



## **Internship Report**

**On**

***“Training Process of Janata Bank Limited: A Study  
on Shyamoli Road Branch.*”**

### **Supervised By**

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**Date of Submission: 4 October 2020**

**LETTER OF TRANSMITTAL**

**4 October 2020**    **Date**

Associate Professor and Head  
Department of Business Administration  
Faculty of Business & Entrepreneurship  
Daffodil International University

**Subject: Submission of the Internship report *Training Process of Janata Bank Limited: A Study on Shyamoli Road Branch.***

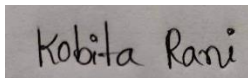
Dear Sir,

It is my great pleasure to submit my internship report on **Training Process of Janata Bank Limited: A Study on Shyamoli Road Branch.** As a part of the completion of the Bachelor degree at the Department of Business Administration, Daffodil International University, I have completed my internship at Janata Bank Limited. for a period of three months. I was placed there as an internee in Janata Bank Limited. From January 2 to March 20 at Shyamoli Road Branch. It has been an important experience. It helped me a lot understanding the intricacies of activities in a bank branch especially with regard to observe the ratio functions.

I have tried my best to accumulate information that I believe relevant and insightful. It was a great opportunity to apply some theoretical knowledge in the practical purpose. I have also tried to give some recommendations for the betterment of the banking service. I hope they will be worthwhile.

It will be my pleasure to clarify any matter regarding this report. Thank you for allowing me the opportunity to take the task and for your sincere guidance and cooperation.

Sincerely Yours



.....

Kobita Rani

ID: 152-11-4719

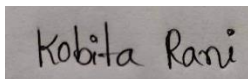
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**Declaration**

I, Kobita Rani hereby declare that the presented the internship Report on **Training Process of Janata Bank Limited: A Study on Shyamoli Road Branch** has been submitted in partial fulfillment of the requirements for the degree of Bachelor of Business Administration (BBA), Major in Human Resource Management, Kobita Rani ID: 152-11-4719. I also confirm that the report has been accepted and may be presented to the internship Defense Committee for evaluation. Any opinions, suggestions made in this are entirely that of the author of the report. The University does not condone nor reject any of these opinions or suggestions.



.....

Kobita Rani

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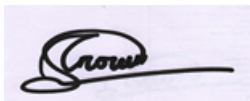
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**Certificate of Supervisor**

This is certified that Kobita Rani, ID # 152-11-4719, BBA (HRM), is a regular student of Department of Business Administration, Faculty of Business and Entrepreneurship, Daffodil International University. She has successfully completed her internship program at Janata Bank Limited and has prepared this internship under my direct supervision. Her assigned internship topic is **Training Process of Janata Bank Limited: A Study on Shyamoli Road Branch**. I think that the report is worthy of fulfilling the partial requirements of BBA program. I also declare that the study has been prepared for academic purposes only and this paper may not be used in actual market scenario.

I have gone through the report and found it a well written report. She has completed the report by herself. I wish her every success in life.



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**Gouranga Chandra Debnath, PhD**  
**Associate Professor and Head**  
**Department of Business Administration**  
**Faculty of Business & Entrepreneurship**  
**Daffodil International University**

**Acknowledgement**

At first, I would like to express my gratitude to the Almighty who has given me the opportunity to go through the process of internship report writing on analysis of training & development program of Janata Bank.

I would like to take the opportunity to express my gratitude to my internship supervisor **Gouranga Chandra Debnath, PhD, Associate Professor and Head** of DIU, whose direction, guidance and support helped me a lot to make this internship report.

My deepest appreciation and thanks go to my branch manager and Head of Branch Mohammad Ashiquzzaman Khan and Manager Operation of Murad Mahmud Shyamoli road branch of Janata Bank. I am really grateful to them for their support & help in compiling this report by giving me necessary information, advices, cooperation & guidance.

