Internship Report
on

Training and Development Practices at Islami Bank Bangladesh PLC

Submitted To

Department of Business Administration

Faculty of Business

Sonargaon University (SU)

Dhaka-1215

Submitted By

Mst. Aysha Siddika

ID: BBA1903018069

Program: BBA (Major in HRM)

Semester: Summer-2023

Department of Business Administration

Faculty of Business

Sonargaon University (SU)

Submitted for the partial fulfillment requirement of the degree of Bachelor of Business Administration

Sonargaon University (SU)

Date of Submission: 5th September, 2023

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Submitted To

Ashik Das

Lecturer

Department of Business Administration

Faculty of Business

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Sonargaon University (SU)

Letter of Transmittal

5th Sep.,2023

To,

Ashik Das

Lecturer

Department of Business Administration

Faculty of Business

Sonargaon University (SU)

Subject: Submission of Internship Report.

Dear Sir,

With due respect, it is my great pleasure to submit the internship report. The report entitled "Training and Development Practices of Islami Bank Bangladesh PLC" is a partial requirement for the completion of a BBA degree. I have furnished everything I learned during the Islami Bank Bangladesh PLC internship program. It may be a great experience to work under your supervision. I would like to thank you for the direction given to me to complete my internship report. I am truly thankful for the chance that you gave me along with your supervision and with respect to the report, I would gladly answer all requirements. Any mistake or shortcoming in this report would be apologetically considered as my fault.

Therefore, I pray and hope that you will kindly accept my report and oblige.

Sincerely your

Mst. Aysha Siddika

BBA1903018069

Department of Business Administration

Sonargaon University (SU)

Preface

Today we are very much involved in the business era. Only book-based knowledge is not enough to cope with a real business environment. An effective combination of theoretical knowledge with practical experience is the key to success. Considering this, an internship program is included in the degree Bachelor of Business Administration (BBA) from the Department of Business Administration at Sonargaon University (SU).

I have selected the audit firm as my field to conduct my internship program which runs for two months only. I am an articled student of **Islami Bank Bangladesh PLC** also. I tried my best to collect relevant and significant data as much as possible and prepare the report with my best effort. I regret for any undue mistakes in this report. If the report does little support to any student, teacher, researcher, or analyst, I may consider my effort not to be in vain.

Declaration

This is **Mst. Aysha Siddika**, a student of BBA, Department of Business Administration, **Sonargaon University (SU)**, this line declares that the Internship report on "Training and Development practices on **Islami Bank Bangladesh PLC**" is freely arranged after completing 15 days of training at IBTRA Mohammadpur, Babor road and 45 days in Gazipur-Chowrasta Branch Dhaka. Nothing in this report is duplicated and no information is illegal or private about Islami Bank Bangladesh PLC. I might want to declare that the report is prepared exclusively for academic explanation and not for other explanations.

_____

Mst. Aysha Siddika

BBA1903018069

Department of Business Administration

Faculty of Business

Sonargaon University (SU)

Letter of Acceptance

This is to certify that **Mst. Aysha Siddika,** bearing ID No: **BBA1903018069**, Department of Business Administration, **Sonargaon University (SU)**, has successfully completed his internship program on Training and Development Practices at **Islami Bank Bangladesh PLC**" under my supervision. He has submitted this internship report for the purpose of acquiring a degree of Bachelor of Business Administration (BBA), Major in Human Resource Management from Sonargaon University (SU).

_____

Ashik Das

Lecturer

Department of Business Administration

Faculty of Business

Sonargaon University (SU)

Dhaka-1215

Acknowledgment

I might want to express my noteworthy thankfulness to the sum total of those who have been instrumental in the preparation of this entry-level position report thankful to all incredibly powerful for completing the report at the present time.

I'm committed to people for their caring proposal and might want to thank (SPO) **Mohammad Selim Mia** and (Manager) **Md. Anisur Rahman** sir for the warm welcome to their branch. It is my joy to them and my grateful thankfulness goes to the Islamic Bank of Bangladesh for preparing and inquiring about focus (IBTRA) authority in regards to their capacity, and giving me data about the entry-level position program. I might want to be grateful to my manager for the inspiration, kind principles, and significant suggestions about the entry-level position period to set up this report.

I might want to thank all the decent educators of **Sonargaon University (SU**) for their important help and appropriate counsel during my investigation. Finally, I might want to thank my honorable supervisor **Ashik Das** for helping me to finish my internship report.

Abstract

Islami Bank Bangladesh PLC is one of the best privet banks in Bangladesh. They have 374 branches all over the country. It was built on 30 March 1983 as a primary Islamic bank in the south East Asia. It's recorded with the 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 IBBPLC and conduct training need analysis and method of training and development of IBBPLC. Islami Bank Bangladesh PLC 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. IBBPLC offers 15 days of training at IBTRA and 45 days of training in the branch. Human Resource Development practices point to the advantage of the bank. The principles and working procedures of Islamic Banks are completely new and different from those of 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 IBBPLC's Four significant crucial to supply to their customers with the great help of certain blessings, inventive movement, and aggressive edge make their position exceptional in giving quality advantage to all branches and customers that they care for. Their position is exceptional in giving quality advantages to all branches and customers that they care for. They have given what the internee needs to learn in this internship period they have given thought about the HR Division also.

Islami Bank Bangladesh PLC has some findings that in the training session, they try to put the entire intern student in the same room, which is about 150 to 200 people and they don't provide computers and other electronic devices. So the recommendations are the authorities should arrange more rooms for their internees during their training session. IBBPLC should provide the necessary equipment, computers, and other technical support to make the training more effective.

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Chapter One

Introduction

1.1 Introduction

Human capital is an important asset for organizations under intense competition. The training and Development function enables human capital to unleash their dexterity. A profound training program acts as a vehicle to enhance employee skills and enable them to perform better in their job. Training and development is an indispensable strategic tool for enhancing employee performance and organizations. It aims to improve employees' skills by making them learn new techniques for doing work. Thus, it helps update their knowledge of doing work, increasing their efficiency and hence, increasing the productivity of an organization.

Organizations can develop and enhance the quality of the current employees by providing comprehensive training and development. The general benefits received from employee training are increased job satisfaction and morale, increased motivation, increased efficiencies in processes, resulting in financial gain, increased capacity to adopt new technologies and methods, increased innovation in strategies and products, and reduced employee turnover.

A bank is such a type of financial institution with the intention of collecting society's surplus cash and giving a part of that as a loan to investors for earning a profit. Training is crucial not only to augment efficiency but also to encourage the workers by letting them know the importance of their jobs along with providing the information that is needed to perform their jobs (Elnaga and Imran, 2013). The present study feels the importance of conducting descriptive research to determine the effect of training and development on employees by giving special emphasis on the banking sector of Bangladesh.

1.2 Origin of the Study

As a student of BBA, it is mandatory to engage in an organization as an intern to learn more about the corporate world in order to increase business knowledge. In this internship program, I got the opportunity to do my internship at Training and Development Practices, Islami Bank Bangladesh PLC, Gazipur Branch, Dhaka.

During this internship program, I have to prepare a report on a specific topic related to the organization, which is assigned by my supervisor. My honorable supervisor has assigned me the topic **Training and Development Practices at Islami Bank Bangladesh PLC**.

This report and internship program have familiarized me with the practical implementation of the knowledge that I have learned during my BBA program. In this report, I have written the Training and Development practices that are followed by Islami Bank Bangladesh Limited, and on the basis of my theoretical knowledge and practical observation I have written the findings.

1.3 Objective of the Study

The objective of the study can be broadly classified into two branches General objectives and Specific objectives. Achievement of specific objectives will automatically lead to the achievement of general objectives.

- **General Objective**

  Training and development provide employees with the skills and knowledge to keep up with the company's changes and growth. It can also help to develop and improve the culture, its efficiency, and its effectiveness; and helps in creating the learning culture within the company.

- **Specific Objectives**

  - To analyze the Training and Development practices of Islami Bank Bangladesh PLC.
  - To explore the training and development methods used by practices of the bank.
  - To identify the problems of training and development practices of the bank.
  - To provide some solicitation to defeat problems of training & development practices of the bank.

1.4 Scope of the Study

This report has been prepared on the basis of experience gathered during the period of internship. This report will be dealing with the overview of Islami Bank Bangladesh Ltd. & mainly with the training and Development Process of this company. But the report will try to cover an overview of Islami Bank Bangladesh Limited's objectives, functions, management, business policy, and other activities.

