

**Training need assessment questionnaire to be filled by Department/Branch**

**Section1: Branches /Departments and Offices Summary Sheet**

1. **Name of the Branch/Department/Work unit \_Core Banking & Business Automation**
2. **Name of respondent \_Yelewtfire Negash & Biruk Abel**
3. **Title of respondent \_Mgr. Core Banking Support & \_Software Development and Support\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Section 2: Human Resources and Training needs**

1. **Please provide estimate of the General Professional Level of employees based on the following competency areas (i.e. existing level of competency and the importance of required skills and knowledge of the employees).**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1. **Managers/ Supervisor** | Excellent | √Good | Satisfactory | Need Improvement | Don’t Know |
| **II. Professionals** |  Excellent | √Good | Satisfactory | Need Improvement | Don’t Know |
| **III. Clericals** | Excellent | Good | Satisfactory | Need Improvement | Don’t Know |
| **IV. Non-Clericals** |  Excellent | Good | Satisfactory | Need Improvement | Don’t Know |

***N.B.* *You may refer our Bank’s Benefits manual for job category definitions.***

1. **What challenges do you anticipate in the coming two years?**

Technological changes √ Market changes  Legislation

Organizational structure Mergers Acquisitions √ Expansion 

**Any Other, Please state below:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.**

1. **What shall be performed to overcome the above challenges, please describe your response briefly:**

**Mergers Acquisitions: - At this time the number of banks has increased and for the near future the foreign banks will be emerged. So if a bank cannot fulfill the NBE requirements then all banks will be forced to merge**

**Technological changes:- the bank needs to stay up to date by implementing latest IT technologies to better withstand competition with other local banks and foreign banks that are going to join in the future and delivery quality service to its customers**

1. **Does your Department/Branch has staff training plan for 2023/24?**

Yes √ No   **if yes, *please attach a copy.***

1. **Do you use the performance appraisal results of your staff for any of the following? (Please tick all that apply) Yes No**
2. HR Planning  √ 
3. Training need identification √ 
4. Career development √ 
5. Pay determination  √
6. Organization of work √ 
7. **Do you think your work unit can provide an in-house training for the Bank’s staff members?**

Yes √ No 

**If yes, *please list the training/courses your work unit can offer.***

* 1. **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**
  2. **\_\_\_Awareness Creation program \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**
  3. **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. **Training Need Importance and Priority**
2. **Managerial /Supervisory Level**

Functions under this job category are in charge of planning, organizing, commanding, directing, coordinating & controlling, or supervising employees of a particular work unit. These includes; the CEO, Chiefs, VPs, Deputy Chiefs, Directors, Division Managers, First line Managers, Branch Managers & Supervisors of the bank.

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Please state your and your employees' training need using the table below. | | | | | | | | | | |  | |
| Training need details | | |  | |  | | |  | | |  | |
| 1: Not at all  Important | | 2: Slightly  Important | | 3: Reasonably  Important | | | 4: Very  Important | | | 5: Extremely  Important | | | |
| *Priority* refers to the listed topics that should be given priority in terms of delivery for performing the work | | | | | | | | | | | | | |
| 1 Not Priorily needed | | 2 Priority with Slight need | | 3 Priority with Reasonable Need | | | 4 Priority with High  Need | | | 5 Priority with Very High  Need | | | |
| *Importance* refers to the degree of importance of the listed topics in terms of skill or knowledge to be acquired | | | | | | | | | | | | | |
| Please rank your listed topics below under each of the areas in terms of their *Importance* and *Priority* of your immediate training needs. | | | | | | | | | | |  | | |
| Indicate your training need in line with the Importance & Priority by writing the appropriate number from option No.1 to 5 stated above under the column provided. | | | | | | | | | | |  | | |
| No. | Training Title | | Specific Gap Observed  (Why the Training Needed | | | Recommended Duration | | | Importance | | | **Priority** | | |
| Managerial /Supervisory Level | | | | | | | | | | | | | | |
| 1 | Strategic Mgt. | | To manage the tasks based on the banks strategic management | | | 5 days | | | 3 | | | 3 | | |
| 2 |  | |  | | |  | | |  | | |  | | |
| 3 |  | |  | | |  | | |  | | |  | | |
| 4 |  | |  | | |  | | |  | | |  | | |
| 5 |  | |  | | |  | | |  | | |  | | |

