



Internship Report on
“Training and Development practice at IDLC Finance Limited”



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Submitted To:

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To

Dr. Gouranga Chandra Debnath

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Subject: Internship report of “Training and Development practices at IDLC Finance Limited”.

Dear Sir,

I am really happy to submit my internship report on behalf of IDLC Finance Limited. In addition to providing me with academic knowledge, this internship program has given me the opportunity to spend time learning about corporate culture and working under the intellectual guidance of IDLC. I believe the experience I received from this internship will be very valuable and a turning point in my professional life. As Financial Performance Analysis helped me more effectively understand the NBFi industry and its valuation, I enjoyed the challenges involved in preparing the report. I want to sincerely thank you for giving me the direction and support I required to pursue my internship at IDLC. Notwithstanding a few shortcomings, I have made a commitment to gather essential data for the report from multiple sources. I'm hoping you'll find the report satisfactory and that my efforts were worthwhile.

It would not have been possible to finish this report without your advice, feedback and encouragement. I now express my gratitude for your insightful counsel and time.

Yours Sincerely,

Devabrata Nath

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Acknowledgements

I want to start by giving thanks to the Almighty for giving me the courage to finish my internship assignments. In addition, I would like to thank my supervisor, Dr. Gouranga Chandra Debnath, an associate professor at the UIU School of Business and Economics, for his valuable assistance. I am excited to finish my internship report under his guidance.

Moreover, I would like show my gratitude to:

Ashim Pal

Operations Officer.

☎ 01679096214

Executive summary

IDLC Finance Limited is one of Bangladesh's newly reformed non-banking financial institutions. The parent company is IDLC Finance. It began operations in 1985. It offers a variety of products and services. I have completed my internship at IDLC Finance Limited, and my topic was "Training and Development practices at IDLC Finance Limited". Human resource management is the most vital resource in any organization. HRM is required to gain an edge in the marketplace. "Training and Development" is the most essential in maximizing employees' performance levels. This report contains a summary of IDLC Limited's "Training and Development" practices. The first chapter provides the report context, report objective, motivation, scope, limitation, and methodology. The second chapter provides the company overview and history. The third chapter presents the literature review of Human Resource management. In chapter four, I go over the "Training and Development" related topics. In chapter five I discuss about my internship experience, including my task, position, responsibilities, skill, and knowledge. Lastly, in the final chapter, I provided a conclusion, an understanding, findings and recommendation to wrap up this report.

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Chapter One:

Introduction

Chapter-1: Introduction

1.1 Report Context:

I started to work as an intern for the non-bank financial institution IDLC Finance Limited. I was an intern in their Alternate Sales Department, and I used the information I collected to develop my report. In the corporate world, human resources are the forthcoming sector. The majority of the organization is focusing on HRM procedures. HRM is an essential element in achieving long-term success. Among one of the most important aspects of HRM is training and development. IDLC provides various training programs to address job-related issues and raise employee performance levels. My primary goal in writing my internship report is to evaluate IDLC Finance Limited's training and development for staff initiatives.

1.2 Objective of the Report:

The internship report was written under the supervision of Dr. Gouranga Chandra Debnath Sir, an associate professor at United International University. The report's primary goal is to present information about IDLC Finance Limited's training and development program.

Broad Objective:

- The objective of this Internship report is to evaluate the overall Training & Development practices of IDLC for its employees. The main purpose of working on this report is to analyze the strategic human resource management practices of a particular company, also to distinguish between SHRM and traditional HRM. This report also focuses on various other

companies HRM practices and relates them with our learned theory and how the theories are implied in real life.

Specific Objectives:

- To know the different types of Training and Development methods of IDLC.
- To analyze the Training and Development process of IDLC.
- To evaluate the Training and Development process of IDLC.
- To identify the findings related to the training and Development methods of IDLC.
- To able to make some recommendations for the findings.

1.3 Motivation of the Report:

The primary objective of this analysis is to paint a clear picture of how HR specialists are carrying out training programs for shifts in business sectors and work patterns. Consequently, in order to acquire more and perceive how standard HRM practices have changed, I decided to conduct research in IDLC Finance Limited's HR department.

1.4 Scope Of Study:

The study can be beneficial since it has the potential to be utilized for directing policy decisions and academic comparisons. This emphasizes how important it is to follow best practices for human resources when it comes to balancing supply and utilization with anticipated demand based on the business plan. Holding onto the knowledge, skills, and abilities required to successfully complete IDLC Finance Limited's goal while upholding the challenging tasks at all times. The aim of the research was designed to help management in more successfully relating their HR practices with performance evaluation of employees.

