



Daffodil
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INTERNSHIP REPORT ON
Training and development process of Mercantile bank limited.

SUBMITTED TO

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SUBMITTED BY

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Program: MBA

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LETTER OF TRANSMITTAL

Date: 01-04-2022

Dr. Mohammad Abdur Rahman

Assistant Professor

Department of Business Administration

Faculty of Business and Entrepreneurship

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Subject: Submission of internship Report on “Training and development process of Mercantile bank limited.”

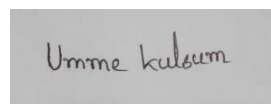
Sir,

With outstretched rejoice, this is to apprise you that I am submitting my Internship Report which is a partial requirement of my MBA program. The report is largely based on “Training and development process mercantile bank limited”. I put my maximum effort thoroughly to gather all the inevitable information from authentic sources to make this report viable.

Working on this report has helped me to go through a practical experience that will help me in the future.

It will be a great achievement for me if you kindly go through the report to ascertain its fruitfulness of it. It will be a prominent triumph for me if the report meets up your desirable expectation.

Sincerely Yours,



Umme kulsum

ID: 193-14-3060

Program: MBA

Major: HRM

Department of Business Administration

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Daffodil international university

LETTER OF AUTHORIZATION

This is to ratify that Umme kulsum, ID: 193-14-3060, a student of Daffodil International University, Department of Business Administration has completed his internship report titled “Training and development process of a mercantile bank”. Under my supervision and direction.

His internship placement was at Mercantile bank ltd. I am pleased to state that he has gone through all the necessary and required steps to accomplish the report and all the data, information, analysis, and findings from authentic sources. As a result, the report seems to have been completed on a successful note.

I wish her success in life.



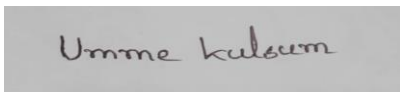
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Dr. Mohammad Abdur Rahman
Assistant Professor
Department of Business Administration
Faculty of Business and Entrepreneurship
Daffodil International University

PROCLAMATION

I, Umme kulsum, hereby announce that the following internship report titled “Training and development process Mercantile bank” is fully prepared by me right after the completion of my internship at Mercantile bank ltd. Under the supervision of Dr. Mohammad Abdur Rahman, Assistant Professor, Faculty of Business and Entrepreneurship.

I ensure that the report has been prepared in consideration of the fulfillment of my academic requirement and internship experience.



.....

Umme kulsum

ID: 193-14-3060

Program: MBA

Major: HRM

Department of Business Administration

Faculty of Business and Entrepreneurship

Daffodil international university

ACKNOWLEDGEMENT

To begin with, my gratefulness goes to god for giving me the solidarity to finish the temporary position and report. You have made my life more gorgeous.

Presently I wish to make a move to thank many individuals who have helped and enlivened me during my temporary job.

Dr. Mohammad Abdur Rahman, my boss, and my temporary job during which I'm profoundly obliged for his outstanding help and direction. As well as from working with him, I acquired significant information just yet was roused by his development which assisted with upgrading my involvement by a more noteworthy amount. His thoughts and work were phenomenal.

I might want to thank the administration of Commercial bank for offering me a chance to do the temporary job effectively and for sharing their significant experience. They are given a warm climate and conduct for working with them. I profoundly thank the administrator of the merchandiser who is allowed to begin my entry-level position in his association.

EXECUTIVE SUMMARY

This internship report is prepared for MBA which is expected for this program. After finishing my internship program in the Human asset branch of Trade Bank ltd, I have prepared my internship report with my insight and viable ability, and experience. This report was prepared on "Preparing and advancement interaction of Commercial Bank ltd, and there have the preparation and improvement cycle, strategies and bunches of the way for the improvement of their workers.

Commercial Bank ltd is one of the trailblazer monetary organizations in Bangladesh, and this association coordinates various sorts of preparation and advancement projects to build their worker's performance for getting improved yield. Trade Bank spends a gigantic sum on their instructional meeting which is not extending, however, is a venture for getting improved yield.

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Chapter - 01

Introduction

INTRODUCTION

The Internship program is a fundamental piece of the MBA program. With the end goal of creating gifted experts in each area, Daffodil International University has embraced an internship preparing program for its MBA understudies. After the culmination of the Internship program; an understudy should present the report on the allotted subject to the Supervisor and Department. The program is three months span. I pick the Training and development process of mercantile bank limited. To finish the program. During this period, I worked with the representatives of the association.

BACKGROUND OF THE STUDY

A scholarly course of study is characterized as hypothetical information and when drawn in with an association accomplishes commonsense information. At the point when understudies connect with themselves in commonsense fields to utilize their hypothetical information, they come to grasp the benefit of that information. I got the opportunity to work in the main organization that brings in unfamiliar cash by trading products, this organization is named Mercantile bank ltd. It is a major area in our country for adding to unfamiliar pay. Presently I take my report subject is Training and development process of Mercantile bank ltd.

ORIGIN OF THE REPORT'S

This internship report is prepared to make a cumulative study on “Training and development process of Mercantile bank ltd.

It is part of the fulfillment of the internship project required for the completion of the MBA program at Daffodil international university. Especially from this study, we can know easily how The Mercantile bank ltd Training and development process employees and select them.

