



Daffodil
International
University

**A Report on Internship
Concerning
An Analysis of Training and Development Process of Meghna Knit
Composite Limited**

Supervised By:

Md. Alamgir Hossan
Assistant Professor
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University

Prepared By:

Mostak Ahammed Muzumder
ID: 191-11-6092
Batch: 52
Program: BBA
Major in Human Resource Management
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University

Date of Submission: 28-11-2024

Letter of Transmittal

Date: 28-11 -2024

To

Md. Alamgir Hossan

Assistant Professor

Department of Business Administration

Faculty of Business and Entrepreneurship

Daffodil International University

Dhaka-1207

Subject: Submission of Internship Report on “An Analysis of Training and Development Process of Meghna Knit Composite Limited”.

Dear Sir,

I hope this message finds you well. I am writing to formally submit my internship report entitled "An Analysis of Training and Development Process of Meghna Knit Composite Limited," a requisite for the fulfillment of my BBA program.

I would like to express my sincere gratitude for your invaluable guidance and support. Your assistance has been instrumental at every stage of my endeavor, and I am truly appreciative of your time and cooperation. I believe that the insights gathered from the analysis of Meghna Knit Composite Limited's training and development processes provide a comprehensive overview. I earnestly request you to take some time to review the report and assess the research literature incorporated.

Sincerely yours,



Mostak Ahammed Muzumder

ID: 191-11-6092

Batch: 52

Department of Business Administration

Daffodil International University

Student's Declaration

I beg most respectfully to state that the content shared in the report of my internship, titled "An Analysis of Training and Development Process at Meghna Knit Composite Limited," is the result of my individual effort. I conducted this work with the direction of honorable mentor Md Alamgir Hossan, He is the Assistant Professor of Business Administration department at Daffodil International University. To the best of my knowledge, I affirm that I have not submitted this report to any other educational institution or organization for academic authentication, degree, recognition, or any similar purposes.

The material presented in this report is entirely original, and I confirm that it is not violating any kind of existing copyright. Any portion of my research report has been copied from any report or any other purpose. I agree to compensate the department if there is any loss or damage that may result violation of the obligations stated above.



Name: Mostak Ahammed Muzumder

Student ID: 191-11-6092

Batch: 52nd

Program: Bachelor of Business Administration

Major Subject: Human Resource and Management

Department of Business Administration

Daffodil International University

Letter of Acceptance

I affirm about my research titled "An Analysis of Training and Development Process at Meghna Knit Composite Limited" describes an authentic piece of analysis created by Mostak Ahammed Muzumder, ID No: 191-11-6092, majoring in HRM within the Department of Bachelor of Business Administration at Daffodil International University. I supervised the completion of this report, which has been submitted as a mandatory component of the BBA program. Upon thorough review, I confirm that I have examined the content, and there are no indications of plagiarism in the paper.

I wish for his successful future.



Md. Alamgir Hossan

Assistant Professor

Department of Business Administration

Daffodil International University

Acknowledgement

I want to sincerely thank everyone who played an important role in helping me complete this report successfully. I would also like to express my gratitude to the Almighty for guiding and supporting me in every endeavor. I want to acknowledge the invaluable assistance of Md. Alamgir Hossan, my supervisor. His unwavering support, prompt assistance, and constructive feedback regarding this report were instrumental in its preparation. His insights greatly contributed to the development of the Internship Report, titled "An Analysis of the Training and Development Process at Meghna Knit Composite Limited."

Additionally, I would like to convey my thanks to Mr. Niaz Morshed, the Senior HR Executive at Meghna Knit Composite Limited. He has been a source of continuous support throughout my internship, providing authentic and helpful information about the company.

I am truly grateful to everyone who has contributed to my success during this journey. Thank you for your unwavering support and guidance.

List of Topics

Sl. No.	Chapter name & Topic	Page No.
	Letter of Transmittal	ii
	Student's Declaration	iii
	Letter of Acceptance	iv
	Acknowledgement	v
	Table of Contents	vi
	List of Figures	vii
	Chapter - 1 (Introduction)	
1.1	Introduction	2
1.2	Literature Review	3
1.3	Background of the study	5
1.4	Origin of the report	5
1.5	Scope of the study	5
1.6	Objectives of the study	6
1.7	Methodology	6
1.8	Limitations of the study	9
	Chapter - 2 (Organizational overview)	
2.1	About of Meghna Knit Composite Limited	11
2.2	Organizational Overview	12
2.3	Various divisions within the organization	13
2.4	Mission	13
2.5	Vision	13
2.6	Company Summary	13
2.7	Capacity of Company	14
2.8	Production Process of Company	14
2.9	Business Ethics of Company	16

	Chapter - 3 (Training & Development Process of Meghna Knit Composite Ltd)	
3.1	Training & Development concept	19
3.2	Training & Development Process of Meghna Knit Composite	20
3.3	Impact of Training and Development in Organization	22
	Chapter - 4 (Analysis and Findings)	
4.1	Analysis and Interpretation	24
4.2	SWOT analysis of HR Training and Development in Meghna Knit Composite Ltd.	36
4.3	Findings	38
	Chapter - 5 (Recommendations and Conclusion)	
5.1	Recommendations	41
5.2	Conclusion	42
5.3	References	43

