

Report on
Employees Training & Development Process of Grameen Bank

Submitted to:

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Acknowledgement

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Additionally I might want to thank to express my commitment to Professor Dr. Mostafa Kamal (Dean, Permanent Campus), Department of Business Administration Daffodil International University, for overseeing me to set up this report I might likewise want to express true gratefulness to him for his empathic help and direction.

Furthermore I need to thank to pass on my regard to Professor Dr. Mohammed Masum Iqbal (Dean, Main Campus), Department of Business Administration Daffodil International University, for motivate me to set up this report I might likewise want to express true thankfulness to him for his empathic direction.

I need to express gratitude toward Md. Abdus Sabur Khan (Senior Principle Officer) Grameen Bank Bangladesh for their direction, exertion, and helpful analysis during the whole time of my temporary position program, for his help and inspiration.

I am additionally grateful to the administration workforce of Grameen Bank Bangladesh Head Office, for their cooperation. I am likewise loaded up with appreciation to the entirety of my companions at the BBA, Daffodil International University, for their joined exertion and common help.

Declaration

I do therefore pronounce that the work submitted as internship report titled "Representatives Training and Development Process of Grameen Bank Bangladesh Head Office, Mirpur-2" is done by me and has not been submitted at this point to another college, composition and association for their instructive capability and testament. The work that I have submitted here doesn't offense any current copyright and no portion of the report is duplicated from the report done before for an instructive capability or something else.

I declared that this report is my real work and created for my scholarly reason which is a piece of BBA educational program.

.....

Jubayer Alam
BBA, Batch 43
ID: 161-11-299
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Supervisors Certificate

This is to confirm that the internship report on ""Employees Training and Development Process of Grameen Bank Bangladesh Head Office,has been put together by Jubayer Alam, Batch-43th ID: 161-11-299 in halfway fulfilments of the prerequisites for grant of the qualification in Bachelor of Business Administration (BBA), Department of Business Administration, Daffodil International University.

The report that I made, has been finished under my bearing and is a record of all inclusive work did effectively.

.....
Mr. Mohammad Nafeez Al Amin
Assistant Professor
Department of Business Administration
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Ashulia, Savar, Dhaka

Letter of Transmittal

Date:

To

Mr. Mohammad Nafeez Al Amin

Assistant Professor

Department of Business Administration

Daffodil International University

Permanent Campus

Ashulia, Savar, Dhaka

Subject: Submission of the Internship report on “Employees Training & Development Process of Grameen Bank Bangladesh Head Office, Mirpur-2”.

Dear Sir,

It’s my great pleasure to place my internship report for your kind approval.

The investigation and aftereffects of the examination are display on my report. Notwithstanding my careful examination, this report has been a critical audit enabling me to go for an inside and out investigation about the genuine circumstance of my investigation. This entry level position has been an incredible chance to advance my finding out about the corposample culture as like the Bank. I feel that I have taken in a great deal from my temporary position.

I would be consistently plan for noting any question with respect to this report. I demand your caring reason for the mix-ups that may happen in this report rather than my best exertion.

Yours Sincerely

.....

Jubayer Alam

BBA, Batch 43

ID: 161-11-299

Major: HRM

Submission Date:

The research proposal is submitted to the supervisor for consideration and necessary action on December 2019. It is hoped that the proposed research will be completed as per time budget mentioned above.

Executive Summary

This temporary position shows how planning and headway system goes about as the reason of delegate's improvement to Grameen Bank towards positive learning, capacity and mindset laborers inciting high ground in banking things and organizations in Bangladesh. The leading body of Grameen Bank fundamental stage, movement mastermind, post sort out. Getting ready methods for Grameen Bank is extraordinary and planning appraisal is formative and summative evaluations.

Agents get a half year (4months) of hands on getting ready while simultaneously shadowing qualified and experienced individuals from various pieces of Grameen Bank. The goal of this planning is for the student to "esteem the unexplored capacity of the despondent" and to discover better ways to deal with handle gives that rise inside the Grameen branch. In the wake of completing the half year time allotment, understudies return to Dhaka home office for review and examine before course of action to a bank office.

The Grameen Bank forms essential getting ready projects from for replicators of the Grameen model in different countries to give planning on the credit movement recovery part of Grameen. The major planning venture fuses principles, accounting, and watching systems of Grameen Bank. For senior overseers and field workers different courses are publicized. Term of these courses is three to about a month. The length of getting ready visits vary; thusly, if you plan on a short remain, we urge you to go with a general appreciation of how the Grameen Bank functions, to make your visit dynamically advantageous, especially when in the field. Instructional classes may be sifted through at whatever point as per need of individuals/foundations for any length of range. Foundations/individuals are referenced to contact with GM referencing their objectives for planning. The revelations of the examination subject to the defining objectives and analyzing the assessment. Getting ready and progression approach of Grameen Bank isn't through and through not quite the same as some other bank. They are endeavoring to improve the laborer more in future. Grameen Bank gives the organization generally the women who are living in the town. In any case, the arrangement condition is perfect in this affiliation.

This recommendations reliant on the disclosures of the examination of Grameen Bank should arrange various trainings (managerial trainings, English; talking/scrutinizing/creating getting ready, quick customer help trainings, etc.). To improve authority's capability Grameen Bank must brains getting ready program from time to time.

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Chapter 1

Introduction

Statement of problem: Preparing is a strategy that enables agents to find about expressing or gifts to improve their introduction. Headway is a procedure that makes advancement, progress, positive exchange or the development of physical, fiscal, normal, and social and measurement portions. Getting ready and headway can be depicted as "an informative system which consolidates the sharpening of aptitudes, thoughts, changing of assemblage of musings and developing more information to improve the introduction of laborers". The field has passed by certain names, including "Human Resource Development", "Human Capital Development" and "Learning and Development". The name of the request has been talked about, with the Chartered Institute of Personnel and Development in 2000 fighting that "human resource improvement" is too much suggestive of the pro slave association among administrator and specialist for the people who imply their kin as "assistants" or "accomplices" to encounter exact with. Over the long haul, the CIPD settled subsequent to "considering and improvement", notwithstanding the truth that that was itself not loosened from issues, "choosing up" being an over-elegant and sketchy call, and most extreme establishments insinuating it as "making prepared and progression. Getting ready and progression contains three statute activities: planning, preparing, and improvement. Getting ready is indispensable for legitimate improvement and its thriving which is genuinely viable to the two gatherings and delegates of an affiliation. Advantage improvement, diminished representative turnover, more noteworthy significant potential movement pipelines, raised expert motivation, propelled responsibility, and improved speed to competency are some great estimated advantages of making prepared and headway.

The training and headway Training Needs Assessment, Develop this framework substance, preparing systems to be used, the speakers/faculty/challenge experts to be incorporasampled, the strategy for devices to be used, planning permits to make the preparation program more result arranged, Program realize action, Evaluation and Follow Up. By this assessment the master of DIU and the GB can discover that the HRM rehearses incorporasample of the presentation the board, preparing, and pay and favorable circumstances. The kind of preparing and the property devoted to preparing are sway with the guide of the system grasped for two human resource the official's takes a shot at: staffing and human resource orchestrating of Grameen Bank, which similarly help the investigator to discover the need future preparing and development process.

Objective of the study:

In explicit term the goals of the investigation are as devotes:.

- To find out about the representative interest and need from the Training and Development offices.
- To give specific suggestions about worker turnover.
- To find out the way toward preparing and improvement exercises of Grameen Bank

Scope of the study:

The extent of the examination is focused principally on the variable like preparing and advancement arrangement, preparing condition, preparing programs for improving productivity.

Data collection design: We were designed some source for this research information for it.

Methodology

A model investigate changed into prompted aggregate fundamental data using pre-organized watch units from concerned social affairs following a fitting occurrence plan. In context at the complexities drew in with producing quantitative information for studying the veritable impact, emotional data were similarly assembled utilizing Focus Group Discussions (FGDs). With respect to the main of a kind features of the spot an endeavor become made to capture the characteristics, weaknesses, openings and threats of the non-open HRM section.

