

## **Internship Report on**

“Training and Development Process of Mutual Trust Bank Limited”

Supervised by

Ms. Nujhat Anjum Ani

Senior Lecturer

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

Prepared by

Md. Oahidul Islam

ID No: 191-11-6050

Major: Human Resource Management

Program: BBA

Department of Business Administration

Daffodil International University



Date of Submission: 15.11.2022



মিউচুয়াল ট্রাস্ট ব্যাংক লিমিটেড™

**Mutual Trust Bank Ltd.**

*you can bank on us*

## Letter of Transmittal

November 15, 2022

To

Nujhat Anjum Ani

Senior Lecturer

Department of business administration

Daffodil International University

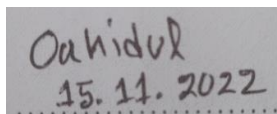
Subject: Submission of Internship Report

Dear Ma'am,

With due respect, I would like to inform you that presenting the report on the Training and Development of Mutual Trust Bank Limited is a great pleasure for me. This is a requirement for the BBA program. Even though I had a lot of issues during my internship, I did my best to put together a fantastic report.

I appreciate the chance to draw up this report under your guidance. If you kindly provide your valuable time to experience my report and evaluate my presentation, I will be eternally grateful. If more information is required, I will be happy to provide it.

Yours faithfully,



.....  
**Md. Oahidul Islam**

ID: 191-11-6050

Major in Human Resource Management

Department of Business Administration

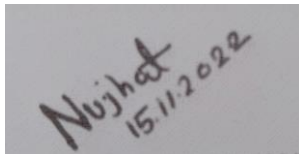
Faculty of Business & Entrepreneurship

Daffodil International University

## Supervisor's Declaration

This is to certify Md. Oahidul Islam, ID: 191-11-6050, from Daffodil International University, Department of Business Administration, (BBA) program under my supervision and submitted for the requirement of the Bachelor of Business Administration (BBA) that the internship report titled "Training and Development Process of Mutual Trust Bank Limited (MTBL)" has successfully completed. The data and findings presented in this internship report seem to be original. Thus, this report is approved for the presentations in the internship defense.

I wish him all the success in his life ahead.



.....

**Nujhat Anjum Ani**

Senior Lecturer

Department of Business Administration

Faculty of Business & Entrepreneurship

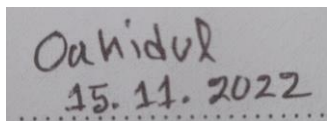
Daffodil International University

## Student's Declaration

I am Md. Oahidul Islam, a student in the BBA program at the Daffodil International University. I declare that the internship report prepared on the Training and Development Process of Mutual Trust Bank Limited properly fulfills the required academic criteria.

I additionally guarantee that the test presented here is unique and that no portion or the entirety of the report has been forwarded to another institute or establishment for any degree or award or other reason.

There is no created copyright violence in the reach I've shown. I further agree that the University should cover any losses or damages that may occur as a result of failure to do so without making any promises.



Oahidul  
15.11.2022

.....

**Md. Oahidul Islam**

ID: 191-11-6050

Major in Human Resource Management

Department of Business Administration

Faculty of Business & Entrepreneurship

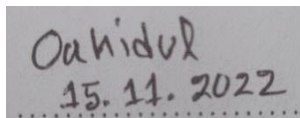
Daffodil International University

## Acknowledgment

I would like to express my gratitude to my spot supervisor Ms. Nujhat Anjum Ani, senior lecturer at the Daffodil International University (DIU) for her thoughtful criticism and suggestions in my report. She offered advice to make this study as insightful and useful as possible.

I would like to thank Daffodil International University for developing a program that gave me the chance to learn about corporate life in just three months. The information I got from my spot training would be useful for my future job. During my spot at Mutual Trust Bank Limited, I learned a lot of material that I hope will be useful for my future career. I want to express my gratitude to everyone who helped me finish my report, both directly and indirectly.

**Thank you.**



Oahidul  
15.11.2022

.....

