

# **ANALYSIS OF TRAINING AND DEVELOPMENT OF SOCIAL ISLAMI BANK LIMITED**

Submitted by:

**MD MAHABUBUR RAHMAN TAMIM**

**ID: 13164002**

The Internship Report Is Submitted For the Partial Fulfillment of the Requirements  
for the Degree of Masters of Business Administration (MBA)

DEPARTMENT OF BUSINESS ADMINISTRATION



Date of Submission: 16 August 2015

# ANALYSIS OF TRAINING AND DEVELOPMENT OF SOCIAL ISLAMI BANK LIMITED

Supervised By:

**Prof. Mr Shamim Ehsanul Haque**

Department of Marketing

Submitted by:

**MD MAHABUBUR RAHMAN TAMIM**

**ID: 13164002 (Major in HR)**

**DEPARTMENT OF BUSINESS ADMINISTRATION**



Date of Submission: 16 August 2015

## Letter of Transmittal

16 August 2015

To

The Supervisor

Department of Business Administration

BRAC University, 66 Mahakhali, Dhaka.

Subject: Submission of Internship Report

Dear Sir,

Here is my report you assigned me as a partial fulfillment of my MBA degree. I am happy and delighted to submit here a copy of my internship report for your kind evaluation and appreciation. During my internship period I have got an opportunity to practically work in Social Islami Bank Limited as an intern and so I have prepared an internship report on **“Analysis of Training and Development of Social Islami Bank Limited”**

Finally I would like to thank you for valuable guidance & support in preparing this report. I will be grateful for any clarification when required. I shall be highly obliged if you are kind enough to approve this report and provide your valuable judgment on it.

Sincerely Yours

.....

Md Mahabubur Rahman Tamim

Id: 13164002 (Major in HR)

Department of Business Administration

BRAC University.

## **Student's Declaration**

I am Md Mahabubur Rahman Tamim student of MBA program, BRAC University bearing ID :13164002 hereby declare that, the presented internship report entitled “ Analysis of Training and Development of Social Islamic Bank Limited “ is uniquely prepared by me and has not been previously submitted to any other university or organization for a professional or commercial purpose.

It has not been submitted earlier either partly or wholly to any other University or Institution for the award of any Degree, Diploma, Studentship, Fellowship or other similar titles or prizes and that the work has not been published in any journal or magazine.

.....

Md Mahabubur Rahman Tamim

ID: 13164002

Department of Business Administration

BRAC University

## CERTIFICATE

This is to certify that the Internship report entitled “**Analysis of Training and Development of Social Islami Bank Limited**” is submitted in partial fulfillment of the requirement for the degree of Masters of Business Administration, BRAC University. Md Mahabubur Rahman Tamim bearing ID: 13164002 have worked under my supervision and guidance during his internship period. This report has not been submitted yet for the award of any degree, diploma, fellowship or other purposes.

Certified

.....

**Prof. Mr Shamim Ehsanul Haque**

Department of Business Administration

BRAC University

# Acknowledgement

First of all, I express my deep gratitude to the Almighty Allah who created and nurture us in this transitory world and also empowered me to conduct the report within scheduled time.

I would like to express my profound gratitude and wholehearted respect to my Internship Supervisor Prof. Mr Shamim Ehsanul Haque, Department of Business Administration, BRAC University for his inspiring guidelines, valuable suggestion, constructive criticism and constant help in the in the preparation of this report.

Indeed I am grateful to all Faculty Members of BRAC Business School from whom I was inspired and supported in various ways during the research and at the time of study

I am also in debt to SAVP & Manager Abdul Wadud Sk. SEO & Operation Manager Sherin Akter, EO Md Tareq Hosain, SEO Md Selim and other officer and staffs in the Social Islami Bank Ltd, Noapara Branch. All of them helped and assisted me in participating and performing different official works, data collection and other mental support while working in the bank

While every effort has made to ensure accuracy, it cannot be claimed that the report is absolutely error free. In case of any correction, confusion or doubt of any aspect of this report, I may be contacted at any time.