Data Collection: This assessment is dominantly founded on assistant records reachable from the extraordinary divisions and parts of Grameen Bank, despite these other essential records were amassed from the everyday papers, across the board journals, yearly audits of the Grameen bank, site and preparations of various material foundations have furthermore been thought regarding.

Primary sources of data:

- Face to stand up to discourse with the Grameen Bank administrative dept. additionally, International depts. Authorities and staffs.
- Discussion with the clients
- Unique manuals of Grameen Bank

Secondary sources of data:

- Files and documents of the different branch.
- Annual report of GB
- Websites..
- Procedure manual published by the GB

The Grameen Bank's Method of activity can be represented by the accompanying standards:

1. Start with the issue rather than the course of action: a credit structure must be established on an outline of the social establishment rather than on a preset up banking structure.
2. Adopt a unique demeanor: development is a long stretch procedure which depends upon the wants and duty of the budgetary executives.
3. Ensure that the credit structure serves down and out people, and not the alternate way: visit the towns, empowering them to get acquainted with the borrowers.
4. Establish requirements for action versus to the goal people: serve the most poverty stricken people requiring adventure resources, who have no passage to credit.
5. At, as far as possible credit to pay making errands, uninhibitedly picked by the borrower. Make it useful for the borrower to have the choice to repay the development.
6. Lean on solidarity social affairs: minimal easygoing get-togethers containing co-chosen people starting from a comparative establishment and trusting in each other.
7. Associate venture assets with credit without it being on a very basic level a fundamental.
8. Combine close seeing of borrowers with procedures which are direct and standardized as could be normal the situation being what it is.
9. Do everything possible to ensure the system's budgetary equality.
10. Invest in HR: getting ready pioneers will give them authentic headway ethics subject to painstaking quality, imaginativeness, perception and respect for the nation condition

Methods of data collection

- The methods of data collection will be from questionnaire

Limitation of the Study:

These are:

- Lack of scientist information and generally experience.
- Getting significant papers and reports were delibesamplely blocked.
- Some respondents were reluctant to offer my inquiry's response.

Chapter 2

OVERVIEW OF GRAMEEN BANK

The originator of Grameen Bank is Muhammad Yunus who become considered on 28 June, 1940 inside the town of Bathua, in Hathazari, Chittagong, and the business focal factor of what was then Eastern Bengal. His father changed into a productive goldsmith who continually encouraged his youths to search for unrivaled training. However, his most prominent impact changed into his mother, Sufia Khatun, who ceaselessly helped any down and out individual or relative who pounded on their door. This awakened him to imagine to demolition of poverty. His underlying high schooler's years were spent inside the city. In 1947, his family moved to the city and his dad had the jewelery business.

Muhammad Yunus got animated at some phase in the Bangladesh craving of 1974 to make a piece develop of US \$27 to a social affair of 42 family units as starting up coins so they would make things accessible to be acquired, without the loads of over the top energy beneath savage crediting. Yunus standard that appearance such advances accessible to a greater masses could stimulate organizations and decrease the vast commonplace poverty in Bangladesh.

Nobel Laureate Muhammad Yunus, the bank's maker improved the principles of the GB from his assessment and experience. GB is Bengali for "Commonplace" or "Town" Bank. He started to microcredit as an assessment task simultaneously with the rural Project at University of Chittagong to check his method for giving credit and banking organizations to the poor people. In 1976, the city of Jobra and different urban communities near the University of Chittagong became into the rule zones confirmed for the board from GB. Showing lasting, the Bank crucial, help from Bangladesh Bank, transformed into connected in 1979 to the Tangail District. The bank's thriving continued and its organizations had been touched different regions of Bangladesh.

The bank has gotten its sponsoring from different sources, and the statute supporters have moved after a couple of time. In the basic years, provider undertakings used to show the standard a bit of

capital at low samples. By the mid-1990s, the bank started to get the tremendous bigger piece of its financing from the national bank of Bangladesh. Considerably all the more beginning late, Grameen has started bond deals as a wellspring of record. The securities are clearly financed, as they're ensured by technique for the Government of Bangladesh, and still they are offered over the money related association sample. Bangladesh parliament passed 'Grameen Bank Act' in 2013 which replaces the Grameen Bank prescript, 1983, favoring the administering body to make methodologies for any a bit of the running of the budgetary association.

2.2 Organization employee Cost of GB

Rank	Area	Salary
Central Manager	Central	22000-24000
Senior Manager		24000-27000
Central Senior Manger		28000-30000
Officer		30000-38000
Senor Officer	Branch	40000-48000
Deputy principal officer		50000-58000
Principal Officer		60000-75000
Senior Principal Officer	Area	75000-90000
Assistant General officer	Zone	95000-105000
Deputy General Manger		105000-115000
General Manager	Head Office	120000-130000

2.3 Some Notable Features of the Bank as Follow

Capital Structure:

Authorized Capital

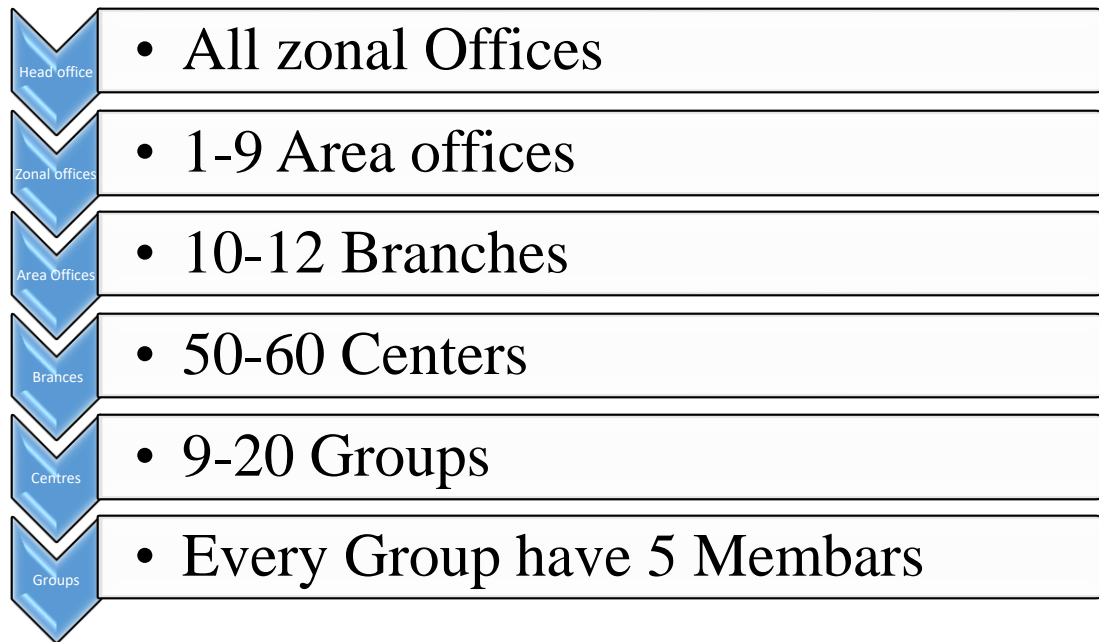
: Tk. 10,000,000,000

Paid up Capital

: Tk. 734,049,100

- Headquarters Dhaka, Bangladesh
- Branch 2,568 branches (January 2018)
- Key people Babul Saha, Acting managing director
- Products Microfinance
- Revenue 12.436 billion (US\$150 million){2010}
- Operating income 8.514 billion (US\$100 million){(2010)}
- Net income 75.73 crore (US\$9.0 million) {2010}
- Total assets 125.4 billion (US\$1.5 billion) {2010}
- Number of employees 20,138

2.4 Organization employee structure



2.5 Overview of GB Head Office

Learn physical address, location, contact number, routing number, service hours and what times and days this branch will be open and closed.

