

INTERNSHIP REPORT ON
Training and Development Procedure of Janata Bank Limited



**UNITED INTERNATIONAL
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Letter of Allowance

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Subject: Submission of Internship Report.

Dear Madam,

I am extremely glad that my internship report on “Training and Development process of Janata Bank Limited (JBL)”. It is a vast attainment and your energetic direction. I would like to thank you for the leading and help me for this report. Philosophical gratitude, I want to give thanks Saidur Rahman, EVP & Principle of JBL, JBL Square, 2nd floor, 210/A/1, Kawran Bazar, Dhaka-1208. For preparing report I composed and received that is related evidence of my report. I am really grateful that you improve me along with your deliberations. Moreover, you need to survey my report, I am gratefully to your excavations.

Yours most obediently,

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Acknowledgement

I would express noteworthy gratitude who have been helped me the training internship report. Also grateful to Allah for preferring the report within the time. I am indebted their generous suggestion and would like to thank Mr. Saidur Rahman (EVP & Principal), Sayed Nahid Islam (JAVP) & Md. Abdul Mannan (JO) sir. It is my pleasure to them that Janata Bank Limited authority aimed at for their ability. I want to gratitude to Saidur Rahman sir who is my Internship supervisor. Because of his influence motivation, gentle guidelines, significant references & encouragement I am able to prepare this report.

I shall continue ever obliged to my administrative supervisor Saidur Rahman sir, EVP & Principal of JBL. Moreover, Shamal Biswas (Junior Assistant Vice President), Md. Abdul Mannan (Junior Officer) of JBL, JBL Square, 2nd floor, 210/A/1, Kawran Bazar, Dhaka-1208, Bangladesh, for their constant direction and respected proposition from time to time.

I would like to be grateful all the decent teachers of the United International University Business School, for their appreciated supports, inspirations and appropriate guidance during this study. Finally, I would like to be grateful Nasrin Akter, Assistant Professor –HRM, United International University.

Executive Summary

This term paper deliberate learning that composed evidence about “Training & Development that is monitored and practical by Janata Bank Limited. Process of findings and analysis comprise equally primary and secondary data.

The process of analysis comprises incidence circulation of the composed data. The primary data was composed by face to face discussion with officers and customers and the secondary data was collected from company’s annual reports, website and other yearly reports.

This report also comprises overview of Janata Bank Limited, services and products, working experience during the internship period and operation of foreign exchange department of JBL. The report also comprises the circumstance that the analysis accompanied has limitations. Based on the data, this report finds that most of the customers are pleased with superiority of service delivered by the foreign trade department of JBL. However, in case of overall environment, service charges, and timeliness, some of the clients were discontented with the facility eminence of the Foreign Exchange division and but due to some schmoosing blunder some postcard possessions clients are displeased to JBL. JBL should emphasis on these matters in order to recover their superiority of facility in Foreign Exchange division and card divisions. A bank’s performance and revenue mostly depends on its divisions.

Under Human Resource Management Training and development is the crucial part. It emphases on meliorating abilities, information that enterprise performance. It shows effective performance which can recover company’s efficiency.

Training and development is a process by which an organization makes their employee to build up their working capability. Plans hold direction that adapt employee strategies and procedures to educate them. Training and development is a current procedure for educating all employee. Though technology is fast shifting, it helps to create new challenges.

I have accomplished my internship at JBL because I have chosen to work in this area and I consider JBL is the best institution for all segments because of its decent accommodation, as long as finest reciters to the trainees, and it also has a refined administration process.

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Chapter:01

INTRODUCTION



1.1 Introduction:

For completing my graduation, I am required to prepare a report on the basis of organization activities. As a student of **Human Resource Management major**, I am lucky to get an internship in Janata Bank Limited, Kawran Bazaar branch. This branch where I was doing my internship is one of the biggest branches of JBL. This branch has general banking and some basic banking too. This branch has also loan and credit department. As an intern of JBL, I was assigned to work in deposit department of JBL Kawran Bazaar branch. As I was working in the deposit section so it is quite tough as a HRM graduates to select report topics. Basically, I select training and development for my internship report. In this report I tried to give all information about JBL training and development process such as what kind of training process they follow, data collection method. This report is the result of three months' internship program at Janata Bank Limited (JBL), Kawran Bazaar Branch.

This report is based on training and development process of Janata Bank Limited Kawran Bazaar branch. Without proper knowledge and skill any person does not survive in this competitive world. Business world is challenging day by day. In this report, I showed different types of training and development process that are providing by the JBL Kawran Bazaar branch.

To understand training and development process I make a detailed study on the training and development of the JBL. In this Internship report, I also focus on the training and overall performance of JBL. This report is mainly based on the information that I have collected from Janata Bank Limited. I have thoroughly analyzed the necessary information that I have collected through my Internship period in Janata Bank Kawran Bazaar branch and tried to make this study according to the instruction and assigned requirements of my advisor.

1.2 Background of the study:

My internship report has prepared under the instruction our honorable intern supervisor & Assistant Professor “Ms, Nasrin Akter” of School of Business & Economics, UIU. I have got opportunity to work Janata bank limited. My work place was Janata bank Kawran Bazaar branch. My main focus of JBL is to understand what kinds of training they are follow for their employees.

1.3 Objective of the study:

There are two types of objectives. Such as-

- General objective.
- Specific objective.

General objective:

To present the procedure of training and development of Janata Bank.

Specific objective:

- To understand proficiency of employee after their training session.
- To progresses simple talents intended for fresh applicants by means of the requirement.
- Identify the difference between private bank and JBL.
- To know about issues that will progress the performance of Janata Bank.

1.4 Tactic of the report:

To gain specific objective of the study, I composed information equally primary and secondary sources. Basically it is governed by inferior documents that I collect since JBL and other sources. On the other hand, the officers of Janata Bank help me to collect information.

1.4.1 Approaches of collecting data:

In this study, I used primary and secondary sources of information. Those are given below-

1.4.2 Prime data:

Talk with the officers, practical observation, discussion with the clients.

1.4.3 Inferior data:

For collecting data, I gathered information which is given below-

- ✓ Collecting data from annual report of 2018 for preparing internship report.
- ✓ Gathering information from workplace records of JBL.
- ✓ Also got help from lot of books which is related with my report topics.
- ✓ composed monthly and annually data printed forms.

1.5 Sample size:

Investigation enquiries comprised 14 questions and 10 accuses. The expected population was the Kawran Bazar corporate branch. I fixated troop conversation on behalf of the research. I compromise enquiries and deliberated topics for the training program.

1.6 Scope of the study:

The scope of study is only inadequate several limitations. The statement may not shield every functions of HRM. Moreover, the situation converses the training and development system of the bank. The branch office does not rehearsal diverse and self-governing training and development system.

1.7 Limitations of the study:

There is some limitation which I mentioned here. These are-

- ✓ Lack of information or data.
- ✓ Time constraint.
- ✓ Secrecy of information.
- ✓ Comparison status.
- ✓ Lack of experience.