Sincerely Yours

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Md Mahabubur Rahman Tamim

ID: 13164002

Department of Business Administration, MBA

## **EXECUTIVE SUMMARY**

Corporate business world is very much competitive and the success in the competition depends largely on the performance of the people attached to it. The Banking Industry is a service oriented industry which provides different services to its customers in various ways with the help of its human resources. So efficient and well trained human resource can have a huge impact on the outcome of the banking industry. So a banking organization must be keen in identifying the human resource and train & develop them to shape up the banking operation properly.

Training and Development of the employee is very important for a bank to run smoothly. This activity can have a great effect on the economy of the country. So a bank like Social Islami Bank Ltd should have a proper training and development facility to enhance the knowledge and productivity of the employees.

A proper Human Resource Department with adequate training and development facility can make Social Islami Bank Limited more efficient and make it the best bank in Bangladesh.

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## 1. Introduction:

Social Islami Bank Limited (SIBL) was incorporated on the 5<sup>th</sup> July 1995, as a result of dedicated efforts of a group of established Bangladeshi entrepreneurs and internationally reputed personalities. The Bank started its commercial operations on 22<sup>nd</sup> November 1995 and it has since stepped into 20 years of its journey. The SIBL is a second-generation bank, based on Shariah Principles, has now 108 branches all over the country with two subsidiary companies - SIBL Securities Ltd. & SIBL Investment Ltd. Targeting poverty, SOCIAL ISLAMI BANK LTD. is indeed a concept of 21st century participatory three sector banking model in one. SIBL lays emphasis on employment generated, environment friendly and green banking based investment keeping an eye on equitable distribution of resources over geographical territory for sustainable growth of macro economy of the country.

With an efficient strong human resource SIBL has set its strategy to convert all its banking activities from traditional branch-based banking system to an ideal blending of both centralized processing unit (CPU) and effective operation of branch that based on modern essence of banking.

SIBL is quite conscious of its social business responsibilities and is always trying to participate in various social programs in the country under its CSR portfolio giving special emphasis on health, habitat & education. The bank ensures to provide better integrated idea of formal, informal & voluntary banking in the same platform. SIBL has its unique feature to mobilize capital through CASH WAQF program.

The Bank's continuous effort has been to increase the shareholders' value, and be valued as a compliant organization. The Corporate Governance systems in SIBL ensure transparency and accountability at all levels in conducting business. SIBL is continuing its journey towards continuous excellence with a strong human resource base.

As I had a chance to work with the employees of SIBL, I found that all the employee of SIBL were honest and very helpful. They are also career driven. Though SIBL has less Training and Development facilities but if the facility can be increased then SIBL can become a milestone in the banking sector of Bangladesh.

## 2. Overview of SIBL:

### a. Vision:

#### **Working together for a caring society**

To be the best in the banking sector of Bangladesh in adopting the up- to- date mechanisms to manage the Human resources of the bank". This outlook has been developed into a strategic vision enabling us to integrate effectively with other departments and branches of the bank so as to ultimately serve the overall objectives of the bank and display the role of HR in realizing these goals.

### b. Mission:

To establish three sector banking model. Fast, accurate and satisfactory customer service. Transformation to a service oriented technology driven profit earning Bank. Balanced & sustainable growth strategy. Introducing innovative Islamic Banking Products and to get Optimum return on shareholders' equity. Attracting and retaining high quality human resources. Empowering real poor families and creating local income opportunities. Provide support for social benefit organizations by the way of mobilizing funds and social services.

### c. Values:

#### **Honesty**

To be honest is ordained by the scripture – we stick to this value in all our service provision.

#### **Transparency**

Remaining transparent in all acts is a virtue that's builds trust - we adhere to it.