1.5 Methodology of the Study

I have used both primary and secondary data for creating the report. But most of the data are collected from primary sources. I observed many activities of Islami Bank Bangladesh Ltd. My practical experience in IBBL was a great fountain of information.

Primary source of Data:

- Primary data is collected through unstructured personal interviews with officials of IBBL
- Day-to-day desk job (Informal conversation with the employees)

Secondary source of Data:

- Recently published brochure of IBBPLC
- Prospectus of IBBPLC

1.6 Limitations of the Study

The major limitation faced by cars is mainly time constraints. It is really difficult to gather data from the planet know me. They have restrictions to disclosing some secrete information although maximum effort study a successful one, it suffers some limitations those were apparently, the major ones were,

- The authority did not disclose on for keeping the organization confidential.
- There was lacing other related information.
- It is difficult to collect all the required information in such a short period.

Chapter Two

Industry Overview

2.1 Meaning of Bank

A bank is a financial institution that is licensed to accept checking and savings deposits and make loans. Banks also provide related services such as individual retirement accounts (IRAs), certificates of deposit (CDs), currency exchange, and safe deposit boxes.

2.2 History of Banking in Bangladesh

Bangladesh is a developing country with an impoverished banking system, particularly in terms of the services and customer care provided by government-run banks. In recent times, private banks have been trying to imitate the banking structure of more developed countries, but this attempt is often foiled by inexpert or politically motivated government policies executed by the central bank of Bangladesh, Bangladesh Bank. The outcome is a banking system fostering corruption and illegal monetary activities/laundering etc. By the politically powerful and criminals, while at the same time making the attainment of services or the performance of international transactions difficult for ordinary citizens, students studying abroad or through distance learning, general customers, etc.

2.3 Overview of Islami Bank Bangladesh PLC

Islami Bank Bangladesh PLC is one of the best private banks in Bangladesh. They have 374 branches all over the country It was established on March 30, 1983, as the first Islamic bank in South East Asia. it is recorded in the Dhaka Stock Exchange. The authorized capital of this bank is 20,000 million. The main object of this report is on the training and development process followed by IBBL and managing training needs ANALYSIS AND METHODS OF IBBL'S TRAINING AND DEVELOPMENT.

Islami Bank Bangladesh PLC is a different type of Conventional bank. So they have their own training and development center IBTRA. The trainee gets all-important information on basic behavior for effective work. IBBPLC offers 15 days of training in IBTRA and 45 days of training in branches. Human resource development practices point to bank facilities as important. The policies and procedures of Islamic banks are completely new and different from conventional banks.

One of the four important factors of IBBPLC Limited to provide their customers with great help with certain blessings, innovative movements, and aggressive edge is an inevitable need of training the bank employees to orient them and engage them with the new system of Islamic banking. Their position is exceptional in offering quality benefits to all the branches and customers they cater to. One of the four important factors of IBBPLC to provide their customers with great help with certain blessings, innovative movements, and aggressive edge is an inevitable need to train the bank employees to orient them and engage them with the new system of Islamic banking.

Their position is exceptional in offering quality benefits to all the branches and customers they cater to. Their position is exceptional in providing quality benefits to all the branches and customers they cater to. They gave HR what the internet needed to learn during this internship period department too. Islami Bank Bangladesh PLC has some findings which try to keep in the training session. All intern students are in the same room, it's about 150 to 200 people and they don't provide a computer or other electronic devices. It is therefore recommended that more rooms should be provided for the authorities. Their interns during their training. IBBPLC has to provide the necessary equipment, computers, supplies other technical support to make training more effective.

2.3.1 Before independence

The first modern bank in Bengal was the Bank of Hindustan, established in 1770 in Calcutta. It was an offshoot of the trading company Messrs. Alexander and Co. and operated until 1862 when the trading company failed. The circulation of its notes was limited to Calcutta and its immediate environs. A number of Calcutta-based banks followed, none of which survived beyond the middle of the 19th century: General Bank of Bengal and Bihar (1733-75); Bengal Bank (1784-91) (no relation to the later Bank of Bengal); General bank, later General Bank of India (1786-91); The Commercial Bank (1819); The Calcutta Bank (1824); The Union Bank (1828); The Government Savings Bank (1833) and The Bank Mirzapur (1835). The Bank of Calcutta, in established 1806, is the oldest still in existence in some form. It was renamed Bank of Bengal in 1806, was merged into the Imperial Bank of India in 1921, and became The State Bank of India in 1955.

The first modern bank headquartered in Dhaka was the Dacca Bank, established in 1846. It did a very limited business and did not issue banknotes. It was purchased by the Bank of Bengal in 1862. Bank of Bengal opened branches in Sirajganj and Chittagong in 1873, and in Chandpur in 1900.In 1947, upon the Partition of Bengal, it has six branches in East Bengal, Dhaka, Chittagong, Chandpur, Mymensingh, Rangpur, and Narayanganj.

Following the partition, branches of the registered banks started shifting to India or closing down their operations in East Bengal. Resulting only 69 branches were left all over East Pakistan in 1951. 1959, Eastern Mercantile Bank Limited was established and had 106 before independence. Consequently, in 1965 Eastern Banking Corporation was established and soon reached 60 just before the liberation war. These two banks were established with the initiation of some renowned Bengal businessmen to provide credit to the local entrepreneurs who had limited access to the credit in those days from other financial institutions of West Pakistan.

2.3.2 After Independence

The banking system at independence (1971) consisted of two branch offices of the former State Bank of Pakistan and seventeen large commercial banks, two of which were controlled by Bangladeshi interests and three by foreigners other than West Pakistanis. There were fourteen smaller commercial Banks. Virtually all banking services were concentrated in urban areas. The newly independent government immediately designated the Dhaka branch of the State Bank of Pakistan as the central bank and renamed it the Bangladesh Bank. The bank was responsible for regulating currency, controlling credit and monetary policy, and administering exchange control and the official foreign exchange reserves. The Bangladesh government initially nationalized the entire domestic banking system and proceeded to reorganize and rename the various banks. Foreign-owned banks were permitted to continue doing business in Bangladesh. The insurance business was also nationalized and became a source of potential investment funds.

Cooperative credit systems and postal savings offices handled service to small individual and rural accounts. The new banking system succeeded in establishing reasonably efficient procedures for managing credit and foreign exchange. The primary function of the credit system throughout the 1970s was to finance trade and the public sector, which together absorbed 75 percent of total advances. After the liberation of Bangladesh, the twelve Banking companies that were doing business in Bangladesh were nationalized by the Government of the People's Republic of Bangladesh.

2.4 List of Banks in Bangladesh

The banking sector of Bangladesh consists of various types of institutions. Bangladesh Bank is the central Bank of Bangladesh and the chief regulatory authority in the banking sector. Pursuant to the Bangladesh Bank Order, 1972, the Government of Bangladesh reconstituted the Dhaka Branch of the State Bank of Pakistan as the central bank of the country and named it Bangladesh Bank with retrospective effect from 16 December 1971. Bank offer Bangladesh Bank Bangladesh is primarily divided into two categories: Scheduled and Non-Scheduled banks.

2.4.1 Scheduled Banks

Scheduled banks are licensed under the Bank Company Act, of 1991 (Amended up to 2013). Currently, there are 61 scheduled banks in Bangladesh

State-owned Commercial Banks (SOCBs)

There are 6 state-owned commercial banks (SOCBs) that are fully or majorly owned by the Government of Bangladesh.

- Agrani Bank Limited
- Bangladesh Development Bank
- BASIC Bank Limited
- Janata Bank Limited
- Rupali Bank Limited
- Sonali Bank PLC

Specialized Banks (SDBs)s

Specialized banks are now operating which were established for specific objectives like agricultural or industrial development. These banks are also fully or majorly owned by the Government of Bangladesh.

Specialized banks (SDBs)

- Bangladesh Krishi Bank
- Rajshahi Krishi Unnayan Bank
- Probashi Kallyan Bank

Private Commercial Banks (PCBs)

A total of 43 PCBs are currently operational. They are mainly owned by private entities and are classified into two types.

Conventional PCBs

In total 33 conventional PCBs are currently operational. They perform the banking functions in conventional fashion i.e interest-based operations.