1. **Professional/Expert Level**

Function under this job category carry responsibility for professional or scientific research, investigation, analysis, control, planning, advice, operation, or execution, or for the professional & scientific interpretation or application of the professional & scientific knowledge. Professionals in this category are responsible for information & knowledge creation in the Bank. These include accountants, auditors, legal advisors, Senior Officers etc.

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Please state your and your employees' training need using the table below. | | | | | | | | | | |  | |
| **Training need details** | | |  | |  | | |  | | |  | |
| **1:** Not at all  Important | | **2:** Slightly  Important | | **3:** Reasonably  Important | | | **4:** Very  Important | | | **5:** Extremely  Important | | | |
| ***Priority*** refers to the listed topics that should be given priority in terms of delivery for performing the work | | | | | | | | | | | | | |
| 1 Not Priorily needed | | 2 Priority with Slight need | | 3 Priority with Reasonable Need | | | 4 Priority with High  Need | | | 5 Priority with Very High  Need | | | |
| ***Importance*** refers to the degree of importance of the listed topics in terms of skill or knowledge to be acquired | | | | | | | | | | | | | |
| Please rank your listed topics below under each of the areas in terms of their ***Importance*** and ***Priority*** of your immediate training needs. | | | | | | | | | | |  | | |
| Indicate your training need in line with the Importance & Priority by writing the appropriate number from option No.1 to 5 stated above under the column provided. | | | | | | | | | | |  | | |
| **No.** | **Training Title** | | **Specific Gap Observed**  **(Why the Training Needed** | | | **Recommended Duration** | | | **Importance** | | | **Priority** | | |
| **Professional/Expert Level** | | | | | | | | | | | | | | |
| 1 | T24 Customization | | There is a gap on local fields | | | 2023/24 | | | 5 | | | 5 | | |
| 2 | TAFJ | | Tools development JAFJEE & DB Tools | | | 2023/24 | | | 5 | | | 5 | | |
| 3 | JBoss Administration | | For core banking support | | | 2023/24 | | | 5 | | | 5 | | |
| 4 | Java Extensibility | | Routine implementation | | | 2023/24 | | | 5 | | | 4 | | |
| 5 | Oracle Certified master Java enterprise | | Imporve java langugae knowledge and write better quality codes | | | 2023/24 | | | 5 | | | 5 | | |

1. **Clericals**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Training need details** | | |  | |  | | |  | | |  | |
| **1:** Not at all  Important | | **2:** Slightly  Important | | **3:** Reasonably  Important | | | **4:** Very  Important | | | **5:** Extremely  Important | | | |
| ***Priority*** refers to the listed topics that should be given priority in terms of delivery for performing the work | | | | | | | | | | | | | |
| 1 Not Priorily needed | | 2 Priority with Slight need | | 3 Priority with Reasonable Need | | | 4 Priority with High  Need | | | 5 Priority with Very High  Need | | | |
| ***Importance*** refers to the degree of importance of the listed topics in terms of skill or knowledge to be acquired | | | | | | | | | | | | | |
| Please rank your listed topics below under each of the areas in terms of their ***Importance*** and ***Priority*** of your immediate training needs. | | | | | | | | | | |  | | |
| Indicate your training need in line with the Importance & Priority by writing the appropriate number from option No.1 to 5 stated above under the column provided. | | | | | | | | | | |  | | |
| **No.** | **Training Title** | | **Specific Gap Observed**  **(Why the Training Needed** | | | **Recommended Duration** | | | **Importance** | | | **Priority** | | |
| **Clericals** | | | | | | | | | | | | | | |
| 1 |  | |  | | |  | | |  | | |  | | |
| 2 |  | |  | | |  | | |  | | |  | | |
| 3 |  | |  | | |  | | |  | | |  | | |
| 4 |  | |  | | |  | | |  | | |  | | |
| 5 |  | |  | | |  | | |  | | |  | | |

Functions under this job category are relatively routine work or similar work, having to do generally with such matters as records, files, accounts, correspondence, typing, operations of office machines or computers, & calculation, custodial, etc., are classified in the clerical service.  Jobs in this category are data workers responsible for data capture, processing & dissemination of information. These include tellers, cashiers, clerks, etc.

