



Internship Report
On
“Training and Development of Prime Bank Ltd.”

Submitted to

Dr. Md. Abdur Rouf
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Submitted by

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Letter of Transmittal

02-06-2022

To

Dr. Md. Abdur Rouf

Associate Professor

Department of Business Administration.

Daffodil International University

Subject: Submission of Internship Report.

Dear Sir,

With due respect I would like to inform you that I am a student of MBA Program at Daffodil International University. I am very glad to submit you my internship report prepared on “Training & Development of Prime Bank Ltd.

I made every effort to prepare the report with relevant information that I collected from Prime Bank Ltd and other sources during my internship program.

I pray and hope that the mistake of the report will be kindly apologized. So, I kindly ask you to rate this report and enough kind to receive this report.

Yours faithfully,

Atikur Rahman Tanvir

ID: 203-14-243

Major in Human Resource Management

Supervisor's Declaration

This is to inform that, Atikur Rahman Tanvir, a student of MBA Program, (ID:203-14-243) has completed his internship report on “Training & Development of Prime Bank Ltd. as a prerequisite for attaining MBA degree. He has prepared the report by himself under my supervision and it maintains the standard of MBA internship report too.

I wish him all the success in his life ahead.



.....
Dr. Md. Abdur Rouf

Associate Professor

Department of Business Administration

Faculty of Business and Entrepreneurship

Daffodil International Universtiy

Student's Declaration

I, Atikur Rahman Tanvir, student of MBA program at Daffodil International University declares that, the internship report on “Training & Development of Prime Bank Ltd.” has been prepared only to meet the academic requirement.

I further assure that the examination illustrated right now is unique and that, for any degree or award or other reason, no part or entire of the report has been sent to some other institute or establishment.

The research I've shown violates no copyright created. I also support the reimbursement by the University of any misfortune or damage resulting from failure to do so without any commitments.



.....

Atikur Rahman Tanvir

ID: 203-14-243

Major in Human Resource Management

Daffodil International University

Acknowledgement

At first I want to express my gratitude to Almighty Allah who enabled me to complete the report inside the booked time. I'm thankful to "Prime Bank Limited" for providing me the opportunity to complete my internship program.

I am exceptionally obligated to my supervisor, Dr. Md. Abdur Rouf Associate Professor, Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University for allowing me to get some answers concerning the advancing activities of Prime Bank Limited. Without his proper guidance, it is immeasurable for me to set up the report. I am astoundingly exceptional full to Dr. Md. Abdur Rouf Sir for giving me the standard to the completion of this report.

Additionally, it has been extraordinary delight for me to work in Prime Bank Limited as a representative. Finally, I should make reference to the magnificent workplace and gathering duty of my associates of Prime Bank that has empowered me a ton of arrangements to do and watch the occasion the executive's exercises during my three months of working life in Prime Bank Limited.

Executive Summary

The report includes an overview and information gathered on Training & Development that Prime Bank Limited is undertaking and implementing. Results and research strategies incorporate both the essential and auxiliary information. The logical methodology contains the recurrence conveyance of the information gathered. This report moreover consolidates chart Prime Bank Limited, organizations and things, working experience during the passage level position period and action of remote exchange part of PBL. The report moreover integrates the way that the assessment drove has limitations. Considering the data, this report observes that by far most of the clients are content with nature of organization gave by the external trade part of PBL. Tragically, Prime Bank doesn't lead authentic planning need evaluation cautiously. Prime Bank HR-TDC has absence of work for supporting planning programs and the organization and being a presumed affiliation, Prime Bank Ltd doesn't give well coach to their delegates. In addition, Prime Bank doesn't offer an assortment of preparing amazing chances to work on the abilities, marks, followers, consolation and correspondence of the representatives. All things considered, Prime Bank HR-TDC should grow their work with the objective that they can actually keep up the appearance programs and the affiliation. The IT Lab of HR Training and Development Center should be updated with most cutting-edge mechanical kinds of stuff and reliable web availability.

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Chapter-01

Introduction

Banking is the foundation of an economy. As the business produces items and products, so does the bank makes and controls money publicize and propels improvement of capital. Bank is the association that have some control over the money supply through advancing and theory. It assembles store at the most negligible possible expense and give endlessly progresses at more prominent cost. The differentiation between these is the advantage for the Bank. Organizations to its clients are the consequences of banking industry other than being a dire component in propelling capital improvement in the country. As all monetary and money related practices turn round this critical 'Industry', the occupation of banking can scarcely be over underlined. During the time spent affirmation of stores and plan of advance, bank makes cash. This brand name feature isolates bank from other cash related establishment.