Chapter: 02

FICTION REVIEW



Fiction review:

Individual Strength administration esteems teaching and progress as effort fretful through legislative achievement piercing that enhancing the implementation of society and groups. It depicted “informative make that comprises and refining aptitudes, altering and gathering data so that it can recover the implementation”. It seems that it additions the whole organizational recital and Formulating has the imperious part within the achievement of an organizational objective which tells to the edge of the organization and the labor force (Stone RJ. Human Asset Administration 2002).

According to the Michel Armstrong, “Training is systematic development of the knowledge, skills and attitudes required by an individual to perform adequately a given task or job”. (Source: A Handbook of Human Resource Management Practice, Kogan Page, 8th Ed.,2001)

According to the Edwin B Flippo, “Training is the act of increasing knowledge and skills of an employee for doing a particular job.”

(Source: Personnel Management, McGraw Hill; 6th Edition, 1984)

The term ‘training’ indicates the process involved in improving the aptitudes, skills and abilities of the employees to perform specific jobs. Training helps in updating old talents and developing new ones. ‘Successful candidates placed on the jobs need training to perform their duties effectively’.

(Source: Aswathappa, K. Human resource and Personnel Management, New Delhi: Tata McGraw-Hill Publishing Company Limited, 2000, p.189)

Be in harmony with China Gorman (2017), “firms produce opposition. It extremely essential that training and development enlarged opposition to support the institution on its tactical path”.

Frankin Dang Kum (2014), “administrative efficiency reduced employees are not operative in the organization. He also composed information with inadequate investigation for the employees of where population size 60 out of 87 employees”.

Prakash R. Pillai (2008), “discover human resource to improve condition for all employee. He also said that capable persons measured valuable assets for the companies. It is concerned about management talent and keep them important assets”.

Sthapit (2012) opinion about “human resource development devours big effect on the taxation. According to his opinion, “Middle manager do this study in Feb-March 2012 at Nepali development bank and it was built in July 2002 to May 2011”.

According to Onattu (2007), “the international market looks for capable and skilled person. It was crucial investigation which based on questionnaire and done by 60 respondents”.

There are various authors who shared their views regarding the role of training and development in different aspects. The following Table 1 provides the opinions of different authors regarding the view of training and development.

Table no 1

Author	Opinions of different author regarding training and development
Oatey (1970)	Training progresses a person’s skill at a task. Training helps in socially, logically and cerebrally developing an employee, which is very important in assisting not only the level of productivity but also the improvement of personnel in any organization.
Yoder (1970)	Training and development in today’s employment setting is far more suitable than training alone since human resources can apply their full capacities only when the education procedure goes for beyond the simple routine.
Hesseling (1971)	Training is an arrangement of capabilities or opportunities planned to change behavior in order to get a specified objective.
Adeniyi (1995)	Staff training and development is a exertion activity that can make a very important influence to the overall efficiency and productivity of an organization.
Chris (1996)	Training and development purpose at evolving capabilities such as technical, human, conceptual and managerial for the furtherance of individual and organization growth.
Seyler Holton III, Bates, Burnett and Carvalho (1998)	The constant moving scenario of business world, training is an actual quantity used by employers to complement employees’ knowledge, skills and behavior.
Akinpeju (1999)	The procedure of training and development is an incessant one. The necessity to perform one’s job efficiently and the necessity to recognize how to lead others are adequate explanations for training and development and the desire to encounter organizations purposes of higher productivity, makes it absolutely necessary.

.Oribabor (2000)	Training and development aim at emerging abilities such as technical, human, conceptual and managerial for the furtherance of individual and organization growth.
Isyaku (2000)	The process of training and development is a constant one. It is an opportunity to gain more and new knowledge and grow further the skills and techniques to function efficiently.
Bates and Davis (2010)	Usefulness of training program is probable only when the trainee is able to rehearsal the theoretical features educated in training program in actual work environment. They underlined the use of role playing, cases, simulation, mediated exercises, and computer based knowledge to offer experience to a existing and related body of knowledge and real world situations.
Kalaiselvan and Naachimuthu (2011)	Training cost and business welfares are drawn on X and Y axis respectively. Four quadrants were recognized to highlight (i) strategic (Lower training cost and higher business benefits), (ii) Payback (Higher training cost and higher business benefits) (iii) Think (Lower training cost and lower business benefits) (iv)Drop (Higher training cost and higher business benefits).
Karthik R (2012)	Training purposes express the trainee that what is predictable out of him at the end of the training program. Training objectives are of great consequence from a number of stakeholder perspectives; Trainer, trainee, designer, evaluator.
Tan, Hall and Boyce (2003)	Companies are constructing huge investment on training programs to fix them for future desires. The researchers and practitioners have constantly highlighting on the significance of training due to its role and investment.
Giangreco, Sebastiano, and Peccei (2009),	The key determinants of overall satisfaction with training (OST) are perceived training efficiency (PTE) and Perceived usefulness of training (PUT).

Chapter:03

OVERVIEW OF JANATA BANK LTD



3.1 Company profile:

Janata Bank Limited is the 2nd biggest moneymaking bank. It was established 1972 under Nationalization Ordinance. There are 2 types of commercial bank, these are-

- United Bank Limited.
- Union Bank Limited.

It was made for collective banking with unpaid services as a nationalized commercial bank. It is enlarged the 2nd commercial bank. It has 906 branches. Which includes 4 branches in United Arab Emirates. It has 1239 imported deputies. The bank is situated in Motijheel Janata Bhaban in Dhaka.

3.2 Mission and vision of JBL:

Vision:

Convert the actual largest commercial bank in Bangladesh to sustain socio-economic and expansion of the country becoming a notable bank all over the country.

Mission:

- ✓ To continue a stable growth strategy.
- ✓ Conveying great excellence monetary products.
- ✓ To provide outstanding client facility through a knowledgeable administration group and certifying respectable commercial authority in each stage of banking network.

3.3 Products and services of JBL:

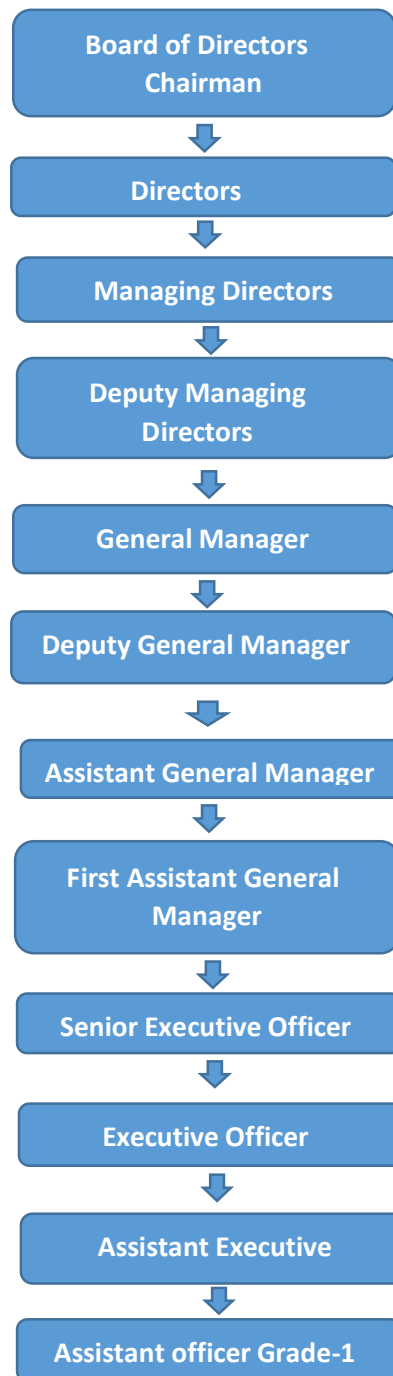
JBL is a popular public bank it provides lots of product and services. These products are given below-