**Md. Oahidul Islam**

ID: 191-11-6050

Major in Human Resource Management

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

## **Executive Summary**

The report includes an overview and information gathered on the Training and Development process that Mutual Trust Bank Limited (MTBL) is undertaking and implementing. Both primary data and secondary data are included in the findings and study. In this insightful report, I will go through the significant aspects of my work with MTBL. In this report, I will talk about the company's mission, vision, and core values. I will talk about a different banking process, the Human Resource Division of Mutual Trust Bank Limited (MTBL). The most crucial topic that will be discussed is the Training and Development Process of MTBL. During my internship in MTBL's Mohammadpur branch, I have mostly gathered experience in executing daily general banking activities. However, as a student of the Human and resources department, I have tried my level best to identify how much of the objectives set by the human resources department of MTBL have been fulfilled by implementing proper Training and Development Processes. Based on my theoretical knowledge of the matter and my practical observations of MTBL I have properly identified a few trivial issues with the workforce and provided a proper analysis of how MTBL should change its Training and development processes to ensure that the organization is fulfilling its set objectives.

# CONTENTS

<b>Chapter 1: Overview of the Study.....</b>	<b>1</b>
1.1. Introduction.	2
1.2. Foundation.	3
1.3. Range of the Report.	3
1.4. Objectives of the Study.	4
1.5. Limitation of the Study.	5
<b>Chapter 2: Banking sector of Bangladesh.....</b>	<b>6</b>
2.1. Banking sector of Bangladesh.	7
2.2. Types of Banks in Bangladesh.	8
<b>Chapter 3: Organizational Overview.....</b>	<b>9</b>
3.1. Company Profile: Vision, Mission, and Core Values.	10
3.2. Different Banking Processes of Mutual Trust Bank Limited.	12
3.3. Human Resource Division of Mutual Trust Bank Limited.	14
<b>Chapter 4: Training &amp; Development of Mutual Trust Bank .....</b>	<b>15</b>
4.1. Introduction.	16
4.2. Details of Training & Development of Mutual Trust Bank Ltd.	17
4.3. Method of Training & Development Processes of Mutual Trust Ltd.	18
4.4. Methodology.	21
4.5. Analysis.	22
<b>Chapter 5: Findings .....</b>	<b>24</b>
5.1. Findings.	25
<b>Chapter 6: Recommendation and Conclusion.....</b>	<b>26</b>
6.1. Recommendation.	27
6.2. Conclusion.	28
References:	29

# **Chapter 1:**

## **Overview of the Study.**



## **1.1. Introduction:**

The basis of an economy is banking. Banks usually exchange money and its substitute and make a profit by providing services related to it, for example accepting deposits for safekeeping, easy transportation, access on demand, or providing loans for a profit. Different banks and the banking sector of Bangladesh have been elaborately discussed further in the report for providing a sufficient overview of the organization, as this report is compiled based on the analysis of data collected from a bank. As part of my BBA program, I have conducted elaborate research on the training and development process of MTBL and made this report based on that research. During my research, I actively worked at MTBL as a full-time student trainee or commonly known as ‘an intern’.

This internship report is the product of extensive research conducted on the Training and Development Process of Mutual Trust Bank Limited (MTBL). During an internship of three months, the activity of the human resources of MTBL’s Mohammadpur Branch was closely monitored. Moreover, those observations were critically analyzed based on the objectives that MTBL’s human resource department set for itself, and the methods of Training and development processes adopted by them. Certain minor discrepancies were identified between the activity of MTBL’s human resources and its department’s objectives which have been addressed before prescribing recommendations to remove them.

## **1.2. Foundation:**

One of the key requirements for finishing the BBA program is internship. An intern can get information through an internship. I am a student of Business Administration major in HRM and had to go through the internship phase to finish my BBA program. In this view I managed to get employed at Mutual Trust Bank Limited. (MTBL), Mohammadpur branch as an intern under the direction of Ms. Nujhat Anjum Ani, senior lecturer, Faculty of Business Entrepreneurship, Daffodil International University. I believe that during my internship, I learned more about the MTBL's training and development strategy.

## **1.3. Range of the report:**

One of the most well-known banks in Bangladesh is Mutual Trust Bank Limited (MTBL). They attempt to put collections towards employees' education and growth. I had the opportunity to observe the day-to-day operations of the bank while I was an intern there. I get some help from the bank's staff in learning more about training and development initiatives.

## **1.4. Objectives of the study:**

### **Broad objective**

This study's main goal is to collect detailed, practical information about how Mutual Trust Bank Limited (MTBL) operates its training and development operation.

