



**Internship Report  
On  
Training and Development practice of Islami Bank  
Bangladesh Ltd**



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## **Letter of Transmittal**

1<sup>st</sup> January, 2020

To

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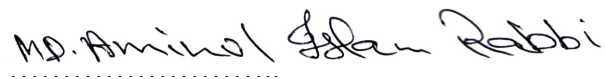
Daffodil International University

Subject: Submission of Internship Report on **“Training and Development Practices of Islami Bank of Bangladesh Limited”**

**Dear Madam,**

I am happy to say my internship report on **“Training and Development Practices of Islami Bank of Bangladesh Limited”** which could be a part of BBA program course of think about. It may be great experience to work under your supervision. I would like to thank you for the directing given me to complete my internship report. I would truly thankful on the chance of that you give me along with your supervision and sees with respect to the report, I would gladly answer your requires. Thank you again for your support.

Yours Sincerely



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## **Declaration**

This is Md. Aminul Islam Rabbi this line declares that the Internship report on “Training and Development practices on Islami Bank Bangladesh Limited” is freely arranged by me after completing 15 days training at IBTRA Mohammadpur, babor road and 45 days in nikonja branch Dhaka. Nothing of this report is duplicated and no information is illegal and privet about Islami Bank Bangladesh Ltd.


I might want to declare that the report is prepared exclusively for academic explanation for and not for other explanation.

*Md. Aminul Islam Rabbi*

Md. Aminul Islam Rabbi  
Program: BBA  
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## **Certificate of Approval**

This is to certify that Md. Aminul Islam Rabbi, bearing ID No: 162-11-1040, Department of Business administration, Daffodil International University is successfully completed his Internship program on Training and Development Practices of Islami Bank of Bangladesh Limited” under my supervision .He has submitted this internship report for the purpose of acquire degree of Bachelor of Business Administration (BBA),major in Human Resource Management From Daffodil International university (DIU).



01.01.2020

.....

Khadiza Rahman Tanchi  
Assistant Professor  
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## **Acknowledgements**

I might want to thank my noteworthy thankfulness to the sum total of what who have been instrumental inside the preparation of this entry level position report thankful to all incredible allpowerful for completed the report inside the present time.

I'm committed to people for their caring proposal and might want to thank MR Kazi Jahangir Alom sir for the warm welcome to their branch. It is my joy to them and my grateful thankfulness goes to Islamic bank of Bangladesh preparing and inquire about focus (IBTRA) authority for in regards to me their capacity, and giving me data pretty much about entry level position program. I might want to gratefulness to my manager for the inspiration, kind principles, and significant suggestion about entry level position period to set up this report.

I might want to thank all the decent educators of Daffodil International University for their important help and appropriate counsel during my investigation. At last I might want to thank my honorable supervisor Khadiza Rahman Tanchi to help me to finish my internship report.

## **Executive Summery**

Islami bank Bangladesh Ltd is one of the best privet banks in Bangladesh. They have 374 branches all over the country. It was built up on 30 march 1983 as a primary Islamic bank in the south East Asia. It's recorded with Dhaka stock exchange. This bank approved capital is 20,000 million. The main object of this report is to training and development process that followed by IBBL and conduct training need analysis and method of training and development of IBBL. Islami bank Bangladesh is a different kind of conventional bank. So they have their own training and development center IBTRA. Trainee gets the all-important information of behaviors that are basic for effective work. IBBL offers 15days training at IBTRA and 45 days training in branch. Human Resource Development practices point at advantage the bank crucial.

The principles and working procedures of Islamic Banks are completely new and different from the conventional banks. There is an inevitable need for training of the employees of the banks to orient and attune them to the new system of Islamic banking

One of IBBL Ltd Four significant crucial to: supply to their customers with great help of certain blessings, inventive movement and aggressive edge make their position exceptional in given quality advantage to all branch and customers that they care for. Their position is exceptional in given quality advantage to all branch and customers that they care for. They have given what internee need to learn in this internship period they have given thought about HR Division also.

