

Evaluating the effectiveness of mandatory compliance training on knowledge retention and error reduction at Rupali Bank PLC.

Shadman Sakib Surjo

This report is submitted to the school of Business and Economics, United International University as a partial requirement for the degree fulfillment of Bachelor of Business Administration

Evaluating the effectiveness of mandatory compliance training on knowledge retention and error reduction at Rupali Bank PLC.

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Date of submission: 11 March, 2026

Letter of Transmittal

Date: 11 March, 2026

To,

Nasrin Akter

Assistant Professor

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United International University (UIU)

Subject: Submission of Internship Report Titled “**Evaluating the effectiveness of mandatory compliance training on knowledge retention and error reduction at Rupali Bank PLC.**”

Dear Ma'am,

With due respect, I would like to inform you that it is a great pleasure and privilege to present the internship report titled “**Evaluating the effectiveness of mandatory compliance training on knowledge retention and error reduction at Rupali Bank PLC**” after successfully completing a three-month internship attachment at Rupali Bank PLC at Pallabi branch under your co-operative supervision. This topic was assigned to me as a partial requirement for the completion of BBA program. Throughout the study I have tried the best of my capability to accommodate as much as information as possible and tried to follow the instructions that you have suggested.

Thank you for your assistance on this matter.

Sincerely yours,



Shadman Sakib Surjo

ID No: 111 201 210

Major: Human Resource Management

Certification of Similarity Index

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Declaration of the Student

I, Shadman Sakib Surjo, a BBA student of United International University, do hereby declare that this report on “Evaluating the effectiveness of mandatory compliance training on knowledge retention and error reduction at Rupali Bank PLC” is an internship report work done by me in partial fulfillment of the requirements for the degree of Bachelor of Business Administration (BBA).

This report has been prepared based on my own findings, data collections, research, and experience accomplished while working as an intern at Rupali Bank PLC and I am confirming that nothing has been replicated from any other publications. This report has not been presented yet, and has not been published, for any degree or any other academic purpose.

A handwritten signature in black ink that reads "Sakib" with a decorative flourish underneath.

Shadman Sakib Surjo

ID No: 111 201 210

Major in Human Resource Management

Bachelor of Business Administration (BBA)

United International University

Corporate Evidence

[Need to attach the certification of the organization, attested by supervisor of the organization]

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Acknowledgement

In the very beginning, I would like to precise a heartfelt thanks to Almighty Allah, whose grace has granted me both mental and physical well-being, allowing me to complete this report. I also wish to extend my sincere thanks to my parents and beloved faculty members, whose continuous support and encouragement have played a significant role in my academic journey, helping me reach this milestone of completing my graduation. This report might not have been possible without the guidance and the help of several individuals who in one way or another contributed and extended their valuable assistance in the preparation of this report.

However, a special thanks go to my honorable university's supervisor, **Nasrin Akter, Assistant Professor, School of Business & Economics at United International University (UIU)**. The supervision, constructive feedback, invaluable guidance, constant encouragement and support that he gave actually help the progression and smoothness of the internship program. In fact, she guided as my tutor and motivator to understand the clear scenario of the whole report. The co-operation is much indeed appreciated.

I'm grateful to all senior officers of Rupali Bank PLC, Pallabi branch, who had created the opportunity to get the practical knowledge and I recognize that their contributions were vital in making this work possible. Besides, this internship program makes me realized the cost of working jointly as a team and as a new experience in working environment, which challenges me every minute.

Last but not the least I am also owed to each person who concerned inside and outside of Rupali Bank PLC, Pallabi branch in carrying out this report.

Executive Summary

This report examines the efficiency of the mandatory compliance training at Rupali Bank PLC with focus on Pallabi branch. Conducted over a three-month internship period, the study aims to ascertain whether this type of training improves retention of regulatory aspects by the employees as well as reduces operational errors.

The document begins with a descriptive summary of Rupali Bank PLC in terms of historical development, organizational structure and operating environment. It goes on to analyse Bangladesh banking industry with respect to size of the industry, current and ongoing trends in the maturity and competitive scenario by adopting qualitative as well as descriptive methodology. The critical importance of compliance, requirements of regulations and the contribution of state-owned banks in the National economic development are stressed.

During the internship work, the researcher was assigned to the General Banking Department in which they assumed responsibilities that encompassed occupying the tasks and activities of opening accounts, examination of customer documentation as well as observing the cash and clearing operations in General Banking Department and providing support for daily activities in the branch. Direct observation and informal interviews with staff provided information about the practical use of compliance training in day-to-day operations. A notable incident highlighted how inadequately trained employees recently were able to prevent procedural mistakes by pointing out the lack of complete KYC documentation, implying tangible benefits of compliance training.

The analytical result of the report shows that mandatory compliance training has a positive effect on the retention of knowledge and the reduction of errors. Participants in recent training sessions showed increased accurate documentation, increased awareness of regulatory needs and increased systematic approach to customer service. Nevertheless, the research highlighted challenges such as regular refresher courses, organized post-training assessment and greater attention given to practical and case-based learning could be added in order to maintain long-term knowledge retention.

Based on these findings, the report proposes the introduction or onset of periodic refresher training, formal mechanisms of evaluation, the utilization of e-learning platforms and the firmification of monitoring and feedback systems. Such measures are expected to be useful in making training more effective, reducing operational risk, and advancing overall branch performance.

In conclusion, the report indicates the crucial role which mandatory compliance training plays in ensuring the maintenance of operational efficiency and adherence to regulatory requirements in Rupali Bank PLC. It provides practical information and recommendations that can potentially be used to refine the training programs for the benefit of the employees and the institution, in general.

