

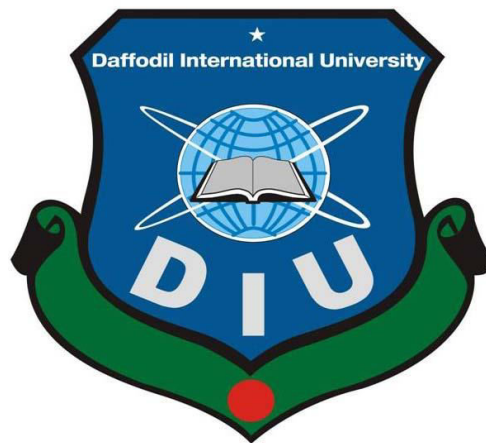


# **Daffodil** *International* **University**

**AN INTERNSHIP REPORT**

**ON**

**AN ANALYSIS OF TRAINING AND  
DEVELOPMENT PRACTICES OF JAMUNA BANK  
LIMITED**





AN INTERNSHIP REPORT  
ON  
AN ANALYSIS OF TRAINING AND DEVELOPMENT  
PRACTICES OF JAMUNA BANK LIMITED

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ID: 181-14-2648

Major in HRM

Program: MBA

Department of Business Administration

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Supervised by:

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Faculty of Business & Entrepreneurship

Daffodil International University

Date of Submission: December 28, 2019



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LIMITED**



***Dedicated  
To  
My Beloved Parents  
And  
My Honorable Supervisor***



## Letter of Transmittal

Date: 28 December, 2019

To: Dr. Sheikh Abdur Rahim

Associate Professor

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

**Subject: Submission of Internship Report.**

Dear Sir,

With immense pleasure, I am submitting my internship report on “**An Analysis of Training and Development Practices of Jamuna Bank Limited**” which was assigned to me as a part of my MBA program. I have truly enjoyed my three months internship program with **Jamuna Bank Limited** and highly appreciate their co-operation in this regard. Despite of some limitation, I tried my level best to make the report a complete one.

In this circumstance I therefore pray and hope that you would be kind enough to accept my internship report and oblige thereby.

Faithfully yours,

.....  
Shanta Khanam

ID No.181-14-2648

Program: MBA

Major in Human Resource Management

Department of Business Administration

Daffodil International University



## Declaration

I proclaim that the "Internship Report" entitled "**An Analysis of Training and Development Practices of Jamuna Bank Limited**" encapsulates the aftereffects of my own exploration work, examined under the supervision of, **Dr. Sheik Abdur Rahim**, Associate Professor, Department of Business Administration, Internship Supervisor, Daffodil International University Bangladesh.

I further certify that the work announced in this temporary position is unique and isn't a piece of some other understudies for the finishing of MBA or other degree have submitted entire of the report.

*Shanta*

.....

Shanta Khanam

ID No.181-14-2648

Program: MBA

Major in Human Resource Management

Department of Business Administration

Daffodil International University



## Letter of Acceptance

This is to confirm that the entry level position report on "An Analysis of Training and Development Practices of Jamuna Bank Limited" has been submitted for the honor of the level of Master of Business Administration (MBA) major in Human Resource Management from Daffodil International University completed by Shanta Khanam bearing ID: 181-14-2648, under my watch. As far as I could possibly know and according to her revelation, any piece of this report has not been submitted for any degree, confirmation or authentication somewhere else. She is allowed to present the temporary position report for introduction in the entry level position resistance.

I will her everything achievement throughout everyday life.

.....  
(Dr. Sheikh Abdur Rahim)

Associate Professor

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University



## Acknowledgement

At the absolute starting point, I might want to offer my thanks to Almighty Allah for making me ready to finish my entry level position and my graduation. At that point I should offer my profound thanks to my University supervisor Dr. Sheik Abdur Rahim, Associate Professor, Department of Business Administration, DIU for his direction and recommendations in completing the temporary job program effectively. I might want to put my appreciation to the HR of Jamuna Bank Limited for allowing me to complete my temporary position in their respected affiliation.

I might likewise want to thank my host supervisor **Mr. Fazlur Karim Bashet**, First Asst. VP who has helped me to learn numerous new things during my temporary job program. I might likewise want to say thanks to **Mr. A.B.M Khorshed, Mr. Moshiur Rahman**, for all their help and directions. I would likewise say thanks to, Head of HR for letting me work with him now and again.

During the planning of the venture work I got tremendous help from my colleagues, companions, my friends, who gave their thoughts and time during the time spent finishing the report to be consistent with myself I should state that without their assistance it would be difficult for me to experience the whole procedure. I am appreciative to every one of them.





## Preface

Information and learning becomes immaculate when it's related with hypothesis and practice. Hypothetical information gets its flawlessness with pragmatic application. Temporary job program is one of the most huge pieces of our MBA program in the wake of finishing 57 credit hours. This sort of program encourages the understudy to secure useful information about the contemporary business association. It will likewise assist the understudy with being a viable official in future.

