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Internship Report

On

Training and Development Practices of

Islami Bank Bangladesh Limited, Hazicamp Branch, Dhaka.

Supervised By:

Amitab Bose

Assistant Professor,

Department of Business Administration.

Uttara University

Submitted By:

Md Ashraful islam

ID: 2193061003

Major in HRM

Department of Business Administration

Uttara University

Date of Submission: 13th August 2020

Letter of Transmittal

Date:13thAugust2020

Amitab Bose

Assistant Professor,

Department of Business Administration.

Uttara University

Subject: Submission of Internship Report on Training and Development Practices of Islami Bank Bangladesh Limited- A study on Hazicamp Branch, Dhaka.

Dear sir,

It is a great pleasure for me that I could submit an internship report titled Training and Development Practices of Islami Bank Bangladesh Limited- A study on Hazicamp Branch, Dhaka. To fulfill the partial requirement of MBA program after completing my internship successfully in the Islami Bank Bangladesh Limited, Hazicamp Branch. Despite various short comings. I have devoted my best effort to gather information to prepare this report. Though I have tried to provide my best attempt to prepare this report, other may be some sort of inadequacy.

As instructed, I am submitting three copies of the report along with a soft version. I therefore pray & request you to consider & judge the report wholeheartedly & endeavor me for successful completion of my MBA program.

Sincerely Yours,

…………………….

Md Ashraful islam

ID: 2193061003

Major in HRM

Department of Business Administration

Uttara University

Supervisor's Certificate

This is to assure that this report entitled **Training and Development Practices of Islami Bank Bangladesh Limited- A study on Hazicamp Branch, Dhaka.** Submitted to Uttara University. In connection with the institution's internship program is an authentic record of work do by Md Ashraful islam (ID 2193061003) under my supervision at Islami Bank Bangladesh Limited, Hazicamp Branch Dhaka from "June to July 2020

I wish him every success in life.

………………………………

Amitab Bose

Assistant Professor,

Department of Business Administration.

Uttara University

Declaration of Student

I do him by declare that this report entitled **"Training and Development Practices of Islami Bank Bangladesh Limited" – A study on Hazicamp Branch, Dhaka** submitted by me to Uttara University for the degree of MBA of Business Administration is an original work.

I also him by assert that the report has not been submitted earlier shortly or wholly to any of him University or Institutions for any degree, diploma, associate ship, studentship, fellowship and of him similar titles or prizes.

……………………………

Md Ashraful islam

ID; 2193061003

Major in HRM

Department of Business Administration

Uttara University.

Certificate from Internship Committee

It is our pleasure to certify that Md Ashraful islam ID:2193061003, is a student of the Masters of Business Administration (MBA). Uttara University has completed the internship report as UU prescribed format. The report has been accepted and may be presented to the Internship Defense Committee for evaluation.

We wish him every success in life

On the behalf of Internship Committee

……………………….

Amitab Bose

Assistant Professor

Department of Business Administration

Uttara University.

Acknowledgement

At first, praise to almighty Allah (SWT) for giving me the strength and the ability to complete this internship report within scheduled time. This report is the outcome of contribution and sincere operation of different persons. This report on **"Training and Development Practices of Islami Bank Bangladesh Limited – A study on Hazicamp Branch Dhaka"** has been prepared to fulfill the requirement of MBA degree.

I Would like to thanks my Academic supervisor **"Amitab Bose"** Assistant Professor, Department of Business Administration.

Uttara University, for his Continuous guidance, encouragement and practice, His valuable suggestion and guidance made it possible to prepare a well-organized report.

We are very grateful to honorable coordinators A.K.M Rahmatullah, IBTRA, for giving the opportunity to know about IBBL, support and direction to make this report. In spite of sincere and denoted efforts other might be some mistakes in the study report. I take the entire responsibility for such unintended errors and omissions.

Finally, I am grateful to my head and dean, Department of Business Administration, Uttara University, for providing me such an opportunity to conduct an internship program to the Islami Bank Bangladesh Limited.

………………..