- AB Bank Limited
- Bangladesh Commerce Bank Limited
- Bank Asia Limited
- Bengal Commercial Bank Limited
- BRAC Bank Limited
- City Bank Limited
- Community Bank Bangladesh Limited
- Dhaka Bank Limited
- Dhaka Mercantile Co-Operative Bank Limited
- Dutch-Bangla Bank Limited
- Eastern Bank Limited
- IFIC Bank PLC
- Jamuna Bank Limited
- Meghna Bank Limited
- Mercantile Bank Limited

- Midland Bank Limited
- Modhumoti Bank Limited
- Mutual Trust Bank Limited
- National Bank Limited
- National Credit & Commerce Bank Limited
- NRB Bank Limited
- NRB Commercial Bank Limited
- One Bank Limited
- Padma Bank Limited
- Premier Bank Limited
- Prime Bank Limited
- Pubali Bank Limited
- Shimanto Bank Limited
- Southeast Bank Limited
- South Bangla Agriculture and Commerce Bank Limited
- Trust Bank Limited
- United Commercial Bank PLC
- Uttara Bank Limited

Islami Shariah Based (PCBs)

There are 10 Islami Shariah-based PCBs in Bangladesh and they execute banking activities according to Islami Shariah-based principles i.e. Profit-Loss Sharing (PLS) mode.

- Al-Arafah Islami Bank Limited
- EXIM Bank Limited
- First Security Islami Bank Limited
- Global Islami Bank PLC
- ICB Islamic Bank Limited
- Islami Bank Bangladesh PLC
- Shahjalal Islami Bank Limited
- Social Islami Bank Limited
- Union Bank Limited
- Standard Bank Limited

Foreign commercial Banks (FCBs)

In total 9 FCBs are operating in Bangladesh as branches of the banks which are incorporated abroad.

- Bank Al-Falah Limited (Pakistan)
- Citibank N.A (United States of America)
- Commercial Bank of Ceylon PLC (Sri Lanka)
- Habib Bank Limited (Pakistan)
- HSBC (United Kingdom)
- National Bank of Pakistan (Pakistan)
- Standard Chartered Bank (United Kingdom)
- State Bank of India (India)
- Woori Bank (South Korea)

2.4.2 Non-scheduled Banks

Non-scheduled banks are licensed only for specific functions and objectives and do not offer the same range of services as scheduled banks. There are now 5 non-scheduled banks in Bangladesh.

- Ansar VDP Unnayan Bank
- Grameen Bank
- Jubilee Bank
- Karmashangosthan Bank
- Palli Sanchay Bank
- Bangladesh Samabaya Bank Limited

Chapter Three

Organizational Overview

3.1 Organizational Orientation

Banking plays an important role in the economy of any country. In Bangladesh, Muslims comprise the majority of the population. Though, no Islamic banking only a traditional banking system was developed here till 1983. However, interest is absolutely prohibited in Islam. The main aim of traditional banking is to earn profit by borrowing and lending money in exchange for interest.

As a result, there is unfair competition among the bankers and among the customers. The people of this country are profoundly committed to the Islamic way of life as enshrined in the Holy Quran‟ and the Sunnah. Naturally, it remains deep in their hearts to fashion and design their economic lives in accordance with the precepts of Islam. The establishment of Islami Bank Bangladesh PLC on March 13, 1983, is the true reflection of this inner urge of its people, which started functioning with erect from March 30, 1983.

Now, a question may arise- „What is Islami Banking? “According to OIC- “Islamic bank is a financial institution whose status, rules and procedures expressly state its commitment to the principle of Islamic Shariah and to the banning of the receipt and payment of interest on any of its operations.” This bank is the first of its kind in South-East Asia. It is committed to conducting all banking and investment activities on the basis of an interest-free profit-loss sharing system. In doing so, it has unveiled a new horizon and ushered in a new silver lining of hope towards materializing a long-cherished dream of the people of Bangladesh for doing their banking transactions in line with what is prescribed by Islam.

With the active cooperation and participation of the Islamic Development Bank (IDB) and some other Islamic banks, financial institutions, government bodies, and eminent personalities of the Middle East and the Gulf countries, Islami Bank Bangladesh PLC has by now earned the unique position of a leading private commercial bank in Bangladesh. In the late seventies and early eighties, Muslim countries were awoken by the emergence of Islami Bank which provided interest-free banking facilities. There are currently more than 614 interest-free institutions all over the world. Today Islami Bank not only operates in almost all Muslim countries but has extended its wings to the Western world to serve both Muslim and non-Muslim customers.

In the case of Islami Banking, the establishment of Mitghamar Local Savings Bank in 1963 is said to be a milestone for modern Islami Banking. In 1974, Bangladesh signed the Charter of the Islamic Development Bank and committed itself to reorganizing its economic and financial system as per Islamic Shariah. In 1978, Bangladesh recommended in the Islamic Foreign Minister Conference in Senegal towards systematic efforts to Islamic Banking. In 1980, the Foreign Minister Conference in Pakistan where Bangladesh Foreign Minister Prof. Shamsul Hoq, proposed taking steps for Islamic Banking.

Further, Bangladesh Bank sent representatives abroad to study the Islamic Banking System. In 1981, the President of the Peoples Republic of Bangladesh addressed the 3rd Islamic Summit Conference held at Makkah and Taif suggested, "The Islamic countries should develop a separate banking system of their own in order to facilitate their trade and commerce. "In 1982, IDB visited Bangladesh for study. They found contributions done by the Islamic Economics Research Bureau (IERB) and Bangladesh Islamic Bankers Association (BIBA); they mobilized the seminars, and public opinion through symposia & workshops. The Muslim Businessman Society (now reorganized as the Industrialists and Businessman Association) reinforces professional activities. The body mobilized mainly equity capital for emerging Islamic Bank. Finally, in 1983 Islami Bank Bangladesh PLC (IBBPLC) came out to take the challenge of doing banking business.

Islami Bank Bangladesh PLC (IBBPLC) is considered to be the first interest-free bank in Southeast Asia. It was incorporated on 13-03-1983 as a Public Company with limited liability under the Companies Act 1913. The bank began operations on March 30, 1983, with a major share by foreign entrepreneurs. IBBL is a joint venture multinational Bank with 63.92% of equity being contributed by the Islamic Development Bank and financial institutions. The total number of branches in 2012 stood at 276. Now the authorized capital of the bank is Tk. 20,000 million and the paid-up capital is Tk. 10007.71 million.

3.3 Mission, Vision & Core Values of Islami Bank Bangladesh PLC

Mission

- Establish Islami banking through the introduction of a welfare-oriented banking system.
- To ensure equity and justice in the field of all economic activities.
- To achieve balanced growth and equitable development through diversified investment operations, particularly in the priority sectors and less developed areas of the country.
- Encourage socio-economic uplift and financial services to the low-income community, particularly in rural areas.

Vision

The vision of IBBPLC always strives to achieve superior financial performance, be considered a leading Islamic Bank by reputation and performance as well as-

- To establish and maintain modern banking technologies, to ensure the soundness and development of the

  financial system based on Islamic principles, and to become a strong and efficient organization with highly motivated professionals, working for the benefit of the people, based upon accountability, transparency, and integrity in order to ensure the stability of the financial system.
- To encourage savings in the form of direct investment.
- To encourage investment, particularly in projects which are more likely to lead to higher employment.

Core Values

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

3.4 Forward-Looking Statement of Islami Bank Bangladesh PLC

The Annual Report-2022 of Islami Bank Bangladesh PLC has stated forward-looking statements in its different parts. Forward-looking is someone or something with an eye to the future and a focus on what is coming. It often predicts expected future business and financial performance. It contains words such as expect', 'anticipate, believe, seek, will, may, would, presume, assure, hope, and so on and so forth. A forward-looking statement naturally addresses matters that are, to certain degrees, uncertain and may not happen.

In most cases, a forward-looking statement has been made with respect to the company's expected income, earnings, business growth, horizontal expansion, cost structure, capital structure, dividends, etc. Such a statement was made based on some assumptions about future events, which may happen or may not happen.

The following major factors that may affect the overall business conditions of the Bank are mentioned below:

- Changes in national economy, political and financial conditions, changes in the government's adjustments and control policies, and regulatory issues, securities, and capital markets behavior including changes in market liquidity and volatility, global economic downturn including a significant decline in global trade volumes;
- Global unrest in Middle-east countries affecting the flow of remittances and trade;
- Changes in fiscal, monetary, and trade policies;
- Natural catastrophes and political disturbances;
- Changes in consumer behaviors, technologies, and commodity prices;
- Changes in the financial and capital market;
- Changes in interest rates and forex rates locally and internationally;
- Changes in international business patterns in post-COVID and Ukraine War;
- Changes in the legal and regulatory framework;
- Changes in Cash Reserve Ratio (CRR) and Statutory Liquidity Reserve (SLR);
- Withdrawal of incentives given to any sector.

