



**“An Analysis of the Training and Development Practices of Prime Bank Limited”**

**Date of Submission: 6<sup>th</sup> December, 2019**



**“An Analysis of the Training and Development Practices of Prime Bank Limited”**

**Prepared by**

**Md. Al - Amin Hossain**

**ID: 161-11-993**

**Program: BBA**

**Major in HRM**

**Department of Business Administration**

**Daffodil International University**

**Supervised by**

**Dr. Gouranga Chandra Debnath**

**Associate Professor and Head**

**Department of Business Administration**

**Faculty of Business & Entrepreneurship**

**Daffodil International University**

**Date of Submission: 6<sup>th</sup> December, 2019**

## Letter of Transmittal

6<sup>th</sup> December, 2019

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

**Subject: Submission of Internship Report on “An Analysis of the Training and Development Practices of Prime Bank Limited”.**

Dear Sir,

With due respect, I would like to inform you that I have completed my internship for a period of 90 days (3months) in Prime Bank Limited and as per the course requirement I have completed my internship report titled “An Analysis of the Training and Development Practices of Prime Bank Limited”.

This report is based on the knowledge and experiences I have gained during my internship period at Prime Bank Training and Development Center.

Hence, I would be extremely delighted and honored if you accept my Internship Report and recognize the hard work and determination I have put together in the preparation and completion of this report.

I shall be looking forward to your response in the near future.

Sincerely Yours,



.....  
Md. Al - Amin Hossain

ID: 161-11-993

Program: BBA

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Department of Business Administration

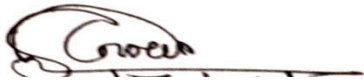
Daffodil International University

## **Certificate of Supervisor**

This is to certify that Md. Al - Amin Hossain, ID No: 161-11-993, student of BBA program, Major in Human Resource Management, Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University (DIU) has successfully completed his internship program under my supervision.

His internship report is “An Analysis of the Training and Development Practices of Prime Bank Limited” under my supervision. The report is recommended for submission.

I wish him all success in life.



.....  
**(Dr. Gouranga Chandra Debnath)**

Associate Professor and Head

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

## **Student's Declaration**

I, the undersigned, hereby declare that I have completed my internship under the supervision of **Dr. Gouranga Chandra Debnath**, Associate Professor and Head, Department of Business Administration, Faculty of Business and Entrepreneurship, Daffodil International University. I have prepared a report on “An Analysis of the Training and Development Practices of Prime Bank Limited”. That is my own work. Neither part of this report is copied from elsewhere nor submitted before for any academic qualification, certification, diploma or degree to any other university.



.....

Md. Al - Amin Hossain

ID: 161-11-993

Program: BBA

Major in HRM

Department of Business Administration

Daffodil International University

## **Acknowledgement**

I have appreciated Daffodil International University of Bangladesh to introduce internship of B.B.A Program to widen the academic knowledge and to bring the student closer to the Practical work. This is obviously a valuable and appreciable addition to institutional education. The important part of Bachelor of Business Administration course is to coordinate between theoretical & practical knowledge. I specially thank my Internship Supervisor, Dr. Gouranga Chandra Debnath who has encouraged me to run on generalization banking system of Prime Bank Ltd. As a HR student, it is very essential to have a clear idea and a clear concept about financial institution, international finance and marketing as well as HR instrument. An institution like the Prime Bank Ltd is an important matter for a business analyst, business participant and as well as business learners to accelerate the knowledge of HR. This report reflects the practical knowledge, which I have gathered under our dear faculty during the last three months. I tried to reflect my HRM knowledge in my report.

There are enough efficient knowledgeable personalities of Human Resource Management in our University. Everybody helped me a lot but our honorable I was going to prepare the report that might be much more difficulties without proper guidance by the Faculty. Thanks to the Head of Branch of Prime Bank for giving chance to enter in their concern. During my operation the branch Manager instructed his staff to behave with me with familiarity. So I cannot ignore his contribution. I am also thankful to the employees of the Ganakbari branch for supporting me with their equipments & study tools as well as library assistance.

## **Executive Summary**

This report is a result of my knowledge on Training and Development Center of Prime Bank Limited (PBL). Prime Bank Limited (PBL) is one of the leading private commercial banks among the financial institutions of Bangladesh. They have some corporate philosophies for their customers, employees, shareholders and for the community. Prime Bank focused on the quality of services, customer satisfactions. In this report I discussed about the Human Resource Training and Development Center (HR-TDC) system of the Prime Bank. HR-TDC follows some steps to give training to the employees. They follow the rules, steps, principles, core functions of HR department. In this report I show the different type of training of Prime Bank Ltd. the needs, demand of the executives, the employee's needs are also important for giving the appropriate training. HR-TDC plays an important role for the employees. They collect the information from their different branches and plan for the training and execute this. So the report shows the overview of HR-TDC of Prime Bank Ltd. Prime Bank provide some training on IT, Training on Base1 II and Base1 III related issues & stress testing, Training on UCP 600, ISBP-745 Inco terms-2010 and Foreign Remittance. PBL also a sector of Islamic Banking and they also provide the training on this topic.