### **Specific objective**

Following along with the general goal, the individual goals are listed below:

1. To discover Mutual Trust Bank Limited (MTBL) Training and Development philosophy.
2. To analyze the different sources of Training and Development of MTBL.
3. To assess the MTBL's training and development methodologies.
4. To identify a few issues with the MTBL's training and development process.
5. To make more suggestions for increased development.

### **1.5. Limitation of the study:**

The limitations of the study are listed below:

1. One of the main restrictions is that three months is not enough time to learn all there is to know about an organization, thus I was unable to add all the specifics of their training program.
2. I helped the Mutual Trust Bank Limited (MTBL) Mohammadpur branch with a variety of tasks every day and worked from 9 am to 5 pm every day because it is a busy branch. To manage the clients and complete their own official tasks, they were all very busy. Therefore, I have limited opportunities to routinely ask them questions about my report.
3. Since it is against the bank policy, the authority initially did not want to reveal as much specific information regarding their training and development procedure.
4. For the first time, when I was carrying out the entire study by myself, I felt that the lack of my experience was one of my limitations in terms of being able to submit such a lengthy report.

# **Chapter 2:**

## **Banking Industry of Bangladesh.**

## **2.1. Banking Industry of Bangladesh:**

The banking industry in Bangladesh has gone through a journey that has included some ups and downs. The soundness of the segments has unquestionably improved over time as a result of subsequent changes such as increasing banks' capital, and sufficiency, streamlining the regulation for rescheduling various types of advances, fixing arrangements for non-performing credits, strengthening disclosure requirements, and advancing bookkeeping farmworkers. However, managing the account division in the more recent past has not been enjoyable. Despite limited action made by the central bank, important metrics such as use proportion, return on resources, and return on value are still performing well.

Most of the banks currently have a sizable amount of idle money because the private sector is still unable to use the funds available for investment. This issue is made worse by the increase in deposits, even banks are really earning returns on those funds. Instead, interest should be applied to them. In the best-case scenario, some banks are earning nominal returns on their investment in bonds and government bills. Due to the massive sales of national savings certificates, this option has also become constrained because the government has essentially stopped borrowing from the banking sector. In order to improve the situation, the central banks have recommended that banks invest in SMEs. In light of some recent occurrences worldwide, maintaining cyber security has grown to be yet another concern for the banking sector as a whole. Nowadays online money transfers are much simple because to technology integration. Therefore, the industry is now more focused on giving their clients solid cyber security systems.

## **2.2. Types of Banks in Bangladesh:**

Due to Bangladesh's current status as a developing nation, a large number of new banks in various operating categories are entering this industry. The following categories of banks are active in Bangladesh and come under the supervision of the central Bank:

- Central Bank
- State-Owned Commercial Bank
- Private Commercial Bank
- Islamic Commercial Private Bank
- Foreign Commercial Bank
- Non-Scheduled Bank/ Specialized Bank

Bangladesh bank is our central bank because it oversees all financial administrative operations for all other banks in Bangladesh. Among all these private commercial banks, we can say one of the best private commercial banks is Mutual Trust Bank Limited.

# **Chapter 3:**

## **Organizational Overview.**



### **3.1. Company Profile:**

Mutual Trust Bank Limited (MTBL) is a third generation private commercial bank. They started their journey as a private commercial bank on October 5, 1991, under the supervision of Bangladesh Bank. And they started operating their managing account in October 1999.

There are three progression stages for structuring activities in line with the private banking framework provided by Bangladesh Bank: nationalization, privatization, and financial sector reform. They have 119 branches and 33 sub-branches all over Bangladesh and their corporate office is located in Gulshan 1, area of Dhaka.

#### **Vision:**

For running their prestigious organization in Bangladesh, an economically developing nation, Mutual Trust Bank has fairly simple but difficult goals. They are:

- One of the best bank in Bangladesh
- The bank of choice
- A truly world-class bank

#### **Mission:**

Mutual Trust Bank Limited seek to be known as being the most admired financial company in the nation, one that provides a broad range of product and services in the goal of achieving excellences and to generate a remarkable benefit. They want to be known as a dynamic, innovative, and client-focused corporation.