While these forward-looking statements represent our current judgment on what the future holds, they are subject to risks and uncertainties that could cause actual results to differ materially. Since there are uncertainties about the occurrence of future events, those should be treated from that viewpoint in decision-making by the users of the Annual Report.

Corporate Milestones

1983

13.
03.1983 Incorporation
27.03.1983 Certificate of Commencement of Business
30.03.1983 Inauguration of 1st Branch
01.05.1983
Formation of Shariah Council
04.07.1983 Formation of Sadakah Tahbil as a CSR Wing
12.08.1983 Formal Inauguration

1985

02.07.1985
Listing at Dhaka Stock Exchange Limited

1996

07.03.1996
Listing at Chattogram Stock Exchange Limited

1997

12.06.1997
Opening of 100 th Branch

2004

29.12.2004
Joining/Agreement with CDBL

2005

02.04.2005
In-house Core Banking Software

2007

31.12.2007
1st Position of IBBL in Inward Remittance since

2009

21.06.2009
Opening of 200th Branch

2010

22.03.2010
Islami Bank Securities Limited (IBSL)
01.04.2010
Islami Bank Capital Management Limited
(IBCML)

Corporate Milestones

2011

04.01.2011
Launching of Offshore Banking Unit
07.01.2011
100% Online Banking
16.12.2011
Launching of banking

2012

11.10.2012
Introduction of IDM
27.12.2012
Inauguration of mCash service
27.12.2012
Launching of Call Center
31.12.2012
Entered into the World's Top 1,000 Banks list since

2014

14.04.2014
Witnessed Tk.500,000 million deposit base
27.05.2014
Launching of SHARI'AH-BASED Credit Card–
Islami Bank Khidmah Card

2015

18.03.2015
Launching of Sheba Ghar
09.09.2015
Opening of the 300th Branch

2016

30.03.2016
Launching 'IBBL iSmart' (mobile apps)
18.10.2016
Opening of 500th Own ATM Booth

2017

15.07.2017
Launching Agent Banking Services

2018

10.05.2018
Opening of 100th Agent Banking outlet

2019

08.07.2019
Opening of 500th Agent Banking outlet
08.09.2019
Launching of CRM
15.09.2019
Opening First Sub-branch
11.11.2019
Opening of 350th Branch
31.12.2019
Opening of 1000th Agent Banking outlet

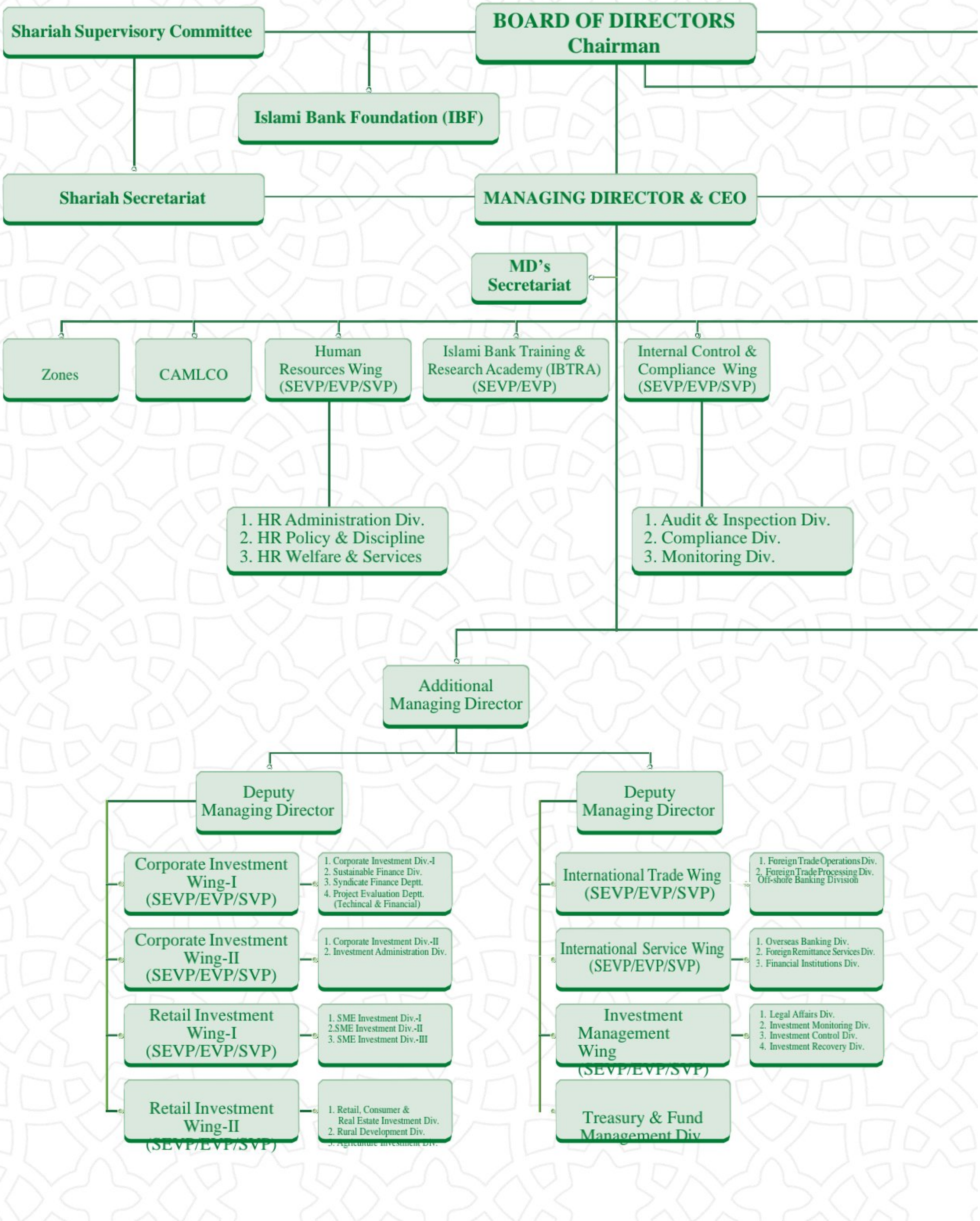
2020-21

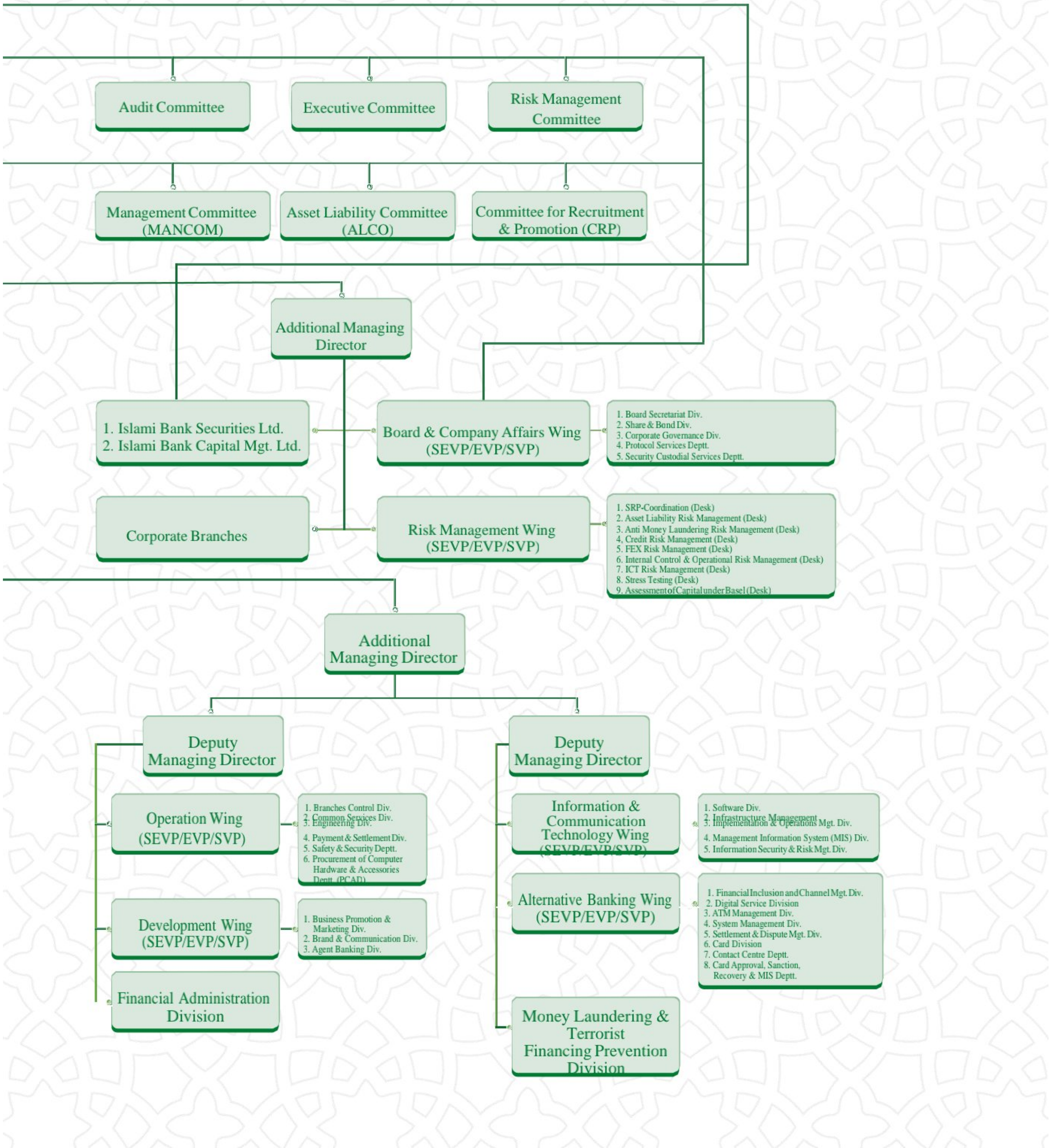
30.06.2020
TK. 1 Trillion Deposit
27.09.2020
Opening of 100th Sub-branch
Opening of 1500th Agent Banking outlet
30.11.2020
Launching of Cellfin App
13.12.2020
Opening of 2000th Agent Banking outlet
23.11.2021
Opening of 200th Sub-branch