List of Figures

Sl. No.	Contents	Page No.
1.	Figure 1: Organizational Structure	13
2.	Figure 2: Structure of Training and Development	25

List of Tables

Sl. No.	Contents	Page No.
1.	Table 1: Gender Distribution	24
2.	Table 2: Distribution of Age Groups	25
3.	Table 3: Concerning the training program and employees	26
4.	Table 4: Concerning the trainer	27
5.	Table 5: Training program's outline of activities	28
6.	Table 6: Achieving organizational objective	29
7.	Table 7: Meghna Knit Composite Limited uses latest technology	30
8.	Table 8: Evaluation of training performance	31
9.	Table 9: Employees receive international training	32
10.	Table 10: Improvement of the work performance	33
11.	Table 9: Usefulness and relevancy of the training materials	34
12.	Table 10: Suitable timespan of the training program	35

List of Abbreviations

Abbreviations	Elaborations
BBA	Bachelor of Business Administration
BCCFA	Bangladesh Custom Clearing & Forwarding Agent
BCI	Bangladesh Commerce & Investment
BEPZA	Bangladesh Export Processing Zone Authority
BGMEA	Bangladesh Garments Manufacture and Exporter Association
BKMEA	Bangladesh Knitwear manufactures & exporter Association

CI	Commercial Invoice
COD	Cash on Delivery
DDP	Delivered Duty Paid
EP	Export Procedure
E-Pattern	Electrical Pattern
EPT	Excess Profit Tax
EPZ	Export Processing Zone
ETA	Expected Time of Arrival
ETD	Expected Time of Departure
FAK	Freight All Kinds
GSTP	Global System of Trade Practices
IC	Inspection Certification
ILO	International Labor Organization
IP	Intellectual Property
ISO	International Standard Organization
LC	Letter of Credit
MKCL	Meghna Knit Composite Limited.
RMG	Ready Made Garments
SWOT	Strength Weakness Opportunities and Threats

Chapter - 1

Introduction

1.1 Introduction

The modern business structure in all global corporate organizations has developed radically over the years. This development has created various fields and branches within the business organization such as human resource, marketing, production and multiple other sectors. The department of HRM is always essential for all type of business organizations the training and development is the core division of human resource management and its key functioning is based on the training and development of the human resource which are the core of the business organization. This study focuses on this core segment of the human resource management division of a business organization. Training and development program is basically arranged by an organization to improve employee's skill, performance and productivity growth. On the other hand training program also covered the employee needs from learnings by a specific training program. It also help an employee to improve skills and career development. So it can be said that training and development program is becoming a great part of business strategy day by day. The department of Human resource management always focus on those training programs which are appropriate for boosting employee performance in the work place. We can rename this area by "learning and development". The need for training is generally identified by analyzing employee's performance gap. $\text{Training Need} = \text{Required Performance} - \text{Current Performance}$. HRM department of an organization always keep productive relationship between the organization and its employees. This department plays one of the most critical roles in a business. I have presented the findings of my internship in this report undertaken as a requirement of Daffodil International University's curriculum at Meghna Knit Composite Limited. The main focus in this report is to delve into the processes of training and development within Meghna Knit Composite Limited, where administrators across various levels offer training and growth opportunities. We have seen globalization and free trade evolving the structure and methods employed by the garment industry are continually. Meghna Knit Composite Limited is actively adjusting to this ever-changing landscape. The company's strategies are characterized by their simplicity and transparency. The entire report is structured into five sections where the initial section encompasses the introduction, literature review, research background, research objectives and methodology. The second section offers detailed information about the organization which includes its organizational structure, business strategies, production process and overall functionalities of the organization. In section

three training and development process of Meghna Knit composite Limited and the employees of the organization and overall human resource process. In fourth section of the report cover the report's analysis and findings, where various data and insights were collected and derived from various sources, including annual reports, In person interviews with employees and, as well as questionnaires. A SWOT analysis is also done from the collected data and relating it to the overall strategies of human management process of Meghna Knit Composite. The final chapter covers the recommendations and conclusion where overall assessment of the employees relating to their work place satisfaction along with their working environment, benefits, and the amenities provided by the organization are represented. This report incorporates information obtained from the organization's website, online publications, research studies, and relevant literature.