Islami bank Bangladesh ltd has some of findings that in the training session they try to put the entire intern student in the same room, it is about 150 to 200 people and they don't provide computer and other electronic device. So the recommendations are the authority should arrange more rooms for their internees during their training session. IBBL should provide necessary equipment's, computers and other technical support to make the training more effective.

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# **CHAPTER-1**

## **INTRODUCTION**

## **1.1 Introduction**

It is uncommonly fundamental that all BBA understudies to glance in any association for their most recent three months internship to get all data, and following three months he/she needs to finish entry internship report. The report is the consequence of temporary job prescribed by the chief. The point of the internship position report is "Training and Development practice of Islamic Bank Of Bangladesh Ltd." And I have finished my three months internship on Islamic Bank Of Bangladesh Ltd in Nikunja-Branch, Dhaka.

## **1.2 Objectives of the Study**

### **Broad Objective:**

The main objective of this report is to explore the overall training and development practices of IBBL ltd

### **Specific Objectives:**

1. To examine the training and development process that is followed by IBBL Ltd.
2. To investigate how IBBL conduct Training Need Analysis in their organization
3. To explore the methods of training and development of IBBL Ltd
4. To identify the training institutes and training schedules of IBBL Ltd.
5. To find out some problems regarding training and development practices of IBBL Ltd
6. To recommend some possible solution to enhance the training and development process of IBBL Ltd.

## **1.3 Methodology**

Methodology means the methods, problems and collects the data. The report mainly prepared based on primary data. Face to face interviews are the main source of the collected data. The sources are;

### **a) Primary Data**

Face to confront discussion with the officers, Practical observation, Face to confront discussion with the customers.

### **b) Secondary Data**

Yearly Reports and other materials, Site of the Bank, Periodical articulation of the bank brochures, booklets etc.

## **1.4 Limitation of the study**

It was an awesome opportunity for me to know the managing an account exercises of Bangladesh particularly IBBL Ltd. A few limitations are as follows:

- One of the major confinements is the deficiency of internship period. Since three month isn't sufficient to know everything of the bank, so this report does not contain all the range of IBBL.
- The head-office always remains busy as it has to deal with walk in customers from 10 am to 6pm, therefore the officers are in a rush and get occupied with their own work as a result had very few chances to talk to them properly.
- For the first time, since I was conducting the whole study alone so lack of experience is one of the factor that constituted the limitation of the study.

# **CHEPTER -2**

## **COMPANY PROFILE**

## **2.1IBBL at a glance**

Islamic Bank Bangladesh Limited is a Joint Venture Public Limited Company occupied with business banking business dependent on Islamic Shari'ah with 63.09% remote shareholding having biggest branch arrange ( all out 374 Branches) among the private area Banks in Bangladesh. It was built up on the thirteenth March 1983 as the primary Islamic Bank in the South East Asia. It is recorded with Dhaka Stock Exchange Ltd. furthermore, Chittagong Stock Exchange Ltd. Approved Capital of the Bank is Tk. 20,000 million and Paid-up Capital is Tk. 16,099.91 million having 33,686 investors as on 31st December 2018.

## **2.2Strategic**

To set up Islamic Banking through the presentation of a welfare arranged financial framework and furthermore guarantee value and equity in the field of every monetary movement, accomplish adjusted development and impartial improvement in through expanded venture tasks especially in the need divisions and least created zones of the nation. To energize financial upliftment and money related administrations to the misfortune pay network especially in the country regions.

## **2.3Vision**

Our vision is to consistently endeavor to accomplish prevalent money related execution, be viewed as a main Islamic Bank by notoriety and execution.

We will likely set up and keep up the cutting edge banking strategies, to guarantee adequacy and improvement of the monetary framework dependent on Islamic standards and to turn into the solid and proficient association with exceptionally energetic expert, working to support individuals, in light of responsibility, straightforwardness and uprightness so as to guarantee solidness of money related frameworks. We will attempt to empower reserve funds as immediate venture. We will likewise attempt to support speculation especially in ventures which are bound to prompt higher work.