My access to information about human resources departments is quite simple. I thus concentrate on the current practices of human resource management.

1.5 Limitation of Study:

It is not simple to cope with the HR department. I have a very hard time finding information about the HR procedure.

As I finished the study, I ran into a few issues,-

- Regardless of the 4-month duration of the internship program, there is not much time to acquire the fundamental understanding of the organizational HR process.
- IDLC keeps a very hectic schedule. Thus, they don't always have enough time to have a casual conversation.

1.6 Methodology of Study:

Primary Data:

- Direct communication has been used to gather the main information.

Secondary Data:

- Annual report of IDLC Finance Limited.
- Official website of IDLC Finance Limited.
- Documents of IDLC Finance Limited.
- Different website

Chapter Two:

Company Overview

Chapter-2: Company Overview

2.1 Overview of IDLC Finance Limited

The IDLC group has grown to be Bangladesh's biggest non-bank financial institution during the last 30 years. The main office of the multi-product, non-banking Industrial Development Leasing Company of Bangladesh Limited (IDLC), formerly known as IDLC Finance Limited, is located in Dhaka, Bangladesh.

In 1985, the World Bank's IFC launched the establishment of IDLC. The Aga Khan Fund for Economic Development, the International Finance Corporation, the German Investment and Development Firm, the Korea Development Financing Corporation, the Kookmin Bank, IPDC Finance Limited of Bangladesh, and Sadharan Bima Corporation worked together to develop the business. It has since grown into an entirely local financial institution.

Deposits, Treasury products, corporate financing, structured finance, Small and Medium Enterprise (SME) credit products, supplier and distributor lending, and retail financing are among the financial services it offers. The business is dedicated to both solid financial performance and sustainable business practices.

IDLC is frequently acknowledged by impartial organizations. The IDLC group also provides merchant banking, stock brokering, and asset management services through its three subsidiaries, IDLC Investments Limited, IDLC Securities Limited, and IDLC Asset Management Limited.

2.2 Subjective Objective of IDLC:

- Main banking infrastructure.
- Increasing the effectiveness of operations.
- Preserve a solid foundation.
- Maintain and nurture skilled staff members.
- Achieve long-term expansion.

2.3 Mission:

- Put an emphasis on sustainable business practices, superior customer experience, and quality growth.

2.4 Vision:

- Nation's top financial brand.

2.5 Core Values of IDLC:

- Pay attention to the clients.
- Simple and environmentally friendly.
- Everybody has equal opportunities.
- It's fair and trustworthy.

2.6 Products and Services:

- ✓ **SME:** The SME division gives small and medium-sized businesses in industries like steel, cement, plastics, textiles, and others a certain amount of money.
 - ❖ **Small enterprise financing-** SME term loans, loans for female entrepreneurs, working capital loans, seasonal loans, loans for commercial real estate, and loans for commercial autos.
 - ❖ **Supply chain financing-** Work order financing and distributor financing.
- ✓ **Consumer:** IDLC Finance Limited provides personal, auto, and home loans under this division.
 - a. **Home Loan-** Purchase of homes or apartments, construction of buildings, acquisition of commercial space, home equity, and financing options for affordable housing.
 - b. **Car Loan-** Brand new car, reconditioned card.
 - c. **Personal Loan-** Secured and unsecured.
- ✓ **Corporate:** This division offers working capital loans, bridge loans, and term loan/lease financing. It also includes green banking solutions and solutions for structured finance.
- ✓ **Deposits:** IDLC Finance Limited has basically 2 types of deposit-
 - a. Regular Deposit- Triple money deposits, double money deposits, monthly earner deposits, quarterly earner deposits, and flexible term deposits are all available.
 - b. Digital Deposit- Online and digital deposit.

2.7 Capital Market:

Three subsidiaries, IDLC Securities Limited, IDLC Investment Limited, and IDLC Asset Management Limited, cover the capital market of IDLC Finance Limited. These days, every one of these subsidiaries has developed its own platforms in terms of working procedures, technology, and practices.