**Core values:**

In the term of core values, Mutual Trust Bank Limited (MTBL) maintains its commitments to users without ever compromising them. Their commitments are listed below:

**Shareholders-** Mutual Trust Bank Limited (hereafter MTBL) create sustainable economic value for their shareholders by utilizing an honest and efficient business methodology.

**Community-** MTBL promised to promote local projects and events, generate jobs for the community, and act as a good corporate citizen.

**Customers-** MTBL is offering its customers a wide range of products and modern services to fully cater to their banking needs.

**Employees-** MTBL depends on their employees' inborn traits and respects their connections to this prestigious financial firm. They collaborate to recognize and value everyone's diverse backgrounds, perspectives, abilities and skills at work, regardless of their positions.

### **3.2. Different Banking Process of Mutual Trust Bank Limited:**

The banking companies act of 1991, which was provided by Bangladesh Bank and enabled them to be reminded of affiliation, is how Mutual Trust Bank Limited (MTBL) started their career in the banking industry of Bangladesh.

1. Wholesale banking
2. Retail banking
3. Privilege banking
4. Treasury operations
5. Agent Banking.

**Wholesale banking:** A specialized corporate business unit oversees the operation of the wholesale banking process. Mutual Trust Bank Limited (MTBL) is a nationwide network of strategically positioned branches functions as a decentralized system to manage its wholesale banking operations. To allocate them to the branches that are most suitable for those corporate clients, their corporate business unit contacts the corporate clients.

**Retail banking:** Bangladesh is recognized as one of the world's developing markets for financial institutions. MTBL is truly aiding the nation's economic growth by putting more of an emphasis on the retail banking sector. MTBL has regularly made the guarantee of safe capital lending. They began to encroach on house loans in 2016. The booming real estate sector is thought to be one of the factors driving the construction industry growth, which is one of the fastest expanding businesses in a developing nation like Bangladesh.

**Privilege operations:** The MTBL Corporate Head Office is home to cutting-edge privilege banking. Due to interest from their high net worth clients, they have begun the process of offering privilege banking to them. In October 2010, MTBL started offering its VIP financial services. MTBL reorganized the unit and started seven new ones: six in Dhaka and one in Chottogram. There are currently eight privileged banking divisions, all of which are close to clients in the strong market in the metropolises of Dhaka and Chottogram.

**Treasury operations:** The management of all treasury operations, involving regulatory compliance, liquidity management, asset liability management, and reduced risk, is the duty of MTB Treasury Operations. Through accurate forecasting and effective strategy formulation in the face of abundant liquidity in the local market and an unbalanced world market due to BREXIT and falling crude oil prices, they were able to stay one step ahead of the competition. MTBL Group Treasury must carry out a variety of responsibilities in many key areas to reduce risks and boost organizational performance.

**Agent Banking:** MTBL prefers to deliver their agent banking network services to the unbanked population nationwide in order to provide the banking and financial facilities. In order to provide small scale banking and financial services to an underserved population, MTBL began its agent banking operation on June 6, 2016, with the establishment of the first agent banking location in Jahapur Baazar, Mugdanagar, Cumilla. Bank transfers are facilitated on MTB's behalf by an agent, who also happens to be the center's owner. Agent banking is a convenient innovative distribution method that expands the reach of good financial services at affordable prices.

### **3.3. Human Resource Division of Mutual Trust Bank Limited:**

The Human Resources division of Mutual Trust Bank Limited (MTBL) helps to motivate staff members to strengthen the long-term performance of their renowned organization. Their perspective from home guides this supportive role. Mutual Trust Bank is assuring a friendly workplace where MTBL can advance, be able to ensure their shareholders, and be able to convince people to trust them with their money by exhibiting organizational excellence.

#### **Strategic priorities of Mutual Trust Bank Limited:**

1. To contribute sustainable organizational performance.
2. Stronger use of MTBL's human resources skills to assist the business segments  
And actual responsibilities.
3. To effectively assist MTBL's control function in controlling the risks associated with human capital.
4. To communicate and create an environment of greater openness.
5. To promote a culture of rewards based on achievement and merit.

**Chapter 4:**  
**Training and Development Process of**  
**Mutual Trust Bank Limited.**

#### **4.1. Introduction:**

It is imperative for every organization to have proficiently trained and experienced employees to execute their daily business with ease and to do so they must implement excellent training and development processes (hereafter TD). TD can be defined as educational activities that exist within an organization which is implemented to positively impact the performance of individual employees.