#### **Efficiency**

Efficiency implies perfection in any job done - we strive to render full satisfaction with it.

#### **Accountability**

To be accountable is to be responsible and above any suspicion - we are dutifully there.

#### **Religiousness**

SIBL enhances economic well being with regard to the bliss of religious ethics.

#### **Innovation**

Our minds and eyes are open to the evolution in quality of life to innovate further benefits for the service takers

#### **Flexibility**

Flexibility leads to better understanding and greater satisfaction - we pursue the quality.

## **Security**

Customers must feel secure with all our products and services - we keep on ensuring it.

## **Technology**

Modern life is technology dependent - we keep looking for the latest development to provide the best in ease to our clients.

### d. Corporate Social Responsibilities:

As an Islamic Bank, Social Islami Bank Limited is quite conscious of its social responsibility and always trying to participate in social cause program in the country. The bank is committed to serve the society at large through its family empowerment Micro Investment, Micro Enterprise and SME programs under non-formal sector, social capital mobilization through CASH WAQF and other programs under voluntary sector. The bank has already formed CSR Desk with the aim to serve humanity through different philanthropic activities giving emphasis on health and Education. The bank believes that any kinds of social & philanthropic activities would improve the quality of the lives of the poor masses of the country.

The Board of Directors of the Bank consists of winning personalities in respective area of Trade, Commerce & Industry of the country. Under the proactive guidance, policy and direction of the Board, Management conducts its business operations. The Corporate Governance systems in SIBL ensure transparency and accountability at all levels in conducting business.

The Shariah Supervisory Committee is consisting a group of prominent Islamic Scholars, Economists and Lawyers to advise the Management on Shariah matters relating to the business operations.

The Board of Directors provides leadership and direction to the Management to attain goals and objectives of the bank. The solid performance of the bank that achieved is due to the divine blessings of Allah Subhanahu Wa Ta'ala and constant guidance, cooperation and support of the Board & Shariah Supervisory Committee as well as committed, dedicated and hard work of the Management Team.

### 3. Training and Development:

**Training** is teaching, or developing in oneself or others, any skills and knowledge that relate to specific useful competencies. Training has specific goals of improving one's capability, capacity, productivity and performance. It forms the core of apprenticeships and provides the backbone of content at institutes of technology (also known as technical colleges or polytechnics). In addition to the basic training required for a trade, occupation or profession, observers of the labor-market recognize as of 2008 the need to continue training beyond initial qualifications: to maintain, upgrade and update skills throughout working life. People within many professions and occupations may refer to this sort of training as professional development. This is the act, process, or art of imparting knowledge and skill that is Training is the activity leading to skilled behavior.

For Example: education, instruction, schooling, teaching, tuition, tutoring.

Training is also the repetition of an action so as to develop or maintain one's skill.

For Example: Drill, exercise, practice, rehearsal, study.

Types of training:

- Physical training
- Job training and development
- Religion and spirituality
- Parochial schools
- Artificial-intelligence feedback

**Development** is the systematic use of scientific and technical knowledge to meet specific objectives or requirements. It is an extension of the theoretical or practical aspects of a concept, design, discovery, or invention. So Development is the process of economic and social transformation that is based on complex cultural and environmental factors and their interactions. In the organizations the development means the Career Development

So **Career Development** is the lifelong process of managing learning, work, leisure, and transitions in order to move toward a personally determined and evolving preferred future.

In educational development, career development provides a person, often a student, focused for selecting a carrier or subject(s) to undertake in the future. Often educational institutions provide career counselors to assist students with their educational development.

In organizational development (or OD), the study of career development looks at:

- How individuals manage their careers within and between organizations and,
- How organizations structure the career progress of their members, it can also be tied into succession planning within most of the organizations.

