

Report On
Learning and Development for Organizational Sustainability

By

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An internship report submitted to the BRAC Business School in partial fulfillment of the requirements for the degree of Bachelors of Business Administration (BBA)

BRAC Business School
Brac University
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Declaration

It is hereby declared that

1. The internship report submitted is my/our 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/We have acknowledged all main sources of help.

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Letter of Transmittal

Mr. Saif Hossain
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Subject: Submission of Internship Report.

Dear Sir,

I thank the Almighty for giving me the chance to finish the internship and for allowing me to submit my report to you. I also want to express my gratitude for your kind assistance and direction as I was writing this report. I count myself fortunate that you will be supervising my internship. An overview of the company, a summary of my responsibilities as an intern at Mutual Trust Bank, and research on the subject of "Learning and Development for Organizational Sustainability" are all included in this report.

I thus hope that you will enjoy and value the work I put into the report. Another objective I had in mind when preparing this report was that every reader would gain something useful from it.

I appreciate you for motivating me.

Sincerely yours,

___Sumaiya Jabin Sara___

117204055

BRAC Business School

BRAC University

Date: 3rd July 2022

Non-Disclosure Agreement

This agreement is made and entered into by and between Mutual Trust Bank and the undersigned student at BRAC University, BRAC Business School

SUMAIYA JABIN SARA

As per the agreement the information used in this report cannot be used anywhere else and to be used only for the internship purpose.

Executive Summary

In the world of human resources, one of the finest notions is the concept of learning and development. In addition, training and development is a term used to describe how an organization's management and workers work together to maintain its highest levels of performance. The word "human resource management" used to be associated with the field of applied psychology, but it is now used by most companies' human resources departments. The company provides new recruits with the opportunity to learn and grow, and it cultivates the organization's leadership potential. Learning and development's major goal is to help individuals and groups succeed in the workplace. Employees in today's highly competitive world are expected to perform effectively in any business. Mutual Trust Bank and Prime Bank use a variety of learning and development strategies, which are examined in this paper. In addition, consider the benefits and drawbacks of learning and development in the workplace. Another aspect of L&D's significance in the long-term success of a company was also explored. In this paper, I've also discussed the origins of both banks, their purposes, and the methods used to acquire data. The main and secondary data sources were used in this case. Details of both banks' learning and development procedures were uncovered and analyzed. Finally, in chapter six, I provide L&D suggestions for both institutions and finish the research by summarizing the findings. Each part gives vital information about the businesses' learning and development processes.

Keywords: Learning and development, Banks, Sustainability, Methods, Human Resource, management, Employees

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Chapter 1

INTRODUCTION

HRM is regarded as the most vital resource by the association, however not all companies are effective in harnessing its full potential. An HR strategy is a collection of specific, but related, activities, competencies, and procedures designed to integrate, develop, and maintain or coordinate HR within an organization's business operations and operations. In the same way as any other partnership, banks must constantly adjust their contributions to returns in order to increase profit and maintain their focus on their goals. Human resources are a potential option for a wide range of assets. As a result, the success of corporate banks is ensured by sound planning. Learning and development are key components in ensuring the long-term success of human capital and businesses in general. Expertise and training are also regarded essential for human resources to be able to carry out their duties effectively. They need to master a variety of skills in order to get the greatest results. Internal and exterior environmental settings, as well as human behavior, would be studied in depth by these experts. In order to better understand and use human resources, training services are essential. There must be a focus on learning and development for HR to flourish. They need to develop knowledge in order to advance science and pioneering ways and procedures to achieve corporate and individual goals. Increasing an employee's overall performance in a high-stakes work environment is the goal of a well-structured approach to learning and development. Knowledge, skills, and attitudes are all part of the process of getting to know. In order to achieve one's objectives, one must expand and enhance one's knowledge. It's a good thing to keep growing and learning. It aids in attracting and retaining the best employees, as well as increasing output and profit margins via training and development. First things first: let's understand what's happening in development and who the major actors are. When a business gives its workers the chance to examine probabilities, they become more productive. As a result, the groups are able to flourish on their own. Those

who are quick learners are more likely to adapt to changes in the environment and do better than those who are slower learners.

1.1 The Report's History and Purpose

The project report is a requirement for the BBA degree. A report on an organization or sector related to the student's field of study must be submitted by each student once they have earned all of their course credits. Md. Zaman assigned me to work on this subject "Learning and Development for Organizational Sustainability" in order to complete this report. As I worked on this study, I focused on the banking industry in Bangladesh. Mutual Trust Bank and Prime Bank are the two institutions I've chosen for this project. In Bangladesh, these companies are all well-known and reputable banks. This study is based on the best practices of well-known financial institutions when it comes to training and development. In order to produce this study, I have gathered data from the HR managers of the relevant institutions as well as information from the internet.

1.2 The Study's Purpose

Two banks' training and development are the primary focus of this research. Learning and Development is critical to the success of Mutual Trust and Prime Bank, and this research focuses on the benefits and drawbacks of learning and development. How Learning and Development may aid a company in establishing organizational sustainability is also critical. My goal in writing this paper was to provide a general idea of how each bank approaches Learning and Development.

1.3 Report Limitations

In the course of writing this project report, I've come into a few snags. The following are some restrictions:

- Because of the organization's limits, large-scale investigations were not possible.
- It took a long time to look into the two groups.
- A smaller window of opportunity for direct observation
- One reason for the study's limitations was a lack of prior expertise.
- There is a dearth of internal data

Chapter 2

The Research Methodology

There are a variety of approaches for doing research. Qualitative and quantitative research may be combined using a variety of methodologies and approaches. Data may be gathered for the study by means of questionnaires, interviews, surveys, and other methods as well as from other sources.

The study follows a fundamental structure to do such an examination. Because the report is so extensive. As a result of the Covid-19 outbreak, I was unable to visit the organization and collect data personally, even though I made extensive efforts to get information from primary and secondary sources. The paper focuses on Mutual Trust bank and PBL learning and development initiatives. Many books, journals, websites, publications, and corporate websites have helped me with my report. After gathering information from the management, the data was thoroughly examined before being put into action.

2.1 The Method of Data Acquisition

There are two common sources of information that I've gathered here for this project's purposes:

Primary data collection methods

While I'm working throughout the epidemic, I do my best to gather data. A questionnaire, which solely asks open-ended questions, was used to compile the data. In order to gather the Primary Information, I conducted phone interviews with members of the HR department of a well-known financial institution.

Secondary data collection methods

- Website of the business
- Reference books are also available.
- internet-based sources
- Popular articles from a variety of sources.
- Journals

2.2: Analyzing the Data

Thematic analysis is a qualitative data analysis technique. It may be found in a wide range of sources, including interview transcripts. Each new subject, idea, and pattern that emerges from an in-depth examination of the data is documented in the study's findings and conclusions. (2019, Caulfield)

This research study will be conducted via a non-structured, one-on-one interview style.

