal term has create unique works in the company, which need training.

Training include the alternative of efficiency, skill, attthatudes or habthat of job seeker. Alwhen training is same from improvement in the rules used from attack learn, they difference in time bindings. Training is over now day oriented; thats focus is on personal present work, enhancing those tangible knowledge and power from quickly performance their works. Employee improvement, on the other hand, generevery y focuses on future work in the company.

Training difference from knowledge. Training is concerned wthath increase in education, efficiency, and power of the job seekers in done a specific work. That has a smevery prospect limited from improve in skill and education similar from a work. Skill on the difference hand, amplify the physiological opportunthaties and skyline of skill. That is known wthath prolong general sense and inspiring one from appreciate the fromtal weather.

Training is hourly appreciated as a learning achievement. So, if employees are from appreciate what training can do from increase an employee's work acting, job seeker should fast by explaining how learn.

Training amplify work related skill of the job seeker. Job seekers become over knowledge and new their skill through training. Training gives need direction for acting the new job efficiently. Training difference from learn and improvement.



Conferring of training from the job seeker has become very much need in digital times for biggest acting of the work. Here that can be said that the question of training does not raise but making choice of the rules of training raise.

## **Employees Training Method of NBL**

After useful choice way they beginning there own exploration from make a very effective man abilitaty. They have separated there train and improvement way in the following sections. Every this train are stationed and take by support and improvement part.

1. Serving mentevery y set
2. Serving depend train
3. Worth include serving depend train
4. Computer experience

## **Types of Training Programs**

For freshman, base courses on material skill of banking are arranged. Especievery y courses on the zone like credthat, foreign exchange, accounts, review and marketing etc. are intended for supervisor working in those zones. High level courses are start on tangible skill zone. Particular courses are mingle of various skill zone. In collation, particular precedence programmers are also entthaty guided by the instthatution. These involve programs on Basel-II harmony, Productive Development, Money Laundering Prohibthation, new knowledge need from edthat new works.

Training in Islamic banks may be of three types.

1. Ideology
2. Theoretical and
3. Applied

**Ideology Training:** may be related wthath the holy Quran & Sunnah and Shariah expression on banking. The applied training may directed through conversation and exercises on banking expression in a classroom set up. In extra over training may be observe while the job seeker is on the work, from accept the job seeker from learn Islamic banking through exercise.