Md Ashraful islam

ID: 2193061003

Major In HRM

Department of Business Administration

Uttara University

Islami Bank
Bangladesh Limited

Chapter – 1
Introduction

Introduction

- Training and development alludes to the planned effort a company for facilities employee learning job related competencies. Training and development practices are competencies that discuss knowledge, skill, attitude, personal capability, and behave these are critical for successful job performance.

  Training and development are the teaching or development oneself or others, any skill knowledge and useful competencies. In training and developing successful companies that employ not as important assets but6 critical partners. These people are more important in today's business climate for many reasons. Training and development topics are covered in this internship report.

  The old and new adage that "Employees are our important assets"

Background of the Study

- In the internship program my academic super view assigned me with the topic "Training and Development practice of Islami Bank Bangladesh Limited" for my internship report. To complete this report, I had to analyze all type of training provided by Islami Bank Bangladesh Limited. I had to gather all the information of training and development methods of Islami Bank Bangladesh Limited internal sources. However, due to privacy policy, all necessary information could not be achieved. The report has been prepared using the limited information that could be gathered throughout the internship period. The employees of IBBL played a major role in providing useful information for this report. Additionally, official documents such as the schedule of training programs were used to collect detailed information about the topics and intensity of the training. In addition, the internet has been a great helping hand in collecting useful data on IBBL. Further information on comparison of IBBL with other banks, timeline of the growth and development of IBBL, branch information etc. were also collected from the internet.

Objectives of the Study

- **Broad Objective:**

The main objective of this study is evaluating the training and development practices of Islami Bank Bangladesh Limited

- **Specific Objective:**

➲ To identify the training and development process of IBBL.

➲ To explore the different methods of training used by the IBBL to provide training to the employees.

➲ To investigate training offered by IBBL to the staff.

Limitation of the Study

- Training and development are some limitations of the study. The study I should have is of great importance and requires me to do a lot of work. The limitation sectors that working in bank and finally in preparing this report are follow such as:

➲ Time shortage was one of the issues; the employees did not get enough time to discuss with me with their training and development experiences and comments.

➲ Confidential Banking System of Islami Bank Bangladesh Limited.

➲ The HR personnel were too busy to talk with them about the detailed training system of Islami Bank Bangladesh Limited.

➲ Lack of enough cooperation due to high workload for employees.

➲ Lack of proper evaluation of training and development.

➲ Lack of concentration training session of Islami bank Bangladesh limited.

➲ Lack of training needs assessment.

Islami Bank Bangladesh Limited

Chapter – 2

Organization Overview

Historical Background of Islami Bank Bangladesh Limited

- From the year 1983, Islami Bank Bangladesh Limited started its activities based on the principle of Islamic Shariah.

Islami Bank Bangladesh Limited Is the first Shariah based interest free Bank in South East Asia inaugurated as a public limited company on 13th March 1983. The maiden branch of the Bank was the “Local Office " at Motijheel in Dhaka, started functioning informally on 30th March 1983. The Bank was established with Tk.80.00 Million as paid up capital which has been increased to Tk16099.91 Million as on December 31, 2017. Authorized capital of the Bank is Tk.20000.00 Million. Islami Bank Bangladesh Limited (IBBL) achieved the first position among the private Banks in terms of deposits, investments, exports and imports and in remittance collection. IBBL is the only Bank of Bangladesh that has entered into the world’s top 1000 banking list.

Islami Bank Bangladesh Limited is a joint Venture Public Limited Company engaged in commercial Banking Business on Islamic Shariah 63.09% foreign shareholding having the largest branch network (total 342 Branches) among the private Banks in Bangladesh.

About Islami Bank Bangladesh Limited

- The organization of Islami Bank Bangladesh Limited as “a financial institution who rules and procedures expressly state its commitment to the principles of Islami Sharjah and to the banning of the receipt and payment of interest on any of it so operations. Islami Bank Bangladesh Limited is the biggest organization of Bangladesh. Islami Bank Bangladesh Limited is the number one private bank ranking in Bangladesh.

Islami Bank Bangladesh Limited is the worldwide ranking in 994 out of one thousand. The time 1930 to 1940 is considered as the period of Philosophical foundation of Islami Banking.

Islami Bank Bangladesh Limited head office of Dilkhusha commercial area, Motijheel, Dhaka Bangladesh.