1.1 Objectives of the report

- To know about the Training & Development program of Prime Bank Limited
- To identify the policies relating to the Training and Development program
- To identify the method implemented by the Prime Bank Limited;
- To find out the response of employees to the training of Prime Bank Limited;
- To provide recommendation on the basis of findings.

1.2 Methodology of the study

The methodology of this report is by and large unique in relation to customary reports. I will weight on the rational discernment anyway this report containing good data arrangement. Over the long haul larger piece of the report will be a social occasion of data that are open on the web and the reports similarly as my valuable discernment. Two kinds of information have been utilized to set up this report, those are-

1.2.1 Primary Data:

It was gathered through survey which contains applicable inquiries that were just close finished. I have gathered predominantly the Primary Data for my academic purpose by using the questionnaire and one to one interview techniques.

1.2.2 Secondary Data:

These data are collected from published sources such as Magazines, several books, and also from the help of websites and other sources. Like: Prime Bank Limited - Website: (www.primebank.com.bd) - Annual report of Prime Bank Limited.

1.3 Limitations of the study

- From the starting, the authority would not like to uncover much about their preparation procedure as it doesn't fall under any bank's arrangement.
- The head office consistently stays occupied as it needs to manage stroll in clients from 10 am to 6pm, accordingly the officials are in a surge and get busy with their own work as a result had not many opportunities to converse with them appropriately.
- One of the significant containments is the inadequacy of short time period. Last three month isn't adequate to know it all of the bank, so this report doesn't contain all the scope of it.

Chapter-02

Overview of prime Bank Limited

In the view of financial movement and cash related fragment changes, a social occasion of significantly compelling neighborhood business visionaries envisioned a considered introducing a business keep cash with different outlook. As far as they might be concerned, it was ability, significance and consistent movement of strong assistance with overwhelming worth things. In this way, Prime Bank was made and start of business started on seventeenth April 1995.

Prime Bank Limited has quite recently acquired basic ground inside a short time frame of its world. The bank has been assessed as a top-class bank in the country through internationally recognized CAMELS rating. As the monetary circumstance encounters changes so is just the bank and it repositions experiencing the same thing. The bank offers a wide scope of Commercial Corporate and Personal Banking organizations covering all parts of society inside the process for Banking Company Act and rules and rules set some place close to our public bank. Extension of things and organizations integrate Corporate Banking, Retail Banking and Consumer Banking straightforwardly from industry to cultivating, and veritable state to programming.

2.1 Vision:

To be the best classified beneficial Bank in Bangladesh in states of capacity, resources adequacy, advantage predominance, jingle association and efficiency having truly amazing liquidity.

2.2 Mission:

To make Prime Bank Limited into a productive, advertise driven, client centered establishment with great business administration structure. Ceaseless improvement of our business approaches, process, furthermore, effectiveness through joining of innovation at all levels.

2.3 Major Departments of prime Bank:

A. General Banking

1. Account opening
2. Issuance of DD/TT/PO/FDR
3. Inter-bank transaction
4. Account section
5. Clearance section
6. Foreign remittance

B. Credit department

1. Credit proposal processing
2. Document and loan disbursement procedures
3. Overview on all returns

C. Foreign exchange department

1. FC account opening
2. FC currency disbursement
3. Authorized dealer activity
4. Export-import document dealing
5. Opening of L/C

2.4 Corporate Philosophy

➤ For the customers

To give the dominant part obliging and efficient fix in each component of its Industry. To be

imaginative in the extension of new financial gather and military.

➤ **For the employees**

- By advancing their solace through attractive installment and fringe repayment.
- By advancing high-class representatives' assurance through great staff planning and development, and stipulation of chances for occupation extension.

➤ **For the shareholders**

- By manufacturing in front and solidifying its area as a steady and dynamic money related association.
- By generating income and light go reverse on their asset.

➤ **For the community**

By egotistically adhering in a touchable way to country-wide policies and objectives causative to the country's development, our role as a shrewdly responsible business inhabitant.

2.5 HR training & Development of Prime Bank

2.5.1 HR Vision

Association an affiliation progress where laborers appreciate process with self-importance are capably bothered to increment and safeguard master greatness to trade the human hold into human cash.