Corporate Information

Name of the Company	:	ISLAMI BANK BANGLADESH PLC
Legal Status	:	Public Limited Company
Company Registration No.	:	C $\frac{10589}{485}$ Dated March 13, 1983
Bangladesh Bank License No.	:	BL/DA/4290/83
GTIN	:	376764873732
VAT Registration No./BIN No.	:	000000124-0002
Line of Business	:	Banking
Total Branch	:	394
Sub Branch	:	228
SME/Agriculture Branch	:	30
Zone	:	16
AD Branch	:	73
Offshore banking Unit	:	03
ATM & CRM (own)	:	2,856
ATM (shared)	:	12,000+
Instant Deposit Machine (IDM)	:	126
Sheba Ghar	:	47
Agent Banking Outlet	:	2,694
Employees	:	20,792
Directors	:	20
Sponsors	:	19
Placement holders	:	17
Shareholders	:	26,388
MPB holders	:	11,924
IBBL 2nd PMB holders	:	451
Local Shareholders	:	57.71%
Foreign Shareholders	:	42.29%
Foreign Correspondents	:	594
Chairman	:	Mohammad Nazmul Hassan
Vice Chairmen	:	1. Yousif Abdullah A Al-Rajhi 2. Mohammed Shahabuddin
Managing Director	:	Mohammed Monirul Moula
Company Secretary	:	JQM Habibullah, FCS
Head of Internal Control & Compliance	:	Md. Nayer Azam
Chief Financial Officer	:	Md. Ashraful Haque, FCA
Credit Rating Agency	:	Emerging Credit Rating Ltd.
Subsidiary Companies	:	1. Islami Bank Securities Limited 2. Islami Bank Capital Management Limited
Statutory Auditors	:	1. M/s. Howlader Yunus & Co. Chartered Accountants 2. M/s. ACNABIN Chartered Accountants
Tax Advisor	:	M/s. K.M. Hasan & Co. Chartered Accountants
Registered Office	:	40, Dilkusha C/A, Dhaka-1000, Bangladesh
Phone	:	PABX (+88-02) 223384816, 223383040
Mobile	:	+(88) 01711435638, 01711435639
Contact Center	:	(+88-02) 8331090 or 16259
FAX	:	(+88-02) 9568634
SWIFT	:	IBBLBDDH
E-mail	:	info@islamibankbd.com
Website	:	www.islamibankbd.com

ORGANOGRAM OF ISLAMI BANK BANGLADESH LIMITED
(Effective from 3rd February 2021)




Audit Committee
Executive Committee
Risk Management Committee
Management Committee (MANCOM)
Asset Liability Committee (ALCO)
Committee for Recruitment & Promotion (CRP)
Additional Managing Director
1. Islami Bank Securities Ltd.
2. Islami Bank Capital Mgt. Ltd.
Board & Company Affairs Wing (SEVP/EVP/SVP)
1. Board Secretariat Div.
2. Share & Bond Div.
3. Corporate Governance Div.
4. Protocol Services Deptt.
5. Security Custodial Services Deptt.
Corporate Branches
Risk Management Wing (SEVP/EVP/SVP)
1. SRP-Coordination (Desk)
2. Asset Liability Risk Management (Desk)
3. Anti Money Laundering Risk Management (Desk)
4, Credit Risk Management (Desk)
5. FEX Risk Management (Desk)
6. Internal Control & Operational Risk Management (Desk)
7. ICT Risk Management (Desk)
8. Stress Testing (Desk)
9. Assessment of Capital under Basel (Desk)
Additional Managing Director
Deputy Managing Director
Operation Wing (SEVP/EVP/SVP)
1. Branches Control Div.
2. Common Services Div.
3. Engineering Div.
4. Payment & Settlement Div.
5. Safety & Security Deptt.
6. Procurement of Computer Hardware & Accessories Deptt. (PCAD)
Development Wing (SEVP/EVP/SVP)
1. Business Promotion & Marketing Div.
2. Brand & Communication Div.
3. Agent Banking Div.
Financial Administration Division
Deputy Managing Director
Information & Communication Technology Wing (SEVP/EVP/SVP)
1. Software Div.
2. Infrastructure Management
3. Implementation & Operations Mgt. Div.
4. Management Information System (MIS) Div.
5. Information Security & Risk Mgt. Div.
Alternative Banking Wing (SEVP/EVP/SVP)
1. Financial Inclusion and Channel Mgt. Div.
2. Digital Service Division
3. ATM Management Div.
4. System Management Div.
5. Settlement & Dispute Mgt. Div.
6. Card Division
7. Contact Centre Deptt.
8. Card Approval, Sanction, Recovery & MIS Deptt.
Money Laundering & Terrorist Financing Prevention Division

Chapter Four

Literature Review

4.1 Human Resource Management

Human Resource Management (HRM or HR) is the strategic and coherent approach to the effective and efficient management of people in a company or organization to help their business gain a competitive advantage. It is designed to maximize employee performance in service of the employer's strategic objectives. Human resource management is primarily concerned with the management of people within organizations with a focus on policies and systems. HR departments are responsible for employee benefits design, employee recruitment, training and development, performance evaluation, and reward management, such as managing payroll and employee benefit systems. HR also concerns itself with organizational change and industrial relations or balancing organizational practices with requirements arising from collective bargaining and government legislation.

The overall objective of human resources (HR) is to ensure that the organization is able to achieve success through people. HR professionals manage an organization's human capital and focus on implementing policies and procedures. They may specialize in finding, recruiting, selecting, training, and developing employees as well as maintaining employee relations or benefits. Training and development professionals ensure that employees are trained and continuously developed. This is done through training programs, performance appraisals, and reward programs. Employee Relations deals with employee concerns when policies are broken, such as in cases involving harassment or discrimination. Managing employee benefits includes developing compensation structures, parental leave programs, discounts, and other benefits for employees.

On the other side of the field are HR generalists or business partners. These HR professionals may work in all fields or be labor relations representatives working with unionized employees. HR is a product of the human relations movement of the early 20th century when researchers began documenting ways to create business value through the strategic management of the workforce. It was initially dominated by transactional work, such as payroll and benefits administration, but due to globalization, company consolidation, technological advances, and further research, as of 2015,

HR has focused on strategic initiatives such as mergers and acquisitions, talent management, succession planning, industry, labor relations, diversity, and inclusion. In the current global work environment, most companies focus on reducing employee turnover and retaining the talent and knowledge possessed by their workforce. New hires not only entail a higher cost but also increase the risk that a new employee may not be able to adequately replace the previous employee's position. HR departments try to offer benefits that will appeal to employees, thus reducing the risk of losing employee commitment and psychological ownership.

4.2 Importance of Human Resource Management

Human resource management focuses on the acquisition, development, utilization, and maintenance of an organization's people effectively. This section of the organization helps to bridge the gap between employee performance and the organization's goals. If managed correctly, this can give the organization an edge over its competitors.