Prime Bank has some problem in the HR-TDC such as: They don't conduct proper training need assessment strictly; shortage of manpower for supporting training programs and the management, It Lab and Training center of prime Bank is not so update. So for these problems I have given some recommendation that can be helpful for these kinds of problems. The recommendations are upgrade the IT Lab of HR Training & Development Centre, increase their manpower, and training need assessment should be conducted more strictly for the betterment of the employees.

## TABLE OF CONTENTS

Contents	Page No
Letter of Transmittal	i
Certificate of Supervisor	ii
Student Declaration	iii
Acknowledgement	iv
Executive Summary	v
Table of Contents	vi-vii
<b>Chapter One: Introduction</b>	<b>1-5</b>
1.1 Introduction	2
1.2 Background of the Study	2
1.3 Scope of the Study	3
1.4 Objectives of the Study	3
1.5 Methodology of the Study	3
1.6 Limitations of the Study	5
<b>Chapter Two: Company Profile</b>	<b>6-7</b>
2.1 Historical Background of Prime Bank Limited	7
<b>Chapter Three: Training and Development of Prime Bank Limited</b>	<b>8-20</b>
3.1 Prime Bank HR Training and Development Program	8
3.2 Role of Training	10
3.3 Human Resources Development & Administration:	10
3.4 An Overview of Prime Bank HR Training and Development Centre	11
3.5 Objectives of the Training and Development Plan	12
3.6 Training Need Analysis of HR of Prime Bank Ltd.	13
3.7 Training Program of Different levels of Department of Prime Bank Ltd.	13
3.8 Evaluations of Training	15
3.9 Training & Development policies of Prime Bank Limited	16
3.10 Identifying Training Needs at PBL	16
3.11 Training Method of Prime Bank Ltd.	17
3.12 Steps of Training and Development of Prime Bank Ltd.	18



3.13 Training Institute of Prime Bank	18
3.14 The Impact of HR Training on the Financial Performances	18
3.15 Training and Workshop arranged by HR Training and Development Centre	19
<b>Chapter Four: Findings, Recommendations and Conclusion</b>	<b>21-24</b>
4.1 Findings of the Study	22
4.2 Recommendations	23
4.3 Conclusion	24
Bibliography	25
Plagiarism Result	26-27

# Chapter 1

## Introduction

## 1.1 Introduction

As I am a student of major in Human Resource Management, I had a choice to develop my skills under working in a well-known financial institution of our country. As a balancing course of BBA program in Daffodil International University has given me a chance. Doing three months extensive internship program from 1<sup>st</sup> September, 2019 to 30<sup>th</sup> November, 2019 at Prime Bank HR Training & Development Centre, I really learnt a lot from realistic completion of my knowledge and skills. This not only satisfied the necessity of the program but also facilitated the diffusion of knowledge in the banking area of Bangladesh and helped me a lot to match up to theoretical knowledge with practical knowledge. By doing those things this report is therefore the result of the assigned internship, recommended by the Prime Bank HR Training & Development Centre and I knew for any business background student only academic knowledge is not sufficient to face the real world operations. During my internship period, the attitude and behavior of all the staffs were very pleasant towards me. During my stay at the office as an intern, I never felt vague and ambiguous. Rather from the very first day, all the people treated me like part of the organization. I was never treated as an outsider.

## 1.2 Background of the Study

It is mandatory to entire a three month internship course in order to complete the BBA program of Daffodil International University. After finishing my course work, I was assigned to entire my internship program in Prime Bank Limited. After completion theoretical knowledge, I got the chance as a practical experience to business possibility through internship course. My internship administrator and valued course trainer Dr. Gouranga Chandra Debnath, Associate Professor and Head, Department of Business Administration, Daffodil International University assigned me the **topic “An Analysis of the training and development practice of prime bank Limited.**

As per the instruction of internship advisor I was loyal to learn the banking operation of PBL. The functions of the HR Division where achievement does not only obtain for recruiting people but also for creating impacts on herd’s financial performances and Prime Bank, Human Resources (HR) separation regularly undertakes successfully calculated instruction programs targeting the right group of employees through good training need estimation.