In personal development, career development is:

- The total constellation of psychological, sociological, educational, physical, economic, and chance factors that combine to influence the nature and significance of work in the total lifespan of any given individual.
- The evolution or development of a career - informed by (1) Experience within a specific field of interest (with career, job, or task specific skills as by-product) (2) Success at each stage of development, (3) educational attainment commensurate with each incremental stage, (4) Communications (the capacity to analytically reflect your suitability for a given job via cover letter, resume, and/or the interview process), and (5) understanding of career development as a navigable process. (Angelo J. Rivera)
- The lifelong psychological and behavioral processes as well as contextual influences shaping one's career over the life span. As such, career development involves the person's creation of a career pattern, decision-making style, integration of life roles, values expression, and life-role self concepts.

## 4. Difference between Training and development

There are two major functions of the Human Resource Management i.e. Training and Development. Both the activities aim at improving the performance and productivity of the employees. **Training** is a program organized by the organization to develop knowledge and skills in the employees as per the requirement of the job. Conversely, **Development** is an organized activity in which the manpower of the organization learns and grows. It is a self assessment act. Now let's start understanding the Difference between Training and Development. The difference between training and management development tends to lie in timing. Typically, training is the process by which people are taught critical skills. Participants gain knowledge to carry out their current responsibilities. To goal is to improve performance in the short term. Development activities, on the other hand, tend to prepare people for additional job roles for the long term. Training usually refers to organized group events, such as workshops, classes or seminars that have a beginning and end date. Development tends to refer to more personalized, individualized experiences, such as a certification process, job rotation period, coaching or mentoring. Small-business owners can take advantage of the Small Business Administration Training Network for both training and management development needs.

### **Difference between Training and Development**

#### **Training:**

- 1.It's a short term process.**
- 2. Refers to instruction in technical and mechanical problems**
- 3.Targeted in most cases for non-managerial personnel**
- 4.Specific job related purpose**

#### **Development:**

- 1.It is a long term educational process.**
- 2. Refers to philosophical and theoretical educational concepts**
- 3.Managerial personnel**
- 4.General knowledge purpose**

### **PURPOSE OF TRAINING:**

- 1.To improves Productivity: Training leads to increased operational productivity and increased company profit.**
- 2. To improve Quality: Better trained workers are less likely to make operational mistakes.**
- 3. To improve Organizational Climate: Training leads to improved production and product quality which enhances financial incentives. This in turn increases the overall morale of the organization.**
- 4. To increase Health and Safety: Proper training prevents industrial accidents.**
- 5. Personal Growth: Training gives employees a wider awareness, an enlarged skill base and that leads to enhanced personal growth.**

### **PURPOSE OF DEVELOPMENT:**

**Management development attempts to improve managerial performance by imparting**

- 1.Knowledge**
- 2. Changing attitudes**
- 3. Increasing skills.**

**The major objective of development is managerial effectiveness through a planned and a deliberate process of learning. This provides for a planned growth of managers to meet the future organizational needs.**

## 5. Training Facilities for Bankers in Bangladesh

However in Bangladesh the bankers need to go through different training at different times of their career in Bangladesh Institute of Business Management (BIBM)