After the fulfillment of the MBA scholastic courses I was set in HR of Jamuna Bank Limited for a quarter of a year temporary job program for getting handy information. This is a direction to the whole Educational segment lastly study on a specific region of Human Resource Practices pursued by HR of Jamuna Bank Limited.

In various manner this examination had an individual voyage to the base of my instructive control which has an extraordinary job in the present battling world and I am ready to feature my encounters roughly that I gained from my association.

This temporary job program carries me closer to the practices in instruction area and builds up a touch of comprehension about the point by point Training and Development. It offers me to understand the method of HR condition and deal with the circumstance. Doing as such, I confronted a few issues. Be that as it may, I accept this will talk about my exertion which I had in setting up this report. In this state I have attempted to mirror my whole endeavors at dissecting the experience of handy direction identified with human asset office exercises of organizations.



## Executive Summary

**Human Resource Management (HRM)** is the capacity inside an association that spotlights on enrollment, the executives and giving guidance for the individuals who work in the association. Human Resource Management is the hierarchical capacity that manages issues, for example, pay, enlisting, execution the executives, association advancement, benefits, worker inspiration, correspondence, organization, and preparing.

I doled out to set up a report on the Training and Development rehearses in Jamuna Bank Limited.

This report mostly Focus on about HRM arrangement And HR practices of Jamuna Bank Limited. Another Part I depict the discover issues of HR practices of JBL. HRM divisions of the Organization works with the representative and the staff and specialist. This division manages their activity arranging and structure, enlistment, choice, measure their activity execution, preparing and improvement, work revolution and focus on their remuneration.

With the maxim "Your Partner for Growth." Jamuna Bank Limited (JBL) initiated its business activity as per guideline of Commercial Bank. JBL has an advanced Human Resource (HR) arrangement. JBL has around 1800 representatives working in their different branches. Like other business banks, their most noteworthy position is the Managing Director. They pursue a composed enrollment process for selecting individuals. Like other business they give preparing to their representatives and offer alluring pay rates, leave and advantages.

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***Part-II***

***Chapter -1***

***Introduction***

## 1.1 Background of the Study

Ephemeral position is an essential piece of the MBA degree to have a significant working encounter. It is a productive area to apply the instructive information and touchy information in a veritable workplace. It besides gives the new graduated class a little involvement in the target that they don't finish things when they work in an office for eternity. I, as a going to be graduate, was respected to work at Jamuna Bank Limited in the HR office which is my zone of center premium. This short lived position gave me an enormous opening to get an inside and out idea regarding the budgetary division. My authentic boss was Mr. Fazlur karim Basset. I was essentially merged to HR Division of the foundation where I got acquainted with how to compose an instructional social occasion. I would keep the records of the session, co-ordinate programs and investigate the examination reports.

I in like way got an opportunity to work with the imported thing trade division and preparing divisions as well. This kind of cross utilitarian works has as of late built up my abilities and made me powerfully fit. This concise position has in like way revealed to me the most ideal approach to oversee different limits and impacted my calling targets.

## 1.2 Origin of the Study

The rule focal point of the report is to satisfy the fragmentary need of the MBA program. Also, to give an outline of Jamuna Bank Limited when all is said in done dependent on my work understanding. The cause of the report are:

- To look at Human resource orchestrating of Jamuna Bank Limited.
- To comprehend the different Human asset arranging process, Recruitment, Training and Development of Jamuna Bank Limited.
- To make proposal to execute the issues looked by Jamuna Bank on it's over all activities.

### **1.3 Scope of the Study**

The report thoroughly talks about the present issue of Jamuna Bank and how they perform arranged arranging and movement rehearses at Jamuna Bank. The report examines the present HR approaches of the Jamuna Bank at its top, mid and passage the board level agents. Moreover in this evaluation I have exclusively dependent on the HR Department and its methods.

### **1.4 Objectives of the Study**

1. To recognize the preparation and advancement system of Jamuna Bank.
2. To find the distinctive instrument of preparing and advancement utilized be the Jamuna Bank to give preparing to the workers.
3. To find the issues of planning and improvement practices of Jamuna Bank.
4. To prescribe a couple of measures to vanquish the issues of planning and improvement practices of Jamuna Bank.

### **1.5 Methodology of the Study**

To make this report huge and nice, I utilized essential and partner ask about base. A tremendous piece of the information began from my basic perception. Essential information began from my experience, perception, unstructured assembling. Then again optional information has been collected through web, various diaries, and conventional indicating.

#### **Data collection Method**

Data was accumulated through past reports, chronicled records and significantly subject to recognition. Standard wellspring of data is open completed the process of meeting and discernment. To find the system stipulation and inefficiency I expected to stay expanded periods with the assembling plant and its delegates.



## Primary Data

I have collected primary data from-

- The workers, different boss,
- Inspect hurt physically and visit the generation line,
- Direct correspondence with the association's authorities and stuff.
- Official records and watching practical work
- Extremely close talk.

## Secondary data:

The discretionary wellsprings of data fuse the followings:

- I accumulated information from the journals and yearbook.
- Official website of the association and online records.
- Different site, circulations and papers.