### 1.3 Scope of the Study

The report has been ready through bank employees and with the clients. Catalog provided by the bank also helps to prepare the report. At the time of preparing the report, I had huge chance to know in distance downward knowledge of all the banking actions skillful by the Prime Bank. I wanted to enrich the report with all the information and activities of Prime Bank Limited that I deserved from the head of Prime Bank Limited but as some training information are confidential and the HR was too much centralized so I could not do what I wanted to do. I tried to collect the training information of all the employees of that particular branch and survey on training evaluation by them with a questionnaire. After preparing the report I can say that the study on that particular branch about the training will be same for all other branches as the Prime Bank head office offers same training for specific level of employees, and I can assure that the report will be enough to show the practice of employee training and development activities of Prime Bank Limited.

### 1.4 Objectives of the Study

#### **Broad Objective:**

The broad objective of this study is to find out and analyze the training and development practices of Prime Bank Limited.

#### **Specific Objectives:**

1. To analyze the training and development practices of Prime Bank Ltd.
2. To evaluate the training and development methods of Prime Bank Ltd.
3. To identify the objectives of the training and development of Prime Bank Limited.
4. To find out the problems related to training and development practices of Prime Bank Limited
5. To provide some suggestions on the basis of problems.

### 1.5 Methodology of the Study

#### **Research Design:**

This is expressive kind of study, which temporarily reveals the largely Training and Development structure that has been engaged by the personal organization.

**Sample Plan:**

Population and case unit of the study

The aim people of this cram cover the recent workers of Prime Bank Ltd (PBL) at Ganakbari office, about the whole worker of that branch was 20, and yet my assigned division was HR including 8 members. Common of the in turn I include composed from that workforce. Workers are certain from dissimilar organization level of PBL such as officers, HR executives, Managers Etc.

**Sources of Data:**

I include emphasized on the sensible surveillance from my placement on Prime Bank Limited. But, finally almost the whole story consists of my sensible study. For preparing this document, I damaged equally main and minor data.

**Primary Data:**

Nearly the entire essential in sequence has been composed from the individual surveillance and one to one conversation with the pertinent officials. All through the residence of my placement, I have to work in dissimilar departments and that gives me a huge chance to gather in sequence and study further.

- Sensible deskwork in my exact place posted by the store.
- Countenance facing discussion with the administrator.

**Secondary Data:**

The particulars information about depository and the chosen division have been composed from less important sources. The related in order of other personal banks has been composed from yearly information, net pages and other available papers.

- Annual story of Prime Bank Limited
- A number of firm replicas of information as known by my administrator in Prime bank.
- Workplace spherical and additional available documents, papers and information.
- Unusual written forms.

- Unusual brochures.
- Statements of affairs of Prime Bank Limited.

## 1.6 Limitations of the Study

The story is on paper mostly on the origin of face to face talk with the officials and small realistic knowledge in the bank. So, no ideal learn is conducted to calculate the feasibility of the account. Though I will try on the stage best to create this statement based on details and total in order accessible, there are some boundaries that are predictable. The following are some boundaries:

- The major impediment while preparing this statement was time. As the occupancy of the placement agenda was only three months, it was not likely to emphasize all extremely.
- Privacy of in sequence was one more fence that caught up the lessons.
- Enough proceedings, publications were not accessible as per my condition.
- Flash hours on the teaching phase were one more cause that acts as an obstruction while assembly information.
- On the main sources, so there power is some level of imprecision with those composed in sequence.

# Chapter 2

## Company Profile

## 2.1 Historical Background of Prime Bank Limited

Prime Bank Ltd was integrated below the corporation ACT, 1994 on February 12, 1995. On this day pasture an accordingly recognized, statement in the agreed from that the situation of segment 150 (1) (a) to (b) of the said take action, have been compiled with is at liberty to start business as public limited corporation. Prime Bank Ltd being a banking corporation has been registered under the Companies ACT 1913 with its registered workplace at 5, Rajuk Avenue, Motijheel C/A, Dhaka 1000, afterward it was shifted to Adamjee Court Annex Building, 119-120, Motijheel C/A Dhaka 1000. The Bank Operates as a agenda Bank under banking certify issued by Bangladesh Bank the middle banking of the nation on April 17, 1995 although aperture its Motijheel Branch at Adamjee Court Annex Building, 199-120, Motijheel C/A, Dhaka 1000. As a fully accepted profitable bank, Prime Bank is being managed by a extremely specialized and devoted team with long skill in banking. They incessantly center on sympathetic and anticipating client needs. As the banking situation undergoes changes so is the bank and it repositions itself in the changed market situation. Prime Bank, since its start has friendly more significance in knowledge incorporation. In order to keep spirited edge, asset in skill is always an apex agenda and under steady center. Keeping the system inside a sensible boundary, our plan is to dish up the clientele through ability building crossways multi-delivery channels. Our history act gives a sign of our power. We are improved located and balanced to take our clientele from side to side fast altering times and allow them fight more productively in the marketplace they function. Prime Bank, since its start has expressively concerned more significance in skill integration. In order to keep spirited edge, asset in knowledge is always a pinnacle program and below steady heart. Keeping the system inside a sensible limit, our diagram is to dish up the clientele from side to side ability structure crossways multi-delivery channels. Our history presentation gives a sign of our power. We are better located and balanced to take our customers through fast changing times and enable them compete more successfully in the marketplace they function.



