

Report On

**Measuring Effectiveness and Efficiencies of Training and
Development Practices and Policies of First Securities Islami Bank
LTD.**

By

Name- Syed Salman Ahmed

Student ID-17104020

**An internship report submitted to the BRAC Business School in partial
fulfillment of the requirements for the degree of
Bachelor Of Business Administration**

BRAC Business School

BRAC University

October 2021

© 2021. Brac University

All rights reserved.

Declaration

It is hereby declared that

1. The internship report submitted is my own original work while completing degree at Brac University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I have acknowledged all main sources of help.

Student's Full Name & Signature:

Syed Salman Ahmed

Student ID-17104020

Supervisor's Full Name & Signature:

Md. Shamim Ahmed

Lecturer and Deputy Register, BRAC Business School

BRAC University

Letter of Transmittal

Md. Shamim Ahmed
Lecturer and Deputy Register
BRAC Business School
BRAC University
66 Mohakhali, Dhaka-1212

Subject: Submission Of Internship Report on Measuring Effectiveness and Efficiencies Of Training and Development Practices and Policies of First Security Islami Bank LTD.

Dear Sir,

By the blessings of Almighty Allah, I am submitting you my internship report. It is mandatory for completing my BBA graduation from BRAC Univeresity.

This internship report has been written on **Measuring Effectivenss and Efficiencies of Training and Development Practices and Policies of First Security Islami Bank LTD**. I worked in their Mohammadpur Branch 3 months as an intern and gained experience about General Banking Activities, Remittance, Loan, Investment, training programs. This internship report is a written description of my 90 days experience. In addition, I learnt about the organizational culture of private banking sector. I truly believe my internship experience will help me maintain punctuality discipline when I enter the corporate world.

I have tried my best to complete the report with necessary data and recommended proposition in a significant compact and comprehensive manner as possible.

I hope that the report will meet the desires.

Sincerely yours,

Syed Salman Ahmed
Student ID-17104020
BRAC Business School
BRAC University

07 October Thursday, 2021

Non-Disclosure Agreement

This agreement is made and entered into by and between First Security Islami Bank LTD. and the undersigned student at BRAC University Syed Salman Ahmed, ID-17104020.

Acknowledgement:

First of all, I am grateful to Allah for giving me chance to do intern at First Security Islami Bank LTD and finish the internship report within the deadline. In addition, I am really thankful to **“First Security Islami Bank Limited” and its employees** for providing me all the data and information which is mandatory to complete this report.

Moreover, I want to express my thanks to my academic supervisor, **MD Shamim Ahmed** for guiding me valuable advices for preparing this report. Without his support and guidance it would not be possible to complete this report. In addition I am thankful to Modasser Hossain Tuhin, VP and Branch Manager of FSIBL, Mohammadpur Branch who has helped me to communicate with other officers in the bank. The corporate experience I gained while working as an intern will help me in future when I step my foot on the corporate world. Lastly, I am thankful to all the officers and employees of FSIBL who has provided me necessary data about the bank for completing this report. I am really grateful to all of you.

Executive Summary

First Security Islami Bank Limited is a renowned Islamic Shariah private bank of Bangladesh. I worked as an intern in their Mohammadpur Branch for 3 months. In this report, I have given a detailed description about the learnings I had working with the bank. In addition, I also explained the problems and difficulties I faced while doing my internship. In addition, I described about the overview of the organization and various business practices and training and development policies which is implemented by the bank. Moreover, the main and prime objective of this internship report is to measure the effectiveness and efficiencies about the training and development practices and policies of FSIBL. For this project work I have used an observational research where the primary tools and sources are interviews, surveys. First Security Islami Bank LTD. is a financial institution which is based on Islamic Shariah. FSIBL uses latest technology to keep the customers happy and satisfied. Currently FSIBL bank has around 40 ATM booths all around Dhaka. This ATM booth has been set up by the bank authority so that customers can get service beyond office hours. The philosophy of the bank is **“SHABAR JONNE SHOBSHOMOY.”** The main motive behind this philosophy is to create a poverty free Bangladesh. The bank wants to help people by creating a society where there is harmony and social justice between male and female workers.

Key words: **Observational Research, Training and Development, FSIBL, Islami Bank**

N/B- FSIBL is the shortcut abbreviation of First Securities Islami Bank LTD.

Table Of Contents:

Declaration.....	02
Letter Of Transmittal.....	03
Non-Disclosure Agreement.....	04
Acknowledgement.....	04
Executive Summary.....	05.
List Of Acronyms.....	09
Chapter 01(Overview Of Internship).....	10
1.1 Student Information.....	10
1.2 Information About The Company.....	10
1.2.1: Company Name, Address and Duration.....	10
1.2.2: Internship Company Supervisor’s Name And Designation.....	10
1.2.3 Job Scope- Job Description/ Job Duties/ Job Responsibilities.....	11.
1.3 Internship Outcomes.....	11
1.3.1 My contribution to the bank.....	11
1.3.2: Benefits that I have achieved while working in the organization.....	12.
1.3.3 Problems and Difficulties faced by me during the internship period.....	13
1.3.4: Recommendations to FSIBL for future internships.....	14
Chapter-02(Organization Part).....	15
2.1 Introduction.....	15 to 17
2.2 Overview Of The Company.....	18

Table Of Contents

2.2.1 History of FSIBL.....	18
2.2.2 Vision of FSIBL.....	19
2.2.3 Mission Of FSIBL.....	19
2.3 Management Practices Of FSIBL.....	19
2.4 Marketing Practices Of FSIBL.....	22
2.4.1 Products and Services of FSIBL.....	22
2.5 Financial Performances and Accounting Practices Of FSIBL.....	23
2.5.1 Financial Performance Of FSIBL.....	23
2.5.2 Accounting Practices Of FSIBL.....	25
2.6 Operation Management Practices Of FSIBL.....	25
2.7 Industry and Competitive Analysis Of FSIBL.....	26 to 29
2.8 Summary and Conclusion regarding future progress Of FSIBL.....	29
2.9 Recommendations for future development of FSIBL.....	30.
Chapter-03(Project Part)	
3.1 Introduction about Training and Development Of FSIBL.....	31
3.1.1 Background Of The Project.....	32
3.1.2 Objectives.....	33
3.1.3 Significance Of The Project.....	34
3.2 Methodology.....	34 to 36
3.3 Findings And Analysis.....	36 to 44 .

Table Of Contents

3.4 Findings From The Survey.....44

3.5 Recommendations On Future Development Of Training Programs..... 45 to 46

3.6 Conclusion And Ending.....47

3.7 References..... .48

List Of Acronyms:

FSIBL	First Security Islami Bank LTD.
ROA	Return On Asset
ROE	Return On Equity
DPS	Deposit Pension Scheme
HR	Human Resource
VP	Vice President
MD	Managing Director

Chapter 1: Overview of Internship

1.1: Student Information

Name-Syed Salman Ahmed

ID: 17104020

Program: Bachelor of Business Administration

Major: Human Resource Management

1.2: Information about the company

1.2.1: Company Name, Address and Duration:

Period: 12 weeks (90 Days)

Company Name: First Security Islami Bank Limited, Mohammadpur Branch

Department: Human Resource Management

Address: 14/26, Shahjahan Road Town Hall Market, Mohammadpur, Dhaka-1207

1.2.2: Internship Company Supervisor”s Name And Designation

Organizational Supervisor’s Information:

Name-Md. Ahasan Habib

Position: Principal Officer, FSIBL, Mohammadpur Branch

Cell Number- 01533-674022

1.2.3 Job Scope- Job Description/ Job Duties/ Job Responsibilities-

Job Scope, Job Duties and Responsibilities- I worked as an intern student in First Security Islami Bank LTD, Mohammadpur Branch for 3 months. Being an intern student, I learnt basic activities of banking like form fillup, preparing and authorizing of cheque, demand draft, Deposit Challan etc. First of all, I went to account opening desk. There I learnt about different types of account like savings account, deposit account, current account and how to fill up the forms. In the beginning the officers who were present in account opening desk guided me on how to fill up forms. Later on I used to help the officers by filling up the forms. Moreover, I went to each desk for example, investment desk, loan desk, remittance desk and tried to learn banking activities from the officers one by one. Some of the officers were very co-operative and friendly with me and tried to guide me while others remain busy. So the scope of my learning was limited. Since my major subject in undergraduate program was Human Resource Management and minor in Marketing so I tried to know about the HR and marketing function of the bank. However, while observing officers activities I realise that in banking sector one must know marketing. For example, officers need to convince clients to keep money in the bank. In this case, I saw officers tried to convince clients in an organized way the benefits and advantages that FSIBL can offer them compared to other private banks if clients keep money in the bank. In addition, I have visited corporate offices with my supervisor. For example, I went to KAIZEN with my supervisor from the bank. The head office of KAIZEN is located in Banani, Dhaka. Besides, I have suggested the AVP and manager operation of the bank, Mrs. Hosnara Zaman Madam about how the overall service and client satisfaction can be improved on my last day of internship.