## **2.4 Key Objectives**

- To guarantee clients' fulfillment.
- To guarantee welfare arranged banking.
- To build up a lot of administrative progression and receiving mechanical changes to guarantee effective improvement of an Islamic Bank as a stable money related foundation.
- To organize the customers welfare.
- To develop as a more advantageous and more grounded bank at the highest point of the financial division and proceed with stable situations in appraisals, in view of the volume of value resources.
- To guarantee enhancement by Sector, Size, Economic reason and geological area astute Investment and development need based Retail and SME/Women business visionary financing.
- To put resources into the push and need areas of the economy.
- To endeavor hard to turn into a business of decision and sustaining and creating ability in an exhibition driven culture.
- To pay more significance in HR just as money related capital.
- To guarantee rewarding profession way, alluring offices and amazing workplace.
- To guarantee zero resistance on carelessness in consistence issues both sharia'h and administrative issues.
- To prepare and create HR ceaselessly and give sufficient coordination's to fulfill clients' need.
- To be phenomenal in serving the reason for least created network and zone.
- To persuade colleagues to take the responsibility for work.
- To guarantee improvement of dedicated and fulfilled HR.
- To energize sound and professional dynamic group of people yet to come.
- To accomplish worldwide standard.
- To fortify corporate culture.
- To guarantee Corporate Social Responsibilities (CSR) through all exercises.

- To advance utilizing sunlight based vitality and green financial culture and biological adjusting.

## **2.4 Core Values**

- Trust in Almighty Allah
- Strict observance of Islamic Shari'ah
- Highest standard of Honesty, Integrity & Morale
- Welfare Banking
- Equity and Justice
- Environmental Consciousness
- Personalized Service
- Adoption of Changed Technology
- Proper Delegation, Transparency & Accountability

## **2.5 Commitments**

- To Shariah
- To the Regulators
- To the Shareholders
- To the Community
- To the Customers
- To the Employees
- To other stakeholders
- To Environment

**CHAPTER-3**  
**LITERATURE REVIEW**



### **3.1 Training and development concept**

#### **Training:**

Training more often than not includes instructive or motivation exercise outlined to concept info, ability, of the person level. Training essentially alludes to an arranged exertion by company encourage responsibility. Learning of job related concept of the organization. The organization incorporates information of behaviors that are basic for effective work execution.

#### **Development:**

Development could be prepare by which the workers their attitude, behaviors, activities, and other capacities with nonstop training of learning and development, that required to perform in organization viable and easy. A truthful advancement prepare conveys fitting alter in person behavior, state of mind and movement specifically related to the company objectives comes about organization. Development refers to teaching managers and professionals the skill needed for both present and future jobs.

### **3.2 Objective of Training & Development**

Needs bring about preparing and advancement objective, which should express the ideal conduct and the condition under which it is to happen. These expressed goals at that point become models against which singular execution and the program can estimated.

For instance, the goal for aircraft reservationists may be states as pursues:

- Provide flight data to bring in clients inside thirty second.
- Complete a one-city full circle reservation quickly after the sum total of what data has been gotten from the client.

Explicit, quantifiable, time – directed targets like those recorded above for a preservationist give the mentor and the learner explicit objectives that can be utilized to assess their prosperity .If the goal are not met, disappointment gives the HR division input on the program and the members.

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

Most representatives have a couple of lack in their workplace. A preparation program licenses to fortify most aptitudes that every agent should make progress. An improvement program carries all workers to the following level so they all have same capacity and information.

- Keep up with industry changes,
- Stay in contact with all new thought of the improvement of the organization.
- Be ready to see deficiency and capacities holes.
- Main time data and aptitude
- Provide a spurring power to learn
- Advance delegate skills
- Increase work level
- Provide inward headway openings
- Attract present day ability.