Islami Bank Bangladesh Limited managing director MD. Nazmul Hassan and CEO MD. Mahbub Ul Alam. IBBL bank is the most popular Bank in this city and it has a total 332 for full Bangladesh all division. They are also transaction money worldwide. This bank essentially a normative concept and could define the objective for Islami Economy.

Islami Bank Bangladesh is system of financial that avoids and payment of interest in conducts its operation in a way that it helps achieve the objectives of in Islami Economy.

Vision

- Their vision is to achieve superior financial performance, be considered a leading Islamic Bank by reputation performance.

  - Their goal is to establish and maintain the modern banking techniques, to ensure 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 people, based upon accountability, transparency and integrity in order to ensure stability of financial systems.
  - They always try to encourage savings in the form of direct investment.
  - They also try to encourage investment particularly in projects which are more likely to lead to higher employment.

Mission

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

Core Values

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

Core Purpose

- To Shariah
- To the Regulators
- To the Shareholders
- To the community
- To the customers
- To the employees
- To other stakeholders
- To Environment

Strategic Objective

- To ensure customers' satisfaction.
- To ensure welfare-oriented banking.
- To establish a set of managerial succession and adopting technological changes to ensure

successful development of an Islamic bank as a stable financial institution.

- To prioritize the client’s welfare.
- To emerge as a healthier and stronger bank at the top of the banking sector and continue stable positions in ratings, based on the volume of quality assets.
- To ensure diversification by Sector, Size, Economic purpose and Geographical location wise investment and expansion need based Retail and SME/Women entrepreneur financing.
- To invest in the thrust and priority sectors of the economy.
- To strive hard to become an employer of choice and nurturing and development talent in a performance-driven culture.
- To pay more importance in human resources as well as financial capital.
- To ensure a lucrative career path, attractive facilities and excellent working environment.
- To ensure zero tolerance on negligence in compliance issues both sharia’h and regulatory issues.
- To train and develop human resources continuously and provide adequate logistics to satisfy customers’ needs.
- To be excellent in serving the cause of least developed community and area.
- To motivate team members to take the ownership of every job.
- To ensure development of devoted and satisfied human resources.
- To encourage sound and proactive future generation.
- To achieve global standards.
- To strengthen corporate culture.
- To ensure Corporate Social Responsibilities (CSR) through all activities.
- To promote using solar energy and green banking culture and ecological balancing.

Product & Service

- Bank means mobilizing funds from surplus units and development of funds for deficit units. Islami Bank Bangladesh Limited mobilized its fund surplus unit through different types of Deposit schemes and developed this fund for deficit units through various investment schemes. So, the main products of IBBL are different kinds of deposits and investment schemes.

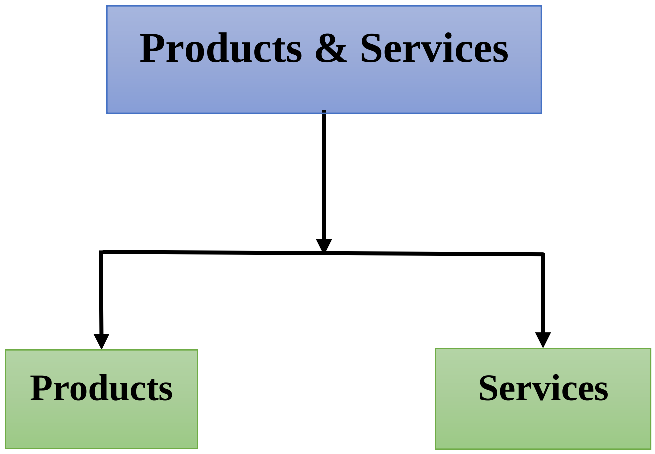


Figure- Flow Chart of Products & Services

➢ Products

• Deposit Scheme

Islami Bank Bangladesh Limited mobilizes deposits through different types of accounts-