## 1.6 Limitations of the Study

- The guideline confinement of the examination was deficient access to information.
- The authority didn't disclose a ton of information for the prosperity and progressive mystery.
- Worker didn't give full data about their activity security and focal points.
- Time requirement was another snag to set up the report.



# *Chapter - 2*

## *Company Profile*



## 2.1 Profile of Jamuna Bank Limited

**Name of the Company:** Jamuna Bank Limited

**Legal Form:** Jamuna Bank Limited (JBL) is a Banking Company registered under the Companies Act, 1994 with its Head Office at Hadi Mansion, 2, Dilkusha C/A, Dhaka-1000, and Bangladesh.

**Date of Commencement:** 3rd June 2001

**Registered Office:** Hadi Manson, 2, Dilkusha C/A, Dhaka - 1000, Bangladesh

**Telephone:** 9555141, Ext.130

**Tele-fax:** Fax: 880-2-9565762

**SWIFT Code:** JAMUBDDH

**E-mail:** info@jamunabank.com.bd

**Web Page:** www.jamunabankbd.com

**Auditors:** M/S Howladar Yunus & Co.

Chartered Accountants

**Tax Consultant:** Howladar, Yunus & Co.

Chartered Accountants

**Managing Director:** Mr. Shafiqul Alam

Chairman of the Bank: Engr. Md. Atiqur Rahman

Founder Chairman: Late Al Haj M. A. Khayer

Managing Director & CEO: Mirza Elias Uddin Ahmed



## 2.2 Background of Jamuna Bank Limited

Jamuna Bank Limited is an in a general sense advanced new age Bank with an Authorized Capital and Paid-up Capital of Tk. 4000.00 million and Tk.1622.00 million in particular. Starting at now the Bank has 106 branches. More branches and affiliation center will be opened at fiscally enormous zone during the future year.

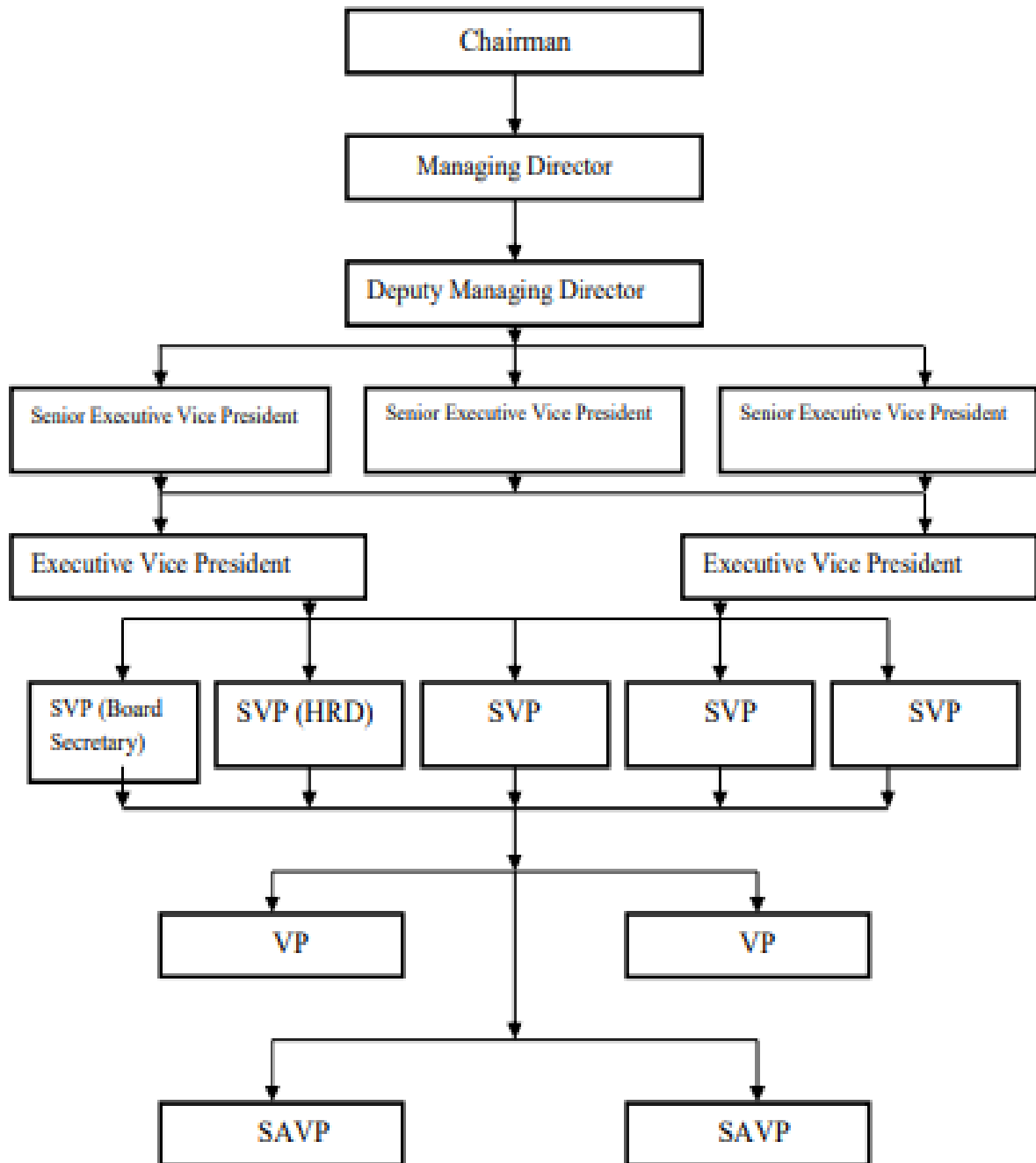
Jamuna Bank Limited is a rapidly making private division bank in Bangladesh. This is another age private business bank. It has made another horizon of its own in the budgetary field of Bangladesh to the degree relationship to the customers. The bank has broadened and set its customer base in both of its inside affiliations and retail banking.