Table: 2.1 Overview of Grameen Bank (Head Office)

Bank Name	Grameen Bank Limited
Branch Name	Head Office
Address	Mirpur-2, Dhaka
City	Dhaka

Office Hours	Sunday: 10:00 am to 5:00 pm Monday: 10:00 am to 5:00 pm Tuesday: 10:00 am to 5:00 pm Wednesday: 10:00 am to 5:00 pm Thursday: 10:00 am to 5:00 pm Friday: Day off Saturday: Day off
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Table: 2.2 Zonal office

Designation	No. of Employee
Zonal Manager	01
AGM	01
Staff	12-14
Zonal office control	6-8 Area office
Zonal office control	60-80 Branch office
Area office	265
Branch office	2568

2.6 Grameen Bank Board of Directors:

The Grameen Bank Board of Directors is made out of 13 individuals

- 9 people are from the bank
- Are named by the Ministry of Finance, Government of Bangladesh
- the Managing Director of GB is an ex-officio individual from the Board of Directors
- Race arrangement of the 9 picked people from the Board of Directors
- the Center head of each Branch pick a Branch Representative among themselves
- the Branch Representatives of every Area pick an Area Representative among themselves
- the Area Representatives of each Electoral Zone pick a Zonal Representative among themselves
- every Zonal Representative holds a seat on the Board of Directors
- The Board of Directors meets in any occasion multiple times each year at the Head Office.

Owned by the Poor

Grameen Bank Project was envisioned in the town of Jobra, Bangladesh, in 1976. In 1983 it become changed into a customary bank underneath an amazing rule go for its creation. It is had by methods for the horrendous obliged people of the bank who are for the most fragment ladies. It works absolutely for them. Borrowers of Grameen Bank at gift have 95 degree of the complete charge of the bank. Staying 5 sample is constrained by technique for the association.

2.7 Grameen Bank Training

1. Induction Training
2. In service Training
3. Grameen Basic Training
4. Clientele Basic Training

2.8

Basic Management Training

Management Development Training

Management Development Training

Higher Management Development Training

2.9 Methodology: The GB is a monetary foundation for the horrendous and of the awful. It has developed by means of a system of examining by utilizing doing. It is a generally progressive establishment. It has created novel comprehensive financial product and administrations, own one of a kind criteria of concentsampled on recipient and a machine of acknowledge conveyance and rebuilding as pleasantly as preparing and specialized help. Grameen has an uncovered inclination for the least fortunate women. It sees women as the successful venders of more noteworthy hover of relative's welfare and social change. Grameen give credit no security. It's trust principally based banking. It does never again require any FICO appraisal records or business knowledge for presenting propels.

Chapter 3

Employees Training & Development Process of Grameen Bank Bangladesh

3.1 Training Program

Grameen International Dialogue Program

Grameen Bank and Grameen Trust commonly get ready 2-3 International Dialog Programs a year for ability replications of the Grameen model all through the world. The Dialog should offer an inundation into the Grameen milieu, to help inside the design of Grameen type credit programs, and to sample the encounters of implementing and receiving the Grameen Bank approach.

Members inside the exchanges are ordinarily capacity replicators, the originators or potentially boss govt of establishments who're in a capacity to take determinations for benefit in their associations, concerning Grameen replication in their own unique situations.

The International Dialog Program is a 7-day programming including the appearance and takeoff of the people, visits to country and cement microcredit bundles in Grameen model in Bangladesh and sharing of understanding among people. Uncommon Dialogs likewise are composed on occasion for individuals from government and non-government organizations in exceptional nations. Understudies and analysts are additionally free to take an interest as spectators of the Dialog Program for a little charge.

Grameen Basic Training program

The Grameen Bank sorts out essential tutoring applications from for replicators of the Grameen model in exceptional universal areas to grant preparing on the financial assessment conveyance mending component of Grameen. The essential tutoring program comprises of rules, bookkeeping, and observing frameworks of Grameen Bank. For senior officials and territory laborers restrictive aides are advertised. Term of these courses is 3 to about a month. The time of tutoring visits fluctuate; along these lines, on the off chance that you plan on a concise remain, we underwrite you to incorporasample an in vogue comprehension of the manner in which the Grameen Bank works, to have the option to make your go to more prominent beneficial, extraordinarily when inside the field. Preparing aides can be sorted out whenever as with regards to necessity of people/foundations for any length of term. Foundations/people are approached to contact with General Manager raising their objectives for preparing.

Exposure visit Plus Training: Presentation visits are outfitted to profit direct know-how on the way of thinking and activities of Grameen Bank and might be sorted out whenever, for any period. Members may visit as far as concerns me or in a gathering from a chose foundation. A general introduction visit comprises of a one-day instructions at the administrative center went with through a field go to (assignment to a branch), for not many days and accordingly finishing with a survey, again at the zenith office.

Media: Press and Journalists: This product is specifically intended for people of the press and media curious about shooting narratives about Grameen Bank, its activities, and its borrowers. Before making any visit courses of action for this reason, members need to contact their particular international safe havens to pick up endorsement and leeway from the Bangladesh Ministry of Foreign Affairs – Print and Publications Department. Endless supply of acknowledged reports, intrigued individuals must touch the Grameen Bank Head Office in Dhaka, to make furthermore arrangements. For all extraordinary taping and media purposes.

Resources: Specialists likewise are free to play out their exploration with regards to their very own targets for any length of span. Analysts are required to send a Resume/CV alongside a basic letter from their individual establishments, just as the reason for their investigations, data of their examinations approach, expected time allotment, and whether they'll be the utilization of a review poll.

Internship: Understudies from different instructive foundations from all around the universal can join as unpaid assistant at Grameen Bank. Understudies can learn inside and out, through order visits, about the way of thinking and operational stsamplings for Grameen Bank, just as the effect of Grameen on the money related and social ways of life of Grameen Bank givers and the network.

Entry level position with Grameen Bank is open and bendy and there's no steady time table for temporary job. The adaptability of the temporary position enables assistants to supplement their as of now introduced instructive targets. Understudies are required to send a Resume/CV together with an initial letter from their individual foundations. Temporary job Program Schedule/Itinerary.

3.2 Benefits

Insurance, Health & Wellness

- Health Care & Insurance
- Life Insurance
- Vision Insurance

Financial & Retirement

- Pension
- Retirement
- Performance Bonus

Family & Parenting

- Maternity & Paternity Leave
- Childcare
- Unpaid Extended Leave

Vacation & Time Off

- Vacation & Paid Time Off
- Sick Leave
- Bereavement Leave

Professional Support

- Job Training & Tuition
- Apprenticeship Program

3.3 Tabular & Graph Presentations and Analysis:

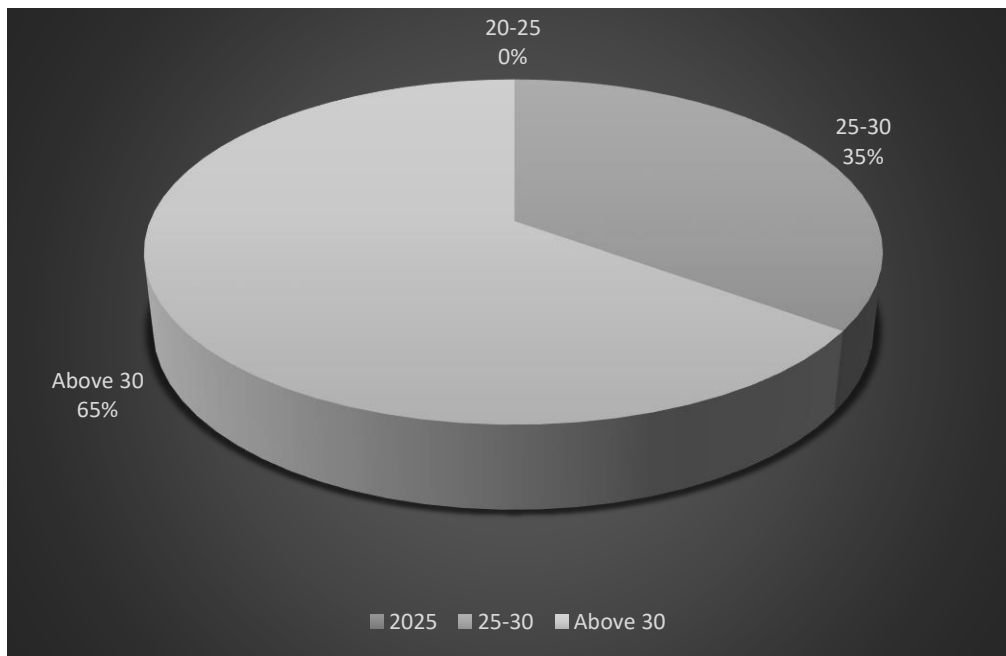
This data presentation and assessment reliant on information from the laborers of Grameen Bank. This examination inquire about consolidate 15 studies have been inspected to glance through the dedication of GB to agent getting ready and progression. At time of survey investigate, boss

official and all inclusive program authorities helped researcher to coordinate the investigation revelations.