**Chapter 3**  
**Training & Development of Prime Bank  
Limited**

## 3.1 Prime Bank HR Training and Development Program

### HR Vision:

Organizations an association civilization where workers enjoy process with arrogance are powerfully aggravated to increase and preserve expert excellence to exchange the human reserve into human money.

### HR Principles:

Ideas law the world and thoughts make money, even a thought can modify our life. The lines on paper here are very accurate, we suppose, we support, recognize and carry out great thoughts. We think only workers are the major basis of original thoughts. Our information sharing, proposal boxes, open conversation, employee running meets are the foundation of our ideas. If you think you can make the change with your great thoughts place converse us and develop sooner. Our HR separation acting encouragement job and acts as a viaduct between the workers and boss. We run an assessment organization that clearly relations person act to our business goals and priorities.

### Functions and Activities of HRM:

In arrange to get the objectives of a group, the HRM segment or subdivision must take out a figure of functions. The enter functions of HRM be able to be summarized as the acquisition, maintenance, growth and total destruction of workers. Attainment this is the receiving stage of HRM. It includes estimating together the outlook need and provide for human capital and integrating these capital into a total human reserve plan. In additional utterance the objectives and outlook orders of the association must be recognized before any dependable estimate of people wants can be complete. The acquiring path includes recruiting, assortment and the socialization or training of new workers. Maintenance this is maintenance purpose and involves providing reimbursement, armed forces and operational state of affairs that are wanted if persons are to stay dedicated to the workplace.

### Core Functions of HR:

**Recruitment:** Recruitment is the method attracting, evaluating & hiring staff for an institute.

**Selection:** Selection is the systems of selecting a capable job applicant for a job who can successfully do it and add worth to the organization.

**Orientation:** Orientation strategy live to give new workers enough in sequence to regulate, ensuing in approval and efficiency in their position.

**Performance:** Performance estimation is the procedure of assessing a staff job performance typically for a specific era of instance.

**Career Path Management:** Career lane management requires HRM to diagram and then movement run employee skills in the chase of winning expert careers.

**Seven main functions of HR:**

- Purpose 1: Manpower preparation.
- Purpose 2: employment and collection of staff
- Purpose 3: Employee inspiration
- Purpose 4: Employee assessment
- Purpose 5: Organizational family members
- Purpose 6: Provision of member of staff services
- Purpose 7: Employee learning, preparation and expansion.

### **3.2 Role of Training**

- Business surroundings
- Learning and completion
- Business Excellence

### **3.3 Human Resources Development & Administration**

The functions of Human capital section are planned preparation and strategy formulation for recompense, staffing, endorsement, preparation, expansion and assessment. This section also contributes to employees' presentation by as long as high usual of preparation.

**Operations:**

- Top stage choice assembly procedure on recompense, endorsement, preparation, growth & assessment
- Expansion of member of staff
- Assists all HR performance
- Communicates with the exterior & inner entities
- Monitors go away, payroll, augment & allowances etc.
- Maintains monetary run connected to HRD
- Maintains journal cost scheme
- Generates account for appraisal supplies

- Plans for the growth of the member of staff
- Arranges preparation according to the provisions
- Ensures characteristic of the groups
- Ensures price achievement
- Controls of minutes & folder & preparation & recital
- Facilitates the preparation reason
- Maintains communiqué amongst teacher & the beginner and additional Facilitators
- Looks suggest all the property of the bank
- Ensures in service events in the good method
- Provides occupied logistic take to the departments as healthy as staff
- Deals with Intra & outer message for the management issues
- Ensures merit actability
- Diagram for the expansion of corporation
- Facilitates organization officers occupation
- Maintains all minutes
- Looks following maintaining of possessions
- Develops diagram for grasp up repair
- Ensures security of the corporation
- Maintains journal information about HR
- Analyses take action
- Prepares journal explanation
- Executes recruitment understanding
- Wheel motionless and stock up
- Deals with secretarial action linked to the management
- Works on ready height on the holdup system of the corporation

### **3.4 An Overview of Prime Bank HR Training and Development Centre**

The challenges linked with the varying natural world of work and operational surroundings are as real for Prime Bank Ltd. as compared to others in somewhere else. The scientific expansion and new policies frameworks require a accomplished and information labor force who are

adaptive, supple and listening carefully on the aim of the Bank. They consider and take out all labors to hold up enlargement and vocation expansion of the workers by education and serving them to reach both their private and qualified goals at Prime Bank and further than. They also think that employee expansion requires a common liability among the Bank organization, all Heads of brushwood, Divisions, Departments, Units, Cells and human income themselves.

In Prime Bank, Human resources (HR) separation frequently undertakes productively intended preparation programs targeting the correct collection of staff through good preparation and assessment. Prime Bank believes that incessant firm work should be known so that staff acquires and build up the right set of skills necessary to face confront of ever varying market. In Prime Bank the worker development diagram is based on good preparation need assessment. In 2014, Prime Bank's inner HR preparation and expansion Centre set preparation on 62 dissimilar topics for 4,370 excited participants. As well, a total of 644 employees are sent to put into practice in a variety of teaching programs, conferences in domicile and overseas.

### **3.5 Objectives of the Training and Development Plan**

- To shove enlargement and occupation expansion of all staff of the bank.
- To pick up the Bank's efficiency by given that employees expansion on job connected information, skill and move toward.
- To gather the needs of Bank's trade while concurrently responding to the wants of human being employee's expansion.
- To obtain ready and create the workforce to fulfill with the new changes in the countrywide and worldwide banking business.

HR preparation and expansion Centre took all out solid work to give confidence growth and career expansion of the employees overseas on fire issue of the age. Employees are also distribution to Bangladesh Bank teaching Academy (BIBM) by helping them to attain both their individual and specialized goals at Prime Bank and further than.

### 3.6 Training Need Analysis of HR of Prime Bank Ltd.

In the 2015 importance has been agreed on call for workshops and preparation. The following preparation requires psychoanalysis methods have been sensible to recognize the need for workshops and teaching.

- **Individual Interview through Annual Appraisal:** The fault and the human being need for teaching and expansion have been known from side to side human being meeting of Annual Appraisal forms of HR.
- **Business Demand/Need:** Since the bank and the management have given significance on little and middle Enterprises, farming, trade Banking, common Banking & Finance the need for teaching has been recognized in rising new product based on the retail banking, Agriculture and SME.
- **Policy Compliance Need:** Different ceremony issues have been examined and teaching requirements were known for that reason. Training centers everlastingly takes sitting on Anti money Laundering, Anti Terrorist Financing, CTR and STR, FATCA towards hostility money laundering and radical financing. Our inner manage and observance division also takes essential steps to conduct out-reach seminar with the help of Bangladesh Bank officials to protector against terrorist financing.
- **Others:** With the leadership of the MD & CEO, senior organization and skull of HR teaching centre place workshops for the Heads of brushwood and director Operations on different modern and future issues like pressure difficult, decision-making review procedure on common banking. BACH & RTGS etc.

### 3.7 Training Program of Different levels of Department of Prime Bank Ltd.

Constant speculation in teaching and expansion is essential for improving the presentation of the Prime Bank's labor force. Training and expansion is necessary in attracting and retaining a well- informed and accomplished labor force. Based on the need analysis and staffing rule, the training plan for 2015 has been calculated. The whole teaching unit has been separated in two parts- teaching and seminar based on period and kind.

- **Training for the Entry Level officers:** A high-quality number of admittance level officers in the grade of Management Trainee (MT) and Trainee Assistant (TA-General

& Cash) were recruited in 2014. They are running in particular branches and divisions. They have got foundation teaching on banking operations. regularity of basis training pathway depends on the total figure of admission level officers left out for the preparation The basis training course will be for 20 working days for MTs and 18 working days for TA (general) 10 days for TA (cash) in which all the majority all subjects casing useful operational facts on banking operations, human being and assembly assignments, presentations, business announcement.

- **As per Instruction of Audit committee:** The Human Resource-Training and Development Center (HR-TDC) place teaching agenda for all staff of the bank on T-24 which is the software in Prime Bank use for performing their whole functional work. As per teaching of review group of the panel organization of an IT Lab at the HR-TDC is below procedure. The HR-TDC suggests training on T-24 organization & IT safety as calculated by the IT review & safety Department. In the year 2015 we have diagram to wrap 490 staff of the bank counting HOB/MO below the supposed agenda.
- **Training on Base1 II and Base1 III related issues & stress testing:** Base1 II training means set up the base of the employees. His or her knowledge about the bank about the work. After that trainer gives the basic general knowledge about the software T24 by which bank operate their work. The Base1 III related with the stress issues. The trainer sees the stress level ability of the employees that how he or she manage the customers.
- **Training on UCP 600, ISBP-745 Inco terms-2010 and Foreign Remittance:** UCP 600 (Uniform Customs and Practice) for Documentary Credits is a place of rule on the issuance and utilize of print of recognition. The ISBP (International typical Banking Practice).It is significant to memorandum that the ISBP cannot in any method modify the UCP 600 system which is relevant to writing of recognition, but it is nonetheless a expensive companion direct to UCP. Inco Terms or International Commercial Terms extensively used in International commercial transactions. The Inco terms -2010 rules have become a necessary part of the daily language of trade. So Prime Bank employees obtain this training and foreign remittance training.
- **Training on Business Related Issues:** Banks increase depends on the industry. In this violent business surroundings harvest should be urbanized as per the clientele require industry and advertising unlike harvest need well-organized customer worry, repair and

ability of analyzing customer's value. Issues associated to trade banking farming, SME, purchaser worry etc. have been in use keen on due thought to design preparation courses.

- **Training on Islamic Banking:** Importance is also known to Islamic Banking teaching as well as T24 software process below Islamic style with the help of in sequence knowledge (IT) Division.
- **Professional Development:** Teaching is the entry for any expert expansion which increases information, skills and changes the approach of the staff. Professionally built-up and skilled staff is the possessions/income for any Bank. Some teaching has been designed to develop dissimilar skills and information of the officials of the Bank to take over any demanding everyday jobs added in their collection.
- **Customer Care:** HR teaching and expansion Centre are giving main anxiety to the financier Customer association. In this connection workshops will be conducted on the connected issues like cooperation skills, client Relationship Management (CRM), client Service, trade Banking, manners and manner in banks.
- **Font Line Managers:** In order to wait pace with the series preparation, managerial developments we have comprise a new region of preparation for attentiveness of future best of the Bank. They will converse of all areas of bough process like universal Banking, business Banking, global Trade and also manners and way in banks.

### 3.8 Evaluations of Training

Training is a speculation which ensures its productivity from side to side employee efficiency. How the workers are the stage and how they have conventional/predictable the teaching, this can be judged from side to side assessment. There are total and question test every teaching course. Evaluation is alienated into 4 (four) areas for the basis teaching.

- **General Banking:** In first steps employees get the training about General Banking and it's include: account opening, Pay order, Check Requisition, Clearing Check, Check posting etc and after this the trainers evaluate the employees capacity to capture.
- **General advance:** After the general banking training the employees get the general advance training it's include: Credits, Deposits, Posting the deposits to authorizer etc.



- **Foreign Trade:** A first line employee gets the knowledge about foreign trade and remittance because when bank rotate employees this knowledge is important.
- **Group Assignment and Presentation:** For evaluating the employees the trainers give group assignment and presentation to create a friendly environment on the work place. When the employee discuss about the assignment they are able to communicate with each other and able to understand the mentality of his or her colleague.

### 3.9 Training & Development policies of Prime Bank Limited

Prime Bank Limited believes that a high-quality from of teaching contributes to the expansion of human capital & human property can be urbanized by way of improvement the job sympathetic & ability.

Training policies of Prime Bank Limited is given below:

- A training inbox identifying the teaching requirements of all the workers, it is seen from the employees' end of view as well as from the individual departments' end of view.
- Teaching & expansion is a designed movement. Human Resource Department of PBL sets the teaching planning & budget for all the departments based require & appraisal & gets it established & allowable by the individual subdivision heads at the beginning of every year.
- The teaching meeting would be conducted also by inside or by outwardly.
- The individual section heads are the responsible for the teaching programs or a exact subdivision.
- Training criticism would be generated from the participants & their personality superiors. Bases on the rating received, decision shall be in use to continue the program in future.
- Prime Bank Limited also promotes internal trainers as well external. Senior employees with knowledge in a particular area & having the desire & aptitude to train would be motivated to hold such programs at regular intervals.

### 3.10 Identifying Training Needs at PBL

- Who needs to be trained?

- What skill must an employee learn in order to be more productive?
- Where training is needed?

The purpose of the needs assessment is to identify how to improve the quality of the personnel that is recruited, hired, oriented, & trained. A training needs assessment is a three step process. Decide how to complete each type of analysis using these three phases.

- Collect Information
- Analyze information
- Develop a training plan

These need assessment of training & development programs are completed through a three phase of process which are:

- **Personal Analysis:** Personal analysis is course for formative whether workers need teaching and whether staffs are ready for teaching. The bank identifies about the information, skills and abilities do trainees already have in position to contribute in the teaching.
- **Organizational Analysis:** Organizational analysis involves formative the business suitability of teaching given the banks business plan.