The Bank attempts a wide degree of banking trades to help the improvement of trade and business in the country. JBL's affiliations are also open for the business visionaries to set up new interests and BMRE of mechanical units.

To give clients benefits in respect of when all is said in done trade it has developed wide columnist cash related relationship with neighborhood and remote banks covering colossal trade and cash related concentrations at home and abroad. Jamuna Bank Limited is working branches on both standard premium based banking and Islamic Shariah Principle based Banking. The Bank starts Islamic Shariah based banking by opening an Islamic Banking Branch at Nayabazar, Dhaka. The Islamic Banking rehearses are totally independent from the normal banking.

The action hour of the Bank is 10:00 A.M. To 6:00 P.M. from Sunday to Thursday with transection hour from 10:00 A.M. to 4:00 P.M. The Bank remains shut on Friday and Saturday including government events.

**2.3 Corporate Structure of Jamuna Bank Limited**



## **2.4 Mission of Jamuna Bank Limited**

The Bank is submitted for fulfilling various needs of its clients through a variety of items at an aggressive cost by utilizing proper innovation and giving opportune with the goal that an economical development, roused and proficient work-power.

## **2.5 Vision of Jamuna Bank Limited**

To transform into a principle monetary foundation and to accept a significant activity in the improvement of the country.

## **2.6 Objectives of Jamuna Bank Limited**

- To earn and maintain CAMEL Rating “Strong”.
- To set up relationship banking and improve organization quality through headway of key market plans.
- To introduced totally automated systems through joining of information development.
- To guarantee an agreeable pace of pace of benefit.
- To keep up satisfactory liquidity to meet making obligations and commitments.
- To keep up satisfactory control structure and straightforwardness in philosophies.
- To make and hold a quality work-control through a fruitful Human Resources Management System.
- To ensure perfect utilization of each and every open resource.
- To look for after a reasonable game plan of the board by ensuring consistence to moral norms, straightforwardness and obligation at all levels.

## **2.7 Values of Jamuna Bank Limited**

- Client Focus
- Respectability
- Quality
- Collaboration
- Regard for the person
- Congruity
- Kindness
- Duty
- Good Citizenship
- Business Ethics

## 2.8 Strategic Priority of Jamuna Bank Limited

- To direct and work the Bank in the most able way to improve financial execution and to control cost of spare.
- To review and fortify methodology, frameworks and practices to upgrade the ability to loosen up better help to customers.
- To get ready and develop all specialists and give them appealing resources with the objective that customers' needs can be reasonably tended to.
- To progress various leveled suitability by straightforwardly giving association plans, approaches, practices and technique to laborers in a promising way.
- To build up a working environment that energizes positive motivation for improved execution.
- To increase direct contact with customers to build up a closer association between the bank and its customers.

## 2.9 Division of JBL

The Bank has strict control over its all organizational activities. The Bangladesh Bank directives indicate some control measures. The central bank conducts credit inspection by a team. Jamuna Bank Ltd (JBL) has audit and inspection department to take controlling measures in internal operations. Name of the divisions of JBL are as follows:

- Human Resource Division.
- General Banking Division.
- Audit and Inspection Division.
- Credit Card Division.
- Finance and Administration Division.
- Retail Banking Division
- IT Division
- Reconciliation Division
- Accounts Division.
- Public Relation.
- Foreign Exchange Division.

Two Special Divisions:

- Special Audit Division.
- Tax Department.

# *Chapter - 3*

## *Analysis*

### 3.1 Introduction

Human Resource the officials incorporates all organization decisions and practices that really impact or effect the individual or HR who work for the affiliation. Of late extended thought has been focused on how affiliations supervise HR. This extended thought starts from the affirmation that an affiliation's laborers enable relationship to achieve its target and the administrators of this human resource is essential to an affiliation's success. The closeness of individual is no new advancement yet remembering them as an advantage in an undeniably formal way has been made in the continuous days. The chronicled scenery of HRM can be depicted as going through four phases as craftsmanship structure, legitimate organization system, the human resource relationship approach and the current various leveled science, for instance, human resource approach.