1.2 Literature Review

Training is one of the best strategies taken by organizations to improve employees' productivity. Generally an organization arrange any kind of training program to fill the gap between subjective qualifications (the ability to use competencies to achieve organizational goals) and objective qualifications (formal education and job requirements). Training is a straightforward approach to altering organizational behavior and enhancing competencies (comprising knowledge, skills, abilities) like motivating employees, ultimately resulting in increased labor productivity (Urbancová et al., 2021). Employee development encompasses on improving skills and capabilities. Consequently, employee development encompasses both the individual growth of an employee and the overall development of the employee, as improving employees enhances the organization's prospects for success and elevates employee performance (Hameed & Waheed, 2011) Training and development play a critical role in the context of fostering teamwork, creativity, and a culture of continual improvement within the workforce, leading for the development of any business processes and heightened productivity. (Myrna L. Gusdorf, 2009). According to Garry Becker's concept of human capital defines restructuring of employees and training and development to enhance an organization human asset. (Paton, Peters, & Quintas, 2005). Same notion posits training and development allows an organization to develop and replace its personnel, enabling the organization to continually hire new employees while seeking to replace and upgrade its workforce (Qasim, Mehwish, & Akram, 2011). Furthermore, training and development processes alter how employees perform their roles by highlighting the advantages of

improved skills and capabilities (Karl, Alan, & Guenole, July 2010). Numerous studies have explored how employee training impacts organizational productivity and contribute to improved workplace performance (Hung, 2010). Studies from the National Economic and Development Office, high-performing organizations provide almost 9 days of training per employee annually, equating to 3 days of total working time. This is why many renowned companies make substantial investments in staff training and development, considering it an annual investment per employee. Employees who participate in training and development programs report greater organizational support and job satisfaction and employers witness positive impacts on employees' performance and attitudes (Karl, Alan, & Guenole, July 2010). The HR department is responsible for coordinating training and monitoring events and leadership growth assigning tasks to managers who are open to acquiring new skills, designed to aid their professional development and enhance their contributions to the company's success (Lisa, Paul E., Joyce E. A., & In-Sue, 2009). Employee development enables staffs to expand their knowledge base by participating in a variety of courses, seminars, and workshops which significantly influence the extent of employees' efforts toward achieving the organization's objectives. Management must have a deep commitment to the professional growth of their employees and allocate adequate resources accordingly (Ngala & Odebero, 2010). Thoroughly examining training needs is an integral aspect of any comprehensive professional development program. Analysis of Training need is a great part of creating effective development programs. This analysis encompasses various HR functions, for example: planning, goal-setting, skill enhancement, career development, and employee motivation (Iqbal & Khan, 2011). A training and development program should follow organizations mission vision and goal. There should be coherence between organizational objective and training (Naris & Ukpere, 2009). A well-structured training program is very much essential to reduce conflicts in workplace, as organizations that invest in employee development tend to experience fewer interpersonal issues. Some organizations view training program as a cost but it is better seen as an investment. If a company doesn't invest in employee training, it will not be able to survive in a competitive market. Training may seem expensive but the cost of untrained employees is more than that. (Shadare, 2010). Assessing employee competencies is essential to evaluate the success of any kind of training programs. Companies must strive for more research on how educators explore innovative ways to support self-assessment and encourage continuous learning. Research into effective training

approaches is critical on improving employee performance and achieving organizational goals (Sitzmann, Ely, Brown, & Baue, 2017).

1.3 Background of the study

Training & development play a crucial role in enhancing the efficiency and versatility of employees across various industries and professions. Meghna Knit Composite Limited offers training programs with the specific goal of enhancing employee performance to ensure outstanding customer service and minimize customer complaints. Training not only facilitates career advancement for employees but also contributes to overall workplace satisfaction. With a well-trained and informed workforce, the organization can effectively compete in dynamic marketplaces by staying current with the latest trends, practices, and strategies in the garment industry. This report provides insights into the diverse operational activities carried out by Meghna Knit Composite Limited, with a particular focus on the Training and Development Department, over the past three months. It is intended for scholarly purposes only. The information presented in this research has been meticulously compiled from various primary and secondary sources, representing a comprehensive and thorough effort spanning three months of dedicated work. The data is presented accurately and truthfully, and no part of this report may be used by any individual or entity without proper attribution.

1.4 Origin of the report

After completing all courses under the department of Business Administration at Daffodil International University I got a golden chance to start my professional and practical career through my internship program at Meghna Knit Composite Limited. The purpose of my research is to understand of the process how I can implement my academic knowledge in my practical field.

1.5 Scope of the study:

I interned at a renowned clothing manufacturer and, as part of my final BBA degree requirement with a major in human resources management, I am tasked with preparing and enhancing the training and development program for Meghna Knit Composite Limited. This research will primarily utilize the training & development approach to offer insights into the core aspects of

garment manufacturing and the employee training and development practices adopted by Meghna Knit Composite Limited.

1.6 Objectives of the study

1.6.1 Broad Objective

The main aim of this research is to acquire a depth understanding of and evaluate the training and development approaches employed by Meghna Knit Composite Limited.

1.6.2 Specific Objectives

- To identify the training and development process of Meghna Knit Composite.
- To analyze the training and development process of Meghna Knit Composite Limited.