1.3 Internship Outcomes

1.3.1 My contribution to the bank- While working at FSIBL, I learnt a few things and I made little progress day by day. Listed below are my contributions for FSIBL-

- Helping the bank officers and other employees in solving of regular banking activities. For example, account opening, marketing and proper advertising of deposit products for example, investment banking, clearing of bank statements etc.

- Helping the employees and bankers to open LC, doing online reporting on a monthly basis. Moreover, doing audit in Bangladesh Bank and keeping records of data entry and bank account holder statements in register copy of bank.
- Thirdly, helping the bank officials to solve case study of bank statements and final accounts and forwarding of ingoing and outgoing message.
- Fourthly, helping the bank workers to perform cash management operations regularly. In addition, to be able to communicate with clients effectively regarding interests insurance policy and to convince them to keep money and savings in our bank.
- Finally, helping the cashiers to prepare cash voucher, cheque and assurance of pay order.

Although my contribution to the banking activities was very small but I have tried my best to help the officers as much I could.

1.3.2: Benefits that I have achieved while working in the organization:

Since I am a student of BBA undergraduate education, getting the opportunity to work as an intern in a private bank like First Security Islami Bank LTD. with the bank officers and principal officers has been a decent work experience for me. However, bank is an important financial organization for our country.

Firstly, after doing my internship I have learnt a detailed overview of regular operations related to general banking. In addition, I got a vivid idea about the foreign trade operation of FSIBL, Mohammadpur Branch. In fact, I think my internship experience in banking sector has been beneficial for me because I have a desire to work in the banking sector in my future career life. I have got an experience about the ins and outs of the procedures a branch of a private bank is run. It would not have been possible if I had not worked in FSIBL, Mohammadpur Branch. By dealing with the bank officials I gained ideas and knowledge about day to day transactions which occurs throughout this branch. So I can say, the amount of experience and exposure I have gathered from working in this branch is decent.

In addition, I had the opportunity of detailed looking and observing the formalities and lifestyle of the bank officers. I talked with them about their banking activities. In addition, I learnt how

they maintain punctuality and complete the work in the targeted time, how they deal if any emergency or problem arises in the branch. Moreover, the bank officers need to stay at the workplace beyond the office hours. Especially when they have excessive work pressure or annual meetings. However, by dealing with my supervisor, he suggested me how to deal with stress and pressure, about the manners and discipline which is maintained strictly in bank. In addition, the bank officers also gave me ideas of corporate politics which occurs in general banking sector. Another benefit I had while working in FSIBL, Mohammadpur Branch are given below-

To have an idea of Corporate Culture- By doing internship in FSIBL, I had an idea about the work culture, environment of a bank and the politics which happens in banking sector. In addition, I gained an idea about moral ethics and behavioral aspects in private bank.

I think that my 3 months of internship experience in banking sector, discussions and conversations with the bank officers will help me to maintain punctuality and discipline when I will enter the corporate world.

1.3.3 Problems and Difficulties faced by me during the internship period-

Every private banks in Bangladesh has some advantages and disadvantages. Although I had a decent 3 months of experience while working as an intern in FSIBL, I have faced a few challenges and difficulties there.

Firstly, at FSIBL interns are not permitted to gain access to the core banking system. Interns are taught basic activities of banking. Without working in computer, it is not possible to have a detailed idea of banking system. FSIBL Cloud Banking is a software which is essential to figure out the functions at FSIBL banking system. For example, making Utility Bill Payment, doing fund transfer from one bank to another bank by the help of BEFTS, RTGS. Other activities are doing Merchant Account Payment, Exchange of foreign money like dollar, EURO, Yen into Bangladeshi Taka. In addition, the bank officials did not permit me to use pc software or other tools. If I had been allowed to use pc for banking software and work purposes it would have

been easier for me to get more information about banking activities. This is the major difficulty which I faced while working in FSIBL.

Moreover, due to Corona pandemic, I had to wear masks. I could not go near to every officers one by one and see their banking activities. In addition, sometimes the bank was crowded so I felt unsafe. Many officers came close to me without wearing mask. Due to these barriers, it was not possible to monitor all of the banking activities in detail. So being an intern I had some job limitations. As a result I could not enrich my knowledge regarding banking activities and broaden my realm of knowledge about the activities of the whole banking system.

1.3.4: Recommendations to FSIBL for future internships:

It is known to everyone that all branches of a private bank make millions of money per year. In addition, each and every private bank in Bangladesh has to deal with a lot of transactions. In addition, private banks have to maintain confidentiality and privacy on a lot of matter. Many information about clients are stored in database of a bank which is to be kept confidential. So in my opinion, it is my suggestion to FSIBL to allow and permit the internship students to the core banking system and other banking software to a limited degree. The key and major functions in FSIBL are carried out with the help of software like FSIBL Cloud Banking which is mentioned previously. By the help of this software internship students can learn banking activities more practically. As a result learning would become easy for the intern students. However, if interns can gain entrance to these systems and software their curiosity in internship will increase.

Most importantly, if the internship students get a particular desk of their own in the office it would be very beneficial. Usually, in paid internships each and every student gets a desk of his own. But in cases of unpaid internships students do not get desk. However, if the intern students get a desk of their own it will give them the surroundings and atmosphere which a regular employee of a bank gets during office hours. As a result, by getting desk of their own intern students will be inspired and encouraged to do their banking activities with more resilience, energy and enthusiasm. Besides, I think FSIBL should interns an ID Card of his or her own.

Chapter-02(Organization Part)

2.1 Introduction- A bank is an essential financial organization for any nation. Each and every private banks in Bangladesh are coming with more innovative ideas because there is high competition among all private banks in our country. Banks provide loans to business people to progress in their business. A banking institution is very important for the economic development of a nation. Firstly, banks play a good role for the encouragement of entrepreneurship. Secondly, for the promotion of capital and creation of new employment opportunities the value of private banks can not be denied.

For a final year BBA undergraduate student, internship is mandatory. By doing internship in FSIBL, Mohammadpur Branch sector, I have experienced about the working environment of corporate banks, dress code in banks. In addition, through this internship journey I have understood that in order to survive in bank jobs, one must maintain punctuality and honesty. After completing BBA courses from BRAC University, I always had a desire to do internship in a well established bank. I am happy that I was able to complete my internship from FSIBL, Mohammadpur Branch.

First Security Islami Bank LTD. is a well known Islamic Shariah Based private commercial bank in our country. The bank started its operation in 1999. Later on, they became an Islamic Shariah based bank on 2009. The bank is very obedient in terms of Islamic Shariah principles. The bank has around 78 branches all over Bangladesh where transactions and banking activities take place. FSIBL has been ranked as an A+ category Islamic Bank over the last 6 years and it has an ambition to fulfill consumer's financial needs by maintaining dignity and loyalty to Islam.