### Bangladesh Institute of Bank Management Training Module

| Serial | Name  | Duration (Days) |
|--------|---|-----------------|
| 1      | Advanced Credit Management  | 5               |
| 2      | Agricultural and Rural Banking  | 5               |
| 3      | Asset-Liability Management in Banks   | 5               |
| 4      | Bank Management for Executives  | 10              |
| 5      | Bank Marketing, Branding and Relationship Banking                               | 4               |
| 6      | Branch Management   | 7               |
| 7      | Computer Network Setup, Administration and Security Management Using Windows OS | 8               |
| 8      | Credit Appraisal and Management   | 8               |
| 9      | Database Query using Oracle SQL 9i  | 5               |
| 10     | Entrepreneurship Development and SME Business                                   | 4               |
| 11     | Financial Analysis for Bankers  | 7               |
| 12     | Financing Agro-based Business   | 4               |
| 13     | Foreign Exchange and Money Market Products                                      | 5               |
| 14     | Human Resource Management   | 5               |
| 15     | International Trade Payment and Finance   | 8               |
| 16     | Investment and Merchant Banking   | 5               |
| 17     | Islamic Banking and Finance   | 5               |
| 18     | IT Security and Fraud Prevention in Banks                                       | 4               |
| 19     | Laws & Regulations related to General Banking and Credit                        | 5               |
| 20     | Leadership, Team Building and Negotiation Skills                                | 5               |
| 21     | Micro and Small Enterprise Financing  | 5               |
| 22     | Micro Finance and Financial Inclusion   | 5               |
| 23     | Oracle Database Design and Programming  | 8               |
| 24     | Personal and Interpersonal Dynamics in Banks                                    | 5               |
| 25     | Risk Based Internal Audit and Supervision                                       | 4               |
| 26     | Risk Management and Capital Adequacy  | 5               |



## 6. An Overview of Training and Development in SIBL

One needs to be choosy in regards to career selection. The career that is chosen first will be the gateway of future direction towards success. So, it is better to start with a reputed learning environment, which will ensure smooth career progression. Social Islami Bank Limited provides such learning environment, career development strategy, scope for development of individual talents. In SIBL they offer an excellent atmosphere and competitive compensation package in a way that always match our employees' desires. In an exchange of all the above mentioned, it looks for individuals with quality education, team-spirit, drive for professional excellence, creative approaches who can, in turn, produce desired result.

There is a training institute of Social Islami Bank Limited situated in the head office at Motijheel, Dhaka. This training institute is supervised by SIBL's top Management and a group of highly qualified trainers are employed here to train and develop the employees.

Mainly after the recruitment and selection process is completed each and every employee has to go through a compulsory training for about five days. A group of 10-15 persons are trained in a group.

Some of the employees are sent to BIBM for specialized training. In BIBM the employees of SIBL mainly goes under following training programs-

**Risk Management and Capital Adequacy, Islamic Banking and Finance, Bank Management for Executive, Bank Marketing, Branding and Relationship Banking, Branch Management, Computer Network Setup, Administration and Security, Management Using Windows OS**

Now in the development part some of the extraordinary employees are selected by the top management of SIBL who goes through a succession process and are developed thoroughly. This development process includes- **special assignment completion; testing of working capability under pressure, decision making capability etc.**

## **7. Analysis of Training and Development of SIBL**

As I had a chance to work hand to hand with the employees of SIBL, so my analysis as student of HRM of BRAC University is that, the entire employee should go under the training and development process. Because a proper training and development facility can make the employees of SIBL more interactive and efficient. The top management should try to develop each and every employee so that they can give their best for the organization.

## **8. Findings**

My findings are:

- SIBL should develop its Human Resource Department
- Each employee should be trained properly at BIBM
- The internal environment can be improved
- The relation between employees should be improved
- Development facilities should be available at the local branches also.
- The management should be more careful at the time of recruitment and selection
- Every small achievement should be noticed
- Should have more entertainment facilities
- Employee motivation must be created through bonus and other facilities
- Other facilities like- Child Care should be introduced
- In every branch of SIBL there should be a performance management system
- Proper performance appraisal should be arranged.
- Employee should become more formal

These are my findings while working with SIBL, Noapara Branch.

## **9. Conclusion**

Social Islami Bank Limited is a growing bank in Bangladesh Banking Industry which is trending and earned goodwill within very short time. The SIBL has already earned goodwill in the industry. This has been only possible because of the human resource that is the employees who are working in the organization. If the employees provides their best effort than any organization can grow quickly. Though there is some problem in the training and development sector but with a proper training and development facility SIBL can grow faster and the productivity will also increase. With the help of proper training and development if each and every employee of Social Islami Bank Limited can be developed properly than efficiency and income of SIBL will increase to a large extent.

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