1.7 Methodology

This report has been carefully and methodically prepared. I have employed multiple methods to analyze, evaluate, and suggest strategies for data collection from the beginning. The required data is gathered using the Survey Research Technique. Employees of Meghna Knit Composite Limited will be requested to fill out a quantitative questionnaire for this study. By utilizing the Likert summated scale, I can ensure the collection of 30 responses within a short period. Gathering information from Meghna Knit Composite Limited was difficult because employees were busy with their work and unwilling to disclose details about their human resource processes and policies. The main reason is that they are not part of the HR department and have limited knowledge of human resource practices. They realized they were helping me by giving me this information. The term “data collection methods” pertains to procedures used to gather and assess diverse types of data. Qualitative data refers to information that describes various characteristics, qualities, and non-measurable attributes of a subject. This encompasses individual perspectives, descriptions of specific situations, actions, or behaviors, as well as the quality of a particular product. (Roselin Manawis, 2022).

This report has been prepared in a detailed and systematic manner. I utilize various methods to analyze, evaluate, and recommend data collection processes. To gather the required data, I used the Survey Research Technique. For this study, I requested the employees of Meghna Knit Composite Limited to complete a structured quantitative questionnaire. I adopt Self-Administered

Questionnaire method to allow respondents independently complete specific items. I use a Likert Summated Scale, to ensure the collection of 30 responses within a short timeframe.

It was very challenging to collect information from Meghna Knit Composite Limited. Many employees were busy with their regular tasks, some were worried to share details about their processes and policies. This happened because of their limited knowledge in HR-related work. When they understood their input was essential for this research, they cooperated.

The term "data collection methods" refers to techniques used to gather and analyze different types of information. Data can be categorized into two types:

Qualitative Data: This means non-measurable information that describes characteristics, qualities, or subjective attributes of a subject. For instance, personal opinions, descriptions of specific situations, behaviors, or the quality of a product. Qualitative data cannot easily be quantified through statistical tools. It is analyzed based on patterns.

Quantitative Data: This tells about measurable information, such as numbers, percentages, or data fitting specific criteria. For example numerical figures, percentages of respondents, or other statistically analyzable data.

1.7.2 Research Design:

1.7.2.1 Population:

A population is a group of people with common traits and a researcher usually collect data from them. In this study I have focused on a specific population to complete this research. The group selected by me included employees of Meghna Knit Composite Limited. The employees are the primary source of data for this research.

1.7.2.2 Sampling Techniques:

Non probability convenience sampling method is basically used for determining the size of sample, design of the questionnaire and conducting data analysis. This technique is very essential for gathering information.

1.7.2.3 Sample Size:

A total of 30 individuals were deliberately chosen from the target population.

1.7.2.4 Analysis Tools:

- Questionnaire Design: A survey instrument comprising predominantly closed-ended questions was created.
- Data analysis: To do a research a researcher have to collect various kinds' information. Those information are usually collected from primary and secondary sources. These data and the analysis is organized to give a clear understanding of the training and development programs at Meghna Knit Composite Limited. To do this analysis I have used both qualitative and quantitative methods. I used standardized questions for the quantitative part on a larger scale. During this analysis also utilize various kinds of software tools, such as MS Office, MS Excel, Microsoft PowerPoint and Google Forms.

1.7.3 Sources of Data Collection

I have collected the data from double sources:

1.7.3.1 Primary sources:

- Direct involvement in the functioning of the garment sector.
- Interacting with the workforce at Meghna Knit Composite Limited.
- Making personal observations.

1.7.3.2 Secondary sources:

- Yearly reports, written content for training purposes.
- Regular updates, pamphlets, informational booklets, and similar materials.
- The official website of Meghna Knit Composite Limited.
- The documentary archive of Meghna Knit Composite Limited.

1.7.3.3 Data Process and Analysis

- I acquired data on the basis of my personal knowledge.
- This research involves a detailed analysis, operational variables, future predictions, and operational principles.

1.8 Limitations of the study

- A three-month internship program duration proved inadequate for collecting information and preparing the report.
- There was a scarcity of information due to the busy nature of the workers, who were reluctant to share personal details about Meghna Knit Composite Limited.
- There was a lack of available information from Meghna Knit Composite Limited's website.
- The confidential nature of knowledge within the organization prevented subordinates from sharing information, in adherence to company policy.
- Being new to a real-world job setting, I felt apprehensive about seeking information and writing the report.
- The entire report primarily relies on company's website and online resources for details.

Chapter - 2

Organizational Overview

2.1 About of Meghna Knit Composite Limited

Meghna Group, formerly known as Meghna Executive Holdings, has a rich history dating back to its establishment in 1965, accumulating over half a century of experience in Bangladesh's business landscape. Among its notable ventures, Meghna Knit Composite Ltd. stands out as a premier vertically integrated composite apparel manufacturer in Bangladesh, having commenced operations in 2005. The company prides itself on an exceptional management team, state-of-the-art manufacturing equipment, and cutting-edge technology.

Meghna Knit Composite Ltd.'s extensive facilities encompass key stages of the production process, including knitting, dyeing, cutting, printing, embroidery, and stitching. Their product portfolio is diverse, featuring a wide array of all circular knits, from t-shirts, polos, and vests to Henley shirts, sweaters, hoodies, joggers, ladies' dresses, nightwear, and an extensive range of kids' wear. Additionally, they offer lightweight woven fabrics and leggings in various styles, all available with or without elastin, ensuring versatility in their product offerings. The fabric selection includes Jersey, Ribs, Terry, Fleece, Interlock, and Pique.