Table of Contents

Letter of Transmittal	III
Certification of Similarity Index	IV
Declaration of the Student	V
Corporate Evidence.....	VI
Acknowledgement	VII
Executive Summary.....	VIII
List of Figures.....	XII
List of Tables.....	XIII
List of Acronyms & Abbreviations.....	XIV
CHAPTER 1: INTRODUCTION	1
1.1 Background of the Report	2
1.2 Objectives of the Report.....	3
1.3 Rationale of the Report	3
1.4 Scope and Limitations of the Report	4
1.5 Definition of Key Terms	5
CHAPTER 2: COMPANY AND INDUSTRY PROFILE	7
2.1 Company Analysis of Rupali Bank PLC.....	8
2.1.1 Overview and History	8
2.1.2 Trend and Growth	9
2.1.3 Product / Service / Customer mix	9
2.1.4 Company Operations / Activity	11
2.1.5 Company SWOT Analysis.....	12
2.2 Industry Analysis of Rupali Bank PLC	12
2.2.1 Specification of the Industry	12
2.2.2 Size, Trend, and Maturity of the Industry	13
2.2.3 Industry SWOT Analysis	16
CHAPTER 3: INTERNSHIP EXPERIENCE	18
3.1 Position, Duties, and Responsibilities.....	19
3.2 Training & Development	20
3.3 Contribution to Organization / Operations	24
3.4 Evaluation	25
3.5 Skills Applied.....	26

CHAPTER 4: CONCLUSIONS AND KEY FACTS	28
4.1 Recommendations.....	29
4.2 Key understandings	30
4.3 Conclusion	30
References:.....	32
Appendix-A:.....	33

List of Figures

Figure No.	Title	Page No.
Figure 2.1	Structure of the Banking Industry in Bangladesh	14
Figure 2.2	Growth of Digital Banking Transactions	15
Figure 3.1	Operational Errors Before and After Compliance Training	21
Figure 3.2	Compliance Training Participation	22
Figure 3.3	Employee Knowledge Retention After Training	24

List of Tables

Table No.	Topic	Page No.
Table 2.1	Company SWOT Analysis	12
Table 2.2	Industry SWOT Analysis	16
Table 3.1	SWOT Analysis of Compliance Training at Rupali Bank PLC	26

List of Acronyms & Abbreviations

Acronym	Full Form
AML	Anti-Money Laundering
KYC	Know Your Customer
CFT	Combating the Financing of Terrorism
BB	Bangladesh Bank
PLC	Public Limited Company
NPL	Non-Performing Loan
SME	Small and Medium Enterprise
RTGS	Real Time Gross Settlement
BEFTN	Bangladesh Electronic Funds Transfer Network
SWIFT	Society for Worldwide Interbank Financial Telecommunication
MIS	Management Information System
HR	Human Resources
IT	Information Technology
SOP	Standard Operating Procedure
CSR	Corporate Social Responsibility
GDP	Gross Domestic Product

CHAPTER 1: INTRODUCTION

1.1 Background of the Report

The banking sector is one of the most regulated and compliant industries in Bangladesh. Banks are subject to rigorous oversight by the government who oversee through Bangladesh Bank which gives various directives regarding anti-money laundering (AML), capital adequacy, risk management, internal control, and corporate governance. As the custodians of the public deposits, it becomes important that all activities must conform to the regulatory standards. Accordingly, compliance is seen not only as a mandatory task but one that is more important and inherently oriented towards protecting the customer, preserving financial stability, and upholding institutional reputation.

Rupali Bank PLC where the internship took place is one of the prime state-owned commercial banks of Bangladesh. The bank is central to the financial activities of the government, the public sector, rural financial inclusion, etc. During a three-month internship in the Pallabi Branch, the author witnessed the impact of compliance requirements on day-to-day banking activities.

In recent years the banking industry has experienced significant change, driven by digital innovation, increased regulatory expressions and increased financial crime risks. Supervisory authority is now also subjected to stringent adherence to revised regulations including: Anti -Money Laundering (AML), Combat Financing of Terrorism (CFT), Know Your Customer (KYC) procedures, risk - based supervision, internal audit and control systems in addition to data protection and cybersecurity. Throughout the internship, it was observed that employees were regularly issued circulars and were made to participate in bondage conformity trainings that were conducted at regular intervals, both in physical and virtual formats with the Head Office. This observation sparked an inquiry as to whether these compulsory sessions were effectively increasing the knowledge of the employees and mitigating the level of operational mistakes in the branch level.

The resulting research question is; **"Evaluating the Effectiveness of Mandatory Compliance Training on Knowledge Retention and Error Reduction at Rupali Bank PLC."** The present report attempts to analyze the practical impact of compliance

training based on direct observations and interaction of employees and also experience learning.

1.2 Objectives of the Report

The overall objective of this research paper is to measure and analyze the efficacy of mandatory compliance training in affecting knowledge retention and operational error at Rupali Bank PLC. To realize this, I aim the following specific objectives have been delineated:

- To understand the structure and content of compliance training programs at Rupali Bank PLC.
- To be able to analyze the delivery and communication mechanism of training to employees.
- To assess the degree to which employees retain knowledge passed through training.
- To establish whether follow-up training on compliance contributes to a reduction in operational errors, at the branch level.
- To determine the flaws that exist in the existing training system.
- To suggest workable suggestions on improving the effectiveness of training.

1.3 Rationale of the Report

The experience of the internship made me realize that compliance with is not only a theoretical concept but is done as part of the everyday operational reality. Even small writing errors can produce severe audit results. Empirical observation showed that employees usually work under pressure because of large customer throughput, which sometimes led to unintentional mistakes. Many such errors were associated with incomplete documentation, faulty KYC procedures or misinterpretation of the updated regulatory circulars.

This empirical insight made evident the importance of this compliance training. When employees have a clear idea of the regulations and remember them, there is less potential for mistakes in the operation. The rationale for undertaking this study is based upon following considerations:

- 1. Increasing Regulatory Pressure:** The regulations in banking are becoming stricter every year; banking institutions need to regularly intimate their employees about new regulatory policies. The study aims to determine whether mandatory training is in line with this changing need.
- 2. Risk Reduction:** Such operational mistakes can result in monetary loss and damage to the reputation. The experience with the internship suggested that the purpose of compliance training is to limit such risks.
- 3. Knowledge Retention Challenge:** Attending training is no guarantee that the information will be retained and applied. The study examines whether employees do in fact internalize the training content and apply it.
- 4. Academic and Practical Contribution:** The study, which links theoretical views of the effectiveness of training with banking practice at the level of the banking branch, provides practical insights drawn from the fact of the world. practical for improving ages management compliance in the branch level.