The preparation of the report is supervised by Dr. Mohammad Abdur Rahman, Assistant Professor, Department of Business Administration, Daffodil international university, and thankful to him for assigning this report.

OBJECTIVES OF THE STUDY

Broad objective:

The board objective of this report is to analyze the training and development process of Mercantile Bank Ltd.

Specific objective:

- ❖ To identify the components which promote the training and development program of Mercantile bank ltd.
- ❖ To know the evaluation process of Mercantile Bank ltd.
- ❖ To identify the purpose of this training session.
- ❖ To identify the finding and problems with the training and development process.

SCOPE OF THE REPORT

This internship program allows me the opportunity of valuable information in various areas of Mercantile bank ltd. I got the essential degree of involvement with hierarchical culture along with participating in an authoritative climate. At the point when I set up my report than I got more insight along with information about this association (Mercantile bank ltd.).

METHODOLOGY OF THE STUDY

For making the report reasonable, huge, and satisfactory I endeavored to include both fundamental procedures along with a discretionary methodology for information arrangement as an assessment base. A survey was prepared and an audit was driven among HR authorities and various laborers which assisted with social occasion fundamental information for the report. However, discretionary information was accumulated from web and HR methodology documents and distributions of Commercial bank ltd as well as specific articles. The sources have been isolated into two segments.

SOURCES OF DATA

Information was at first collected from surveys, documents, diaries, and so on. For get-together information, I spent different hours in the connection. Likewise, some information was gathered by seeing the workers.

Primary Source

- ❖ A poll was made by google structure and information was fundamentally gathered by doing a review.
- ❖ Up close and personal meetings for certain authorities of the association.
- ❖ Consulting with supervisor

Secondary Source

- ❖ Association's yearly report (2016-2017)
- ❖ Concentrate on various diaries
- ❖ Hierarchical site

LIMITATIONS OF THIS STUDY

This study has a few restrictions. When plan examiner I deal with some issues. A large portion of the individual does not consent to satisfy this examiner since they think that it can an issue in the working environment.

- ❖ Respondent disagrees to provide information.
- ❖ During an internship period, there was limited time to deal with banking activities.
- ❖ Lack of knowledge.
- ❖ Within a short time cannot be possible to study overall banking activities.
- ❖ Respondent deep thinking.

LITERATURE REVIEW

As per the information on "Edwin B Flippo." Training is expanding the information and expertise of representatives for doing specific work. McGraw Hill: sixth release, 1964

Janice A. Mill operator, SPHR and Diana M. Osinski, Reviewed July 2002: preparing appraisal needs to distinguish execution prerequisites inside the association, and say that preparing satisfying the association objective, further developing efficiency and item and administration quality which can be accomplished association objective.

"The most significant resource of a twentieth-century organization was its creation Equipment. The most significant resource of a 21st-century organization will be its insight Workers and their efficiency (Drucker 1999)."

Preparing and advancing in fundamental commitment in the HR workforce. Human assets the board assumes liability to investigate an affiliation needs, request and begin representative headway program for confronting various sorts of issues preparing and improving one of them. Preparing an improvement program is an association exercise for working on representative's presentation of individual workers or gathering of representatives. It is the strategy to offer specialized administrative expertise. Preparing are important to foster association and worker which is a resource for an association.

CHAPTER - 02

OVERVIEW OF THE MERCANTILE BANK LTD.

ORGANIZATION HISTORY

Exchange bank is one of the pioneer banking affiliations which is spread out on 2 June 1999 as a classified business bank and started its monetary activities. The decent director Mr. Abdul Jalil works for the most part banking works out. In this current situation, Trade bank has 93 branches and they have outright assets of 155143.7 million tk.

MBL start another business bank to offer feasible help to cultivate monetary as well as our country. Yet again right now business bank starts their action in the country and we understand that they have 93 branches with different kinds of organization as well as their middle business gives advance and get a store.

Business banks expect part when they are paying single continuous this affiliation gives advance in different sorts of cash administrator for their business undertaking this total 93,610 million, its basic premium in business, improvement, pieces of clothing and more one of a kind monetary trained professional.

By and by new exchange office is the primary division of this affiliation. To be the most ideal choice for the bank in working in the business with their gathering job and bank future.

The maxim of the exchange bank is "efficiency is our fortitude" and they address as a trade "Banglar Bank"

GENERAL INFORMATION ABOUT THE COMPANY

Name of company: Mercantile bank ltd

Type of the company: Financial company.

Year of Establishment: It was established in 1999

Location: Head Office,61, Dilkusha Commercial Area Dhaka-1000

Phone: +88-02-9559333, 9553892

Fax: +88-02-9561213

Investor : Md. Quamrul Islam Chowdhury (CEO)

History Of the company: Mercantile bank ltd. Provide different types of lone and banking activities.

Main Products : retail banking, corporate finance, Islamic Finance, Asset Management, Capital Markets

Phone Number : 16225

Authorize capital : 8000 million.

Paid up capital	: 60110.75 million
Email	: mbl@bol-online.com
Web Address	: www.mblbd.com
Numbers of employees	: 1600

MISSION AND VISION

Mission

- ❖ Foster financial development too in Bangladesh
- ❖ Other than that, oversee various sorts of business in a fully controlled climate without any trade-offs on help quality.
- ❖ Make a sound and productively beneficial bank.