The company has established strong partnerships with renowned global buyers such as M&S, H&M, Varner, Tesco, Matalan, Stanley & Stella, and P&C, underscoring their commitment to delivering high-quality products that meet international standards. Meghna Knit Composite Ltd. also places a significant emphasis on sustainability and ethical practices, as evidenced by its impressive array of certifications and audit reports, including ACCORD, GOTS (Garments and Printing), OCS (Garments), OEKO-TEX (Garments and Fabrics), RCS, Wrap, Better Work, BSCI, SEDEX, and Fair Trade. With a robust capacity to treat wastewater, the company's biological Effluent Treatment Plant (ETP) can handle 150 CBM/HR while incorporating an online monitoring system, automated pH and TSS correction through sensors, and a micro filter to ensure efficient and environmentally responsible wastewater management. Strategically located 40 kilometers north of Dhaka Airport in Gilarchala, Sreepur, Gazipur, Bangladesh, Meghna Knit Composite Ltd. stands as a beacon of excellence in the garment manufacturing industry, blending a rich history with modern technology and a commitment to sustainable practices.

2.2 Organizational Overview

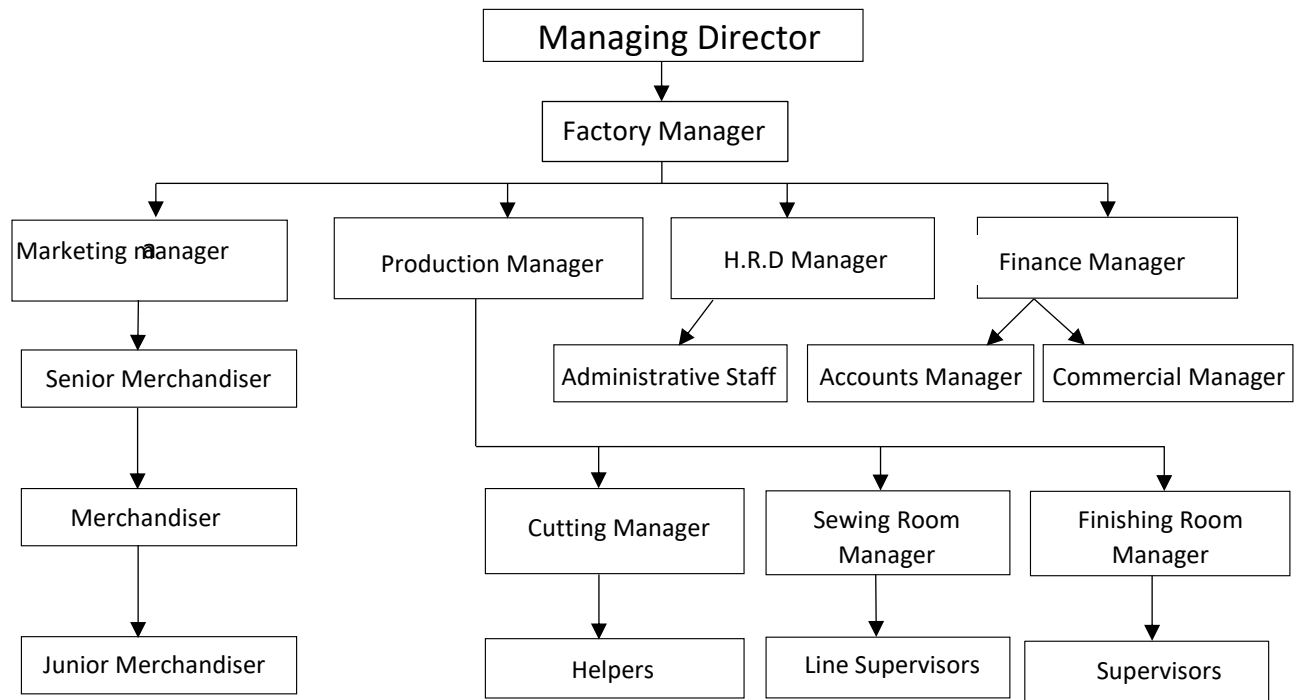


Figure 1: Organizational Structure of Meghna Knit Composite Ltd.

2.3 Various divisions within the organization

Company Name: Meghna Knit Composite Ltd

Five Major Departments:

Production Department: Responsible for overseeing the manufacturing process, quality control, and meeting production targets for textile products.

Merchandiser Department: Manages customer relationships, order processing, and ensures timely delivery of textile products to clients.

Maintenance Department: Maintains and repairs machinery and equipment, ensuring the smooth operation of the manufacturing process.

Accounts Department: Handles financial transactions, budgeting, payroll, and financial reporting for the company.

Human Resource Department: Manages recruitment, employee relations, training, and compliance with labor regulations to foster a productive and harmonious work environment.