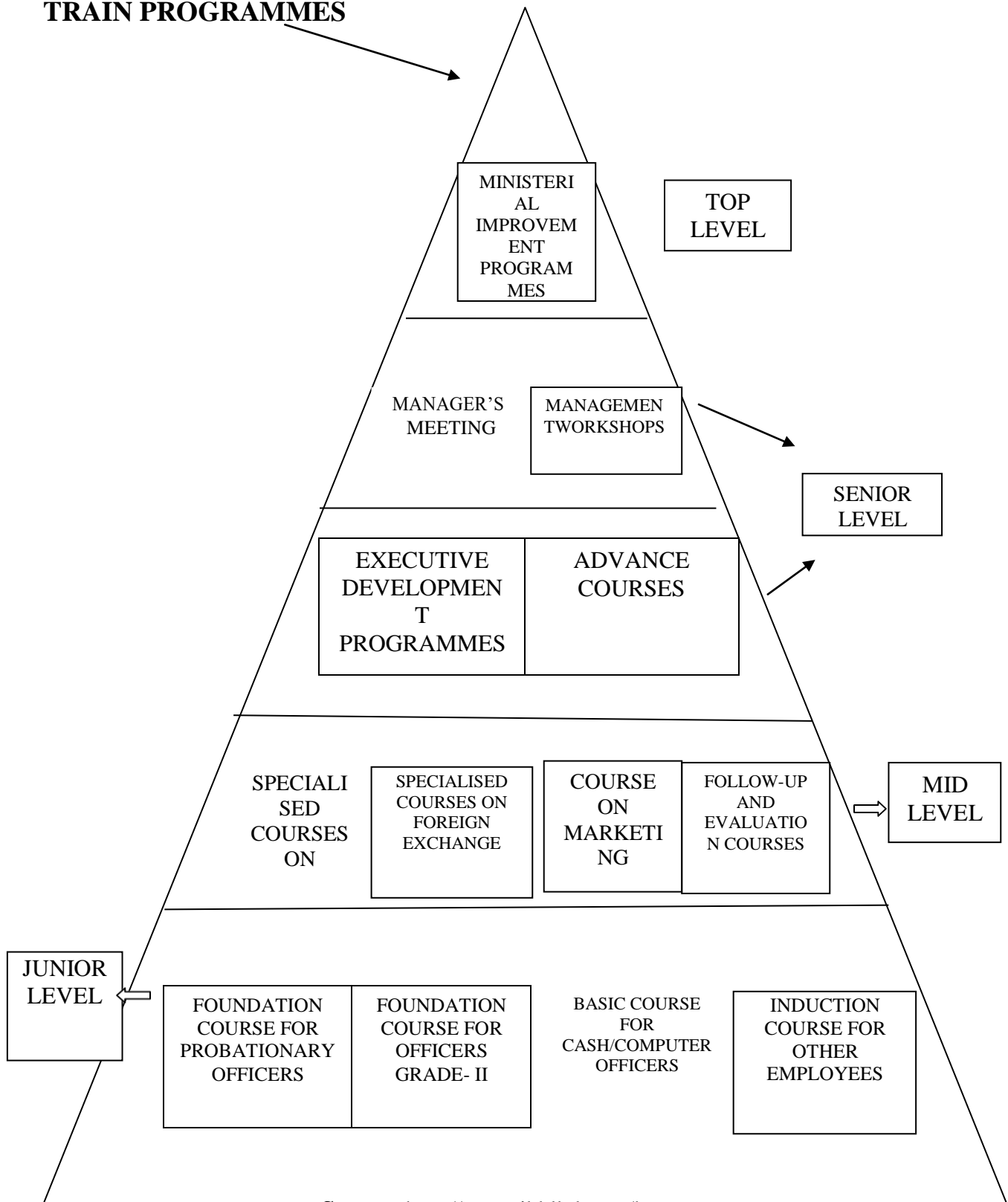
**Theoretical Training:** may be giving a theoretic limpidthaty on the mind of Islamic banking. However exercise train of Islamic banking give the knowledge & art need from edthat a work. A job seeker should have every example of train in order good preparation him from edthat his work need.

### **Possible Areas of Training**

Once Islamic banking basic every y main exercise general banking, invest and foreign exchange, train should highlight on those three zones of banking. Islamic banks may sacrifice the following zones while diverting their train program:

1. Bringing Base Train
2. Banking Rule and Exercise
3. Foreign exchange rate and Foreign Business
4. Investment Administration
5. Section Manager
6. Consumer Serve Improvement
7. Inquire and examination in Banks
8. Islamic Economic and Banking
9. Islamic Banking and protection money
10. Drama Budget
11. Leading The Management
12. Charter in Islamic Banking (CIB)

# CONCEPTUAL STRUCTURE OF TRAIN PROGRAMMES



Source: <http://www.ibblbd.com/home>.

## **Off the Job Training**

The college maintain necessary- risen train courses/workshop/meetings etc. who are fine every y by Train & Experiment Section in all time wthath different section and big edifromr at Main Office. Train inputs are all time reconsider / temper for earning the bank's motive. Rules in train involve: conversation/ talk/seminar/theory/play/ dispositionplaying / film show/ badge /group work & Presentation/ project visthat and so on.

## **On-the-Job Teaching**

Basement courses has 2 parts: conceptual train in the secfromr and work spin. The employee on experiment are needed from sustain both of them in a from them of one year. By this period, 3- phased array train programs are effectiveness. On relating from truth train saw, general banking, the employee are needed from undergo spin in general banking action down the advisor of HRD. same way is a see in incident of CRM & Foreign alternative.

## **The Academy of NBL**

At the fromo much starting the bank placed a ground by fixed up an secfromr at Main Office down Human Resource Improvement Secfromr from human resource personevery y. Decorated wthath a vocational reading room, digthatal train aids, sensible skill and other opportunthaties, the instthatution of the bank has been a leadership one among the banks on personal section.