Vision

Trade Bank Ltd's vision should be awesome for the corporate occupant. As well as the need to drive the monetary organization. What's more, we realize that mercantile banks recorded the main monetary corporate industry.

CORE VALUES OF MBL

- ❖ Clients: Offering types of assistance by growing new items and administrations which can all the more effectively in the client life.
- ❖ Investors: Commercial bank center around investor values.
- ❖ Representatives: Every one of the workers is a resource for an association, this association is regarding and respects the multitude of representatives for persuading and expanding execution.
- ❖ Local area: Fortifying the corporate qualities and considering climate and social dangers and prizes

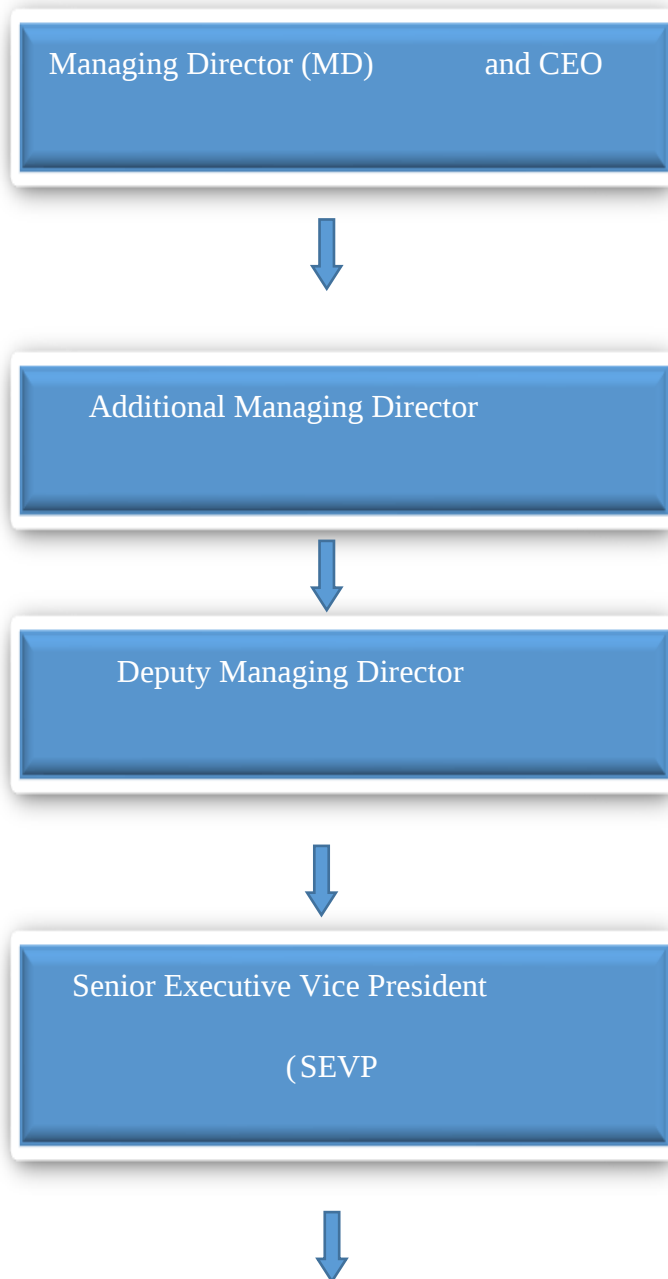
MANAGEMENT & ORGANIZATION

The overall organization of the association will be vested with the Top managerial staff. The Governing body will be arranged the association's plans and rules for its regular business assignments. The Overseeing Chief will be the pioneer head who will deal with the business endeavors and other determined supports of the economy. In any case, Overseeing Chief will be assisted by the authoritative and particular staff who with willing be the administrators of the association.

BOARD OF DIRECTORS

Name	Designation
A.K.M. Shaheed Reza	Chairman
Md. Abdul Hannan	Vice Chairman
A. S. M. Feroz Alam	Vice Chairman
A. S. M. Feroz Alam	Directors
Dr. Mahmood Osman Imam	Directors
Morshed Alam, MP	Directors
Md. Anwarul Haque	Directors
Shahidul Ahsan	Directors
M. Amanullah	Directors
Mohd. Selim	Directors
Alhaj Mosharref Hossain	Directors
Dr. Md. Rahmat Ullah	Independent Director
Md. Quamrul Islam Chowdhury	Managing Director & CEO

ORGANIZATIONAL STRUCTURE





RETAIL BANKING

Deposit Accounts



LOANS & ADVANCES

- ❖ Consumers Credit Scheme.
- ❖ Doctors' Credit Scheme.
- ❖ Rural Development Scheme.
- ❖ Lease Financing.
- ❖ Any Purpose Loan Scheme.
- ❖ Car Loan.
- ❖ Education Loan.
- ❖ Home Loan
- ❖ House Furnishing Loan.
- ❖ Cottage loan

FINANCE OF MBL

Short Term Finance MBL

- ❖ **Cash credit:** A money credit account like an ongoing record has an exchange breaking point to withdraw from the record
- ❖ **Gotten overdraft (grass general):** The record is changed by the deal continues or from the own wellspring of the client.
- ❖ **Secured overdraft (sod)**

❖ Overdraft-against FDR for the sake of outsiders.
❖ Overdraft-against FDR for the sake of the borrower.
❖ Overdraft-against the assurance.
❖ Overdraft-against investment funds declaration.
❖ Overdraft-against breadwinners Dev. Bond
❖ Overdraft- against DP.