The Founder of Sony Corporation Mr. **Akio Morita** once said, there is 'No magic' in the success of companies. The secret of their success is simply the way they treat their employees. A good HR department works to create an employee-oriented workplace in which employees work effectively and efficiently to achieve personal and organizational goals. Following are some reasons

Why Human Resource Management is important for any Organization?

Human resource management is an integral part of any thriving organization. The following points will judge the clarity of HRM in an organization.

1. Quality of work life

Quality of work life is the total quality of an employee's work environment in an organization. It tells about the employee's impression of the physical and psychological well-being of an organization. The HR Management needs to make conscious efforts to maintain the quality of work-life as undoubtedly it is directly proportional to the employee's productivity. This can be done by managing and reducing workplace stress, providing financial reimbursements, recognition, freedom, and belongingness.

2. Meeting the Demand-Supply Gap for Human Resource

Apart from managing the Resources in an organization, HR is also responsible for ensuring the availability of sufficient human resources. They are responsible for finding competent personnel for the job to ensure high performance by putting the right person in the right place.

"One machine can do the work of fifty ordinary men. No machine can do the work of one extraordinary man."

_ Elbert Hubbard

This can be done by conducting recruitment drives whenever needed. Also, they perform the function of laying off unproductive employees.

3. Training and Development

The training and development department of an organization must put in continued efforts to boost its employees' performance. Investing in training and development not only increases the employee's potential and motivation but contributes to the overall growth of the organization. New employees must be welcomed with orientation and training sessions to equip them with the workflow of the organization. All the employees must be given training to boost their job skills and development sessions to work on life skills like communication, decision-making, and leadership.

"Train people well enough so they can leave. Treat them well enough so they don't want to."

_ Sir Richard Branson

4. Employee Motivation and Retention

The essential task of Human Resource Management is to build a sense of belongingness in the employees of the organization. It is also important to motivate each and every person to work up to their full potential.

This can be done either by recognizing or applauding the employees for their work.

An employee getting recognition increases meaning and purpose in their job, thereby motivating them to work better the next time.

Another method is to provide them with regular monetary benefits like rewards, compensations, and fringe benefits. This not only helps in retaining employees but also in achieving the organization's goals effectively.

5. Building a Healthy Work Culture

A healthy work culture is important for the employee as well as the organization. It should be a place where the employees must feel valued, safe, and comfortable. It is needed to bring the best out of the employees.

HR makes sure that there is a clean and transparent work culture, leading to employees achieving individual goals in particular and the organization's goals at large. The more the employees are happy and motivated, the more productive they are.

6. Wages and Salaries

HR is needed to prepare an extensive and realistic compensation structure with respect to the job's worth, and wages offered by other similar organizations for employees with similar skills. It may be in the form of direct financial payment like wages, salaries, incentives, bonuses or indirect like health benefits, paid insurance or vacation packages, etc.

7. Maximizing Profit and Productivity

Human Resources management is responsible for ensuring the right quality and quantity of personnel in the workplace. Also, to ensure that there are enough opportunities for the existing employees to grow and prosper in their careers.

Such employees who work to achieve their personal growth directly impact the growth of the organization. Thereby minimizing cost and maximizing productivity.

8. Strategy Management

Human Resources is an essential aspect of any organization. HR Managers work upon and manage the strategies laid by top-level management to help organizations achieve their goals and objectives. It also takes part in corporate decisions and strategy-making for current employees and predictions for the future based on business demands.

9. Building and Establishing Corporate Images

Every organization must have a good public image to sustain itself in the market. Here the HRM is important to build and maintain a strong corporate image in front of its internal as well as external public. Moreover, employees would be more willing to work for an organization having a positive image in the market.

10. Conflict Resolution

Conflict can destroy a team that hasn't spent time learning to deal eith it.

_Thomas Isgar

Conflicts are bound to arise when a group of people is working together, whether it is a small group or a big team. Conflicts are inevitable and must be resolved quickly as they may hamper the smooth functioning of the organization. HR management is needed to resolve such conflicts systematically with an unbiased approach.

So, all in all, we HR managers can play the role of balancing wheel in an organization. They help companies maintain employee morale and motivation for better productivity and results.

4.3 Major Functions of Human Resource Management

Seven Functions of HR

- Strategic planning.
- Recruitment.
- Training and development.
- Compensation and benefits.
- Policy creation.
- Employee and labor relations.
- Risk management.

Key Functions of HR

HR has many important functions in the organization. These include recruitment, performance management, learning and development, and many more. In total, there are 12 key functions of Human Resources Management. If we want to understand the functions of Human Resources, we need to understand what Human Resource Management (HRM) is.

According to the story (1995), HRM is a distinctive approach to employment management that seeks to achieve competitive advantage through the strategic deployment of a highly committed and capable workforce using an integrated array of cultural, structural, and personnel techniques.

In this article, we will go over the 12 Human Resources functions and explain how they help move the organization forward. These functions are:

- Human resource planning
- Recruitment and selection
- Performance management
- Learning and development
- Career planning
- Function evaluation
- Rewards
- Employee participation and communication
- Safety
- Personal wellbeing
- Administrative responsibilities

4.4 Training and Development Concept

Training

Training refers to the process of imparting specific skills. According to Reynolds et al (2004, pp.1) training is defined "as a set of activities which react to present needs and is focused on the instructor and contrast with learning as a process that focuses on developing individual and organizational potential and building capabilities for the future". Training refers to a planned effort or activity by an organization to facilitate the most effective use of people through the process of building job-related competency. Easily training is a process by through this process is done employee development.

Training is the formulation part for employees. Training is essentially a management tool derived to foster, develop, and increase the skills and knowledge base of employees and also employers with a view to ultimately increasing both the employee's and organization's performance in terms of efficiency, effectiveness, and overall productivity. Through the training process, people learn KSA (knowledge, skills & abilities). Mainly training gives the opportunity to learn new things.

Development

Development of learning opportunities designed to help employees grow. It is the ultimate result of training. And development is the implementation part. It is an advanced tool that essentially allows the employees to progress along a career plan or path with the skills and knowledge gained over time. It allows employees to progress according to the needs of the organization. Developmental programs concentrate on broader skills that are applicable to a wider variety of situations, such as decision-making, leadership skills, and goal-setting. Development lets to know the result of planning. Employee Development = Employee Education + Employee Skills + Training Effectiveness + Employee Quality on given tasks.

4.5 Difference between Training and Development

- Training is a learning process for new employees by which they can get the basic or core skills for their job and Development is a continuous process.
- Training is a short-term process and development is a long-term process.
- Training is a formulation part and development is a formulation part.
- Through the training process, we learn KSA and when we implement KSA it is developed.
- Training gives the opportunity to learn new things and Development will let to know the result of planning.
- Basically, training focuses on the job position and development gives the emphasis on developing a successful career path.
- In training, objectives are specific & well-defined, and in development, objectives are much broader.
- A company designed a training program and by an expert, they teach their employees. However, in development, the focus is given to individuals.

4.6 Training and Development Process

The training and development process is an organizational activity by which an organization can improve its employee's performance & group's performance. The training process is a significant activity both for the organization as well as the organization also. In the modern industrial environment training is most important for the technological development of employees. The management should ensure that a training program endeavors to bring positive changes in the organization as well as for the individuals. “Training is the systematic development of the knowledge, skills, and attitudes required by an individual to perform adequately a given task or job”. (Source: A Handbook of Human Resource Management Practice, Kogan Page, 8th Ed., 2001)

According to Edwin B. Flippo, "Training is the action of expanding knowledge and skills of an employee for doing a special duty. The term 'training' indicates the process involved in improving the talents, skills, and abilities of the employees to perform specific jobs. Training helps to improve old talents and develop new talents. 'Successful candidates are placed on the jobs need the training to perform their duties effectively'.

The principal objective of the training is to ensure the availability of a skilled and willing workforce to the organization. In addition to that, there are four other objectives: Individual, Organizational, Functional, and social objectives played a vital role.

- **Individual Objectives**: This type of objective is too much assistance for employees in achieving their personal goals. Which increased the individual contribution to the organization. Individual objectives are very important for an employee's personal growth.
- **Organizational Objectives:** An organizational objective helps the organization with its primary objective which bringing individual effectiveness. Without organizational objectives, an organization can't achieve its primary goal of being a successor.
- **Functional Objectives**: Functional objectives are observing all the department's contributions to its organization. Functional objectives meet the organization's needs. Without functional objectives, an organization can't reach its goal. These objectives are very important to run an organization properly.
- **Social Objectives**: Social objectives play an effective role for an organization. Without contributing to social responsibilities an organization can't do its best. Social objectives ensure that the organization is ethically and socially responsible for a social environment. Social objectives fulfill social needs or challenges.