2.5.2 HR Principle

Thoughts regulation the world and examinations get cash, even a thought can adjust our life. The lines on paper here are exact, we expect, we support, see and complete unprecedented contemplations. We think just experts are the critical reason of novel examinations. Our information sharing, suggestion box, open conversation, agent running meets are the foundation of our contemplations. If you have any desire to carry out the improvement with your unprecedented contemplations place, tell us and develop sooner. Our HR separation acting

reassurance occupation and goes probably as a viaduct between the workers and chief. We run an evaluation association that plainly relations individual act to our business objectives.

2.6 Core Functions of HR:

Recruitment: Recruitment is the process by which an Institute recruits, reviews and employs workers.

Selection: Selection is the mechanism that chooses a qualified job applicant for a position that can do it effectively and add value to the company.

Orientation: Live orientation strategy to give new employees sequentially enough to control, resulting in their job being accepted and effective.

Performance: Execution estimation is the strategy of assessing a staff work execution regularly for a particular period of case.

Career Path Management: Profession path management requires HRM to chart and afterward development run representative abilities in the pursuit of winning master vocations.

Chapter-03

Training & Development of Prime Bank Limited

3.1 Current scenario of Training & Development Centre of Prime Bank Ltd.

In Prime Bank, Human resources (HR) division a significant part of the time embraces profitably planned readiness programs zeroing in on the right collection of staff through incredible course of action and evaluation. Prime Bank acknowledges that unremitting firm work should be known so staff obtain and foster the right game plan of aptitudes vital to face the confront of routinely contrasting business area. In Prime Bank the expert improvement graph relies upon extraordinary availability need evaluation. In 2014. Prime Bank's interior HR status and improvement Center set course of action on 62 unique subjects for 4,370 empowered individuals. Likewise, a total of 644 agents be shipped off consolidate in a variety of showing programs, meetings in home and abroad.

3.2 Role of Training

- Business surrounding
- Learning & Completion
- Business Excellence

3.3 Training policies of Prime Bank Limited

Separating the readiness needs of the impressive number of delegates, it is seen structure the specialist's point of view similarly as from the specific division's perspective.

Planning and progression are an organized activity. Human Resource Department of PBL sets the readiness organizing and spending plans for all the divisions.

In PBL, a planning inspiration set up for each delegate. This readiness inspiration contains the amount of significant length of planning for all of the laborers in the various areas on which planning would be conferred. The informative gathering would be driven either by inside or by remotely. The specific office heads are the committed for the arrangement programs or a specific division. At the point when a specialist has been decided for a planning program, he/she will without a doubt go to the program. Planning analysis would be made from the individuals and their separate bosses. Prime Bank Limited progresses inside mentors additionally external. Getting ready procedures of Prime Bank Limited.

3.4 Training need analysis of HR of Prime Bank Limited

3.4.1 Individual interview through annual interview

The deficiency and the person requirement for educating and extension have been known from side-to-side individual gathering of Annual Appraisal types of HR.

3.4.2 Business Demand

Since the bank and the organization have given centrality on little and focus Enterprises, developing, trade Banking, customary Banking and Finance the necessity for instructing has been seen in rising new thing reliant upon the retail banking, Agriculture and SME.

3.4.3 Policy Compliance Need

Various help issues have been examined and educating necessities were known thusly. Getting ready spotlights everlastingly takes sitting on Anti-tax avoidance, Anti-Terrorist Financing, CTR and STR, FATCA towards compromising energy unlawful expense aversion and extremist funding. Our internal supervise and acknowledgment division in like manner figures out how to coordinate out-show up at studio with the help of Bangladesh Bank specialists to safeguard against dread-based oppressor funding.

3.5 Training program at different level of Prime Bank Limited

Prime Bank Limited acknowledges that a genuine sort of getting ready promotions to the improvement of HR and HR can be made by strategy for overhauling the movement understanding and capacity. Getting ready is on an extremely essential level an arranged consistent learning technique and try by the chiefs to further develop agents' skill levels and thusly to develop the singular ability to perform at work

3.5.1 Training for entry level officers

A brilliant number of acceptance level authorities in the assessment of Management Trainee (MT) and Trainee Assistant (TA-General and Money) were chosen in 2014. They are running explicitly branches and divisions. They have foundation teaching on financial exercises. consistency of reason planning pathway depends upon the outright figure of affirmation level authorities

overlooked for the availability The reason educational class will be for 20 working days for MTs and 18 working days for TA (general) 10 days for TA (cash) in which all the vast majority all subjects bundling accommodating functional real factors on financial errands, individual and get together tasks, presentations, business statement.