- ❖ **Bill limited and bought**

Long haul Money MBL

- ❖ Rent funding

- ❖ Term advance for NBFIs
- ❖ Employ buy
- ❖ Term advance

SOCIAL CONSISTENCY

The affiliation has a general closeness with tolls. Plants are satisfied with all important social, moral, condition, and quality framework.

Keeping up reasonable flourishing and security conditions in progress lines is the concentration and most fundamental errand and to accomplish this objective they dependably train our laborers about the fire thriving norm and start moves toward expanding as far as possible. They are worried about the ceaseless fire episodes in the garment creation line in Bangladesh and our administrative get-together is working proactively to further develop the norm in any spot conceivable. There Social Consistency

CHAPTER - 03

TRAINING

AND

DEVELOPMENT

WHAT ARE TRAINING AND DEVELOPMENT?

Training and Development is the persistent course of further developing abilities, acquiring information, explaining ideas, and changing disposition through organized and arranged instruction by which the efficiency and execution of the representatives can be improved. Training and Development stress the improvement of the presentation of people as well as gatherings through an appropriate framework inside the association which centers around the abilities, technique, and content expected to accomplish the goal. Great and proficient training of workers helps in their abilities and information development, which in the long run assists an organization with further developing its efficiency prompting in general development.

Training is tied in with knowing where you are in the present and after some time where will you reach with your capacities. Via training, individuals can learn new data, and new techniques and revive their current information and abilities. Because of this, there is a lot of progress and including the viability at work. The thought process behind giving the training is to make an effect that endures past the end season of the actual training and the worker gets refreshed with the new peculiarity. Training can be presented as expertise development for people and gatherings.

TRAINING AND DEVELOPMENT PROCESS

Training and development is a consistent cycle as the abilities, information, and nature of work need steady improvement. Since organizations are evolving quickly, organizations must center around training their representatives after continually observing them and fostering their general character.

Steps for training and development processes are:

- ❖ **Determine the need for training and development for individuals or teams:** Above all else, the need must be seen for training and development. It needs to line up with the organization's objectives and goals. If an organization is attempting to begin another department or fortify the current outreach group with new products, then fitting training is required.
- ❖ **Establish specific objectives & goals which need to be achieved:** The objectives and targets of the training and development must be laid out. Whether the objective is mindfulness about new products or even establishment is expected to be learned.

- ❖ **Select the methods of training:** Then, strategies must be characterized. The training should be possible as a:
 Classroom Training
 Online Self-paced courses
 Course with certification
 Instructor-led online training
- ❖ **Conduct and implement the programs for employees:** After the arrangement and strategies are concluded, the training and development programs must be executed where courses and guidelines are educated to the workers, accomplices, or sellers.
- ❖ **Evaluate the output and performance post the training and development sessions:** Training and Development are deficient without legitimate observation. Checking should be possible through the assessment of the educator as well as participants. Educator assessment should be possible through input or appraisals yet participants can be assessed through inner or outside accreditations or scores.
- ❖ **Keep monitoring and evaluating the performances and again see if more training is required:** Because of the assessment bringing about the past advance, the board needs to discover that assuming the training and development program was adequate for the present or training and enablement would be required. Additionally, assuming future training are to be arranged.

THE REASON WHY TRAINING IS ESSENTIAL FOR ANY BUSINESS

- ❖ **Lowens Attrition:** Training is perhaps the most ideal way to esteem your workers. It shows them that you are as putting resources into their prosperity and development as they are into your development as an organization. Representatives who are taken care of won't ever need to look somewhere else.
- ❖ **Prepares for upcoming challenges:**
 Training can be a preplanned step to prepare representatives for anticipated/startling changes in the business. In circumstances such as our own when patterns change

continually affected by online advancement, keeping our groups arranged simply checks out.

- ❖ **Fosters Leadership:** There could be no more excellent method for making future pioneers than to prepare the best bundle. This will likewise prompt a make vocation way for representatives forestalling weakening and disappointment.
- ❖ **Growth of the company:** Any organization committed to preparing its labor force will just succeed and push ahead. The representatives are a significant piece of an organization's resources and dealing with them will mean dealing with the association.

WHY ARE TRAINING AND DEVELOPMENT IMPORTANT?

Fruitful organizations comprehend that it's more advantageous and savvy to foster their current representatives as opposed to searching out new abilities.

The main ten advantages of representative preparation and advancement programs include:

- ❖ **Increased productivity:** At the point when representatives stay current with new systems and innovations, they can build their general results.
- ❖ **Reduced micromanagement:** Assuming specialists feel enabled to play out an assignment, they normally require less oversight and work all the more freely.
- ❖ **Train future leaders:** Associations should have a strong pipeline of thoroughly prepared and imaginative possible pioneers to develop and adjust after some time.
- ❖ **Increased job satisfaction and retention:** Thoroughly prepared workers gain trust in their capacities, prompting more noteworthy work fulfillment, a decrease in non-appearance, and general representative maintenance.
- ❖ **Attract highly skilled employees:** Top enlisted people are drawn to firms with a recognizable profession way founded on reliable preparation and improvement.