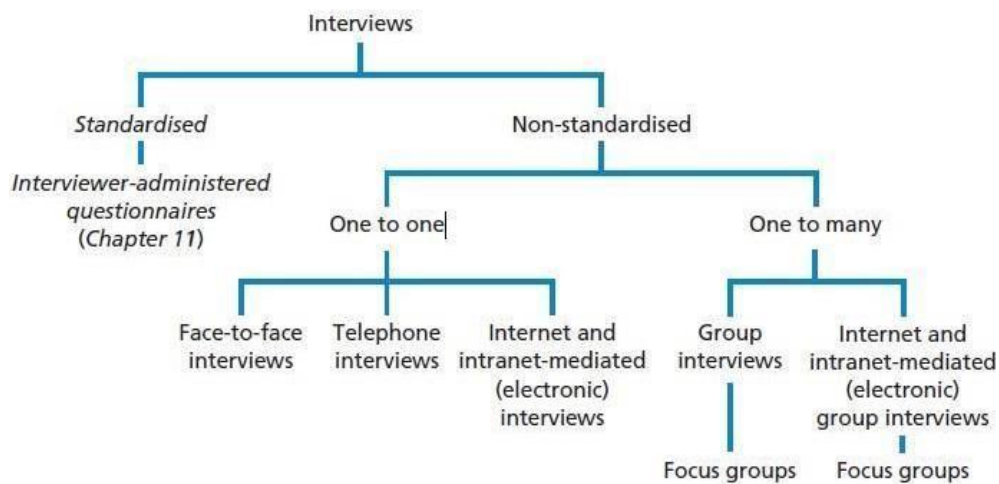


Figure 1: Example of an interview (Saunders, Lewis, & Thornhill, 2009)

The Objective: significance of keeping direct engagement with participants; the substance of survey questions; time required for data collection and thoroughness of process are all reasons to use a non-standard or qualitative interview technique in this research. Because semi-structured open questions allow you to "sample" your interviewees' comments, you may explain or expand on their responses. An interpretative epistemology requires this in order to grasp the meaning of various occurrences. Respondents will make use of certain terms and phrases in their responses. In a more detailed and sophisticated context, which might enhance the information you get via their capacity to examine certain ideas. It's possible that they'll go into topics you hadn't previously considered, but that are crucial to your comprehension and may even lead you to generate a research question. (Saunders, Lewis, and Thornhill, 2009).

Chapter 3

Overview of Banks

3.1 Mutual Trust Bank Limited's Historical Background

Since its inception in 1985, the National Credit and Commerce Bank Limited (Mutual Trust bank) has served as a financial institution for the people of India. The company aimed to arrange and spend its own money in order to boost the country's industrial and trade sectors and play a part in building a capital market. To serve the country from a larger platform, it became an all-inclusive private commercial bank in 1993 with a paid-up capital of up to 390 million dollars in 1992.

When Mutual Trust Bank Ltd. was founded, it became known for providing its clients with personalized care in a technologically advanced atmosphere. Bank of Japan has built a new level of financing in the industrial, commerce, and foreign currency markets. Customers, businesses, and persons who are comfortable doing business with the bank have taken advantage of its wide range of deposit and credit options. a subsidiary of Mutual Trust Bank.

Mutual Trust Bank Ltd's Goals

The primary goals of Mutual Trust Bank Ltd. are complete customer satisfaction and maximization of net income. To accomplish this goal, Mutual Trust Bank Ltd provides exceptional customer service. In addition, they guarantee high investment returns.

Vision

An exquisite commercial bank that serves the country as an innovative and socially responsible financial institution via the integration of credit and commerce in order to maximize the value of shareholders and maintain long-term development.

Mission

- Our mission is to provide outstanding financial services to our customers by building long-term relationships.
- Customers and stakeholders benefit from our innovative technology, extensive knowledge and financial strength when we provide long-term solutions.
- Creating a warm and welcoming atmosphere in which our customers and employees may thrive.

3.2 Prime Bank Limited's Historical Background

A second-generation local commercial bank, Prime Bank was established in Bangladesh in 1995. Prime Bank has 146 branches and 170 ATMs around the nation, with its headquarters in Motijheel, Dhaka's thriving financial district. It was a part of the Business Organizations Act of 1994. One of Prime Bank Ltd.'s primary responsibilities is to offer a wide range of commercial services to its clients, including the provision of loans and deposits.

customers from the Bangladeshi branches. Customers of Prime Bank Ltd. have access to a wide variety of financial services that comply with the Banking Corporation Act and regulations of the central bank. Corporate finance, retail banking, and consumer banking, as well as industries ranging from processing to agriculture and technology to real estate, are all examples of diversification. Since its inception, Prime Bank has been more innovative than its predecessors.

With the end in sight, creativity's passion is a sure and fundamental motivation with a ferocious edge. In critical confinement, our system's performance suffers.

The strategy is to limit crosscutting activities on several transmission canals in order to better serve consumers. They have a proven track record of success. More than ever, we're ready and able to help our customers adapt their businesses to better suit their needs.

Vision

To be Bangladesh's finest private commercial bank in terms of efficiency, capital adequacy, asset quality, sound management, and profitability, with strong liquidity. "

Mission

It is our mission to transform Prime Bank Limited into a highly effective, competitive bank that values its customers and adheres to sound corporate governance principles.

The integration of technology at every level of our company's business processes, procedures, and efficiency.

For the bank, securing economic progress, long-term profitability, and pledges to the country's development are all made possible via the use of cutting-edge technology and the prompt provision of high-quality service across a wide variety of goods. (Prime Bank, Limited)).

Chapter 4

Report purpose

4.1 Purpose of this Report

All research must have a specific purpose for what is produced in the final report. Any ideas in the report will be instantly understood by the reader. This project's aims and objectives are broken down into two areas.

The following are the most important goals:

As a pre-requisite for the Bachelor of Business Administration (BBA) at BRAC University, completing this project report is the overarching goal of the assignment.

The following are the secondary goals:

- Identifying how successful learning and development is for an organization is the goal of the research
- The process of learning and growth within the organization
- Organizational learning and growth is critical to the success of any business
- To determine the sustainability of the organization's learning and growth

4.2 Thesis Proposal

Learning and development are seen as essential to the well-being and growth of both workers and companies. It is widely established that human resources must give knowledge and enhance their competences and capacities in order to successfully carry out one's responsibilities. " To get the best outcomes, they need to know a number of things. They must

examine the internal and external atmosphere of the organization. Internal and external education programs are critical to enhancing employees' knowledge and abilities. Human resources must devote their full attention to all aspects of learning and development if they are to achieve success. In order to meet their business and personal goals, they need to create knowledge regarding research methods and new approaches to problem solving.

As part of human capital, learning and development, or training and development, is essential. Employees' objectives and performance must be aligned as a goal of learning and development. Employees and departments have different levels of competence, and those in charge of training and development must take this into consideration. Employees' skills, knowledge, and abilities may be increased via learning and development, which is an internal process. Developing one's abilities, capabilities, and attitudes has everything to do with education. In order to achieve one's personal development goals, one must grow and deepen their consciousness. Improvement and improvement is the goal. activities of individuals for the better through exchanging knowledge and experiences that enable them to perform more effectively, as well as by encouraging habits that promote effective performance. As of 2019, (David, a former student of mine)

Learner and development is the process of acquiring and establishing new information, skills, competencies, and attitudes. As a result, the company is guaranteed to have the qualified, well-trained, and dedicated personnel it requires (Vulpen). L&D programs are based on the fundamental principles of the organization's success in formulating and implementing training and L&D programs, which is a realistic guidance. In this article, we demonstrate how learning and development (L&D) may be linked to strategic market goals and address both the benefits and the challenges of L&D. A mix of diagnostic tools, scenarios, and case studies is used in

this presentation to help participants gain experience identifying L&D criteria, selecting appropriate intervention strategies, and assessing their own progress. The importance of L&D to a company cannot be overstated. It is possible for people and companies to achieve their personal and organizational objectives via the use of L&D. These processes have a significant impact on the development of the persons involved.

As a further consideration, people must acknowledge that they gain the abilities and skills necessary to adapt to a variety of situations, as well as to create new contexts. Research in learning and development (L&D) focuses on how humans, individually or in groups, learn to gain or create something that currently exists, whether it be something that has never been before. Using these methods, people may improve their abilities in their present and future careers by learning new information and developing existing abilities.