As the world is digitalized and technologically becoming more innovative day by day, new competitors are increasing year by year. FSIBL has a target which is to satisfy the clients while being loyal and obedient to Islamic principles and regulations. In my internship report, I have

tried to tell the readers about the overall progress of FSIBL and the effectiveness of their training and development policies.

Objective:

To begin my internship report the earliest motive and objective of preparing this internship project is to do a thorough research and gain knowledge on information about FSIBL, the process by which the banking sector is run, the key areas which are absolutely mandatory in order for the banking activities to figure out properly and gradually to attain yearly profit. In addition, the next objective is to describe and analyze about measuring effectiveness and efficiencies about the training and development practices and policies of FSIBL, which is the main topic of the project part of this internship report, so that the readers can get a clear idea about the bank.

Methodology:

However, this internship report is designed and prepared based on an observational research. The methods which have been applied make the internship report ready are usually surveys, interviews, discussions with bank officers. In addition, practical working experience and taking and preparing notes while viewing and observing events and doing research on relevant content materials related to training and development programs, general banking.

Scope:

Many private banks in our country give the interns a chance or scope of getting him or her hired in the organization if his or her performance at the workplace is good and the office is satisfied with the intern's overall performance. However, at FSIBL interns are not able to use computer in order to gain access to the core banking process and activities. As a result one has to go through a written test to get job in bank. So I can say that I had experienced a lack of scope in this case. This study on FSIBL has a wide opportunity and scope to give importance on various

impact, method of training and development practices and policies of FSIBL. In addition, I have visited the corporate office of the bank and went to FSIBL training institute to gather more knowledge about the bank.

Limitations:

To write an internship report on a private bank like FSIBL in the duration of 3 months only is a hard task. After discussing with officers I gathered information about the bank. But the main barrier was the lack of required data. The bank officers were not willing to share data on financial analysis, training programs, financial analysis with me. In addition, being an intern student I was not allowed to use the computerized banking system.

A) The major barrier of creating this report was lack of information. I went to all the desks and try to gather as much information as I can. But there were certain information which the bank officers could not help me with due to corporate obligations.

B) I was unable to obtain the latest data of the financial progress of the bank. However, consolidated data was not available for the current year. So I had to use information from previous years like 2017,2018,2019.

C) In addition, the bank officers are usually very busy with their work schedule. So most of the time they were not co-operative.

D) I joined as an intern student for 3 months only. This 3 months period is very short for preparing this internship report with detailed information of the bank.

Significance:

This internship report will help the readers to gain an idea about how the officers of FSIBL implement and measure the efficiency and effectiveness of training and development programs to take place in private banks and work out areas where FSIBL want to progress or improve while planning for the training and development programs in future months and years.

2.2 Overview Of The Company:

2.2.1 History of FSIBL



First Security Islami Bank LTD. was established as a commercial bank on 29 August, 1999. After getting permission from Bangladesh Bank and registered under Bangladesh Banking Company 1994. The bank started operating in its first branch on October 1999. In the beginning the capital of the bank was approximately 1 billion taka. The first corporate office of FSIBL is situated in Dilkusha, Dhaka-1000, Road No-23. From 1999 to 2009 the bank had an average profit. But the overall profit of the bank was not in a stable condition. After 10 years of operation, the bank changed itself as an Islamic Shariah Bank in the year 2009. For the last few 6 to 7 years, the bank has become a renowned Islamic Shariah based private banks of our country. Currently, the head office of FSIBL is located in Gulshan-01, Gulshan Avenue, Rangs RD Center, Plot-03. For Dhaka Stock Exchange, the trading code of FSIBL is FIRSTBANK. Currently, the paid up capital of the bank is 9,678.56 million(July,2021). FSIBL authority has developed an Islamic Shariah Board. Every year, religious and Islamic scholars are employed by the bank so that the bank can give service to customers maintaining Islamic dignity and Shariah. Mr.Mohammad Saiful Alam is the chairman of FSIBL and Mr. Syed Waseque Md. Ali is the Managing Director of the bank.

2.2.2 Vision of FSIBL:

To be a unique Islamic Bank in Bangladesh and to make vital contribution to the nation's economy by providing reliable quality products and supremacy in services backed by modern technology and a group of highly motivated personnel to deliver excellence in banking service.

2.2.3 Mission Of FSIBL:

- A) To have a good impact in socio-economic progress of our country.
- B) To be a customer friendly bank by providing benevolent service.
- C) To ensure ethics and dignity in future.
- D) To assure sustainable growth of market share and establish notable value of the shareholders in society.
- E) To satisfy customers by maintaining Islami Shariah.

2.3 Management Practices:

Management Practices are used by the branch manager in FSIBL to improve the total quality and efficiency of the banking activities. For example: giving training to officers and new employees, inspiring new employees like assistant officers to be more confident in their work.

Type Of Leadership- In my opinion, FSIBL Mohammadpur Branch uses autocratic and participative leadership.

Autocratic Leadership- It refers to a leadership where an individual has authority over all the other members in an organization. In FSIBL Mohammadpur Branch, the branch manager has complete authority over the officers. The officers and junior employees are obedient towards him and are bound to listen to his commands. Since every decision of FSIBL, Mohammadpur Branch is made under the guidance of the branch manager, so I think FSIBL uses an autocratic leadership.

Participative Leadership- In banking sector, this leadership means that all the officers and employees work as a group to make decisions. In case of decision making, opinions of all the bankers are given priority. While doing intern I saw that after every month the bank officers went to head office for audit and monthly reporting. Sometimes conferences were also held. In meetings and conferences not only branch manager, but also EVP, Director, Operation Manager were also present. Here they discussed about the future progress of the bank. I saw that in meetings all the opinions of officers, senior officers, principal officers were given priority. In fact all employees worked together as a group to make decisions. So we can say that the bank uses participative leadership.

To sum up, we can say that FSIBL uses autocratic leadership as a single branch but if we think the bank as a whole then participative leadership is also followed.

Human Resource Planning Of FSIBL- FSIBL Bank Authority makes an estimation of current employees and future employees in order to make progress every year.

Recruitment and selection process- By being an intern student I talked with the bank officers about how to get entry level jobs at FSIBL. After discussing with them I learnt that to get job in FSIBL, one must pass through written exam. FSIBL gives job circular once in every year. Undergraduate students with a CGPA above 3.30 from reputed private universities are selected in the initial criteria. Then students who perform well in the written exam are selected for viva. In the Viva, there is a group of officials who try to test the students. The students are asked various questions regarding their educational background, previous job experience, measuring stress level. However, the main aim of the officials is to test whether the students are confident and have the ability to manage stress or not. Lastly, smart and creative students are selected for permanent job in bank. The first post is Assistant Trainee Officer. One thing I want to point out is that many people in our country think that **personal reference** has an impact in the recruitment selection in private banks. However, this is true but in few cases in private banking sector. By talking with operation manager Mrs. Hosnara Zaman Madam who is second in-charge at FSIBL, Mohammadpur Branch I learnt that only the Managing Director and Deputy

Managing Director are capable of giving an employee permanent job in FSIBL. In addition, if someone has a relative who is Director of Bangladesh Bank then same goes for that employee. Many undergraduate students think that the Branch Manager is capable of giving a permanent job in bank. But this notion is wrong. By talking with operation manager madam and other officers I came to know that no matter how close relative the branch manager may be, he is not capable of giving an employee permanent job in bank. A branch manager is responsible only for the overall management of a branch in bank. The organizational hierarchy of FSIBL is described below-