3.5.2 Training on Base II & Basel III and stress testing

Basel II preparation implies set up the foundation of the agents. Their understanding about the bank about the work. After that tutor gives the principal general data about the item T24 by which bank play out their work. The Base1 III related with the tension issues. The mentor sees the sensation of uneasiness limit of the specialists that how the individual arrangement with the clients.

3.5.3 Training on UCP UCP 600, 600, ISBP-745 Inco terms-2010 and Foreign Remittance for Documentary Credits is a place of rule on the issuance and utilization of print of affirmation. The ISBP (International normal Banking Practice). It is basic to refresh that the ISBP can't in any procedure change the UCP 600 structure which be critical to making out of affirmation, yet it is anyway an exorbitant accomplice direct to UCP.

3.5.4 Training on business issues

Banks increase depends upon the business. At this moment savage business climate gather should be urbanized by the client base require industry and advancing not the slightest bit like harvest need effective client stress, fix and limit of looking at client's worth. Issues connected with

trade banking developing, SME, purchaser stress, etc have been being utilized excited about due plan to structure arranging courses.

3.5.5 Training on Islamic banking

Importance is moreover alluded to Islamic Banking teaching as well as T24 programming process under Islamic style with the help of in plan data (IT) Division

3.5.6 Professional development

Training is the entry for any expert improvement which grows information, capacities and changes the procedure of the staff. Masterfully built up and gifted staff are the resources/pay for any Bank.

Some educating has been planned to make dissimilar capacities and information of the specialists

of the Bank to take command over any mentioning common jobs incorporated their variety.

3.5.7 Customer Care:

HR teaching and improvement Center are giving principal strain to the specialist Customer association. The present moment will be coordinated on the related issues like cooperation aptitudes, client Relationship Management (CRM), client Administration, trade Banking, propensities and way in banks.