1.4 Scope and Limitations of the Report

- **Scope of the Report**

The scope of my report includes:

- Analysis of Mandatory compliance training programs at Rupali bank PLC.
- Observations made practically from Pallabi Branch in three-month internship.
- Assessment of the retention of the understanding of employees.
- Evaluation of error reduction in operation in response to training sessions.
- Identification of areas that need to be improved on.

The study emphasizes mostly branch level implementation rather than policies deliberations of Head Office.

- **Limitations of the Report**

In the process of preparing this report, it was found that several constraints were encountered:

- Time Constraint: The three-month internship made it less possible to conduct a longitudinal analysis.
- Confidentiality Constraints: Numerous compliance reports and audit findings were classified and were not accessible.
- Limited Sample: Observations were only made at the Pallabi Branch, maybe limiting the achievability of results to other branches.
- Measurement Difficulty: Quantitative data on the reduction of errors was difficult to gather.
- Workload of Employees: Heavy responsibilities for customer service sometimes crippled the ability of employees to give in-depth replies.

Despite these limitations, the report attempts to make a practical and truthful evaluation from information that exists.

1.5 Definition of Key Terms

For the sake of clarity, the following are key terms that have been described:

- **Compliance:** Compliance with all relevant laws and regulations as well as with internal banking policies.
- **Mandatory Compliance Training:** Organized educational sessions with which employees must be engaged in order to understand regulations and workable guidelines.

- **Knowledge Retention:** The ability to recall and implement acquired knowledge learned as a result of the training in context.
- **Operational Error:** Errors that occur in the course of banking operations, for example, incorrect documentation, incomplete KYC, wrong data entries or non-compliance of regulations.
- **AML:** this involves procedures aimed at preventing illegal financial transactions.
- **KYC:** Process of verifying the identity and background of the customer before rendering the banking service.
- **Internal Control:** Policies and procedures that are set up to ensure the efficiency of operations and compliance with regulatory requirements.
- **Training Effectiveness:** The extent to which training achieves its goals, i.e. increased knowledge and reduced errors.

CHAPTER 2: COMPANY AND INDUSTRY PROFILE

2.1 Company Analysis of Rupali Bank PLC

Rupali Bank PLC is a government owned commercial bank in Bangladesh, one of the major contributors of Bangladesh's banking system. The institution was established on 26th March, 1972 after the merging of three pre-existing banks, namely the Muslim Commercial Bank Limited, Australasia Bank Limited and Standard Bank Limited in order to boost up the upheaval of Bangladesh's financial infrastructure after its independence.

2.1.1 Overview and History

Initially, the bank was a completely nationalized bank. In December 1986, it was reorganized as a public limited company, in order to improve its efficiency, transparency and accountability. Although it operates like a PLC, the Government of Bangladesh is the majority shareholder. The head office is situated at Dhaka and the bank has been spreading its services in the country through a vast network of about 587 branches servicing more than 7000 employees. In December 2023, the institution dropped the suffix "PLC" formally to comply with regulatory requirements of the publicly-listed banks in Bangladesh.

Vision: Rupali Bank PLC aims at becoming a premier commercial bank in the country of Bangladesh through modern, efficient and customer centric service.

Mission: The Mission of the bank is to provide quality banking services, promote financial inclusion, ensure regulatory compliance and foster contribution to national economic growth.

Objectives:

- Offer full financial services to individuals and businesses.
- Meet regulatory and operational compliance, including across branches,
- Enhance financial inclusion in rural areas and in semi-urban areas.

- Improve the efficiency of operations by modernizing and digitizing.

2.1.2 Trend and Growth

Over the years, the bank has displayed steady progress in the area of collection of deposits due to the strong reputation and the widespread branches. It has managed to get deposits from individuals, institutions, government, particularly in rural and semi-urban areas. Despite the growth in deposits, the bank has experienced problems with consistently earning profits. Issues such as defaults by loans, poor quality of assets and higher demands for provisions have had a negative impact on earnings. Management has taken a number of interventions to try to enhance credit supervision, improvement of recovery processes and overall improvement of operation performance, in the expectation to contribute to sustainable long-term growth.

2.1.3 Product / Service / Customer mix

Rupali Bank PLC provides a complete array of financial products and services to satisfy the need of different category of customers.

Products and Services:

- Deposit schemes such as savings account, current account, fixed deposits, special savings etc.
- Lending facilities like agricultural loans, SME loans, consumer loans, housing loans and corporate credit.
- Foreign exchange services that include trade finance and remittance services.
- Electronic banking services (ATM Cards, Mobile Banking, Internet Banking).
- Islamic banking services introduced through selected branches.

Customer Segments:

- General retail customers.
- Small and medium size enterprises.
- Farmers and rural clients.
- Corporate organizations.
- Government and Autonomous institutions.

Through these offers, the bank does a great deal for making the banking accessible and developing the economy.

Deposit Products:

1. **Savings Accounts:** Customers are able to deposit and withdraw funds and earn interest on them. All new accounts undergo strict verification of KYC.
2. **Current Accounts:** Mostly for businesses; branch personnel ensure all necessary documentation is complete so that things do not go wrong.
3. **Fixed Deposits:** Staff advice customers about date of maturity and interest rate.

Loan Products:

1. **Personal Loans:** Way too staffed with fine arrangements for assessment and accreditation.
2. **SME Loans:** Interested in ensuring the growth of local businesses; ensuring that the collateral and documentation is properly filled in is the responsibility of the branch.
3. **Agricultural Loans:** Contribute to the development of villages; adherence to the government guidelines is monitored severely.

Other Services:

1. **Remittance Services:** Domestic and international remittance operations demand proper verification of customers.
2. **Online and Mobile Banking:** The Digital platforms are used to minimize manual errors and speed up the transactions.

- 3. Debit and Credit Cards:** It is issued after proper verification and training of the employees in case of fraud detection.