01. IDLC Securities Limited:

- Cash Account
- Margin Account
- Easy IPO

02. IDLC Investment Limited:

- Investment Banking Services
- Cap Invest
- Discretionary Portfolio Management

03. IDLC Asset Management Limited:

- Mutual Fund
- Alternative investment Fund
- Institutional Fund Management

2.8 IDLC Finance Limited's Integrated Business Process:

- **Resources-**
 - a. Funds
 - b. HR
 - c. Natural Resources
 - d. Policy Incentive
 - e. Intellectual Capital
- **Partnership-**
 - a. Bank
 - b. Shareholders
 - c. Depositors
 - d. Vendors
 - e. Regulator
 - f. Inventors

2.9 SWOT Analysis of Training and Development in IDLC Finance Limited:

- **Strength-**
 - a. **Proficient Trainer-** IDLC Finance company's have highly experienced professional trainer and also training sessions that develops every department's employee and also prepare them to cope up for every cases or situations.
 - b. **Financial Literacy-** IDLC Finance Company's extensive expertise and observations regarding financial services enables them to generate training lessons that suitable and efficient ability.

- c. **Resources-** IDLC have sound investment for proper teaching session, material and infrastructure.
- d. **Comformity-** All the variations of training programs, material, trainer and infrastructure are compliance with the IDLC's environment.

➤ **Weakness-**

- a. **Costly Programs-** Training programs sometimes delay by lower budget for IDLC.
- b. **Technical Expectations-** IDLC Finance faces difficulties to cope up with the continuous advancement of the technology specifically in fintech.

➤ **Opportunity-**

- a. **Alliance Possibilities-** Associating with institutional establishment and co operates with the fintech industry can provide huge resources and information.
- b. **Talent Management-** Comprehensive training and development can generates advance learning and differentiates from other NBFIs.

➤ **Threats-**

- a. **Competitors-** The existing rivals, such as BIFFL, IPDC and The Incap can provide equal or higher programs which may leads to draw and attracts top talent.
- b. **Financial Declining-** IDLC's surprising budget cut leads delay or creates hamper in training and development sessions.
- c. **Changes in Legislative-** Customizing in training and development sessions may be needed for compliance requirements, but this leads to complexity and costly.

Chapter Three:

Literature Review on HRM

Chapter-3: Literature Review on HRM

3.1 HR Functions:

An essential component of the company is the Human Resource Management function. The management process involves overseeing and regulating organizational operations. Human Resource Management (HRM) operations are crucial for attaining organizational objectives and ensuring sustained competitive growth. Specific functional areas of HRM include job analysis, design, recruitment, selection, training and development, performance management, workplace safety, employee safety, pay structure, incentives/benefits, labor/employee relations, and organizational structure.

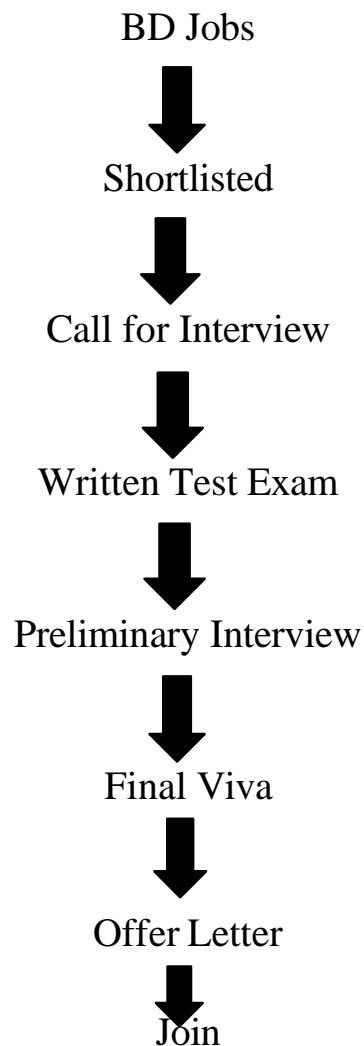
3.2 Job Analysis and Design:

Determining the essential criteria for your positions can assist in attracting top candidates, establishing competitive salary structures, and ensuring optimal efficiency in your business operations. We are using a process called "Job Analysis" to define jobs. Job analysis is the process of gathering information about a specific job, including its responsibilities, skills, qualifications, education, outcomes, interactions, standards, and working conditions. An effective job analysis process enables employees to receive proper training, understand their role responsibilities, and receive fair compensation.

3.3 Employee Selection-

Employee selection is the process of interviewing, evaluating, and choosing a candidate for a job based on specific criteria such as experience, qualifications, and skills. Choosing the optimal candidate is merely a single phase of the procedure.

Criteria for Selection at IDLC Finance Limited-



3.4 Training and Development:

Training is crucial in facilitating individuals to improve and excel in their respective professions. This process entails the utilization of knowledge, expertise, and capability. Training can teach the individual how to operate effectively. Training can enhance individuals' career trajectories. Developing plans and funding training initiatives are now seen as crucial aspects of human resource management.

3.5 Inputs of training and Development:

Training helps to see the distant future and for that ability training program required effective inputs. Inputs add value to the program which provide employees to deal with corporate situation and decision making capabilities. These are

- Skills
- Informations
- Study and research
- Principles
- Growth.

3.6 Traditional and Modern Perspective of Training and Development:

Traditional corporate environment used to believe in the fact that managers are born can not be made. With that belief they didn't use any training program more over looked for developed employees. Nevertheless they used to think training is costly and time consuming. Nowadays perspective are more likely to be changing.

Modern perspective for training have upgraded and more over it has become organized training process for individual environment.

Modern corporate country such as Bangladesh also look for customized training session as per require.

3.7 Training and Development Methods:

There various way of training methods. Discussion, Lectures, Computer Based Training(CBT), Case Study, Demonstration, Program Instructions, Behavior Modeling, Basket Training and Intelligent Tutorial System(ITS) are commonly used.

3.8 Change Management:

- **Structural Change-** With the assistance of consultants, top management tries to reorganize these components during structural change in order to achieve overall performance. SOP (Standard Operating Procedure) is an example of a temporary organizational change.
- **Cost Cutting-** Its main goal is to get rid of unnecessary tasks. Example: One way to reduce costs in the Covid-19 scenario is to work from home.
- **Cultural Change-** These initiatives highlight the organization's human element.It's a relationship that exists between workers and management. Example: A distinct organizational unit.
- **Process Change-** This change focuses on changing the way tasks are completed. For instance, IDLC has modern software that can operate in challenging circumstances.

Chapter Four:

Training and Development Analysis At IDLC Finance Limited

Chapter-4: Training and Development Analysis Practices at IDLC Finance Limited

4.1 People are Developed via Training:

A company selects employees who are motivated to grow and learn. Passionate workers seek out opportunities to learn new skills that will enhance their performance and broaden their knowledge of their company. There are benefits to training for all parties involved. Initiatives for training increase understanding and knowledge of leadership. IDLC is aware that training can boost profitability and productivity. All employees are subject to the company's training policy, which aims to guarantee that appropriate training enables individuals to perform at a level that meets the needs of the business.

Employees are encouraged to take responsibility for their own development even though we place a high priority on training and development opportunities. As our most valuable asset, our employees receive extensive attention and resources for their professional and personal growth. The training program is determined by the training calendar or schedule, and IDLC has a dedicated team for that purpose.

IDLC is aware of the strategies needed to keep the training profitable and effective. Ensuring that the appropriate training is available to enable people to function at a level of satisfaction in their professions is the aim of the company's training policy, which is applicable to all employees within the organization. IDLC designs and carries out top-notch learning and development initiatives.

They invest a great deal of time and energy in supporting their employees on a personal and professional level because they see them as their most valuable assets. IDLC supports and encourages its staff members to participate in training by offering suitable

workshops and training programs both domestically and internationally. The Training Needs Assessment (TNA) results are used by the IDLC Training team to categorize and execute the training program.

4.2 IDLC Finance Limited's main area of personnel focus is training and development:

1) Point of entry-

- Relationship managers receive in-house training at School of Warrior.
- During new hire orientation, a code of conduct, green office guide, and customer service guide are provided.

2) Manage Self-

- Technical proficiency.
- Personal growth.
- Soft skill.

3) Manage Others-

- Program for team building.
- Risk Management, or RM.
- Proficiency in communication skills and aptitude.

4) Focuses on Managers-

- Development of Capacity.
- Management of performance.
- Fundamental business education.

4.3 Training programs organized by IDLC Finance Limited include:

- **Regional Instruction-**

This entails taking part in drills, parades, shows, and exercises that highlight the work that local headquarters' Reserve Forces officers and members perform. IDLC keeps up this local training program for staff members to gain more knowledge and skills that will enable them to finish tasks in accordance with organizational standards.

- **Foreign Instructions-**

It suggests that the training course is being taught abroad. IDLC arranges a great deal of foreign training for high-level and intermediate authorities. IDLC arranges for foreign instructors to conduct these training sessions, primarily in Bangkok, USA, Singapore, and Malaysia. This adds to the training's enormous benefits.

- **Custom Training-**

It is described as the program that is primarily implemented when a group of workers require the same kind of instruction. Based on the requirements of the program, the IDLC training team selects the most suitable trainer and training venue.

- **Internal Training Initiative-**

"In-house" training is the term used to describe training that employees receive on the company's premises. An IDLC trainer is in charge of these training sessions.

