



**An Internship Report**  
On  
Training and Development Practice  
Of  
Sonali Bank Limited



Submitted to:

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## Letter of Transmittal

**Gouranga Chandra Debnath**

Associate professor and Head

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**Subject: Submission of the BBA of Internship Report**

Dear Sir,

With the due respect I would like to state that, I have completed the internship program with **“Sonali Bank Ltd” (Framgate branch)**. It is a pleasure for me to be able to present my internship report on **“Training and development practice of Sonali Bank Limited**. I express my gratitude to your continuous support that made me possible to complete the report. I remember that you inspired me a lot to complete this report.

Therefore, I would like to express my heartiest gratitude to you for your full hearted inspiration, instructions and valuable advices. Thank you for accepting the report. I am very glad to submit the report to you.

**Sincerely yours,**

**Keya Chakma**

ID NO: **161-11-4945**

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## Certificate of Approval

First of all special thank and gratitude goes to my internship supervisor, Mr. Gouranga Chandra Debnath, Assistant professor and Head, Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University for his valuable guidelines & suggestions to prepare this internship report. Without his valuable supervision & directions, it would not have been possible to complete this report.

Then I would like to thankfulness to the Sonali Bank Limited, Framgate branch for giving me a chance to complete my internship program at their branch, for allowing me to raise information and helping me every possible way in equip the internship report.

A photograph of a handwritten signature and date on a piece of paper. The signature is written in dark ink and appears to be 'Gouranga Chandra Debnath'. Below the signature, the date '24/11/2019' is written.

.....

Mr. Gouranga Chandra Debnath  
Associate Professor and Head  
Faculty of Business & Entrepreneurship  
Daffodil International University



## **Executive Summery**

Doing Internship in financial institutions always gives best chance to HRM students to apply their knowledge on practical field. Banks are the most important one in the financial sector as they play a very eventual role for the economy.

Banking business mainly maintains flow of funds from depositors to investors. In doing so, banks need to collect deposit from the depositors and then distribute those as loan to the investors. Besides, banks provide assistance in international trade, money transfer, collection and payment of utility and other bills, etc.

All of which are fully customer oriented. Therefore, commercial banks are treated as service organizations and their business is largely dependent on the quality of services they provide.

This report “General banking activities of Sonali bank Ltd” is the picture of quality services provided by one of the well-known state owned public commercial bank of Bangladesh ‘ Sonali Bank Limited’.



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# Chapter-1: Introduction



### **1.1 Background of the study:**

In order to achieve knowledge, it is too much valuable for all BBA students to set in any organization for a four month internship, and after four months the student must commend an internship report.

The report on the results of the internship assigned directed my internship subject by the Supervisor. Document is Sonali Bank Limited's training and development phase. The document would give an idea of Commercial Bank's program and development process.

### **1.2 Scope of the Study:**

The study is entirely based on and ready for my practical work experience.

This report significantly helped me a lot to understand atmosphere and environment of an Organization. As I am an interne of Sonali Bank limited, I have access to many different Sectors like account etc.

It was impossible task for me to learn everything about all banking activities as it was a large financial sector such limited span of time

### **1.3 Objective of the Study:**



- **Broad Objectives:**

In this report core objectives is explain and practice of HRM in Sonali bank limited.

And during the focused era, realistic information about the banking system is also gathered.

This practical addition gives us the theoretical knowledge to coordinate with the bank's practical addition.

- **Specific Objectives:**

1. To recognize the types of training and development practice
2. To analyze of training and development system of Sonali Bank limited.
3. To evaluate training and development performance of the employees of Sonali Bank limited.
4. To find out the problem that bank face with employees training and development process.
5. To make some recommendations to solve the problems.

#### **1.4 Methodology of the study:**

Different types of data and documents are need this report. Data and documents selected from various source and such as-

- Primary source.
- Secondary source.

#### **Primary data sources:**

In this report data was collected different primary sources. I have collected data from employees and different department sector of Sonali Bank limited. And observing various Organizations producers.



### **Secondary data sources:**

- Sonali Bank annual report.
- Several textbook types of academic.
- Specific banking trend publishing features.
- Bank information from the company's profile.
- Bangladesh Bank Website, Sonali Bank Limited.

### **1.5 Limitations of the study:**

There is a boundary and limitations cover this analysis.

To achieve the study's aim through Knowledge of Sonali Bank's organizational structure, especially human resource management practice.

The major Limitations are given below-

1. Limitations of this document are that not all data is revealed in any period by the banking policy.
2. The study could not be made more comprehensive due to the time limit.
3. There is no chance to visit more than one branch.



## **Chapter-2 about Sonali Bank Limited**



## 2.1 Historical Background:

Sonali Bank Limited is a Bangladesh owned regional commercial bank. It's the country's largest bank. A fully state-owned enterprise, the bank has been turned off its nation-building responsibilities by understanding government placed different socio-economic design as well as money market activities, covering all spheres of the economy.

Sonali bank, the largest Commercial Bank in the country, was established under Bangladesh Banks (Nationalization) order 1972 (presidents order No.26 of 1972). By taking over branches of past National Bank of Pakistan, Bank of Bahawalpur Limited and Premier Bank was of Pakistan were two private banks providing class banking over the country in the period and National Bank of Pakistan was Government supported bank which was established to finance the jute sector in East Pakistan in the early period of Pakistan. After the birth of Bangladesh Bank is not available. With the rise of responsibility and by quality of performance within a few years, it becomes the largest Commercial Bank of the country with 1207 branches.

Sonali Bank Limited is a Bangladesh-owned national commercial bank. It's the country's largest bank.

<b><u>Type</u></b>	<u>Public Limited Company</u>
<b>Industry</b>	Banking <u>Financial services</u>
<b>Founded</b>	1972; 47 years ago



	Motijheel, <u>Dhaka</u>
Headquarters	Bangladesh
Area served	Bangladesh & Overseas
Key people	Ziaul Hassan Siddiqui (Chairman) Obeyed Ullah al-Mused (Managing Director and CEO)
Products	<u>Finance and insurance</u> <u>Consumer Banking</u> <u>Corporate Banking</u> <u>Investment Banking</u> <u>Investment Management</u>
<b><u>Net income</u></b>	▼ <u>৳</u> 2.73 billion (US\$32 million) (2010)
<b><u>Total assets</u></b>	▲ <u>৳</u> 649.26 billion (US\$7.7 billion) (December 2010)

### **(Sonali Bank Limited) SBL Branches:**

The last one is in Damla, Srinagar, munshiganj Of these, 467 are located in urban areas, 746 in Rural areas and 2 are located overseas (India).

It also operates the US based Sonali Exchange Company Inc. and UKbased Sonali Bank (UK) Ltd. to simplify the issue of foreign currency Sonali Bank UK immediately decrease to 14 broad-based goals in Bangladesh, including Dhaka, Chittagong, Tajpur.