The association considers human resource a fundamental bit of corporate organization for higher effectiveness. Association seeks after a submitted game plan for enrollment, getting ready and progression, animating, sifting through and holding and keeping up the present HR dependent on quality guidance, planning and working experience.

An affiliation is nothing without human resource. Human resource office is stressed over the "people" estimation in the administrators. Since every affiliation is contained people, verifying their organizations, developing their aptitudes, energizing them to noteworthy degrees of execution, are fundamental to achieving definitive targets and ensuring that they continue keeping up guarantee to the affiliation.

### 3.2 Objectives of Human Resource Policy (JBL)

The major target of the Human Resource Policy of the Jamuna Bank Limited is to accomplish the corporate objectives by:

- completely using probability of human asset of the Jamuna Bank Limited:

Accomplishing congruity between the necessities desires of the individual delegates and focuses of the Jamuna Bank Limited:

- Helping the representatives to acknowledge about their full possibility
- Meeting the long haul requirement for vocation improvement of the representatives;
- Addressing the requirement for introduction of the workers to various learning encounters;



### 3.3 Components of Human Resource Policy

For achieving the objective of human resource procedure as recently referenced, the Bank has perceived the going with human resource approach zones. The human resource course of action issues starting from enlistment to retirement contain the going with:

- Recruitment Policy
- Foundation Checking Policy
- Advancement Policy
- Addition Policy
- Leave Policy
- Move and Posting Policy
- Prize and Recognition Policy
- End and Retirement Policy
- Preparing Policy
- Compensation Policy
- Succession Planning Policy

### 3.4 Responsibility of HR Management

HR Division of Jamuna Bank Limited will be obligated for the leading group of HR of the Bank. Human Resource Management incorporates the following 4 (four) basic limit:

- Staffing
- Preparing and Development
- Inspiration and
- Upkeep

#### **Training:**

Preparing can furnish operators with information and abilities to play out much progressively enough, setting them up to meet the unavoidable changes that happen in their occupations. Regardless, preparing is just an open passage for learning. What is found rely on different parts, for example, the course of action and execute of setting up, the inspiration and learning style of understudies and the learning demeanor of the association? Preparing is the bit of solidify where execution is against criteria.

Preparing is made and executed in association with line chief, so an obvious affiliation is make between what occurs at work.

This substance will take hard and fast preparing technique as it is driven under faultless conditions. Deplorably the majority of the affiliations impeccable condition are not exist.

One key factor in operator inspiration and backing is the open portal workers need to proceed to make and make occupation and calling improving limits. Believe it or not, this chance to proceed to make and make through preparing and improvement is one of the most significant factors in

delegate inspiration. There are several insider substances about what operators need from preparing and improvement openings. So alliance should give those growthes to delegate's improvement. These examinations underscore what specialists need in preparing and improvement openings. Preparing Development openings help to make gave, making workers who will profit both the business and specialist's through your preparation and improvement openings.

In each affiliation, Human Resources (HR) preparing or master related and truly related subjects is required, particularly for heads and bosses. We have to set up our workers to deal with their agent relations commitments proficiently. Regardless, for most exceptional productive result and learning, we have to make the HR preparing alluring and verifies.

The best specialist arranging, progress and planning at the ideal time gives tremendous settlements to the business in expanded efficiency, information, unfaltering quality, and obligation. Become familiar with the methodologies that will ensure an appearance on your excitement for preparing.

### **Motivation:**

Motivation as the heading, diligence, and proportion of effort depleted by an individual to achieve decided outcome. Key factor in specialist motivation and upkeep is the opportunity to continue to create and make occupation and calling improving capacities. There are a couple of insider realities to what laborers need from getting ready and improvement openings.

### **Training & Development:**

This Section is responsible for looking over getting ready needs in a joint exertion with the working/line Managers and in forefront countries of the world. This Section is also responsible for the calling organizing of all the top Executives of the affiliation.

## **3.5 Basic objectives of training & development**

Planning and Development objective, which should express the hankering behavior and condition under individual execution and program can be evaluated.

- Improves the activity information and aptitudes at all degree of the association
- Assist representative with recognizing the with association objective
- Improves connection among Boss and Subordinate
- Legitimate rules for work
- Give data to future needs in every aspect of the association
- Make a fitting atmosphere for development and correspondence
- Workers alter with new change
- Give data to improving administration information, relational abilities and frame of mind
- Increment work fulfillment and recovery
- To improve the degree of the aptitudes, frames of mind
- To upgrade the adequacy of the association

### 3.6 Importance of training & development

- Association's get increasingly compelling basic leadership and critical thinking.
- Creates awareness of other's expectations to the association for being skilled and learned.
- Preparing diminish outside counseling cost by using part inner counseling.
- Through the Training and Development, helpful elements of affirmation, achievement, advancement, obligation are masked and operational.
- Preparing and Development program increment work fulfillment and rearrangement.