2.4 Mission

To deliver high-quality, fashion-forward knitwear while maintaining sustainability and innovation at the heart of our operations.

2.5 Vision

To emerge as a prominent force in Bangladesh's garment knitting sector, driving economic growth, empowering communities, and setting international standards for excellence.

2.6 Company Summary

- Company Name: Meghna Knit Composite Ltd
- Number of Total Production Lines: 10
- Number of Employees: 25
- Number of Workers: 1,500
- Working Floor Area: 20,000 Square Feet
- Major Products: Knitted Garments
- Lead Time: 60 Days
- Average Production per Month: 80,000 – 90,000 Pieces
- Maximum Capacity: 100,000 Piece

2.7 Capacity of Company

Capacities and Equipment		
Process	Daily Capacity	Equipment and Machinery
Sample Selection	250 units	
Knitting	40 tons	Circular Knitting Machine – 96 Flat Knitting Machine – 6
Dyeing	35 tons	Dyeing Machine – 16 Bulk Dyeing Machine – 23 Sample
Fabric Finishing	45 tons	Slitting Machine – 3 Stenter Machine – 4 Compactor Machine – 3 Brushing & Suede Machine – 2
Cutting	90,000 pieces	Gerber Spreader & Lectra Auto Cutter Digitized pattern input system
Placement Printing	30,000 panels	8-Station 6-Color M&R Printing Machine 16-Station/12-Color Automatic Printing Machine (x2) 14-Station/10-Color Automatic Printing Machine (x1) 6 Manual Screen Printing Glass Tables
Embroidery	10,000 panels	4 Embroidery Machines (20 heads each)
Sewing	80,000 pieces	
ETP (Wastewater Treatment)		Biological ETP installed Activated Sludge Aerobic process
Lab		Fully equipped in-house lab with accurate and fast services

2.8 Production Process of Company

The production process of Meghna Knit Composite Ltd. Involves about 14 stages to create knitted garments. Here's an overview of the production process:

1. Design and Development: The process begins with designing the garment based on market trends, customer preferences, and fashion forecasts.

Designers create sketches, select fabrics, and develop prototypes to finalize the garment's design.

2. Fabric Sourcing: Procure the required knit fabrics from suppliers, ensuring quality, color, and quantity match production needs.

3. Cutting: Lay out fabric layers according to pattern templates. Use cutting machines to cut fabric pieces with precision.

4. Knitting: Knit fabric panels using specialized knitting machines. Monitor machine settings for fabric type and desired patterns.

5. Dyeing (Optional): If needed, dye the knitted fabric in the desired colors.

Follow dyeing recipes and quality control procedures.

6. Sewing: Assemble the cut fabric pieces using sewing machines. Seamstresses sew various garment components together.

7. Quality Control: Inspect garments at various stages of production to ensure quality and consistency. Identify and rectify any defects or issues.

8. Washing and Finishing: Wash and finish the garments to achieve the desired texture and appearance. Apply special treatments such as softeners or distressing techniques, if required.

9. Printing and Embroidery (Optional): Apply printed designs or embroidery to the garments using specialized machines.

10. Inspection and Packaging: Perform final inspection to check for any defects. Fold, tag, and package garments for shipping or distribution.

11. Distribution: Ship finished garments to wholesalers, retailers, or directly to customers. Manage inventory and distribution logistics.

12. Maintenance: Regularly service and maintain machinery and equipment to ensure smooth operations.

13. Sustainability and Compliance: Adhere to environmental and labor regulations. Implement sustainable practices in production and sourcing.

14. Research and Development: Continuously research new materials, technologies, and production techniques to stay competitive and innovative. Throughout the production process, effective communication and coordination between various departments, such as production, quality control, and logistics, are crucial to ensure the timely and efficient manufacturing of high-quality knitwear products.

2.9 Business Ethics of Meghna Knit Composite Ltd.

Business of Meghna Knit Composite Ltd. Encompasses principles and practices that prioritize ethical conduct, social responsibility, and sustainability.

- **Labor Rights and Fair Wages:** Ensure fair wages and safe working conditions for all employees, complying with Bangladesh's labor laws. Uphold workers' rights to organize and bargain collectively.
- **Child and Forced Labor:** Strictly prohibit child labor and forced labor in any form. Implement rigorous age verification and recruitment processes.
- **Health and Safety:** Maintain a safe and healthy workplace, regularly inspecting machinery and providing necessary safety training. Establish emergency response protocols and first-aid facilities.
- **Environmental Responsibility:** Implement eco-friendly practices in manufacturing, such as water and energy conservation, and responsible waste management. Comply with environmental regulations and strive to reduce the environmental footprint.
- **Ethical Sourcing:** Source materials responsibly, considering the environmental and social impact of suppliers. Support ethical and sustainable practices in the supply chain.