Moreover, it has been great pleasure for me to work in Janata Bank as an employee (Trainee assistant officer, cash). At last I must mention the wonderful working environment and group commitment of my colleagues of Janata Bank that has enabled me a lot of deals to do and observe the banking activities during my three months of working life in Janata Bank.

## **Executive Summary**

This is the report base on Janata Bank Limited about Training Process of Janata Bank LTD at present. As being totally new to managing an account area, this exploration report has upgraded my insight about HRM. Incidentally, they were all significant for my calling. Any corporate business world is especially forceful and the accomplishment in the restriction relies by and large upon the execution of everybody associated with it. Dealing with a record is a staggering region meld business. The Banking Industry is an organization masterminded industry which gives various organizations to its customers in various courses with the help of its HR. Thusly gainful and all around arranged HR can influence the aftereffect of the dealing with a record industry. So, a dealing with a record affiliation must rush to recognize the HR as in laborers and prepare and make them to get serious the keeping cash task honestly.

Getting ready and Development of the delegates are basic for a bank to run without any problem. This development can extraordinarily influence the economy of the country. So a bank like Janata Bank Limited should make them train and improvement workplaces to redesign the data and proficiency of the laborers. A genuine Human Resource Department with agreeable getting ready and improvement office can make Janata Bank Limited more gainful and make it the best bank in Bangladesh.

I found all through my investigation that larger part of the representatives doesn't have the foggiest idea about each kind of works of their branch. Since they don't find an on line of work preparing. Like a worker of general financial division don't have a clue about crafted by clearing office. So, Janata Bank Limited ought to give various kinds of preparing (Managerial preparing speedy client assistance's preparation English talking/perusing/composing preparing and so on.) instead of just customary financial trainings for their representatives.

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## **Chapter: 01**

# **Introduction**

## 1.0. Introduction

This internship is a part of the Bachelor of Business Administration (BBA) which provides the job experience to the students. This report is a short portrayal of my three months temporary job. It gave me reasonable information. The theoretical data and judicious getting ready is anything but a comparable thing. The target of section level position is to apply one's speculative data in helpful field. The impermanent position is an indispensable stage for anyone to get inclusion in a veritable workplace. Thusly brief employment is an even disapproved of use of data and achieving sober minded understanding by interfacing with oneself in different and undeniable piece of work. That is the explanation the section level position program is moreover fused into the instructive modules of the Bachelor of Business Administration in Daffodil International University, which is grasped in different relationship of the country. I have also completed my entrance level position program at Janata Bank Limited Human Resource Management (HRM) is another thought this is the mix of Human Resource, Accounting, Management, Financial Management and Economics. Before long a-days in Bangladesh dependably an enormous extent of cash and talented HRM are being made sure about by corporate to combine the capability or aptitudes of their workforce the nation over. Such huge usages are made with the hankering for future return along these lines of updated associations to be delivered by talented workers. As it were, relationship by contributing Human Resource Development obviously enlarge the association potential results epitomized in HR (or staff) association, in the supposition of completing things through individuals, is a central piece of each manager's duties yet different affiliations envision that its positive to set up a star division to give a power advantage focused on guaranteeing that the human asset work is performed proficiently.

## 1.1 Background of the Study

As the BBA degree requirements. I created this report "Training Process of Janata Bank LTD ". My internship supervisor Gouranga Chandra Debnath, PhD, Associate Professor and Head of Daffodil International University, gave me this matter to prepare my internship report.

This report will help me for finding out about the preparation procedure of Janata Bank Ltd. This examination will likewise help the expert of Janata Bank to discover the real activity of its Credit Management framework and furthermore to get a thought regarding how they should offer better administrations contrasted with different banks. Of Janata Bank will likewise have the capacity to realize how far Customers are happy with their administrations

## 1.2 Objectives of the Study

### **Broad Objective:**

The general objective of this report is to explore the overall training and development processes of Janata Bank Ltd.