- Al-Wadeah Accounts
- Mudaraba Accounts
- Al-Wadeah Current Account (AWCA)
- Mudaraba Savings Account (MSA)
- Mudaraba Term Deposit Account (MTDR)
- Mudaraba Special Notice Account (MSNA)
- Mudaraba Hajj Savings Accounts (MHSA)
- Mudaraba Special Savings (Pension) Accounts (MSSA)
- Mudaraba Savings Bond (MSB)
- Mudaraba Monthly Profit Deposit Account (MMPDA)
- Mudaraba Muhor Savings Account (MMSA)
- Mudaraba Waqf Cash Deposit Accounts (MWCDA)

- Mudaraba NRB Savings Bond Account (MNSB)

- Mudaraba Foreign Currency Deposit Account (MFCD)
- Students Mudaraba Savings Accounts (SMSA)
- Mudaraba Farmers Savings Accounts (MFSA)
- M Cash

- **Investment Modes**

BAI-MODES

- Bai-Mudaraba
- Bai-Muajjal
- Bai-Salam
- Bai-Istijrar
- Bai-As-sarf

- **Share-Modes**

- Mudaraba
- Musharaka

- **Ijara-Modes**

- Hire Purchase Under Shirkatul Melk

Services

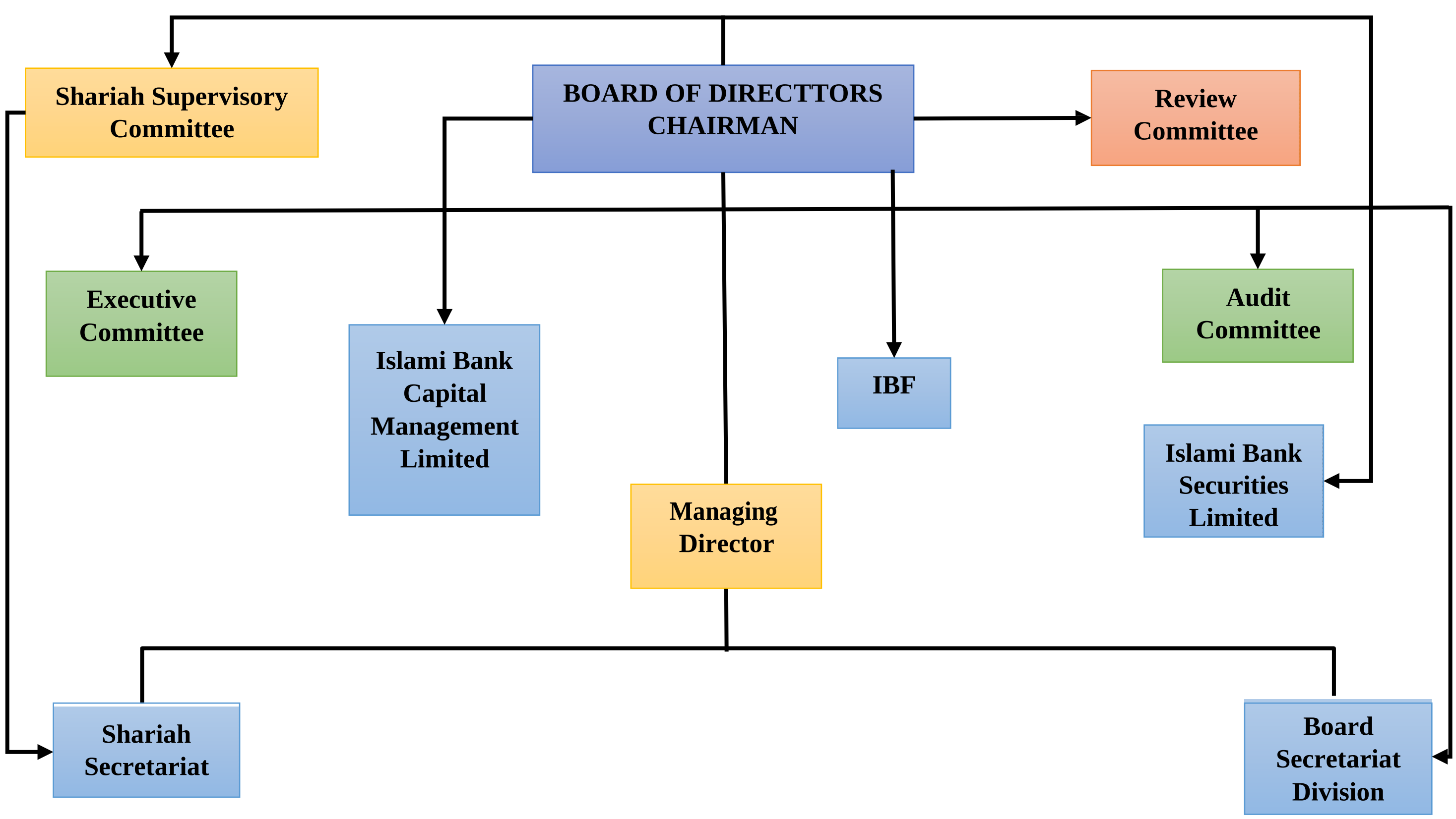
- NRB services
    - Remittance Card
    - Investment Scheme for Foreign Expatriate
    - Mudaraba NRB Saving Bond