Deposits	Credits & Advances	Amenities	Present Finance
Present credit Immovable credit Immobile payment Collusions	Pastoral acclaim Waged principal finance Agricultural credits	e- Services: ATM Automated Branch Banking Green banking e- GP payment OMIS PMIS BEFTN manual	Online banking JB remittance JB pin cash House building Loan for govt. Employee

3.4 Management of Janata Bank Ltd:

Basically JBL management policy is amazing, they have top level management who make all the policy for the organization. They follow specific management hierarchy. Their management team are too good all are very helpful to each other when necessary. Management team get proper training for doing their job efficiently. All the branch follows same system which is fixed by the top level management. All the power has board of director, he provides directions to others and others are bound to follow his order.

Management hierarchy:



3.5 Corporatization:

Janata Bank Limited started as a public limited company in 16th November, 2008 and registered as a Joint Stock. Janata bank assists banking facilities for example deposit, loan, and financing, services of transmittals in national and global borders. Total branches are given below-

**Confined office: 01,
Commercial branch-1: 14,
Commercial branch-2: 62,
Foreign branch: 05,
Evaluation 1 branch: 289,
Evaluation 2 branch: 208,
Evaluation 3 branch: 295,
Evaluation 4 branch: 107.
Total branch- 906.**

Chapter: 04

HUMAN RESOURCE MANAGEMENT



4.1 Human resource management practice in JBL:

Human resource management is a taxonomic technique. It is consumed universal benefits to the organization. Virtually all enormous, medium organization consumed this technique.

4.2 Recruitment system:

While opportunity in the organization recruiters become accurate to appoint applicants. Their recruitment policy is clamp by board associates. Opening opportunity for expert person for many positions. They create job opportunity on Daily News Paper for contracting people. Selecting bachelor degrees for officer position. Applicants also ensure minimum educational qualification for the position.

4.3 Selection process:

Selection method helps organization to choose right person. Candidates positively permit the exam contract with them for viva exam. Janata Bank follow a policy these are principal screening, employment test, extensive interview, background inquiries, physical examination and lastly employment decision. Selection process of JBL is given below-



4.4 Performance appraisal:

Performance appraisal is recycled in many organizations for inspiring employee to attain the organizational objective. Their valuation procedure is not worthy. Janata Bank evaluate performance yearly. They provide training, promotion, transfer, demotion based on assessment.

4.5 Recompense system:

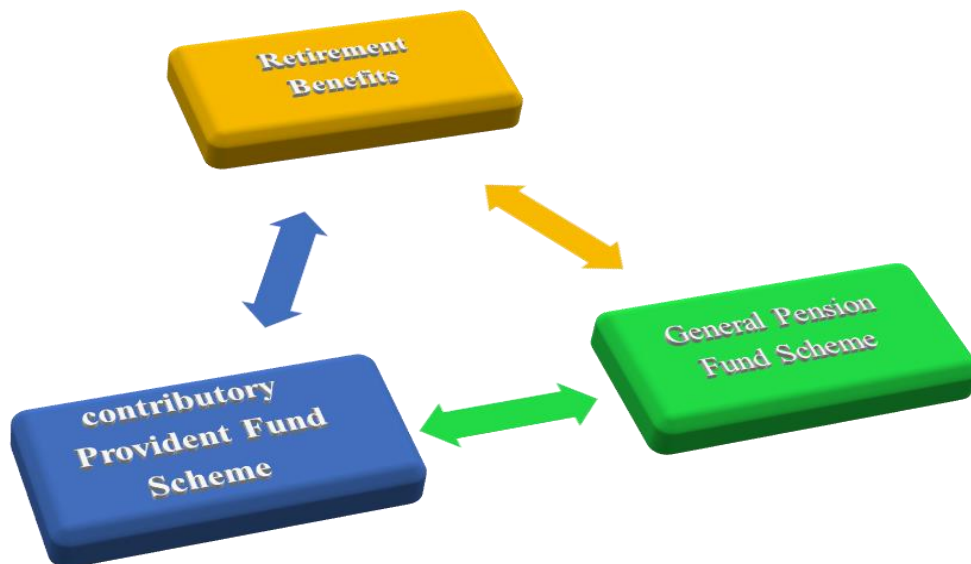
Recompense means employee get reward according to their performance. Janata Bank does not deliver respectable valuation. JBL delivers recompense when employees are working. They give remuneration with money which does not inspire employees. JBL delivers advantage based on performance. It provides reward for finest manager and employee. It provides numerous types of services to the employee. They provide 4month motherhood leave.

4.6 Subsidy policy:

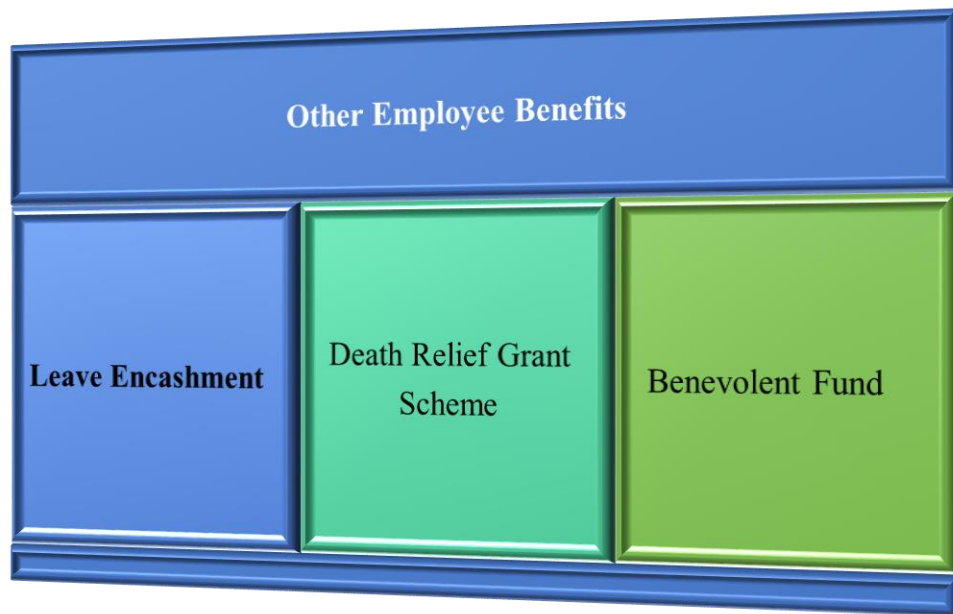
Every organization has their own benefits policy. JBL also has those are given below-

- Retirement benefits.
- Other employee benefits.