### 3.4 Step of training and development

#### **The Five-Steps of Training and Development:**

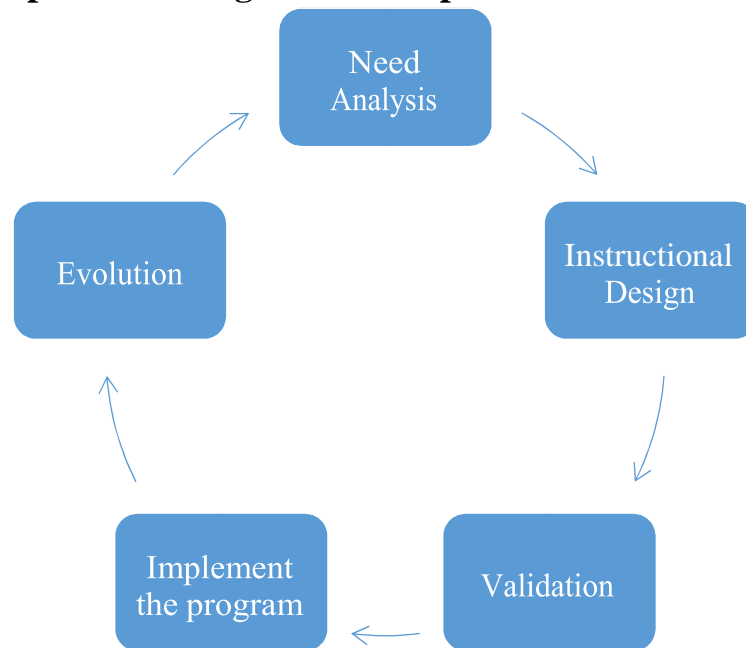


Figure 3.4: the five steps of training and development

- **Need investigation** Need examination is the essential advance of the planning handle. It known the specific work execution capacities required, gets to the pre-arranged coach aptitudes and makes specific quantifiable data and objectives based.
- **Validation**-approval is the third alternative wherein the slack are socked out of the getting ready program by acquaintance it with a little specialist crowd.
- **Evaluation**-Fifth is an appraisal step in which assesses of the program triumph of free.
- **Implement the program**-The Fourth means to execute the program by truly setting up the concentrated on working gathering program

### **3.5 Training need analysis**

A Training Needs Analysis (TNA) is utilized to survey an association's preparation needs. The foundation of the TNA is the whole examination. This is an appraisal of the hole between the information, aptitudes and mentalities that the individuals in the association as of now have and the information, abilities and frames of mind that they require to meet the association's targets.

The preparation needs appraisal is best directed in advance, before preparing arrangements are planned, structured and conveyed. The yield of the necessities examination will be a record that determines why, what, who, when, where and how. All the more explicitly, the archive should respond to these inquiries:

- Why do individuals need the preparation?
- What abilities need granting?
- Who needs the preparation?
- When will they need the new aptitudes?
- Where the preparation might be directed? Furthermore,
- How may the new aptitudes be conferred?

There are such a large number of ways for leading a Training Needs Analysis, contingent upon your circumstance. One size doesn't fit all. Is the motivation behind the requirements appraisal to?

- lead in to a plan of a particular reason improvement activity (e.g., client protest decrease)
- enable the plan of the association's preparation schedule
- identify preparing and improvement needs of individual staff during the presentation evaluation cycle And so on, etc.

In explaining the reason for the TNA, think about the extent of the TNA. Is it to decide preparing needs?

- At the association level?
- At the task level for a particular venture? or then again
- At the office level for explicit workers?
- Who will lead the TNA?
- How the TNA will be led, and
- What information sources will be utilized?

### **3.6 Methods of training and development**

There is an alternate system of preparing and improvement into psychological and Behavioral procedures. Mentors get the cons of every system its impact on getting the hang of keeping their establishment and mind some time as of late giving preparing and improvement.

**Psychological systems:** This methodology is a greater amount of giving mentor Planning to the student. This systems underneath intellectual way to deal with so that something to pointing and advancement. Or on the other hand verbal information associations among ideas, and so forth these methodologies are comparative with changes data. The various methodologies that come underneath the subjective procedures are

- One the activity preparing,
- Apprenticeship preparing
- Information learning
- Job guidance preparing
- Lectures
- Audiovisual based preparing
- Simulated preparing

Conduct Strategies: This system is additionally offering centered to the students. The various systems underneath approach grant the student to conduct. These methodologies are extraordinary used for advancement. The diverse that come social methodology are,

- Games and recreation
- Behavior and demonstrating
- Business games
- Case contemplates

### **Hands on preparing**

Occupation revolution: Islami bank Bangladesh constrained representatives move the different situation in the Association in exertion as far as anyone is concerned, expertise, capacity, work action, individual capacity. Colleague to position: worker at Islami Bank Bangladesh restricted with once in a while work under fruitful chiefs frequently in various divisions of bank. Advisory group task: task one sort of home work committee task can permit Worker offer and basic leadership and examine organization issue.