- **Transparency and Accountability:** Maintain transparent business practices, including financial reporting and communication with stakeholders. Hold individuals and departments accountable for ethical conduct.
- **Product Quality and Safety:** Ensure that all products meet quality and safety standards, providing accurate labeling and information to consumers.
- **Fair Trade Practices:** Maintain fair and transparent business relationships with suppliers, customers, and partners. Avoid unfair competition and unethical pricing strategies.
- **Ethical Marketing and Advertising:** Advertise products honestly and refrain from deceptive marketing practices. Avoid promoting unrealistic body images or stereotypes. By adhering to these ethical principles, a medium-sized garments knitting company in Bangladesh can not only build a positive reputation but also contribute to the welfare of its employees, the community, and the environment while ensuring sustainable growth and success in the long term.

Chapter - 3

Training and Development Process of Meghna Knit Composite Ltd

3.1 Training & Development Concept

3.1.1 The concept of training-

Training is regarded as one of the most critical responsibilities in HRM. By definition, Training is a structured, carefully planned, and continuously evolving process designed to equip trainees with the knowledge, skills, and abilities needed to perform their tasks efficiently and effectively. Training also influences an individual's behavior, including their interactions with the organization's workgroup, their thought processes, and their skillset. Managers have recognized in recent years that the success criteria of organizations and these attributes depend heavily on the knowledge, talents, skills and abilities of the workforce. By developing technical staff, staff training intervenes in expanding the quality of products and services offered by businesses in a competitive market.

3.1.2 The concept of development-

Development is the term used to describe activities that aim to acquire new knowledge or skills in support of a developmental goal. To help the capabilities of employees, organizations offer development programs. Employee development has become a recognized and valued responsibility in today's professional organizations.

3.1.3 Training & Development Approaches

There are several techniques employed in training & developing plans to benefit an organization's employees. Let's delve into a few of them:

- i) Lectures and Demonstrations: This traditional method involves an instructor presenting content systematically, elaborating on the subject, and encouraging trainee participation through discussions to enhance understanding.
- ii) Role-Playing: A dynamic approach to learning, role-playing engages participants actively. Individuals assume specific roles, such as handling a challenging client, and receive step-by-step guidance to navigate the situation for a more effective resolution.
- iii) Case Studies: Often depicting real-life scenarios, case studies delve into problems, prompting employees to explore and discover optimal solutions. This method encourages in-depth examination, allowing employees to gain valuable insights into the issues at hand.

3.2 Training & Development Process of Meghna Knit Composite Limited

Meghna Knit Composite Limited always follow technical process when they arrange any kind of training and development program for their employees .This is a five-step process which involves various factors of analysis, validation, implementation and evaluation, going through which the employee develops their skills in which sectors they are involved. Training Process:

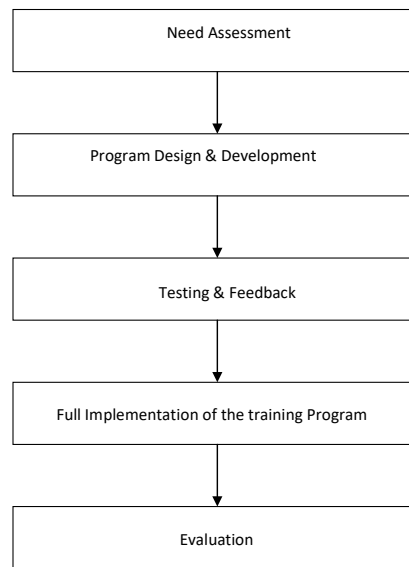


Figure 2: Structure of Training and Development of Meghna Knit Composite Ltd.

3.2.1 Need Assessment:

Need Assessment is the first stage of training and development process and Meghna Knit Composite Ltd always follow this role. This Section includes the analysis of organizational goal, performance of employees and necessary skills to ensure the training program aligns with the need. Meghna knit composite ltd always analyze their organizational objective, resource, environment and productivity when they want to arrange any kind of training program. This is their systematic process to understand the need for training. Sometimes they do various kinds of employee surveys or personal interviews of employees to understand the need.

3.2.2 Program Design & Development:

This is the second step which is followed by Meghna Knit Composite Limited for their training & Development program. In this step they craft a structured training program where they include content appropriate training method. They always focus on the organizational culture.

3.2.3 Testing and Feedback:

It involves arranging a training program for a small group of employees before full implementation. This stage helps to identify the actual value of a training program. Meghna Knit Composite Ltd always gain effective clarity from this stage.

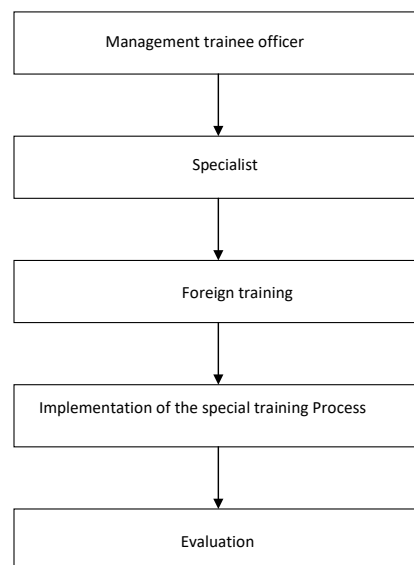
3.2.4 Full Implementation of the Training Program:

In this stage a full training program is arranged for the targeted employees. Here they run a whole training program for employee skill development.