Question

Age

Age	Sample
More than 30 year	13
25-30 year	07
20-25 year	13



Meaning

No worker are more youthful than 25. 35 percent worker 25 to 30 and 65 percent worker more than 30 age.

Human resource planning

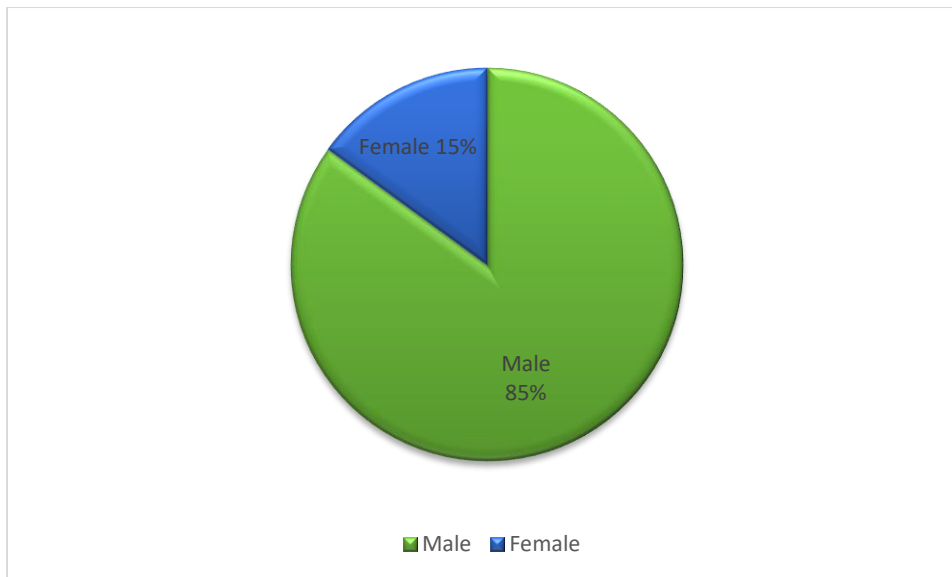
Human guide masterminding is the path toward surveying human asset prerequisites for directing human resource and legitimate goals. It is the framework by means of which definitive objectives are changed over into target. They get that their Human Resources give the association a gigantic centered viewpoint to the degree records and encounters.

Grameen Bank has a definitive division. Grameen Bank have 25000 agents. For the laborers there's effective in living arrangement preparing in home and abroad. The effective working days of this connection is five days out of consistently and every representative will work eight hours out of consistently. For party leave, as a general rule they will get the voyage through seven days.

Question number 2

Members Ratio

Gender	Percentage
Female	15
Male	85



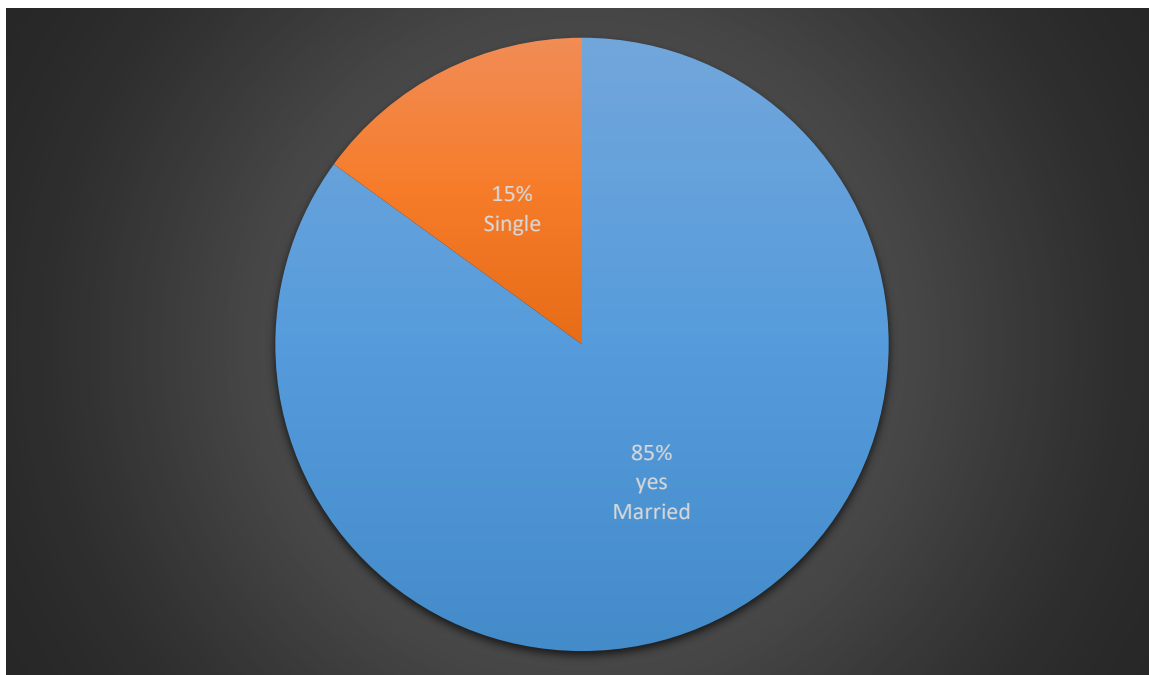
Meaning

85% people male and 15% people are female employees.

Question Number 3

Marital status

Status	Sample	Percentage
Unmarried	3	15
Married	17	85
Total	20	100



Interpretation:

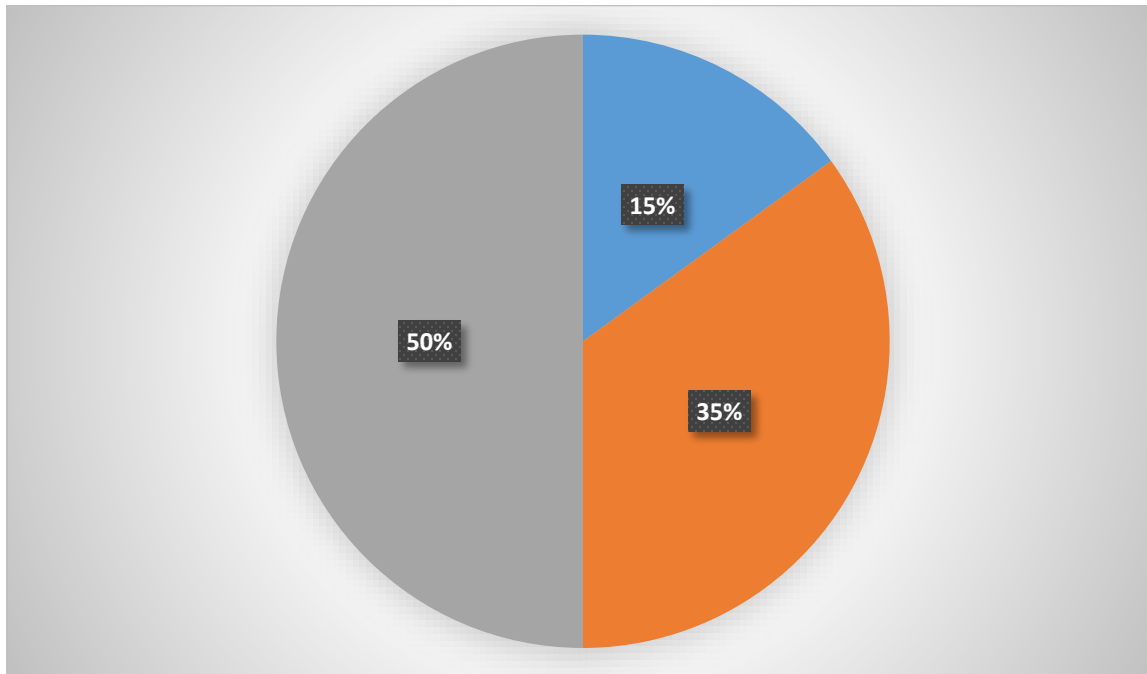
85% means 17 people married and 15% means 3 people unmarried