4.7 Methods of Training and Development

Management development is a systematic process of growth and development by which managers develop their abilities to manage. It is concerned with not only improving the performance of managers but also giving them opportunities for growth and development.

These are two methods through which managers can improve their knowledge and skills. One is through formal training and the other is through on-the-job experiences. On-the-job training is very important since real learning takes place only when one practices what they have studied.

But it is also equally important in gaining knowledge through classroom learning. Learning becomes fruitful only when theory is combined with practice. Therefore On-The-Job methods can be balanced with classroom training methods (off-the-job methods).

4.7.1 On-The-Training Methods

This is the most common method of training in which a trainee is placed on a specific job and taught the skills and knowledge necessary to perform it.

On-The-Training Methods are as follows:

Job Rotation

This training method involves the movement of trainees from one job to another to gain knowledge and experience from different job assignments. This method helps the trainee understand the problems of other employees.

Coaching

Under this method, the trainee is placed under a particular supervisor who functions as a coach in training and provides feedback to the trainee. Sometimes the trainee may not get an opportunity to express his ideas.

Job Instructions

Also known as step-by-step training in which the trainer explains the way of doing the jobs to the trainee and in case of mistakes, corrects the trainee.

Committee Assignments

A group of trainees are asked to solve a given organizational problem by discussing the problem. This helps to improve teamwork.

Internship Training

Under this method, instructions through theoretical and practical aspects are provided to the trainees. Usually, students from engineering and commerce colleges receive this type of training for a small stipend.

4.7.2 Off-The-Job Training Methods

On-the-job training methods have their own limitations, and in order to have the overall development of employees off-the-job training can also be imparted. The methods of training that are adopted for the development of employees away from the field of the job are known as off-the-job methods.

Off-the-job methods are as follows:

Case Study Method

Usually, a case study deals with any problem confronted by a business that can be solved by an employee. The trainee is given an opportunity to analyze the case and come out with all possible solutions. This method can enhance the analytic and critical thinking of an employee**.**

Incident Method

Incidents are prepared on the basis of actual situations that happened in different organizations and each employee in the training group is asked to make decisions as if it is a real-life situation. Later on, the entire group discusses the incident and makes decisions related to the incident on the basis of individual and group decisions.

Play Role

In this case, also a problem situation is simulated asking the employee to assume the role of a particular person in the situation. The participant interacts with other participants assuming different roles. The whole play will be recorded and trainee gets an opportunity to examine their own performance.

In-Basket Method

The employees are given information about an imaginary company, its activities and products, HR employed, and all data related to the firm. The trainee (employee under training) has to make notes, delegate tasks and prepare schedules within a specified time. This can develop situational judgments and quick decision-making skills of employees.

Business Games

According to this method, the trainees are divided into groups and each group has to discuss various activities and functions of an imaginary organization. They will discuss and decide on various subjects like production, promotion, pricing, etc. This gives results in a cooperative decision-making process.

Grid Training

It is a continuous and phased program lasting for six years. It includes phases of planning development, implementation, and evaluation. The grid takes into consideration parameters like concern for people and concern for people.

Lectures

This will be a suitable method when the number of trainees is quite large. Lectures can be very helpful in explaining the concepts and principles very clearly, and face-to-face interaction is very much possible.

Simulation

Under this method, an imaginary situation is created and trainees are asked to act on it. For example, assuming the role of a marketing manager solving marketing problems or creating a new strategy, etc.

Management Education

At present universities and management institutes give great emphasis on management education. For example, Mumbai University has started a bachelor's and postgraduate degree in Management. Many management Institutes provide not only degrees but also hands-on experience having collaboration with business concerns.

Conferences

A meeting of several people to discuss any subject is called a conference. Each participant contributes by analyzing and discussing various issues related to the topic. Everyone can express their own viewpoint.

Chapter Five

Learning from Internship

5.1 My job at the HR Division in Islami Bank Bangladesh PLC

I have started my internship at Training and Development in Islami Bank Bangladesh PLC, dated July 04, 2023, and it will continue up to September 03, 2023. I am glad to work with General Banking, ADC Department, HR Division, and Foreign & Investment Department, which helped me to get familiar with corporate culture and HRM practices. This practical experience helps me to develop and prepare myself for the job market. During my internship, I have learned the following things:

- Meaning of responsibility
- Necessity of commitment
- Punctuality and regularity
- Communication with people
- How to face critical situation
- How to handle pressure
- How to follow the chain of command
- How to adopt with corporate culture

5.2 Responsibility as an Intern

Being assigned for the separation team of Islami Bank Bangladesh PLC, my core job was to complete the separation process of an employee. I have worked under my supervisor and assisted him to complete the separation process of resigned employee, terminate employee, retired employee and so on. I have tried my level best to assist my supervisor as well as to gather some practical knowledge about the task. Moreover, whenever I have enough time, I am assigned some tasks from the recruitment team. During this three month I have performed some other clerical work from several teams like promotion and up-gradation, disciplinary action, leave management etc. Some time I have to communicate with several branches for collecting information regarding particular employees. Moreover, they are cordial to support me at any inquiry. I have tried to accomplish all the tasks with full of responsibility and accountability.

5.3 Task with Separation Team

Basically, I am assigned as an intern for the separation team. During this time, I have performed lots of tasks regarding the separation process. These are:

- Receiving resignation from the employee
- Receiving approval from MD, Head of HR, Head of concern divisions or Branch Manager
- Mailing all divisions for audit and liability clearance regarding that particular employee
- Receiving clearance and input data
- Issuance of settlement notes
- Preparing release order
- Preparing experience certificate
- Preparing service benefit
- Taking exit interview
- Documentation of all the papers
- Preserving photocopies or scanned copies of needed document
- Others clerical task
- Proving pay order to the employee

5.4 Task with Recruitment Team

Although I am assigned to the separation team whenever I have enough time, I have been assigned some tasks from the recruitment team.

These are:

- Checking CV
- Call for an interview
- Call for internship
- Find out needed information from CV
- Preparing shortlist for interview
- Documentation of needed information

5.5 Observation

I am very glad to work at GB, ADC Department, and Foreign and Investment Department in Islami Bank Bangladesh PLC. The working environment is so friendly and the employees are also cordial. They are always in my sight whenever I face any problem. They always assist me whenever I ask any questions regarding my report or other issues. Though all the information is confidential, they do their level best to fulfill my queries.

During the internship program I have observed some practices that are given below:

- Accomplished the job on time.
- All the tasks are done with the central operating system and without the bank's confirmation nobody can get entered into the operating system.
- All the employees are connected to the HR connection system.
- Information is communicated over e-mail.
- Every employee is accountable to the supervisor for their responsibility.
- A good performance is always appreciated by other colleagues.

Chapter Six

Training and Development Practices at Islami Bank Bangladesh PLC

6.1 Training and Development

Training

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

Development

Development could be prepared by which the workers their attitudes, behaviors, activities, and other capacities with nonstop training of learning and development, that required to perform in an organization viable and easily. A truthful advancement preparation conveys a fitting alteration in a person's behavior, state of mind, and movement specifically related to the company objectives comes about the organization. Development refers to teaching managers and professionals the skills needed for both present and future jobs.

6.2 Objective of Training & Development

Needs bring about preparation and advancement objectives, 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 stated as follows:

- Provide flight data to bring in clients within thirty seconds.
- 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 goals are not met, disappointment gives the HR division input on the program and the members.