2.1.4 Company Operations / Activity

The operational activities of Rupali Bank PLC are concentrated both on traditional banking and modern banking services such as collecting deposits, extending loans, facilitating trade transactions and managing remittances. The bank is engaged in the business of dealing through many branches in different parts of Bangladesh through the supervision of the head office.

Major operational functions are:

- Retail banking services and corporate banking services.
- SME Credit and agriculture programs.
- SME and agriculture.
- Foreign Trade and Remittance operation.
- Adoption of digital banking system.
- Compliance of regulations of Bangladesh Bank.

Although problems in operations (e.g., difficulties recovering loans) have been raised, constant efforts of modernization are made to enhance the quality of the service and internal controls.

2.1.5 Company SWOT Analysis

Strengths <ul style="list-style-type: none">• Strong government ownership and public trust.• Wide branch network across the country.• Diverse banking products and services.• Stable deposit base.	Weaknesses <ul style="list-style-type: none">• High proportion of non-performing loans.• Lower profitability compared to private banks.• Slower administrative procedures.• Limited use of advanced technology
Opportunities <ul style="list-style-type: none">• Expansion of digital and online banking services.• Increased demand for SME and retail loans.• Financial inclusion of unbanked populations.• Operational improvement through reform initiatives	Threats <ul style="list-style-type: none">• Strong competition from private and foreign banks.• Economic instability affecting credit recovery.• Regulatory pressure and compliance burden.• Technological disruption in the banking sector

Table: 2.1

2.2 Industry Analysis of Rupali Bank PLC

2.2.1 Specification of the Industry

Rupali Bank PLC is dealing in the banking sector of Bangladesh, which is an important sector of the country's economy. The industry consists of state-owned commercial banks, private banks, Islamic banks, foreign banks and specialized development banks which act as intermediaries between savers and borrowers.

The sector is regulated and supervised by the Bangladesh Bank which is responsible for ensuring monetary stability, controlling flow of credit and observing the overall

soundness of financial institutions. It supports economic activities like trade, industry, agriculture and investment.

2.2.2 Size, Trend, and Maturity of the Industry

The banking sector of Bangladesh is large and diversified and comprised the many scheduled banks with extensive branch and agent banking networks. The industry has grown considerably in time and has made tremendous contributions to the economic growth.

- **Industry Size**

The commercial banking sector is comprised mainly of:

- State- Owned Commercial Banks (6-7 Institutions).
- Private Commercial Banks (40+).
- Foreign Commercial Banks (9+).
- Specialized Banks (3+).

The industry has millions of customers and trillions of Bangladeshi Taka of deposits and loans.

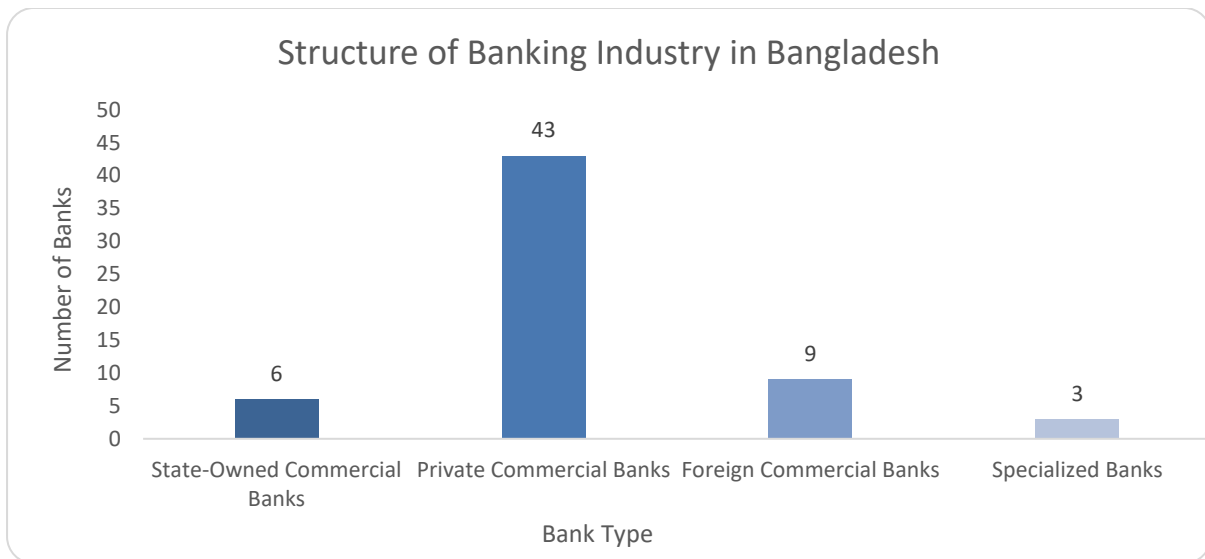


Figure: 2.1

Interpretation: The chart shows the distribution of different types of banks operating in Bangladesh. Private commercial banks make up the largest portion of the industry, while state-owned, foreign, and specialized banks represent smaller segments. Despite the dominance of private banks, state-owned institutions such as Rupali Bank PLC continue to play an important role in providing banking services and supporting government financial operations.

- **Industry Trends**

- Increasing use of digital banking, electronic payment systems.
- More focus on SME and retail banking.
- Focus on financial inclusion and agent banking.
- Adoption of modern banking technology.
- **Digital Banking:** Observations show extensive use of mobile banking for deposits and fund transfers with the staff actively leading security measures.
- **SME Financing Growth:** The growing need for small business loans has led to the creation of more structured compliance procedures.

- **Regulatory Compliance:** Strict regulatory compliance is maintained by AML and KYC compliance; training sessions often involve case studies of real-life mistakes.

- **Financial Inclusion:** That's why so many branches including Pallabi are participating in the micro-finance initiative in order to reach those unbanked population.

- **Growth Pattern**

In last years, the rate of growth of the industry has slowed due to the pressures of the macro economy, rising inflation and increased default rates. In spite of this, there is continued evidence of positive momentum in both deposit mobilizing and digital services adoption.