### **Specific Objectives:**

- To explore the methods of Training conducted by Janata Bank Limited.
- To investigate Janata Bank Limited's training and development process.
- To analyse the training and development system followed by Janata Bank Limited
- To Find out the problems of training and development of Janata Bank Limited
- To suggest some suggestions to overcome the problem detected.

## 1.3 Methodology of the study

This report depends on the encounters gathered amid the temporary job of Janata Bank Limited. Both basic and discretionary data are used to make reports. The fundamental information assembled from Janata Bank Limited isn't used in any essential request paper. Beside working with different divisions, various fundamental information is accumulated in meet with the staff of that office.

### 1.4 Primary source:

Information has been collected

- ✓ Mainly through a survey on questionnaire.
- ✓ The Company's training manual.

### 1.5 Secondary source:

Information has been collected from-

- ✓ Various study reports.
- ✓ Web site of this company

## **1.6 Scope of the Study:**

The report will essentially zero in based on the means taken by "Janata Bank Limited" for its Human Resource Development. It will likewise zero in on their representative impression of the association and furthermore the preparation cycle of this association. Subsequent to considering that entire report anybody can learn and get comprehend about "The Janata Bank Limited" Training cycle and how they can help further their representative improvement site of the organization.

## **1.7 Limitation of the Study:**

The report will generally fixate on the reason of the methods taken by "Janata Bank Limited" for its Human Resource Development. It will in like manner community on their specialist perspective on the affiliation and moreover the readiness technique of this affiliation. In the wake of concentrate that whole report anyone can learn and get grasp about "The Janata Bank Ltd." Training strategy and how they can help further their specialist improvement. Site of the association. HR Division is the most shrouded office for any association. Here, as an assistant, I have been permitted to get restricted data for any examination. I'm not permitted to get exceptionally classified data. So in my report I took in the data from my work.

The main obstacles to preparing this report are:

- Modern absence of sufficient genuine learning about present day HRM practice
- The forward data in the field isn't distributed for my situation.
- It is hard to gather data of occupied individuals, it is hard to gather.
- Coordinated gives enough reports as important to a far-reaching study.
- Policy organizations' protection arrangements ought not to be revealed for some reasons.
- Resources are constrained to the restricted staff of just HR strategy.

**Chapter: 02**

**Organizational Profile**

## **2.0. Company**

" Janata Bank " suggests the financial association which oversees money trade in different manners. Thusly, banks are advantage obtaining sources. Banks accumulate stores at the most negligible possible cost and give advances and advances at higher cost. The keeping cash world has been encountering speedy and focal changes. The speed of these movements has been kept up even after the overall cash related unsettling influence experienced in the midst of the past couple of years. Along these lines, it is a lot of apparent that there is a basic necessity for better and qualified organization with arranged staff in the dynamic overall cash related market. Bangladesh is no unique instance of this example. The power of the dealing with a record division brings in our cash related portion vulnerable and meanwhile it includes the criticalness of the benefit actuation and financial turn of events. The activity of the setting aside cash division in speeding up advancement is unexpected. In Bangladesh the dealing with a record part has experienced an undertaking where the region has experienced a couple of good and awful occasions. Changes measures have been grasped attempting to improve the fundamental necessities of the division. Bank guidance is a preparation centered preparing and Banking Sector in Bangladesh.

## **2.1. Company History**

Janata Bank Limited was created in 1995 with a fantasy and a dream to end up a pioneer managing a record relationship of the nation and contribute essentially to the progression of the public economy. The Bank was created by driving business characters and mainstream industrialists of the nation with stakes in different fragments of the public economy. The occupant Chairman of the Bank is Mr Alamgir Kabir, FCA, an expert Chartered Accountant. Janata Bank southis constrained by a social affair of productive pros. They make and make a zone of trust and solicitation that stimulates and persuades everybody in the Bank to work together for accomplishing the destinations of the Bank. The way of life of keeping up sensible workplace in the Bank has also empowered the staff individuals to benchmarks themselves better against association needs. An assurance to quality and brightness in association is the sign of their character.

