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“Training & Development of Jamuna Bank Limited”

Course: Human Resource Management & Practices

Submitted to
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Introduction

In the field of human resource management, training and development is the field concerned with organizational activity aimed at bettering the performance of individuals and groups in organizational settings.

Training: Training is the systematic process of altering the behavior of employees in a direction that will achieve organization goals. It is related to present job skills and abilities.

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- Development: Development refers to those learning opportunities designed to help employees grow. Development is not primarily skill-oriented. Instead, it provides general knowledge and attitudes which will be helpful to employees in higher positions.

Rationale of the Study

- Training & development have become extremely important for every organization these days as Companies derive competitive advantage from training and development.
- Rapid changes in technology
- Redesign of work
- The increasing trend of mergers and acquisitions
- Employees movement
- Globalization

Importance of T & D

- Optimum Utilization of Human Resources
- Development of Human Resources
- Development of skills of employees
- Productivity
- Organization Culture
- Profitability
- Team spirit

Objectives of the Study

- Primary objective:
- Achieving efficiency in operation.
- Improving knowledge on new method.
- Informing the banking policy
- Providing knowledge on bank-customer relationship.
- Change of attitude toward the job.
- Reduction of employee turn-over.
- Improving quality of work.

Objectives of the Study

- Secondary Objectives:
- To give the idea about Training and Development program of Jamuna Bank Ltd.
- To identify how need assessment of Training and Development made in the organization
- To focus on the content of the Training Program
- To identify the people who are involved in training program
- To specify the resources used in Training program
- To check & evaluate the performance after training program
- The problems of Training and Development programs & strategies for overcoming the problems.

Corporate Profile of Jamuna Bank Limited:

- Jamuna Bank Limited (JBL) is a Banking Company registered under the Companies Act, 1994 with its Head Office at Chini Shilpa Bhaban, 3, Dilkusha C/A, Dhaka-1000.
- The Bank started its operation from 3rd June 2001.
- **Branches**
- Currently the Bank has 39 (Thirty Nine) branches 16 in Dhaka, 7 in Chittagong, 2 in Gazipur, 3 in Sylhet, 1 in Bogra, 2 in Naogaon, 1 in Munshiganj, 1 in Shirajganj, 1 in Rajshahi, 1 in Narayanganj, 1 in Kushtia, 1 in Dinajpur, 1 in Noakhali, 1 in Comilla.

Training institutes of Jamuna Bank Limited

- Jamuna Bank training institution was established in September 2001. Since then, institute has been conducting various types of training programs on different banking affairs in order to develop knowledge, skill, and attitude of the employees of bank.
- The major purposes of this institute are:
 - To enrich both theoretical and practical knowledge in banking and also developing managerial skills of the employees of bank.
 - To Gain an understanding of Bank's strategy and how one can drive it forward
 - To Gain an understanding of Jamuna Bank's structure and customers
 - To impact training programs based on day-to-day banking needs.
 - To develop new training programs for achieving organizational goals.
 - To raise the standard of performance of the work force employed in the bank.
 - Develop personal skills in areas such as presenting, relationship building and giving and receiving feedback
 - Meet senior managers
 - Develop business skills

Analysis & Findings of the Study

- Need assessment of Training & Development at Jamuna Bank Ltd
- Personal analysis
- Organizational Analysis
- Analysis of Job Requirement
- Performance appraisal

Analysis & Findings of the Study

- Ensuring employees' readiness for training
- Creating a learning environment
- Transfer of training
- - On the job Training
 - Job Instruction Training
 - Job rotation
 - Apprenticeship training

Analysis & Findings of the Study

- - Off the Job Training:
 - Class room training
 - Video presentation
 - Conferences and seminars
 - Lecture method

Analysis & Findings of the Study

- Evaluating training programs
- Management development

Problems Faced by Jamuna Bank Ltd. In Imparting Training & Development

- The development of a good technical training system requires a clear vision, strategic planning, initiatives and effective implementation. The system is constantly subjected to changes arising from and need for responses to the society and Banking industry.
- The most important challenge is to ensure that the Jamuna Banks training system remains relevant and responsive to the changing skilled manpower needs for banking industry. The system needs to be integrated and yet comprehensive and flexible in accommodating existing and emerging needs of the economy.

Problems Faced by Jamuna Bank Ltd. In Imparting Training & Development

- The executives who join the training programs are usually from different background & don't always have the basic knowledge about banking.
- Often Executives cannot afford to take employees away from customers and other job duties because they are lean with no "relief" workers available to fulfill the duties of others who have "gone to training."
- The evaluation of training programs is not very comprehensive at Jamuna Bank Ltd. Generally the supervisors do the evaluation.

Recommendations

- The training materials should be upgraded every time there is a change.
- The development programs should be introduced at a large scale of the bank.
- The Training evaluation is a process need to be upgraded & implemented.
- More training programs should be introduced for Supporting personal growth and development.
- All the persons are not equally qualified for the entire job, the management should place right person on right job.

Recommendations (Cont.)

- Improving the job performance of person: By given proper guideline and mental support can help the employees to improve their performance.
- Interpreting the bank's policies and procedures to the employees more accurately.
- If needed the bank should hire external sources for designing better training & development programs.
- Mismatch between education and occupation should be removed. Right man should be placed in right job. Skilled and qualified person should be provided with employment opportunities and proper placement & training.

Conclusion

The Banking sector of a country plays an important role in economic development and Bangladesh is no exceptions of that private commercial Banks are playing a significant role in this regard. The report is a scenario of Jamuna Bank Limited. As a new commercial Bank JBL has operating widely with 29 branches and Human Resource management of JBL is undoubtedly very well. The fully licensed Bank JBL is being is being managed and operated by a group of highly educated and professional team with diversified experience in finance and banking.

Conclusion (Cont.)

Training is only effective if each and every component of training has been taken care of before, after and during the training program. Each stage of training from planning to effectiveness has its own significance and challenges which cannot be ignored or neglected at any cost.



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