Retirement benefits:



Other employee benefits:



Chapter: 05

EMPLOYEE TRAINING AND DEVELOPMENT SYSTEM OF JBL



5.1 Introduction:

Under Human Resource Management Training and development is the crucial part. It emphasizes on meliorating abilities, information that enterprise performance. It shows effective performance which can recover company's efficiency.

5.2 Training and development system:

Training and development is a process by which an organization makes their employee to build up their working capability. Plans hold direction that adapt employee strategies and procedures to educate them. Training and development is a current procedure for educating all employee. Though technology is fast shifting, it helps to create new challenges.

5.3 Purposes of training and development:

- Increasing knowledge.
- Motivate to succeed.
- Better understand work procedure.
- Reduce working time.
- Improving client service.
- Increasing productivity.
- Generating effective relation.

5.4 Types of training and development program:

There is lot of training program. Those are given below-

- Computer training for new employee.
- Training for newly appointed employees.
- Technical training according to their qualification.
- Executive training and development for new applicants.

5.5 Difference between training and development:

Training is fretful with the direct development of detailed ability of the staffs that is the methods to create the workforces more operative in his existing part whereas development is a procedure to create the employee active abundant to switch serious conditions in the future, that is how well he can prepare himself for the future demands. The basic difference is training emphasizes on the present job skill, that is short term process whereby the development emphasizes on the future skill, that is long term process.

5.6 Training and development objectives:

- Helping staffs perform more excellently in the job.
- Preparing the teams for future progress by providing supervisor and management program.
- Creating actual group work through emerging workforce communication and relational talent.
- Keeping employees up to date changes so that they can cope up with the business environment.

5.7 Methods of training:

They are following two types of training program. These are-

- **Orientation and skill training:** Orientation helps to understand the norms, rules, policies, objectives and administrative process.
- **Other training:** There are various types of technique. Other trainings are given below-
 - **On the job training-** On the job training means employee can learn and get training in their actual working hour.
 - **Off-the-job training-** It means employee can learn by going other training institute.
 - **Job rotation-** Job rotation means trainees change from one job to another.

5.8 Evaluation of training and development programs:

There are various methods for evaluating this programs. Some of these are-

- **Questionnaires:** It helps to evaluate trainees properly.
- **Human resource factors:** Training can be assessed employee satisfaction which can reduce employee turnover.
- **Interviews:** It helps to identify perfect employee for right job.
- **Tests:** After giving training test is mandatory to know that their training is effective or not.

5.9 Current scenario of employee training of this branch:

Number	Level of Training	Process of Training	Label of the Course	Number of Trainee	Period	Domicile
01	Senior manager	Micro financing	Project.	02	3 Days.	Rural Office.
02	Senior officer	Investment training	Lecture.	03	4Days.	Rural Office.
03	Assistant manager	Corporate responsibility.	Group discussion.	01	1 Day.	Head Office.
04	Senior manager	Appraisal and financing.	Panel discussion.	04	20 Days.	Head Office.

5.10 Records of previous four years training of this branch:

Time	No. of members	Total period of training	Natures of Training	Domicile
2015	04	20 days	Technological training	JBL staff
2016	02	10 days	Computer training	JBL employee.
2017	05	20 days	Oversees training	JBL officers. .
2018	07	15 days	Executive training	JBL employee.

5.11 Training and development institutes of JBL:

01. Janata Bank training college

Sector # 7, Plot # 5

Uttara, Dhaka-1235

Phone: 8931432

02. Janata Bank Training Institute,

Khulna, Officers Colony,

Phone: 2435414

03. Janata Bank Limited Training Institute,

Kishorgonj, Staff Quarter, Khulna.

04. Janata Bank Limited

Training Institute, Nator.

05. Janata Bank Limited Training Institute, Josher

06. Janata Bank Limited Training Institute, Rangpur

Sador road, Rangpur.

5.12 Various facilities provided by JBL training and development institutes:

Faculty: Faculty helps to understand how they can apply their ability in their working place.

Classroom: classrooms are appropriate place where a learner can easily understand the topic.

Evaluation: After taking some class faculty evaluate their students how much they improve.

Performance: 544 participants and the organization monitor employee performance properly.

Plan: For making employee more skilled they make plan.

Guest speakers: Guest teachers are invited to share their thoughts about banking.

Computer lab: The institute provide 12 computer lab for the members of training institute.

Chapter: 06

FINDINGS & ANALYSIS

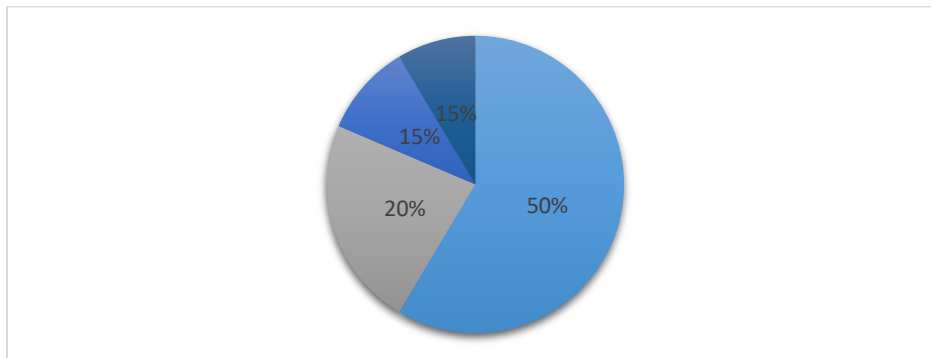


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6.1 Interpretation of data:

1. Exactly how many years do you work in Janata Bank?

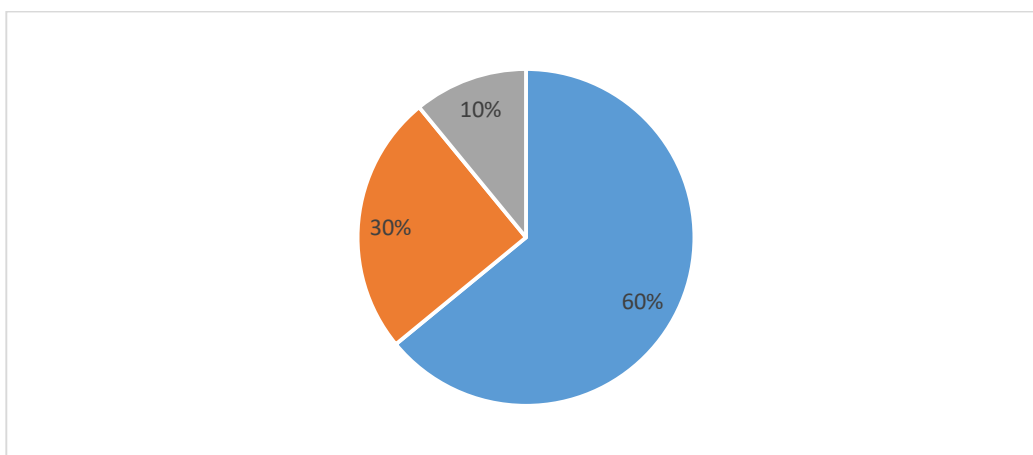
10 Responses



Most of the employees working more than 5 years. 20% says they are here about 5 years, 15% are working for 20 years and rest of the 15% are working here 10-15 years.