6.3 Importance of employee training and development:

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

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

6.4 Steps of Training and Development

The Five Steps of Training and Development:

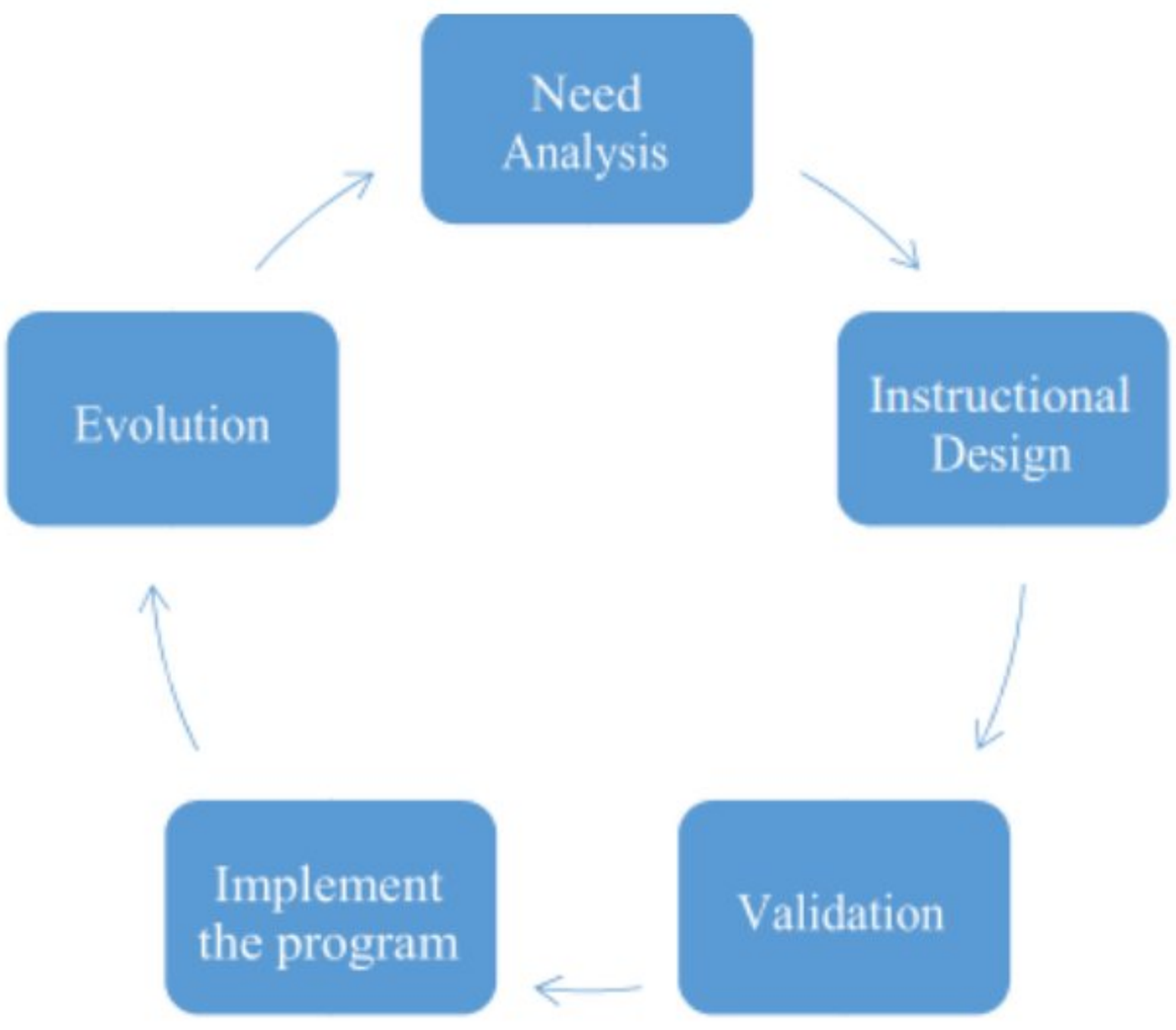


Figure 6.4: The five steps of training and development

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

6.5 Training needs 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 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 necessary 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 to lead a Training Needs Analysis, contingent upon your circumstance. One size doesn't fit all. Is the motivation behind the requirements appraisal too?

- Lead into a plan of a particular reason improvement activity (e.g., client protest decrease)
- Enable the plan of the association's preparation schedule
- Identify the preparation 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 on preparation 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?

6.6 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 system 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 additionally offers a center to the students. The various systems underneath the approach grant the student to conduct. These methodologies are extraordinarily used for advancement. The diversity that comes with social methodology is,

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

Hands-on preparation Occupation revolution: Islami Bank Bangladesh constrained representatives to move the different situations in the Association in exertion as far as anyone is concerned, expertise, capacity, work action, and 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 the bank. Advisory group task: Task one sort of homework committee task can permit Workers to offer basic leadership and examine organizational issues.

- Job turn
- Case turn
- Coaching
- Action learning

Off the activity preparing

Talk course and class: The Islami Bank Bangladesh PLC restricted orchestrates preparing for workers in its very own preparation association. The mentors use talk and course training for the more viable Representatives.

Off the Job Organization Preparing Development:

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

6.7 Current Scenario of Training and Development of IBBPLC

The principles and working procedures of Islamic Banks are completely new and different from those of 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, the Islamic Bank Training and Research Academy (IBTRA) was established in 1984, soon after the inception of the Islamic Bank Bangladesh Limited (IBBPLC). 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.

6.8 Training and development at IBBPLC

Human Resource Development practices point to the advantage of the bank. One of IBBPLC's Four significant crucial to supply to their customers with the great help of certain blessings, inventive movement, and aggressive edge make their position exceptional in giving quality advantage to all branches and customers that they care for. They have given need-based preparation to each learner. In the midst of the headway meet, they endeavored to supply to the customers and the individual required for preparation and improvement.

Other than that they have some number of delegates and give them preparation need. From the representatives, yearly execution examinations of the report have gathered information and data on preparing needs. Since the vast majority of administrators/chiefs are immediately associated with the preparation arranging,

therefore, in this preparation period they have given due significance to their proposals and thoughts. HR Division sent a draft of the preparation and advancement proposition to all worried of the bank and concurred with 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).

6.9 Step and process of IBBPLC

- Needs Assessment
- Configuration, Developing, and Conducting Training

Need Assessment

A need appraisal is a procedure of distinguishing execution prerequisites and a hole between what execution is required and what by and by existing. Powerful preparation needs appraisal Need evaluation strategies incorporate, for example,

- Observation: A system of observations in training to be evaluated and improved, and collect information by assessment at 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: This is about focusing on the individual training and development sector in the organization.
- Individual meeting: is to meet with the course coordinator and teacher about internship training.
- Observation overview: Of the whole training and development section what programs are provided by the organization?

Leading Training

I led instructional meetings rather than oversaw instructional courses. Leading and preparing the second venture of preparing and advancement process. It's increasingly viable for preparing and improving processes.

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 preparation means meaning precise way of assessing fundamental parts of hierarchical all-movement estimation. Preparing and improvement last advance assessing preparing of preparing process. Assessing and preparing is an increasingly powerful procedure of preparing and improving.

6.10 Benefits of Training and Development of IBBPLC

There are lots of benefits of doing an internship in IBBPLC. Those are some of the points given below which are:

- Fast we learn everything about internship.
- Being an interne we have to learn about banking.
- IBBPLC gives us the opportunity to choose the branch.
- IBBPLC gives us the opportunity to a permanent job that is doing an internship at their bank.
- IBBPLC gives a seller to every internee.

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

6.11 Training institutes of IBBPLC

The activity Islami Bank Training and Research Academy cover both training and research on various aspect of Islamic banking. The academy developed a rich library of its own valuable books on different subjects including Islamic economics, banking comparative philosophy of home, and documents. Keeping in view future training requirements of the bank and also to generally cater such as needs of different Islamic banking.

The academy conducts training courses and workshops for the official Islamic bank Bangladesh PLC and other Islamic banks. Orientation, foundation, and motivation courses on different subjects are also conducted around the IBBPLC.

In addition to conducting regular training courses. IBTRA is located on Babor Road, Mohammadpur, Dhaka, Bangladesh Islamic Bank of Bangladesh has its own training center which is located in the **Islami Bank Training and Research Academy (IBTRA)**.

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Chapter Seven

FINDINGS, RECOMMENDATION AND CONCLUSION

7.1 Findings

There are some of the findings picked up a more current situation of IBBPLC. After collecting and investigating information about IBBPLC, I have to say a few thoughts about IBBPLC training and development of Islami Bank Bangladesh PLC.

Those are given below:

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

7.2 Recommendations

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

7.3 Conclusion

Bank assumes a significant job in the present-day economy of our nation. Human asset executives (HRM) have a significant impact on each association and inside the banks. No association can satisfy their worker. The association assumes an alternate job in the economy that converts the corporate targets into the real world and triumphs. Temporary position programs satisfy representative employment and vocation improvement inside Islami Bank of Bangladesh PLC 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 every exercise of people inside the general public for a reason. It is extraordinary for me to finish my entry-level position program at Islami Bank of Bangladesh PLC, one of the incredible banks in our nation.

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The Business Development Conference (IBBPLC), 2017, p.93 Figure 2: Zonal Position for SMS Banking Performance (No. of Registration) of IBBPLC Source: Islami Bank Bangladesh PLC.