### 3.7 Functions of HRD Section

**Assessing Training needs-** Each unit will overview it Manpower's planning needs on a yearly reason based the goals showed in the Annual Operating Plan similarly as the assessment of individual getting ready needs described in Individual Operating Plans creating out of the Annual Performance Appraisal process. Going before these yearly masterminding exercises, HRD will provide bearings and guidance about how this organizing should occur.

#### **Responsibilities:**

The obligation regarding evaluating preparing needs is shared:

- a. Laborers together with their boss will discuss capacities and domains that need improvement as a significant part of the yearly assessment process.
- b. Boss will deal with their agents about which locales can be feasibly made. The boss and coordination unit must give the essential assistance (cash related, time, collaborations) expected to make the readiness happen.
- c. Division need to review their future headings and necessities. Out of this masterminding method will create planning needs. It is critical that positioning executives are sincere and direct with information sharing about organized getting ready events and approaches.
- d. HRD must accept a sorting out occupation. Other than get-together getting ready plans, its responsibility is to facilitate needs with organized exercises.

### 3.8 Steps of Training and Development

#### **One the job Training:**

**Job Instruction Training** is gotten honestly at work, therefore it is habitually moved toward the action getting ready. It is used essentially to tell workers the best way to do their present occupations..

**Job Rotation:** To comprehensively instruct in the verity of the livelihoods, a couple of mentors move an understudy from occupation to work. Through the rotate is every now and again associated with hourly laborers, it can used for livelihoods on various levels inside the affiliation.



**Coaching:** In the instructing program mentor endeavors to give a model to the learner to duplicate. Most organization utilize the instructing technique.

**Assistant to Position:** Agents with indicated potential are same events enabled the opportunity to work under a second and compelling chairman, normally in the different districts of the affiliation.

**Committee Assignment** can give a chance to the worker to partake in basic leadership, to learn by watching others, and to research explicit association issue.

**Outdoor Training:** A pattern in representative improvement has been the utilization of open air preparing. The essential focal point of such preparing is to students the significance of cooperating, of irritating as a group.

### **Off the job Training:**

**Logical examinations** tries to recreate essential administration conditions that understudies may verify on the position. The student will when in doubt gave a formed or tape history, key segments and the issues or domain or whimsical association. or then again submit. The created logical examination can be from two or three pages to at any rate 100. A movement of request s regularly appears at end of the case. The understudy should then settle on specific choices and perceive possible response for the issue. The learning objective is to get understudy to apply known thoughts and courses of action and find new ones..

**Role play** is a foundation of a circumstance wherein each part is given a segment to continue .Trainees are outfitted with a depiction of the setting regularly a point an area, a general delineation of a situation, a depiction of a condition ,a depiction of their employments and the issue they each face. For example, the subject region could be regulating battle and the situation and might turn around booking outing days with the two social affairs in struggle being the boss and subordinate.

**Lecture** is a wide presentation of information which the understudy attempts to hold. The discussion is routinely thought of with respect to an individual (the mentor) tending to a social event the students about the point. Talk may in like manner show up as printed content. The fundamental complexities between a straight talk and a comparable material in print are the discussions control of the speed at which material is presented, voice articulations and non-verbal correspondence used to highlight centers and the visual image of the teacher.

**Demonstrations:** is a visual introduction of how to achieve something or how something work. Advises the student the most ideal approach to play out the endeavors of the movement. To be effective, a demonstrating should at any rate be joined by a discussion and in a perfect world by a trade.

**Video and Films** Using various media creation to show explicit capacities that are not adequately shown by other getting ready method.

**Staff development:**

Staff progression infers delegates improvement is Future orchestrated getting ready, focusing on the mindfulness of the laborer. Delegate improvement is more future masterminded and stress with guidance than laborer work unequivocal getting ready. Laborer's improvement practices revolve more around the agent's personal development.

**3.9 Training of Jamuna Bank Ltd**

Human Resource Development practices target fulfilling the banks essential. One of Southeast Bank four critical missions is to: "Outfit organization to our clients with the help of a skilled and committed workforce whose innovative capacities, creative movement and centered edge make our position exceptional in giving quality help everything being equivalent and individuals that we care for".

Talented and submitted workforce with innovative capacities, creative action isn't for each situation immediately open. Esteeming the deficiency of such work, the bank from the most punctual beginning stage laid basic to HRD that dexterously joins practices like: pre-selection drill, enlistment, acknowledgment getting ready in the organization, work upheaval, course of action and posting, prize and headway. All of these activities are organized by the bank in a consolidated way concentrating on work with required specific, managerial, human and hypothetical capacities.

The leading group of Jamuna Bank not simply recognizes the need of aptitudes required for ordinary banking yet likewise comprehend the need of capacities meet the national and worldwide fiscal and budgetary condition that are advancing fast.

**The training & research academy of Jamuna Bank Limited:**

At unquestionably the beginning stage the bank built up a system by setting up a foundation at Head Office under Human Resource Development Division to human resource inside. Outfitted with a specialist library, current getting ready helps, capable staff and various workplaces, the organization of the bank had been a fundamental one among the banks on private portion.

The organization reliably drives foundation course, explicit courses and classes in different regions of banking to manage the master budgetary needs. Also, authorities are reliably sent to Bangladesh Institute of Bank Management (BIBM) and Bangladesh Bank Training Institute (BBTA) for capable getting ready. Sending authorities to another nation for higher planning is standard part. An assessment office in like manner works in help of HRD operational regions.

In the year 2008, the establishment has driven 31 programming engineers (tallying planning, workshop and class) where a flat out number of 1059 Executives and Officers visited.

Also, 56 Executives and Officers for BIBM getting ready, 13 Executives and authorities sent for BBTA planning and 7 Executives and authorities were sent to another nation for remote getting ready.

## **Training for Jamuna Bank employees:**

**Jamuna Bank** uses a tremendous number of laborers for performing various occupations. Some of them are newcomers. They need more data and capacity for better execution of occupations. They are, thusly, requiring proper getting ready to add to the achievement of the legitimate goals. There are a couple of occupations that require beside zero getting ready anyway a noteworthy number of them ought to be performed by enough planning. The usage of present day development has made new openings in the affiliation, which required getting ready.

Getting ready remembers the distinction for aptitudes, data, attitudes or lead of laborers. Regardless of the way that planning resembles progression in the procedures used to attract learning, they fluctuate in time ranges. Getting ready is progressively present day organized; its consideration is on individuals' present livelihoods, improving those specific aptitudes and abilities to speedily play out their occupations. Specialist improvement, of course, generally bases on future occupations in the affiliation.

Planning shifts from preparing. Planning is stressed over augmentation in data, aptitudes, and limits of the laborers in making a particular appearing. It has a limited point obliged to increase in data and capacity related to a livelihood. Guidance, on the other hand, enlarges the scholarly limits and horizon of data. It is stress with improving general data and convincing one to appreciate the hard and fast condition.

Getting ready is routinely grasped as a learning experience. Hence, if laborers are to grasp what planning can do to improve a delegate's occupation execution, agent should begin by explaining how learn.

Planning increases business related data on the delegate. Delegates become progressively skilled and update their understanding through planning. Getting ready gives basic rules to playing out the present work environment viably. Planning contrasts from preparing and headway.

Giving of planning to the laborers has gotten particularly critical in present day times for better execution of the action. Here it might be said that the subject of planning doesn't rise yet choosing choice of the strategy for getting ready rise.

### **3.10 Training & development of Jamuna Bank**

We have given emphasis on need based trainings. During the progression chat with, we endeavored to recognize the deficiency and the individual necessity for getting ready and improvement. Other than that, we have met amounts of laborers and conversed with them getting ready need. From the agents yearly execution assessment report we have taken the data and information on getting ready need. Since most of the managers/directors are related with the orchestrating , likewise, in such way we have given due noteworthiness to their recommendations, HR Division sent a draft Training and Development suggestion to all stressed of the bank and got their comments/proposals. We have endeavored to perceive the prerequisite for getting ready in becoming new thing subject to the retail banking. From the assorted level gathering and the board converse with, it has been found that our potential boss need

enhancement for different aptitudes (for instance regulatory skill, activity capacity, essential authority fitness, correspondence ability, etc.)

### **Objectives of the training & development plan:**

- To support development and vocation advancement of workers
- To improve the Bank's sufficiency by giving agents progression of occupation related KSAs (knowledge, skills & attitudes)
- To address the issues of Bank's self evident truth while simultaneously responding the necessities of individual delegates headway
- To design and set up our workforce to consent to the new changes in the monetary business
- To make an unprecedented master picture in the monetary business by working up our workforce through need based and future need getting ready

### **3.11 Types of training program**

For fresher, foundation courses on fundamental data on banking are created. Specific classes on the domain like credit, remote exchange, records and advancing, etc are expected for specialists working in those zones. Progressively raised level courses are run on express data locale. Certain courses are a blend of different data zones. Furthermore, certain need engineers are in like manner being coordinated by the foundation. These consolidate adjusted on Productivity Improvement, Money Laundering Prevention, new aptitudes required to perform new openings.

### **Training techniques of Jamuna Bank:**

Jamuna Bank Provide Several Training systems.

Systems in getting ready include: talk/address/workshop/relevant examination/games/imagine/film show up/proliferation/bundle work and Presentation/adventure visit, and so forth.

The critical Types of planning are:

1. Freshmen Orientation
2. Continues Orientation
3. On The Job Training
4. Off The Job Training

### **Freshmen Orientation:**

First year initiates bearing can solidify the new delegate's relationship with your affiliation. Here's the methods by which to guarantee your course facilitates new laborers into your association and makes them feel better and welcome. First year enroll arranging the new laborer is an essential development in helping him adjust to the workplace and the action. This article offers tips to the strategy and the substance of course.

## **Continuous Orientation:**

**Jamuna Bank** plan similarly bearing for various laborers likes for Account fragment, Foreign Exchange, or Marketing division going to show some new advancement or up coming new help. Jamuna Bank the administrators evaluates their delegates inside every half year and they endeavor to find lacking of laborers. By then they will compose this bearing.

## **On the Job Training:**

Foundation courses have two segments: speculative planning in the establishment and occupation unrest. The authorities on post preliminary supervision are required to encounter both in a period of one year. During this period, three-arranged getting ready changed is amazing. On theoretical planning state, general banking, the authorities are required to encounter rotate when all is said in done budgetary activities under the supervision of HRD. Equivalent strategy is pursued if there ought to emerge an event of CRM and Foreign Exchange.

## **Off the Job Training:**

Which laborers are starting at now exist in the Jamuna Bank for these agents better execution need some remarkable getting ready which are dropped The movement Training everything considered Jamuna Bank take some Off The Job planning like:

- Class Room Training or Lecture
- Video Presentation
- Laboratory Training
- Case Study

**Class Room or lecture** is best use to make appreciation of a subject or to affect attitudes through guidance about a topic. In its least troublesome structure the discussion is just educating someone in regards to something.

**Video Presentation** empowers the understudy to be set into a real action condition, deal with a specific issue, and get immediate contribution as to practical of the decision made. This arrangement can be as fundamental as giving some authoritative or procedural data, or puzzling as educating how to end or improve social capacities.

**Laboratory Training** organized the social capacities, which can be help for future work obligations; its guideline structure is affectability getting ready which manufactures a person's affectability to other.

**Case Study** try to reenact essential authority condition that understudy may verify on the position. The understudy must make certain judgment and recognize possible response for the issue. This planning is especially critical for top organization laborers. By this arrangement they get some answers concerning the certifiable theoretical conditions.





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**Faculty of Jamuna Bank training program:**

The academy has built up a pool of scholarly/capable mentor inside the bank. Despite invariable and capable tutors, speakers are drawn from operational side so active experience may be exchange and shared. Well past, speakers from Central Bank, capable planning foundations, schools, investigate affiliations and Govt. affiliations are also free to share points of view and experience. Senior and retired representatives are also routinely to update convincing of planning.

**Library of Jamuna Bank academy:**

The establishment has an OK arrangement of books, journals and magazines. The books are principally on subjects like banking, money related issues, accounting, the board and exhibiting, etc. As on December 31, 2008 the library had 5,653 books/titles. The books are given t the delegates commonly for one month.

***Chapter - 4***  
***Findings,***  
***Recommendations***  
***and Conclusions***

## 4.1 Findings of the Study

The discoveries of the examination are:

- Absence of right assessment during the preparation and improvement session.
- Absence of right assessment during the preparation and improvement session.
- The quantity of preparing and advancement session is masterminded not all the time. The executives isn't giving satisfactory significance to create representatives through trainings.
- Some of representatives have absence of fixation which is neglected by the mentors.
- Preparing and improvement programs isn't outfitted with the most recent specialized advancement.

## 4.2 Recommendations

Suggestions are drawn from the investigation and perceptions. Scarcely any recommendations are given as under:

- ❖ Jamuna Bank Limited ought to include progressively experienced mentor.
- ❖ A standard measures when each preparation program on level of information, aptitudes, mentalities and conduct will quantify its adequacy all the more precisely.
- ❖ Number of planning and headway session should be engineered more.
- ❖ The association needs to scrutinize its work-forces to recommend characterizations of getting ready which they thing is all the all the more obliging in accomplishing their abilities similarly as the legitimate targets.
- ❖ Motivation is one of the key standards for the agents to satisfy in the movement. If organization gives some motivation to laborers it will be progressively enthusiastic. To convince the specialist's organization should take thought of some genuine proposition given by the delegates. It will manufacture the motivation and finally it will restrict the action trading.



### 4.3 Conclusion

As a staff work, enrolling can be viewed as a critical human resource orchestrating altered planned to pull in the ensured work control required to meet future various leveled needs. Enlisting also gives a strategies for achieving legislative approach with respect to minorities in the public arena targets set by human resource coordinators and game plan marker. Enrolling also serves to dismantle in workers to astonishing occupation openings achieved by turnover and to new positions made by sudden solicitations for items and endeavors of an affiliation.

To separating the status of JBL applied in to be certain especially consistent and appropriate to develop the natural domains Human resources the board practice is particularly critical for every business affiliation. HR may be the most misconceived of each and every corporate division, and yet it's the most principal. The people who work in Human Resources are not only subject for contracting and ending.

To clear out the weakness of staff practices some incredible measures are required. In the segment the truth of the assessment were recorded. I have endeavored to point out the organization issue and weakness of the and interruption of bona fide work. I expected to manage the examination. I have endeavored my best to assemble each and every available datum and other information as for show Recruitment and Selection practices in Jamuna Bank Limited. As a matter of fact, my contribution with Human Resource Management isn't up to my craving as we considered in the Program of BBA in Human Resource Management of this University has given us speculative data and satisfaction of theoretical course, game plan of this report has helped the wide extent of our understanding in Human Resource Management.

***Part-III***  
***“Appended Part”***  
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