- ❖ **Increased consistency:** Efficient preparation guarantees undertakings are performed consistently, bringing about close quality control that end clients can trust.
- ❖ **Increased camaraderie:** Preparing and improvement assist with making a feeling of cooperation and coordinated effort.
- ❖ **Bolstered safety:** Consistent preparation and improvement guarantee workers have the information and abilities to securely play out an undertaking.
- ❖ **Ability to cross-train:** Giving predictable preparation makes a proficient group in general where representatives can help train or help each other on a case-by-case basis.
- ❖ **Added innovation:** Reliably prepared representatives can assist with growing new procedures and items, adding to the organization's primary concern and proceeding with progress.

WHAT ARE THE TYPES OF TRAINING AND DEVELOPMENT?

The types of training programs are -

- ❖ Specialized preparation is a sort of preparation intended to show the new worker the mechanical parts of the gig.
- ❖ Quality preparation alludes to acquainting workers with the method for forestalling, distinguishing, and wiping out non-quality things, as a rule in an association that creates an item.
- ❖ Abilities preparing, the third sort of preparing, incorporates capability expected to play out the gig.
- ❖ The fourth sort of preparing is called delicate abilities preparing. Delicate abilities allude to character characteristics, basic manners, correspondence, and individual propensities that are utilized to describe associations with others.
- ❖ Proficient preparation is a sort of preparation expected to be cutting-edge in one's proficient field.

WHAT ARE THE EXAMPLES OF TRAINING AND DEVELOPMENT?

An instance of preparation and advancement could be that charge regulations change frequently, and therefore, a bookkeeper should get yearly expert preparation on new expense codes. Legal advisors need proficient preparation as regulations change. An individual wellness mentor will go through yearly certificates to keep awake to date with new wellness and sustenance data. In a counseling business, specialized preparation may be utilized so the expert knows how to utilize the framework to include the number of hours that ought to be charged to a client. In a café, the server should be prepared with the most proficient method to utilize the framework to deal with orders.

WHAT ARE THE BENEFITS OF TRAINING AND DEVELOPMENT?

The benefits of training and development are -

- ❖ Employee training and development increase job satisfaction and morale among employees.
- ❖ Reduces employee turnover.
- ❖ Increases employee motivation.
- ❖ Increases efficiencies in processes, resulting in financial gain.
- ❖ Increases capacity to adopt new technologies and methods.
- ❖ Increases innovation in strategies and products.

WHAT IS THE BEST PRACTICE FOR THE TRAINING AND DEVELOPMENT OF EMPLOYEES?

Some of the best practices for training and development of employees are -

- ❖ **Align training with management's operating goals** - The board generally has working objectives like better execution, efficiency, quality, or consumer loyalty, to give some examples. When you know the objectives, you can configure designated programs.
- ❖ **Survey your employees first** - The best wellspring of data about hierarchical execution and necessities are the ongoing representatives. They realize a ton about what's happening and what, regardless, ought to be changed.

- ❖ **Consider different learning styles and methods** - While making learning content and courses for your L&D staff, remember that they'll each have different learning styles and techniques as well, the same way the other representatives do. Ensure you have learning materials accessible for each sort of learning style.
- ❖ **Measure results** - Effective organizations measure results to ensure they keep on getting the greatest value for their money.

ADVANTAGES OF TRAINING AND DEVELOPMENT

Preparing and advancement have an expense connected to them. In any case, since it is advantageous for organizations, in the long run, they ensure employees are trained regularly. Some advantages are:

- ❖ Assists workers with growing new abilities and expands their insight.
- ❖ Further develops effectiveness and efficiency of the people as well as the groups.
- ❖ Appropriate preparation and advancement can eliminate bottlenecks in activities.
- ❖ New and advanced work positions can be made to make the association less fatty.
- ❖ Keeps representatives propelled and invigorate their objectives, aspirations, and commitment levels.

DISADVANTAGES OF TRAINING AND DEVELOPMENT

Although there are a few benefits, a few downsides of preparing and improvement are referenced beneath:

- ❖ A costly interaction incorporates organizing the right coaches and drawing in representatives for non-income exercises.
- ❖ There is a gamble that after the preparation and improvement meeting, the representative can leave the place of employment.

CHAPTER - 04

MY JOB AT MERCANTILE BANK LTD.

ABOUT THE JOB

I participate in the Mercantile bank limited.” which is essential for my post-graduation, and I am working in the general financial area. My 4-month entry-level position program begins in January 2022 and finished in April. I chose the entry-level position theme as "preparing and advancement process on the commercial bank.

JOB RESPONSIBILITIES:

The job responsibilities of my internship program are:

- ❖ **Reminder:** My boss gives me a rundown of everyday exercises I want to illuminate in an ideal my manager at some point needs to call the member for achieved the instructional meeting.
- ❖ **Maintaining attendance list:** I have made a participation structure for each instructional meeting as well as a mark and telephone number on this sheet.
- ❖ **Maintaining Evaluation questionnaire:** After the instructional meeting member gives a survey to assess, here and there I can assess every one of the polls by utilizing the rule which is given by my manager.
- ❖ **Evaluation result:** I have documentation of the relative multitude of results after the instructional meeting. As well as info on all of the preparation assessment results.