Question number 4

Experiences

Experiences	Sample	Percentage
Less than 2	15	15
2-4 years	35	35
More than 4	50	50

Total	100	100%
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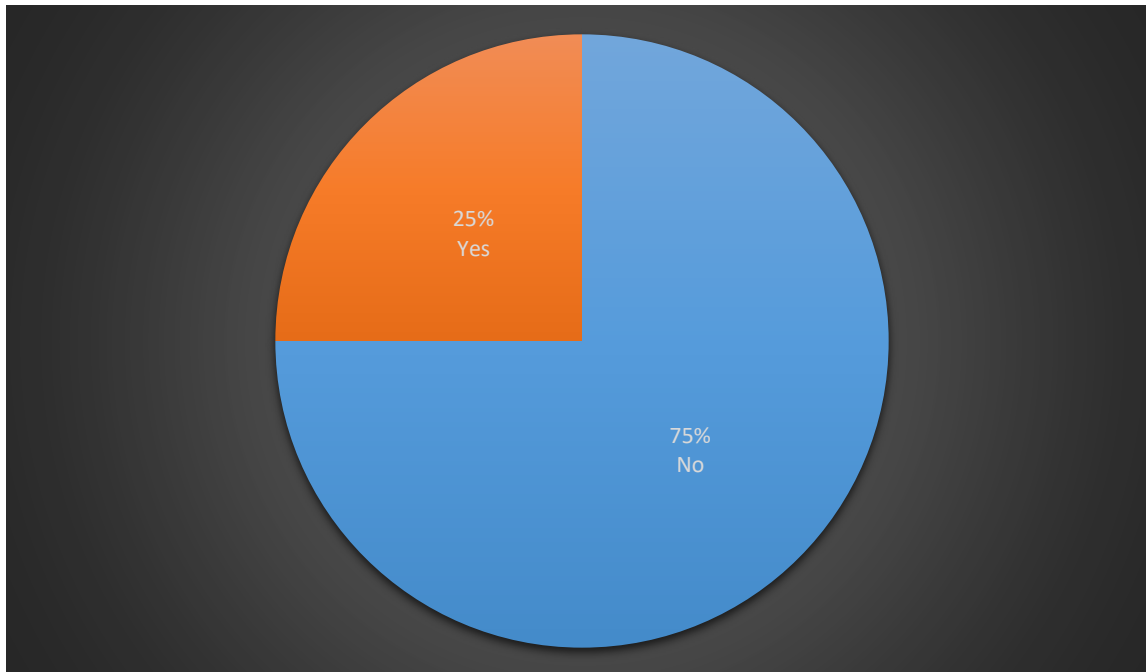
Interpretation:

15% people less than 2 years and 35% 2 to 4 years and 50% people more than 5 years experienced employees.

Question Number 5

Is this is your first Institute

Work Status	Sample	Percentage
Yes	5	20
No	20	75
Total	25	100%



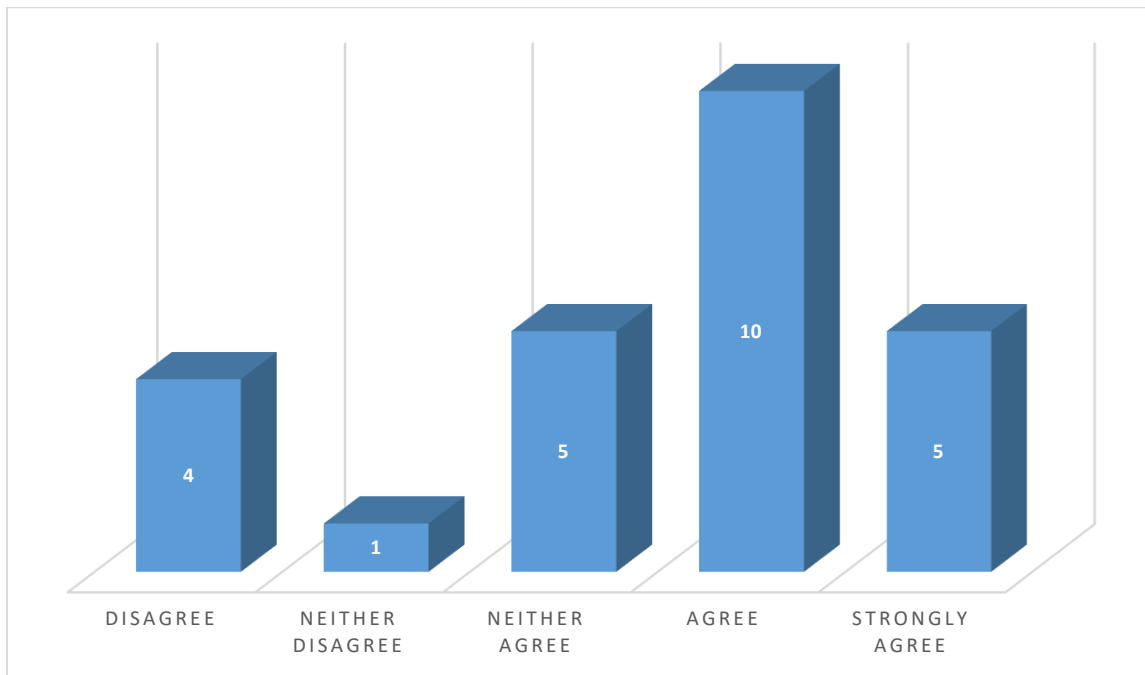
Interpretation:

75% means 20 employees have experiences another organization and 25% means 5 employees have no experiences any organization.

Section -2

Question one. You have the materials and Equipment that you have to do your regular work.

Particular	Sample	Percent
Strongly agree	5	20
Agree	10	40
Neither agree	5	20
Neither Disagree	1	4
Disagree	4	16
Total	25	100%



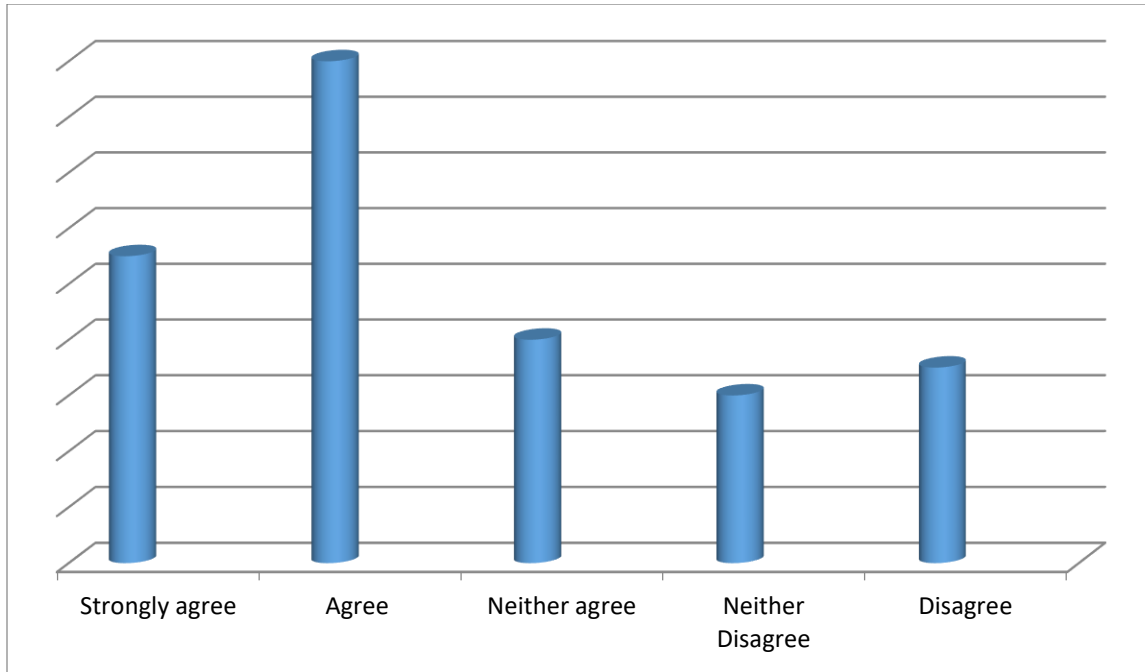
Interpretation:

Disagree 4%, neither disagree 1%, neither agree 5%, Agree 10%, strongly agree 5% employees with this question.