## **2.2 Vision:**

Becoming a leading banking institution and playing an important role in the country's development by offering, effective and creative banking equipment to safe guard depositors ' interest satisfying the desire of investors to help their country's economic growth.

## **2.3 Mission:**

To become a leading banking institution and to play significant role, in the development of the country by providing ,efficient & innovative banking devices safe guarding depositors interest fulfilling ,shareholder desire supporting economic growth of the ,country .

- ❖ To create investment confidence among Bangladeshi expatriates offering them desired services, attractive profitability and secure investment through our various financial product
- ❖ Creating extra opportunities ordinary opportunities for the intended, wage earners, job creation, dependence and reliable intermediary services.
- ❖ To offer quality services by providing current & new, cost & time goods, effectively to all retail & corporate customers.
- ❖ To ensure sustainable, growth in business.
- ❖ To ensure maximization, of, shareholders wealth.
- ❖ To ensure the development of human capital, meet the challenge of the times.





## 2.4 Corporate Profile of Sonali bank limited:

Name of the company	: <b>Sonali bank limited</b>
Chairman	: Mr.ziaul Hassan Siddiqui
CEO& Managing Director	: Mr. Md. Aatur Rah man Prod an
Company Secretary	: Mr. Md. Hasanul Banna
Legal Status	: Public Limited Company
Genesis	: Emerged as Nationalized Commercial Bank in 1972, following the Bangladesh Bank (Nationalization) Order No. 1972 (PO No.26 of 1972)
Date of Incorporation	: 03 June, 2007
Date of Vendor's Agreement	: 15 November, 2007
Registered Office	: 35-42, 44 Motijheel Commercial Area, Dhaka, Bangladesh
Authorized Capital	: Taka 6000.00 Core
Paid-up Capital	: Taka 4130.00Core
Number of Employee	: 18,167
Number of Branches	: 1218
Phone-PABX	: 9550426-31, 33, 34, 9552924
FAX	: 88-02-9561410, 9552007
SWIFT	: BSONBDDH
Website	: <a href="http://www.sonalibank.com.bd">www.sonalibank.com.bd</a>
E-mail	: <a href="mailto:itd@sonalibank.com.bd">itd@sonalibank.com.bd</a>



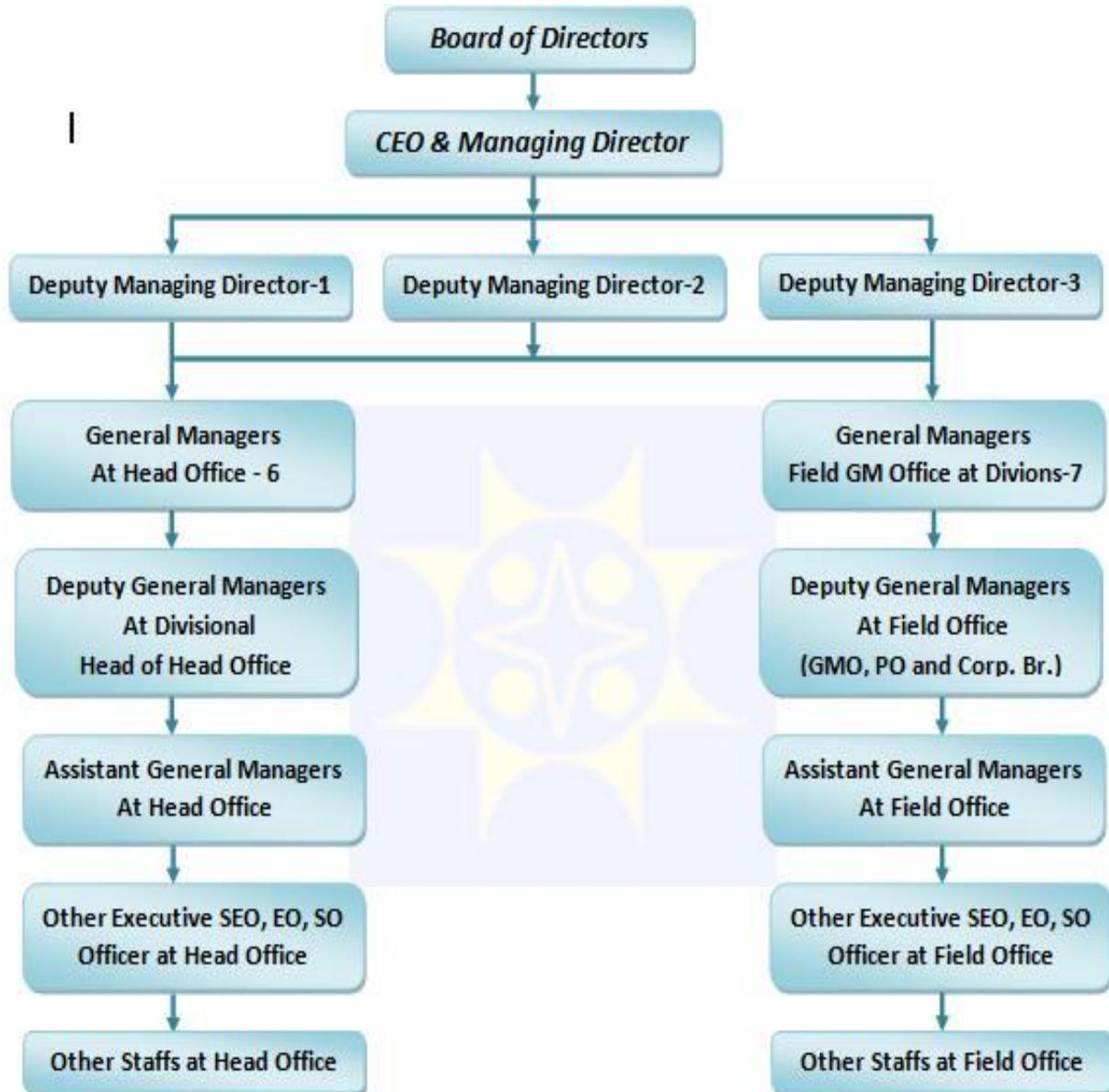
## 2.5 Strategic priority:

- Provide the products and services needed by the consumer to build customer interest.
- Focusing on the export of both traditional and non-traditional item issues ensures that the face gain exchange is always comfortable.
- Return-adjusted business with higher risk.
- Focus more on the quality of assets than on their aggressive expansion.
- It reduces the cost of deposit by adjusting the deposit mix.
- Ensure that all new alternative distribution platforms are easily accessible to our customer service.
- Taking banking to our target group's step.
- Admission to new business avenues to enhance profitability.
- Bring raw people into our channels of delivery.
- Increasing fee-based service triggers unchanged costly capital.

Organizational performance through continuous improvement of human capital and disseminating information at the incentive level and thus ensuring the organization's sustainable growth.



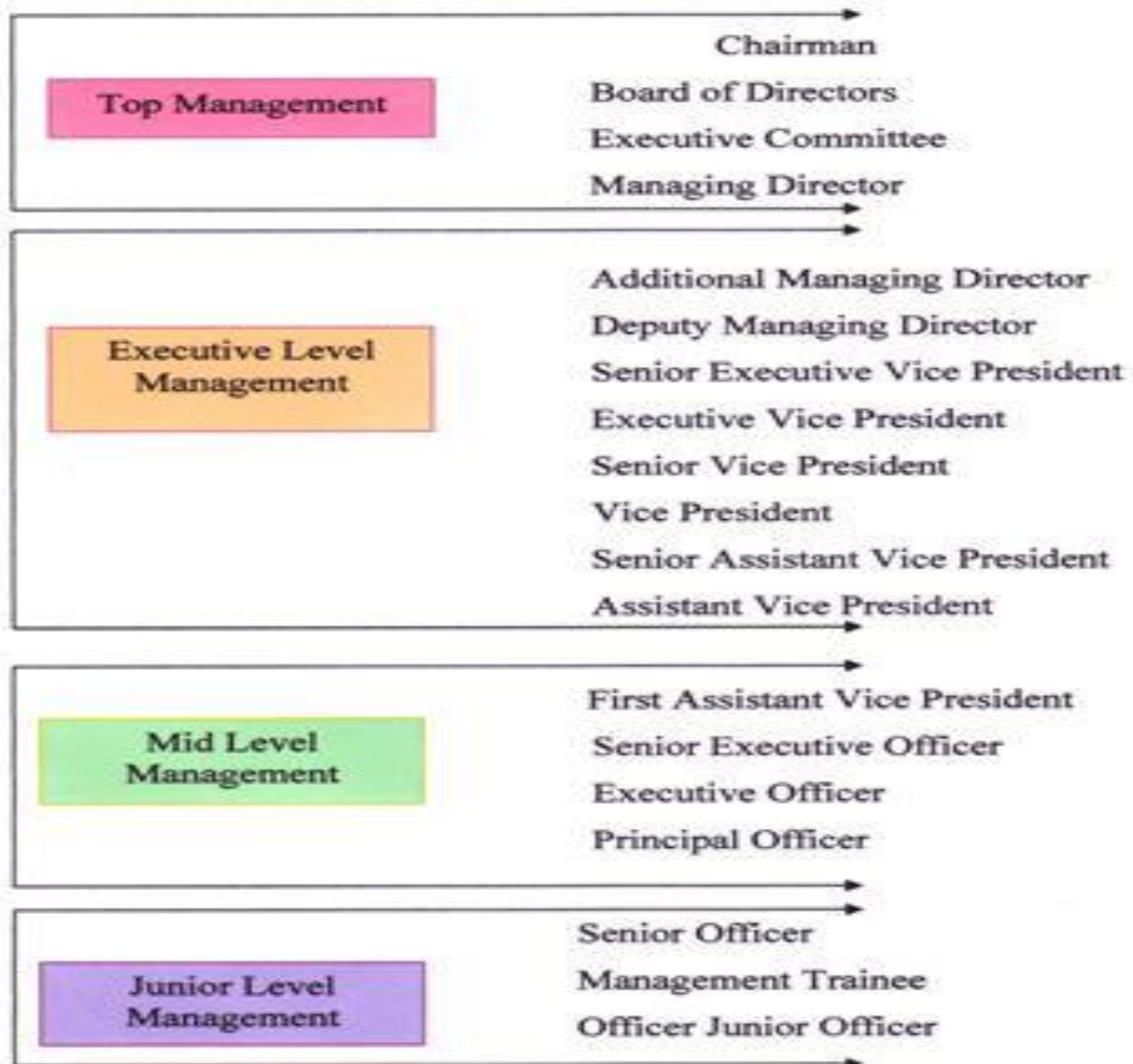
## 2.6 Organization Structure of Sonali Bank:



## 2.7 Hierarchy of Sonali Bank Limited:



## Managerial Hierarchy of Sonali Bank Ltd:





## **2.8 Objectives of Sonali Bank Limited:**

Sonali Bank is one of Bangladesh's government-owned banks. It was set up to provide the Bangladeshis with more banking facilities. For this, it had properly defined its goals from the very launch of the bank.

These objectives are discussed in the below:

### **Earning profit:**

In order to survive in the competitive banking world, earning profit is one of Sonali Bank Limited's main objectives. No bank can function properly without making profit. As a result, many problems will have to be faced and it won't be able to run properly.

This makes advances to the deficit units in order to make profit, sells stocks and bonds and buys Treasury Bills and tries to reduce its operating costs.

### **Collecting savings:**

Sonali Bank Limited also attempts to collect savings from surplus units through various accounts, special schemes, and fund facilities and in many other ways.

This provides people with the opportunity to open current account, savings account, and fixed deposit accounts. It offers various lucrative job opportunities, such as dual benefit schemes,

To cheer up people. Over the years, it has been able to improve its deposit numbers.

### **Creating capital:**

By extracting savings from the surplus units through various accounts, it generates money for the deficit units and makes use of the accumulated capital for the country's development and acquires its assets.

### **Creating the medium of exchange:**



Sonali Bank Limited creates a medium of exchange very easily through its branches. It issues checks, bank draft, bills, demand draft, pays order and offers telegraphic transfer, mail service to establish an exchange medium.

### **Supplying money:**

Another goal of Sonali Bank Limited is to provide the money created by Bangladesh Bank to the people of Bangladesh.

### **Granting loans and investment:**

By providing loans to Bangladesh's people, who are in need of running their personal work effect, will increase the country's economic development? Thus, it is considered one of Sonali Bank limited's goals.

### **Maintaining security of money:**

Sonali Bank Limited's main goal is to safeguard people's money. To do this, it collects their cash, offers lockers, and establishes a means of exchange for the transfer of money from one location to another.

It also helps people to keep their money in the bank by providing numerous lucrative deals.

### **Regional development:**

Bangladesh is not a large country, but it has 64 districts. Not every district is equally developed. Some districts benefit from modern banking services facilities.

Some come from banking services, but as Bangladesh's largest bank, Sonali Bank Limited is co operating with regional development.

### **Removing poverty:**



Poverty is a trap for the newly born Bangladesh. Most of the people's lives have been involved, especially in rural areas. Rural people suffer from malnutrition, hunger and insect disease. Sonali Bank Limited Bank plays a severe contribution to reducing their misery. This provides them with lower rates of credit and motivates them to function as micro credit providers.

### **Creating employment:**

Bangladesh bears the curse of poverty. The loss of unemployment is rising every day. A further goal of Sonali Bank Limited is to reduce this price. Therefore, the Board of Directors of Sonali Bank has announced that at least 250 people will be rented every year.

### **Economic development:**

While Sonali Bank Limited makes profit, it always tries to increase the country's economic growth, providing advances, raising capital, exchange medium, supplying cash, and providing security and job opportunities. But it must sometimes work without seeking gain as a result of the bank owned by the government.

### **CORE VALUES:**

The Core Value proposal of Sonali Bank Limited (SBL) consists of ten key elements. The principles will assist the bank in bringing its workers to work as a team for the fulfillment of assigned duties and the fulfillment of compatible objectives.

Teamwork: Open communication, dialogue and team engagement will demonstrate the alignment of activities and efforts to achieve the common goal.

- **Ethics:** Everyone has to ensure affection for banking ethical practices.



- **Objectivity:** In carrying out their tasks, all individuals will have indicated objective.
- **Integrity:**  
Protecting and safeguarding the interest of consumers is an important element of the trust of society.
- **Excellence:**  
Excellent performance and usefulness are prerequisites for the bank's large customer base to ensure quality service.
- **Innovation:**The needs of the time for which continuous action-oriented research is carried out are new and innovative products.
- **Commitment:**  
Each worker is committed to working at the level expected to ensure expensive customer satisfaction.
- **Self-Reliance:** Each worker will have a sense of ownership of the bank and a sense of self-confidence in their work to develop the bank.
- **Transparency:**  
Data is available for all to be used and investors can have good ideas about the operations of the bank.





## **Chapter-3: Training and development process of Sonal Bank**



## **Training and Development Process of Sonali Bank:**

Education is knowledge of training, which is to look up a relatively permanent change in the person that will improve the ability to succeed on the new job.

We typically say training can involve changing of skill knowledge attitude or behavior. It may include changing what employees know how they work, their attitudes towards their work, or their interaction, with their co workers or supervisor.

In one particular reason, we must differentiate between employee training and workforce growth in four of our purposes. While identical, their time frames vary in the process used to influence learning. Training is more present – day-oriented, its focus is on individual, current job enhancing the specific skills and skills needed to perform their job immediately. For example, assume that you admit to the job market during your college senior year after a job as a marketing representative.

Although you have a degree in marketing, some learning is an order when you are employed; particularly you need to know the business, police and practice. This concept is career – specific training or learning designed to make you more effective in your current job.

### **3.1 Training & Development of Sonali bank:**

- **Training:**

Learning is the task of growing an employee's knowledge and ability to perform a specific job.

- **Method of Training:**

- There are different training and methods in which the organization simulation methods could be divided. Trainee is also developing a career of his own, and the perspective on organizational discipline and rules is most valuable.



- **Cognitive Methods:**

Theoretical aspect of organization and behavioral opinions and different methods of mental coaching for mustache workers and regulatory opinions and process and regulations viewpoint.

### **There are two different training methods-**

1. On- the – job training methods.
  - Job rotation.
  - Coaching.
  - Job instruction.
  - Internship training.
2. Off –the- job training methods-
  - Case study method.
  - Incident method.
  - Management education.

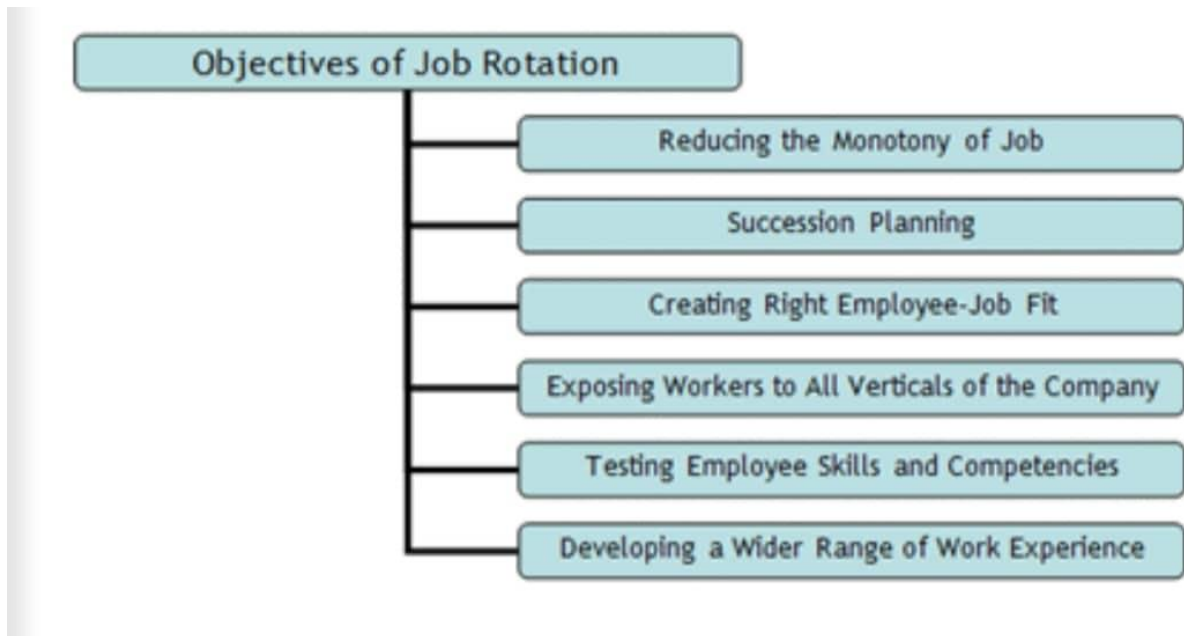
### **Describe on the job Training Method points:**

- **Job rotation:**

Job rotation is administrative entry in which employees are transferred at ordinary intervals between two or more than work or jobs in order to open them to all plumb of time order to start the m at all verticals of an organization.



- **Job rotation objectives:**



- **Reducing the monotony of job:**

The first and foremost goal of job rotation is to reduce a job's monotony and repetitiveness. It involves employees in knowing different kinds of jobs and encourages them to perform well at each job replacement period.

- **Succession planning:**

The idea of succession planning and its main act of job rotation is to reveal a pond of staff that can be given to the elderly when someone turns retired or allows the organization do so.



- **Creating right –employee job fit:**

An organization's success is building on its employees' job productivity. If they are properly installed, the maximum output will be efficient.

- **Exposing workers to all verticals of the company:**

Another key function of job rotation action is to expose employees to all of the organization's vertical or operations in command to make them aware of how they handle the company and how they perform their duties.

- **Testing employee's skills and competencies:**

One of the main functions of the job rotation process is to test and analyze employee skills and progress and then to impose on them the work they exceed.

- **Developing a wider range of work experience:**

Employees typically don't want to change their business area. They don't want to move from their comfort zone when they start work done a particular duty.

With the turnover of workers, managers train them to have a broader experience and develop different skills and development.

- **Advantages of job rotation:**

- **Allows managers to see your hidden talents:**



Job rotation has been planned in such a way that all these employees are easily exposed to a large and extensive operating limit.

By using this system, supervisors can determine what an employee is good at what he or she is given a task.

- **Helps in exploring interests and ideas:**

Employees don't really know what it might be like to do by putting their hands on a specific job. If the work happens to be rotated or if they've been brightened up to another different function, they can also bring in what they're really good at and what they might enjoy.

- **Identifies skills and attitudes:**

Task rotation will help both managers and individuals put their experience, perspective and skills in place.

It will also help to analyze the training as well as the urgent need to develop employees so they can get even the best output.

- **Helps you identify where employees work best:**

A technique of work rotation may point to the strength and limitations of an employee. You're able to find that an employee in your business can best break a different job. You need to have all of your workers in the right position for the most valuable company.

- **Disadvantages of job rotation:**

- **Can be costly and time consuming:**



Once you move into a new locus for an employee, learning inflects Workers ' need for command preparation to do their new job. It can cost thousands of dollars to train employees and take hours

- **Could end up with disgruntled employees:**

Several workers may not want to change jobs. An employee in their current position who is confident and productive will worry that another employee may mess up their system.

You might have some workers excellent in their job but not willing to learn new things. And you might see workers stressing out in the face of switching their jobs.

- **It won't fix all your problems:**

Task rotation plan is not guaranteed to increase employee propensity, so don't put all of your testicles into one tub. It may be due to other factors if your employees are lath at your firm.

- **Job instruction:**

Job training (JIT) is a comprehensive, fast and efficient way to teach your workers how to a job correctly and safely.

This method of training staff, although it is easy to understand and complete a basic description of steps.

- **Steps of the JI training Method:**

- **Preparation:**



Provide the staff with a safe learning environment by setting them comfortably to assess what they already know and going over the important aspects of job security. Act as peers of the workers.

- **Presentation:**

List and highlight each move individually, highlight key points, while respecting the staff. Give the workers a chance to interlude by asking questions.

- **Performance:**

Giving the advantages of completing the steps of the system to the employees when describing the original points. If the key points can not be answered by the staff, they did not internalize the pointing and analysis.

We don't understand the job at a minute and are clearly doing it incorrectly or unsafely. The staff effectively illustrates this step back and completes the job.

- **Follow-up:**

Track the behavior of the staff as they followed the steps, and unerring their behaviors before becoming habits. Shift workers a means of followup by appointing a support contact person and encouraging them to ask questions as they wish after the training is completed.

- **Job instruction Training Advantages:**





- **It promotes higher levels of employee safety:**

This encourages a safe work environment for everyone when new employees are properly trained. Education in job instruction requires trying and trying experience to ensure that each person manages equipment resources and gear using current best practices.

It helps every person to follow the one move once work has finished job functions, reducing the number of serious accidents that can occur.

- **It creates higher levels of productivity:**

Job training system is in operation; new employees can go through one day of intensive training and then start working. This allows new employees to start new tasks without waiting for a job to come their way.

JIT programs can also be designed to build different skill levels over time over several days, which further increase the employee's productivity without compromising their safety.

- **It is cheaper than other training methods:**

Job training is paid for on – the job training, which means there's an incentive to show up for work. They're going to get the tools and feel they need to be good at their new job.

This creates cost savings for the organization because the new workers have a good idea of what they need to do. They would be forced to access the experience of other team members without his knowledge, which would slow down production and make things more expensive.

- **It maintains best practices:**



Job training opens up new workers to this best exercise, making it more evident that the workplace will bring up special standards.

It is one of the most effective ways to implement security and development training for collections that are required to meet particular regulatory requirements without affecting the quality of the working environment for everyone.

- **It gives new workers more confidence:**

Staff with dependency issues may be afraid to ask questions that power contributes to unexpected insufficient or partial work. With job order learning, you are productive in increasing the nervousness of new workers, which increases their overall levels of trust.

- **Job instruction Training Disadvantages:**

- **It still carries a training cost:**

No one is effective in turning away from training costs but a new worker is already well-known with internal policies and procedures. With job training, you can gain the support of at least one person far from their current duties because their primary role in the organization is training.

- **It is only as good as the trainer:**

JI Training looks at a professional master to be successful in this process. If the employee is taught by some who don't have the skills necessary for the job, then the new worker won't be as successful as they might be.

With their job, some trainers may be fantastic and purposefully try to sabotage the process of training new workers.



- **It creates a time requirement which must be met:**

Job training is highly effective when a trainer works with a new employee by building up to a satisfactory level of the skill or knowledge they need.

Too often, new workers are only given the basics as teachers are asked to help the engine simultaneously and perform their own duties, causing a rush to the training process that can decrease performance and employee output over time.

### **Describe off –the- job training method:**

- **Case study method:**

Case studies are a thorough investigation into a single person, team item, or culture.

- **Limitations of Case Studies:**

- The results cannot be applied to the broader population.
- Difficult to replicate.
- Time-consuming.

Because a case study trades with only one person / event / group, we can't be sure if the conclusions are attached elsewhere directly from this particular case.



The study results are not generalizable because we can never see if the cases we examine are indicative of the wide range of "similar" cases, since they are largely based on empirical data analysis, depends on the psychologist's understanding of the knowledge it has obtained

- **Advantage of case study Method:**

- **Intensive Stud:**

The case study approach is responsible for a sharp unit study. This is a detailed and in-depth review and analysis of an event.

- **No Sampling:**

It explores the overall perspective of a social unit. It implies that there is no model in case study process.

- **Continuous Analysis:**

In always evaluating the existence of a social unit, it is important to highlight the facts.

- **Increase in Knowledge:**

It gives a person's analytical power to raise social awareness.

- **Generalization of Data:**

Method of case study takes steps to generalize data to explain statistical findings.

- **Comprehensive:**

It is a comprehensive method of social research data collection.

- **Disadvantage of Case Study Method:**

- **Limited Representatives:**

The case study has minimal proxy because of its narrow scope and generalization is unlikely.

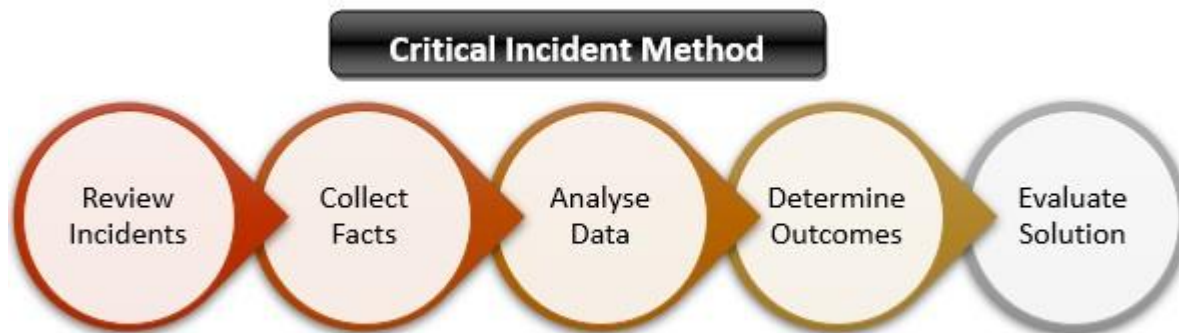
- **No Classification:** Due to studying a small unit, any grouping is not practical.



- **Subjective Method:** It's more than an objective subjective tool.
- **No Fixed Limits:**  
This method is situational trust and does not have adjustable researcher investigation limits.
- **Critical Incident Method:**

Critical incident approach is a performance evaluation technique which analyzes the employee's behavior in certain incidents in which others he did very well and in which he could have done better.

- **Critical Incident Method Steps:**



**Critical incident technique has the following steps:**

- We start by fixing and reviewing the accident that occurred during the course of the job.



- Right finding involving the compilation of members ' incident data.
- The third step is to investigate the facts and data gathered from the participants by the interviewer and to determine the issues.
- The fourth step is to provide practical solutions to the identified problems.
- Ultimately, the final step is to determine whether the solution will be successful in removing the cause of the identification problem.

- **Development:**

Training is a method of training workers for potential position and improving their professional Skills to deal with sensitive organizational circumstances.

- **Method of development:**

Some learning of individual skills may take place on the job. We will examine three common me on the job-techniques-

- Job rotation.
- Assistant to position.
- Committee assignment.

And off the jobs methods

## **Describe Method of Development:**

- **Job Rotation:**

Job rotation is a practice that some employers drunk to turn over the assigned positions of their workers during their employment. Employers use this strategy for a number of reasons.



It was designed to develop employee flexibility and to restore staff interested in staying with the company / organization that employs them.

- **Committee Assignments:**

The big legislative work in committees where the note normally originates. Committees are trained in overseeing and holding hearings, drafting legislation to address the House as a whole, and controlling the House process.

- **Advantages of Committees:**

- **Pooling of opinions:**

The members have different backgrounds, values, points of view and abilities. This wide range of power leads to a greater foundation of knowledge that leads to better quality decisions.

In addition, group calmness generally confirms a thorough consideration of issues from all angles and points of view of choice before a decision takes place.

- **Improved cooperation:**

The committee members usually turn to know each other well and thus politely the prospect point of each other. We are willing to cooperate and are identical, particularly when they become aware of their preface and how their actions would emotion the overall organization.

- **Motivation:**

A human point of view, the greatest benefit of committees can be increased enthusiasm and engagement originating from sharer in committee meetings and on the other hand in critical organizational objects.



- **Representative:**

Members of the committee may have different kinds and opinions that may be contrary to each other, the committee deliberations developer provides a critical outlook and level outcome of these representations of discord.

- **Disadvantages of Committees:**

- **Time and cost:**

There are many kinds of committee structures that are expensive in terms of money and time. The committee's nature is such that everyone has an opportunity to speak out and participate in discussions, and that can take too much time.

- **Compromise:**

Generally speaking, there is a tendency to present unanimous reasoning and therefore a majority outlook is also token as representative when the minority outlook is valid.

- **Strain on interpersonal relations:**

There is a trend in committee assembly that everyone wants to choose everyone else; otherwise any disappointment within the committee can also disturb the committee's working relationships

- **Lack of effectiveness:**

Many traditions are written more compulsorily by individuals than by committees. The group is very useful in stirring chaos and interdepartmental crux, but it is not useful in formulating strategies that are linked to personal initiative and innovation.

### **3.2 Objectives of Training & development process:**

Needs result in training and development, an objective process that should, state the desired conduct and the situation under which it will occur. Instead, these state targets are benchmarks against which individual performance can be assessed and the system.





For example, of the objective for airline reservationists might be states as follows:

- Provide customer flight data within 14 seconds.
- Complete one trip reservation city round within three minutes of obtaining all the details from the customer.
- Real measurable time focused targets such as those listed for sustainability provide the teacher with real objectives that can be used to evaluate their success. If the goal is not fulfilled. Performance on the curriculum and the participants gives the HR, recompose department.

### **3.3 Importance of training and development:**

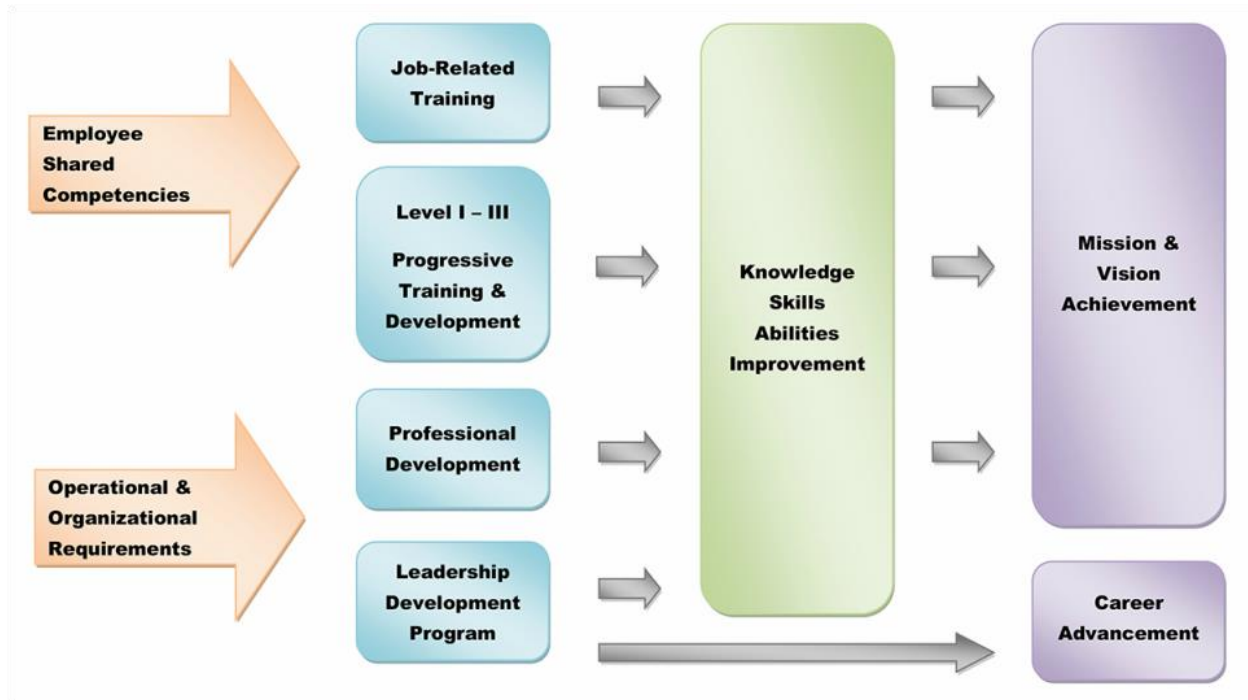
Optimum human resource management program Learning and Development, process need to automate, use human resource, furthers help the customer achieve the corporate objectives as well as their individual goals.

