# Sonargaon University (SU)

## Internship Report

## on

## Training and Development Practices in Bangladesh:

## A Case Study on Quality Feeds Limited


**Submitted by:**

**Md. Tanbin Hossain Hridoy**

ID No: BBA2103024095

Semester: Fall 2024

Program: BBA (Major: HRM)

Department of Business Administration

Sonargaon University (SU)


**Submitted to:**

Department of Business Administration

Sonargaon University (SU)

**Date of Submission: 07 January 2025**

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**Supervised by:**

**Md. Mostakin**

Lecturer

Department of Business Administration

Sonargaon University (SU)


**Date of Submission: 07 January 2025**

# Letter of Transmittal

Date: 07/01/2025

To

**Md. Mostakin**

Lecturer

Department of Business Administration

Faculty of Business

Sonargaon University (SU).

**Subject: Submission of Internship Report.**

Dear Sir,

With humble honor and respect, I am writing to formally submit my internship report titled " Training and Development Practices in Bangladesh: A Case Study on Quality Feeds Limited" as a partial fulfilment of the requirements for my BBA degree. It has been an honor and a privilege to undertake this internship under your esteemed guidance.

Throughout the duration of this internship, I have had the opportunity to explore the Training and Development Practices within Quality Feeds Limited. This report, an essential component of my academic journey, sheds light on the fundamental aspects of the topic and serves as a testament tomy dedication to the BBA program.

In crafting this report, my aim has been to provide a comprehensive overview of the HRM process adopted by Quality Feeds Limited. I believe this document serves not only as a record of my internship but also as a contribution to the broader understanding of HRM-related matters in our business landscape.

Once again, I express my sincere gratitude for your invaluable guidance and support throughout this internship. Your mentorship has greatly enriched my understanding and experience in the field.

Thank you for your time and consideration.

Sincerely Yours,

**Md. Tanbin Hossain Hridoy**

ID No: BBA2103024095
Program: BBA (Major: HRM)
Department of Business Administration
Sonargaon University (SU).

# Certificate of Supervisor

This is to certify that Md. Tanbin Hossain Hridoy ID No: BBA2103024095 Program: BBA, Major in HRMis a regular student of Department of Business Administration, Faculty of Business, Sonargaon University. He has successfully completed his Internship Program at Quality Feeds Limited. He has prepared this report under my supervision. His assigned internship topic is an "Training and Development Practices in Bangladesh: A Case Study on Quality Feeds Limited."

He is very active, sincere, hardworking, and meticulous and possesses a good moral character. I wish his all success at every step of his life.

_____

**Md. Mostakin**

Lecturer

Department of Business Administration

Sonargaon University (SU).

# Student's Declaration

I, the undersigned, a student of Business Administration, Department of BBA program, Major in HRM at Sonargaon University do hereby declare that the internship report on "Training and Development Practices in Bangladesh: A Case Study on Quality Feeds Limited." is the original one and has been prepared by myself and has not been submitted anywhere for any degree, diploma, title, or recognition.

The report was prepared under the supervision of Md. Mostakin, Lecturer, Bachelor of Business Administration at Sonargaon University.

Yours Sincerely

**Md. Tanbin Hossain Hridoy**

ID No: BBA2103024095

Program: BBA (Major: HRM)

Department of Business Administration

Sonargaon University

# Acknowledgement

At first, I want to sincerely thank the Almighty, the most compassionate, for granting me the capability to successfully complete this report. My heartfelt appreciation extends to my supervisor, Md. Mostakin, Lecturer in the Department of Business Administration at Sonargaon University. His constant encouragement, diverse guidance, valuable suggestions, and advice during my internship were pivotal in shaping this report. His support was invaluable, and without his direction, completing this work on time would have been challenging. He provided unwavering assistance and the necessary insights to analyze the industry and achieve my objectives.

To sum up, I wish to express my gratitude to Head of the department and Dean and all the esteemed teachers of the Department of Business Administration. Their consistent inspiration and assistance have been a guiding light throughout my academic journey.

# Executive Summary

This report explores the training and development practices implemented at Quality Feeds Limited, shedding light on their significance within the context of Bangladesh's corporate landscape.

The report commences by outlining the foundational concepts of training and development and their pivotal role in fostering employee growth, skill enhancement, and organizational advancement. It emphasizes the criticality of these practices in aligning employee capabilities with evolving industry demands.

Quality Feeds Limited, a prominent player in Bangladesh's agro-industry, demonstrates a commitment to nurturing its workforce through structured training initiatives. The report extensively examines the training programs offered by the company, emphasizing their relevance in enhancing employee competencies, product knowledge, and fostering a culture of continuous learning.

Furthermore, the report delves into the company's development strategies, including mentorship programs, skills workshops, and leadership training. It highlights the effectiveness of these initiatives in cultivating leadership qualities and career progression among employees.

Moreover, the analysis encompasses the challenges encountered by Quality Feeds Limited in executing these practices, such as adapting to technological advancements and ensuring the scalability of training programs in a rapidly evolving industry. Additionally, the report underscores the company's dedication to continuous improvement by leveraging feedback mechanisms and adopting innovative training methodologies.

In conclusion, the report emphasizes the pivotal role of training and development practices at Quality Feeds Limited in enhancing employee skills, fostering a culture of learning, and contributing to the company's overall growth and sustainability. Overall, this study offers comprehensive insights into the training and development practices at Quality Feeds Limited, illustrating their impact on employee growth and organizational success, while also suggesting potential areas for further enhancement and innovation.

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# List of Abbreviation

| Abbreviation | Full Form |
|---|---|
| SU | Sonargaon University |
| HRM | Human Resource Management |
| BBA | Bachelor of Business Administration |
| QFL | Quality Feeds Limited |
| CSR | Corporate Social Responsibility |
| DOC | Day-Old Chicks |
| EC | Environment Controlled |
| HR | Human Resources |
| MDP | Management Development Programs |
| CRP | Centre for Rehabilitation of the Paralyzed |
| SPP | Shishu Polli Plus |
| DHUP | Develop Humanitarianism for the Underprivileged |
| NFAVH | National Fellowship for the Advancement of Visually Handicapped |
| CZM | Center for Zakat Management |
| BIBM | Bangladesh Institute of Bank Management |
| BIM | Bangladesh Institute of Management |
| BMDC | Bangladesh Management Development Center (now BIM) |
| NAEM | National Institute of Education Management |
| IRI | Industrial Relations Institute |
| PDA | Planning and Development Academy |
| IPM | Institutes of Personnel Management |
| ITS | Intelligent Tutorial System |
| PI | Programmed Instructions |

# CHAPTER ONE:
# INTRODUCTION

## 1.1 Introduction

The report is a prerequisite for receiving a Sonargaon University Bachelor of Business Administration (BBA) certificate. To get hold of the certificate, every scholar needs to complete an internship application wherein they need to work in an enterprise and put together an internship report whilst doing so. The possibility to function as an intern at Quality Feeds Limited became a notable possibility. While operating at Quality Feeds Limited HR Department, it became determined that there are not any huge variations among real lifestyles HR approaches and theoretical HR ideas. As a result, the report is prepared to show Quality Feeds Limited HR Practices.

## 1.2 Statement of the Problem

Human Resource Management (HRM) embodies the people-centric facet within an organization. It assumes a dual role. Firstly, HRM operates as a support function within the organization, aiding line employees directly engaged in crafting the organization's goods or services. Secondly, it constitutes an integral part of every manager's responsibility. Even if not formally situated withinthe HRM department, the truth persists that effective employee management demands all managersto actively engage in overseeing these functions.

The problem at hand revolves around the assessment of the effectiveness and efficiency of training and development practices within Quality Feeds Limited. This includes understanding the alignment of these practices with the evolving needs of the industry and the company's objectives. Moreover, it seeks to identify potential gaps, challenges, or areas of improvement within the existing training programs and their implementation, considering the dynamic nature of the agricultural sector in Bangladesh. Additionally, it aims to evaluate the impact of these training initiatives on employee skill enhancement, career progression, and their contribution to the company's growth and competitiveness within the market. The statement of the problem delves into comprehending how Quality Feeds Limited can optimize its training and development strategies to better address the evolving demands of the industry while ensuring continuous employee growthand organizational success.

## 1.3 Origin ground of the Study

The specific origin of this study stems from the internship opportunity provided by Quality Feeds Limited (QFL), a leading organization in Bangladesh's agro-industry. The company's dynamic environment and commitment to employee training and development offered a unique platform to explore and analyze HRM practices, particularly in the area of training and development.

This report aims to assess the alignment of QFL's training initiatives with industry standards and organizational goals while highlighting their significance in employee skill enhancement and organizational growth. By conducting this study, the researcher intends to contribute to the broader understanding of human resource practices in the agro-industrial sector of Bangladesh, an area often overlooked in academic literature.

The study is not only grounded in academic obligations but also in the researcher's aspiration to explore innovative HRM practices and recommend improvements to the training strategies employed by organizations like QFL. Through this, the research intends to build a bridge between academia and the professional world, fostering a more robust understanding of the challenges and opportunities in HRM.

## 1.4 Objectives of the Study

a) **Assessment of Current Practices:** Evaluate the existing training and developmentprograms at Quality Feeds Limited to understand their structure, content, and delivery methods.

b) **Alignment with Industry Needs:** Determine the extent to which the company's training initiatives align with the evolving needs and trends within the agricultural sector in Bangladesh.

c) **Identification of Gaps and Challenges**: Identify potential gaps or challenges within the current training programs that hinder effective skill development and employee growth.

d) **Evaluation of Impact:** Assess the impact of training and development initiatives on employee skill enhancement, career progression, and their contribution to the company's overall performance.

e) **Recommendations for Improvement:** Provide actionable recommendations to optimize the training and development strategies, suggesting ways to enhance effectiveness, address identified gaps, and better align with industry requirements.

f) **Long-Term Strategic Alignment:** Offer insights into how Quality Feeds Limited can adaptits training and development practices to ensure long-term strategic alignment with industry shifts and organizational objectives.

g) **Enhancement of Employee Engagement:** Explore methods to increase employee engagement and participation in training programs to maximize their effectiveness and ensure active involvement in organizational growth.

These objectives collectively aim to provide a comprehensive analysis of the training and development landscape within Quality Feeds Limited, offering insights and recommendations for improving

practices to meet the evolving needs of the industry and the company's objectives.

### 1.5 Methodology of the Study

Approach is the procedure or reason for accumulation of information and data which are required in associating with discovering apparatuses for most ideal circumstance of issue. Expected information to finish this examination has been gathered principally by direct examination of various records, archives, operational process, and faculty. Data in regards to office exercises of the QFL has been gathered through counselling and discourse with the board faculty.

#### Data Collection

The sources of information are as following:

- **Primary Sources of Data:** The essential data gathered through eye-to-eye meeting, perception, and by support in the enlistment and determination process.
- **Secondary Sources of Data:** The optional data gathered from site, Magazine, Memorandum, Journals, books, and some other pertinent sources, both essential and auxiliary information sources will be utilized to produce this report. Essential information sources are planned review, casual discourse with experts' and perception while working in various work areas. The optional information sources are distinctive distributed reports, manuals, value refreshes and diverse productions of IBBL.

### 1.6 Limitations of the Study

There were some limitations in the study due to some unavoidable factors. Some of the limitations of the report are as follows:

#### Limitation of Collection of Information

The principal impediment of the examination is the gathering of data. Since the majority of the data are classified. In this way, they would prefer not to reveal them and I am not ready to demonstrateany structures which they use in the season of joining or we use to update the documents.

#### Time Limitation

Time impediment is additionally a noteworthy issue for most specialists to analyse the issue. Like the other examination, it has time restriction to distinguish the genuine issue and give a few proposals.

## 1.7 Scope of the Study

The scope of this study encompasses the analysis and evaluation of training and development practices implemented at Quality Feeds Limited (QFL). As a leading organization in Bangladesh's agro-industrial sector, QFL provides a unique platform to explore the challenges, opportunities, and effectiveness of employee training and development programs.

This study focuses on several key areas:

1. **Organizational Framework**: The study delves into the training and development strategies adopted by QFL, examining their alignment with the company's overall goals and industry standards. It includes an assessment of both on-the-job and off-the-job training methods and their impact on employee performance and satisfaction.
2. **Employee Development**: A critical component of the study is to understand how QFL's training programs contribute to employee skill enhancement, career growth, and job satisfaction. It evaluates the role of these initiatives in fostering a culture of continuous learning and professional development.
3. **Industry Relevance**: The study assesses the extent to which QFL's training practices meet the evolving demands of the agro-industry in Bangladesh. It includes an evaluation of how these practices enhance organizational competitiveness in a rapidly changing market.
4. **Limitations and Challenges**: The research identifies existing gaps and challenges in the company's training framework, including resource allocation, employee engagement, and the integration of modern training methodologies.
5. **Recommendations for Improvement**: Based on the findings, the study provides actionable recommendations to enhance the effectiveness of training programs, aiming to create a sustainable model for employee and organizational growth.

This study is expected to benefit multiple stakeholders, including QFL, its employees, and the broader business community, by highlighting best practices and offering insights for the development of effective training strategies in similar organizational contexts.

# CHAPTER: TWO
# PROFILE OF THE ORGANIZATION

## 2.1 Overview of the Company

Quality Feeds Ltd was founded in 1995, with a commitment to produce and market animal feed products of high-quality standard and absolute hygiene to the farmers. QFL has deep roots and connections to some of the feed industry pioneers who paved the way for excellence in animal nutrition. QFL produces and distributes poultry, fish, shrimp, and cattle feed throughout Bangladesh through 12 Zonal Offices, 29 Regional Offices, 23 Depots, 2 Fish Diseases Diagnosis Lab and 15 Poultry Diseases Diagnosis Lab with the contribution of more than 1000 plus agents. QFL has over the years become synonymous with quality & a trusted partner as a feed manufacturer in Bangladesh.

The Company has 17 independent plants capable of producing both pelleted feed and mash feed. The plants are strategically located in Gazipur and Bogura.

The total installed output capacity is 5,50,000 metric tons per year.

## 2.2 Vision

To provide value for money to customers and promoting good word environment for employees to enhances commitment and job satisfaction.

## 2.3 Mission

- Developing employee capability at all levels
- Providing value for money to our customers
- Focus on research and development to improve existing product lines & introduce new products
- Developing market network for easy access of our products to our customer
- Create long-term relationships with customers, business partners, employees, joint ventures and shareholders

## 2.4 QFL Milestones

| | |
|---|---|
| 1995 | QFL starts operation at Bagharbazar, Gazipur with 1st pellet plant |
| 2001 | Alliance Bag Limited established |
| 2003 | QFL starts operation in Shahjahanpur, Bogura with 5th mash/pellet plant |
| 2004 | Quality Grains Limited established |
| 2007 | Quality Breeders Limited established |
| 2009 | Quality Aqua Breeds Limited established |
| 2013 | QFL starts operation in Nondigram, Bogura with 12th pellet plant |
| 2016 | QFL starts operation in Nondigram, Bogura with 13th pellet plant |
| 2016 | Quality Integrated Agro Limited established |
| 2017 | QFL starts operation in Nondigram, Bogura with 14th & 15th Shrimp plant |

## 2.5. Products

- POULTRY FEED: QFL produce and distribute feeds that are used for broiler chicken and layer chicken.
- FISH FEED: QFL produce and distribute feeds that are used for Pangush and Carp. QFL is qualified to comprehensively support the demand of farmers.
- SHRIMP FEED: QFL produces and distributes shrimp feed that are used for Bagda and Galda shrimp cultivation. QFL is qualified to comprehensively support the demand of farmers.
- CATTLE FEED: QFL produces and distributes cattle feed that are used for dairy milking and Beef fattening farming. QFL is qualified to comprehensively support the demand of farmers.

## 2.6 Sister Concern

QFL has 05 sister concern companies involved in agro processing and packaging.

**Quality Breeders Limited:**

Quality Breeders Limited is a private limited company, founded in 2006. QBL was established to carry on the business of producing high-quality Day-Old Chicks (DOC) for the broiler farmers.

Currently there are 6 fully automated Environment Controlled (EC) parent houses, each with a capacity to holding 8,000 parents. More parent houses will be constructed during 2016. Total

project area including breeder farm & hatchery is 40 bighas. The Hatchery unit has 4 setters, 4 hatchers. Total number of trained workers is 150.

**Quality Grains Limited:**

Quality Grains Limited was created in 2004 to run and manage grain manufacturing industry, drying, processing and warehousing of all kinds of grains, seeds and other inputs of agricultural nature. QGL is a logical integration of the groups feed operations. As such Quality Feeds Limited is the major customer of QGL. The production capacity of the vertical dryer (drying & processing) of the project is 4 tons per hour. The storage capacity is 30,000 tons. The project is based on 16 bighasof land in Jamunna, Shahjanpur, Bogura. Total number of workers is 75.

**Quality Aqua breeds Limited:**

Quality Aqua breeds Limited was founded in 2009 and is based at Narkeli, Kahaloo, Bogura. The Company was established to carry on the business of producing high quality Tilapia & Pungush fish fries for its customers. Currently QAL is supplying fish farmers with Telapia, Pungush and Magur fish fries. The mother broods are sourced from reputable establishments in Thailand. This ensures proper genetics and hence greater return to farmers.

The brood fish is culled every 2 years to avert inbreeding issues. Fry performance in the field is one of the best in the country. The production target for the year 2017 is 165,000,000 fries. Totalnumber of trained workers is 210.

**Quality Integrated Agro Limited:**

Quality Integrated Agro Limited is a private limited company founded in 2016. QIL was established with the objective of producing premium grade agro and food- based items for the quality conscious consumers.

As its first project the company has launched packaged brown eggs under the brand name Quality Eggs. The eggs are produced at its own commercial layer farm in Gazipur. Currently the daily capacity of egg production is roughly 10,000 eggs per day.

It has also set up a poultry processing plant in Mantala, Habiganj which was launched on March, 2018 with the objective of producing high quality processed and further processed poultry items.The plant is situated on approximately 3 acres of land and has a capacity to process 1000 birds per hour. It is currently marketing its product in

Dhaka and Sylhet Region. QIL prides itself in having a fully integrated supply chain model, starting from feed, broiler production, and logistics network. Some key features of its poultry products arethat its Halal, Antibiotic Residue free and ISO certified.

**Alliance Bags Limited:**

Alliance Bags Limited was founded in 2001. ABL produces Poly Propylene Woven Sacks for use in food grain, animal feed, fertilizer, cement, seed and other commercial and industrial uses. ABL Factory is located on 9 bighas of land at Bhabanipur in Gazipur district.

**2.7 Factory**

**Gazipur Factory**

The first pellet plant of the Company was established in 1995 at this location. At present there are 4 independent plants (3 pellet & 1 mash plant). The production capacity of the Gazipur Feed Mill is more than 1,40,000 metric tons per year. There is a fully operational Quality Control Department along with testing laboratory facilities to monitor the quality of incoming raw material as well as finished product. The project is located on 12 bighas of land in Bagherbazar, Gazipur. This unit employees more than 950 people, including 11 depots.

**Shajahanpur Factory**

The Bogura Feed Mill was established in 2003 on 19.6 bighas of land at shajahanpur, Bogura.There are 7 independent plants capable of producing pellet (floating & sinking) as well as mash feed. The present production capacity is more than 1,80,000 metric tons per year. A fully independent Quality Control Department is located here along with testing laboratory to monitorthe quality of incoming raw material as well as finished product. This unit employees more than 1050 workforce, including 9 depots.

**Nondigram Factory**

The Bogura Feed Mill was established in 2013 on 18 bighas of land at Nondigram, Bogura. The 8 MT per hour 12th floating plant is located here. The 13th plant (floating) was inaugurated in May 2016, with a capacity of 10 MT per hour. The 14th & 15th plant (Shrimp) also inaugurated here in 2017 with production capacity of 6 MT per hour. This unit employs more than 750 workforces.

## 2.8 Corporate Social Responsibility (CSR) Program

Quality Feeds Limited is proud to be associated with a number of organizations as part of its CSR (Corporate Social Responsibility) Program. Contributing to society and its development has always been at the core of the company's policies. As a result, it has participated in various development programs both directly and indirectly. Given below are some of the organizations QFL has worked with.

**Subarta Trust** runs residential care centers in Dhaka, Savar and Netrokona providing assistedliving arrangements, food and recreation for the elderly. QFL runs one of its biggest CSR programs with Subarta Trust which started in 2010. Currently QFL owns a small cottage at Swapnolok peace valley, Manikganj, which is under the management of Subarta Trust. An ambulance was also donated to Subarta Trust to provide service to its residents. Also, QFL has sponsored various recreational activities organized by Subarta Trust.

**Jalalabad Blind Welfare Organization** runs an eye hospital in Sylhet, named Jalalabad Eye Hospital. The organization helps treat underprivileged blind patients, organizing eye camps at different locations. QFL has been working with the organization since 2012 providing donations to cover medicine costs, operation costs, procure operation table.

**Organization for Correction and Social Reclamation (ACSR)** is an NGO that is dedicated towards the economic emancipation and moral uplift to distressed girls and women who are at a social disadvantage. QFL has been providing funds to the institute since 2013 for the procurementof training equipments and instruments such as computers and books.

**National Liver Foundation of Bangladesh** Located in Panthapath, Dhaka, National Liver Foundation of Bangladesh is a not-for-profit organization dedicated to prevention, treatment, education and research on liver diseases. QFL has provided funds to the hospital for the building ofits facilities.

**Centre for Rehabilitation of the Paralyzed (CRP)** Founded in 1979 in response to desperate need for services for spinal injury patients, CRP focuses on a holistic approach to rehabilitation. They are engaged in physical rehabilitation, psychological rehabilitation, and economic rehabilitation allowing patients to successfully reintegrate into the community. QFL has been working with CRP since 2010, helping patients by donating computers, printers, monitors and other training equipments for patients.

**Shishu polli Plus (SPP)** based in Sreepur, SPP works with destitute mothers and their children to give them the health, knowledge and skills they need to function independently in society. At the moment over 130 mothers and 540 children are supported by SPP. QFL has been working with SPP since 2008 and has helped sponsor various cultural events hosted by the NGO. It has also donated funds to the organization over the years for meal requirements of SPP's residence and for covering basic operating costs.

**Develop Humanitarianism for the Underprivileged (DHUP)** is an organization set up to create and develop an educational environment for the underprivileged and special needs children. They are also committed to reducing the dropout rate of schooling through social awareness. QFL has donated funds to DHUP for the smooth running of their operations.

**National Fellowship for the Advancement of Visually Handicapped (NFAVH)** is a religious education center located in Tongi that focuses on providing education to visually impaired individuals. The funding provided by QFL has been spent for the welfare of the blind students suchas food, dress and other daily necessities.

**Center for Zakat Management (CZM)** is a faith-based social enterprise, aiming to promote the obligation of Zakat ordained by Allah SWT as an economic tool for bringing prosperity to the disadvantaged. CZM works for creating awareness about Zakat among Muslims, mobilizing and distributing Zakat in an organized and planned manner. QFL has provided Zakat funds to CZM which were used for primary education and nutrition projects as well as providing primary healthcare.

**Durree Samad Rahman High School** was established in 2004 at west Khasmahal (Nizgaon), Rajnagar of Moulvibazar Distrit. Since inception this institution helped provide quality education among the students of this region. The school is consistently doing well in PSC, JSC & SSC exams. Quality Feeds Limited has worked with this school to maintain & improve the standard of quality education and will continue to do so in the future.

**Hazi Md. Torab Ali Talukdar Foundation** is working with the poor to improve standard of education and quality of life. Since 2012 this organization has provided free medical services to more than 12000 patients. Most of them are victims of river erosion. QFL feels proud to be a part of this organization and is committed to its cause.

**Charity Right Bangladesh** was established with the mission to help those in poverty providing them with nourishment and to give them a better chance at life. Presently this organization isproviding support to 864 orphans, 1,025 needy children, 30 autistic children, 23 disabled families and 72 destitute families. QFL is honored to be a part of this colossal task. QFL believes that together we can eradicate the fatal chain of poverty and hunger from our community.

**We Foundation** is a community based, volunteer steered organization working since 2009. It strives for the education of poor children. It has outreach of 400 children in three areas- Gazipur, Dhaka and Pabna, with the mission of bringing significant change to the lives of poor children by stressing on ethics education, computer literacy, English Language, relevant life skills and other vocational training (like tailoring, cutting, nursing). QFL is proud to be a donating partner of We Foundation to help in areas such as construction of school and other educational infrastructure.

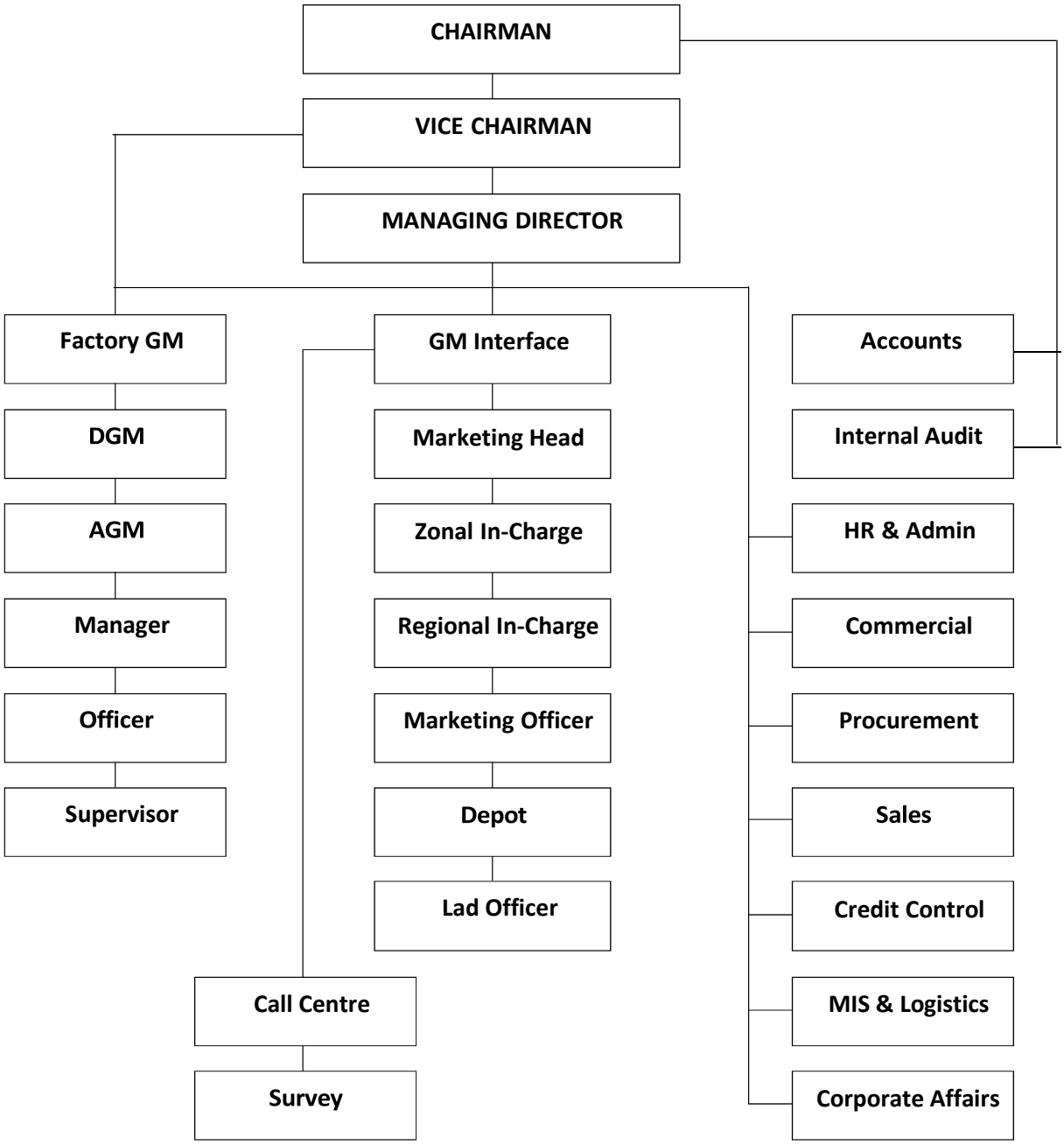
**UKBET (UK-Bangladesh Education Trust)** is a UK registered charity and a registered international NGO in Bangladesh. It has been working in English language training, teaching and learning development since 1993. So far, to support capacity building in Bangladesh, QFL has donated funds to UKBET for smooth running of their operations and we remain a valued partner in their future endeavors.

**Relief Programs,** QFL has arranged various relief programs to provide support to the poor affected by natural disasters. Two of its most significant relief programs of 2017 were in Rangpur, Dinajpur, Kurigram, Sylhet & Sunamgonj. QFL provided support to the vulnerable groups in the form of food and other necessities.

**2.9 Borad of Directors**

| SL | NAME OF DIRECTORS | POSITION |
|---|---|---|
| 1 | M. Kaiser Rahman | Chairman |
| 2 | Shahryar Hussain | Vice Chairman |
| 3 | Ihtesham B. Shahjahan | Managing Director |
| 4 | Yahya Khan | Director |
| 5 | Sha Mohammad Feroj | Director |

## 2.10 Organogram of the Organization



# CHAPTER: THREE

# LITERATURE REVIEW

# &

# THEORETICAL DISCUSSION

### 3.1 Literature Review

Training and development are essential for any organisation that wants to improve its performance, retain its talent, and stay competitive in the market. A literature review is a systematic analysis ofthe existing research on a topic, which helps to identify the gaps, strengths, and limitations of the current knowledge. In this blog post, we will present the top ten literature reviews on training and development, based on their relevance, quality, and impact.

Noe, R. A., et al. (2014) Sightseen that review examines how technology has transformed the way people learn and how organizations can leverage it to enhance their training and development programs. The authors discuss the benefits and challenges of technology-based learning, such as increased accessibility, flexibility, engagement, feedback, and collaboration, as well as potential issues such as distraction, isolation, overload, and lack of transfer. They also provide recommendations for designing effective technology-based learning interventions that align with the learners' needs, preferences, and goals.

Aguinis, H., & Kraiger, K. (2009) Clarified that review provides a comprehensive overview of the benefits of training and development at multiple levels of analysis: individual, team, organizational, and societal. The authors synthesize the empirical evidence from various disciplines and domains, such as psychology, management, education, health care, and public policy. They also identify the factors that moderate the effectiveness of training and development programs, such as the characteristics of the learners, the trainers, the content, the context, and the evaluation methods.

Salas, E., et al. (2012) Reviews that translate the scientific principles and findings of training and development research into practical implications for practitioners. The authors propose a framework that guides the design, implementation, and evaluation of training and development programs based on four key elements: learning outcomes (what to train), design (how to train), delivery (who will train), and evaluation (how to measure). They also highlight the best practicesand common pitfalls for each element based on the current state-of-the-art knowledge.

Burke, L. A., & Hutchins, H. M. (2007) Revealed that review focuses on one of the most critical issues in training and development: training transfer. Training transfer refers to the extent to whichthe knowledge, skills, and attitudes acquired in training are applied on the job and enhance performance. The authors integrate the existing theories and models of training transfer and identify the factors that influence it at three levels: individual (e.g., motivation, self-efficacy), training (e.g.,

content relevance, feedback), and organizational (e.g., support, climate). They also suggest directions for future research and practice to improve training transfer outcomes.

Arthur Jr., et al. (2003) Reported that review is a meta-analysis of 335 studies that examined the effectiveness of training in organizations across various outcomes, such as reactions, learning, behavior, and results. The authors analyzed the impact of different design and evaluation features of training programs, such as the type of training (e.g. Cognitive, behavioral), the method of delivery (e.g. Classroom, computer), the level of evaluation (e.g. Reaction, learning), and the criteria used to measure effectiveness (e.g., self-report, objective). They found that training programs were generally effective, but their effectiveness varied depending on these features.

Blume B.D., et al. (2010) found out that review is another meta-analysis of 89 studies that investigated the transfer of training in organizations across different types of outcomes, such as declarative knowledge, procedural knowledge, and retention. The authors examined the influence of various factors on transfer of training, such as the characteristics of the trainees (e.g. Ability, motivation), the training design (e.g. Behavior modelling, error management), and the work environment (e.g. Supervisor support, peer support). They found that these factors had significant and differential effects on transfer of training.

Kraiger, K., et al. (1993) Explained that review introduces a new framework for evaluating training programs based on three types of learning outcomes: cognitive (knowledge), skill-based (skill), and affective (attitude). The authors argue that traditional methods of training evaluation, such as pretest-posttest designs and reaction measures, are inadequate and inappropriate for assessing these outcomes. They propose alternative methods and criteria for each type of outcome, such as cognitive strategies, skill demonstration, and attitude change. They also discuss the implications of their framework for training design and delivery.

Tharenou, P., et al. (2007) Revealed that review examines the relationship between training and organizational-level outcomes, such as productivity, profitability, and customer satisfaction. The authors review and critique the existing empirical studies on this topic, which are mostly based on the Kirkpatrick model of training evaluation. They identify the methodological and conceptual limitations of these studies, such as the lack of rigorous designs, the use of inappropriate measures, and the neglect of contextual factors. They also suggest directions for future research and practiceto enhance the validity and utility of training evaluation at the organizational level.

Bell, B. S., & Kozlowski, S. W. (2008) Reported that review explores the concept of active learning, which refers to the extent to which learners are actively involved in the learning process through self-regulation, feedback seeking, and goal setting. The authors propose a theoretical model that links active learning to four core training design elements: learner control, error framing, feedback, and practice. They review the empirical evidence that supports their model and demonstrate how active learning enhances learning outcomes and adaptability in dynamic and complex environments.

Brown K.G., & Sitzmann T. (2011) Found that review provides a comprehensive summary of the current trends and issues in training and employee development research and practice. The authors cover various topics, such as the strategic role of training and development in organizations, the challenges and opportunities of technology-based learning, the best practices and innovations in training design, delivery, and evaluation, and the future directions and implications of training and development for individuals, teams, organizations, and society.

### 3.2 Theoretical Discussion

#### 3.2.1 Training

Training is the systematic process of altering the behavior of employees in a direction that willachieve the organization's goals. Training is related to present job skills and abilities. It has a current orientation and helps employees' master skills and abilities needed to be successful. A formal training program is an effort by the employer to provide opportunities for the employee to acquire job-related skills, attitudes and knowledge.

According to Aswathapa, "Training and development refers to the imparting of skills, abilities and knowledge about their learning in this view:

T&D = Standard Performance - Actual Performance

Training is a process whereby people acquire capabilities to aid in the achievement of organizational goals. Training provides employees with specific, identification knowledge and skills for use in their present jobs.

### 3.2.2 Development

Development is any attempt to improve current or future management by imparting knowledge, changing attitudes or increasing skills.

The general management development process consists of -

- Assessing the company's strategic needs
- Appraising the managers' performance
- Then developing the managers

### 3.3 Types of Training

There are two types of training, is given below:

- On-the-job training (Internal Training)
- Off-the-job training (External Training)

### 3.3.1 On-the-Job Training

When an employee learns the job in an actual working site in a real-life situation, and not in a simulated environment, it is called On-the-job training and also called workplace training. Employees learn while working.

There are some methods of on-the-job training:

- Job Rotation
- Coaching
- Job Instruction
- Committee Assignments
- Apprenticeship

**Job Rotation**

This type of training involves the movement of the trainee from one job to another. The trainee receives job knowledge and gains experience from his supervisor or trainer in each of the different job assignments.

**Coaching**

The trainee is placed under a particular supervisor who functions as a coach in training the individual. The supervisor provides feedback to the trainee on his performance and offers him some suggestions for improvement.

**Job Instruction**

This method is also known as training step by step. Under this method, the trainer explains to the trainee the way of doing the jobs, job knowledge and skills and allows him to do the job.

**Committee Assignments**

Under the committee assignments, a group of trainees are given and asked to solve an actual organizational problem. The trainees solve the problem jointly. It develops teamwork.

**Apprenticeship**

Apprenticeship is a formalized method of training curriculum that combines classroom education with on-the-job work under close supervision. The training curriculum is planned in advance and conducted in careful steps from day to day.

**3.3.2 off-the- Job Training**

Off- the-job training is conducted in a location specifically designated for training. It may be near the workplace or away from work, at a special training centre or a resort conducting the training away from the workplace minimize distractions and allows trainees to devote their full attention to the material being taught- However, off-the-job training programs may not provide as such transferof training to the actual job as do on-the-job programs.

**Off-the-job training methods:**

- Classroom Lectures
- Audio - Visual
- Simulation
- Vestibule Training
- Case Studies
- Role Playing
- Programmed Instructions

**Classroom Lectures**

Off the job methods of training classroom method or lecture method is well-known to train white collar or managerial level employees in the organisation.

**Audio-Visual**

Providing training by way of using Films, Televisions, Video, and Presentations etc. This method of training has been used successfully in education institutions to train their students in subjects to understand and assimilate easily and help them to remember forever. New companies have come up to provide audio visual material for students in their concerned subjects.

**Simulation**

The simulation Method of training is most famous and core among all of the job training methods. In the simulation training method, trainees will be trained on specially designed equipment or machines that seem to be really used in the field or job. But, those equipment or machines are specifically designed for training trainees, making them ready to handle them in the real field orjob.

**Vestibule Training**

Mostly this method of training will be used to train technical staff, office staff and employees who deal with tools and machines. Employees learn their jobs on the equipment they will be using, but the training is conducted away from the actual work floor by bringing equipment or tools to certain places where training is provided, but not work.

**Case Studies**

It is a written description of an actual situation in the past in the same organisation or somewhere else and trainees are supposed to analyses and give their conclusions in writing. This is another excellent method to ensure full and whole hearted participation of employees and generates good interest among them.

**Role Playing**

During a role play, the trainees assume roles and act out situations connected to the learning concepts. It is good for customer service and training. This method is also called 'role-reversal', 'socio-drama' or 'psycho-drama'. Here trainees act out a given role as they would in a stage play.Two or more trainees are assigned roles in a given situation, which is explained to the group. Thereare no written lines to be said and, naturally, no rehearsals.

**Programmed Instructions**

This involves two essential elements:

a) A step-by-step series of bits of knowledge, each building upon what has gone before, and
b) A mechanism for presenting the series and checking on the trainee's knowledge. Questions are asked in proper sequence and indication given promptly whether the answers are correct.

**3.4 Training Practices in Bangladesh**

Most of the employers in Bangladesh want to hire trained personnel and very few are interested in developing people through investing in them. Education over-emphasizes humanities and concentrates less on the type of training, which develops skills for industrial development. Here are some common problems at the macro level in Bangladesh:

- Training expenditure has a low priority in company budget
- Aggregate expenditures by business on training are inadequate.
- Management training in our country has not been accepted as a top management activity.
- Corporate commitment about training is lacking. Most companies spend nothing at all on training.
- Training is not viewed as an investment; rather it is treated as an expense.

A large number of training institutes and centers in the country are working for the development of HRM including the development of managerial and technical skills of human resources. Public Administration Training Centre (PATC) is offering training to the government officers. Similarly, many other institutes mentioned below are rendering training services to the job incumbents of different sector:

- Bangladesh Institute of Bank Management (BIBM) – for training bank people.
- Bangladesh Insurance Academy – for training human resources of insurance companies.
- Bangladesh Institute of Management (BIM) former (BMDC) – for training Government officials, autonomous body and sector corporation personnel.
- National Institute of Education Management (NAEM) – for training of Government college teachers.

Other than these institutes, Industrial Relations Institute (IRI), Planning and Development Academy (PDA) and Institutes of Personnel management (IPM) are conducting training programs. In Bangladesh, there are more than 50 vocational training institutes, 12 technical training canters that are also involved in the skill development of human resources.

### 3.4.1 Employee Training

Training is a learning experience in that it seeks a relatively permanent change in an individual that will improve the ability to perform on the job. Training can involve the changing of skills, knowledge, attitudes or behaviour. It may mean changing what employees know, how they work,their attitudes towards their work or their interaction with their coworkers or supervisor. Training is more present-day oriented and its focus is on individuals' current jobs.

### 3.4.2 Employee Development

Employee development focuses on future jobs in the organisation. For example, if you become a sales territory manager, the skills needed to perform that job are quite different from those requiredfor selling the products. Now you will be required to supervise a number of sales representatives; requiring a broad-based knowledge of marketing and very specific management competencies like communication skills, evaluation of employee performance and disciplining problem individuals.

### 3.4.3 Evaluation of Training

Evaluation of training compares the post-training results to the objectives expected by managers, trainers, and trainees. Too often, training is done without any thought of measuring and evaluating it later to see how well it worked. Because training is both time-consuming and costly, evaluation should be done. In fact, at some firms, what employees learn is directly related to what they earn, which puts this principle of measurement into practice.

One way to evaluate training is to examine the costs associated with the training and the benefits received through cost/benefit analysis. Comparing costs and benefits is easy until one must assign an actual dollar value to some of the benefits. The best way is to measure the value of the output before and after training. Any increase represents the benefit resulting from training.

## 3.5 Learning

Learning has been described as a relatively permanent change in behavior that occurs as a result of practice or experience. It may be simply a sustain (unlearning a bad habit) or it may be a modification (adjusting new knowledge to old). What is learning is gradually changing. The learning behavior differs from one another that is selective. There are some principles of learning can be found which are:

- Learning is individual
- Motivation is the key
- Relevance of learning experience should be clear to the learner
- “Feedback” to learners is important.

### 3.5.1 Employee Orientation

New employee orientation is the process that is used for welcoming a new employee into an organisation. New employee orientation, often spearheaded by a meeting with the Human Resources department, generally contains information about safety, the work environment, the new job description, benefits and eligibility, company culture, company history, the organisation chart and anything else relevant to working in the new company.

### 3.5.2 Employee Socialization

Organizational socialization is the process through which organizational culture is perpetuated; by which newcomers learn the appropriate roles and behaviors to become Effective and participating members. Traditional and Modern Approaches of Training and Development:

### 3.5.3 Traditional Approach

In the past, most of the organizations never used to believe in training. They were holding the traditional view that managers are born and not made. There were also some views that training is a very costly program and it doesn't bring any benefit which is worthless. Organizations used to believe more in executives pinching. But now the scenario seems to be changing.

### 3.5.4 The Modern Approach

The modern approach of training and development is that Bangladeshi Organizations have realized the importance of corporate training. Training is now considered as more of retention Tool than a cost. The training system has been changed to create a smarter workforce and yield the best results.

## 3.6 Role of Training

- Development of Skills of Employees – Training and Development helps in increasing the job knowledge and skills of employees at each level. It helps to expand the horizons of human intellect and an overall personality of the employees.
- Optimum Utilization of Human Resources – Training and Development helps in optimizing the utilization of human resources that further helps the employee to achieve the organizational goals as well as their individual goals.
- Development of Human Resources – Training and Development helps to provide an opportunity and broad structure for the development of human resources' technical and behavioral skills in an organisation. It also helps the employees in attaining personal growth.
- Productivity – Training and Development helps in increasing the productivity of the employees that helps the organisation further to achieve its long-term goal.
- Team Spirit – Training and Development helps in inculcating the sense of teamwork, team spirit, and inter-team collaborations. It helps in inculcating the zeal to learn within the employees

- Organization Culture – Training and Development helps to develop and improve the organizational health culture and effectiveness. It helps in creating the learning culture within the organisation.
- Organization Climate – Training and Development helps build the positive perception and feeling about the organisation. The employees get these feelings from leaders, subordinates, and peers.
- Obsolescence Prevention- "Training and development programmers foster the initiative and creativity of employees and help to prevent manpower obsolescence, which may be due to age, temperament or motivation, or the inability of a person to adapt him to technological changes
- Quality – Training and Development helps in improving upon the quality of work and work-life.
- Healthy Work-Environment – Training and Development helps in creating a healthy working environment. It helps to build good employee relationships so that individual goals align with organizational goals.

### 3.6.1 Other Roles

- For an employers' organisation to raise awareness among employers of the need for increased investment in the development of human capital as an essential condition for achieving competitiveness.
- In the training of personnel or human resource managers, given the fact that their role still tends to be downgraded relative to other management functions such as finance, marketing and production. This role could also be undertaken through training support given to professional bodies like an institute of personnel management.
- An employers' organisation should be able to influence the provision of training incentives to be offered to employers, through the tax system or training levies. Numerous examples in countries abound which can provide useful ideas to employers' organizations.
- An employers' organisation could develop training material to be used by enterprises for in-house training

### 3.7 Inputs of Training and Development

Any training and development program must contain inputs, which enable the participants to gain skills, learn theoretical concepts and help acquire vision to look into the distant future. In additionto these there is a need to impart ethical orientation, emphasis on attitudinal changes and stressupon decision making and problem-solving capabilities.

#### 3.7.1 Skills

Training is imparting skills to employees. A worker needs skills to use machines and other equipment with least damage or scrap; this is basic without which a worker is not able to work on machines. Same way employees like supervisors, executives need interpersonal skills, popularly known as people skills. Interpersonal skills are necessary to understand oneself and others too andact accordingly.

#### 3.7.2 Education

The purpose of education is to teach theoretical concepts and to develop a sense of reasoning and judgment. HR specialists understand the importance of education in any training and development program. Many times, organizations encourage employees to do courses on a part time basis.

#### 3.7.3 Development

Another component of training and development, which is less skill oriented but stressed on knowledge. Knowledge about business environment, management principles and techniques, human relations, specific industry analysis and the like is useful for better management of thecompany.

#### 3.7.4 Ethics

There is a need for imparting ethical orientation to a training and development program. There is on denial of the fact that ethics are largely ignored in business. Unethical practices abound in marketing, finance and production function in an organisation. This does not mean that the HR manager is absolved of the responsibility. If the production, finance, or marketing personnel indulge in unethical practices the fault rests on the HR manager. It is his/her duty to enlighten all the employees in the organisation about the need for the ethical behaviours.

### 3.8 The Five steps of Training and Development Process

The training programs consist of five steps:

- Need Analysis
- Instruction Design
- Validation
- Implement the Program
- Evaluation

**Needs Analysis**

Needs analysis is the first step of the training process. It identifies the specific job performance skills needed, assesses the prospective trainee's skills and develops specific measurable knowledge and performance objectives based on any deficiencies.

**Instructional Design**

In the second step instruction design individuals decide on compiling and producing the training program content including work books exercises.

**Validation**

Validation is the third step in which the bugs are socked out of the training program by presenting it to a small representative audience.

**Implement the Program**

The Fourth step to implement the program by actually training the targeted employee group

**Evaluation**

Fifth is an evaluation step in which management assesses the program's successes or failures.

### 3.9 Training Methods

#### 3.9.1 Various methods of training which are given below:

- Lectures, Demonstrations,
- Discussions,
- Computer based Training (CBT).
- Intelligent tutorial system (ITS).
- Program Instruction (PI) virtual Reality.
- Behavioural approach is:

  Games and simulations,

  Behaviour modelling,

  Business games,

  Case studies,

  Equipment stimulators, in basket technique, role play.

#### 3.9.2 Development

Development is the process of increasing efficiency and changing behavioural patterns or mentality toward particular issues for the achievement of organizational objectives. That is, any attempt to improve current or future management performance by imparting knowledge, changing attitude or increasing skills is called development. Development involves attaining the long-term efficiency in the workplace that is getting the benefit in future rather than the present improvement in certain skills.

### 3.10 Difference between Training and Development

Training is concerned with the immediate improvement of a specific skill of the employee that is the way to make the employee more effective in his current role, whereas development is a processto make the employee efficient enough to handle critical situations in the future. That is how wellhe can equip himself for the future demands. The basic difference is, training focuses on the current job skill (Short term process) while the development focuses on the future job skill and efficiency (Long term process).

### 3.10.1 Career Development

Career development involves managing careers either within or between organizations. It also includes learning new skills, and making improvements to help in career. Career development is an ongoing, lifelong process to learn and achieve more in a career. Whether anyone looking at makinga career change, or moving up within a company, planning his/her career development will succeed. By creating a personal career development plan; one can set goals and objectives for personal career growth.

### 3.10.2 Performance Evaluation

The method of evaluating an employee's performance which involves tracking, evaluating and giving feedback on actual performance based on key behaviours/competencies established in the goals that support the achievement of the overall organizational mission.

# CHAPTER: FOUR

# INTERNSHIP RESPONSIBILITIES

### 4.1 Intern Responsibilities

As an intern at Quality Feeds Limited, my role encompassed diverse responsibilities aimed at comprehensively exploring and contributing to the company's training and development endeavours. Throughout the internship, I engaged in multifaceted tasks to better understand and evaluate the efficacy of the training programs and their alignment with the company's objectives.

a) **Observational Immersion:** The internship commenced with immersive exposure to the company's training sessions. This involved attending various workshops, seminars, and training programs organized by Quality Feeds Limited. By actively participating and observing these sessions, I gained practical insights into the training delivery methods, content relevance, and employee engagement strategies employed by the company.

b) **Data Collection and Analysis**: A significant portion of my responsibilities revolved around gathering comprehensive data related to training materials, curriculum outlines, and participant feedback. I conducted surveys and interviews with employees across different departments to capture diverse perspectives. Utilizing qualitative and quantitative analysis methods, I meticulously examined this data to identify recurring themes, strengths, and areas requiring improvement within the training initiatives.

c) **Documentation and Reporting:** With a keen eye for detail, I meticulously documented my observations, analysis, and recommendations in a structured manner. This involved drafting reports summarizing the findings, complete with visual aids like charts or graphs to enhance clarity and understanding. The reports aimed to provide actionable insights that could be leveraged to enhance the effectiveness of the company's training programs.

d) **Strategic Recommendations:** Drawing from the analysis conducted, I formulated strategic recommendations aimed at optimizing the existing training and development strategies at Quality Feeds Limited. These recommendations were designed to address identified gaps, enhance training content, and improve methodologies to align more closely with industry standards and the evolving needs of the agricultural sector.

e) **Collaboration and Communication:** Effective collaboration and communication were integral to the internship experience. I actively engaged with HR personnel, trainers, department heads, and fellow interns to exchange insights, discuss findings, and gather diverse viewpoints. This collaborative effort fostered a holistic understanding of the training landscape within the organization.

f) **Continuous Learning and Development:** Beyond the core responsibilities, I actively sought avenues for personal and professional growth. Attending relevant seminars, workshops, and seeking mentorship from experienced professionals within the company allowed me to deepen my understanding of training and development practices within the agricultural industry context.

g) **Professional Development:** Additionally, I proactively sought opportunities for my own professional development. Attending relevant seminars, workshops, and seeking mentorship allowed me to further enhance my understanding of training and development practices inthe agricultural industry.

In summary, my internship journey at Quality Feeds Limited was characterized by immersive learning, data-driven analysis, strategic thinking, and collaborative engagement. The culmination of these efforts resulted in a comprehensive assessment of the company's training practices and the formulation of actionable recommendations aimed at enhancing employee development and organizational effectiveness.

# CHAPTER: FIVE
# ANALYSIS OF THE STUDY

### 5.1 Training and Development Practices of QFL

The training and development of all employees is critical to the Company's success. It improves the performance of the company, teams and individuals and makes an important contribution to the retention of staff and the development of future talent.

QFL is committed to providing an environment which enables continuous learning, growth and personal achievement of all employees. The achievement of this commitment by the Company is also reliant on employee commitment and their willingness to learn, develop, take on new roles and responsibilities and seek opportunities for self-development.

Training and development plans are based on the future business strategy and through the output of regular individual appraisals. These plans identify where individual performance may be enhanced through development initiatives including training courses, coaching, job experience, formal studies, etc.

The Company is committed to the effective induction of all employees and in supporting all employees to realize their full potential. Training and development opportunities are offered on a fair basis to all employees. The Company ensures that no employee receives less favourable treatment or consideration.

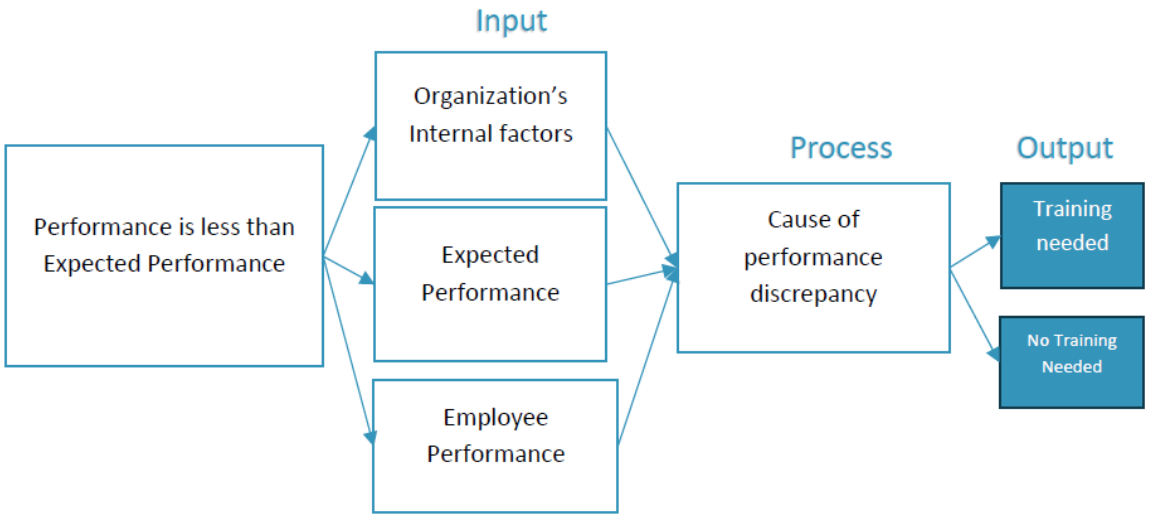



*Figure 1: Process of Training Analysis*

### 5.2 Objective of Training and Development in QFL

- To help the employees perform more effectively in their jobs.
- To prepare the employees for future growth and advancement by providing supervisory and other management programs.
- To build effective work teams through developing staff communications and interpersonal skills.

- To inculcate a sense of dedication to the highest quality.
- To keep an employee up-to-date with changes that affect the business environment.

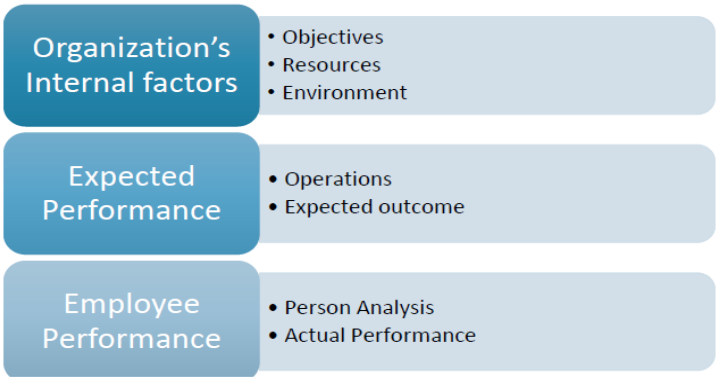



*Figure 2: Objective of Training and Development*

### 5.3 Evaluate the Training and Development Strategy of QFL

Quality Feeds Limited's HR Department is vigorously dealing with the nonstop preparing; improvement and prosperity of its individuals. Both in-house and outside organization preparing of representatives are attending and progressing process. For persistent observing and improvement, a profoundly logical participatory Performance Management System is being used for surveying worker require and assessing them once in each quarter of the year. Alongside customary projectsfor HR Development Quality Feeds Limited has number of Employee Relations Programs.




*Figure 3: Evaluation of the Training and Development Strategy*

#### 5.3.1 Training:

Great preparing reduces disappointment and fatigue among director and labourer. It adds to enhanced human relations and raises confidence. The enhancement in aptitudes builds profitability and

diminishes turnover. Through preparing, organization help make representatives more faithfulto the organization. Along these lines, except if the item or administration is the just a single of its sort, we are searching for an edge, favourable position something uncommon from the significant rivalry. Also, preparing is one of the most grounded instruments through which a strength can be made.

Preparing likewise enables aspiring workers to move forward in their very own vocations. Then again, better item expands consumer loyalty; prompt rehashed business and vast deals. When we build up workers' potential these things are tremendously related. Preparing is an initiative action, which gets ready people for their own future chances.

To offer preparing to the workers, QFL first discovers the preparation needs. It comprises of two procedures:

a) Identify the sector/ criteria in which training is needed.
b) Identify the employees who really need these training.