OBSERVATIONS

I observed from my internship period is given that below. some issues which

- ❖ Bank landline has a few issues which are disengaged now and again.
- ❖ Each of the landlines is an old model
- ❖ There is an absence of representative inspiration
- ❖ Need to change the record opening structure, this structure needs heaps of time for a top-off.
- ❖ The association refreshed some products whose working framework is slow, and the client is disheartened with this kind of administration.
- ❖ The sitting tight region for clients isn't adequate

CHAPTER - 05

PREPARING AND

ADVANCEMENT

INTERACTION OF TRADE

BANK

PREPARING AND IMPROVEMENT

Commercial Bank Ltd is one of the trailblazer monetary organizations in Bangladesh, and this association coordinates various sorts of preparing and improvement projects to build their representative's exhibition to get improved yield. Trade Bank spending an enormous sum on their instructional course which isn't extended yet it is speculation for getting improved yield. Preparing and advancement in fundamental commitments of HR staff. Human assets the board assumes liability to investigate an affiliation's requirements and requests and begin worker progression programs for confronting various kinds of issues preparing and improvement of them. Preparing and advancing program is authoritative exercises for further developing worker execution of individual representative or gathering of workers. It is the technique of sharing specialized administrative abilities. Preparing is important to foster the association and workers which is a resource for an association.



Network Training

- ❖ Branch Network Support
- ❖ IP telephone Maintenance
- ❖ Web Communication
- ❖ Hostile to Virus Update and Maintenance
- ❖ Email Server Admin

Hardware Training

- ❖ Basic Hardware Setup Training

Card Division Training

- ❖ All Visa-Related Training
- ❖ Global Visa Compliance
- ❖ Inside Credit Card Marketing

NEED FOR TRAINING AND DEVELOPMENT

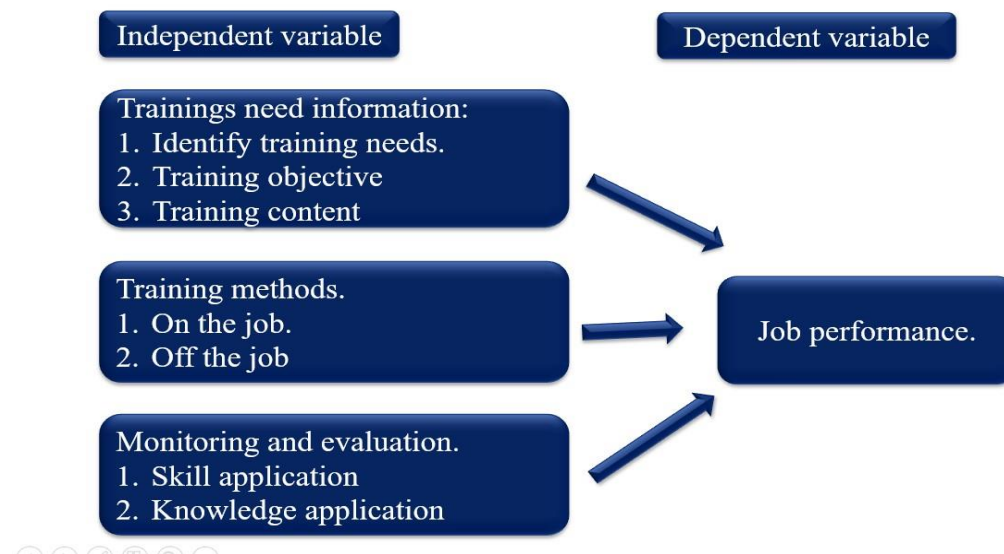
Preparing and Development allude to the granting of explicit abilities, capacities, and information to a worker. Subsequently, one might say that Training and Development is an endeavor to further develop the current and future representative exhibition by expanding a worker's capacity to perform through learning, for the most part by changing the representative's demeanor or expanding his/her abilities and information.

TRAINING PROCESS

Training process of following steps Mercantile Bank Ltd. consists of these -



VARIABLES OF EMPLOYEE SATISFACTION



INDEPENDENT VARIABLE

Training need information

- ❖ Distinguish preparing needs: First of all, we want to recognize the area where need to prepare our representatives for explicit assignments.
- ❖ Preparing objective: We want to choose a particular goal for an authoritative instructional course
- ❖ Preparing content: Prepare preparing content that is given to the workers and it ought to increment work execution.

Training methods

- ❖ At work: On the gig preparing alludes to preparing representatives in the gig area which is more powerful for representatives.
- ❖ Off the gig: Besides that, it alludes to preparing representatives outside the gig area.

Monitoring and evaluation

- ❖ Ability application:
- ❖ Information application:

Dependent variable

- ❖ Job performance:

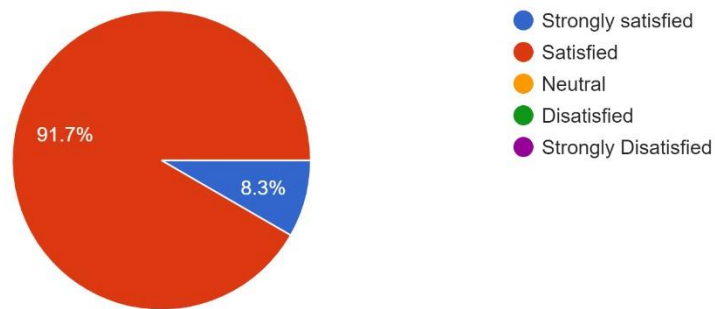
CHAPTER - 06

ANALYSIS AND FINDING

ANALYSIS AND FINDING

1. I am satisfied with my training process.

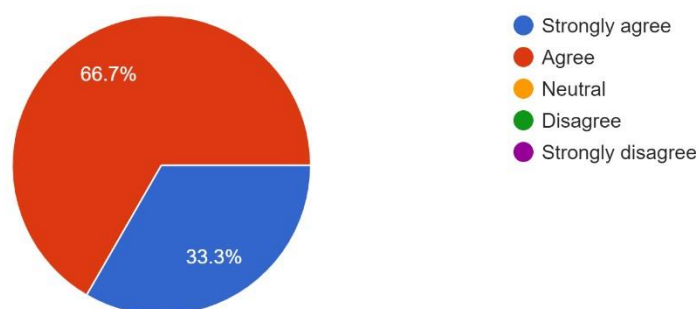
12 responses



Here, 30 respondents the greater part of the representatives are happy with their instructional meeting. Then again, 8.3% of respondents are profoundly happy with their preparation interaction and 91.7 respondent are fulfilling their instructional meetings.

2. Training session is very helpful for every employee.

12 responses



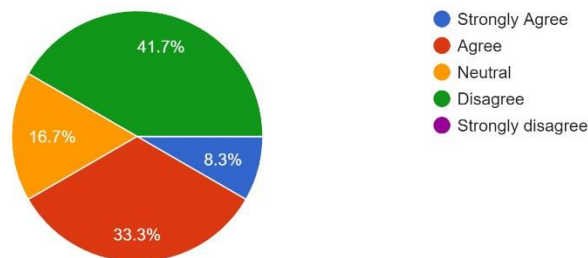
In this situation, the majority of the workers are saying regarding they are fulfilled. 66.7 percent of respondents are concurring with the assertion, as well as 33.3 percent of respondents are

profoundly

fulfilled.

3. The contents that are used for training program are attractive and easy to do.

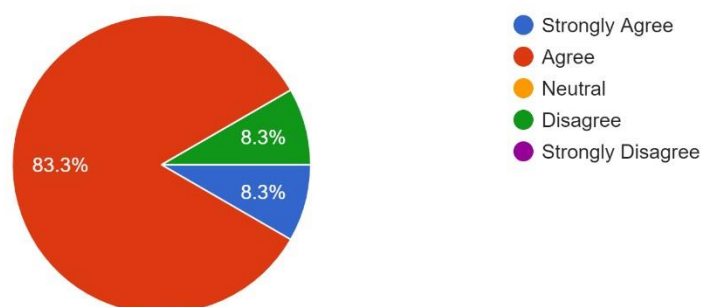
12 responses



Items in the preparation program not alluring and simple since here, 41% are contradicting the assertion, concur with the assertion 33.3%, for the most part, happy with 8.3, and the other respondents are impartial. So we can say that students need to set their substance more straightforward way to the respondent.

4. My organization follows latest training method.

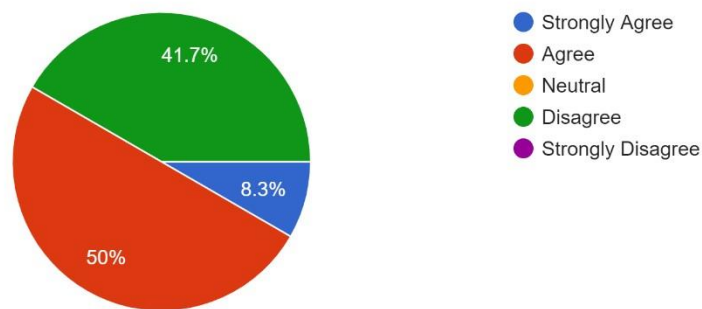
12 responses



For this situation, the association gives the most recent preparation strategy, the significant number of respondents had positive reactions which are 83.3 percent concurred with the assertion as well as 8.3 percent profoundly fulfilled rest of the respondents are negative reactions.

5. After completing training session my organization takes exam for testing

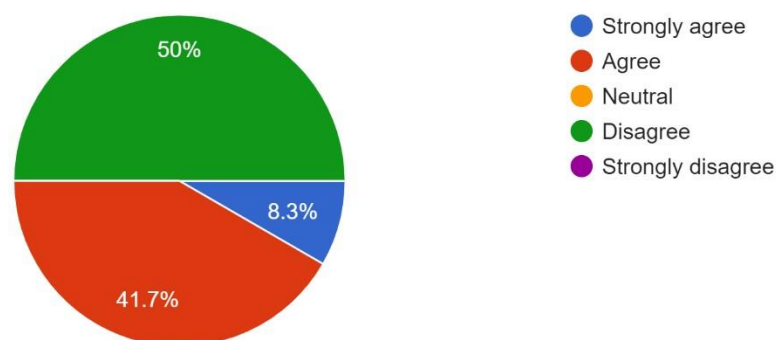
12 responses



In the wake of finishing the instructional meeting, the commercial bank takes a test for testing its work. 50% of the respondent are concurring with the assertion and 8.3 percent of respondents are profoundly fulfilled as well as the other respondents are a negative reaction. I think the association needs to zero in on these means.