Human Resource Development Training and Development Process are most important to employees because training is being developed for employees who are working, self-employed and motivated to work.

Each organization is trying to establish its own business, so these companies need to be trained and developed. The systematic approach is self-motivation.



### 3.4 Training and Development Model:





### **3.5 Human Resource Planning:**

An organization would not build a new plant, conduct the ribbon – cutting ceremony and then began to worry about, how to staff the facility; a firm cannot hire several hundred engineers, and get them.

Management talent in just a few weeks On board overnight, nor can it grow, Foresight is necessary to ensure that. Appropriately, there will be qualified staff available to implement future plans for organizations.

The tighter the labor market, the more strategic thinking is required to avoid future problems due to awareness, on the other hand; planning ahead in a declining economy is also crucial in avoiding costly over-staffing and possible layoffs.

The scheduling for human resources is chaotic, with people streaming into, through, and out of a company. This includes anticipating HR scheduling. The need for resources and supplies, manpower and then the scheduling of services that the organization needs to ensure.

Will have the right mix of employees and expertise when and where appropriate. Key input for these processes is given by the forecasting methods described below.

#### **3.5.1 Objective of Human Resource Planning:**

Department of Manger and HR achieve their objective by meeting goals, Objectives is a criterion against which performance is measured.



Sometimes they are carefully thought out and articulated in writing. Sometimes goals are not, explicitly defined either way; they direct the HR process in action.

Human Resource Objective, not only the need to reflect the intention of senior management, they also challenge the organization, the HR function society, and people affected by it. Failure to do so can damage the performance, profit, and survival of the company.

### **3.5.2 Training Institutes of Sonali Bank:**

The Head Office is located at Sonali Bank transforming intuitions. We use different training Center position, for the long-term workshop. And different types of learning programs on various banking affairs to improve skip awareness and attitude of the bank's employee.

### **3.6 Process in the Sonali Bank:**

The bank follows most of the HR planning steps with corporate planning, internal HR capacity assessment. And the bank's entire HR plan has been rated. Sonali Bank is like inventory, contains information about each employee, skills, abilities, performance of work, and other items.

Sonali bank always prepares anticipation, manpower problems. This can be done by projecting the present resource into the future and comparing the same with the manpower requirement forecast. This helps to determine the quantitative and qualitative manpower adequacy.

Reference and other information items. The Bank continued to focus its strategy of returning experienced and skilled manpower by offering attractive career for the ongoing development of human resources.



### **3.7 Organizational strategy:**

#### **3.7.1 Employment Test:**

The Sonali bank has two job tests step by step. First written check and interview face to face.

The bank is working with other companies, such as IBA or any other institution.

The organization defined will then takes the written test, screen the response sheets and send the bank's number sheet. The bank has a selected score of expectations and those who scored more than equal to the score are called for the interview.

The complete marks of the written test and the interview are added after the interview.

#### **3.7.2 Final Employment Decision:**

The candidate is considered for final appointment to pass both the written test and the interview.

Those candidates are taken the required number of staff and the final appointment is given. These employees must fill out an appointment at the time they join them.

Those who are currently employed do not have prior banking experience need to prepare for at least two years. Those who have previous experience do not necessarily need to practice. Often selected workers have to apply a pledge that they will not quit before a certain service year.

#### **3.7.3 Use of performance Appraisals:**

- Quality has grown, of course, to encourage the employee and the same press tech to know about the employee and the job and environment constraints.



- Career management and growth Quality feedback informs career decisions. One should investigate specific career paths.
- Equal employment objective performance evaluations that actually measure job-related results ensure the internal decision on placement is not discriminatory.
- Placement decisions, promotions, transfers and demotions are usually based on past performance or expected performance promotions are often a reward for past performance.
- Training needs and poor results can suggest developmental needs. Have to be retrained a have for retraining will show good performance. Like, good output can mean a powerful uncorked that needs to be developed.
- Blank work design Poor performance can be a result of illness – job design starts.
- Deficiencies in the staffing process, good or bad performance imply strengths or weaknesses in the staffing procedures of the personal department.

### **3.7.4 Rewarding the production employees of Sonali Bank:**

The bank has no specific performance assessment and compensation program to reward its employees. The bank does not provide any generic reward system.

If any worker can astonish the authority with his / her extra ordinary success she is then rewarded for that performance but this reward is compensated for that performance but this reward is primarily financial reward.

The employees would certainly put the bank on an elevated market position and attract the best manager and award Best Employees as well.



### **3.7.5 Performance Evaluation of Sonali Bank:**

The Sonali Bank does not have a generic performance evaluation system for learning and motivation. In reality, the issue is that the bank has no standard set of performance standards.

In the most part, the quality analysis and appraisal is achieved by evaluating how the worker is performing or interacting with a client. Under its Administrative Department, the Sonali Bank has a separate unit to conduct this quality assessment and assessment.

### **3.8 Advantage and Disadvantage of Training & Development:**

#### **Advantage of training:**

- Develop work awareness and organizational skills at all grades.
- Positive attitudes among people in the organization.
- Better employee-boss partnership.
- Try developing an organization.
- Proper working guidelines.

#### **Disadvantage of training:**

- Employee leaving work better.
- Learning can cost a lot of money.
- Lost work time and future employee performance.

### **3.9 Benefits of Training & Development:**



1. Focusing on employees is assisted, and pre-possession is put on employee control.
2. Increased productivity has a positive impact on the bottom line.
3. Employees are kept up to date, and key performance is built, maintained and developed.
4. Employees are educated on new skills and develop them, with business goals and goals at the point of view.

### 3.10 Four parties of training and development:

- i. Designer.
- ii. Trainer.
- iii. Trainee.
- iv. Evaluator.

Describe four parties points blew here-

#### 1. **Designer:**

A designer is a person practicing object designs. A fashion designer designs clothes, web designer designs trap pages, and an automatic designer designs cars.