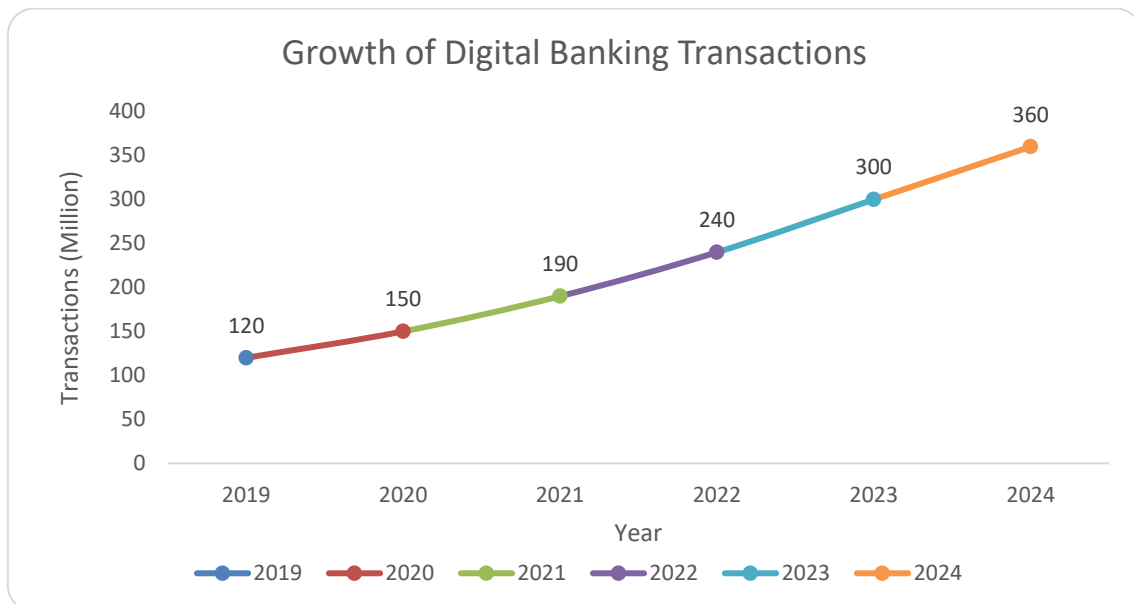


Figure: 2.2

Interpretation: The chart illustrates a steady increase in digital banking transactions from 2019 to 2024. This upward trend reflects the growing adoption of online and mobile banking services among customers. The increase highlights the importance for banks, including Rupali Bank PLC, to strengthen their digital infrastructure and ensure secure electronic banking systems.

- **Industry Maturity**

The sector is considered mature with the majority of banks having established operations, their products standardized and customer bases stable. Current growth-from-innovation, service excellence and risk management-are becoming more important than traditional growth.

2.2.3 Industry SWOT Analysis

Strengths <ul style="list-style-type: none"> • Strong regulatory oversight by Bangladesh Bank. • Large customer base and extensive banking reach. • Increasing adoption of technology in banking operations. 	Weaknesses <ul style="list-style-type: none"> • High default loan ratios in the industry. • Operational inefficiencies in some banks. • Inadequate the technological coverage in rural areas
Opportunities <ul style="list-style-type: none"> • Expansion of digital and mobile financial services • Growth in SME, retail, and agricultural credit • Rising remittance inflows 	Threats <ul style="list-style-type: none"> • Intense competition among banks • Economic volatility and inflation • Cybersecurity and technology-related risks

Table: 2.2

Factors Affecting Environment in Industry

- **External Economic Factors:** Economic growth, inflation, changes in interest rates and exchange rates have a direct impact on banking operations and profitability as well as on credit risk.

- **Technological Factors:** The fast technological development has completely changed banking services; continuous upgrade of system is needed to maintain its competitiveness.

- **Barriers to Entry:** High capital requirements, rigorous regulatory approval, and high technological demands make it difficult to enter trying to establish a bank.

- **Threat of Substitutes:** Mobile financial services, fintech companies and non-bank financial institutions offer alternate financial solutions, exerting moderate threats from substitution.

- **Industry Rivalry:** Competition among banking industry is still intense and this is because Similar Product offerings in banking are offered, price competition and switching of customer options.

CHAPTER 3: INTERNSHIP EXPERIENCE

3.1 Position, Duties, and Responsibilities

Throughout my internship I was stationed predominantly in the General Banking Department, which is the operation nucleus of the branch level activities. This division is directly responsible for customer service, account activations, deposit administration, and transaction processing, which all occur within the context of strict regulatory frameworks and therefore compliance becomes an essential part of day-to-day operations.

Beyond the routine banking tasks, I was observing from time-to-time proceedings on accounts and compliance documentation which facilitated a more complete understanding of the institution's operational and regulatory architecture.

Daily operations were mixed in terms of observation and taking action. The workflow usually started with the review of pending client requests and assistance of the officers in verifying the documents. I was a regular check of account opening forms and determined that all necessary data and signatures were provided, and I also assist in organizing client files and updating registers.

During needle times of banking, I saw the strategies of officers in dealing with client pressure in aligning with compliance benchmarks. I also learned something about the accuracy of documentation or data entry and how it could delay transactions and create compliance risks. These episodes therefore shed light on the role of compliance training in terms of alertness and accuracy of employees in the course of normal operations.

My internship consisted of a diversity of work under the guidance of bank officials. Some basic duties were as follows:

- Aiding the officers in procedures for opening of accounts taking account of examination of application form and the requisite documentation.
- If verifying customer documentation in the line with the KYC and AML Regulations.
- Providing support for customer service operation at general banking counter.
- Helping in the maintenance of files, registers and day-to-day transaction books.

- Observing cash, clearing & remittance process from the perspective of compliance.
- Assisting officers in the preparation of normal internal reports and statements.

These tasks required an extremely thorough level of accuracy, high levels of confidentiality and strict adherence to institutional regulations.

3.2 Training & Development

The main goal of the internship program was to overcome the dichotomy of theoretical scholarship gained in an academic curriculum and the practical exposure made possible by a professional banking environment.