Apart from positively impacting the day-to-day running of the business TD can also positively impact job satisfaction for employees, increase employee engagement, increase employee motivation, and increase employee retention.

## **4.2. Details of Training and Development Process of Mutual Trust Bank Limited:**

The role of the top executives of banks is gradually becoming more challenging due to the increasing complexity caused by rapid changes in the environment. As the daily activities of the Bank became extremely diversified the top executives are finding it difficult to cope with the emerging challenges in a creative and innovative manner. However, to meet the needs of the Bank and to develop a skilled and motivated workforce the top executives of MTBL have set the following objectives:

- i. To make the job officers proficient in their job and knowledgeable by means of theoretical training.
- ii. To make sure that employees are adequately trained, skilled, and motivated within the shortest possible time to meet the needs of the growing organization.
- iii. To ensure proper development of analytical and decision making skills of the employee.
- iv. To ensure that operations level officers are efficiently trained at desk operations through case studies, practical exercises, and workshops, etc.
- v. To make sure that all employees develop an understanding of human relationships, conceptual skills of the organization's culture, behavior, and discipline.
- vi. To assure that employees are well aware of the significance of customer service.



### **4.3. Method of Training and Development Process of Mutual Trust**

#### **Bank Limited:**

A wide range of training and development (hereafter TD) is implemented in the MTBL to ensure the above-stated objectives are being reached.

i. Pre-service Training:

Pre-service training is provided to employees before they join as an employee. To complete pre-service training employees must attend regular classes in a formal institution and complete all the activities in the designed course to get a degree or diploma. Pre-service training is executed with a view of educating the employees on technical matters and making sure all the employees who are joining the bank have a minimum standard of technical proficiency required to complete the day-to-day business activities of the bank.

ii. In-service training:

In-service training is provided to employees after they have joined the workforce and hold a position in the bank. MTBL focuses a lot of resources on in-service training and implements a wide range of training processes to develop existing employees.

### 1. Foundation training:

Foundation training is a form of in-service training that is best suited for newly recruited employees. This training provides professional knowledge about a wide array of rules and regulations of the government, financial transactions, administrative capability, and so on to the employees. These are provided in addition to technical competency instructions and routing instructions about the organization. Employees receive this training at an early stage of their career in order to strengthen the foundation of their service career.

### 2. On-the-job Training:

This training is provided both when it is needed and on a regular schedule. This training is usually provided virtually by senior members and most of the time it provides solutions to technology-oriented problems. Generally, an expert in the subject matter of the training provides guidance by means of formal presentations, informal discussions, and opportunities to educate the employees about the matter and to encourage them to try out new skills. Sometimes the training is provided by the specialist when the employees are conducting day-to-day normal activities.

### 3. Career or Development Training:

Once in a while, this type of in-service training is usually provided by top-level executives in order to upgrade the knowledge, skills, and ability of the employees to assist them to undertake more responsibility in higher positions. This training provides the employees vital knowledge about how to perform well in the organization and to ensure that they simultaneously aid their own progression along with the organization.

#### 4. Off-the-job Training:

Occasionally, employees are taken away from their offices in order to be trained. This sort of training is provided at specialized training agencies or local colleges in order to make the employees knowledgeable about theoretical matters which might be useful to conduct their day-to-day activities.

#### 5. Simulation and Action Learning:

These are modern techniques that are used to train their employees when necessary. Simulation is when a real high-level investment decision is being taken by top-level executives, some potential top-level executive employees are kept present there to make them observe how the decisions are being taken and to learn from it.

On the other hand, action learning is a more hands-on modern training approach used by MTBL which requires involving executives in the execution of a real critical duty and making them perform it.

#### **4.4. Methodology:**

This study is being conducted on the basis of both primary and secondary data. The primary data has been collected from the bank employees through a questioner and personal interview and the secondary data has been acquired from diverse documents including but not limited to the Annual Audit Report, Journals, and Bank's website. Moreover, critical observations made during the internship period will also be used when finding and analysis will be provided.