2. Do you agree that your organization provide good training process and environment?

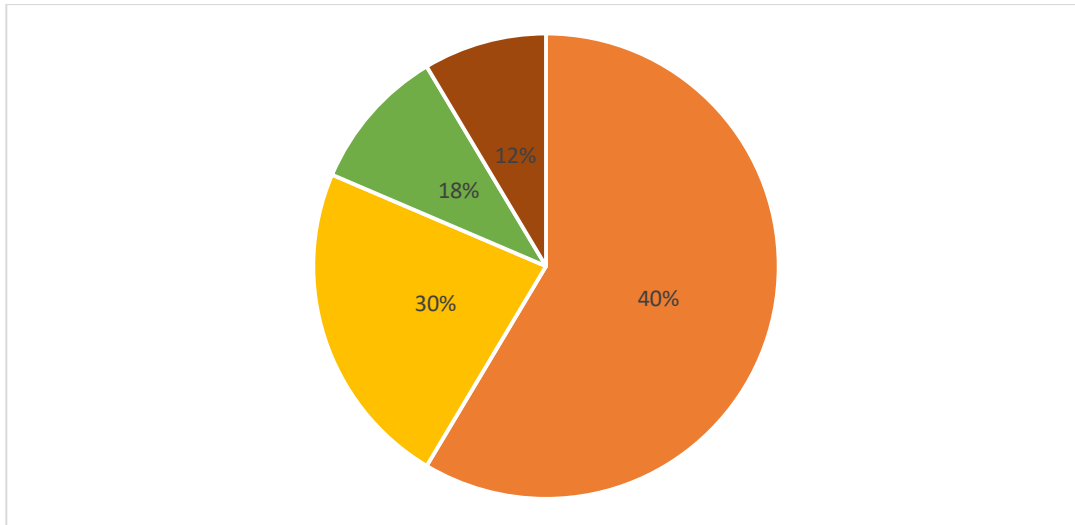
10 Responses



60% agree, 10% strongly agrees and 30% inform that environment was moderate.

3. How much effect does it have on worker performance?

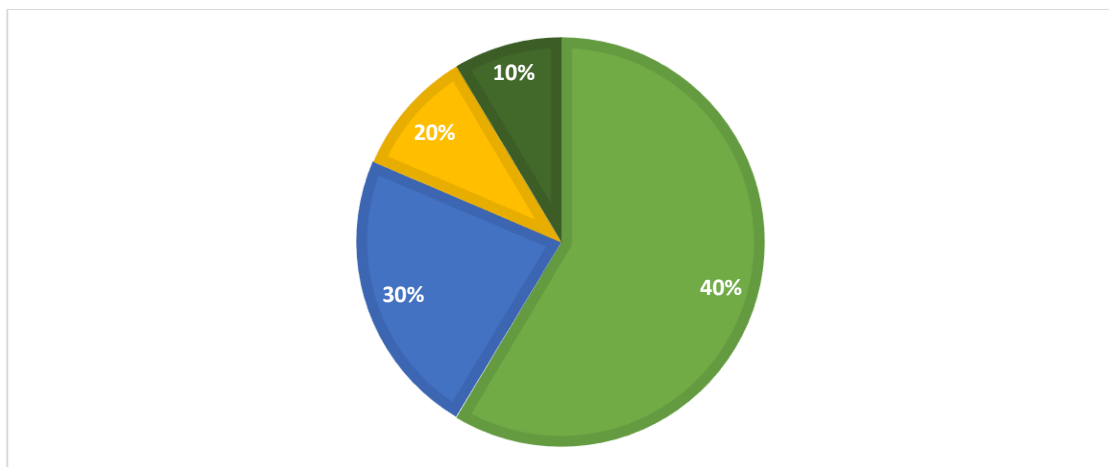
9 Responses



Most of the employee strongly agree. 30% says it is strong. 18% neutral impact. 12% says moderate.

4. The duration of the training and development is enough?

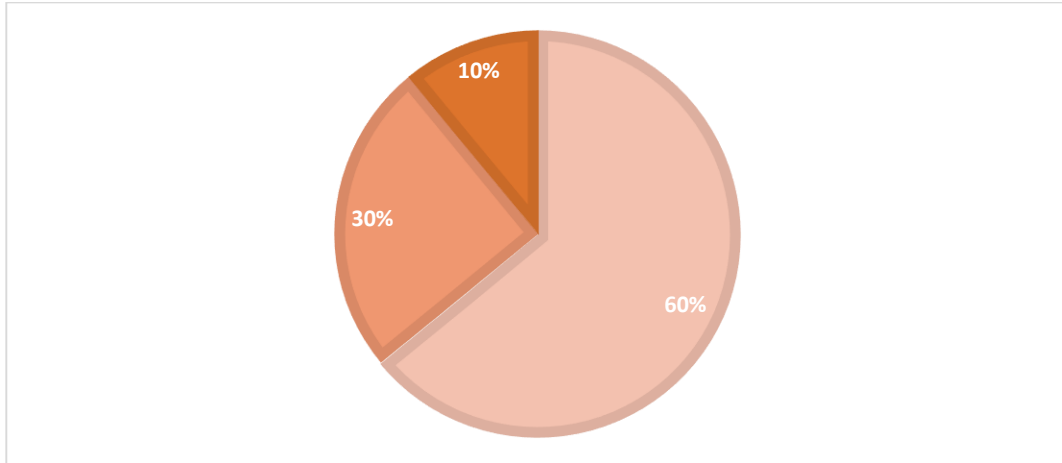
10 Responses



40% employees say working duration was enough. Others have different opinion.