- SME services

- Locker services
- Offshore Banking services
- Online Banking
- ATM Card
- Visa card
- I-Banking
- Cell Phone

Organizational Structure of IBBL

Organogram of IBBL



Training offer from Islami Bank Bangladesh Limited for Employees-

- Foundation Course
- General Banking
- Foreign Trade Payment & Finance
- Credit Management
- SME Financing
- Islamic Banking and Finance
- Banking Laws and Regulations
- Anti-money Laundering Policies and Implementation of IBBL
- BASEL-II Implementation
- IT Securities and Information System in Bank
- Customer Service Intelligence
- CIB Reporting
- SBS I,II & III
- Credit Risk Grading
- Cash Management
- CRM Manual
- SWIFT
- Prevention of Malpractices in Bank
- Presentation of Malpractices in Bank
- Retail Banking
- Treasury Operation
- Housekeeping
- Workshop for Problem and Solving as Per Department Requirement of IBBL
- Detection, Disposal of Forged & Mutilated Notes
- Loans and Advances Reporting for Submission to Bangladesh Bank

- Foreign Exchange Risk Management of IBBL
- Foreign Exchange Regulatory Act- 1947 of IBBL

Methods of Employee Training that IBBL follows

- IBBL follows both the on the job and off the job training method for employees.

On the Job Training

- **Job Rotation:** Islami Bank Bangladesh Limited employees move to various positions in the organization in effort to their knowledge, skill, ability, work activity, personal ability.
- **Assistant to Position:** Employees at Islami Bank Bangladesh Limited sometimes work under successful managers often in different departments of the bank.
- **Committee Assignment:** Assignment one kind of homework, committee assignment can allow employee share and decision making and investigate company problems.

Off the Job Training

- **Lecture course and seminar:** The Islami Bank Bangladesh Limited arranges training for employees in its own training organization. The trainers use lecture and seminar training to be more effective for employees.

Islamic Bank training and research academy –IBTRA

- The activity Islami Bank training and research academy cover both training and research various aspect of Islamic Banking. The academy development rich library its own valuable books on different subject include Islamic economics, banking comparative philosophy of home and documents. Keeping in view future training requirement of the bank and also to generally cater such as needs of different Islamic banking. The academy conduct trainings courses and workshops for the official Islami Bank Bangladesh limited and others Islami Banks. Orientation, foundation and motivation courses on different subject also conducted round the IBBL. Addition to conducting regular training courses. IBTRA location on Babor road, Mohhamadpur , Dhaka, Bangladesh.

Islami Bank
Bangladesh Limited

Chapter- 3
Data
Collection
&
Processing

Methodology of the study-

- Data collection method. Data have been collected from two Sources. These are as under-
  - Primary Sources
  - Secondary Sources

- **The Primary sources are:**

  - Face to face discussion with the respective officers and staff.
  - Face to face discussions with different clients of Islami Bank of Bangladesh..
  - Practical Deskwork performed by the staff.
  - Officers provide the relevant files about the bank.
  - Internal control by the officers.

- **The secondary sources are:**

  - Annual Reports (2019-2020) of Islami Bank Bangladesh Limited (IBBL).
  - Investment manuals of Islami Bank Bangladesh Limited.
  - Internet and various studies report.
  - IBTRA library.