### **Hands on preparing:**

- Job turn
- Case turn
- Coaching
- Action learning

### **Off the activity preparing**

Talk course and class: the islami bank Bangladesh restricted orchestrates preparing for worker its very own preparation association. The mentors use talk and course train the more viable for Representatives.

### **Off the Job organization Preparing Development:**

- The case considering reality.
- Management games
- Outside classes
- University related projects.
- Role playing

**CHAPTER-4**  
**TRAINING AND DEVELOPMENT**  
**PROCESS OF IBBL**



## **4.1 Current Scenario of Training and Development of IBBL**

The principles and working procedures of Islamic Banks are completely new and different from the conventional banks. There is an inevitable need for training of the employees of the banks to orient and attune them to the new system of Islamic banking. To cater to this need, Islamic Bank Training and Research Academy (IBTRA) were established in 1984, soon after the inception of the Islamic Bank Bangladesh Limited (IBBL). The activities of IBTRA cover both training and research on various aspects of Islamic banking. The Academy developed a rich library of its own with a treasure of valuable books on different

## **4.2 Training and development at IBBL**

Human Resource Development practices point at advantage the bank crucial. One of IBBL Ltd Four significant crucial to: supply to their customers with great help of certain blessings, inventive movement and aggressive edge make their position exceptional in given quality advantage to all branch and customers that they care for.

They have given need based preparing to each learner. In the midst of the headway meet, they endeavored to supply to the customers and the individual require for preparing and improvement. Other then they have some number of delegates and give them preparing need. From the representatives, yearly execution examinations of report they have gather information and data on preparing need. Since the vast majority of administrators/chiefs are immediate associated with the preparation arranging, therefore, in this preparation period they have given due significance to their proposals and thought. HR Division sent a draft to the preparation and advancement proposition to all worried of the bank and concurred their remarks and recommendations.

From the distinctive degree of meeting and the board, It has been discovered that their potential directors need improvement on various expertise (administrative ability, authority aptitude, basic leadership ability, correspondence ability, new arrangement making)

## **4.2 Step and process of IBBL**

- Needs Assessment
- Configuration, Developing and Conducting Training

### **Need Assessment**

A need appraisal is the procedure of distinguish execution prerequisite and hole between what execution required and what by and by existing. Powerful preparing need appraisal Need s evaluation strategies incorporate, for example,

- Observation: A system of observations in training to be evaluated and improved, and collect information by himself assessment atan individual and organization level. Observations also enable examples of good practice to be identified and promoted to help continuously raise the standards of training for all trainees.
- Focus gathering: is about to focus to induvial training and development sector in the organization.
- Individual meeting: is to meeting with the course coordinator and teacher about internship training.
- Observation overview: of the whole training and development section what program are provide from the organization

### **Leading Training**

I led instructional meetings rather than I oversaw instructional courses. Leading and preparing second venture of preparing and advancement process. It's increasingly viable for preparing and improvement process. Directing and preparing primarily a couple of individuals lead a preparation procedure. I think, however I am not so much sure, that on the off chance that I use directed rather than oversaw I state that I was the mentor. Dissimilar to on the off chance that I use oversaw it appears that I sorted out instructional meetings yet it isn't clear that I was likewise the coach.

- Determining the prepared
- Arranging the time span of preparing
- Specifying kinds of preparing suitable
- Selecting preparing educators
- The setting out of assessment criteria
- Integration with different plans of the association
- Plans must have the straightforward support of top-level administration

Assessing Training Assessing preparing that is meaning precise way assessing fundamental part hierarchical all movement estimation. Preparing and improvement last advance assessing preparing of preparing process. Assessing preparing is increasingly powerful preparing procedure of preparing and improvement

### **4.3 Benefits of Training and Development of IBBL**

There are lots of benefits of doing internship in IBBL. Those are some of point given below which are:

- First we learn every think about internship.
- Being an internee we have to learn about banking.
- IBBL give us opportunity to choose about branch.
- IBBL give us opportunity a permanent job that is doing internship to their bank.
- IBBL give a seller to every internee.