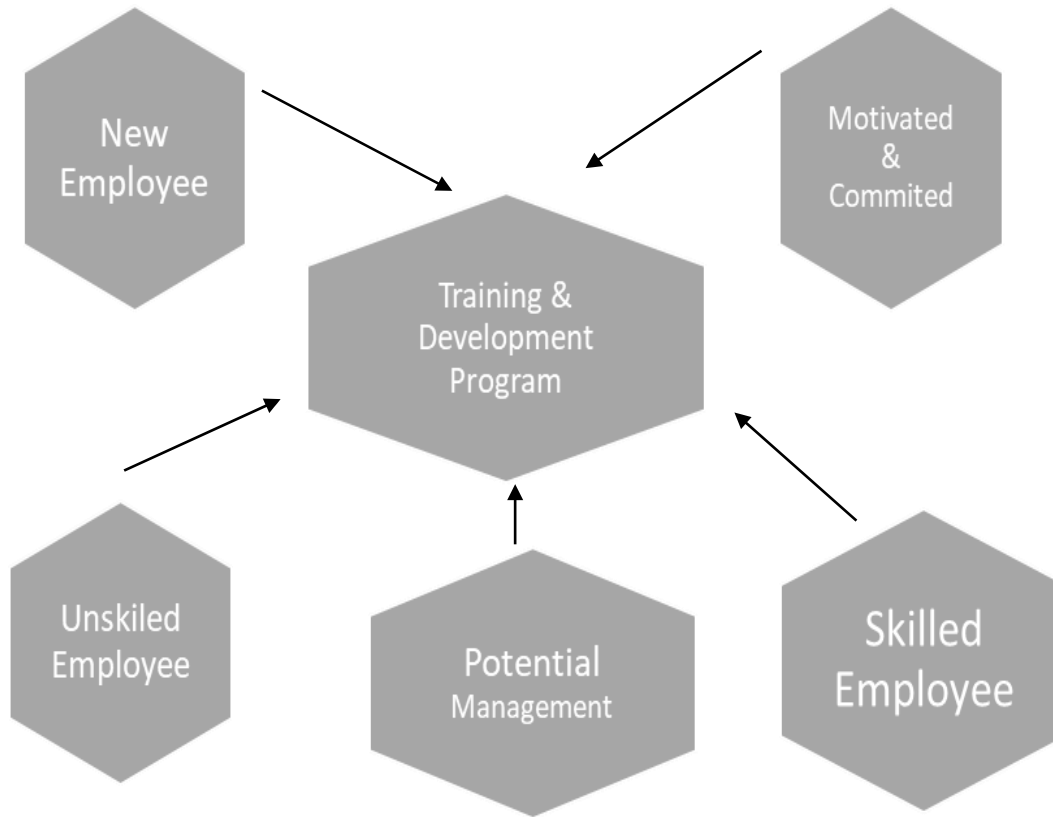


Figure: Training & Development Process

3.6 Methods of Training

The methods applied by Prime Bank includes-

- i) On the job training
- ii) Off the job training

3.6.1 On the job training

Hands on getting ready is ordinarily given by a higher-situating agents or manager hands on objections of the bank. The staff are uncovered how to do the obligation and are permissible to do it underneath mentors' bearing. The collection of kinds of hands-on teaching includes the going with:

3.6.1.1 Job instruction training

Hands on planning is normally known by an unparalleled specialist or manager at work and is sufficient to do it underneath mentor's course.

3.6.1.2 Apprenticeship training

In the Apprenticeship Training tutors give the data to the delegates about the lifestyle, discipline, etiquette plan of the bank.

3.7 Off the job training

For the most part off the activity arrangement is given at the Prime Bank Constrained Institute. The normal types of off the activity trainings are follows:

3.7.1 Class room training

Prime Bank empowering association ordinarily gives the off the work teaching and similarly sorts out where the arrangement would happen concentrate on corridor training is the most obvious off the action instructing system.

3.7.2 Video presentation

Toward the finish of preparing held video introduction where a learner speaks to their introduction.

3.8 Behavioral strategy

This strategy is a more prominent measure of giving reasonable preparing to the understudies. The different frameworks under direct methodology permit the understudy to lead in an authentic structure. These strategies are best utilized for authority improvement.

3.9 Advantages of on-the-job training

1. It involves cheap cost to organize.
2. Trainees get high voltage motivation.
3. It sets a link between the job responsibility and job-related content.
4. It is sometimes informal.
5. It involves high level of efficiency as it is learning through experience.

3.10 Steps followed by Prime Bank to provide training

- From the outset the HR-TDC gives the readiness to the new delegates about the fundamental information of banking organization. After that they survey the readiness needs of the ongoing specialists about the new projects.
- HR-TDC accumulates the information from different branches about their laborers' execution and surveys the prerequisites with the objective that they can give genuine planning to them.
- HR-TDC chooses the workers from the various branches.
- The HR-TDC makes a preparation plan or structure in the wake of social occasion the subtleties of the worker's training need.
- HR-TDC assembles the right information, information and assets for executing the program.

3.11 Training Institute of Prime Bank

Prime Bank has their own planning association. Resulting to joining the laborers get genuine planning from their own readiness association. The planning foundation of Prime is in Head office in Motijheel. A portion of the time the courses moreover figured out in their managerial focus.

3.12 Impact of Training

Prime Bank has an exhaustive show the board plan which assesses the yearly show of workers at year-end close by business objectives. The assessment of the exhibition is a speed by pace by process where a laborer himself/herself tariffed first. She/he is then positioned by the principal rise supervisor and afterward by the following stage administrator finally. To guarantee a decent show and performance evaluation.

3.13 Training session arranged so far by Prime Bank

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

Chapter-04

Findings & Recommendations

4.1 Findings

- Prime Bank doesn't lead legitimate preparing need appraisal carefully.
- Prime Bank HR-TDC has lack of labor for supporting preparing programs and the administration.
- As a reputed association, Prime Bank Ltd doesn't give well mentor to their representatives.
- Prime Bank does not offer a variety of training opportunities to improve the skills, marks, disciples, encouragement & communication of the employees.
- Prime Bank training materials are not enough and not comprehensible to all employees. Prime Bank doesn't deliver an effective number of training.

4.2 Recommendations

- Preparing need appraisal ought to be directed all the more carefully and if conceivable make it compulsory.
- The IT Lab of HR Training and Development Center ought to be overhauled with most up to date mechanical types of gear and dependable web availability.
- Presenting of all the more preparing projects will be successful for supporting proficient development and advancement of representatives.
- They need to expand the staff's participation so they can use their information to better portray the bank.
- Prime Bank need to give the preparation on decorum, devotees. Inspiration and relational abilities.