#### **4.5. Analysis:**

From the TD of MTBL, it is clear that they put great emphasis on training employees to achieve good technical skills, computer literacy, online banking skills, and theoretical knowledge needed for the execution of their day-to-day duties. However, from the findings, it is clear that they should add more consumer relationship-based training in their TD process.

It was observed that employees of MTBL take the in-service training they receive while performing their duties very seriously as a result adding ‘consumer relationship’ training on routine on-the-job training subject matter will surely yield positive results for MTBL. They can also be added to the list of subject matters taught during off-the-job training as an addition to the regular matters being dealt with to save resources of the bank but it needs to be noted that doing so might mean slower progression of the employees.

Clashes among employees were usually caused by junior employees being “too friendly” with senior employees. Currently, the senior employees were observed to use “paternalistic scold” as means of a deterrent to stop the juniors from behaving unprofessionally. These clashes were only observed between junior and senior officers. From this analysis, it can be concluded that the corporate culture of MTBL seems to be paternalistic but the junior officers seem to require slightly more training regarding ‘corporate culture’ and ‘professional behavior’.

MTBL can be suggested to implement proper training regarding the ‘corporate culture’ of MTBL and ‘professional behavior’ in the pre-service and foundation training routine aimed at fresh employees. Since this problem is only caused by junior employees it is not needed to be addressed generally during regular training routines.

Firstly it needs to be noted that no employee was observed to have below-standard technical skills but it seems justified to conclude that some employees demonstrated above-standard and excellent technical skills compared to their peers. From this, it can be said that all employees are not motivated enough to work hard on their necessary technical skills. From my analysis, it appears that this problem needs to be addressed by implementing two strategies.

Since some employees are demonstrating excellent skills and helping their colleagues to execute their duties too, they can be asked to provide weekly on-the-job training to their colleagues for reasonable incentives. Apart from utilizing talents in the branch, it will also put pressure on the less skilled employees to work on their skills as they will most likely feel inferior compared to their colleagues. Secondly, the less skilled employees can be asked to take a career and development training course to ensure that they are well aware of the importance of learning technical skills and how it will positively impact their career in MTBL.

# **Chapter 5:**

## **Findings.**

## 5.1. Findings:

The areas where MTBL's employees have further room for development is listed below:

- It has been observed that through structured qualitative and quantitative training and development process MTBL has been able to reach most of its objectives.
- It has also been observed that most of the employees are very well equipped with the practical and technical skills required to execute their job to perfection. However, a small but important observation made was that employees sometimes slightly misbehave with clients regarding technical matters.
- It was observed that MTBL's employees work in harmony most of the time. Nonetheless, some clashes between their employees were seen.
- It has been observed that employees of MTBL lack something about "corporate culture" and "professional behavior."
- Lastly, it needs to be included that though MTBL's employees execute all their technical skills-related duties especially regarding online banking matters well enough to meet consumer needs it was found that technical skills literacy among all the employees of the same level is not equal.



# **Chapter 6:**

## **Recommendation and Conclusion**

## 6.1. Recommendations:

- Mutual Trust Bank Limited (MTBL) should add more consumer relationship-based training in their TD process.
- MTBL can also add consumer relationship-based training to the list of subject matters taught during routine in-service training as employees take these routine trainings seriously.
- The corporate culture of MTBL appears to be paternalistic, but junior officers appear to need a little more instruction in "corporate culture" and "professional behavior."
- It can be advised that MTBL include proper training about the company's "corporate culture" and "professional behavior" in the pre-service and foundation training programs for new hires.
- MTBL employees can be asked to provide weekly on-the-job training to their less skilled colleagues for reasonable incentives. MTBL can also ask the less skilled employees to take a career and development training course.

## **6.2. Conclusion:**

It can be concluded that the employees in MTBL execute their duties as well as expected from one of the fastest-growing banks in Bangladesh. The TD processes of MTBL have already ensured the smooth running of day-to-day operations and no employee is unaware of the critical knowledge or skills required to perform their duties. Even if an employee lacks a skill their colleagues are always there to help and as a group, they were seen to perform very well and professionally. However, if the minor issues addressed in the findings are resolved, possibly by implementing the recommendations, then it is very likely that the culture of MTBL will reach international standards.

## **References:**

1. <https://www.mutualtrustbank.com/about-us/mission-vision>
2. **Human Resource Management by Gary Dessler.**