5. Does the trainer illustrate the training topic?

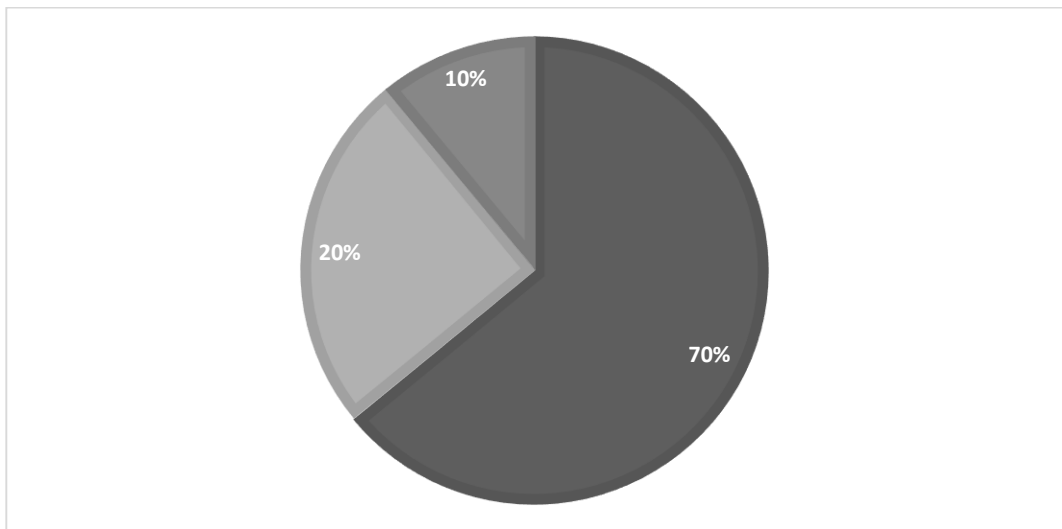
10 Responses



60% neutrally agreed, 10% weak and 30% some extent good.

6. Who needs to be trained in the organization?

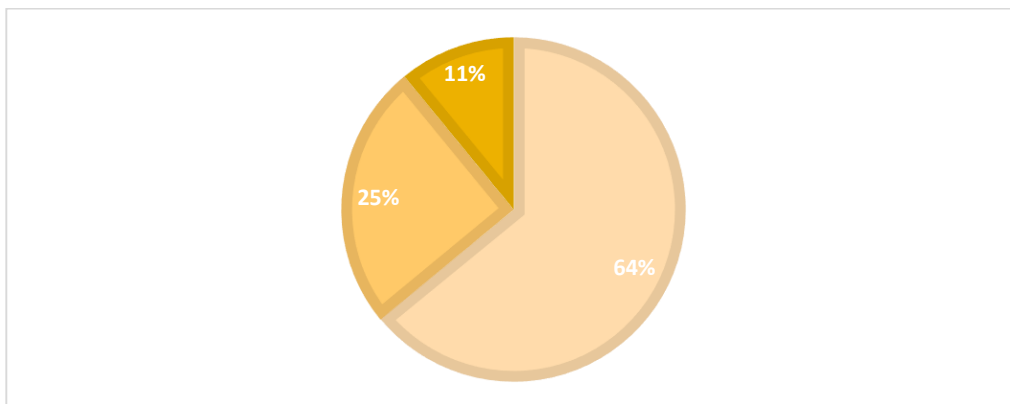
10 Responses



Majority of the employee say that new employees need training program because they have little knowledge about the organizational process.

7. What do you think about the training session?

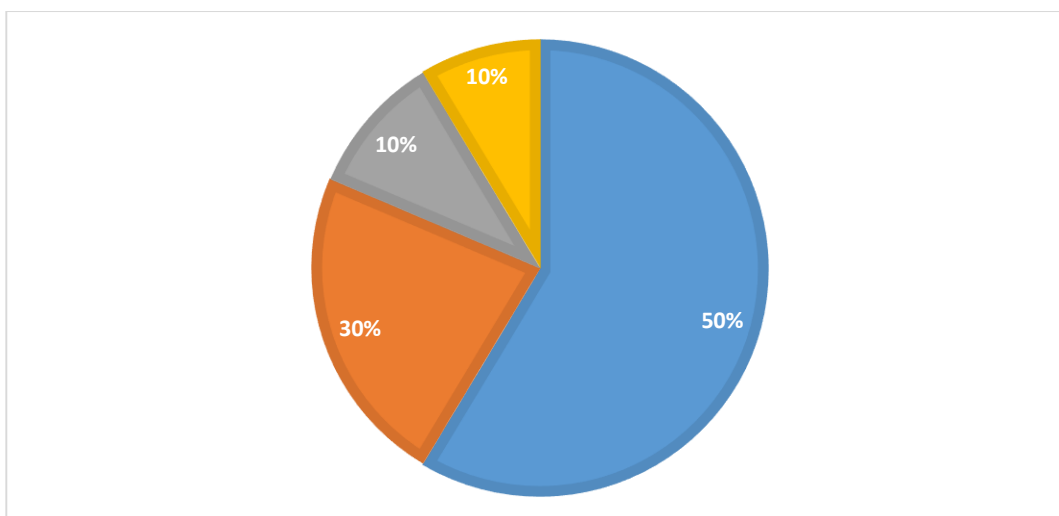
10 responses



64% agreed that 120 people can join. 25% says 160 or more employees can join. 11% did not agree and say it should be 40 employees.

7. What kind of resources and equipment are using at the training and development program?

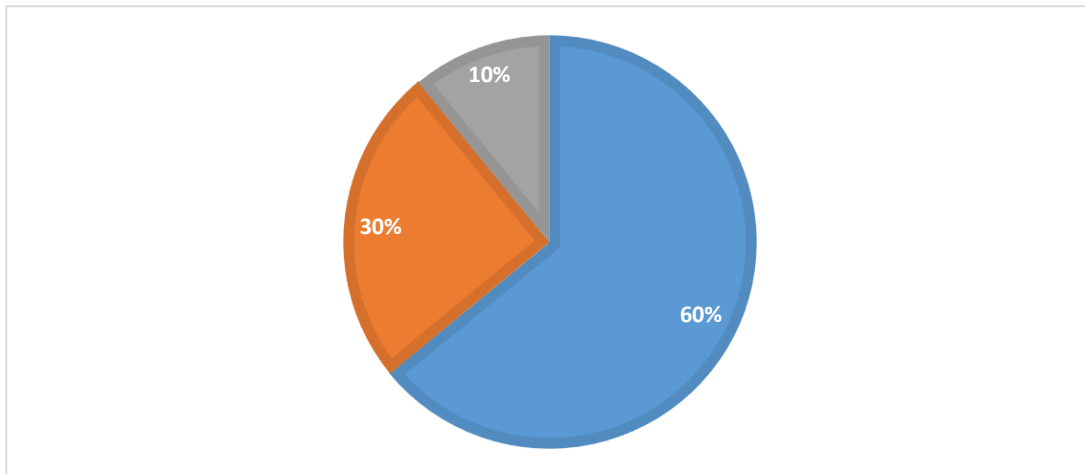
10 Responses



50% employees agreed on it. Others have different opinion about it.