The goal of education and training is to improve or alter the activities of individuals or groups in a positive direction, to share knowledge and insights that enable them to do their jobs more effectively or to establish attitudes that encourage them to do so. For further information, see

Learning

To say that someone is learning is to imply that they are acquiring and learning new skills, abilities, attitudes, and behaviors. Honey and Mumford describe it this way: For learning to take place, it must be shown that individuals have learned something new (insight, realization, as well as facts) or have been able to do a previously unachievable task (skills). This study was conducted by Honey & Mumford (1996). "Learning is a dynamic process, which not simply enhances present abilities, furthermore helps develop skills, knowledge, and behaviors that will prepare persons for larger or bigger responsibilities in the future. Management Service (Skyline).

Development

It is the goal of development to provide learning opportunities or allow individuals to self-manage their own learning. An evolving system helps individuals transition from a present state of knowledge and competence to a future one that requires more skill and expertise.

The learning and development divisions are typically under the supervision of the Learning & Development Manager. It is the job of the Learning & Development Manager to create and implement an organization's learning strategy. Workplace occupations that are both technical and administrative are likely to be involved in these duties.

- Develop and execute business-specific learning methodologies and initiatives
- Identifying organizational and individual staff development requirements
- The department of learning and development must be aligned with the company's overall goals.
- In order to maximize the return on investment, customize the training.
- Organize and buy L&D resources to make it simpler to administer training initiatives.
- In addition to designing courses for eLearning, interactive group training, and other training material.
- Implement training methods that are successful.
- In charge of people in the Learning & Development Division
- Controlling an organization's learning and development budget
- Promotion and marketing of management buy-in and staff engagement via training programs

This person is responsible for making sure that workers are appropriately educated to achieve their job responsibilities, which are aligned with the company's overall goals. (2019, Thompson)

4.3 The Advantages of Continuing Education in the Workplace

Retaining high-performing staff requires a commitment to learning and development on the part of the company. When the employment market is so dynamic, firms need to be able to recruit and develop talented personnel so that they can remain in business. The development of a plan for implementing and creating an effective learning strategy will assist a business in achieving more productivity for higher-quality personnel.

It is possible to arrange learning and growth in a variety of ways. Sending staff on training sessions, providing in-house coaching, holding function-specific seminars, or even leveraging modern e-learning technologies may all help accomplish this goal. No matter what you choose, a business has a significant edge. As a result, Woodrow Mercer has compiled a list of job perks. In Woodrow Mercer's year of the future

- **Employees' Improvements in Performance**

With the proper instruction, workers may do their jobs more effectively. If they had a clearer understanding of their roles and duties, they could build trust with their staff, which would improve their overall performance and benefit the whole organization. Workers who stay up with the latest industry standards will help the company take the lead in the market.

- **Improved Morale of Employees**

Having a learning program in place makes workers feel more valued. Employees are more likely to attend training if they are in a favorable environment, which is why Learning encourages them to do so. As a result, the total productivity of an employee team that feels appreciated and driven will rise.

- **Address the Company's Weaknesses**

All of the personnel experience lapses in their ability to do their jobs effectively. An employee's knowledge and awareness may be boosted via training and education. In order to reduce the number of shattered relationships inside the company, workers contribute to a more sustainable environment by pooling their collective knowledge and experience. Employers will be able to provide better service to their employees because of the increasing general level of competence in the workforce.

- **Improved Reliability**

Employees in the organization would have a solid foundation of knowledge and experience if they underwent thorough training. A company's strategy and internal operations rely heavily on continuity, which employees must be aware of. As a consequence, better financial outcomes might be achieved by implementing more efficient processes.

- **Improved Productivity.**

Productivity may be increased via learning and development. With increased productivity and improved business performance, project success is guaranteed.

- **Higher Levels of Creativity**

Updating the skills of the workforce will encourage innovation. Innovative and cutting-edge ideas are the result of new educational and training programs.

- **Reduce the number of employees that leave the company.**

Learning and development are anticipated to be invested in to increase employee productivity since they are more highly regarded. It's common to see employee

development as an asset, but it's also critical to keep current workers happy and attract new ones.

- **Boost the Company's Brand Identity**

As an employer looking to hire recent college grads and those in the middle of their careers, having a formal learning program in place sets the bar high. Growth prospects make it attractive for new companies to develop the industry's skill pool and job openings.

This section focuses on the importance of performance evaluations in the learning and development process.

4.4 Role of Performance Appraisals for Learning and Development

The use of a performance evaluation system is seen as an essential part of the learning and development process. For the most part, the goal of these systems is to identify and communicate any problems. During this time, managers may gauge how much their employees have retained. For this reason, it's essential that they utilise information in a proper way when doing their professional obligations. Regular evaluations, self-reflection, professional development plans, and corporate goals are seen as beneficial by performance assessment systems.. There must be a daily application of performance assessment systems, especially when employees have created information and increased their understanding of new, technical and inventive techniques. An important benefit of performance evaluation systems is that they help employees learn and grow. (Kapur)

4.5 Education and Training Plan

A plan of action In order to guarantee that an organization's learning and development activities are aligned with its objectives and goals, a learning and development plan is defined. In other words, a company's learning and development plan outlines the capabilities, skills, and knowledge needed by its workers in order to secure a long-term and profitable business. It is possible for individuals to apply their newly acquired skills and expertise to achieve certain goals and aspirations. One of the most important aspects of human resource development is to ensure that employees and companies alike have access to high-quality education and training programs. They will then be able to carry out all of the organization's current and future tasks.

Learning and development strategies describe how an organization aims to achieve its objectives and targets via the use of learning and development. Instead, they'll put kids to work toward achieving specific objectives and aspirations and honing their knowledge and abilities. Additionally, strategic human resources planning includes implementation, elimination, adaptation, integration, and structural education in order to guarantee that knowledge, information, and capacities are well-educated by people and organizations alike. As a result, they'll be able to take care of anything the business requires now and in the future.

The organization's view on the role of learning and development is reflected in the learning and development strategy. Involvement in learning and development programs has shown to be beneficial to the members of the organization, who have been able to achieve their objectives. There's no doubt about it.

As a result, learning and development activities and initiatives must be planned in accordance with human resource policy. In order to achieve tangible improvements in organizational,

practical, squad, and individual performance, these dimensions must be linked to success. As a result of these dimensions, the desired goals and priorities may be achieved.

The strategic L&D concept is based on the following.

- All stakeholders profit from an investment in learning and development activities since they contribute to the organization's success.
- Corporate and human resource policy should foster learning and development activities and initiatives.
- Efforts to improve employee performance at all levels, including organizational, functional, team, and individual levels, should be the focus of learning and development.
- In order to achieve their full potential, everyone in the business should be driven to continually develop their skills and knowledge.
- The basis for individual learning is laid through professional development programs that stress self-managed learning and make use of coaching, mentoring, and other forms of formal training.
- There must be enough learning opportunities for the company, but it is the employees themselves who must take on responsibility for their own growth and development, with guidance and support from their supervisors and the human resources department as needed. In the year of 2016, the trio of Jovanovic, Damjanovic, and Dimitrijevic (2016)

4.6 Learning and Development's Strategic Role

It is one of L&D's key responsibilities to oversee the development of employees—and to do it in a manner that supports the company's other important goals. There are five key strategic responsibilities of L&D. Individuals must be managed in accordance with their job responsibilities and company goals and objectives. Learning and Development (L&D) is responsible for five key areas of work.

Retain and Attract the Best People

Internally, the emphasis is solely on enhancing productivity and profitability. In today's job market, education is frequently a key factor in securing a position. To be considered for job openings, applicants must have the appropriate qualifications, competence, and abilities. Over the last several decades, the meaning of words has changed. Employees should be retained as long as they are able to contribute to and support the company's goals. Individuals in the workforce are increasingly in charge of their own professional and personal development. To put it another way, the answer is easy since it is up to them to apply their knowledge and experience to enhance their own life as they study and comprehend various ideas.