### 3.11 Training Method of Prime Bank Ltd.

The two Training way Prime Bank follows: (i) On the Job Training Methods (ii) Off the Job Training Methods

**On the Job Training Methods:** On the job training is usually given by a higher-ranking employees or boss on the job sites of the bank. The staffs are uncovered how to do the job & are permissible to do it below trainers' direction. The variety of forms of on the job teaching comprises the following:

- **Job Instruction Training:** On the job training is usually known by a superior employee or boss on the job & is acceptable to do it below trainer's direction.
- **Apprenticeship Training:** In the Apprenticeship Training trainers give the knowledge to the employees about the culture, discipline, etiquette system of the bank.

**Off the Job Training Methods:** Generally off the job preparation is provided at the Prime Bank Limited Institute. The common forms of off the job trainings are follows:

- **Class Room Training:** Prime Bank teaching association typically provides the off the job teaching & also determines where the training would take place classroom teaching is the most recognizable off the job teaching technique.
- **Video Presentation:** At the end of training held video presentation where a trainee represents their presentation.

### 3.12 Steps of Training and Development of Prime Bank Ltd.

- Firstly the HR-TDC gives the training to the new employees about the basic information of banking corporation.
- After that they evaluate the training needs of the existing employees about the new programs.
- HR-TDC collects the information from different branches about their employees' performance and evaluates the needs so that they can give proper training to them.
- HR-TDC selects the employees from different branches.
- After collecting the information of the training needs of the employee the HR-TDC make a training plan or structure.
- HR-TDC collects the proper data, information, tools to execute the plan.

### 3.13 Training Institute of Prime Bank

Prime Bank has own training institution. After joining the employees get proper training from their own training institution. The training institute of Prime is in Head office in Motijheel. Sometimes the seminars also organized in their head Office.

### 3.14 The Impact of HR Training on the Financial Performances

Prime Bank has a complete presentation management agenda that evaluates employees' yearly presentation alongside business targets at the year-end. The presentation appraisal is a pace by pace by procedure where workers first tariff him/her. Then she/he is rated by the first elevation manager and then lastly by the next level manager. To build sure a good presentation assessment and rate the workers based on their relative performance, the line organization is guided by the Human Resources separation.

### 3.15 Training and Workshop arranged by HR Training and Development Centre

SL#	Title of Training/Workshop	Duration (Day)
	<b>Training</b>	
1	Advanced Credit Management (ACM)	5
2	Advanced International Trade Payment and Finance	5
3	Assessment of Working Capital	3
4	Asset Liability Management (ALM) in Banks	3
5	Entrepreneurship Development & SME Business	3
6	Foundation Training Course for MT's	20
7	Foundation Training Course TA (Cash)	10
8	Foundation Training Course TA (General)/JO/Officer	18
9	Islamic Banking Operations & Finance	3
10	Managing Future Business Challenges	3
11	Risk Management in Banks	3
	<b>Workshop</b>	
1	ADC Products and Operational Procedure	1
2	BACPS and i-Banking	1
3	Basic Accounting for Bankers	1
4	Cash Management and Detection, Disposal of Forged & Mutilated Notes	1
5	Communication Skills Development	1
6	Credit Card Operation	1
7	Credit Risk Management (CRM)	1
8	Customer Relationship Management (CRM) in Banks	1
9	E-Learning, E-Commerce and E-Banking	1
10	Etiquette, Manner & English Communication Skills for Front Desk Officials of Banks	1
11	Executive Development through Practical Operations	1
12	Fraud Management Best Practices	2
13	General Banking Operations	2
14	Green Banking	1
15	IT Audit & Security and prevention of Fraud in Banks	1

16	Laws, Regulations & Practice in Banks	2
17	Leadership and Negotiation Skills in Banking	1
18	Legal Aspects of Securities and Documentation	2
19	Lending Strategies and Loan Portfolio Management in Banks	1
20	Liquidity Risk Management	2
21	Loan Classification, Provisioning & Rescheduling	1
22	Management of NPL & Recovery Strategies (MNPL & RS)	1
23	Managing Risk in Agro-Sector Financing	1
24	Motivation and Counseling in Banking Business	1
25	Organizational Behavior, Work Environment & Job Performance	1
26	Preparedness of Basel III in banks	1
27	Prevention of Money Laundering and Terrorist Financing	1
28	Retail Banking (RB) and consumer Finance	2
29	Risk Based Audit, Internal Control, Compliance and Supervision	1
30	Rules and Procedures in Foreign Remittance	1
31	SBS-1, SBS-2 & SBS -3 Reporting to Bangladesh Bank	1
32	Small and Medium Enterprise (SME) Financing	1
33	Spreadsheet Analysis in Banking Operation	2
34	Stress Testing	1
35	UCPDC 600, ISBP-745 & Incoterms-2010	1
36	Understanding Customers expectation & Perception in Banking Services	1
37	Induction Program	2
	Program at IT LAB, HR-TDC, Head Office	
1	T-24 System* (for HOB, MO & Dept. In-Charge)	10
2	T-24 System* (for Other Common Users)	8