Chapter- 4

Discussion

Of The

Study

Objectives

Broad Objective:

The main objective of this study is evaluating the training and development practices of Islami Bank Bangladesh Limited

Specific Objective:

Objective 01:

Discussion of Training and Development process of IBBL

- The ultimate objectives of employee training and development is to create intellectual capital who can contribute to the organizational development competing against the market positions.

  In organizations training and development program works as a transforming process, by the process new unskilled employees enter the organization get proper training and they develop themselves as skilled employees. Effective training and development programs can ensure motivation, commitment to the trained employees at the same time those motivated employees take to lead to be competent in the market to serve the organization their best for the organizational development.

- **Training:**

  - Training is one kind of teaching. Training is teaching, or development in oneself or others, any skills and knowledge to specific useful competencies. Training specific goals of improving capacity, productivity and performance. An organizational fundamental issue proper training.

- **Development:**

  - Any organization's second step is development and the first step is training. So development is more important for any organization.

Development is a process by which the employee develops skill, behavior, attitudes, ability and continuous training learning. Development is the most effective part for any organization.

Source: SKC Consulting Private LTD. Any organizational development is more effective

Objective 02:

Methods of Training

- On the job training
- Apprentice program
- Online training
- Vestibule training
- Job satisfaction
- Job simulation
- Employee orientation
- Management development

Employee Orientation: **The activity that introduce new employee such as;**

- To follow employee
- To their immediate supervisor
- The policy, practices and objective of firm
- To the organization

- **On the job training:** Employees immediately begin their task and learn by watching others and imitating them by doing work.

- **Apprentice program:** Apprentice program any other option and effective part of the training. Apprentice program is a very helpful training procedure.

- **Off the job training:** Training type is one of the most popular and effective parts of the training. This is the one kind of training program. Two methods include the training program but off the job training is more essential. Some people leave for a few years to get their Ph.D.

- **Online Training:** Online training at present most popular training type. Online training is one kind of virtual training process. Training employees attend via the internet virtual life.

- **Vestibule Training:** Training in schools where employees attend equipment to be used on the job repair, computer hardware.

- **Job Simulation:** The equipment that job condition and task that trainer can learn skills before than on the job. Example- Airline training, Bank training.

- **Management development:** Management development is the top level; manager controlling procedure. The process of training and education becomes a good manager and monitoring the progress managerial skill and knowledge over time.

The Training Cycle

Which includes such as;

- Establishing the skill and development training needed by the workforce.
- The design of the suitable event and most training and development methods for your organization.
- Delivery of training with additional support any open learning process
- Flexible training and development employee or staff.

Training and Development process

- Needs Assessment
- Design, Development & Conducting Training
- Evaluating Training

- **Need Assessment:** This process of identifying performance requirements and the gap between what performance required and what presently exists.

- **Effective Training need Assessment:** Needs assessment method include such as;
  - Observation
  - Focus Group
  - Individual Interview
  - Observation Survey

- **Conducting Training:** I conducted training sessions instead of managing training sessions. Conducting training second step of training and development process. It's more effective for training and development processes. Conducting training mainly one or two people conduct a training. process.

  I think, though I am not really sure that if I use conducted instead of managed I say that I was the trainer. Unlike if I use managed it seems that I organized training sessions but it is not clear that I was also the trainer.