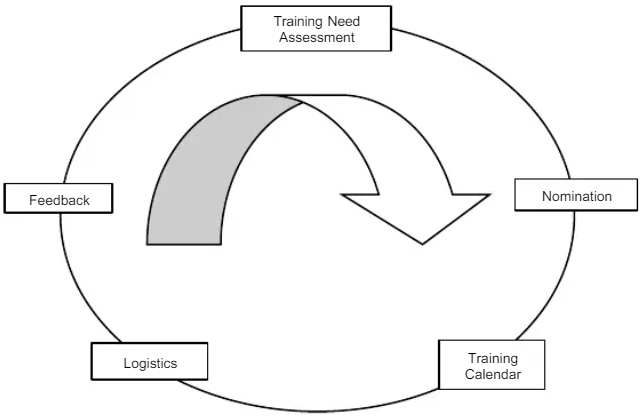



*Figure 4: Training Cycle*

### 5.3.2 Training technique for QFL:

The preparation program in QFL is done in yearly premise and in the wake of contracting new representatives. To direct the preparation program they made a rundown of capacities, for example, when it will be held, who will lead the program, what number of teachers will be there, will they be contracted from outside or inside the organization, what number of workers will sit for every opening, what will be the length of the preparation program, should the representatives be send into another country for the preparation or they ought to get the residential preparing, preparing spending plan, accessibility of preparing helps, utilization of those guides, et cetera. Their preparation program is planned chiefly in two kinds:

a) **Functional Training**: This is an office shrewd preparing program. That implies representatives from every division like HR office, Marketing office, R&D, Audit office are given preparing on

particular needs as per their departmental activity after the need distinguishing proof.

b) **Behavioural Training:** These are delicate aptitude preparing, for example, relational abilities, behaviours, social standards, outrage administration, et cetera. This type of trainingis for every employee of QFL not like department wise. Again, these two types of training are given in two ways:

    i. One is on-the– work preparing technique and

    ii. Off-the activity preparing techniques

**(i) On-The-Job Training Method:** On-the-work preparing technique alludes that representative gets the preparation under a similar situation where he needs to work.

Coaching: This sort technique regularly rehearses by administrator about the learning and expertise of the activity to a subordinate. This kind of strategy Quality Feeds Limited doesn't mastermind yeta portion of the senior worker done this.

Rotation: Quality Feeds Limited pursues this technique by exchange one unit to another unit of worker.

Special meeting of the staff: Normally this kind of meeting orchestrates by chief with his subordinate. Day by day, week by week or month to month work plan criticalness is the motivation of such gathering.

**(ii) Off-The-Job Training Method:** Off-the-work preparing implies a representative can get preparing outside of his work station. It is finished by Quality Feeds Limited so worker can give the full focus on preparing program. Two kinds of "off-the-work preparing technique" are trailed by the Quality Feeds Limited.

Vestibule Method: Under this strategy preparing is given in a room where the genuine working circumstance is made. It's regularly done in the generation division.

Meeting and Seminars: Conference or courses done in the head office, it's just for best dimension officer. In the day of course or gathering workers are come in the go to accomplish the program. In the strategy likewise incorporate playing out the contextual analysis.




*Figure 5: Training Techniques*

### 5.3.3 Monitoring and Evaluation of Training

Leading post preparing assessment and rolling out suitable improvements as quickly as time permits is a definitive key to progress for worker advancement exercises. Post preparing assessments incorporate studies and polls that let T&D faculty find out about regions for development and the advantages/misfortunes with respect to the preparation. These additionallygive data on approaches to re- guarantee exchange of preparing on work, regardless of whether through inborn or outward rewards.

Assessment of preparing causes Quality Feeds Limited to know who needs what preparing later on and where to contribute more. Effective occupation entertainers give a correlation on what they do any other way than unsuccessful

employment entertainers. It likewise enables the organization to think about profitability and benefits when preparing, in their own explanatory and key way.

# CHAPTER: SIX
# FINDINGS OF THE STUDY

## 6.1 Major Findings

- Lack of Training and Development Incentives: QFL does not utilize training and development as a tool to incentivize and motivate its employees and executives. This absence of incentives may hinder employee engagement and retention efforts.
- Scientific Foundation in Training Needs Assessment: The Company's approaches to assessing training needs lack a scientific foundation. This suggests that the methods used for identifying skill gaps and training requirements may not be evidence-based or data- driven.
- Inconsistent Performance Deficiency Identification: There is no consistent and structured process in place for identifying performance deficiencies before providing training.
- Insufficient Budget for MDP: The budget allocated for Management Development Programs (MDP) is insufficient. This limitation can hinder the company's ability to provide comprehensive and effective leadership training to its managers and executives.
- Lack of Clarity and Structure in Training Methods: Training methods at QFL lack clarity and structure, potentially making it challenging for employees and executives to grasp and apply the training content effectively.
- Communication Issues with HR: Human Resources (HR) does not effectively communicate or notify nominated employees about training opportunities. This lack of clear communication can lead to confusion among trainees and disrupt the training process.
- Inadequate Attention to Assessment: The Company does not give sufficient attention to before and after training assessments, indicating a potential lack of focus on evaluating the impact and effectiveness of training programs.
- High Satisfaction with Trainers: Despite the mentioned shortcomings, employees and executives express high levels of satisfaction with trainers in various programs. This suggests that the trainers themselves are effective in delivering content and engaging participants.
- Satisfactory Training Environment: The training environment at QFL is considered satisfactory, with most executive's content with their surroundings. A conducive training environment can contribute to a positive learning experience.
- Lack of Off-the-Job Training Facilities: The Company does not provide off-the-job training facilities for employees. This absence of resources outside of the regular workplace can limit employees' opportunities for skill development and growth.

# CHAPTER: SEVEN

# RECOMMENDATION

# &

# CONCLUSION

### 7.1 Recommendations

- **Customized Training Programs:** Tailor training modules to cater to different employee levels and roles within the organization. This customization ensures that training content is relevant and applicable to specific job functions, enhancing its effectiveness.
- **Technology Integration:** Embrace technological advancements in training delivery, such as e-learning platforms or mobile applications, to facilitate accessible and interactive learning experiences for employees.
- **Continuous Feedback Mechanisms:** Implement regular feedback mechanisms post- training sessions to gather insights from employees. This aids in understanding the effectiveness of training programs and allows for timely adjustments based on employee suggestions.
- **Leadership Development Initiatives:** Initiate specialized training programs aimed at grooming potential leaders within the company. Focus on developing leadership qualitiesand strategic skills necessary for managerial roles.
- **Cross-Departmental Training:** Encourage cross-functional training sessions to foster a holistic understanding of various departments. This promotes collaboration, knowledge sharing, and a more cohesive organizational culture.
- **Performance-Based Training Evaluation**: Introduce performance metrics tied to training outcomes. Assess the application of learned skills in job roles to measure the direct impact of training on employee performance.
- **Diversity and Inclusion Training:** Incorporate diversity and inclusion training modules to create a more inclusive workplace environment. This aims to raise awareness, foster understanding, and promote diversity within the company.
- **Mentorship Programs:** Establish formal mentorship programs pairing experienced employees with newcomers to facilitate knowledge transfer, skill development, and integration into the company culture.
- **Continuous Professional Development:** Encourage employees to pursue continuouslearning by providing resources, incentives, or support for external certifications, workshops, or courses relevant to their roles.
- **Regular Review and Update of Training Content:** Periodically review and update training content to ensure it remains aligned with industry best practices, technological advancements, and evolving market demands.

## 7.2 Conclusion

Concededly, the internship experience at Quality Feeds Limited offered an insightful journey into the realm of training and development practices within the agricultural industry in Bangladesh. The analysis conducted shed light on several key aspects that can significantly impact the effectivenessand efficiency of the company's human resource initiatives.The evaluation of existing training programs highlighted their strengths, such as comprehensive content and diverse delivery methods. However, it also identified areas for improvement, including the need for customization,technology integration, and a more robust feedback system. These findings underscore the importance of continually refining and adapting training methodologies to suit the dynamic needs of the industry and the workforce.Moreover, the recommendations formulated aim to bridge identified gaps and optimize training strategies. Emphasizing customized programs, technology integration, leadership development, and a culture of continuous learning could lead to a more engaged, skilled, and adaptable workforce at Quality Feeds Limited.It is evident that investing in employee training and development not only enhances individual skills but also contributes significantly to the company's growth and competitiveness in a rapidly evolving market landscape. By embracing these recommendations, Quality Feeds Limited can further fortify its position as an industry leader while fostering a culture of continuous learning and innovation among its employees.The internship experience not only provided valuable insights into the intricacies of training and development practices but also highlighted the importance of ongoing assessment, adaptation, and employee-centric approaches for organizational success in the agricultural sector of Bangladesh. This culmination of analysis, recommendations, and reflections underscores the crucial role of training and development in shaping the future trajectory of both employees and the company itself.

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