Build Your Own Personal Strengths and Talents

Continuous investments in learning and development (L&D) are required to sustain the value of human capital. If the content is outdated and disregarded, it is apparent that individuals would have difficulties in their job. As a result, they must play a vital role in helping employees develop their skills and knowledge regardless of the kind of job they conduct. Individuals must also learn to better manage their time, prioritize tasks, and make better decisions, in addition to gaining information about work outcomes. They will be able to communicate more effectively with others if they work on honing their listening skills. They will be more

motivated to set priorities if they have more control over the passage of time. In order to benefit the company and the community, choices are utilized to encourage sensible decision-making. Having good leadership abilities enables individuals to organize their work and come up with creative solutions to their problems.

Build a Company Identity

For an organization's brand to be a success, it must explain its resources, structure, goods, and services in terms of the company's industry performance. L&D investments will have a significant impact on the company's performance and on the public's perception of the company. Staff members must take an interest in knowing how to construct the boss's identity if they are to be able to perform their duties and responsibilities more effectively. However, companies also tend to strive tirelessly and diligently to better educate and guide their employees. One of the most important parts of developing a company's identity is the fact that workers are not able to do their duties and tasks on their own. As a result, it is essential for them to collaborate and integrate with one other in the making of choices, working on projects, boosting production processes, and so on.

Set the Stage for a Value-Based Organization

Value-based culture may be shaped via L&D, which can make a significant impact. Value-based society, as its name suggests, is one in which people are expected to take their morals, values, and ethics into account. People must adhere to a value-based culture and promote morals and ethics while doing numerous jobs and activities related with education or employment. When a culture founded on values is established, employees tend to be pleasant and content with their jobs. Research has showed that the company's members have had arguments and differences. Values centered on community help individuals become aware of

nonviolent approaches to resolve conflicts. Organization members place a high value on getting to know one another and forming personal connections.

How to Motivate and Involve Workers

A strong link exists between employee motivation and job satisfaction. The workers might be successfully engaged if they were motivated to carry out their job responsibilities. Employers have a duty to use strategies and techniques that might encourage their employees to become more motivated at regular intervals. When it comes to energizing your employees, the most important factors to consider are providing promotional opportunities, rewarding and incentivizing employees, initiating coaching and development programs and ensuring that employees have access to the necessary resources to do their jobs effectively. As a manager, you must ensure that your employees are aware of the best ways to carry out their responsibilities in an efficient manner. In order to achieve the structure's goals, personnel must be sensitive to their jobs and well-trained in their roles. (Dam, Brassey, & Christensen, 2018)

4.7 Indicator-Derivative Design

Management professionals in human resources utilize the ADDIE model to examine whether or not preparedness can be made while developing a training program.



Figure 2: ADDIE model (Zoe, 2020)

Analysis: In the analysis phase, the learning difficulty or performance difference is identified and explained, as well as the expected results from a learning viewpoint. The evaluation of participant characteristics, learning opportunities, cost and time constraints, identification of the learning environment, and creation of learning goals are all part of this process.

Design: Design encompasses the identification of major learning objectives and instructional techniques, the structure of the subject, and the assessments of the design process.

Development: This is where the content specified in the design phase is developed and assembled. In order for this process to be successful, it has to be reviewed and approved by all stakeholders. The introduction of new technologies and appraisals of those new technologies may fall under this heading as well.

Implementation: Training process development, comprising curriculum design, learning goals, and learning areas, is included in implementation. Students should also be prepared to

utilize all relevant tools and technology as part of the process. The last step is, of course, involving the students.

Evaluation: In order to ensure that the learning process is consistent and effective, the assessment phase is employed. There are several ways to evaluate a product or service even if it is mentioned last. That is to say, the whole design process may be iterative, with components being precisely adjusted as it goes along.. (Lumencandela)

4.8 Learning Environment

Organizational ideals, methods, and procedures that support and enable the continuous growth of knowledge, expertise, and success criteria for people and the company constitute a learning culture. When it comes to qualitative growth, this allows for the achievement of corporate goals, inventiveness, and the ability to adapt to change. The development of workers and the development of a strong learning culture in an organization is thus very necessary to have an engaged workforce and to increase the success of the firm, which reflects an organization with conscience.

To motivate and inspire all workers to engage in constructive behavior, learning culture realized that it may be a growth tool. Literacy, collaboration, automatic learning, and long-term capacity development are all included. Innovative theoretical and distinctive tactics and approaches for team members in the implementation of activities and events were used to improve the learning environment. After that, they'll need to go back to school and work on honing their knowledge and abilities. In order to increase the learning community and instill a sense of purpose in employees, organizations must cultivate a learning culture. As a result, workers will be better able to concentrate on their own contributions while also promoting realistic learning opportunities. (Kapur)

How to cultivate a culture of learning:

- Create and disseminate a vision
- Empower your workers
- Create a welcoming atmosphere for students to study in.
- Provide guidance, time, and resources, as well as regular feedback.
- Managers are role models for their subordinates
- Encouraging the development of professional networks and the exchange of information
- Connect vision-related systems

4.9 Learning and Development Element

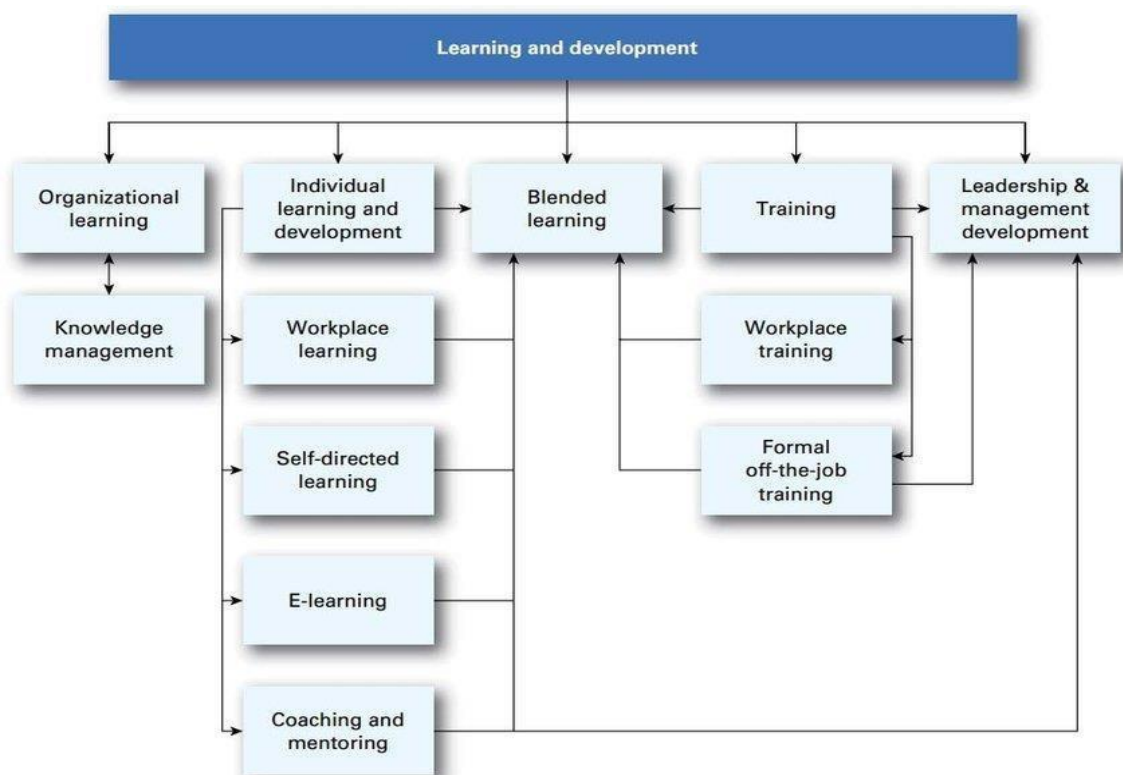


Figure 3: Learning and Development Components (Armstrong & Taylor, 2014)

In the context of organizational learning, this means that each member of the organization contributes to the growth of their own capacity to deliver the desired results, which is referred to as organizational learning.