Throughout the internship period, the activities conducted were guided by senior officers who set standardized procedures and monitored the performance since adopting an experiential learning paradigm where gaining knowledge was through observation, helping with documentation and customer interaction.

- **Compliance Training at Rupali Bank PLC**

Rupali Bank PLC requires stringent compliance training to ensure adherence to banking laws, Bangladesh Bank guidelines and the bank's policy. The curriculum is usually in the form of:

1. Initial Induction Training: Introduces the new on the basic compliance statutes.
2. Periodic Refresher Training: Provides information on recent circulars, changes in the legislation and internal policies.
3. Practical Case Studies: Uses simulated case studies to stress the assimilations of the concepts.
4. Evaluation and Feedback: Uses the quizzing and round table discussions to assess comprehension.

At the Pallabi Branch, employees are forced to go for compliance sessions organized by the head office or regional office from time to time. The pedagogical approach integrates workshops, formal presentations, circular briefings, and on-the-job

instruction, which increases the level of regulatory literacy of employees and reduces the occurrence of operational errors.

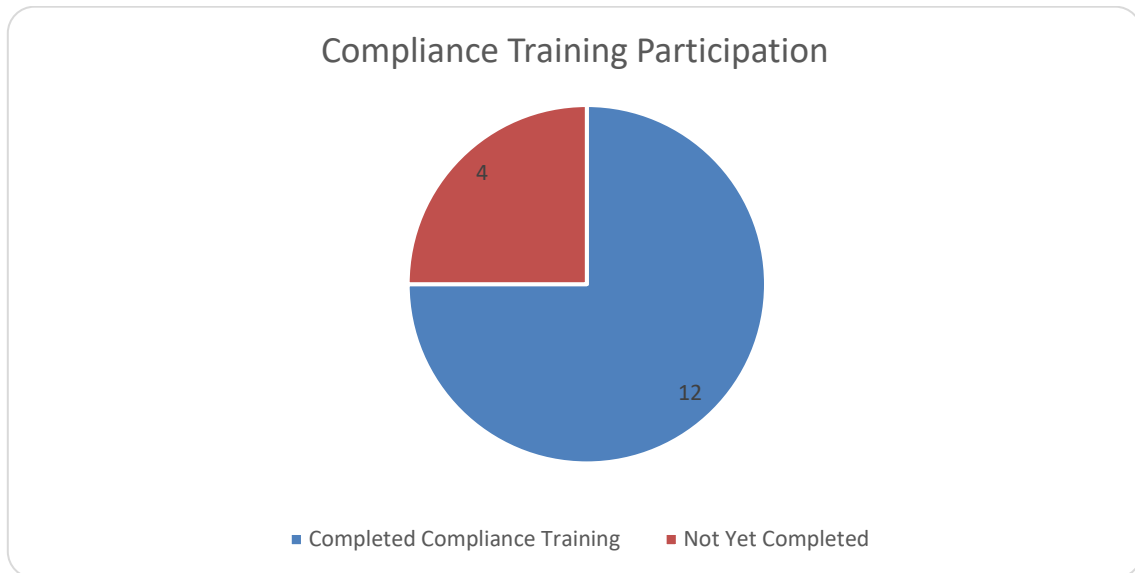


Figure: 3.1

Interpretation: The chart compares the number of operational errors before and after compliance training. A clear reduction in documentation errors, incorrect form entries, and missing KYC information can be observed after training. This indicates that compliance training helps employees perform their tasks more accurately and improves overall operational efficiency.

- **Knowledge Retention After Compliance Training**

Knowledge retention refers to the ability of employees to remember and to apply information they have learned during their training appropriately and properly. Observations and conversations with employees of Pallabi Branch showed that a majority of employees had a reasonable retention level with regard to compliance issues. Recent trainees showed a greater level of confidence of articulating KYC and AML prerequisites and were more vigilant in dealing with client documentation. They performed autopsy better than their less recently trained counterparts on insufficiency of forms and signatures and inconsistency of data provided by a client.

However, retention on time declined with insufficient exposure to regular refresher modules which shows or the need for continuous learning initiatives and periodic re-assessment to maintain training efficacy.

Off-the-cuff discussions had suggested that employees were using social rules to memorize key requirements of compliance, but had an understanding problem of recent change in the law unless held refresher sessions. A recurrent suggestion made called for a superiority of scenario-based over more theoretical lectures in terms of efficacy.

Finding: Knowledge retention is positively affected by the frequency of training, practical exercises and the opportunity to apply knowledge in the day-to-day activities of the organization.

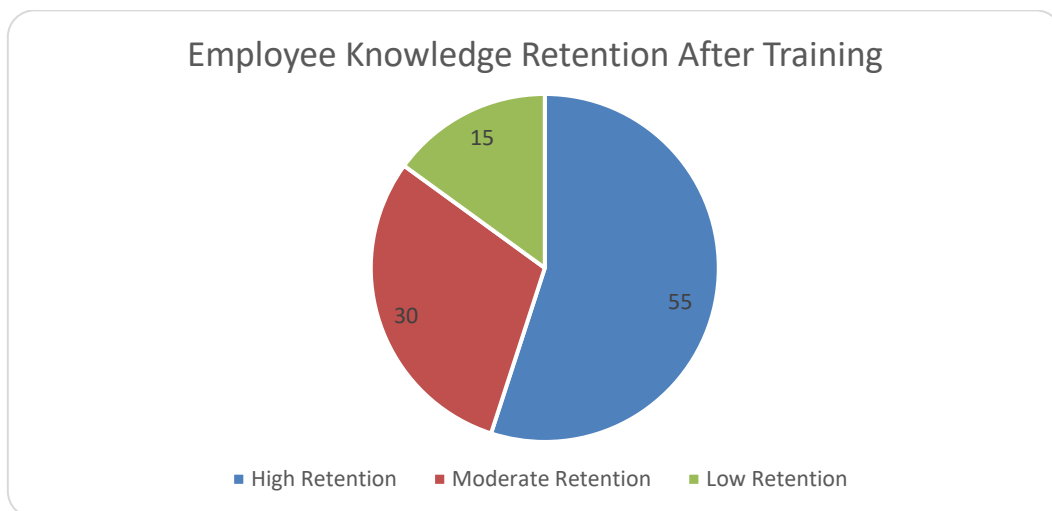


Figure: 3.2

Interpretation: The chart presents the proportion of employees who have completed compliance training. The majority of employees have participated in the program, demonstrating the bank's commitment to maintaining regulatory standards. Regular training ensures that employees remain updated with compliance policies and banking procedures.