## 2.2. Vision, mission & core values

### **Vision:-**

Staying as a primary dealing with a record foundation in Bangladesh and contributing on a very basic level to the public economy

### **Mission:**

Janata Bank Limited Mission as pursues:

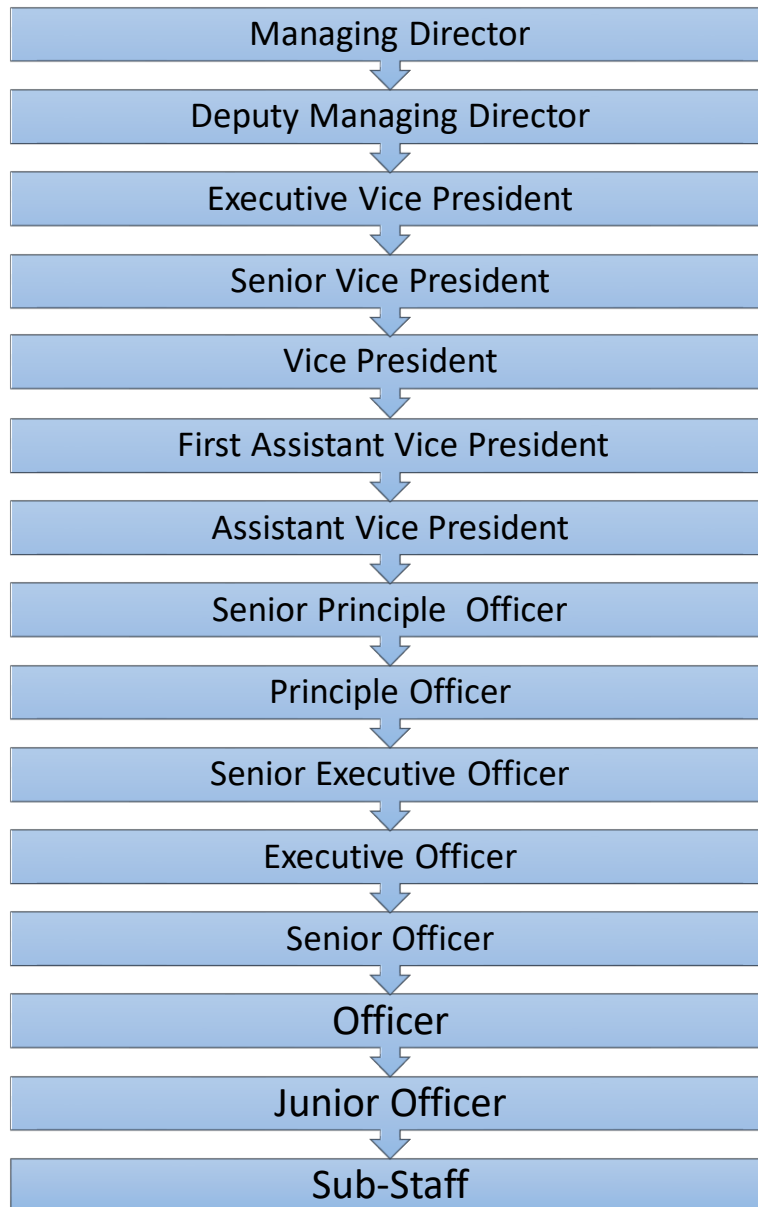
Business missions are the foundation of necessities and frameworks which truly help the business vision to change into a reality.

- High quality cash related organizations with latest development
- Fast and exact customer advantage
- Balance advancement techniques
- High quality business ethics
- Fixed back on speculator's worth
- Innovative setting aside cash at a forceful expense
- Deep guarantee to society and advancement of the public economy
- Attraction and quality keep up HR

### **Objective of the organization**

The basic objective of make this report is too agreeable the Janata Bank Limited and to fulfill the essential for the realization of BBA program and furthermore to observe& assume in the Acknowledgment system &Risk Management of Janata Bank and its organizations. To gather learning on dealing with a record adventures assignment in helpful field.

**Management Organogram of JBL**





**Chapter: 03**

**Literature Review**

### **3.1 Training and Development:-**

#### **Training: -**

Getting ready is a program that urges laborers to learn specific data, for doing the movement feasibly, ably and emotionally. Getting ready is unquestionably not a consistent methodology yet it is arranged at intermittent between times with the ultimate objective to keep laborer aptitude limits at a most extraordinary measurement. Basically planning is given by the authorities or specialists in that related field or business.

**Purpose of Training:** - Planning is required at each period of work for every person at work. Planning prompts extended operational productivity and extended association advantage. With the ultimate objective to keep one-self invigorated with brisk developing advances, thoughts, characteristics and condition getting ready accept a fundamental activity. Thusly, getting ready designers are moreover fundamental in any relationship for upgrading the idea of work of the delegates at all measurements. Besides, planning gives laborers a more broad care, an expanded inclination base and that prompts developed mindfulness.

**Training Types:** - There are various types of planning can be engineered delegates of any association, for instance, - presentation getting ready, consistence getting ready, security planning, restricted time getting ready, help planning, impermanent position getting ready, organization planning, fragile inclination planning, specific planning, capable planning, genuine getting ready, Managerial Training, etc. Regardless, these trainings normally depend upon such an affiliation, the availability of the proportion of benefits for getting ready and the need of that groundwork for the association

**Methods of Training:** - Fundamentally two sorts of procedures for getting ready are used to adjust the laborers to new occupation or to new post inside any association. The methodologies are: - Off the movement getting ready and at work planning.

**Training Evaluation:** Getting ready appraisal is a consistent and precise strategy of assessing the assessment of the readiness program course, development or event. The rule inspiration driving the appraisal is to evaluate sufficiency of getting ready program course related to the plan and utilization of that arrangement. Through part reaction, part social change/execution, data trade, part learning, Organizational impact, and course realization of report from the individuals.

## **Development: -**

Improvement is a structure, which is more broad, and spotlights on representatives' care and future through, reformist aptitudes, information, and cutoff points rather than an incite work. For the most part, movement infers those learning openings, proposed to engage experts to make. It isn't on a fundamental level limit organized. Or then again perhaps, it gives general learning and points of view which will be useful to delegates in higher positions. Attempts towards, upgrade as frequently as conceivable rely on singular drive and longing. Movement turns out to be, for example, those given by association formative, programming engineers, are in general deliberate.

**Purpose of development:** - The leader's headway attempts to upgrade, regulatory execution, by giving picking up, changing attitudes and extending aptitudes. The genuine objective, of headway is authoritative suitability, through a masterminded and a cognizant method of learning. This obliges masterminded, improvement, to meet the future various leveled necessities.

## **Impact of Training and Development**

To influence the assessment following poverty stricken and self-administering components, are appeared in the theoretical, structure. The availability and improvement is the autonomous variable and different leveled, execution is the needy variable. These two parts have been seen the relationship between these factors is to see the effect of Training and progress, on the complete outcome. The theoretical edge work can in like way be seen from the going with diagram. Components, and to finish the outcomes on the initiate, of optional and key information. By a long shot the vast majority of the outcomes, incorporate optional information.

## **3.2 Steps of Training and Development process**

The status and progress measure is a key method gone for overhauling the execution and outcomes of people and social events inside the business. There are two or three periods of preparing and upgrade measure

## **Identify the Need**

Your operators have varying necessities. Regardless of whether those necessities are individual or as a particular gathering inside the affiliation, you should isolate those essentials as of now you structure a game plan or improvement program.

## **Plan the Training and Development Process**

At the point when you perceive the need, you'll pick which data you plan on passing on. In the event that you beginning at now have clear business and definitive objectives set up, utilize this data to empower create to your program. Affirmation your objectives line up with the status and progress measure.

## **Implementing the Training and Development Plan**

Having an extraordinary getting ready and progression measure on paper is a start. Nonetheless, it's the methods by which you pass on the information that issues. Dependent upon such a business, this strategy may happen in-house, on the web or off-site page at a corporate headquarters.

## **Track the Progress**

A convincing planning and headway program reliably incorporates advancement. Start following an agent when they finish the fundamental planning and improvement program.

### **3.3 Training Needs Analysis (TNA): -**

It distinguishes the system of assessing the current aptitudes of a worker and the hole between the current capacity and the capacity to work. TNA additionally assists with recognizing the significance of the particular abilities of those workers who need preparing for accomplishing business destinations and aptitudes. There are numerous approaches to oversee TNA, execution appraisals, tests, interviews, client criticism, perception, overviews, and so forth. It is consistently useful to utilize different techniques for broad assessment of preparing for work.

#### **Techniques for Training and Development**

Innovation Based Learning

Regular techniques for learning through innovation include:

- Basic PC-based, programs

- Interactive mixed media - utilizing a PC-based CD-ROM
- Interactive video - utilizing a PC related to a VCR
- Web-based preparing programs

### **Simulators**

Test frameworks, are used to duplicate honest to goodness work experiences. Most test frameworks are amazingly expensive at any rate for explicit occupations, for example, seeing how to fly a 747, they are urgent. Space travelers in addition train, test structures to reflect the bothers and little scope gravity experienced on a space mission..

### **On-The-Job Training**

Hopping explicitly into work from, the straightforward first moment can all over be the most ideal kind of preparing.

Here are a few models of at work preparing:

- Read the manual - some degree exhausting, yet focused strategy for getting information of around an undertaking.
- A mix of perception, brightening, and practice.
- Trainers experience the, course of action of working obligations to, clarify responsibilities and answer questions.
- Use the intranet, so understudies can post questions concerning their occupations and specialists inside the affiliation can answer them.

### **Coaching/Mentoring**

Teaching awards delegates, to get setting one up on-one from a refined gifted. This for the most part occurs, after another more proper cycle has struck make what understudies have really comprehends it

Here are three perspectives of getting ready/tutoring:

- Hire proficient mentors for managers (see our HR.com article on Understanding Executive Coaching)
- Set up a formal educating program among senior and junior managers
- Implement less conventional preparing/training to, strengthen the more experienced agents to direct the less experienced.

## **Role Playing**

Imagining licenses administrators, to continue with issues that could occur in the workplace. Key aptitudes now and again came to upon are arranging and participation. An occupation, play could occur between, two people copying an, issue that could make in the workplace. This could occur with a social gathering of people split into sets, or whereby two people imagine before the study hall.

## **3.4 Methods of Evaluating Training Program**

### **Satisfaction and Participant reaction**

Fulfillment, examination is the most basic measure for, evaluating the achievement pace of any preparation. For the explanation, the mentor, typically, goes out a review, around the total of the course to test the response of the people.

### **Knowledge Acquisition**

Picking up, acquiring is the subsequent measurement, of the readiness appraisal and incorporates the assessment as the association of the planning, course to watch that how social, Application

### **Behavioral Application**

The third strategy, of examination manages the social use of their starting late obtained limits. It likewise joins watching the changing practices as the limits and information are related with the tasks. Regardless of the way that the, guideline method, of arranging assessment, fulfillment assessment, is adequate in the vast majority of the cases, yet at whatever point the strategy, of direct application is required a lot.

### **Measuring the Business Improvement**

The crucial, focal point of basically the entirety of the affiliations planning the instructional classes is to make an express business improvement. Consequently, it proposes, that we can survey the achievement estimation of an availability program by the improvement, made in that express field people have gotten from the instructional class.