They want to. People are nourished in organizations where their aspirations are freed, and they are engaged in a persistent pursuit of learning, based on new and expensive ways of thinking. In order to be successful, organizations must also prioritize the development of a diverse workforce's creative output.

Defining, organizing, preserving, and disseminating an organization's workers' collective knowledge and expertise is the goal of knowledge management. Employee skills and experience are organized, maintained and shared within a company via a planned process known as knowledge management.

Workplace Learning and Development: There are a variety of methods to learn and grow as a person in the workplace. They are as follows:

Learners who engage in self-directed activities take control of the planning, organization, execution, and evaluation of their own education. However, this does not imply that self-directed learning is always carried out in solitude, but rather that it is highly personalized learning. Individuals are encouraged to either improve their job efficiency or build their own learning requirements via the use of self-managed or self-managed learning. It fulfills its potential and professional aspirations.

When it comes to helping someone improve their skills, knowledge, and performance, coaching is the best way to go about it. The term "coaching" refers to the rapid advancement of one's learning, style of behavior, and performance, generally in the context of one's present job.

Coaching is the process of providing individuals with the tools they need to learn and grow. It is also utilized as a way to boost the productivity of underperforming employees. As a result of this, it has lately evolved into an effective tool for promoting employee growth and elevating their production from good to great. Managers at the top and middle levels utilize it to advance their careers and adapt to significant changes in the workplace. Coaches can help both inside the organization and outside of it.

Working is related with learning, hence workplace learning is the method through which abilities are improved and new knowledge is acquired within the workplace. ' In the workplace, it may be defined as the acquisition of information or skills through formal or informal ways. When it comes to workplace learning, it is commonly accepted that it contributes to both individual employee and organizational learning.

"The delivery and management of learning opportunities and assistance using computer, networked, and web-based technologies to improve individual performance and growth" is how Pollard and Hillage describe "e-learning" (Pollard & Hillage, 2001) The use of e-learning seems to have had a positive effect on employees' professionalism in their day-to-day roles at work. It aids in the development of competence, the acquisition of new information, the promotion of one's career, and certification. As long as you have an internet connection and a computer, e-learning is flexible and convenient for your staff. Face-to-face teaching is not being replaced by e-learning; rather, it is being supplemented. In order to gather the greatest information and resources, learners and trainers must improve their skills in a way that is appropriate to this strategy. In addition, there is a lack of time to complete the courses, a lack of technological anxiety, and a lack of knowledge about how online learning works.

In order to provide recommendations, practical guidance, and on-going support to the person or people they are permitted to work with, mentors use specific approach and specifically qualified personnel. Mentees and their mentors are often employees of the same company, and the emphasis is on corporate goals, tradition, as well as professional development advice. They also play a role in assisting mentors to succeed. They often provide a hand. Formal and informal forms of guidance are also possible. In casual meetings, mentees establish their objectives, but they are not quantifiable. Measurable and useful In a formal mentor relationship, certain goals and objectives are set and agreed upon. Unstructured mentorships and informal goals are the norm for mentees in casual settings. Priorities that are measurable and visible are established for an organized mentor-mentee relationship.

If you're looking for a more holistic approach to education, you'll want to consider using a blend of techniques, like blended learning, to help students learn more effectively. Individuals that employ a mix of self-directed learning techniques, e-learning services, community study, coaching or mentorship programs, and assistance provided inside or outside of the firm may benefit from a blended learning program. Individual class preparation might comprise a variety of approaches, such as self-study, formal training, curated experiences, and lessons from beyond the classroom. As an example of a complimentary blend of training techniques for managers and team leaders, certain fundamental concepts may involve learning but a lot more time and effort is spent on research articles, gaming, role-playing, and more. A Practical Guide to Learning and Development by Armstrong and Taylor, 2014

An ordered and planned program is used in training to help students learn more effectively. This method is known as 'learner-based teaching.' It's one of the many ways a corporation may improve its employees' education. Organizations

Training courses are preferred because they are cost-effective, fast to set up, and available all week long. Workers, teams, and the company benefit from an organized process of learning and growth via training. As a result, almost every business now offers a variety of options for its workers in the way of education and training. Training and development that cultivates abilities and encourages individuals to learn and improve their performance will have a huge impact on learning. When it comes to (Jehanzeb & Bashir, 2013)

Armstrong defines training as a systematic and organized approach to teaching in order to help students learn. 'Learner-based training' is a good way to sum up the method. Using formal methods to convey information and assist individuals develop the skills essential for them to execute their jobs properly," To put it another way.

Training's many advantages

- When training is put to good use, it helps
- A large number of individuals may be taught
- Provide learning that is exact, competent, and founded on knowledge.
- Improvements to the structure, procedures, and processes, such as new regulations
- In a short time, please provide as much information as possible
- Develop skills that may be practiced later on, such as being determined, persuading, and interviewing well.

Creating varied learning communities (Maycock & Ikuomola, 2015)

4.10 Learning and Developmental for Organization Sustainable.

Leadership and Management Development: Facilitating the future sustainability and stewardship of the company is the goal of leadership and management development. In order

for an organization to have a clear vision, it must first determine what it wants to do and how it wants to accomplish it. It is important to learn and grow in order to keep an organization sustainable.

There are several ways in which learning and development may be used to an organization's success. As a result of their training, they may be able to perform better in their existing jobs and fill the current talent gap in the workplace. In the practice of professionally guided and other learning programs, which encourage individuals and teams to know practice, and work experience and behavior focused on current and future professional needs for optimum organizational performance and sustainability, learning and development can take place.

We may improve our ability to work and achieve in our careers by acquiring new skills, talents, and habits via education. The learning and development strategy guarantees that the company's human capital is being developed to its full potential and equips its executive team with the tools they need to effectively run the business. A learning and development program's goal is to align the employee's objectives and outcomes with those of the employer. In the past, learning was measured primarily in terms of increased output, but this is no longer the case. However, nowadays, education is linked to job opportunities.

When it comes to learning and development, the L&D Manager is in charge. In order to meet the needs of the company, they must develop and implement learning programs and plans that are in sync with the needs of the organization. Enhance return on investment for corporate priorities by refining training cycle. As a business owner, it's smart to make sure your staff have the tools they need to do their jobs well.

Organizations that want to keep their top performers are going to have to invest heavily in training and development programs. When the labor market is as volatile as it is, companies must be able to retain their best workers by attracting and training new ones. Implementing and

creating an effective training program can assist an organization's workforce become more productive and of better quality. A few advantages of continuous education and training are as follows:

a boost in output Maintaining a positive work environment and reducing turnover are two of the most important aspects of employee retention. Improved productivity The development of skills high-achieving workers Boosting morale, Increasing productivity, and Increasing growth.

Learning and development may be structured or informal and can be computerized, networked, and Technology web-based. (E- learning). Mixed learning and self-directed learning are two strategies that may help you improve your performance.

An organization's ability to grow and flourish is dependent on its ability to learn. In order to increase productivity and maintain a competitive edge, the learning organization is a useful tool. Many businesses saw their employees as their most valuable asset and their expertise as a way to get an advantage in the marketplace.