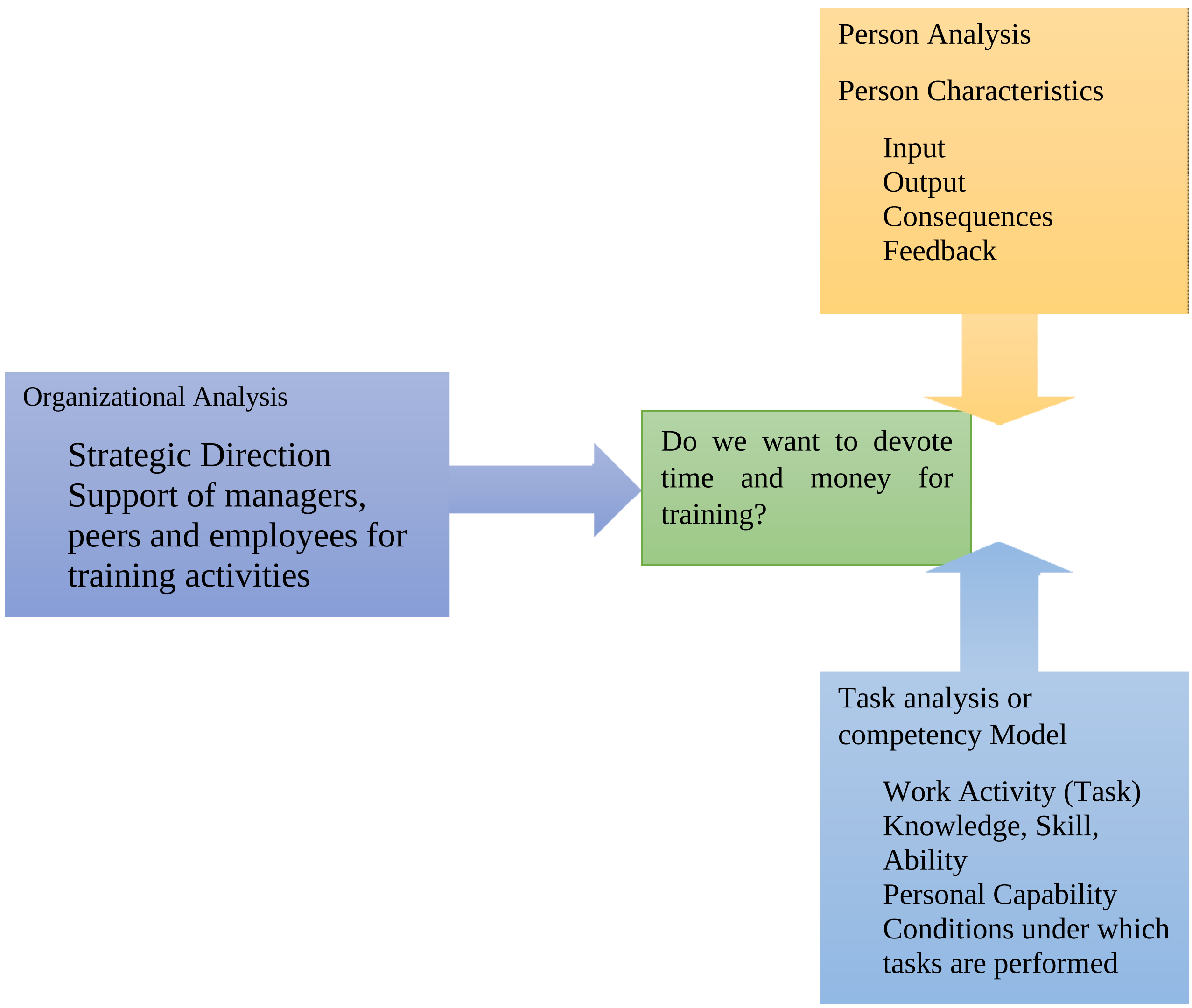
  - Determining the Trained
  - Arranging the time frame of training
  - Specifying types of training appropriate
  - Selecting training instructors
  - The setting out of evaluation criteria
  - Integration with other plans of the organization

- **Evaluating Training:** Evaluating training means that systematic way. Evaluating main part organizational all activity measurement. Training and development last step evaluating training process. Evaluating training is a more effective training process of training and development.

Objectives: 03

Training offered by IBBL to the staff.

- The need assessment process there are three processes: organizational analysis, person analysis and last one task analysis. These are three important steps for the need assessment process.



- **Organization Analysis**

Organizational analysis includes these are organizational analysis identify training support the company strategic direction, manager, peer and employees support activity and last one training resources. Organization analysis is the first step of the needs assessment process.

- **Company's Strategic Direction**

The strategic role and regulation and training how the function is organization in the company. Company strategic direction most effective for organization analysis.

- **Training Resources**

Organization analysis includes the training resources. Training resources is the company improvement dependent so it's must for needs assessment process.