- **Program for Public Training-**

As per the TNA, personnel for the training programs organised by different local training institutes are nominated by the IDLC. IDLC is especially committed to fostering employee growth through comprehensive training. IDLC plans public, external, and internal

training programs. Because of this, the company is spending a specific sum of money on training and development.

- **On-the-job Training-**

One method of training IDLC Finance Limited staff members while they are on the job is called "on-the-job" training. Employees will obtain first-hand experience with tools, materials, machinery, equipment, etc. during the training period as it is intended to acquaint them with the working environment of IDLC.

- **Off-the-job Training-**

Training that is completed for a predetermined period of time at a location other than the actual workplace is known as "off-the-job" training. The goal of IDLC Finance Limited is to offer training outside of the office so that staff members have a stress-free environment where they can concentrate solely on learning.

Chapter Five:

Internship Experience

Chapter-5: Internship Experience

I have been employed as an intern at IDLC Finance Limited since September 4th. I had multiple opportunities to learn about IDLC's activities over the course of these four months. Being a part of IDLC Finance Limited is truly a blessing. Despite my many errors, I have never been made to feel inferior. They demonstrated to me the effective and efficient problem-solving techniques. I've had fun working as an intern.

5.1 Responsibilities and Duties:

- Contacting clients over the phone to conduct business.
- Scanning the file.
- Prepare the report.
- Evaluating the vendors' paperwork.
- Determine the clients' missing telephone number and email address.
- Manage the vendor's bank statement information.
- Making use of the program (Ocas) to gather the vendors' NID data.

5.2 Training as Intern:

I participated in an internal training session led by our alternative sales team, which covered the sales operational details and activities of IDLC Finance Limited.

5.3 Skill Gained:

Over the course of my internship, my interpersonal skills have improved. Working in a cross-functional team and with coworkers helps me to improve my communication skills. I also gained proficiency with the Ocas software. Moreover I also managed to develop professional networks and improved problem solving abilities.

Chapter Six:

Findings and Recommendation

Chapter-6: Findings and Recommendations

6.1 Findings of the Study:

- **Inconvenient training schedule:** Training provides the chance to enhance one's knowledge and skills. As the training schedule only holds on Friday and Saturday which is basically an off day many candidates fail to join the session.
- **Lack of training locations:** In IDLC there are many regions and branches spreading over the country. For all these branches there is only one training location which is situated in Gulshan, Dhaka. Employees have to travel a lot to attend training sessions.
- **Zero training sessions for Newcomers:** Newly joined employees aren't provided with training or development sessions. Newcomers have to learn from real situations which they face in working hours.
- **Zero feedback:** In the training session it completes the training process by acquiring the outcomes of trainees. Outcomes acquired through survey or work results and more efficiently overlook about the result.

6.2 Recommendations:

Service culture is important. Management trainers should assign tasks to their students that will enhance their ability to be more attuned to their clients. For successful management, training facilities must also ensure the following:

- **Convenient training period:** Training and development session's time should be flexible for the different types of trainees. By doing so they can attend the sessions and learn more.
- **Diversified training locations:** Every core branch should have a training and development department for their employees. It will help trainees to learn conveniently.
- **Training sessions for all:** Trainers need to develop newcomers with the job environment and working process of IDLC. Only case solving is not enough for their deep learning proper time and personalized training sessions are also required.
- **Two way training relationship:** Trainers need to evaluate trainees after the training program to enhance social-technical learning standards and skills. Trainers and trainees must actively acknowledge the importance of learning to fully contribute to the organization and themselves.

Chapter Seven:

Conclusion

Chapter-7: Conclusion

7.1 Conclusion:

Organizations have certain objectives that, in order to speed up the development of the organization, both trainers and trainees must achieve. They must therefore remember that change agents need to be properly trained in order to handle maintenance. Furthermore, a well-thought-out plan can aid any business in thriving in the modern marketplace. In conclusion, it can be concluded that management training is essential to achieving improvements in a manager's individuality or in their attitude towards the company. This study has demonstrated the effectiveness of the training, putting the relationships found by the researchers into a more comprehensive framework. This study has shown how people view the learning culture within an organization they work for. As a result, the study demonstrated how theoretical claims systematically broaden our understanding of how training functions. Last but not least, it can be argued that there is a more nuanced relationship between training motivation and training effectiveness dimensions than there is between training motivation and organizational learning and performance goal orientation. I have therefore gained knowledge at the practical level from studying this report.

Chapter Eight:

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