Please state your and your employees' training need using the table below.

1. **Non-Clericals**

Function under this job category involve principally physical effort, such as those of cleaners, laborers, messengers, security guards, drivers, motorists, whose jobs are substantially manual that do not usually require higher education.

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Please state your and your employees' training need using the table below. | | | | | | | | | | |  | |
| **Training need details** | | |  | |  | | |  | | |  | |
| **1:** Not at all  Important | | **2:** Slightly  Important | | **3:** Reasonably  Important | | | **4:** Very  Important | | | **5:** Extremely  Important | | | |
| ***Priority*** refers to the listed topics that should be given priority in terms of delivery for performing the work | | | | | | | | | | | | | |
| 1 Not Priorily needed | | 2 Priority with Slight need | | 3 Priority with Reasonable Need | | | 4 Priority with High  Need | | | 5 Priority with Very High  Need | | | |
| ***Importance*** refers to the degree of importance of the listed topics in terms of skill or knowledge to be acquired | | | | | | | | | | | | | |
| Please rank your listed topics below under each of the areas in terms of their ***Importance*** and ***Priority*** of your immediate training needs. | | | | | | | | | | | | | |
| Indicate your training need as Importance & Priority by writing the appropriate number from option No.1 to 5 stated above under the column provided. | | | | | | | | | | | | | |
| **No.** | **Training Title** | | **Specific Gap Observed**  **(Why the Training Needed** | | | **Recommended Duration** | | | **Importance** | | | **Priority** | | |
| **Non-Clericals** | | | | | | | | | | | | | | |
| 1 |  | |  | | |  | | |  | | |  | | |
| 2 |  | |  | | |  | | |  | | |  | | |
| 3 |  | |  | | |  | | |  | | |  | | |
| 4 |  | |  | | |  | | |  | | |  | | |
| 5 |  | |  | | |  | | |  | | |  | | |

1. **Governance Related**

This training will primarily involve staff of Risk & Compliance Management Department, Executive Management, Internal Audit Department and members of the Board. However, same trainings on specific circumstances could also involve all staff members of the Bank.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Please state your and your employees' training need using the table below. | | | | | | | |  |
| **Training need details** | |  | |  | |  | |  |
| **1:** Not at all  Important | **2:** Slightly  Important | | **3:** Reasonably  Important | | **4:** Very  Important | | **5:** Extremely  Important | | |
| ***Priority*** refers to the listed topics that should be given priority in terms of delivery for performing the work | | | | | | | | | |
| 1 Not Priorily needed | 2 Priority with Slight need | | 3 Priority with Reasonable Need | | 4 Priority with High  Need | | 5 Priority with Very High  Need | | |
| ***Importance*** refers to the degree of importance of the listed topics in terms of skill or knowledge to be acquired | | | | | | | | | |
| Please rank your listed topics below under each of the areas in terms of their ***Importance*** and ***Priority*** of your immediate training needs. | | | | | | | | | |
| Indicate your training need as Importance & Priority by writing the appropriate number from option No.1 to 5 stated above under the column provided. | | | | | | | | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No.** | **Training Title** | **Specific Gap Observed**  **(Why the Training Needed** | **Recommended Duration** | **Importance** | **Priority** |
| **Governance Related** | | | | | |
| 1 |  |  |  |  |  |
| 2 |  |  |  |  |  |
| 3 |  |  |  |  |  |
| 4 |  |  |  |  |  |
| 5 |  |  |  |  |  |

1. **If you have any other additional input, please use the space below:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Thank you for your time!**