Question two

The organization illuminates how its culture is evident through employee behavior.

Particular	Sample	Percentage %
Strongly agree	11	22
Agree	18	36
Neither agree	8	16
Neither Disagree	6	12
Disagree	7	14
Total	40	100



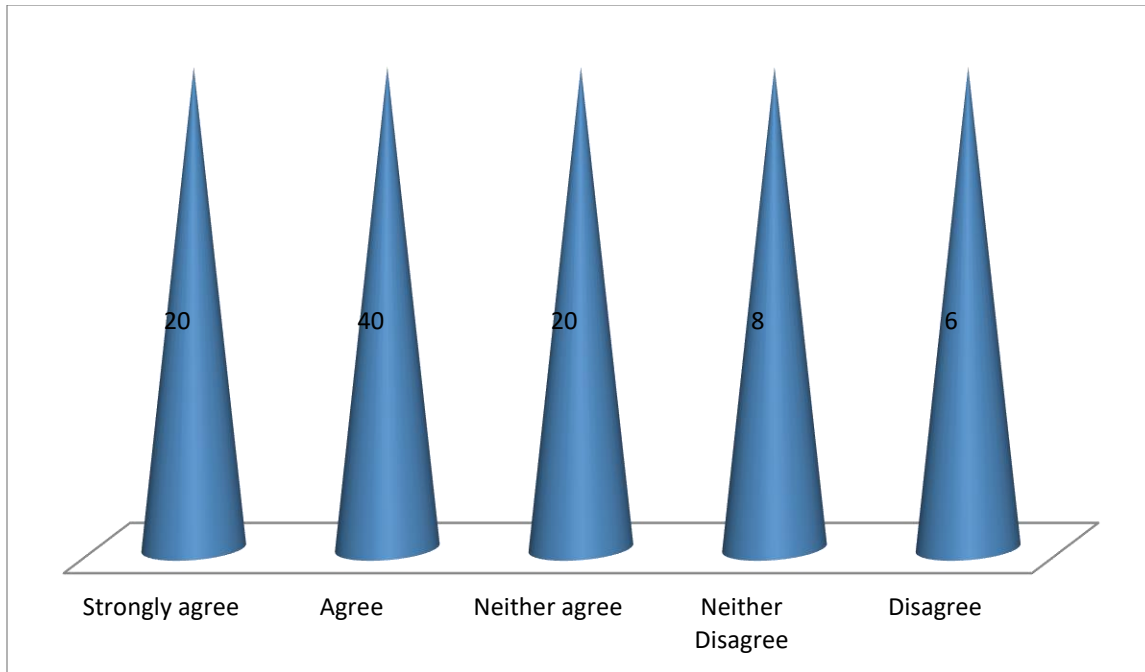
Description:

36% employees are agree with total organization culture and strongly disagree 12% employees and rest of the percentage are 22% and 14%.

Question three

Promotes productivity by attractive work area and professional

Particular	Sample	Percent
Strongly agree	5	20
Agree	10	40
Neither agree	5	20
Neither Disagree	2	8
Disagree	3	6
Total	25	100



Interpretation:

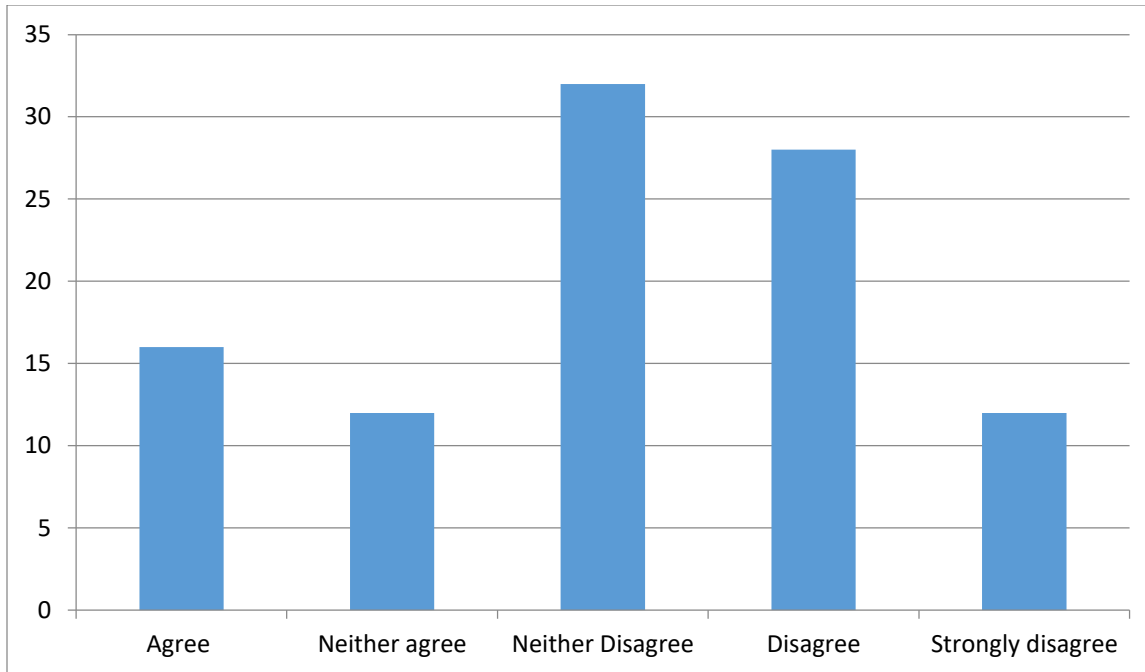
Half work holders agreed affiliation made a specialist, engaging work area that is useful and progresses benefit course of action and 20% movement holders were neither agree.

20% strongly agree and 8% neither disagree and 6% disagree.

Question Four

Do you think Performance goals are specific and result-oriented?

Particular	Sample	Percent
Agree	4	16
Neither agree	3	12
Neither Disagree	8	32
Disagree	7	28
Strongly disagree	3	12
Total	25	100



Meaning

Agree 16% employees and neither agrees 12%. Neither Disagree high value 32% and disagree 28%. Strongly disagree 12% .

Question

Does top management take feedback from employee?

Answer	Sample	Percentage
Positive	45	90
Negative	5	10

90 percentages take feedback positive and 10 percentage feedbacks negative from employees.

Question

Does employees promotion is fair?

Answer	Sample	Percentage
Yes	23	85
NO	3	15

85% employee's promotion fair and 15% not fair.

Question

Does the Executive Director interface with progression practices for him/herself

Answer	Sample	Percentage
Positive	22	88
Negative	3	12

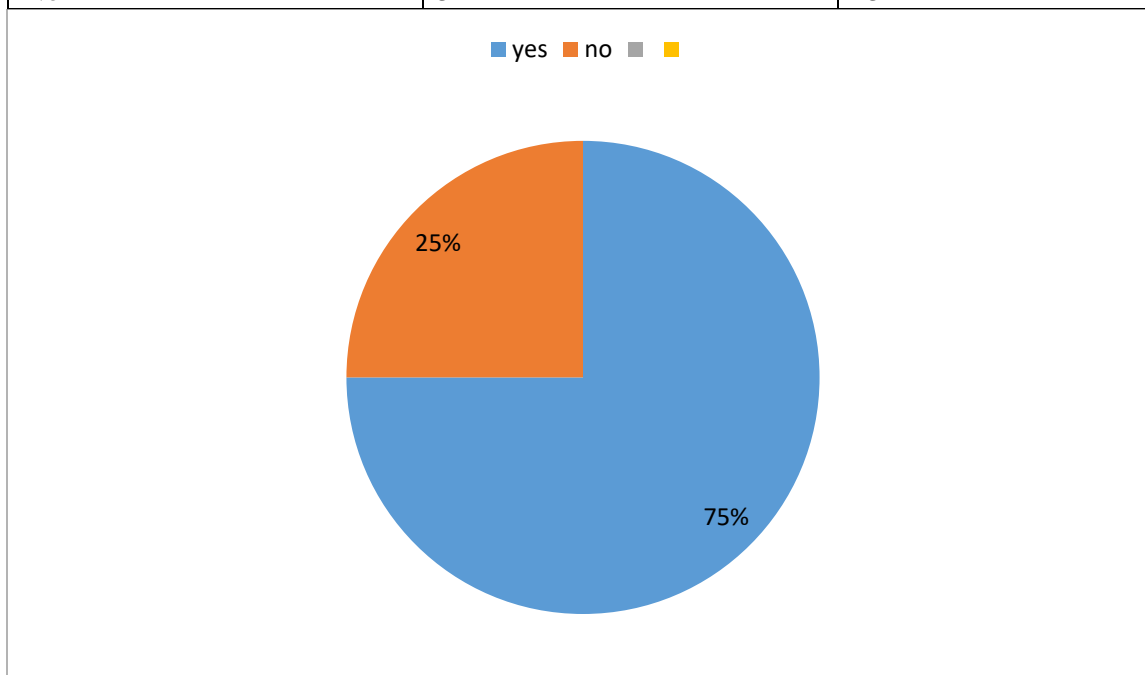
Meaning

88% that executive director practices for him/herself. 12% executive director not practices.

Question

Do you feel trust in your supervisors?

Answer	Sample	percentages
Yes	15	67.5
No	5	25



Meaning

75% employees are trust and 25% employees are not trust supervisor.

Question

Do the supervisors use fairly behavior with employees?

Answer	Sample	Percentage
Positive	20	80
Negative	5	20

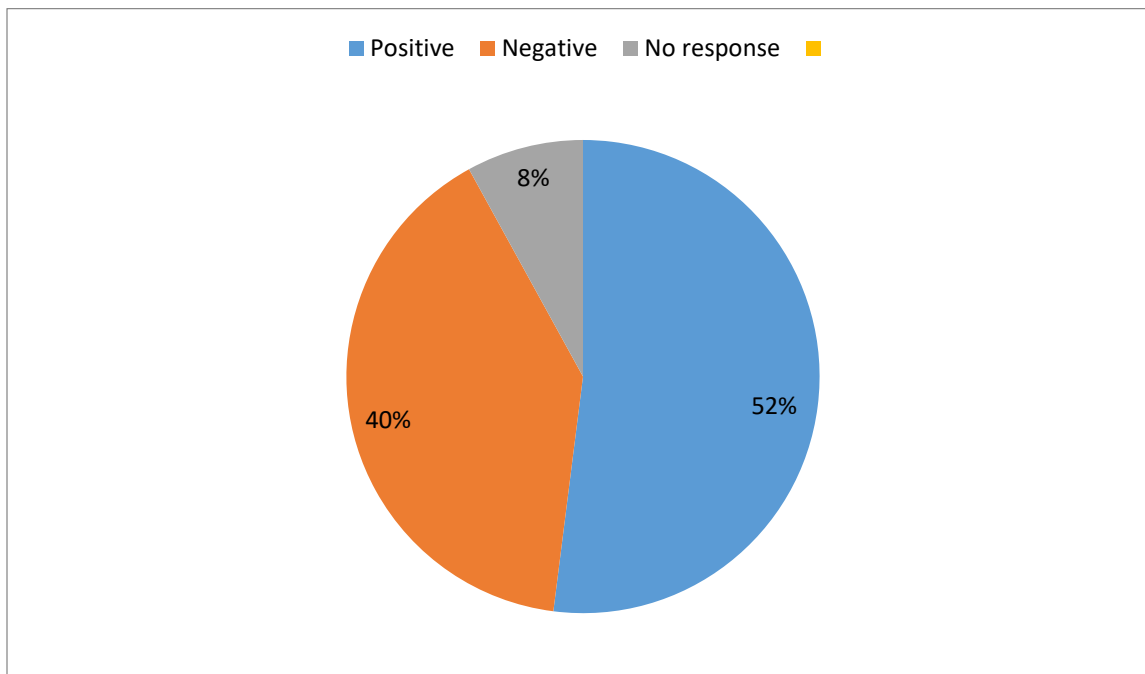
Meaning

Major percentage supervisors behavior are positive and some negative.

Question

Does evaluating individual performance fairly?

Answer	Sample	Percentages
Positive	13	52
Negative	8	40
No response	4	8



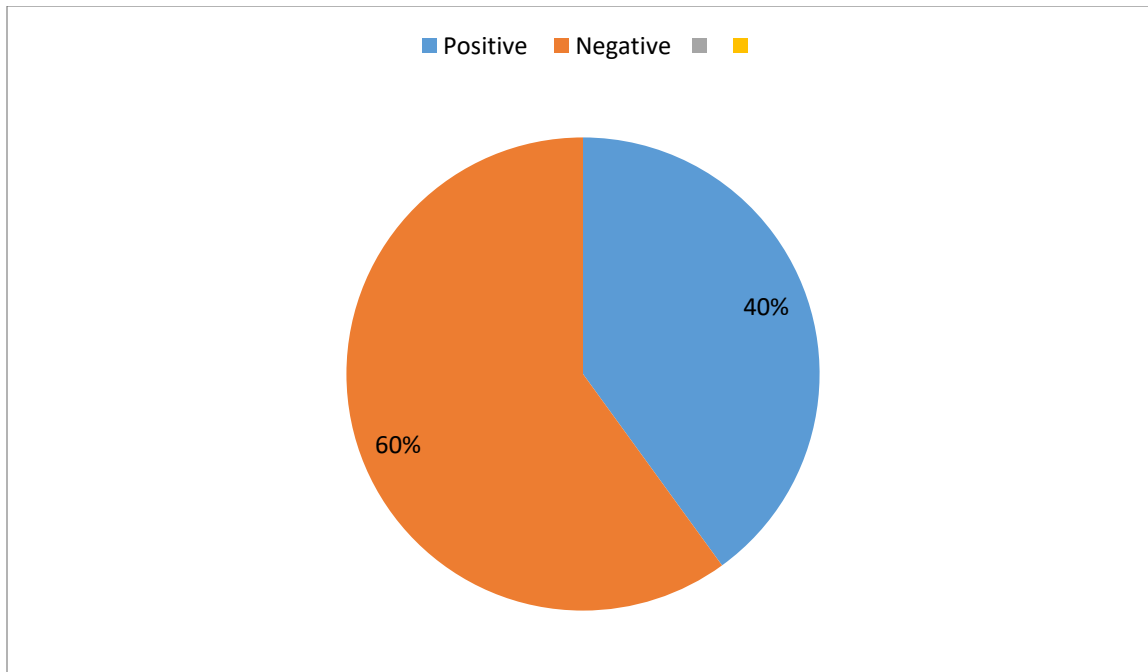
Meaning

Evaluation of individual performance 52% positive and 40% negative and 8% no response of Institution.\

Question

Salary paid fairly?

Answer	Sample	Percentages
Positive	8	40
Negative	12	60



Interpretation:

Meaning

60% employees are positive paid salary and 40% employees are negative salary paid not fairly.