9. What do you think about the present training and development program?

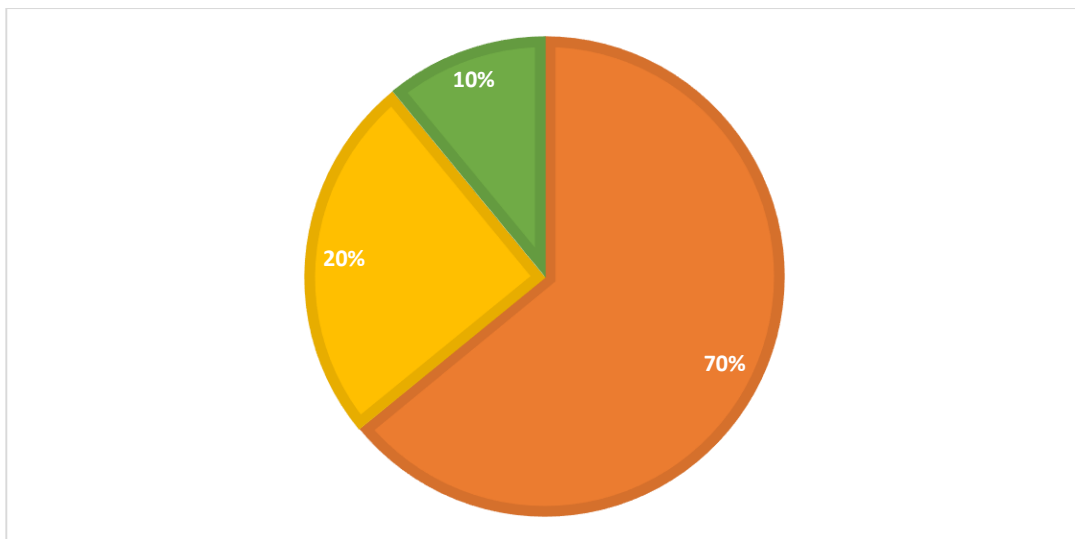
10 Responses



Most of the employee say neutral because training program is moderate.

10. Do you agree that instructor response immediately?

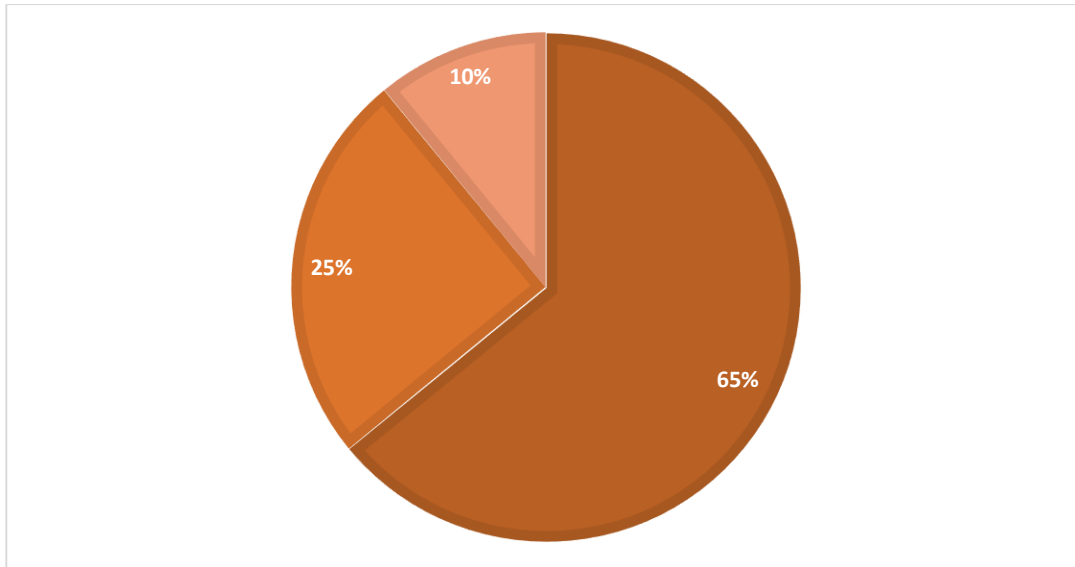
10 responses



70% employees say moderate or neutral. 20% was agree. 10% was strongly agree.

11. What do you think training topic is related to the training program?

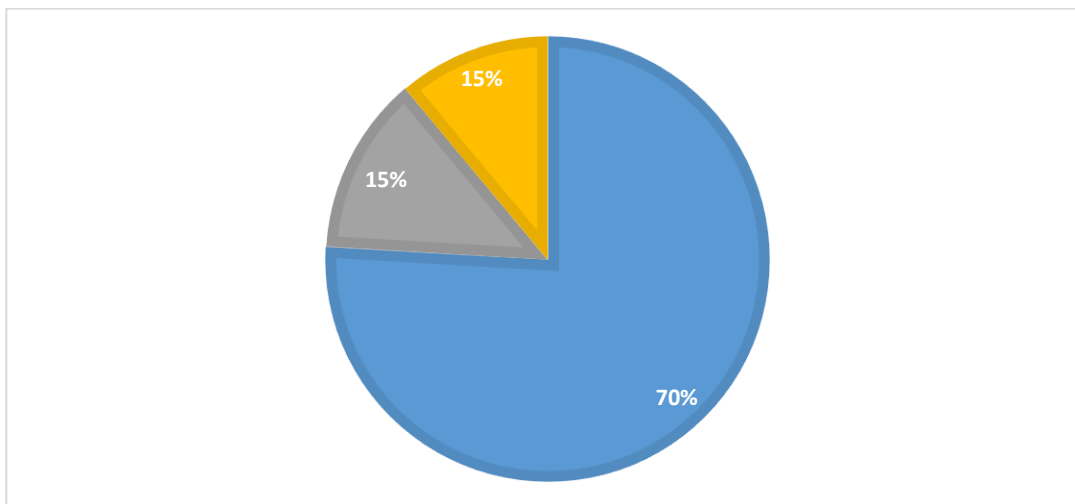
10 response



Majority support about it.

12. How many times you need to go training program?

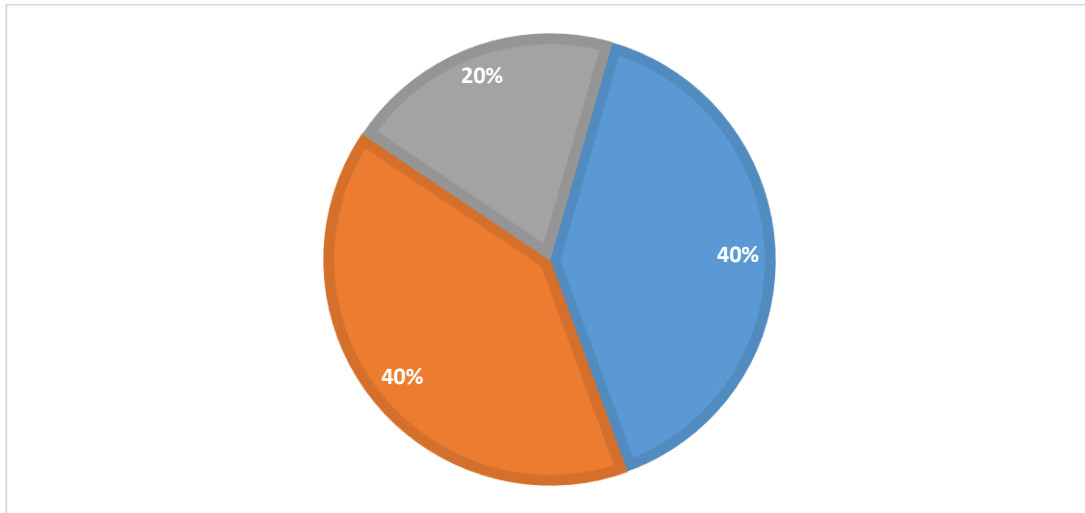
10 Responses



They go training program when necessary. 70% says they go once in a year.