- **Compliance Training on Error Reduction**

A cardinal objective of an obligatory compliance training is procedural and operational error mitigation. Observations placed at Rupali Bank PLC, Pallabi Branch have confirmed that fewer documentation errors were made by the trained personnel involved in account activation, loan procedures and cash management.

Anomalies like the wrong form completion, absence of KYC documentation, mistakes in data entry got reduced significantly when the employees followed the guidelines learnt during the training. Officers took regular steps to cross-check documents and maintain standard operating procedures; this prevented any lapse in regulation and dissatisfaction among clients.

The incident narrated above, where an account opening process was suspended because of a lack of complete documentation of the Know your Customer (KYC) procedure, optimized the process of curtailing risk by training. Post-training significant reductions in errors were obtained in:

- Account Opening: Double checked KYC dossiers.
- Loan Processing: Strict Collateral Verification and Loan Approval.
- Cash and Remittance Handling: Reduced error in handling cash and remittances by following checks and balances in internal control checklists.

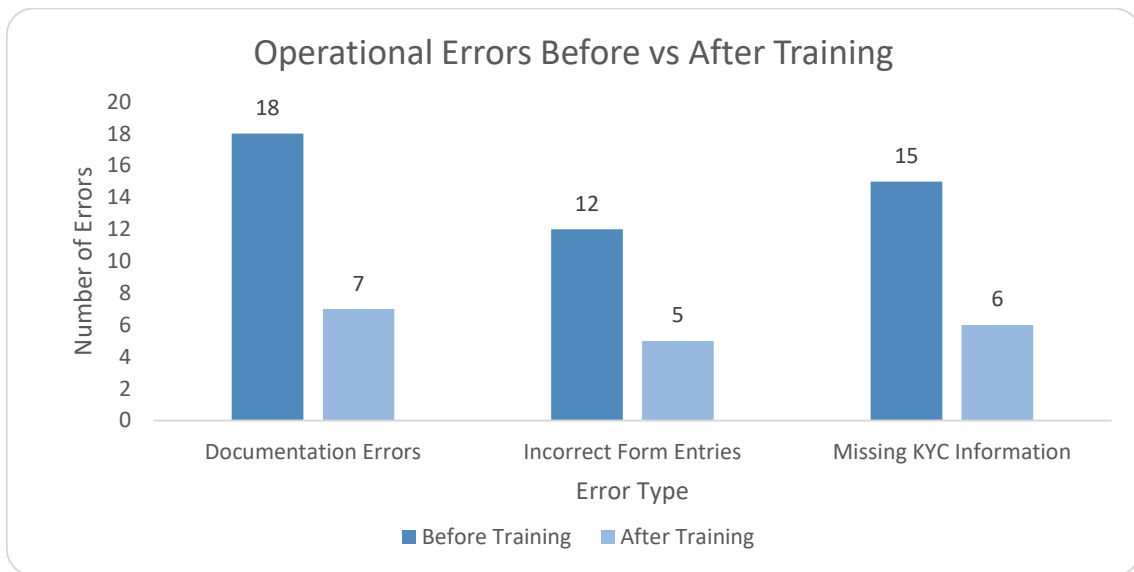


Figure: 3.3

Interpretation: The chart shows the level of knowledge retention among employees following compliance training. Most employees demonstrate high or moderate retention, suggesting that the training programs are effective in enhancing their understanding of compliance-related procedures. This helps employees apply regulatory guidelines more effectively in their daily work.

3.3 Contribution to Organization / Operations

A notable real-life experience was while helping with an account opening application. A client had been providing incomplete KYC documents, which was initially not detected. A responsible officer (recently completed with mandatory training), quickly detected the gap and terminated the process and explained the regulatory implications. This was an episode that highlighted the pragmatic relevance of compliance training, indicating compliance with theories and knowledge to prevent mistakes and to meet regulatory standards.

The internship experience in Rupali Bank PLC, Pallabi Branch has had the following learning outcomes:

- A working knowledge of banking laws, regulatory orders and of internal banks.
- Familiarity with KYC & AML Compliance Protocol (hands on).
- Awareness about the importance of precision and documentation of banking operations at the acute level.
- Recognition of attenuation of operational mistakes by compliance training.
- Experience of a professional ethos of workplace, disciplined behavior and ethical behavior.

3.4 Evaluation

Academic facets provide the strong bedrock of knowledge foundation to comprehend banking studies; however, a practical application is essential for an effective compliance. The internship showed that the employees were highly dependent on practical exposure in conjunction with formal training to be able to navigate real life scenarios. While compliance programs provide theoretical programs, experiential learning explains the implementation of the rules under time pressures and customer requirements.

Bridging the theories and practices nailcare requires hands-on train, case based learning and on-the-job mentoring.

SWOT Analysis of Compliance Training at Rupali Bank PLC

<p>Strengths</p> <ul style="list-style-type: none"> • Mandatory nature of compliance training ensures participation • Strong regulatory framework and management support • Experienced trainers and standardized training materials 	<p>Weaknesses</p> <ul style="list-style-type: none"> • Limited frequency of refresher training sessions • Lack of formal post-training evaluation mechanisms • Heavy workload reduces training effectiveness at branch level
<p>Opportunities</p> <ul style="list-style-type: none"> • Introduction of e-learning and online assessment systems • Regular refresher courses and quizzes • Use of real-life case studies during training sessions 	<p>Threats</p> <ul style="list-style-type: none"> • Frequent regulatory changes creating knowledge gaps • Staff rotation and transfer affecting continuity • Resistance to change among some employees

Table: 3.1

3.5 Skills Applied

My internship at Rupali Bank PLC provides support to all the objectives of this investigation. Through careful observation and participatory experience of the daily banking operations, I observed that people who have received regular compliance training have better procedural knowledge, increased accuracy in documentation, and reduced incidence of operations. These insights highlight the efficacy assessment of mandatory compliance training in relation to knowledge retention and errors judged to be mitigated.