### **Return on Investment (ROI)**

The last part, of our quick overview of preparing examination strategies, is identified with the assessment of pace of return. It manages the, game plan with respect to expenses and returns. Costs like those of the course cost, office charge, staff association and their wages, time utilized for, the status the people,

**Chapter: 04**

**Training and Development Practices of Janata Bank Limited**

#### 4.1 Training and Development process:

### **At work preparing and off the activity preparing Advancement process:**

#### **Successful Training Procedure:**

- ✓  Develop vital preparing spending plan to help hierarchical destinations.
- ✓  Manage the need examination measure.
- ✓  Manage the plan of preparing program.
- ✓  Deal with instructional plan difficulties.
- ✓  Select the best sellers and specialists.
- ✓  Assess the center skills of your staff.
- ✓  Apply a competency – based recruiting approach.
- ✓  Manage the course assessment measure.
- ✓  Manage the conveyance of preparing programs.
- ✓  Select the most proper preparing procedures.
- ✓  Write statement of purpose for the preparation work.
- ✓  Highly viable preparing group.
- ✓  Create key and operational preparing plans

#### **Methods of Training:**

There are various procedures for getting ready, which can be isolated in to mental and social methods. Mentors need to understand the favorable circumstances and weaknesses of each technique, furthermore its impact on understudies recalling their experience and aptitudes before giving planning. The various procedures that go under mental approach are:

**LECTURE- A method training:** It is maybe the most settled strategy for planning. This methodology is used to make appreciation of a subject or to affect lead, points of view through talk. A discussion can be in printed or oral structure. Talk is illuminating someone with respect to something

**Demonstration training method:** It is presumably the most prepared procedure for planning. This technique is used to make appreciation of a point or to affect direct, mindsets



through talk. A discussion can be in printed or oral structure. Talk is teaching someone with respect to something.

**Discussion training method:** This strategy uses a discussion to give the understudies setting that is maintained, clarified, explain, or created through affiliations both among the students and between the mentor and the understudies. The discussion strategy includes a two-way stream of correspondence for instance data as talk is bestowed to understudies, and a while later comprehension is given back through students to tutor

**Development:** corporate planning and improvement works out, which have as their middle rule to gather fundamental capacities for laborers, boss headway expect a phenomenal capacity for the affiliation. Unquestionably some pioneer progression is immediate for building imperative capacities, yet boss improvement is in like manner used to evaluate future potential, future heads similarly as a segment for the CEO and the central gathering to course their techniques, targets, and even segments of the lifestyle to the rest of the administrative group and over the long haul the affiliation. In the best of cases, pioneer headway not simply empowers a relationship to execute its key approaches, it can in like manner help contribute with commitment to the strategy creation measure

### **4.2 Benefits of training and development:**

**Alliance Culture and Climate** – Training and Development makes sound and solid workplace inside the relationship as it shows the agents the association blueprint.

**Nature of Work** – taking into account appropriate preparing and progress program the working thought of the representatives improves and the stirs wound up being smooth for the specialists.

**Progress of limits of agents** – Training and improvement helps in developing the part of capacity of the workers moreover speed up the work.

**Most preposterous Utilization of Human Resources** – Because of giving the plan and progress the human asset of the alliance can be truly used.

**Progress of Human Resources** – Training and Development gives a chance and wide structure for the improvement of HR's particular and social limits in an association.

## **Preparing technique:**

### **At work preparing:**

- Mentoring
- Job Rotation
- Job Instruction Techniques
- Coaching

## **Off the activity preparing:**

- Orientation Training
- Training on Corporate Culture
- Product and Service Training
- Training on Different Software's

### **At work training:**

- ✓ Job Instruction Techniques: Janata Bank Limited Instruction is an orderly strategy guaranteeing that the representative can play out the activity assignments effectively, securely, and reliably. The two of them can play out the activity movements and comprehend for what reason doing them that way is significant.
- ✓ Mentoring: Janata Bank Limited point ought to consistently be to empower the mentee to build up their own abilities, systems and capacity so they are empowered to handle the following obstacle all the more successfully with or without the guide's quality.
- ✓ Job Rotation: Job revolution is viewed as an approach to rouse key representatives, expand their ranges of abilities and, generally significant, clutch them. "It assists workers with spreading their wings and broaden their limits" and, she says, it assists businesses with drawing in and persuade their staff.
- ✓ Coaching: This includes either upgrading current aptitudes or obtaining new abilities. Once the coacher or mentor effectively secures the abilities, the mentor is not, at this point required. Tutoring is advancement driven. Its motivation is to build up the individual for the present place of employment, yet additionally for what's to come.