6. Trainees are much friendly with the employees.

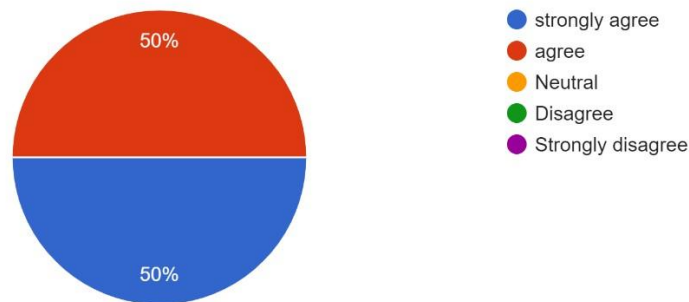
12 responses



Students are very little agreeable with the workers since 50% said negative reactions and 50 percent are positive reactions. Need to work on that.

7. Training session takes long time to complete.

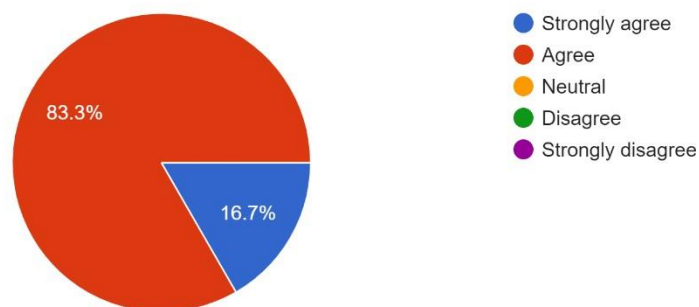
12 responses



Each instructional course is intended for as long as possible on the off chance that they don't break in this meeting so it isn't viable for this situation, 50% are concurring with the assertion and 50 percent adversely address they are not fulfilled.

9. Training motivate me greatly for doing work effectively

12 responses



In this outline, 83.3 percent of respondents concur with the assertion and the other respondents are profoundly happy with the assertion.

CHAPTER - 07

FINDINGS AND

RECOMMENDATION

FINDINGS OF THE STUDY

- ❖ Contents are challenging for the representative.
- ❖ The instructional meeting is quite a while interaction.
- ❖ Absence of correspondence hole among students and mentors.
- ❖ It is insufficiently organized to Train techniques.
- ❖ The insufficient degree to learn for assistants.

RECOMMENDATIONS

- ❖ A few Trainees may not be intrigued to go to preparing programs. The Importance of the preparation programs should be made sense of obviously to the representatives of the association to inspire and empower them for going to the preparation programs. This will assist the worker with understanding and arriving at the authoritative objective. Any other way, the preparation will be fizzled.
- ❖ It is insufficient to explain and organized to Train techniques.
- ❖ The instructional meeting of the trade bank in the too long-term association necessities to construction about continuous breaks.
- ❖ Ought to assess preparing strategy which isn't standard.

CHAPTER - 08

CONCLUSION

CONCLUSION

Business Bank is one of the pinner banks in Bangladesh and it plans to set guidelines as the market chief in Bangladesh. It was an extraordinary chance for me to function as an assistant at MBL Bank Limited. I have worked in Human Resource Division in Training and Development office. During my temporary position program, I have advanced countless things connected with my area of expertise and confronted a few hardships while making a report on the "Preparing and Development interaction of MBL Bank Limited". As the data of the Human Resource Division is exceptionally private, I was not permitted to have all the data which is extremely classified to the association. I made my report with the data of what I have gained from my work, what I have gained from my manager and the data that is accessible on the web. For that reason, I got restricted data to set up my report. However, this three-month temporary job program was extremely trying for me, but I finished it effectively. The information, work insight, hard-working attitude, rules, and guidelines I gained from this temporary position program ideally would be so successful for my future work life

CHAPTER - 09

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APPENDIX

Training and development

Dear valued respondents,

This is Abdullah Al Mamun Bappy Khondakar and I am surveying “**Training & Development methods of Mercantile Bank Ltd.**” which will be used for my academic Internship purpose. Please read each question carefully and answer it based on your personal opinions. My heartiest thanks to you for spending your valuable time completing this questionnaire.

Name:

1. I am satisfied with my training process.
a. Strongly agree. b. Agree. c. Neutral
d. Disagree. e. Strongly disagree.
2. The training session is very helpful for every employee.
a. Strongly agree. b. Agree. c. Neutral
d. Disagree. e. Strongly disagree.
3. The contents that are used for the training program are attractive and easy to do.
a. Strongly agree. b. Agree. c. Neutral
d. Disagree. e. Strongly disagree.
4. My organization follows the latest training method.
a. Strongly agree. b. Agree. c. Neutral
d. Disagree. e. Strongly disagree.
5. After completing the training session my organization takes an exam for testing knowledge.
a. Strongly agree. b. Agree. c. Neutral
d. Disagree. e. Strongly disagree.
6. Trainees are much more friendly with the employees.
a. Strongly agree. b. Agree. c. Neutral
d. Disagree. e. Strongly disagree.
7. Training session takes a long time to complete.
a. Strongly agree. b. Agree. c. Neutral
d. Disagree. e. Strongly disagree.
8. Trainees are rewarded for doing better performance.
a. Strongly agree. b. Agree. c. Neutral
d. Disagree. e. Strongly disagree.
9. Training motivates me greatly for doing work effectively

- d. Disagree. a. Strongly agree. b. Agree. c. Neutral
e. Strongly disagree.