2. **Trainer:** The person with the disease and the minor hit of the athletic team members.



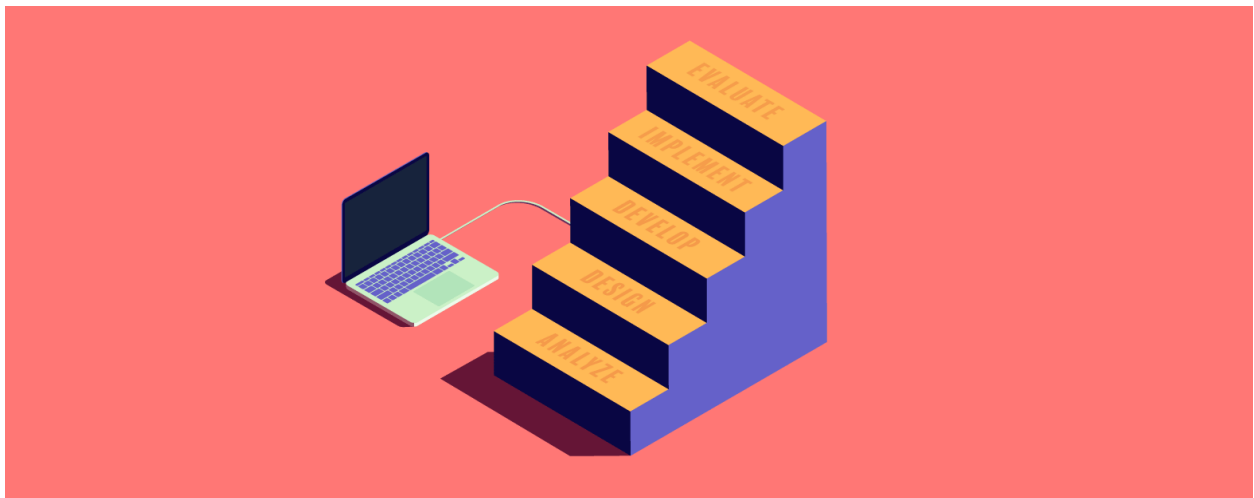


### 3. Trainee:

A trainee is a strong official worker who is being prepared for the job for which they were originally requested. Literatim, a trainee is a learning worker.

4. **Evaluator:** An assessment is an assessment of something to determine its value or fitness.

### 3.11 Five- step of Training and Development:



- ❖ Another different step, for job requirement skill and developed strategy and security service measurable knowledge and performance objective based.
- ❖ The systematic are training development process and developed the organization of the work book analysis and the perspective of RBL



discipline and motivated the employee and learning computer based education

- ❖ Validation step, in the perspective of the bug services and the systematic learning training represented in small audience
- ❖ Is it the implement the program a training employees to developed organizations.
  
- ❖ It is an emulation step, in which the activity of the employee.

### **3.12 Training and Development Issues:**

The training program contains the following information:

#### **Orientation Training:**

Guidance plan turn of a five-day workshop that involves summer ideas on the company as a whole and its Human Resource Divided in the first two days, Negotiable Act and Financial essay in the last three days.

Often seven days of training is given by their respective section to contract employees.

#### **In-house training:**

This education is handled by their own instructor as it is required for the workers who are new or existing. The training includes the actual job as well as the need for basic training. Education is also part of education in-house.



### **Job specific training:**

Specific job training applicable to all group employees, promoting employee knowledge, quality of service, and hazard and willingness issues related to specific job opportunities.

### **Foreign training:**

These trainings are conducted by hiring outdoor trainers or sending the employee in the outdoor training homes. Since these trainings are expensive, every single employee is unable to engage.

Appointment is made from each department and the grant is then taken from the head of the division and only the employees involved in the assignment.

### **Peer or Supervisor's coaching:**

This education is performed in the direction of superiors or colleagues.

### **E-learning:**

It's part of the training charge. Every employee has to work in six ways.

The mandatory four courses are division of human resources,

Anti-money cleanse, EBL Bank summary (including operations, casual banking, SME and full-sale banking), corporate secretariat, legal and regulatory and internal control.

The other two classes were based on the department in question. Taken and published online reviews and results. An employee performance assessment system established by the HRD must be implemented by each department.

The managers and several department heads charge and sign this performance assessment form. Based on this quality perspective, education is defined as urgent for different employees.



### 3.13 Employee Training and Development system in SBL:

The first job after getting around a potential applicant is to ease the new entrant about the organization and provide him / her with all the knowledge they need about their functions and Responsibilities.

This is done to protect the employees ' successful input into the company and to enhance their performance level.

The training program also provides job bearing compensation courses. Costs in employee training programs at Sonali Bank Ltd. are not consumption, but an investment. Each extended employee must have 30 days of training.

### 3.14 Training and Development Framework:

We know that successful candidacy put on jobs requires learning to effectively execute their functions. Workers need to be skilled in handling equipment, reducing parts, and keeping off injuries.

It is not only the staffs who need education. Supervisors, managers and editor also need to be trained in order to qualify them and attain maturity of thought and action. Education and growth in any company is an ongoing process.

Let's try by the following table to understand the difference between training and development:

Learning	training	Development
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Who	Non-managers	Managers
What	Mechanical Operation	conceptual ideas
Why	Specific job related	General knowledge
When	Short term	Long term

## Chapter-4: Findings, Recommendation & Conclusion



#### **4.1 Major Findings:**

- Sonali Bank is now using the organizational system developed and mostly indicated and practiced, and it can be presented for organization and employee satisfaction.
- The training method for selecting the banking sector organization system is not appropriate.
- Employee of Sonali Bank faces communication issues.

Problems are- 1. It's not an effective employee.

2. They don't have the right time to communicate with us.

3. We are unable to connect with rural areas.

#### **4.2 Recommendations:**

- In Sonali Bank Ltd, it is difficult to develop different types, system rules and regulations for follow-up.
- The type of learning should be the organization's approach explained and most relevant.
- Sonali bank solves the problems of communication.

It's like-

1. To improve the system of management.

2. Updating the website.

3. Good customer relationship.

#### **4.3 Conclusion:**



Sonali Bank Limited has properly followed all regulations, and Sonali Bank Limited, human resource sector is developing day-to-day banking job opportunities

In addition, in the overall banking sector, the other country thought, with any other bank due to it wide, speedy branch networking.

The study aims to define most of the predictor of the continued development of job opportunities and training and development of employees in our banking sector.

And at the moment this small bank sector of Sonali Bank has a different dimension of work, such as

-

- Forecasting.
- Diversification.
- Proactive activities.

#### **4.4 Reference:**

##### **Annual Reports and books:**

- Annual Report of Sonali Bank Ltd.
- Circulars of Sonali Bank.
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