## **4.3 Off the activity preparing:**

**Orientation Training:** Orientation providing Janata Bank new employees with basic information about the employer. Training programs are used to ensure that the new employee has the basic knowledge required to perform the job satisfactorily.

**Training on Corporate Culture:** Janata Bank Corporate culture refers to the beliefs and behaviors that determine how a company's employees and management interact and handle outside business transactions.

**Product and Service Training:** Product knowledge is the most important tool for closing sales. It instills faith, trust, and respect in the customer, which creates a positive customer experience.

**Training on Different Software's:** Janata Bank basically use two different types of software called TTM and IST.

**Current Scenario**

**Meeting** – Janata Bank Limited Study collecting through talking agents and workforce related with the mediations, association and various activities.

**Field visits** – Janata Bank Limited Visit to the field level activities to delivered pivotal information and improved the assessment.

**Discourse** – Janata Bank Discussion with the staffs and other related individuals to made benchmark information for the examination as an including gadget and besides basic rules from the endeavor boss.

**TIME TABLE**

Meeting	Field visits	Dialog
SUNDAY	SATURDAY	MONDAY
MONDAY	SUNDAY	TUESDAY
TUESDAY	MONDAY	-----

**Chapter: 05**

**Findings, Recommendations & Conclusion**

## **5.1 Findings:**

- ✓ The employees of Janata Bank only get the traditional banking training. The other training like Managerial training, quick customers service training English speaking/reading/writing training etc. are absent.
  
- ✓ I found throughout my analysis that majority of the employees don't know every type of works of their branch. Because they don't get an on-job training. Like an employee of general banking department don't know the work of clearing department
  
- ✓ Employees believes that the training at outside the institution are very helpful than the in-house training.
  
- ✓ Throughout my analysis I found that employees think they will be able to apply their knowledge that they have learned from the training in their work if they get proper training after a certain period.
  
- ✓ Sometimes Janata Bank Limited provide same types of training for different types of post. But we know the job responsibilities vary from different post to post.
  
- ✓ All the employees think that overall training quality of the training was good, but they expect to the trainings to be better.

## **5.2 Recommendations**

- ✓ Janata Bank Limited should provide different types of training (Managerial training quick customer's service training English speaking/reading/writing training etc.) rather than only traditional banking trainings for their employees.
- ✓ Janata Bank should arrange on the job training rather than off the job training.
- ✓ Janata Bank Limited also needs to hire more skillful trainer to drive the training.
- ✓ Training time need to be expanded for some specific training.
- ✓ HR department of Janata Bank Limited should take ideas regarding the training session from the employees based on their experiences.
- ✓ The HR department of Janata Bank Limited Should find out the reason behind the employees thinking that outside institution trainings are more useful than in house trainings.

## **5.3 Conclusion**

Banks are significantly engaged in Bangladesh. The accomplishment of one bank depends upon the better organization from the merchants to customers. Successful getting ready can develop incredibly arranged financial specialists in the banks, who can function admirably for the customer and can achieve purchaser steadfastness for the relationship, by an authentic planning measure delegates ended up being more beneficial and can contribute well in the relationship in each work. Particularly composed and supportive planning can ensure advantage by the laborers for the affiliation. So this is the right an ideal opportunity for the HR divisions of Bangladeshi setting aside cash parts to start convincing getting ready projects for the laborers by completing feasible Human Resource Management.

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