- **Personal Analysis**

Personal analysis there are four characteristics these are- input, output, conscience, feedback, person analysis these are four characteristics include these are helps to identify the employees who need training. It includes four person analysis characteristics.

- **Person Characteristics:** It needs to employee's skills, Knowledge, ability and attitude.
- **Input:** Input is the second characteristic for person analysis.
- **Consequences:** Consequences are the last characteristics of person analysis. This characteristic is more important.

Task Analysis

- Task analysis is the third need assessment process. Task analysis is discussion on the man or women personal ability analysis that means employees individual ability, skill, behavior, work, activity measurement or evaluation. So need assessment process more effective issue task analysis. This lone must needed for needs assessment process and more important and helpful. Task analysis these are discuss the personal work activity.

Input Training and Development

- Training and development input are more essential because input any organization development is very helpful. There are four inputs for training and development. Organization training and development programs must contain input. These are four input such as:

  - Skills
  - Education
  - Development
  - Ethics

Findings of the study

- Based on the objectives and analysis of the study these are follow:

  - Lack of proper schedule of training and development program.
  - Lack of training and assessment.
  - Lack of proper evaluation after training and development session.
  - Lack of concentration before and after training and development program.

Islami Bank
Bangladesh Limited

Chapter – 5
Recommendations & Conclusion

Recommendation

- There is some recommendation are following these are:

- Time schedule the training and development program should be arranged properly.
- The human resource management division of IBBL needs to be conducting the need assessment and has to make it obligatory.
- The bank increased training programs because employees of the bank need to learn a lot of things to learn for their effective and efficient banking activities.
- Training methods should be more clear and structure different type of training methods such as online training.
- IBBL should have proper concentration after and before training programs.

Conclusion

- Islam is complete life and Allah guidance into all areas over lives. Islam has given explanation regulation for economy life. Islami Bank Bangladesh Limited founded 13th march based on 1983.

My internship bank is Islami Bank Bangladesh Limited. The internship report topic on an analysis of training and development practices of IBBL. This report covers many training and development issues that cover these areas such as: training and development definition, type, method needs assessment process, training and development process, training and development bank training offered by employees, features, findings recommendation and finally conclusion.

Islami Bank Bangladesh Limited is not secular in its orientation. Overall training and development all activity measurement the bank.

Finally, Islami Bank Bangladesh Limited has established a view to conduct interest free banking activity. Finally establish welfare banking of doctor and creditor relationship, its investment operation that would lead to just its final step.

Chapter- 6

Internship Experience

Branch Overview

- Islami Bank Bangladesh Limited, Hazicamp Branch, mobilizes deposit Mudaraba and Al Wadiah current account basis under Islami Sariah. Hazicamp Branch business partners share the profit and loss of the business. IBBL Hazicamp Branch dean in charge named MD. Abu Bakar Siddique. For the better use of deposit fund of IBBL

The Percentage recovery of investment of Islami Bank Bangladesh, Hazicamp Branch nearly 90% to 95% bank consider the entrepreneur of Islami Bank Bangladesh Limited, Hazicamp Dhaka. Investment performance of Islami Bank Bangladesh Limited, Hazicamp Dhaka. Moreover, all kinds of public can transact with Islami Bank Bangladesh Limited to other commercial private banks in Bangladesh.

Essential Features of Islami bank Bangladesh Limited

- Islami Bank Bangladesh Limited there are many essential features. This feature is very effective for Islami Bank Bangladesh Limited. These are
  - Prohibition of interest
  - Investment based on profit
  - Investment Based on halal business
  - Halal paths and procedures

Products & Services of the Bank

- Islami Bank Bangladesh Limited the scope the market various types of Islami Sariah. IBBL product and services such as Mudaraba Saving account, Mudaraba Saving Bond, Monthly Profit Deposit, Investment, General Banking, Retail Service.

Duties and Position

- I have done an internship program for Islami Bank Bangladesh Limited. It is the biggest commercial bank in the private sector of Bangladesh. This bank training procedure is a total of 60 days. First 15 days training in IBTRA, then 45 days training in bank official work practices. This bank was established on 13th march 1883 based on Islami Sariah. I got a lot of information and gathered experience about Islami Bank Bangladesh Limited as well as an interest free banking system.

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