



## **Participants' Rating on Training Programmes of FITI**

**2025**

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**FINANCIAL INSTITUTIONS TRAINING INSTITUTE**  
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## **Rationale**

This data has been collected to assess the effectiveness of the training programmes conducted by FITI. It covers 14 different programmes conducted by FITI which helps in understanding participants ratings of the quality, relevance, and overall delivery of these programmes. Since FITI aims to achieve minimum average of 3, this data is important in evaluating whether the training programmes meet the required standard or not. The analysis also supports continuous improvement by identifying strengths across the programmes and highlighting areas that may require further attention.

## **Objectives**

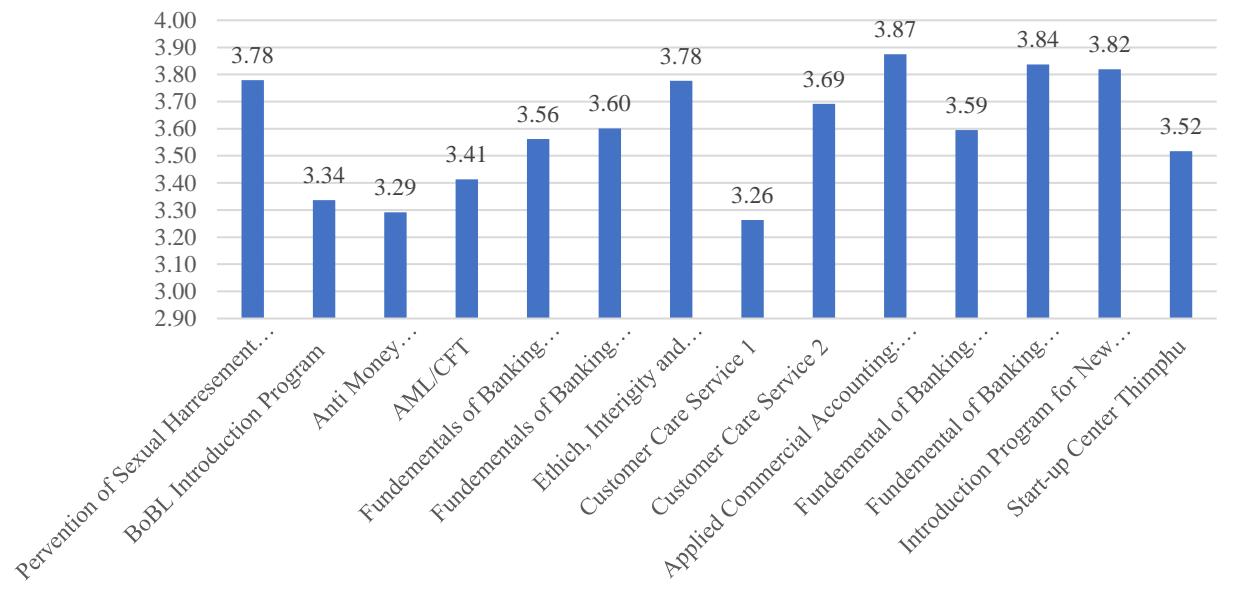
1. To evaluate participants rating of the FITI training programmes.
2. To determine whether the training programmes meets FITI's target average rating.
3. To understand participants perception of the quality and relevance of the training.
4. To provide useful information for improving future training programmes.

## Result

### Average rating of programmes

Programmes	Ratings
Prevention of Sexual Harassment at Workplace	3.78
BOB Introduction Program	3.34
Anti-Money Laundering/Combating the Financing Terrorism (AML/CFT)	3.29
AML/CFT	3.41
Fundamentals of Banking Operations and Customer Service Excellence (Batch III)	3.56
Fundamentals of Banking Operations and Customer Service Excellence (Batch I)	3.60
Ethic, Integrity and Accountability - DPNBL	3.78
Customer Care Service 1	3.26
Customer Care Service 2	3.69
Applied Commercial Accounting: From Transaction to Financial Statement	3.87
Fundamental of Banking Operations and Customer Services Excellence (Batch IV)	3.59
Fundamental of Banking Operations and Customer Services Excellence	3.84
Introduction Program for New Recruits of DPNBL	3.82
Start-up Center Thimphu	3.52
<b>Overall Rating</b>	<b>3.60</b>

### Average Ratings of FITI's Training Programmes



## Findings

The assessment of training programmes delivered by Financial Institutions Training Institute (FITU) indicates a generally high level of participant satisfaction and perceived effectiveness. Based on a 4-point Likert scale, the overall average rating across all programmes is 3.60 out of 4, reflecting strong agreement among participants that the trainings were relevant, well-delivered, and beneficial to their professional development. This overall score suggests that FITU is performing at a high standard in terms of training design, facilitation, and content delivery.

Several programmes demonstrated exceptional performance, particularly Applied Commercial Accounting: From Transaction to Financial Statement (3.87), which received the highest rating, followed closely by Fundamental of Banking Operations and Customer Services Excellence (3.84) and Introduction Program for New Recruits of DPNBL (3.82). Programmes such as Prevention of Sexual Harassment at Workplace (3.78) and Ethic, Integrity and Accountability – DPNBL (3.78) also achieved very strong ratings. These high scores suggest that participants found these programmes highly relevant, practical, and effectively facilitated. The strong performance of technical and compliance-related programmes indicates that the curriculum structure and delivery approach in these areas are well aligned with participant expectations and institutional needs.

A majority of the remaining programmes fall within the 3.50 to 3.74 range, including various batches of the Fundamentals of Banking Operations and Customer Service Excellence programme, Customer Care Service 2, and Start-up Center Thimphu. The consistency in ratings across multiple batches of similar programmes suggests stable quality control and standardized delivery mechanisms. This consistency reflects positively on FITU's ability to maintain uniform training standards across different sessions and participant groups.

A few programmes recorded comparatively lower ratings, though still within the positive range, including AML/CFT (3.41), BOB Introduction Program (3.34), Anti-Money Laundering/Combating the Financing of Terrorism (3.29), and Customer Care Service 1 (3.26). While these scores remain above 3.00—indicating overall agreement—they fall below the institutional average of 3.60 and therefore suggest scope for targeted improvements. The variation between the highest and lowest scores is 0.61 points, indicating moderate differences in participant perception but no significant dissatisfaction. The improvement observed from Customer Care

Service 1 (3.26) to Customer Care Service 2 (3.69) may reflect successful adjustments in programme delivery or content enhancement.

## **Conclusion**

Based on the analysis, it can be concluded that the FITI training programmes was successful in achieving its objectives. The programmes not only met but exceeded the target average rating set. Participants generally expressed satisfaction with the content and delivery of the training, indicating that the programmes was valuable and effective.

## **Way forward**

Based on the findings, the following recommendations were suggested:

1. FITI should continue delivering training programmes using the current approach, as it has been positively received by the participants.
2. Regular feedback should be collected to maintain and further improve training quality.
3. Minor improvements can be made by incorporating additional practical examples or interactive sessions to enhance learning outcomes.
4. Similar evaluation methods should be applied to further training programmes to ensure consistent quality standards.