13. Does training help to achieve the organizational goal?

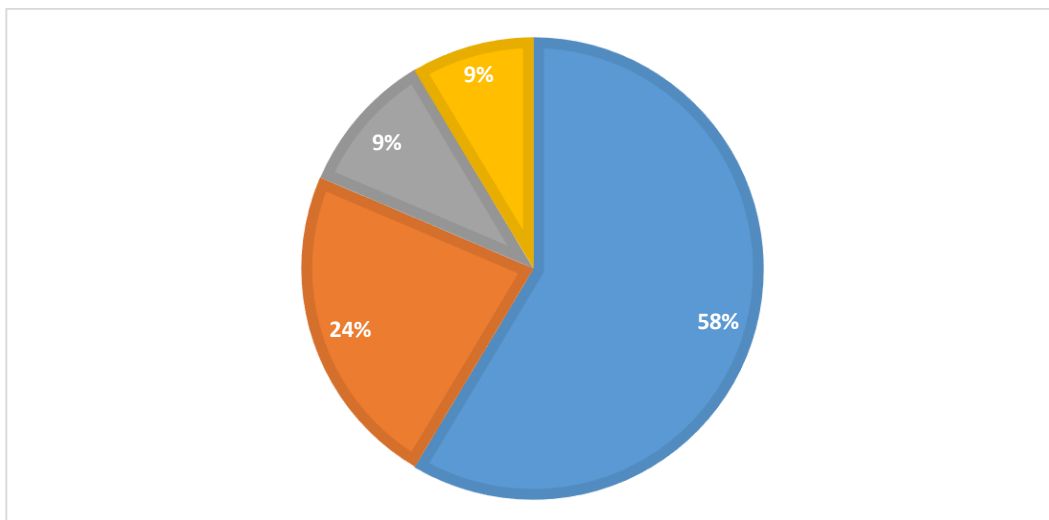
10 Responses



40% greater extent, 40% do not agreed, 10% was neutral.

14. Training and development program should meet the current and future job requirement respectively?

10 Responses



Here 58% employees strongly agree, 24% employees agree and 9% employees are neutral.

6.2 Findings of the study:

When I was making the paper I acquired noble or immoral flank of JBL training and development procedure. While working there I shared some thoughts about the training and development practice in Janata Bank. These are given below-

- ✓ The analysis displays that all employees think that training and development is a way to achieve the organization's goals and it plays vital role to progress their carrier as well as bank's enlargement.
- ✓ JBL does not demeanor sufficient software-based training for their employees. Moreover, to survive with the recent banking method software-based training is very necessary for the employees of the bank.
- ✓ The training department of JBL mostly cores on the desires inspection of employees for the purpose of employees for training. They too exploit performance, appraisal analyze the record, recommendation for organization so that they can indicate the applicants for training.
- ✓ The core determination of training of these banks is to rise their profit. But they do not assemble training to inspire their employees without inspiration the employee's production will not rise.
- ✓ Most of the employee think that their performance will improve after receiving training.

Chapter: 07

RECOMMENDATION & CONCLUSION



Recommendations:

According to my opinion I recommend some issues. The recommendations are given below-

- ✓ Improving marketing strategies to attract loyal clients.
- ✓ Increasing compensation that is assigning more vanguard colonels.
- ✓ Elevation panel waitron.
- ✓ Inspire employee for monthly training program that increase their performance level.
- ✓ The trainer may be qualified with various types of training methods and technique.

Conclusion:

Training and Development plays a very vital role for total performance of the organization. The world is very competitive in this new millennium. Every organization getting the edge of using technology. In this position training and development is the thing which can make the difference. In this paper I have tried to analyze the training and development process of Janata Bank Limited from different point of view. Being analyzed I have made some suggestions about their training and development process also Evaluate their Training Institute. They can Establishment Proper Human resource Information System, by which all information of any personnel can be easily found out. Required competence or Skill level Matrix should be maintained. They should make Yearly Training plan. Training Record of all the employees should also be properly updated.

We can say training and development procedures of Janata Bank are adequate. Employee contribution is mandatory. Good training program can achieve organizational goal. It also helps to increase skill and attitude.

Reference:

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Appendix

Questionnaire:

- 1. Exactly how many years do you work in Janata Bank?**
 - a. 5 years.**
 - b. More than 5 years.**
 - c. 10-15 years.**
 - d. 20 years.**
 - e. More than 20 years.**
- 2. Do you agree that your organization provide good training process and environment?**
 - a. Strongly disagree.**
 - b. Disagree.**
 - c. Somewhat agree.**
 - d. Agree.**
 - e. Strongly agree.**
- 3. How much effect does it have on worker performance?**
 - a. Strongly disagree.**
 - b. Disagree.**
 - c. Somewhat agree.**
 - d. Agree.**
- 4. The duration of the training and development is enough?**
 - a. Strongly agree.**
 - b. Some extent.**
 - c. Greater extent.**
 - d. Neutral.**
 - e. Weak.**
- 5. Does the trainer illustrate the training topic?**
 - a. Senior employee.**
 - b. Junior employee.**
 - c. New employee.**
 - d. Everyone needs similar training.**
- 6. Who needs to be trained in the organization?**
 - a. 40**
 - b. 80**
 - c. 120**
 - d. 160 or more.**

7. What do you think about the training session?
 - a. Strongly disagree.
 - b. Agree.
 - c. Neutral.
 - d. Strongly agree.
8. What kind of resources and equipment are using training and development program?
 - a. Slides.
 - b. Protagonist playing.
 - c. Event study.
 - d. All of them.
9. What do you think about training and development program?
 - a. Agree.
 - b. Strongly agree.
 - c. Moderate.
 - d. Weak.
10. Do you think instructor response fast?
 - a. Strongly agree.
 - b. Disagree.
 - c. Moderate.
 - d. Strongly disagree.
11. What do you think about training topic?
 - a. Strongly agree.
 - b. Agree.
 - c. Moderate.
12. Does training help to achieve the organizational goal?
 - a. Some extent.
 - b. Greater extent.
 - c. Neutral.
 - d. Weak.
13. Training and development program should meet the current and future job requirement respectively?
 - a. Strongly disagree.
 - b. Agree.
 - c. Neutral.
 - d. Strongly agree.