## **Chapter 4**

# **Findings, Recommendations & Conclusion**

## 4.1 Findings of the Study

From the research and questioner analysis some major findings are identified regarding training and development programs of The Prime Bank Ltd. Those findings are given below:

1. **Software Related Training:** No formal software related training is provided to the employee of Prime Bank Limited.
2. **Trainers are knowledgeable:** From the response of employees it has been confirmed that they believe the trainers are knowledgeable.
3. **Performance Appraisal:** Prime Bank Limited uses a performance appraisal system. But they don't have any formal performance appraisal system.
4. **Dissatisfaction with Work:** I work with them and identify that there is dissatisfaction about their senior officer. Because they order them to do something immediately.
5. **Lack of participation and interaction session:** Employees think the trainers do not encourage themselves to participate in the class and to do interaction regarding the training topics.
6. **Training at outside institution is very useful:** Employee think that the training held on outside institution are very much useful to them. Because they can implement those knowledge easily.
7. **Shortage of office Machinery:** There have shortage of computer, printing machine and scanner of this branch as these are important to provide.
8. **Review System:** Review system is not strong enough. As a result it becomes quite difficult to understand how effective the training was.
9. **Lack of Motivation:** Prime Bank Limited doesn't motivate the employees to take part in training program. They took training just like they are doing their regular jobs.
10. **Good Working Environment:** Most important thing is that the working environment of Prime Bank Limited is well enough to give a positive impact to the employee.

## 4.2 Recommendations

Training and Development is very important for an organization. So every organization needs to perform training program timely with proper materials to encourage the employees. For the betterment of the organization training is best path. Training and Development make it possible from side to side optimizing the optimum exploitation of human resources that will inspire the employees to attain managerial goals as well as their person goals. By analyzing the current position of Prime Bank's training and development program the following are recommendations:

1. Prime Bank Limited should take proper initiative to train up their employees about their internal software uses. Because if employee don't know about how to use those software then there will be some problem regarding accounts issue.
2. Main thing is that the trainers who provide training to the employee of PBL are knowledgeable and also they are interacting with the employee properly.
3. Prime Bank Limited should use a formal performance appraisal system or performance grade sheet and need to provide the result to the employees so that they can easily indentify that there performance is good or not.
4. I work with them sometimes and observed that there is a little dissatisfaction about their senior officer, because they order them to do something immediately, although they doing any important work. So the top authority needs to concentrate on it.
5. Sometimes employees of the organization think that the internal trainers are not much impressive to encourage the trainees. So, training & development department should concentrate on it.
6. Employees are much more interested to attend training programs which are in outside of the organizations. Because employee thinks that the outside trainers like BIBM trainers are more interacting to the trainee. PBL need to arrange those training program which are being held by BIBM professionals and trainers.
7. There have some shortage of computer and other printing machineries in this branch as these are more important to provide better service to the client. So, higher authority should take proper initiative regarding this matter.
8. Review system of training program is not so good. Respective department should take proper initiative to review the training program effectiveness.



9. They should motivate employee to give more concentration on their training. The reason is that motivations don't cost enough money, but it helps to the employees to learn rapidly. If they are motivated and learn the job then not only they will be benefited, at the same time they will serve the company with their best effort. And also need to provide sufficient training materials to the employees.
10. During my internship program I was very much impress to their working environment. They have everything inside their company to motivate employees.

### 4.3 Conclusion

Banks plays an important role in the modern economy and Human resource management issues play an important role. Basically the HR department of any bank is most important part. Here they build an employee for organization needs through training. As a Private profitable Bank, Prime Bank Limited has had a significant donation to the banking division as well as the financial system of Bangladesh. Since the start of Prime Bank Limited, it is incessantly determined for fineness in banking by contribution ground-breaking crop and services to the customers ranging from Consumer Banking, commercial banking, SME Banking, Islamic banking etc. For this Prime Bank Ltd organization evaluates what types of teaching is required according to that other behavior like deciding topics to teach, selecting trainees & trainer, arranging workshops, having a place as updating knowledge after all these evaluating & measuring presentation, giving pay and dissimilar other behavior are complete. Prime Bank HR-TDC has some limitations like they don't have sufficient materials or tools for the employees. Sometime trainer provides some irrelevant training program which is not helpful for the employee.

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