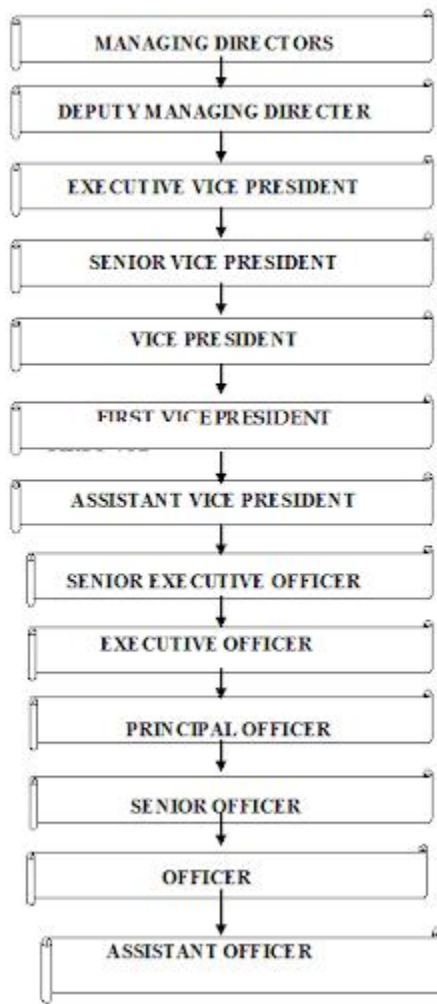


Figure- Organogram Of FSIBL

2.4 Marketing Practices Of FSIBL: The bank offers products to its customers in such a way so that the customers are satisfied. In other words we can say the bank focuses on providing customer oriented products. In FSIBL, there are a lot of relationship officers. The job of them is to promote the products to the customers. Moreover, the bank arranges in cricket tournaments, badminton tournaments. In the tournaments, the bank is sponsor. By arranging tournaments with other private banks the overall image of the bank increases. Moreover, the bank give advertisements in newspapers and TV channels in order to increase its popularity in the eyes of customers which is a decent marketing practice.

2.4.1 Products and Services of FSIBL: FSIBL has a variety of products to fulfill the desire of customers. However, their products are divided into 2 parts. One is Deposit Scheme and the other is investment scheme.

A) Deposit Scheme-

Al Wadiah Account

Mudaraba Savings Account

Mudaraba Scheme Account

Mudaraba Term Account

Foreign Account

B) Investment Scheme-

Bai-Murabaha Investment

Hire Purchase Under Sirkatul Milk Investment

Investment Against Import and Export

Documentary Bill Purchase

Quard

Specialized Schemes

2.5 Financial Performances and Accounting Practices Of FSIBL

2.5.1 Finance Performance Of FSIBL- For the last few years 2017 to 2019 the total assets of FSIBL has increased. The bank has been gaining profit in recent years. In years 2018 and 2019 the total assets has increased by 18.67 percent. If we convert the profit percent to money we can see that the total asset has increased by around 43,414.64 crore. In addition, the net profit after giving tax is also increasing. This shows that FSIBL is enjoying a healthy profit share and market share. However, FSIBL wants to make more profit in upcoming years.

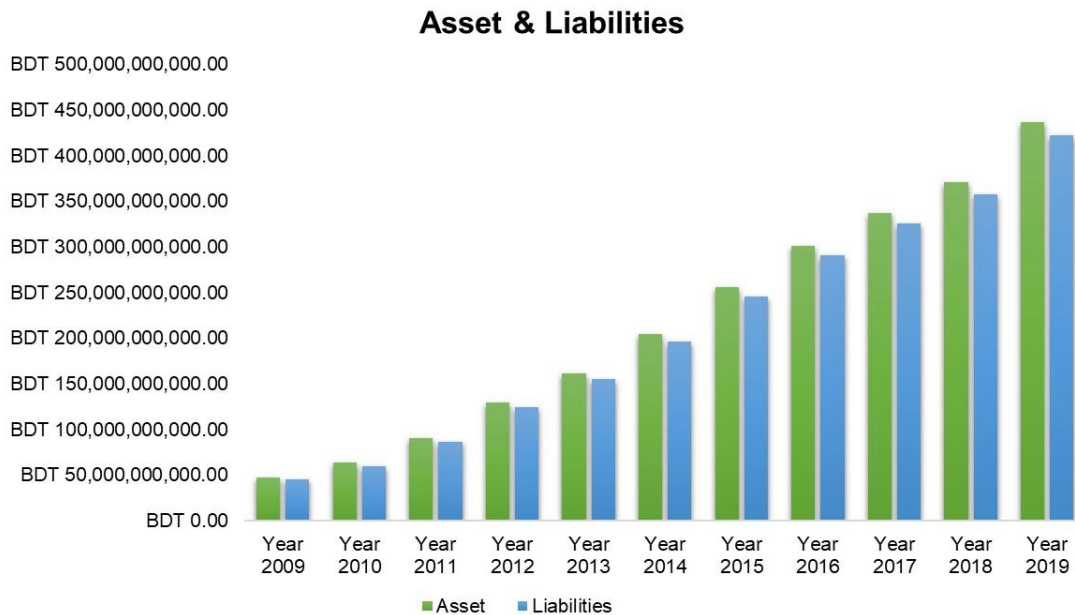


Figure- Financial Position Of FSIBL

In addition, the overall assets of FSIBL are increasing more year by year while compared to their liabilities. This is a positive impact for any Islami Bank.

Net Profit Movement-



The net profit of FSIBL increased by 26.46% even after giving tax in the year 2019. From the figure we can see that from years 2012 to 2014 the net profit of the bank decreased and the bank faced some financial loss. In between 2015 and 2016 again net profit had an upward rise. However, in year 2017 the net profit slightly declined. But in years 2018 and 2019, the net profit after giving tax has increased and is now at its best position, specially in 2019.

However, one thing I want to suggest is that the net profit after giving tax is not consistent. For example, one year net profit is decent and the next year it is at a loss. In recent annual conference meeting which was held on December 26, 2020, Mr. Syed Waseque Md. Ali who is the MD of the bank has set a target for the bank in upcoming years. The future goal of the bank is to increase its net profit on a consistent basis year by year.

2.5.2 Accounting Practices Of FSIBL- The accounting department of FSIBL has to work out on various issues-

A) To conduct a monthly forecasting of annual profit.

B) There is an expert group of accountants who prepare annual report, quarterly report and final account. In addition the accountants ensure that the reports are well evaluated and judged by the accounting management in head office.

C) To prepare month closing and reconciliation report which is to be reported at all branches of FSIBL.

D) There is a group of well qualified accountants who checks the accuracy of every transaction. In addition, they check whether every accounting practices is done correctly or not.

E) To help the junior cash officers about how to do every accounting transaction, debit-credit and other accounting practices in a perfect way.

2.6 Operation Management Practices Of FSIBL

Operation Management Of FSIBL- The main aim of the operation management of FSIBL is to make sure the bank runs smoothly. This process is organized by the board of directors and the upper class group of management. In FSIBL usually in each branch the branch manager is the head. After the branch manager the operation manager is the 2nd in charge. There are certain issues which the officers faces in day to day banking activities. However, all the problems can not be shared with the branch manager. In that case, the operation manager addresses the problems and tries to solve the problems. For example, in my internship experience I have seen that there is often a quarrel or a argument between the customers and cash officers. There are some old aged clients who do not follow the rules of bank. On the other the cash officers are also bound to follow the regulations of the bank. So clients have a heated exchange of words with the cash officers. In this case the operation manager tries to solve the issue. In addition, the operation manager tries to identify the weaknesses of the banking activities and tries to encourage officers and banking employees to be more dedicated towards customers. Moreover,

there is an audit committee in FSIBL to observe the banking activities. In FSIBL after every 2 months, the principal officers have to report to the audit committee. Later on, the audit committee meets with the top level management- for example with Executive Vice President, Senior Vice President. After meeting with top level management, the overall operational management of FSIBL is discussed. Later on the EVP and SVP meets with the board of directors and provide updates. Lastly, the board of directors gives directions and set a goal or target regarding future profit planning of FSIBL.

2.7 Industry and Competitive Analysis- Bangladesh is mainly a Muslim country. As a result, the middle class people of our country are dependent on Islamic Shariah. Currently, there are around 6 well known Islami banks in Dhaka. So there is competition among Islami Banks. After comparing the financial performance with other Islami Banks in our country, I have tried to find out the strengths, weaknesses, opportunities and threats that FSIBL is facing. Listed below are the explanation of SWOT analysis-

Strengths:

A) Well known Islami Shariah based bank-FSIBL is a renowned Islamic bank in Bangladesh. In FSIBL, all of their financial transactions, loans, bank statements, overall activities are performed by maintaining and following Islamic guidelines. On May 25,2019 the Shariah Council of FSIBL took place in head branch. The main aim of the meeting was to appoint a group of Islamic Scholars and how to improve banking practices and policies by maintaining rules of Islam.

B) Flexible Work Schedule and service- The cash officers and general banking department officers are benevolent towards customers and tries to keep good relation with them. No matter how much busy the officers are, they always keep patience while dealing with customers. There are some old aged clients who behave bad with officers. In spite of this, I have seen in my own eyes that the officers always try their best to help clients. In addition, the work pressure in FSIBL is moderate. Usually in other private banks, bankers have too much work pressure. But in

FSIBL, I have seen that officers gossip and try to help each other. So I can say, officers in FSIBL are very dedicated to clients and enjoy a balanced work schedule.

C) Helping lower income customers- From my internship experience I have seen that in FSIBL majority of clients are middle class. There are some lower middle class people who keep their savings in bank. FSIBL has a scheme named DPS which is Deposit Pension Scheme. This scheme is mainly for the lower middle class customers. Other schemes are Niramoy, Bondhon etc.

D) Established Position- FSIBL has established itself as a notable Islami Bank. In Bangladesh, FSIBL is one of the top five Islami Banks along with ICB Bank, Shahjalal Bank, Sonali Bank etc. FSIBL is financially in a remarkable position. As a result, they do not need to borrow money from Bangladesh Bank since they have sufficient assets and liquidity.

Weaknesses:

A) Lack Of Advertising- Although FSIBL is a good Islamic Bank in our country, there are many people who does not know about the existence of FSIBL, specially university going students. If we talk about Islamic Banks, the few names which comes to our mind are ICB Islami Bank, Shahjalal Bank, Exim Bank, Al-Arafah Islami Bank etc. What is the reason? The reason is lack of marketing and advertising. FSIBL does not give eye catching adds in television and newspapers. In TV channels they post adds only in ATN and one or two other channels.

B) Few number of ATM booths- By doing internship, I did research on other Islamic Banks of our country. I saw that FSIBL has a low number of ATM booths. According to the latest data, FSIBL has only 40 ATM booths in Dhaka. This very few compared to other Islamic banks. Shahjalal Bank has 113 ATM booths all over the country. ICB Islamic Bank has around 950 ATM booths all over the country. Islami Bank Bangladesh has 96 ATM booths. However, in

order to regain top position by posing a strong challenge to ICB bank, Islami Bank, Shahjalal Bank, FSIBL must increase the number of ATM booths.

Opportunities:

A) Bai- Murabaha and Deposit Scheme is gaining fame and middle class people's popularity day by day. So FSIBL should target middle class and lower middle class customers.

B) FSIBL can increase the number of branches and ATM booths as they have a healthy financial asset and fund.

C) Currently, a lot of people in our country have admiration for Islamic Banking System. So FSIBL should try to do more advertising to its customers. In addition, the service charge is low in FSIBL compared to other Islamic Banks. So FSIBL can use this advantage to attract customers.

D) FSIBL should recruit well qualified and skilled officers and new employees and reward them by giving big amount of salary to increase the productivity of their work. If officers get good salary, they will automatically get inspiration to serve customers in a more modern and digitalized way.

Threats:

A) In Islamic Banking the rules and methods are a bit different compared to other private banks. In addition, Bangladesh Bank is the central bank of Bangladesh. Bangladesh Bank changes rules and regulations for Islamic banking after every two or three years. As a result, FSIBL faces problems to adjust to revised Islamic rules and regulations.

B) Other Islamic banks are making progress and fame. Banks like Islami Bank, Shahjalal Bank, ICB Islami Bank post a strong challenge to FSIBL.

C) Rise in covid 19 cases- Currently, Covid-19 is sometimes increasing and sometimes decreasing. For this reason, government imposes lockdown when the rate of Covid-19 is high..

As a result, FSIBL might not run as profitably as before. The main income source of bank is people's savings and difference between interest rate taken from borrowers and the amount of money paid to depositors. While doing internship, I have seen that many people come to FSIBL and take away their money from the bank because in Covid-19 majority of middle class customers are badly in need of money. If people take money from their bank regularly bank might face financial problem because FSIBL authority has to give salary to its officers and staffs. Moreover, from my internship experience I have seen that FSIBL has decreased its rate of interest rate compared to previous years. For example, previously if a person kept 100000 taka for 1 year he or she used to get 10000 taka after 3 months. Now that person gets 8000 taka instead of 10000 taka. The interest rate of profit has decreased from 10 percent to 8 percent. What is the reason behind this? The reason is FSIBL is not able to run as profitably as before due to COVID 19 disaster. So covid 19 is a threat not only to FSIBL but to all the financial institutions of our country.

2.8: Summary and Conclusion regarding future progress of FSIBL:

In order to summarize my report, we can say that FSIBL is a renowned Islamic private bank of Bangladesh. However, it has been able to hold a decent position in the banking industry for the last 11 years. The banking activities are run by well mannered and dressed officers. In addition, the administration and overall management of the bank is very flexible. The method by which their operational system is run is able to gain customer satisfaction. In addition the marketing and financial practices are well planned and timely executed by the officers.

However, although FSIBL is increasing its market share day by day but still the bank has a lot of opportunities to improve their services further. However, to proceed further to the next steps some changes must be made in their strategic planning. For example, What are future plans that FSIBL authority needs to consider? How do the bank authority fulfill their future goals? In the next part I am going to discuss all about that.

2.9: Recommendations for future development of FSIBL:

Being a notable Islamic private bank of our country I think FSIBL authority should develop their promotion procedure in a more active manner. In the modern age of Digitalization and politics entry level jobs in FSIBL are given to the ones who have links or political power. Basically jobs are given based on lobbying and references. Every year there are many skilled and talented undergraduate students who fail to get starting level jobs in FSIBL due to lack of link. However, in our country this system will be hard to remove completely because majority of jobs in private banking sector are based on links and references. But it can be reduced to some extent. In addition, the FSIBL authority should hire meritorious and creative employees and give rightly promotion and compensation to its employees. For doing this, FSIBL should make its evaluation procedure more developed. After every year, FSIBL bank should introduce an evaluation committee to judge its officers. As a result, the evaluation committee will judge the overall performance of the bankers present in the bank and how to improve his or her performance.

In addition, I think FSIBL bank should give importance on retail banking. By implementing this policy, they will be able to target a large group of clients. As a result, the bank will increase its profit and gain a healthy market share. In addition, FSIBL should provide large amount of loan to its clients if there is strong evidence. However, there are some people who take big amount of money from bank and fail to repay the loan in time. Moreover the officers and bankers in FSIBL should provide good and smoother service to its clients by being more patient in dealing with clients. Usually, in other private banks in Bangladesh we see that the bankers always have a busy schedule. So sometimes officers lose their temper and is not so responsive in dealing with clients. However, if the clients get good response they will be encouraged to keep their money in FSIBL bank. So I think the FSIBL authority should give rewards and bonuses to its officers so that they are motivated and become responsive in dealing with clients and keeping them happy. In addition, FSIBL should increase the number of ATM booths in Gulshan and Banani. Another suggestion I want to give is that the people in our country is not so much familiar in Islamic Banking. So FSIBL should give more advertisement in media, channels about the advantages of their specialized product like **Bai Murabaha**.

In expansion, FSIBL authority should give importance in developing proper ethical and moral values among the bank officials. This method is very important for the preservation of the security system of the bank. It will help to take care of each other's properties. In addition, since there are political violence in our country so FSIBL should deal with political situations in a smart and creative manner.

Chapter 3: Measuring Effectiveness and Efficiencies Of Training and Development Practices and Policies of FSIBL

3.1: Introduction about Training and Development Practices and Policies Of FSIBL:

Training and development is a way to teach employees to improve the productivity of their overall job performance by giving training so that the company can gain profit and expand itself in future. By giving training to workers, they will become more experienced and their overall workforce productivity is bound to improve. In addition, the employees can rectify their mistake in job activities and become more creative if they are given effective training. Furthermore, training helps employees to adapt with the workforce pressure in an organization. FSIBL bank has male and female workers. After every 3 months employees whose performance are not up to the standard are provided training in training centers so that employees can produce better output for the company. On the other hand, development refers to the detailed improvement of a company for a continued period of time. Training is necessary for the present but if we think about the future progress of a bank, development is a must. Development helps employees to speed up their work rate and think mabout future profit of the bank due to which FSIBL will have a financial gain in the next 5 or 10 years. In addition, in order to prepare for future, FSIBL authority should make innovative planning. Due to this they have to bring changes in their strategies and creativeness in their overall management. In addition, development helps

employees to adapt themselves to latest banking technology. To make training successful for the employees FSIBL Bank should take some measures. First of all, training needs to be given clearly to the employees and they should be made aware of the training objectives. Secondly, based on the objectives, FSIBL authority should decide which training method is suitable for each banker. Lastly, the evaluation committee should judge and evaluate the overall progress of the training program. By the implementation of proper development planning, FSIBL can make an estimation where it would like to establish itself after next 10 years. **For example, in 2031 what will be the overall position of FSIBL?**

3.1.1 Background Of The Project:

Being a final year undergraduate student, completing this internship is a must to complete my under graduation from Brac Business School, Brac University. In the modern age of digitalization and technology, education does not relate only to text books, education is also reflected upon practical experience. Internship in bank helps a student gain a brief experience about the working environment in corporate world. In my opinion, this internship program has been designed by Brac Business School, BRAC University so that students can gather practical knowledge of working in the job sector. In this project I have discussed about my reflection and regular participation of working as an intern in FSIBL, Mohammadpur Branch for 3 months. In addition, I have chosen banking sector as my internship sector because I have a dream to be a banker in upcoming years and to establish myself as a versatile banking personality. By reading the title, we can learn that this internship report has been designed to measure the effectiveness and efficiencies of training and development practices and policies of FSIBL. The primary reason for selecting this topic is because I have done my major in Human Resource Management.

When I was a BBA student I gained a lot of theoretical experience. By doing internship, I have tried to learn banking experience practically. Internship is a warm up or a practice for students before entering corporate world. I have tried a lot to apply both my theoretical and practical knowledge to write this report. My hard work will be successful only if this report fulfills the requirements of my BBA program.

By reading the title of the report we can say that in this internship I have described how effective training and development can be for the employees to improve workforce productivity in First Security Islami Bank LTD. Furthermore, in my HR major there was a course named Training and Development which inspired me to choose this topic for my internship report. The knowledge I gained from completing “Training and Development” course helped me to apply that knowledge in this course. I have been able to write a realistic and creative report because of my supervisor’s help and guidance. In addition, I have done a lot of research and exploration about effectiveness of training and development policies for writing this report.

3.1.2 Objectives: Objectives help a reader to know what he or she can learn or know by reading this report. There are several objectives for designing this report.

Broader Objective:

The broad objective of preparing this internship project is to scrutinize the effectiveness and efficiencies of training and development practices and policies of FSIBL methodically with detailed explanation. The scrutiny has been done in order to describe and analyze all the facts, information and data gathered in a way so that readers can get a smooth idea of the research.

Specific Objectives- Listed below are some other **specific objectives** of the report-

- To examine the feelings and ideas of bank employees about various training facilities and workshops that they get
- To examine how the officers and employees of FSIBL can evaluate their training programs within a given scale
- To define which quality of training workforce and methods FSIBL provides to its bank officers.

- To make a presentation of how effective and fruitful training programs can be for the bank officers in FSIBL.

3.1.3 Significance of the Project: First of all, in the current age of Digitalization and technology, market economy is a concept which is practiced all throughout the world. As a result, there is a huge competition among all private banks all over Bangladesh and other countries. The competition among private and commercial banks is increasing day by day. Due to this competition and challenges, every private bank is trying to satisfy clients and their demands at the same time maintaining profit so that they can maintain competition with other financial institutions in the industry.

In order to do that, banks have to maintain dignity and provide updated service to its clients. In addition, to fulfill the desires of the clients latest technologies are ideas are to be implemented by the bank. In addition, employees are given training so that they can cope with work pressure. However, the employees are the root of a bank who work hard to keep the clients happy. In order to keep employees qualified and increase their skill, training is a must.

This project helps us to gain a through analysis about the effectiveness of the training and development practices and policies of FSIBL. In addition, this internship report will pin point the areas which FSIBL would like to extend for the latest development in their training programs. In addition, the report will give us a few suggestions whether training and development is beneficial for the banking sector employees or not.

3.2: Methodology:

Methodology refers presentation of all techniques which is necessary in order to gain information, figures and facts, statistics and detailed view of necessary data which has been collected for preparing this report.

For preparing this report I have used observational research. I have used other methodologies for preparing this report which are listed below-

Research Design: The study of this internship topic has been done from the beginning of selecting the topic to the presentation of my final report. In addition, I have used Quantitative Research for my survey. So that I can know employee's perception regarding contents and efficiencies of training and development programs of FSIBL, Mohammadpur Branch.

Listing Data Sources: I have used primary and secondary data for the complete research and analysis of the report.

Primary Data: Primary data are the major data by which I have collected data about the training facts and development programs which are conducted by FSIBL, Mohammadpur Branch. For example, interviews and discussions with bank officers, staffs and discussions with senior level management bankers. In addition, taking queries from the principal officers and seeing their activities also helped me to gather data regarding this project. Last of all, my practical experience while working as an intern student also helped me in this regard.

Primary Sources:

- a) Face to face conversation with the officers in FSIBL, Mohammadpur Branch.
- b) Discussion with Vice President and Branch Manager of FSIBL, Mohammadpur Branch.
- c) A survey done on bank officers of different banking departments like Account Opening, General Banking, Investment Desk, Remittance etc.
- d) Having work experience of working in several desks at FSIBL, Mohammadpur Branch.

Secondary Sources:

- a) Files and documents like final account, financial statement of FSIBL
- b) Annual Report of FSIBL
- c) Main Website of the bank

These are the methodologies which have been used in order to do the analysis and findings of my internship report and based on them I have given recommendations.

3.3: Findings and Analysis:

I have created a survey set of questionnaires and taken survey from bank officers. Based on my survey I have written my findings and analysis part.

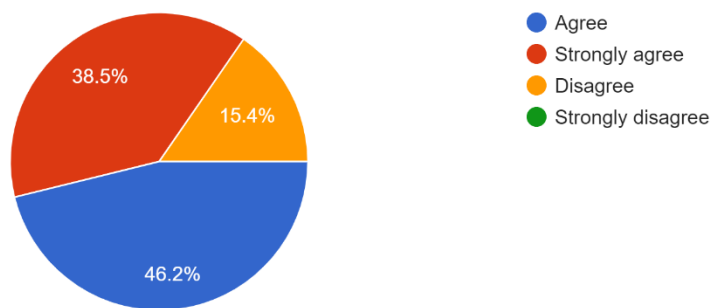
Interpretation of the Survey:

As mentioned in the beginning of this internship report, the first thing which have been applied to gain information regarding the report was a survey. I have conducted a survey of some questions and taken responses from the officers of FSIBL, Mohammadpur Branch. However, information about remittance department, foreign exchange department have been kept confidential by the bank authority. I have created a google form to do my survey effectively. I got positive and negative combined responses from the officers. Below I am going to demonstrate all the responses in an organized manner and share the opinions of officers.

Chart-1.

Proper Arrangement Of Training Program is very important to assist overall career development of employees.

13 responses



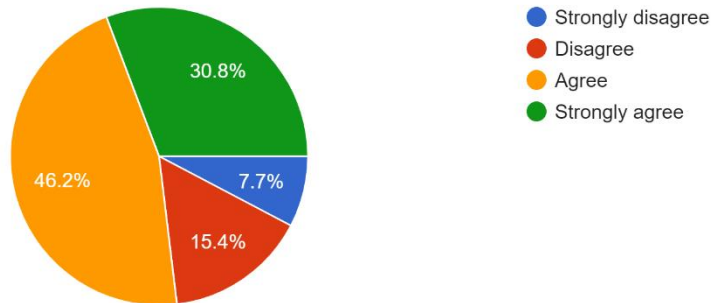
Interpretation of Chart 1:

My first question is how does proper arrangement of training programs have an impact on the overall career development of employees. After taking responses from officers of FSIBL, Mohammadpur Branch I found out that around 46.2 percent of them agree and 38.5 percent of them strongly agree that training is vital for employees for their overall career development. So majority of them accept that training is a must for employees. The reason is in banking sector every now and then employees has to adapt to new banking activities. No matter how much skilled and smart an employee may be, if he or she is not given training, then the job becomes uncomfortable for them and they make mistakes. Moreover, in banking sector, training helps an employee for the development of their banking skills and banking career.

Chart-2.

The employees are satisfied with the guidance of trainer?

13 responses



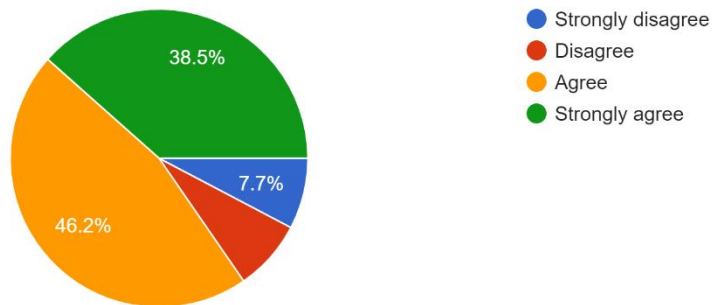
Interpretation of Chart 2:

This was a simple question whether the employees are satisfied with the guidance of their trainer or not. Around 46.2 percent of officers agree and 30.8 percent of officers strongly agree with the fact that they are satisfied with the trainer. However, in FSIBL Mohammadpur Branch, the officers are personally trained by the Vice President and Branch Manager. In addition, there are highly qualified bankers from upper level management for their training. However, around 15.4 percent of officers were unsatisfied with the guidance of trainer. By talking to them I learnt that bank has a very busy schedule. So sometimes trainers are unable to provide them full support because of busy schedule especially from top level management.

Chart-3.

In order to prepare yourself for future career and banking jobs, development is essential?

13 responses



Interpretation of Chart 3:

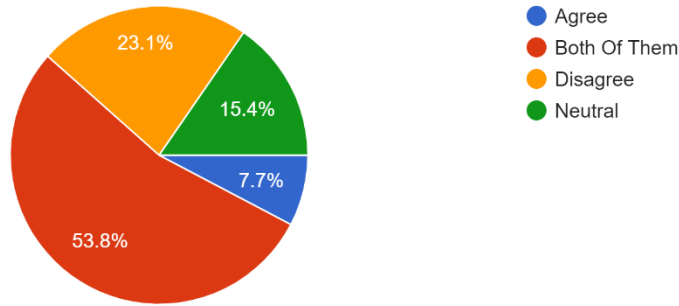
Here, the responses tell us that about 46.2 percent of officers agree and 38.5 percent of officers strongly agree that in order to prepare oneself for future career, development is important.

Because development is related with the overall growth of employees. With the help of development, employees can gain new skills and competencies in their current jobs. In addition, development help employees to gain capabilities for future jobs.

Chart-4.

Are the training programs in FSIBL resourceful enough to achieve individual development as well as organizational development?

13 responses



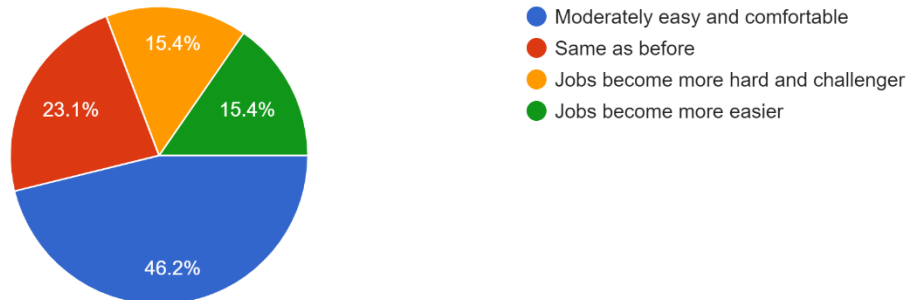
Interpretation of Chart 4:

While talking to officers I learnt about the effectiveness of training programs in FSIBL. Around 53.8 percent of officers think that training programs in FSIBL help to achieve both improvement and development as an individual and the organization as a whole. In addition, 23.1 percent of officers did not agree with the statement. According to them, training programs help to improve individual development but they are not in favor of organizational development. However, they said training programs are too short to learn new activities. According to them, the durability of training programs should be improved. In addition, more induction training, delegation training and in-service training should be given in their perspective. The rest of officers remained neutral in this regard.

Chart-5.

After participating in the training program in FSIBL how do you feel about the overall perception of the job?

13 responses



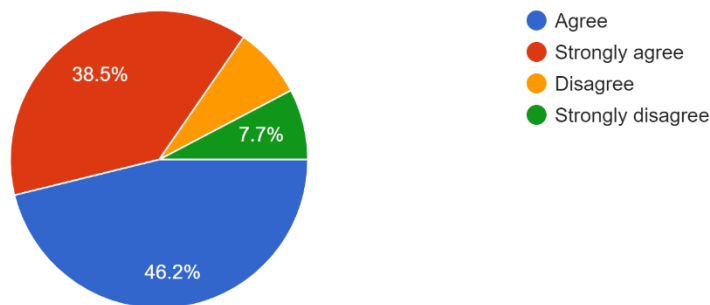
Interpretation of Chart 5:

From the above chart we can see that around 46.2 percent of officers agreed that after given training job becomes moderately easy and comfortable. However, training increase skills of a banker. Whenever an officer is given training his or her work confidence increases. In addition, around 23.1 percent of workers think that training brings no major change in their work rate. By talking to them, they suggested that training programs are given for 2 or 3 days. According to them, if training programs are implemented for a longer period of time lets say for 5 days or a week then the job might become easier for them. Unfortunately, this is a bit tough in banking sector because of strict attendance policy. The rest 15.4 percent think jobs become more easier. However, this perspective is for serious and hard working officers who can gain the actual benefits from training programs by their merit. Other 15.4 percent officers said that jobs become harder and more challenging. By talking to them I learnt that FSIBL makes frequent transfer to its employees. When an officer is transferrred from one branch to another, he or she might find it difficult to adjust to new workplace. Even after being trained, officers who are introvert find it hard to adapt to the new surroundings of a branch due to heavy transfer policy.

Chart-6.

New employees require training to adjust to bank rules and regulations and improve their work quality?

13 responses



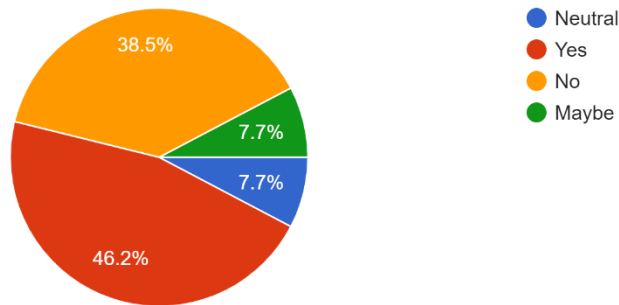
Interpretation of Chart 6:

This question was about whether the officers are in favor of training for newly recruited employees like assistant cash officer. Around 46.2 percent officers agreed and 38.5 percent officers strongly agreed that training is mandatory for newly recruited employees in bank. After having discussion with them, I came to know that first of all, new employees require training to adapt to the rules and regulations of bank like punctuality, regular attendance, dress code for normal day and annual meetings. Secondly, new employees require training to learn the basics of General Banking like DPS form fillup, opening bank account, preparing and authorizing cheque. In fact, being an intern I was also trained by my supervisor about the basic activities of general banking and other desks.

Chart-7.

Do you believe training and development can change the overall attitude and skill of employees?

13 responses

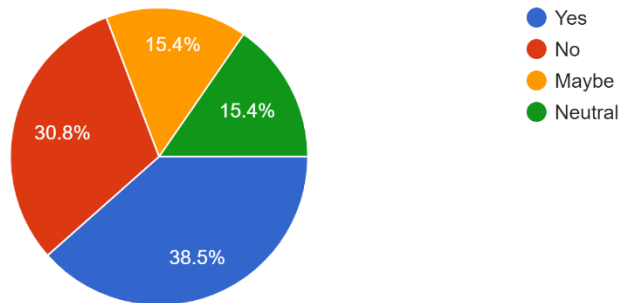


Interpretation of Chart 7:

After taking survey from officers I learnt that whether training and development can bring a change in the overall attitude and skill of employees. Around 46.2 percent of officers agreed with the fact that training brings a positive change in the attitude and skill of employees. However, according to them delegation training is very beneficial for officers because it helps the officers to complete and fulfill their work more efficiently. So among all training delegation training brings improvement in skills and their overall attitude changes. On the other hand, around 38.5 percent of officers think that training is effective for developing skills but it has no connection with attitude. According to them, attitude and getup of employees depends completely on them.

Chart-8.

Do you believe training contents are relevant with the content of your general banking activities?
13 responses



Interpretation of Chart 8:

From the above chart we can see that around 38.5 percent officers think that the contents which are taught in training programs are related with general banking activities. On the other hand around 30.8 percent of officers think that training contents are not related with general banking activities. According to them, in training programs, trainings are mostly given on cashier and remittance department. Training contents on general banking activities for example, management investment deposit, clearing of cash and bills should be taught. Other 15.4 percent officers remained neutral in this regard.

3.4 Findings From The Survey

- a) Majority of officers think that on the job training is better and more effective while compared to off the job training. So on the job training should be implemented.
- b) Many officers are not happy about the overall training budget of FSIBL. According to them FSIBL bank authority should increase more funds in training and research sector because

training is actually important in banking sector. In private banks bankers need to learn new works now and then. So according to them they strongly stated their opinion that the bank authority should spend and invest more on training programs. In addition, investment fund on research sector should be developed.

c) Many officers are unhappy about the quality of training materials and training institutes. According to them, bank authority should set up more training centers in Dhaka for the overall progress and experience of officers. According to them, there is mismanagement in training institutes regarding time schedule of training and allocation of training budget.

d) During my internship period I have seen that the online training management of the bank is not so updated. Now due to corona many officers prefer online training. However, sometimes officers face problems in the server when their online training time is scheduled.

3.5 Recommendations on future development of Training Programs

While completing my 3 months internship, I have taken regular feedbacks from bank officers about how the quality of training can be improved.

Listed below are some recommendations on how the training programs can be made more effective for the overall development and progress of the bank-

- The Branch Manager should hold a conference or meeting after every two months where all the employees in the bank should be stated about the significance of training programs and how training programs help to achieve the goals and targets of the bank.
- The total duration of training programs should be increased. For example- Development of Selling , Quality Of Service and Operations occurred in branch, improvement of communication skills is given in a short time. If the time limit for this training programs are increased then the employees will be benefited. To tell in short the durability of training programs should be increased because it will help to achieve both individual goals and organizational goals.

- The contents of training program should be related to banking activities and moderately comfortable for the employees. For example- handouts and presentation slides should be well designed. In addition, more video clips regarding bank statement with a detailed explanation should be discussed with the employees. Lastly, employees should be given some tasks for practice and the trainer should give feedback.
- Some of the trainers are not that much disciplined and do not maintain punctuality in their training schedule. Besides, the trainers have to make the training programs moderately easy for the newly recruited employees. In addition, the trainers should focus more on punctuality and dress code for the newly recruited employees like assistant cash officer.
- The main motive of training is to learn new things and attendance and participation of employees is very important. So trainers should inspire the employees to regularly attend the training programs.
- The methods which are used for training are traditional and backdated. The trainers should use latest and updated tools in order to make training programs more fruitful.
- After the conclusion of every training program regular exams should be implemented. By doing this the trainers can see what is the outcome of employees from the training and development programs. Employees who perform poorly in exams should be taken extra care.
- Employees who maintains a consistent performance in the training exams should be given rewards and bonuses so that they are inspired to perform better in future training and general banking activities.

3.6 Conclusion and Ending-

A bank is very important for the overall economical development of a nation in modern age. However, financial institutions need to be enriched which will contribute to the overall progress of a country.

Doing internship in First Security Islami Bank Ltd. has been moderately a decent experience for me. Due to my learning and experience point of view I agree with the fact that I had a good time communicating with officers in FSBL. In addition, I am hopeful that this 3 month internship experience will help me to grow confidence regarding my future career selection in banking sector. First Security Islami Bank is a well known Islamic Bank and has started introducing a variety of new banking products and services in our country by being faithful to the rules of Islam. However, the bank should keep latest information of recent situations. In addition rightly pre-planned training and development policies and programs should be arranged by the bank authority so that the bank maintain a good position in the overall position of Islami Shariah banks of our country.

Gathering skillful and meritorious human resources is the vital part of any bank. In my opinion, FSIBL should focus on collecting appropriate candidates for their future development and progress. However, recruiting right person in desired position can help the bank to gain success in their development in upcoming years.

However, I consider myself lucky to have an opportunity to get myself adapted with the working environment of Islamic banking in FSIBL. I have learnt some basic banking activities in my 3 months internship journey. In my opinion, top management and HRD Head Division of FSIBL should conduct a comprehensive survey on all its branches progress and performance year by year. In addition survey and effectiveness should be evaluated on the progress of its management and consistent performance of its officers.

To end my report, I want to say that banking sector in Bangladesh is really very challenging compared to other financial institutions. Because there are so many private and commercial banks trying to gain clients satisfaction. FSIBL is an emerging private bank in Bangladesh. Its popularity has started to increase from the year 2009. As an emerging bank First Security Islami Bank limited has been able to satisfy clients over the last decade. However, training programs in

FSIBL are good enough but the durability of training programs is too short. In my point of view, durability of training and development programs should be increased. I hope that if FSIBL can remain consistent it will achieve more success in the upcoming years.

3.7 References

- A) *Head Office*. First Security Islami Bank Ltd. (2021, June 13). <https://fsibld.com/>.
- B) *Corporate Sector Training Information*. First Security Islami Bank Ltd. (2021, July 17). <https://fsibld.com/corporate-information/>.
- C) *List of Director*. First Security Islami Bank Ltd. (2021, June 12). <https://fsibld.com/board-of-director-3/>.
- D) Alarafi, Z.M.S., M.N., Malek and B.H. Kamarzzaman. 2016. Measuring Efficiency in Banks: Retrieved from <https://www.semanticscholar.org/paper/Measuring-Efficiency-in-Banks%3A-ABrief-Survey-on-%E2%80%93-Alrafadi-Yusuf/7edd3444fdd0cd8dc76f077e2de9ed256a0d563a>