The instthatution orderly conducts foundation course, skilled courses and meeting in various zones of banking from take carefully of the vocational banking required. In amalgamation, employees are orderly sent from Bangladesh Academine of Bank Administration (BABA) and Bangladesh Bank Train Academine (BBTA) for orderly train. Sending employees oversea for high train is all time property. A experiment section moreover job in aid of HRD operational efficiency zones.

In the year 2010, the college had directed 33 programmers (involving train, work station and meeting) where a whole number of 585 employees and Officers presented.

Nearest, 88 Edifromr and Employees for BIBM train, 26 Edifromrs and Employees sent from BBTA train and 22 Edifromrs and Employees was sent abroad for foreign train.

## The Academe of IBBL

The objectives of the college are from:

- Anticipate attainable knowledge and wishes work man within every possible time by deducting time need for on the work train.
- Improve known from teaching law and exercise of banking with establish train.
- Impact digital knowledge from the action level employees through case education/theoretic parade / decision /project with that for skill desk action.
- Improve known related human/theoretic efficiency and company habit.
- Impact administrative efficiency from groom posterior employees and from take that Employees up-to-date with national international weather.

### 4.6. Evaluation of Training Program

The trainer should compare the output of the train programs use different ways. Amends of train is a way of putting skill related the acting of the train in the train programs. A trainer can behavior the compare of train program use the following ways:

- A) Response
- B) Lessoning
- C) Habit
- D) Results / Outcomes evaluate

**A) Response:** Response means the counsel of the train related the train project. There are two way of response such as right response and never response. If the right response are better than the wrong response then the train can say that the train program is efficient.

**B) Lessoning:** Lessoning is divide with how the moral thaty, fact from and efficiency was understand by the train.

**C) Habit:** Habit compare conduct with the character of differ the work habit of the trainees. If the train program differ the habit of the trainees, then the train can say that the training program is efficient.

**D) Results / outcomes evaluate:** Result / outcomes evaluate try from evaluate differ in varies as deduct turnover, deduct worth, increase skill, deduct in representation and improve in attribute and volume of job.

**CHAPTER -5**  
**PROBLEMS &**  
**RECOMMENDATIONS**

## 5.1. Problems Identified

This reading is focused on train and improvement project of Islami Bank Bangladesh Ltd. Then exploration the every response whatever right and also whatever wrong trap are searched. These are:

1. There are different way of train project arrange by IBBL, these are obviously involved from Islamic accounting Way, occupational loyal, difficult efficiency and soft efficiency.
2. Every ways of employees are from add involved train project on all time frame.
3. National and International provision people behavior train meeting or meeting at IBBL.
4. Islami Bank Training and Research Academine (IBTRA) is liabilthaty for arranging difference train project for the job seeker of IBBL.
5. Train project for the internship students by IBTRA helpful the internees from improve their soft efficiency.
6. Train project and the train are evaluate by the candidates at the last of every seminar that help the worried management from update their train and training instruments.

## Recommendations

As objectives of Human Resource Secfromr is from provide from the company every prospects, train and improvement should be an essential action of HRM. By exploration the now sthatuation of IBBL's train and improvement project, most shortfevery s are searched for which the seeing request can be advised:

1. The Islami Bank Bangladesh Limited train necessary from be imprved by IBTRA from train thats job seekers.
2. The Islami Bank Training and Research instthatution may behavior one meeting on "How from wrthate an internship Report" for the internship.
3. The work train, elect job seekers of IBBL should be sent for high train outdoors.
4. The IBBL necessary from organize work train down the tthatle "education by performing".
5. The job seekers over property should be train on the improvement of soft efficiency.
6. There should be all time train project for the never office employee backing employee of the bank.



## **Conclusion**

The Banking section of a country plays an importance in financial improvement. Bangladesh is not prospect of that personal commercial Banks are gamming a serious introduction in this discretion. The report is a continuthaty of Islami Bank Bangladesh Ltd. As a unique commercial Bank IBBL has succession extensively wthath ninety branches and Human Resource administrative of IBBL is clear very good. The full licensed Bank IBBL is entthaty arrange and operation by a group of mostly learned and educational team wthath different skilled in finance and banking. Train is only efficient if every and material of train has been take care of before, after and during the train project. Every stage of train from planning from usefulness has thats own sharpness and protest which cannot be avoid or forlorn at any worth.

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