Over the course of the three months, I developed many professional and technical competences including:

- Effective communication and interpersonal competencies promoted through interactions with clients and banking officials.
- A perfect sensitivity to detail and analytical flair in the identification of inaccuracies in documentation.
- Team work and coordination among a team in an organizational setting.
- Time management and organizational skill.
- Adoption of professional conduct, reliability and workplace etiquette.

These competencies will be valuable assets in my prospective career in future for banking and financial services.

CHAPTER 4: CONCLUSIONS AND KEY FACTS

4.1 Recommendations

Based on the analysis and findings made in the previous chapter, some recommendations are made in order to make mandatory compliance training in Rupali Bank PLC more effective:

- **Make Regular Training Programs to Rejuvenate People:**

Compliance knowledge always fades away without constant reinforcement. Accordingly, Rupali Bank PLC should provide regular session of refresher training sessions in order to concretize the salient concepts of compliance so as Know Your Customer (KYC), Anti-Money Laundering (AML), internal control procedures. Short refresher courses that are delivered quarter-by-quarter or biannually will help employees better retain information and keep up with the regulations.

- **Establish Post Training Evaluation and Assessment:**

The bank should have some sort of formal evaluation mechanism such as quizzes or short tests or practical after every compliance training program. This will allow for measurement of employee's knowledge retention to discover the areas that require more instruction. Regular assessment may also help get employees motivated to take training initiatives seriously.

- **Enhance the Use of Practical and Case study Based Learning:**

Compliance training should include real life case studies and real-life examples from banking operations. Case-based learning helps in understanding the applicability of regulatory rules to the real-world situations and enhances the decision-making ability. Memorizing real life incidents from branches can make training sessions interactive and effective.

- **Introduce E -Learning & Digital Training Platforms:**

To ensure ongoing learning, Rupali Bank PLC can use e-learning platforms to allow its employees to access compliance learning materials at any time. Online modules, video tutorials and digital quizzes can be particularly useful for branch-level staff who face huge workloads and may not always be able to attend physical training sessions.

- **Strengthen Monitoring and Feedback Systems:**

Branch management should closely monitor errors related to compliance and provide constructive feedback to the employees. Implementing an error-tracking and feedback system will help determine recurrent errors and correlate them with training needs, therefore making it easier to continue improving compliance performance.

4.2 Key understandings

From the analysis, the following important findings were made:

- Mandatory compliance training has a positive effect on the learning among the employees.
- Employees that took part in the recent training sessions have shown greater accuracy and confidence.
- Compliance training makes a significant contribution to preventing documentation and procedural errors.
- Lack of regular refresher training may result in reduced long term knowledge retention.
- Exposure to the job site can also increase the impact of formal compliance training among the employees.

4.3 Conclusion

The objective of this internship report was to assess the effectiveness of mandatory compliance training on the retention of knowledge and reduction of errors at Rupali Bank PLC with a particular reference to the Pallabi Branch. The research found that mandatory compliance training plays an important role in banks in understanding regulatory requirements and accuracy in day-to-day banking operations. The findings

show that the employees who regularly attend compliance training exhibit higher levels of knowledge retention, awareness of issues about compliance, and fewer operational errors. Real life observations during internship further supported the fact that trained employees are better able to consider potential compliance risks and prevent creating procedural errors. Nevertheless, the need for regular refresher training, post-training evaluations, and higher emphasis on practical learning to maintain training effectiveness was also highlighted by the research.

In conclusion, mandatory compliance training is an indispensable tool in ensuring that there are sound banking practices at Rupali Bank PLC. By making the suggested improvements, the bank can further improve its compliance culture, minimize operational risks, and increase service quality at large. The learning obtained from this internship experience will be useful for the organization as well as future researchers that work in compliance training and banking operations. This internship gave a great practical exposure to real world banking operations and practices of compliance. The experience had helped me grow as a professional by recognizing the application of theoretical knowledge in a working environment and understanding the importance of consistent learning as well as ethical behavior in the banking industry. The research is expected to contribute towards the better training strategies and the increased levels of performance compliance at Rupali Bank PLC.

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Appendix-A:

Questionnaire:

Internship Research Survey

Institution: Rupali Bank PLC (Pallabi Branch)

Research Purpose: To evaluate the effectiveness of mandatory compliance training on knowledge retention and error reduction.

Instructions:

Please answer the following questions honestly. Your responses will remain confidential and will be used only for academic purposes only.

Section A: General Information

1. Gender:

Male Female

2. Age Group:

Below 30 30–40 41–50 Above 50

3. Job Position:

Officer Senior Officer Principal Officer Assistant Manager

Other: _____

4. Years of Service at Rupali Bank PLC:

Below 5 years 5–10 years 11–20 years Above 20 years

5. Have you attended mandatory compliance training in the last 12 months?

Yes No

Section B: Training Effectiveness (Knowledge Retention)

6. The compliance training content was clear and understandable.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

7. The training sessions improved my knowledge of AML and KYC procedures.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

8. The training materials were practical and relevant to branch activities.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

9. Refresher training sessions are necessary to retain compliance knowledge.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

10. The trainer effectively explained regulatory updates.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

11. I feel more confident handling compliance-related tasks after training.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

12. The duration of training was sufficient.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

13. Training sessions included real-life case examples.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

14. I can easily access training materials when needed.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

Section C: Operational Error Reduction

15. Compliance training has reduced documentation errors in my work.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

16. Training has improved my ability to verify KYC documents accurately.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

17. I am less likely to make procedural mistakes after attending training.

Strongly Disagree

Disagree

Neutral

Agree

Strongly Agree

Section D: Open-Ended Questions

18. In your opinion, what are the main weaknesses of current compliance training?

Ans:

19. What improvements would you suggest for future training programs?

Ans:

20. Do you believe compliance training directly contributes to reducing operational risk? Why?

Ans: