

“An Evaluation of the Training and Development Operations of Tekarsh Bangladesh Limited”

PREPARED FOR:

Professor Dr. Mohammed Masum Iqbal

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

PREPARED BY:

Foisal Ahmed

ID: 222-14-469

MBA Program

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University



Daffodil International University

Dhaka, Bangladesh

Date of Submission: 27 January 2024

LETTER OF TRANSMITTAL

Date: 27 January 2024

Professor Dr. Mohammed Masum Iqbal

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

Subject: Submission of Internship Report on “An Evaluation of the Training and Development Operations of Tekarsh Bangladesh Limited”

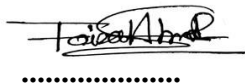
Dear Sir,

It is an immense pleasure for me to submit my internship report on **“An Evaluation of the Training and Development Operations of Tekarsh Bangladesh Limited”** which as a partial fulfillment of the requirement of MBA program. Here, I have tried my best to give an overview of evaluation of training and development operations of Tekarsh Ltd. Furthermore, I have made every effort to ensure the success of this report.

I really appreciate your guidance and constant assistance, and I hope the report will be completed to meet your expectations.

Thank you

Sincerely yours,



.....
Name: Foisal Ahmed

ID: 221-14-469

MBA Program (Major in HRM)

Department of Business Administration

Daffodil International University

STUDENT DECLARATION

I am **Foisal Ahmed**, ID: **222-14-469** student of MBA program, Daffodil International University, thusly pronounces that the internship report entitled on “**An Evaluation of the Training and Development Operations of Tekarsh Bangladesh Limited**” under the supervision and guidance of **Professor Dr. Mohammed Masum Iqbal, Department of Business Administration, Faculty of Business & Entrepreneurship**, Daffodil International University.

I would want to declare that this report entitled “**An Evaluation of the Training and Development Operations of Tekarsh Bangladesh Limited**” Submitted by me to Daffodil International university, Dhaka for the completion of MBA is of own and has not submitted to any other university.



.....

Name: Foisal Ahmed

ID: 221-14-469

MBA Program (Major in HRM)

Department of Business Administration

Daffodil International University

LETTER OF ACCEPTENCE

This is to certify that the internship report entitled **An Evaluation of the Training and Development Operations of Tekarsh Bangladesh Limited** is prepared by Foisal Ahmed, ID: 222-14-469 Major in **HRM**, as a requirement of the MBA Program under the Department of Business Administration and the Faculty of Business and Entrepreneurship at Daffodil International University.

The report is recommended for submission.



Professor Dr. Mohammed Masum Iqbal

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

ACKNOWLEDGEMENT

This report is a presentation of the knowledge I learned during my internship, I learned about the **Evaluation of Training & Development Operation** in this regard, A lot of people helped me and gave me useful information and advice. I really do appreciate them. **Mohammed Masum Iqbal**, PhD, Professor and Dean of the Faculty of Business & Entrepreneurship at Daffodil International University of Bangladesh, was my supervisor. He provided me with excellent guidance and oversight while I prepared this report on my internship. I appreciate all of the teacher's hard work. I would like to express my thanks to every faculty member.

I am grateful that Tekarsh Ltd. and the Department of Business Administration at Daffodil International University provided the opportunity to pursue this field of study.

Additionally, I would like to thank Rayhan Ahmed, the HR administrator, Siddartha Chowdhury, the operations manager, and others for their comments and encouragement. I want to sincerely thank them and show them how much I appreciate them. Finally, I would want to express my gratitude to my family and friends for their constant support—insofar as they were able to offer moral support or ideas—during the drafting of this report.

Also, I would like to thank all officials, staff members, and high authorities for their kind behavior, willing cooperation, and other services given to me when I was studying.

EXECUTIVE SUMMARY

It is believed that training and development are crucial for developing skills across a range of industries. In the competitive marketplace of today, someone without little to no skills can't succeed. The business environment is changing and there are more challenges everywhere. Training and development therefore become necessary to meet these problems. Human resource management helps turn unqualified employees into skilled workers by offering efficient training programs. This study wants to clarify how this organization developed an effective employee training and development program. The purpose of this report is to explore the “An evaluation of Training and development operation of Tekarsh Bangladesh Limited.” This report includes background information about the industry and the company, including information on their origins and history, data collection methods and Tekarsh Bangladesh Limited's human resource policies. To describe their processes and guidelines for improving the organization through skilled workers, the training and development process, and the organization in which performed a survey with branch employees as respondents, and to analyze the results.

Briefly it can be said; this report in its beginning consisting of introduction, objectives, methodology, sources of data, sample size and limitation. Then this shows the company's vision and objective along with the company's past, The strategy, purpose, and process of the training program, as well as the kind of materials which will be applied, there were fifteen responders and eleven questions in the survey. The target group consisted of employees at Tekarsh Dhaka, Bangladesh branch. The study's findings include identifying certain issues that the organization experienced when developing its training program, making recommendations for how to deal with those issues and develop a training program that is successful, and summarizing the findings to come to a conclusion. It provides insight into the training process of the company and suggests solutions for improved effectiveness. Every section helps to the helpful data provided about the organizational development and training procedure. To determine the issues with staff satisfaction and the operation of training and development, all of the information is quite significant.

Table of Content

Letter of Transmittal.....	i
Student Declaration	ii
Letter of Acceptance	iii
Acknowledgment	iv
Executive Summary	v
 Chapter 01	
Introduction.....	1-4
1.1 Introduction.....	2
1.2 Objective of the Study.....	3
1.3 Scope of the Study.....	3
1.4 Methodology of the Study.....	3
1.4.1 Sources of Data.....	3
Primary Data.....	3
Secondary Data.....	4
1.5 Target Population.....	4
1.6 Sample Size.....	4
1.7 Sampling Method	4
1.8 Limitations of the Study	
 Chapter 02	5-7
Organizational Overview.....	6
2.1 Background of Tekarsh.....	6
2.2 Vision of the Company.....	7
2.3 Mission of the Company.....	
 Chapter 03	
Training and Development Operation of Tekarsh.....	8-13
3.1 Training and Development Operation in Tekarsh.....	9
3.2 ADDIE Model process used in Tekarsh.....	10
3.3 Cost in Designing Training.....	11
3.3.1 Development Phase.....	11
3.3.2 Implementation Phase.....	11
3.3.3 Evaluation Phase.....	12
3.4 Training and Development Methods used in Tekarsh	12
3.4.1 On the Job Training.....	12
3.4.2 Job Rotation	12
3.4.3 Off the Job Training	13
3.4.4 Behavioral model	13
3.4.5 Case Study.....	13
3.5 Training Institution of Tekarsh.....	13
 Chapter 04	
Analysis of Data.....	14-21
4.1 Interpretation of Data.....	15-21
 Chapter 05	
Problems, Recommendations and Conclusion.....	23-25
5.1 Problems Identified.....	23
5.2 Recommendations.....	24
5.3 Conclusion.....	25
Appendix.....	26-27
References	28

Chapter: 01

Introduction

1.1 Introduction

The concept of outsourcing derives from the American idea/process of "outside sourcing"; which involves moving some parts of the work to third party contractors to keep the business running. In other words, it means to resource or get the job done from outside sources, usually at a lower price and a greater work speed. Outsourcing may also refer to transfer of employees and assets from one company to another but usually this is not always referred to as outsourcing.

Human resource management controls organizational strength, according to "Human Resource Management in Organization" (2015). It assists in employee recruitment, selection, training and development, appraisal, and remuneration. Because it is a service sector, it is essential for the IT industry centered on BPO. The management of human resources involves training and development. Human resource management is necessary for this industry to grow into a player. BPO companies are more sophisticated and goal-oriented as they place a lower value on having excellent human resources.

Employee development and training is essential in many BPO sectors since it helps employees and organizational goals connect. It is additionally thought of as a layer of protection for the BPO industry as there is an opportunity that many key players may fail in an economic downturn. According to the Bureau of Labor Statistics (2017), there is a significant connection between managers in BPO companies and sales and marketing. They will need to have well-regulated training and development in order to gather an important amount of information about the rapidly growing classification of both goods and services.

Based only on academic achievement, a student cannot succeed in the present corporate and international industry sectors. A student who takes part in an internship program can gain knowledge about the working world of business. It takes an internship to acquire knowledge, skills, and experience.

In every circumstance, it will stand for the best aspects of my own life. HR Management is my best instructor and role model. My duties controlled by the HR Business Partner, Mr. Rayhan Khan. He extends an invitation for me to see the Tekarsh employees who supervise the training phase and various kinds of invoice processing tasks. During my evaluation period, he was really repentant toward me. The research aims to examine Tekarsh Ltd.'s position in the data farms sector of Bangladesh as well as its practices, guidelines, and day-to-day activities, with an emphasis on boosting business efficiency and fostering staff growth and job satisfaction.

1.2 Objective of the Study

The objectives of the study are following:

1. To identify different types of training programs of Tekarsh Bangladesh Limited;
2. To explain the training process of Tekarsh Bangladesh Limited;
3. To identify the problems related to the training and development operations of Tekarsh Bangladesh Limited;
4. To make recommendations to solve the problems;

1.3 Scope of the Study

This paper is a need for the completion of graduation degree. This is the ideal time for students to establish connections between their professional and academic lives. Only knowing theoretical knowledge is insufficient to comprehend the commercial environment. For this reason, internship programs are essential to acquiring knowledge about corporate life and helping people comprehend business.

1.4 Methodology of the Study

For achieving the specific objective of this study, I have collected the related data both from primary and secondary sources. But mainly depends on secondary sources. Information on training process activities was initially gathered from the trainee employees at Tekarsh Bangladesh Limited. Secondary data was gathered from various kinds of sources, including websites, pertinent publications, annual reports, and so on.

1.4.1 Sources of Data

To complete the study two types of data are used those are given below

Primary Data

Work directly in Tekarsh Bangladesh Limited's office. Directly conversation with Tekarsh Bangladesh Ltd.'s HR manager, employees of the operating team, and other workforce members. Additionally, this report was created using observation, personal experience, and a small amount of discussion.

Secondary Data

The secondary data was gathered from Tekarsh Bangladesh Ltd.'s Annual Report, website resources, Academic Books in related fields, Journal on the organization's training program and

other training-related journals, Tekarsh's online blog, and numerous research reports regarding Tekarsh Bangladesh Ltd.'s training program.

1.5 Target Population

Trainee employee of Tekarsh Bangladesh Limited who is in their probation period are regarded as Sample Units with Specification. The company's trainee employees who agreed to participate in the survey by responding to the questionnaire were selected as the sample unit using the decision sampling approach.

1.6 Sample Size

Eleven well thought-out questions covering important facets of the training program were created for collecting in-depth answer. The approach for assessing Tekarsh's training program using a targeted survey with fifteen participants ten trainee employees and five senior employees. Both junior and senior employees participated in the survey to gather different viewpoints regarding the effectiveness of the training program.

1.7 Sampling Method

Convenience sampling is a form of non-probability sampling, and technologies have been employed to finish the study.

1.8 Limitations of the Study

To make research Problems are necessary for research to be done. Time and experience were required to make it more authentic and gather more useful information. Tried to reduce the issues by being sincere and conscientious in their work. Thus, a few major issues are listed below.

1. Employees did not have much time to provide more information because there was not enough time for an in-depth investigation.
2. There were no topic-related journals, reports, or books available online.
3. Limited access to the website for training and development offered by Tekarsh.
4. Employees were cautious to give away private information.
5. There might not have been enough time to cover every topic because that brief time was not enough for learning everything.

Chapter: 02

Organization Overview

2.1 Background of Tekarsh

Tekarsh is a restaurant software supplier that provides cloud-based solutions to assist eateries in managing their operations more successfully. The business offers a broad range of services, including recipe costing, inventory management, invoice processing, and accounting automation. Tekarsh began its journey in 2015 with 260 developers and financial analysts. Tekarsh worked with Tekarsh, a technology company, to create and manage the best software more quickly, effectively, and affordably. Their procedures differ from one another. Their team is what makes them unique. They contend that superior ideas lead to superior software products. Every step of the process is handled with extreme customization by our team of developers and quality-assurance professionals, from identifying the demands of their clients to build-out, delivery, and maintenance. The company is currently growing swiftly, employing 260 competent financial analysts, 20 developers, and 30 customer care representatives.

Three software architects and three co-founders comprise Tekarsh's board of directors. They make tremendous attempts to ensure that the organization's corporate governance is followed. They also want to gather information and make important judgments in order to raise the company's performance. They also create plans, policies, and procedures that are helpful to the company and its customers.

Tekarsh was established with the goal of offering its clients first-rate, dependable service.

Tekarsh connects system, automated time-consuming tasks and drastically speeds up essential processes like inventory, bill payment, invoice processing, price movers, category budgets, labor summaries, recipe costing, daily controllable P&L (Prime cost), menu analysis, recipe displays, food usage report, order management, sales reporting, inventory platform and more for both independent and multi-unit operations, price notifications, theoretical versus practical application in several US restaurants (USA)

2.2 Vision of the Company

Tekarsh offers cutting-edge equipment that significantly simplifies and streamlines processes in an effort to entirely revolutionize the restaurant business. The company wants to provide restaurant owners and other stakeholders with state-of-the-art software solutions that increase profitability and productivity and ultimately aid in the growth of their businesses.

2.3 Mission of the Company

Tekarsh aims to transform the restaurant industry by developing innovative software that enhances how businesses are managed by venues. The organization wants to give its customers outstanding services that enable them to get past some of the daily obstacles they face when managing their enterprises. The organization is of the opinion that technology and human knowledge should be combined to offer a complete solution that meets the unique requirements of every client. Tekarsh wants to help restaurants expand by giving them a precise, up-to-date picture of their financial status. In order to give its clients a competitive edge in the cutthroat restaurant sector, the company is committed to offering personalized customer service. In general, Tekarsh aims to offer cutting-edge, practical, and successful cloud-based solutions that revolutionize the way eateries run their businesses.

Chapter: 03

Training and Development Operations of Tekarsh

3.1 Training and Development Operations in Tekarsh

Given that its functions are more complex than those of other organizations, training and development are extremely important. Tekarsh places equal emphasis on employee skills, knowledge, and talents through training and development processes. Enhancing employees' abilities and fostering their personal development is their primary goal. Tekarsh management was less concerned with improving individual performance and more with training the managerial staff and the future. If their goals for the training and development process are made plain, it will be easier to understand. It has some goals in terms of achieving corporate and personal development and training. Thus, there are two methods to divide this goal.

Organization Related Objectives

- Tekarsh will be able to improve its proficiency with organizational tasks.
- It helps in discovering new avenues for knowledge advancement.
- The new policy should be communicated to Tekarsh management.
- Training and development contribute to Tekarsh's reduced staff turnover rate.
- Due to its rapid organizational growth, it is now the second-largest BPO firm.
- It improves serving quality and organizational productivity.
- It also contributes to lowering the price of IT functions.

Specific Related Goals

- Helps employees in achieving self-actualization
- Employee development and training enable them to function at a higher level.
- As a result of training and development, employees' attitudes regarding their jobs have altered.
- The inheritance policy is lessened.
- Offer a chance for introspection

3.2 Tekarsh's ADDIE Model Process

The employee training methods are referred to be methods that Tekasrh uses for their long-term operations. Will describe the techniques utilized in the Tekarsh using the ADDIE Model.

Analysis Phase

It's a skillful way to figure out why someone doesn't perform as well as they would like to. As Tekarsh hire people from varied educational background in which everyone is not skilled in every disciplines. New hires also struggle to apply theories to real-world situations. Consequently, an analysis of training needs is necessary to identify the employees with the least amount of expertise in a given field. Employees with an economic background, for example, should possess accounting and financial skills in accordance with customer requirements. Tekarsh develops a triggering event when it discovers a performance discrepancy between actual and expected.

Current Performance Limitation

In Tekarsh, performance gaps may exist in the present as well as the future. When new hires struggle to operate a new role inside the company, present performance will become evident. For example, people struggle with using Microsoft Excel, which is one of the current issues.

Performance Gap in the Future

And when new technology and policies are implemented for the organizational overhaul in the next year, there will be a performance gap in the future. As a result, instruction would be required to use the new technology and policies. Furthermore, when job rotation is required, an employee must be able to perform numerous duties so that they can cover for another employee in the event of an absence in the future. thereby resulting in a performance disparity in the future.

Phase of Design

Tekarsh outlines the training objective during the design phase, outlining the specific type of training that will be given to the staff. This goal will assist the trainers in creating training programs by utilizing various methods, resources, and topics.

Training facilities: USA, Dhaka

- Trainers: both in-house and outside
- The way students are seated in the classroom
- Subjects pertaining to IT and BPO work
- Trainees: recent hires
- Resources: books, hand notes, and slides

Tekarsh designed its training curriculum in this manner.

3.3 The price of creating training

Pens, sheets, notes, and writing pads are the most common materials utilized in Tekarsh's training designs because classroom instruction is expensive. Additionally, they have to depart for a training facility that is spread across two locations in Tekarsh. United States-based training facility in Dhaka. For this, they had to supply lodging, meals, and training aids like equipment rentals and plane tickets, among other things. In addition to covering the direct costs of providing these services to the employee, the organization also pays the employees who will participate in the training.

3.3.1 Phase of Development

Tekarsh provides a variety of facilities, including a room, furniture, and equipment, in order to create a conducive learning atmosphere for the training. The most popular seating configuration for training rooms is a classroom or theater setup, which increases the effectiveness of learning. This classroom has a high seating capacity and is completely under the trainer's control for a big number of participants.

3.3.2 Phase of Implementation

Following the phases of analysis, design, and development, it is necessary to determine whether or not these elements are useful in the training. For an effective execution, the training program's physical setup and a qualified trainer are required. It has classroom facilities, as was previously mentioned, and Tekarsh's trainers are competent, knowledgeable people who deliver their teachings with skill. as they manage the educational establishments. Strong skills, knowledge, and attitudes can be acquired by employees through the training.

3.3.3 Phase of Evaluation

The process of evaluating an employee's performance is called evaluation. Does the training program have practical benefits? If it's done right, applying every employee's effort within the company will benefit IT as a whole and help them accomplish their organizational goal. Evaluation is primarily based on management comments.

When an employee at Tekarsh has a performance gap, their performance is examined, and they are directed to a training and development program. Employee performance at Tekarsh is assessed through observation, which provides insight into how successfully employees manage customer problems. Regardless of the effectiveness of the training, they offer a specific unit for evaluation. This unit will monitor employee performance throughout the entire year. If an action plan is required, they determine it.

3.4 Tekarsh's Training and Development Techniques

In the BPO industry, a variety of techniques are employed. It demonstrates employee training. Tekarsh employs a variety of techniques, such as both on- and off-the-job training. Methods fall into two groups based on the situation and goal. Tekarsh typically employs both strategies, based on the requirements of the staff.

3.4.1 Professional Training

Within the organization, managers, coworkers, and senior staff members provide training. Workers receive guidance on how to perform their jobs and what to do and not do. Tekarsh uses several techniques, including as work rotation, internships, and apprenticeships, in conjunction with on-the-job training. Tekarsh employed this strategy, in which workers remain with the company, are given actual working conditions, and are quickly turned into productive members of the team.

3.4.2 Job Rotation

This approach necessitates that a worker be familiar with numerous other positions in different departments inside the company. Even if someone is temporarily absent from another department, they are still capable of doing their duties. Tekarsh uses this technique to increase worker versatility.

3.2.3 Not on the Job Training

Off-the-job training is defined as instruction that is provided outside of an organization and does not take place within it. It is mostly focused on communication as a means of fostering interpersonal skills. At Tekarsh, there are numerous options for off-the-job training.

3.2.4 The Behavioral Model

An employee can learn a new behavior through this technique that will benefit Tekarsh. In terms of the staff, it works really well.

3.2.5 Typical Case Study

With this approach, staff members are presented with a real-world scenario in which they must identify the issues and offer a solution. The Tekarsh instructor offers this approach to help students improve their decision-making abilities.

3.5 Tekarsh Training Institution

Tekarsh opened two training facilities in Dhaka and the United States to help employees improve their interpersonal, decision-making, leadership, and communication abilities. These training facilities offer a variety of training courses covering a wide range of BPO-related subjects. For example, it covers Microsoft suit, content moderation panel, artificial intelligence in automation training, and many more for probationary staff. The Tekarsh training program is an ongoing effort to strengthen its human resource base. Therefore, through these two training facilities, staff members have the chance to advance and enhance their knowledge, skills, and attitudes (KSA) for the benefit of the company as well as their own personal development.

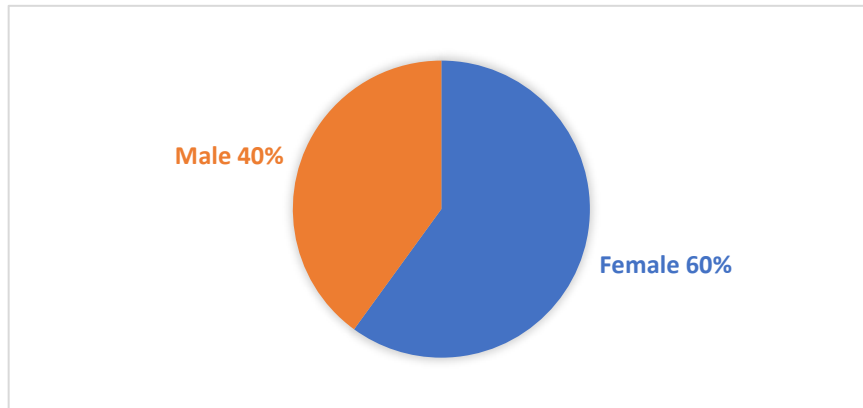
Chapter: 04

Analysis of Data

4.1 Analysis of Questionnaire Surveys

Five-grade surveys were completed in order to evaluate Tekarsh's training and growth. The results are as follows:

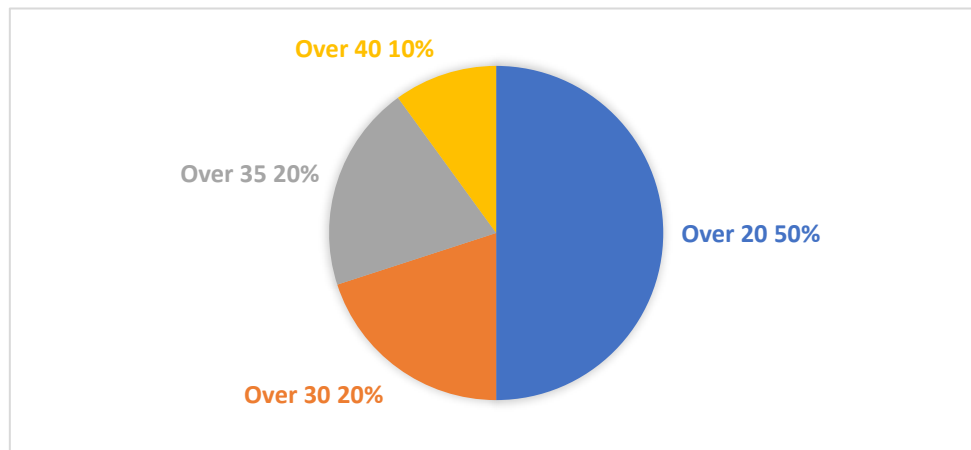
4.1.1 Gender



Interpretation:

According to my findings, 40% of respondents are men and 60% of respondents are women who filled out the questionnaire.

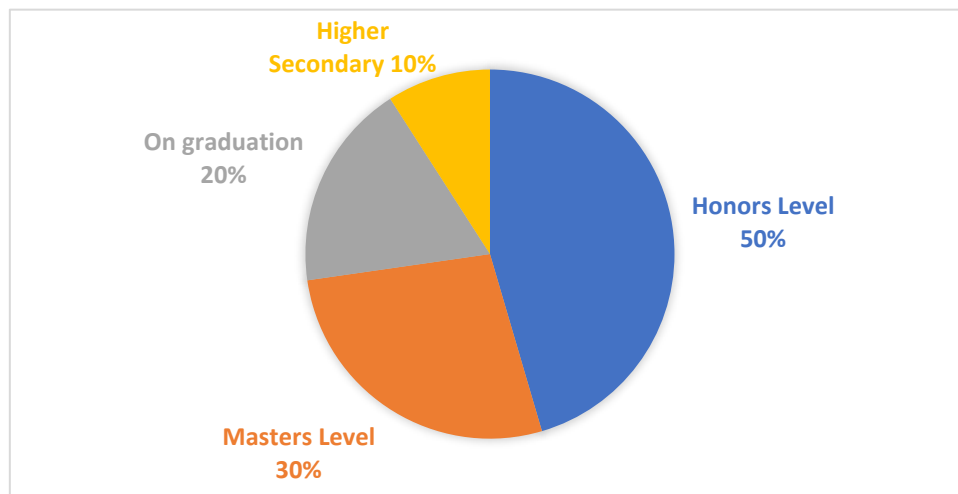
4.1.2 Age



Interpretation:

According to this chart, 50% of employee are between the age 20 to 30, 20% of employee are between age 30 to 40 and 10% of employee are between age 35 to 40.

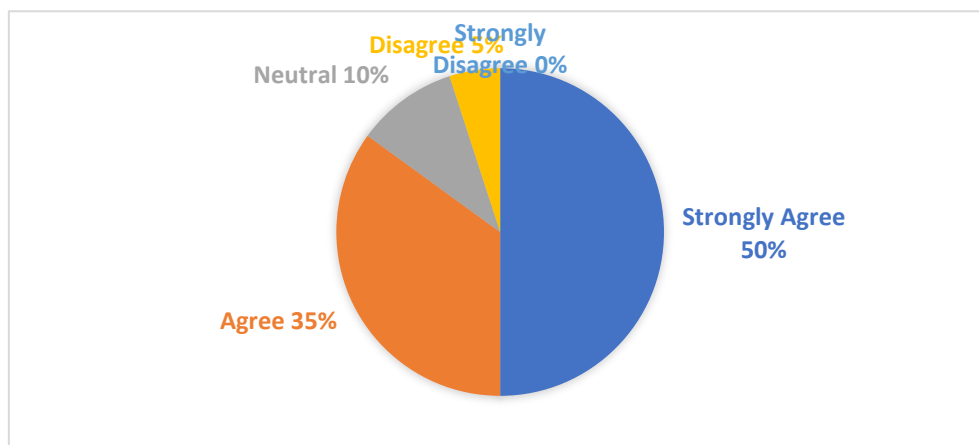
4.1.3 Education Qualification



Interpretation:

According to the findings, 50% of employees are honors level, 30% of employees are master's level, and 20% of employees are on graduation level.

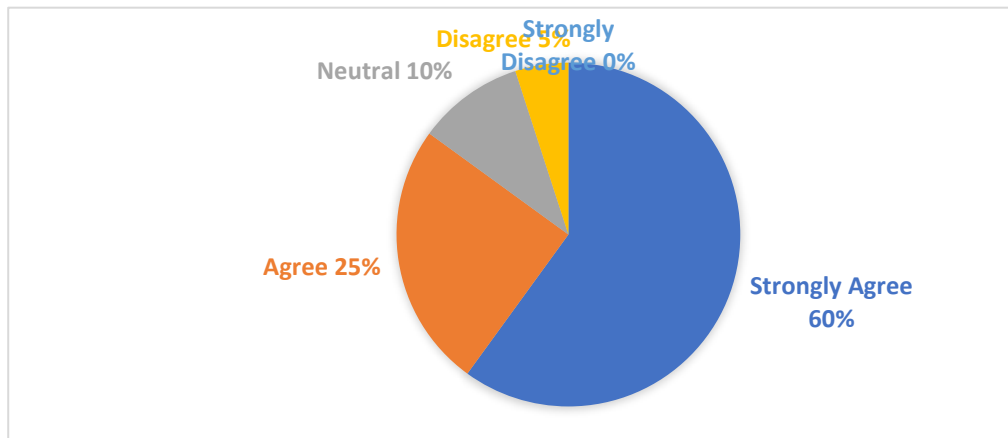
4.1.4 The training content was meet the employees' expectations.



Interpretation:

According to the findings, 50% of employees were strongly agree about the training content, 35% of employee were agree, 10% of employee were neutral and 5% of employee were strongly disagree.

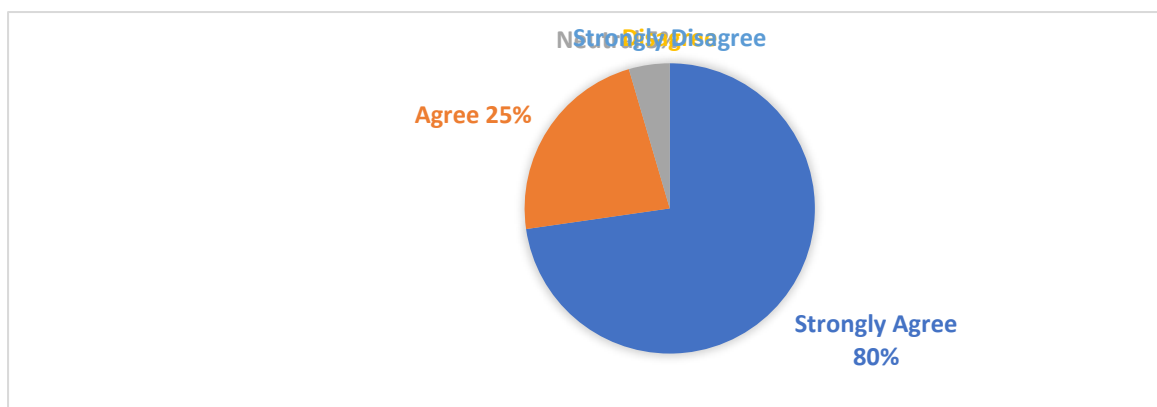
4.1.5 The size of the training group was considered appropriate by the employees.



Interpretation:

According to the findings, 60% of employee are strongly agree to the training group appropriate, 25% of employee are agree, 10% of employee are neutral and 5% of employee are disagree.

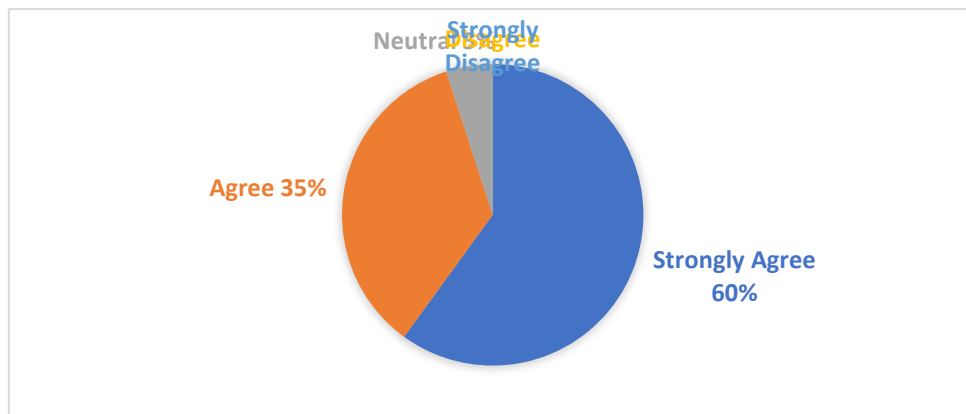
4.1.6 The training's quality is rated by the employees.



Interpretation:

According to the findings, the majority of employee give the best rate of the quality of the training, 5% were neutral among their opinion.

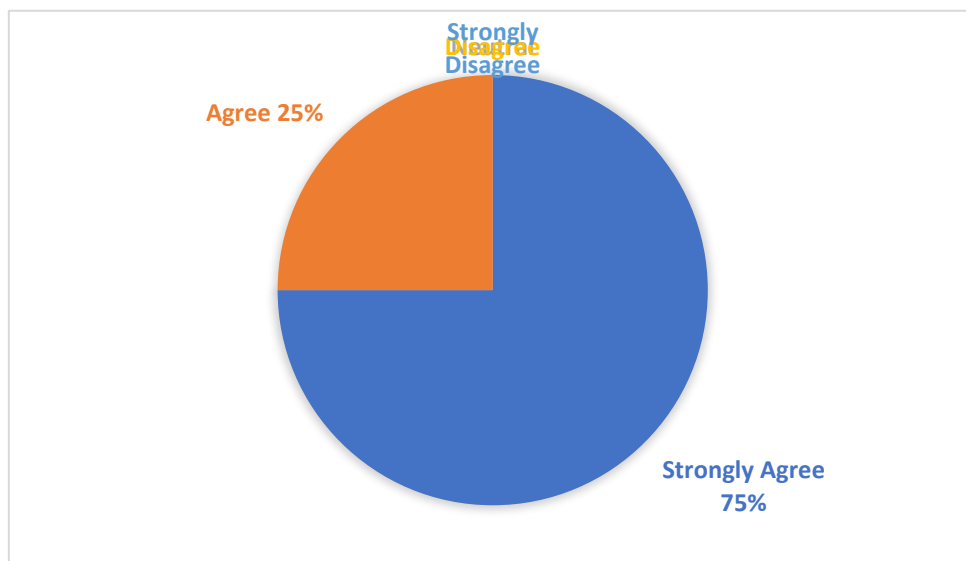
4.1.7 Employees evaluate the quality of the instructors for the training.



Interpretation:

According to the findings, 60% of employee were strongly agree to the good quality of the instructor, 35% of employee were agree and 5% of employee were neutral.

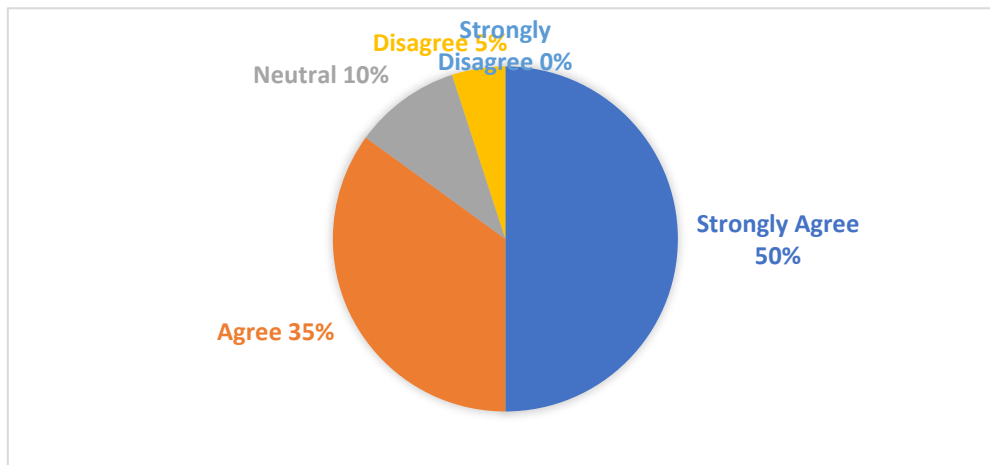
4.1.8 The training was related to your needs.



Interpretation:

According to the findings, majority of the employee are strongly agreed that their training related their actual needs.

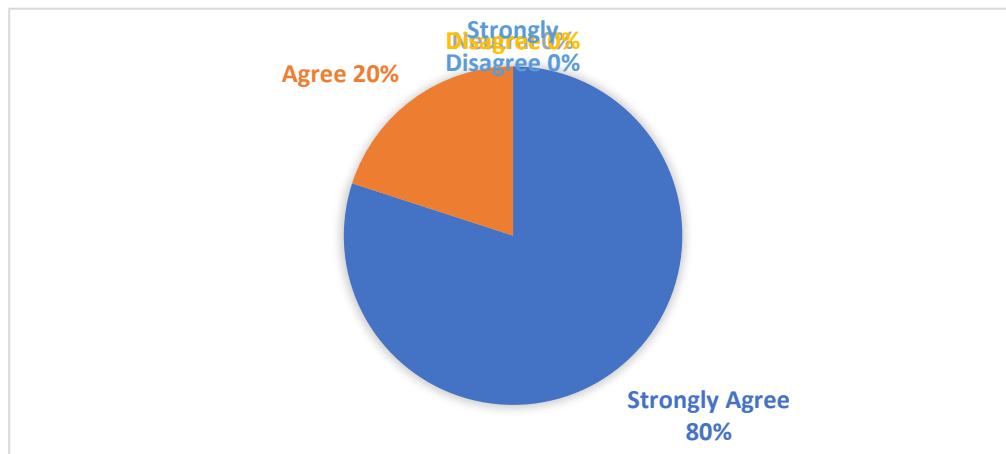
4.1.9 The mix of presentation and activities were suitable.



Interpretation:

According to the findings, 50% of employee are strongly agree about the mix presentation and activities in the training program, 35% of employee were agree and 10% of employee were neutral.

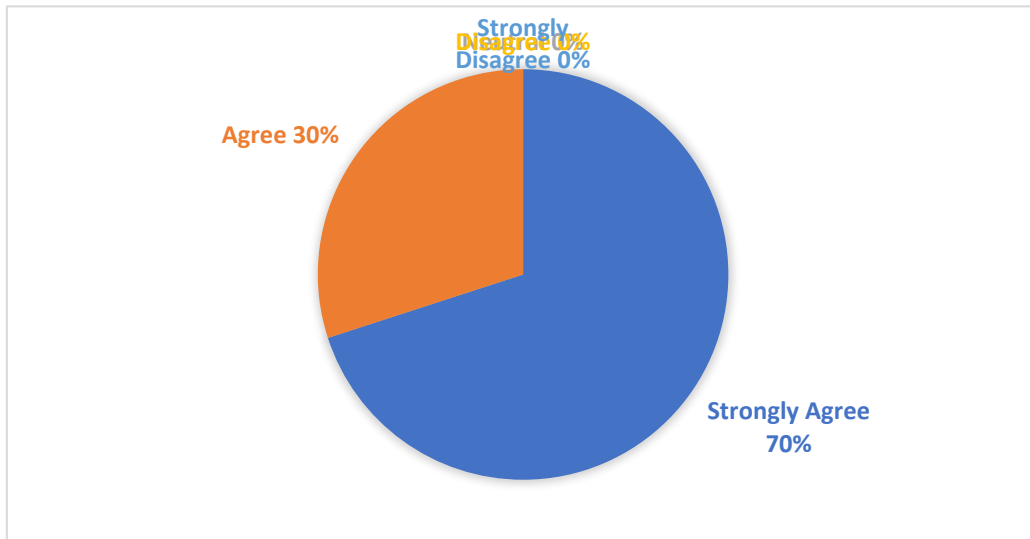
4.1.10 The training methods and environment were good.



Interpretation:

According to the findings, majority of the employee were strongly agreed about the good training method and environment and 20% were agreed.

4.1.11 The training impact on the performance of the employees.



Interpretation:

According to the findings, 70% of employee were strongly agreed about the training will impact an employee's performance 30% were agreed.

Chapter: 05

Problems, Recommendations and Conclusion

5.1 Problems Identified

- Tekarsh training and development process is poorly organized. They don't employ any kind of organized training program.
- The training and development process is not adequately maintained, and it is policy to use PowerPoint presentations and videos in the classroom for training, which does not provide staff with effective training.
- Participants in classroom instruction struggle to communicate with instructors and lack communication with one another while seated at the back of the room.
- They still utilize the old training and development methods, which are decreasing in effectiveness these days.
- Employee performance at other BPOs is superior to Tekarsh's, and their training procedures are far more advanced because their training and development process are well defined and structured.
- Tekarsh faces challenges in assessing employee performance; those with positive relationships with management receive favorable evaluations, while others are not afforded the same opportunity.
- Given that they must participate in a long training program, some employees believe that the process is a waste of time.
- Since they do not view the organization's goals as more important than their own, their employees are unconcerned about the training they received.

5.2 Recommendations

- The company ought to make greater investments to get staff members to enroll in training programs and view the company's objectives as their own.
- Establish a standard training policy by trying to find out what kinds of training techniques other BPO/IT companies are employing.
- Rather than fostering conflict among themselves, managers and supervisors should maintain strong interpersonal communication.
- Standard evaluation policies and improved employee feedback are necessary to improve employee's performance.
- Tekarsh have kept to the current training and development policy in substitution of the traditional one.
- Since traditional classroom instruction is ineffective, organizations should offer alternative forms of instruction, such as role-playing, simulation, semi-circle training, and gaming, among others.
- An in-depth investigation is required to identify the issue and propose a remedy that would remove the training program's faults.
- Employees should become more knowledgeable about technology, with a greater emphasis on technical training.
- Training in good behavior needs to be provided.

5.3 Conclusion

Every firm requires a knowledgeable, experienced, and well-trained individual to meet the difficulties of this cutthroat environment. Because technology is developing and being used more often, the corporate environment is becoming more complex. Every employee must receive training and expand their understanding of current business requirements in order to survive. As per Rahman (2014), offering training programs to employees to enhance their knowledge is crucial for them to adjust to the evolving organizational environment. Since workers are the organization's lifeblood, it is essential that their performance improve. As the BPO industry contributes to Bangladesh's economies, this industry needs more qualified workers to boost productivity. The Dhaka Tribune (2018, April) reported that the BPO sector's inefficiencies causes the GDP to decline by 1% annually. Thus, this industry has to be staffed by highly qualified individuals who can boost output. This organization helps foreign nations that invest in our nation as well as those that do not. Tekarsh should therefore train its staff in a way that will promote the company's growth and reputation. The Tekarsh financial report 2022 states that the company's economic contribution rose by 6%. Thus, it can be concluded that increased productivity is a result of improved staff performance. Based on the study above, it can be concluded that Tekasrh's training and development process is deemed satisfactory. Their goal is to emerge as Bangladesh's top BPO sectorEmployee participation is essential, and their training needs to be adequate. A strong training program will enable them to meet corporate objectives and boost revenue. Training is essential for improving employee ability, knowledge, and attitude. The goal of Tekasrh training programs is to enhance employees' leadership, management, and decision-making abilities, all of which can boost worker productivity and performance.

Appendix

(Questionnaire)

Dear sir,

The present study is an endeavor to identify the evaluation of training and development operations in Tekarsh. Below various statements related to training and development operations and their outcomes are listed. Please express how far these operations and their outcomes are prevailing in your organizations by indicating your level of agreement/disagreement on a five-point scale.

1. Demographic Information:

Gender

- ☐ **Male**
- ☐ **Female**

Age of Employee

- ☐ **Over 20**
- ☐ **Over 30**
- ☐ **Over 35**
- ☐ **Over 40**

Educational Qualification

- ☐ **Honors Level**
- ☐ **Master's Level**
- ☐ **On Graduation**
- ☐ **Higher Secondary**

2. Training Content:

The training content was meet the employees' expectations.

- ☐ **Strongly Agree**
- ☐ **Agree**
- ☐ **Neutral**
- ☐ **Disagree**
- ☐ **Strongly Disagree**

3. Training Group:

The size of the training group was considered appropriate by the employees.

- ☐ **Strongly Agree**
- ☐ **Agree**
- ☐ **Neutral**
- ☐ **Disagree**
- ☐ **Strongly Disagree**

4. Training Quality:

The training's quality is rated by the employees.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

Employees evaluate the quality of the instructor for the training.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

5. Relevance to Individual Needs:

The training was related to your needs.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

6. Presentation and activities:

The mix of presentation and activities were suitable.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

7. Training Environment:

The training methods and environment were good.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

8. Impact on Employee Performance:

The training impact on the performance of the employees.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

References

Book:

- ❖ Author n.d., *The History of Human Resource Management* (HRM), (2015, August 18), Retrieved from Consensus
- ❖ [Raymond Noe](#) *Employee Training & Development* April 17, 2019 The OhioState University, United States

Website:

1. <https://tekarsh.com/>
2. <https://clutch.co/bd/bpo>

Articles & Publications

1. S I Tannenbaum, G Yukl; Training and Development in Work Organizations February 1992,
<https://www.annualreviews.org/doi/abs/10.1146/annurev.ps.43.020192.002151?journalCode=psych>
2. Functions & Objectives of HRM, (2015, January 18)
<https://smartlearningway.blogspot.com/search?q=functions+and+objective+of+HRM>