A company's success or failure depends heavily on the contributions of its employees. Human people, or human capital, are an important development component because they complement and manage other resources, such as financial and physical ones, to reach their goals. Managers tend to overlook the importance of this factor in an organization's long-term success. They didn't get it, and so they took their own human capital for granted. Human resources have been more important in firms' strategy because more of them began focusing on them. Companies who have successfully utilized their human capital are always market leaders in today's highly competitive business climate. In a setting where productivity and profit maximization are critical, the importance of efficient resource use cannot be overstated. The effective use of

human resources is one of the instruments that must be judiciously used. Zakaria, (Zakaria, 2011)

In order for an organization to be sustainable, how might learning and development aid this process?

The relevance of learning and development in ensuring the long-term viability of an organization cannot be overstated. When profit and productivity are the primary goals of a company, the importance of efficient resource use cannot be overstated. Human resources or team members may be an organization's most valuable asset.

Any organization's capacity to guarantee that other organizations aren't making choices or allocating resources is critical to its ability to maintain capital.

An organization's long-term viability may be enhanced with a focus on learning and development. Because learning and development keeps improving productivity, it also boosts earnings. It also improves the productivity and competitiveness of the company's personnel via a variety of learning procedures. When this happens, workers of a company may take use of a variety of training options, including classroom instruction, self-directed learning, online courses, workplace education, and other types of training, both official and informal. Thus, it helps to improve the effectiveness of the company. Having access to such learning opportunities may help workers develop their potential or improve their knowledge and abilities. As a consequence, they can produce more value from their job, transforming people resources into human capital. Because of this, an organization's people resources may be developed via its Learning and Development department. That is, whether the business can transform its people resources into human capital once they've been properly trained and provided with a variety of learning opportunities.

By transforming human resources into human capital, it boosts productivity and profits. Furthermore, the increased profit raises the likelihood of long-term viability for the organization. When a consequence, as productivity rises and profits grow, human resources are transformed into human capital, increasing the organization's prospects of long-term viability.

As a result, we can claim that a company's workers benefit from increased potential and skill development when the firm offers them with improved learning opportunities. In addition, they will be able to produce more with their efforts. As a result, Learning and Development (L&D) aids in the transformation of human capital from resources. Profits are also expected to rise as a consequence of the boost in productivity. We all know that profit maximization is the ultimate objective of any business. As a result, increasing profits aid in the long-term viability of a business.

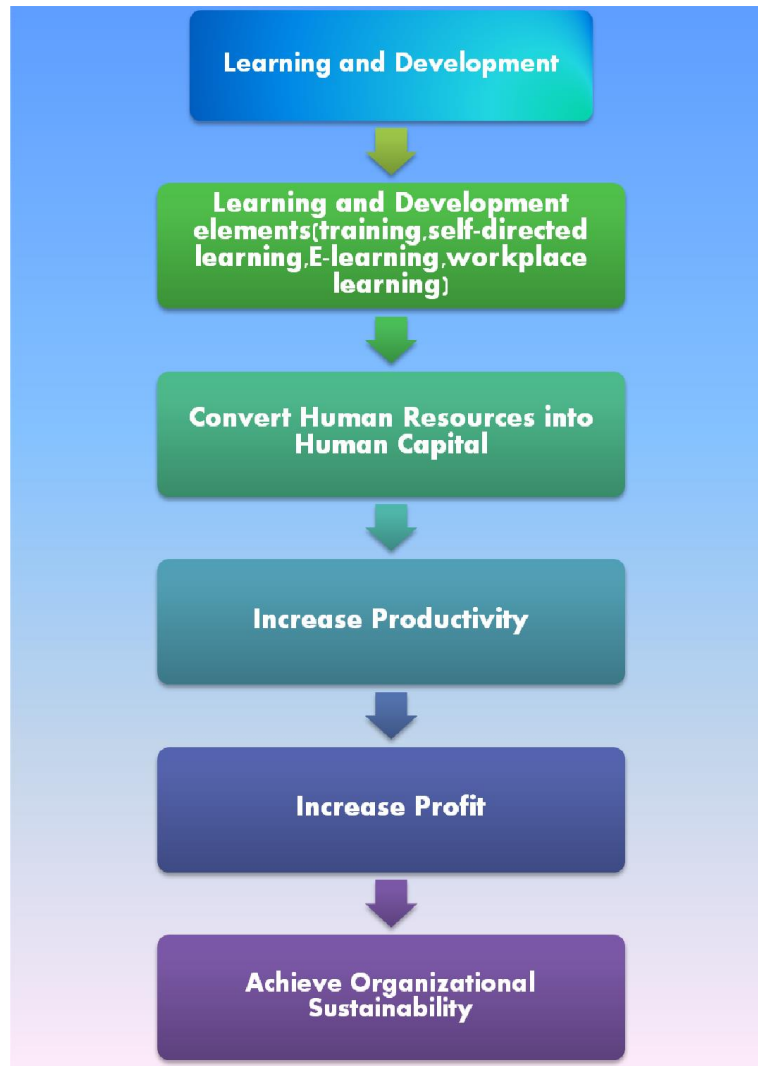


Figure 4: Learning and Development for Organization Sustainability

5 Findings and Observations

5.1 Findings

I've picked Bangladesh's banking industry as my primary area of study. Mutual Trust Bank and Prime Bank Ltd. are the banks I've picked. All of these institutions are well-known and respected in Bangladesh.

I've attempted to learn more about the recognized banks' Learning and Development methods. HR managers from the banks and information from the internet have been used to gather data for my study.

I devised a questionnaire with five semi-structured open-ended questions, which I used to interview the bank management.

Listed below are the questions that were included in the survey:

A key question to ask is what role Learning and Development plays in your company.

- What do you think are the benefits of implementing Learning and Development in your organization?
- When it comes to employing Learning and Development, what are the drawbacks, in your opinion?
- As a company, what are the components of learning and development that are practiced there? For example, provide a short explanation of (e.g. : training, workplace training, knowledge management, E-learning).
- What role does learning and development play in the long-term viability of an organization?
- Using a phone interview, I was able to acquire the information. To reiterate, the replies were very consistent, with just a few minor outliers.

The Importance of Education and Training

First and foremost, both banks understand the importance of Learning & Development in their business since it aids in the development of people.

Improved efficiency. Organizations that invest in training and development are better able to attract and retain top people, as well as generate more revenue. It's also worth noting that

companies spend a lot of money on staff training (L&D). As a result, investing in learning and development is beneficial to all parties involved in the organization's success. It also boosts the company's productivity. Create a positive work environment by instilling values and energizing the workforce. Understanding and appreciating other points of view are two of the benefits of education. They are responsible for overseeing all aspects of training and development. Organizational learning strategies are developed and implemented by the Learning & Development Manager.

Benefits of Learning and Growth

- The use of Learning and Development in the workplace has been shown to offer a number of benefits by banks. The next paragraphs explore the benefits of lifelong learning and development.
- Productivity rises An increase in workplace engagement and staff retention, as well as an increased level of job satisfaction, increased productivity in work, High-performance staff, Skill enhancement Boosting morale, Increasing productivity, and Increasing growth.
- Both organizations emphasize the importance of lifelong learning. It is said that L & D aids banks in enhancing their organizational skills.
- The workers are more productive and motivated, and their job satisfaction is increased, as a result of successful organizational learning.
- Continuous learning aids firms in adapting to ever-changing and fiercely competitive contexts.
- As business environments change and become more competitive, businesses benefit from ongoing learning.
- Efficient organizational learning will lead to more engaged and motivated workers who will be more satisfied with their work, as well.

- Learning and growth may help you overcome your flaws and improve your abilities.
- Employee development initiatives are drawing new talent to organizations. When a training program is well-designed, it may also increase employee commitment. Additionally, the banks benefit from lower staff churn thanks to training and development.
- Employees that are well qualified and perform well are one of the main benefits of creating a work environment that encourages learning at work.
- By focusing on filling in skills gaps and upskilling personnel, learning and development aims to reflect on their employees' talents.
- Learning and development programs that have a positive impact on employee morale, productivity, and morale are a win-win situation for both the company and its employees.
- Continuous education and self-improvement may keep an employee up to date on the latest developments in their field.

Learning and Development's Negative Effects

Although learning and development has many benefits, it also has certain drawbacks, some of which have been discussed in this article. Additionally, these operations are costly, so management may be hesitant to make an investment in something that will take time to reap the benefits they expect. Investments, like L&D, are made for the long haul, and as a result, the returns are seen over time rather than immediately. Higher preparation may be required, and this may need additional costs. While the quality of training is worth the expense, the organization may not have the funds to accommodate outside learning providers and specialty programs. The time required to complete staff training programs is prohibitive for most businesses. As a result, productivity and job satisfaction may be harmed as a result. Everyone

learns at a different speed. Employees' ability to learn effectively is thus in doubt. Many individuals have been seen to leave their existing jobs when they gain knowledge and expertise. Employees believe that relocating to a new job would allow them to earn more money. In addition, senior management is discouraged from participating in L&D because of this factor.

Learning and Development in the Banking Industry

Various aspects of learning and development are addressed in this section, with the replies of the recognized organizations differing significantly. This section focuses on the types of learning and development that are used in each of these organizations.

As a means of learning and growth, training is widely accepted. Training is the process of teaching new employees how to use their new abilities in the workplace. Providing personnel with particular concepts or background knowledge about a company is the goal of this procedure. Mutual Trust Bank's training options include a number of well-known institutions.

Some of the biggest training providers:

- Credit and Commerce Bank Training Institute (BIBM) Mutual TrustBTI (Bangladesh Institute of Bank Management)
- BBTA (Bangladesh Bank Training Academy) and SCB (State Commercial Bank) (Standard Chartered Bank)

Mutual Trust Bank Ltd.'s Training Institute:

Mutual TrustBL Training Institute was formerly known as MTB Training & Research Institute when it was founded (MTB). Mutual Trust Bank Limited was founded in 1993, and MTB was renamed Mutual Trust Bank Training after that.

and the Institute for Scientific and Industrial Research (Mutual TrustBTRI). In 1994, Mutual TrustBTRI conducted training at Green Road for the organization's internal human resources. After that, Mutual TrustBTRI returned to Mutual Trust Bank Training Institute (Mutual TrustBTI) and began its adventure in January 2002 with the launch of the Human Resource Division at Head Office.

Mutual TrustBTI designs a training program for its newly hired and existing staff after studying the training needs. There are two sorts of training and development methodologies employed by an organization:

- On-the-job education and training
- On-the-Job Education

On-the-job education:

As a result, the Mutual Trust bank's headquarters places newly hired staff in more productive work environments. Special assignments are also part of this work-based training program.

Rotation of the Workforce

Job rotation is a lateral strategy of distributing tasks around the many divisions of a company. Mutual Trust Bank uses job rotation to minimize overburdening divisions with too many responsibilities.

As a mentor or student

Managers are mentored by their superiors and a senior officer who teach them the ropes of the job. This not only ensures that people learn their jobs via assessment, but it also provides a clear picture of the job's stressors.

Aspirational training program

On the job training is sometimes recognized as an apprenticeship program. Senior officers and the department manager oversee an apprenticeship.

- **Away from the workplace:**

The training facility of Mutual Trust Bank Ltd. provides instruction to both freshly hired staff and those who have been with the company for some time. Employees at the Mutual Trust Bank are offered a variety of seminars and workshops by experts from outside the bank. In the financial sector, the knowledge and experience of Bangladesh Bank specialists and industry professionals is often relied upon to provide precise information. In this method, lectures are often employed. As opposed to giving students knowledge and expertise via hands-on activities and experiences, the lecture relies on students' comprehension. Such planning is contingent on factors including the adoption of new regulations and legislation, as well as the introduction of new products. Occasionally, employees are given the opportunity to prepare for a promotion or a new position by receiving additional training. Workers new to the company are given the opportunity to take an orientation and foundations course. Mutual Trust Bank Ltd's Teaching Institute employs a variety of modalities in addition to lectures, such as workshops and computer-based training in addition to seminars and displays.

Additionally, the company uses a variety of other kinds of learning strategies in addition to the formal training program.

- **e-Studying**

The Mutual Trust Bank E-learning app is available for download. E-learning allows workers to study whenever and wherever they have access to the internet and mobile devices. In the future, this software would be installed on the mobile devices of all employees. Some of the subjects covered in the app include laws and regulations pertaining to the workplace, banking, and so on. They'll have to do something after reading those articles and offer them a test to take and answer the questions on the sheet of paper. On top of that, there are the scores.

- **Journal**

They keep a weekly diary. They keep a notebook in their bank. Banking operations, future events, plans, and policies are all included in this framework. The case history is also provided if an issue is written down and has to be solved.

- **Keeping track of your knowledge**

They meet once a week to discuss a variety of topics, including international trade, credit, and BD Bank regulations. They concentrate on several sources of in-depth knowledge. E-mail is used to send the soft copies.

Human resource development, according to Prime Bank Limited, may be achieved through enhancing employees' job knowledge and skills via suitable training. Management has devised a way of training workers to raise their level of expertise and to enhance the abilities of each individual member of the workforce. When a bank provides its workers with greater information and assistance, they will be better equipped to make changes inside the bank.

Prime Bank has its own training facility. Since joining the team, they have received thorough training from their training facility. Located at Prime's Motijheel Head Office is Prime's training center. They also provide workshops at their headquarters.

Prime Bank Ltd.'s Training Procedures

The following are the two methods of instruction used by Prime Bank:

- On-the-job instruction
- On-the-job education

Employed Training Methods: Training is conducted at the trainee's normal workspace (desk, machine). As a result of this system, employers or managers who have received specialized training pass on that knowledge to their workers, who then become self-taught. Observing others who are doing the task and attempting to convey their activities is a great way for new or inexperienced workers to learn. The training is done on the job, and the employee teaches in the same place where he or she works. Counseling, work allocation, instruction and job training are only few of the options that fall under this category. Supervisors instruct employees on how to carry out their duties, and they are encouraged to practice their skills under their guidance. The following are some examples of the many types of workplace training:

In this sort of training, instructors utilize a variety of teaching methods to help their students master certain job-related skills. During this procedure, the supervisor displays to the employee or apprentice the knowledge, skills, and methods they need to do their job effectively. After that, the mentor gives the student the go-ahead to take on the task at hand. In addition, ask your boss for input. Because it includes all of the necessary work tasks, this is sometimes referred to as "systematic learning."

Cross-training is another term for job rotation. During this time, a worker might get experience in a variety of job functions within a certain department or unit. Officers in PBL, for example, are transferred from the investment department to the general banking department.

In the Apprenticeship Training, bank trainers teach workers about the bank's culture, rules, and etiquette. Apprenticeship Training

Instruction by a superior with less-experienced or less-talented subordinates is called coaching or mentoring. The superior points out the trainee's mistakes and corrects them, if necessary. As a learning mechanism, coaching may be used to instruct and guide a person through the realities of a workplace and assist employees minimize hurdles to higher job efficiency. Typically, the coach is either an experienced executive or a scholar who has worked as a consultant in the past.

Typically, the Prime Bank Limited Institute provides off-the-job training. Off-the-job training may take a variety of forms.

Classroom Instruction: Prime Bank's teaching association normally offers off-the-job instruction and sets the location of the training. Off-the-job, classroom instruction is the most well-known teaching method.

A video demonstration in which a learner portrays the demonstration that was done at the conclusion of the course.

Leadership development may be achieved via group discussions, in which members share their thoughts and opinions. Two-way communication is a sign that the process is working.

Lecture Methods: Using a subject matter expert, a trainer imparts material to a group of students verbally. It is an efficient way to provide correct information to a big audience in a short period of time.

A variety of methods for learning are available, in addition to instruction.

Self-directed Learning: A process through which workers with or without the support of others, take the initiative to evaluate their learning requirements, develop learning priorities, define human and material learning instruments, identify and implement successful learning methodologies, and analyze learning results. Employees may do this on their own, whenever and wherever they choose, with or without the assistance of a trainer.

Organizational Sustainability Requires Constant Improvement and Learning

Finally, both organizations acknowledge that learning and growth are top priorities in their respective fields. They understand that companies' human resources get stronger as a result of education and training.

Mutual Trust bank claims that learning and development continue to increase productivity, which in turn increases profitability. It also improves the productivity and competitiveness of the company's workforce via numerous learning procedures. In addition, it aids in the organization's long-term viability. As a result, the company's output is boosted. The process of transforming human capital into human resources. It is possible to transform human resources into human capital via training and the use of diverse types of learning. This boosts productivity by converting it into human resources, which in turn boosts profit. In addition, this raises the likelihood of long-term profitability for the company. Consequently, while productivity improves these consequences of profit growth, it also transforms human resources into human capital and so increases the possibilities of an organization's long-term viability.

As a result, Prime Bank is constantly adapting its training and development programs in order to transform human resources into capital. The HR department routinely performs effective training initiatives in order to properly evaluate the training requirements of a particular set of workers. Newly hired MTs at Prime Bank are given a systematic employment rotation around

the nation and different roles as part of the bank's 'Management Trainee Development Scheme.' There are plenty of possibilities for students to get the necessary skills and experience via this well thought out program.

When it comes to the banking business, issues and dangers are always evolving. Consequently, this training package is often updated for bank workers in light of changing financial market conditions.

5.2 Observation

For this particular research project, I've decided to use a theme analysis technique to dissect the information gleaned from a telephone interview.

Qualitative research often use thematic analyses as a standard method of analysis. They concentrate on identifying, examining, and evaluating "themes" within qualitative data derived from context models. Instead than being specified as a methodology or study framework in philosophy (specifying guide theory, suitable research questions and data collection procedures), themed analyses are often viewed as a technique. The word "thematic analysis" is more of a general term for a range of various methodologies than a process in and of itself.

Thematic analysis may be done in a variety of ways, but a six-step technique is the most typical.

1. Familiarization
2. Coding
3. Theme generation.

Themes are revisited in this step. Identifying and defining key concepts Composing a report (Caulfield, 2019)

There are several approaches to doing thematic research, according to (Saunders, 2011). In the words of Saunders (Saunders et al., 2011),

- Using an inductive process, we must allow the findings to choose our topics.
- If we approach the data using a deductive technique, we arrive at it with preconceptions about the patterns that we anticipate to observe. "
- As part of a semantic analysis, the data's explicit contents are examined.
- A latent method necessitates delving into the underlying assumptions and expectations of the data.

Therefore, I have used an Inductive and Semantic technique for my data analysis.

Analyzing obtained data based on themes.

Based on the facts I've gathered, I've come to a conclusion on the following four themes.

Acknowledging the significance

In addition, both firms have come to realize the need of using learning and development initiatives in order to increase their production. They now see how important learning and development activities are to the attainment of organizational objectives, which have been shown to be beneficial to the organization's members.

Creating Human Capital from Human Resources

Organizations understand the need of learning and development in changing their human capital from human resources to human capital. Your job as a learning and development professional is to assist your organization's workers become better at what they do and to improve their productivity.

Various Methods of Instruction

Even while both firms have formal training programs, they are also experimenting with other modes of instruction, including e-learning, self-directed learning, and other types of formal off-the-job training. both organizations

Optimistic conclusions

After understanding the necessity and relevance of Learning and Development, firms today now appreciate the long-term good consequences from applying such methods.. Seeing this is a good indicator that the company's senior management is going to step up their involvement in these endeavors.

Chapter 6

Recommendations

After reviewing all of the data, I'd want to provide some suggestions for both businesses in terms of learning and growth.

- Top management should be made aware of the importance and efficacy of learning and development initiatives by HR managers.
- Learning and development activities and initiatives should be aligned with business and human resource policies, which should be promoted.
- Employees in both companies should be exposed to a variety of teaching methods.
- In addition to these two strategies, companies should encourage their workers to take charge of their own education.
- It is required to conduct a more detailed evaluation of the learning needs in order to make it mandatory if necessary.

- Due to the pandemic scenario, banks might now make the maximum use of technology-enhanced learning opportunities.
- In order to avoid any confusion, both banks should offer enough instruction or direction to their personnel.
- All workers should have access to current, relevant, and easy-to-understand training materials & Resources.
- Employees who participate in PBL's educational initiatives should be rewarded for their efforts.
- Employees' professional development and advancement may be supported by implementing learning programs.
- Increasing employee engagement in the bank's operations is critical if the bank wants to maximize the value of its staff.
- E-learning should be implemented into the learning program of PBL as one of the main suggestions Efficiency and production would be boosted.
- In addition, banks should encourage their workers to participate in various learning programs provided by other organizations.
- To ensure that workers are able to carry out their learning objectives in the workplace, proper monitoring must be in place.

Chapter 7

Conclusion

Learning and Development is a systematic method for enhancing employee skills, knowledge, and talents, which may lead to higher productivity at work. Learning is the process of learning

new abilities, knowledge, and habits. To learn is to broaden and deepen one's knowledge through pursuing one's personal development goals.

The traditional banking method is no longer used by the banking industry. Innovative approaches to education and training are particularly successful in this fast-moving industry. Improved production, increased sustainability, and more profit are all a result of learning and development. Initiatives for learning and development must be aligned to the development of company and human resources strategies. The L & D policy of a bank should be aligned with the bank's organizational strategy. It is the responsibility of learning and development professionals to help foster a creative work environment. The culture of the company must enable for learning opportunities to be implemented, reducing bottlenecks and supporting learning principles. In order to do this, a long-term framework for fostering growth must be established. Financial development relies heavily on the banking sector, which is a major business. Organizations must also have a well-developed learning strategy. Learning is a great approach to improve the performance, knowledge, and abilities of your staff. L&D is becoming more important in today's workplace as organizations strive to provide their workers with opportunities for lifelong learning and professional development. Saidi Mohamed and Idris Idris Mansor (Mansor Saidi, Mohamed & Idris 2012)

Consider what future generations of workers would demand from L&D and their professions in terms of learning delivered across a number of channels and in locations around the globe. Training, as we've seen, is a typical method of education. Enhancing the training and development of staff is essential for businesses. In addition to classroom instruction, the program should include alternative modes of instruction such as distance learning, self-paced coursework, on-the-job training, and blended learning.

Gaining knowledge may improve an employee's performance in the workplace by increasing their efficiency, skill, and competence. As a consequence, higher levels of productivity lead to higher profits. Furthermore, it transforms people resources into human capital, increasing the likelihood of an organization's long-term survival. In order to ensure that the team has the superior expertise, enthusiastic, and devoted employees that it desires, "learning and development" is specified as a strategy. JOVANovic, DAMNJANOVIC & DIMITRIJEVIC, 2016

As a result, a human resource's top goal has shifted from training to education (commonly believed as a human capital investment). Organizations must devote more time and resources to their employees' educational demands as business marketplaces change and technological efforts expand. In today's business climate, learning and development personnel play a critical part in company performance, and firms are investing more in their employees' learning and development requirements.

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