Most of they are doing a social work through this internship program. IBBL help newly graduated student a better internship program with a salary and good environment where they learn about banking and heir internship topic. It helps a new student a better motivation and IBBL will find a good student for their bank.

## **4.4 Training methods of IBBL**

### **One the Job**

- Sitting by Nellie: All of the internee are sit together of the course
- Coaching: 15 days internship training in the training center
- Mentoring: by a coordinator all the internship period
- Job rotation: high job ratio for who have done internship in IBBL
- In house courses: They provide a book for the house
- Job enlargement: they learn us all about job
- Job enrichment
- Projects: they give every internship student a projects to complete about IBBL

### **Off The Job**

- External courses: they give all student a homework about IBBL
- Computer based training: in the branch they provide computer
- Video: there is a video presentation about IBBL training
- Open/distant learning
- Workshop: about IBBL deposit and investment sector of the branch
- Role play: Of the branch
- Reading: They provide all books to read about IBBL
- Case studies: They give us a task to give IBBL a deposit
- Outdoor learning: In investment sector we have to go to factory visit

## **4.5 Training institutes of IBBL**

The activity Islamic bank training and research academy cover both training and research various aspect of Islamic banking. The academy development rich library its own valuable books on different subject include Islamic economics, banking comparative philosophy of home and documents. Keeping in view future training requirement of the bank and also to generally cater such as needs of different Islamic banking. The academy conduct trainings courses and workshops for the official Islamic bank Bangladesh limited and others Islamic banks. Orientation, foundation and motivation courses on different subject also conducted round the IBBL .Addition to conducting regular training courses. IBTRA location on babor road, Mohammadpur, Dhaka, Bangladesh Islamic Bank Of Bangladesh has their own training center which is located in Islamic bank training and research academy (IBTRA)

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## **CHAPTER -5**

# **FINDINGD, RECOMMENDATION AND CONCLUSION**

## **5.1 Findings**

There are some of findings picked up a more current situation of IBBL. After collecting and investigation information about IBBL, I have to say few thought about IBBL training and development of Islamic Bank Of Bangladesh Ltd. Those are given below.

- The findings shows that in the training session they try to put the entire intern student in the same room, it is about 150 to 200 people.
- The authority of IBBL doesn't provides all trainee computers and other technical support .The training budgets of Islamic bank are not good enough to give even lunch for trainee.
- The break time of training session is not enough to take rest, it becomes too lengthy sometimes.
- The trainer most of the time use the same method of every section on every trainee.
- It is observed that the allotted training time for each program is less compare to its contents.
- It is also observed that there is little connection found between the trainee and trainee officer in the training session.

## **5.2 Recommendations**

- The authority should arrange more rooms for their internees during their training session.
- IBBL should provide necessary equipment's, computers and other technical support to make the training more effective.
- IBBL should increase their training budget for fulfilling the needs of their trainee.
- The authority should consider the break time while preparing or scheduling the training session.
- IBBL should assess the training methods so that it could not be repeated in every session and on every trainee.
- IBBL bank needs to extend their training program time.
- Most of the trainee need to connect with the trainee officer more.

## **5.3 Conclusion**

Bank assumes a significant job of this present day economy of our nation. Human asset the executives (HRM) ae has a significant impact of each association and inside the banks also. No association can be satisfies their worker. Association is assume an alternate job in economy who converts the corporate targets into the real world and triumph. Temporary position program satisfy representative employment and vocation improvement are inside Islamic Bank of Bangladesh Ltd is playing out its best inside the financial segment. They are performing increasingly modernized step by step. They regard their customers in each possible manner and serve to every exercise of people inside the general public for reason. It is an extraordinary for me to finish my entry level position program at Islamic Bank Of Bangladesh Ltd, one of the incredible bank of our nation.



**CHAPTER-6**  
**BIBLIOGRAPHY**

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