Question

The office conditions comfortable

Answer	Sample	Percentages
Good	15	75
Not Good	5	25

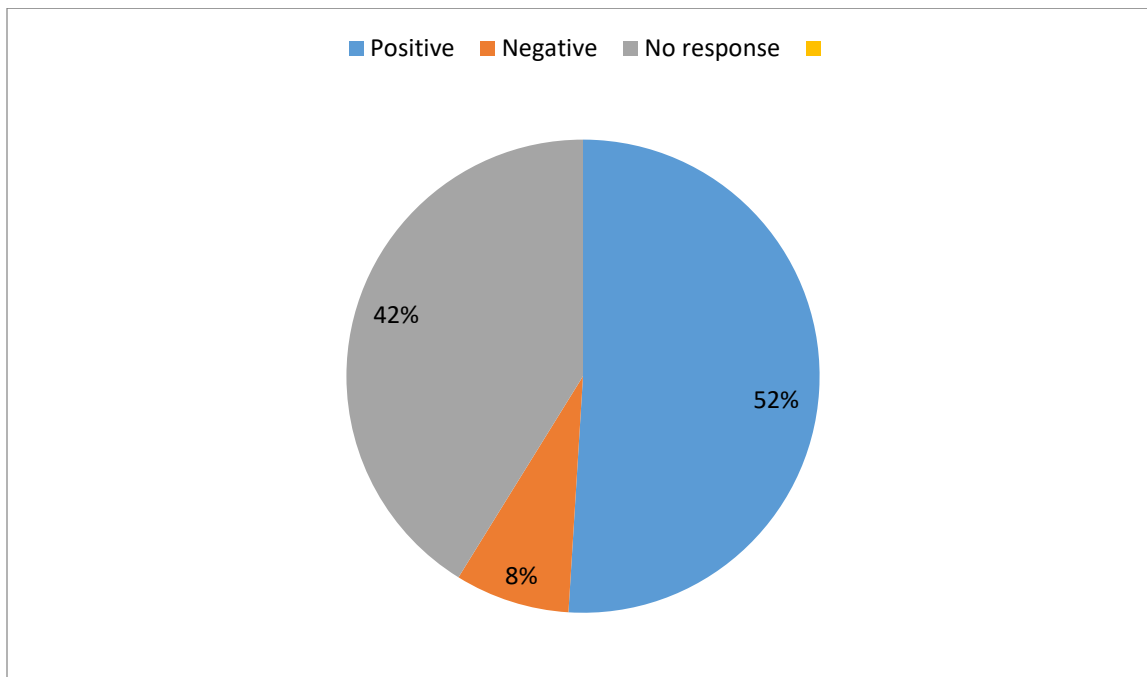
Meaning

75% employees are good and 25% employees are not good office condition.

Question

Do you satisfy with organizational training and development program?

Answer	Sample	Percentages
Positive	13	52
Negative	2	8
No response	10	42



Meaning

Training and development program 52% employees' are positive thinking and negative 8% and 42% no response.

Chapter 4

Summary of Findings, Recommendations and Conclusion

Findings:

In perspective on the setting wants and dismembering the assessment, the revelations of the examination is given underneath: Grameen Bank has a couple of requirements about their liked and proposals and besides their administration structure. Getting ready and headway system of Grameen money related foundation is so strong. They are endeavoring to improve this side more in future. There are a couple of missing is the officials structures to bring out their delegates which has an awful impact. In any case, the arrangement circumstance is so impressive on this affiliation. The display assessment isn't constantly practiced routinely by utilizing Grameen Bank and also upgrades of tenants of Grameen Bank are not based at the introduction. Respondents are happy with their present work environment. Again cash related and non-budgetary workplaces are additionally in a not too bad position. Grameen Bank is in a fair situation in sorting out getting ready program each every once in a while for upgrading authority's adequacy.

Recommendations:

In perspective on the setting wants and analyzing the assessment, the disclosures of the investigations is given underneath: Grameen Bank has a few requirements about their ideal and tips and in addition their control system. Planning and progression stsamplegy for Grameen money related gathering is so strong. They are endeavoring to decosample this side more prominent in future. There are some absent is the administrators systems to stir their delegates which has an awful impact. Be that since it might, the planning situation is so super in this affiliation. The display assessment isn't practiced naturally by the use of Grameen Bank and besides upgrades of inhabitants of Grameen Bank are not founded on the introduction. Respondents are happy with their present region of work. Again cash related and non-budgetary work environments are besides in a top notch position. Grameen Bank is in a fair situation in sorting out getting ready program each every so often for boosting authority's adequacy.

Conclusion:

Banks are significantly aggressive in Bangladesh. The achievement of 1 bank depends upon the better organization from the agents to customers. Successful preparing and improvement can develop significantly arranged dealers inside the banks, who can function admirably for the customer, and might achieve client dependability for the relationship, with the guide of appropriate making prepared and headway way agents develop to be relentlessly capable and might contribute appropriately inside the association in each work. Solid and steady and beneficial preparing can guarantee top hand through the delegates for the association. So that is the fortunate time for the readiness divisions of Bangladeshi financial sections to start attainable making prepared and improvement bundles for the delegates by method for completing suitable Human Resource Management.

Grameen Bank has some specific imprisonment, for instance, nonattendance of benefits, nonappearance of sports in making monetary establishment, nonappearance of legitimate managerial framework for relating little scale credit association, nonattendance of regulatory feature work, nonattendance of determined clarity. Government constantly attempts to immovably manage and annihilation to those issues. Since a major segment of the making countries like

Bangladesh, Training is for the most extreme part basic and sizable hardware for aptitudes representatives and to make for free work.

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QUESTIONNAIRE

Dear Sir/Madam, I am doing a research work on training and development process of Grameen bank. I would request you to kindly spare some time to fill up this questionnaire.

Name -----

Designation-----

Department-----

Section I

Q1. Please mention your age

- A. 20-25
- B. 25-30
- C. Above 30

Q2. Sex:

- A. Male
- B. Female

Q3. Marital Status:

- Single

- A. Married
- B. Divorced

Q4. No. of years of experience:

- A. Less than 3 years
- B. 3 to 5 years
- C. More than 5 years

Q5. Is this your first organization?

- A. Yes
- B. No

Section II NOTE:

Please tick mark the option you feel is most appropriate as per the following: Sample on a scale of 1-6 to indicate your option, 1 being strongly disagree and 6 being strongly agree

Q1. You have the materials and Equipment that you need to do your everyday work.

1	2	3	4	5	6
---	---	---	---	---	---

Q2. The organization clarifies how its culture is evident through employee behavior.

1	2	3	4	5	6
---	---	---	---	---	---

Q3. Your organization has created a professional, attractive work area that is functional and promotes productivity

1	2	3	4	5	6
---	---	---	---	---	---

Q4. Performance goals are behavioral, result-oriented and achievable.

1	2	3	4	5	6
---	---	---	---	---	---

Q5. A variety of training & development programs are offered to improve skills

1	2	3	4	5	6
---	---	---	---	---	---

Q6. My company organizes a training and development program?

- A. Yes
- B. No

Q7. Do your top management take feedback?

- A. Yes
- B. No

Q8. Do employee development programs raise unrealistic expectations about promotions?

- A. Yes
- B. No

Q9. Do the Executive Director engage development activities for him/herself?

- A. Yes
- B. No

Q10. Do you feel trust in your supervisors?

- A. Yes
- B. No

Q11. Do the practice's supervisors use positive attitude with employees?

- A. Yes
- B. No

Q12. Does the practice have a consistent, timely and fair method for evaluating individual performance?

- A. Yes
- B. No
- C. No Comments.

Q13. Do you feel, you are being paid fairly?

- A. Yes

B. No

Q14. Are office conditions comfortable?

A. Yes

B. No

Q15. Do you satisfy with organizational training and development program?

A. Yes

B. No

C. Average.

Q16. Do you satisfy grameen bank salary?

A. Yes

B. No

C. Average

Q17. Does Internship program help student?

A. Yes

B. No

C. Average

Q18. Does Grameen International Dialogue Program help people?

A. Yes

B. No

C. Average

Q19. Why Grameen Bank successful?

A. Men

B. Women

Q20. Who many international student internship training from grameen bank?

A. 2%

B. 5%

C. 7%

Q21. How many time need completed internship from grameen bank?

A. 1 Month

B. 2 Months

C. 3 Months

Q22. Who give money food and place for training?

A. Employee

B. Grammen Bank

Q23. How many time gameen bank provided training in year?

- A. 1
- B. 2
- C. 3