3.2.5 Evaluation:

This is the final and most important stage for a training and development program. Evaluation focuses on training success by achieving appropriate objectives. In Meghna Knit Composite Ltd they always assess participant satisfaction, retention of knowledge and changes in performance.

Development Process of Meghna Knit Composite Limited:



3.3 Impact of Training and Development in Organization

3.3.1 Increased efficiency in operations

Boosting productivity is as crucial for a business as attracting new customers. Even minor disruptions can lead to significant losses, making it imperative to improve employee productivity while cutting costs to stay competitive. Training plays a crucial role as a business savior, stepping in to eliminate potential hazards and enhance workforce capabilities. It involves refining existing skills, fostering continuous learning, and cultivating new and beneficial approaches, ultimately providing a fresh perspective and a well-trained core for the business

3.3.2 Improvement in quality

Quality improvement is a primary objective of coaching and development, recognizing that today's customers discern superior products. Traditional tactics of persuasion are becoming less effective as customers prioritize quality over mere rhetoric. In a scenario where you and your competitor offer similar services at the same price, the one delivering higher quality is likely to attract more customers, even if their prices are slightly higher.

3.3.3 Efficiency in the learning process

Efficient learning results in significant long-term value by identifying and assisting employees in acquiring essential skills. Quick absorption of new information positively impacts future productivity, emphasizing the importance of adequate training delivered by proficient instructors. Minimizing the learning curve is a key goal in coaching and development, ensuring employees grasp new information swiftly.

3.3.4 Prioritize safety

Safety is paramount, especially in situations where a small error could pose a life-threatening risk to workers, agents, or customers. Training and development aim to provide the knowledge needed for safe tool usage and the production of life-sustaining goods

3.3.5 Staff turnover reduction

Staff turnover reduction is another crucial aspect addressed by training. Time spent on learning job specifics, principles, and safety measures can lead to decreased productivity and lower employee confidence. Training prevents the need for constant workforce replacement by preparing employees to handle diverse situations, fostering a sense of security and attachment to their roles.

Chapter - 4

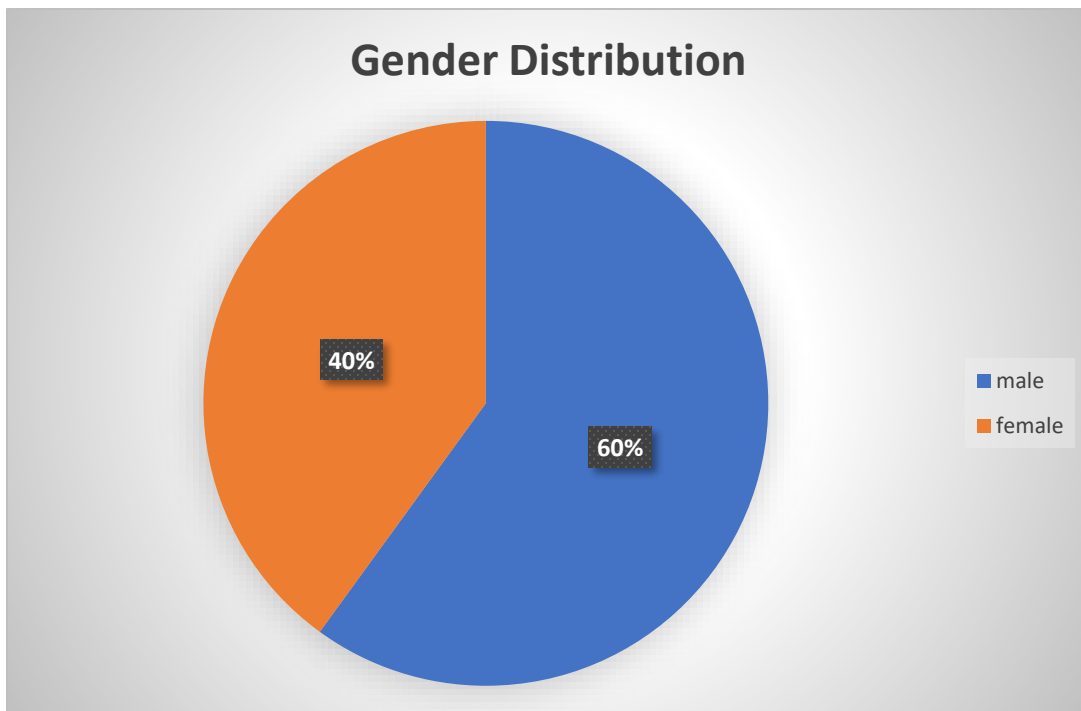
Analysis & Findings

4.1 Analysis and Understanding

Table 1: Gender Distribution

Question-1: Gender Distribution of Meghna Knit Composite Limited

Male	Female	Total
60	40	100

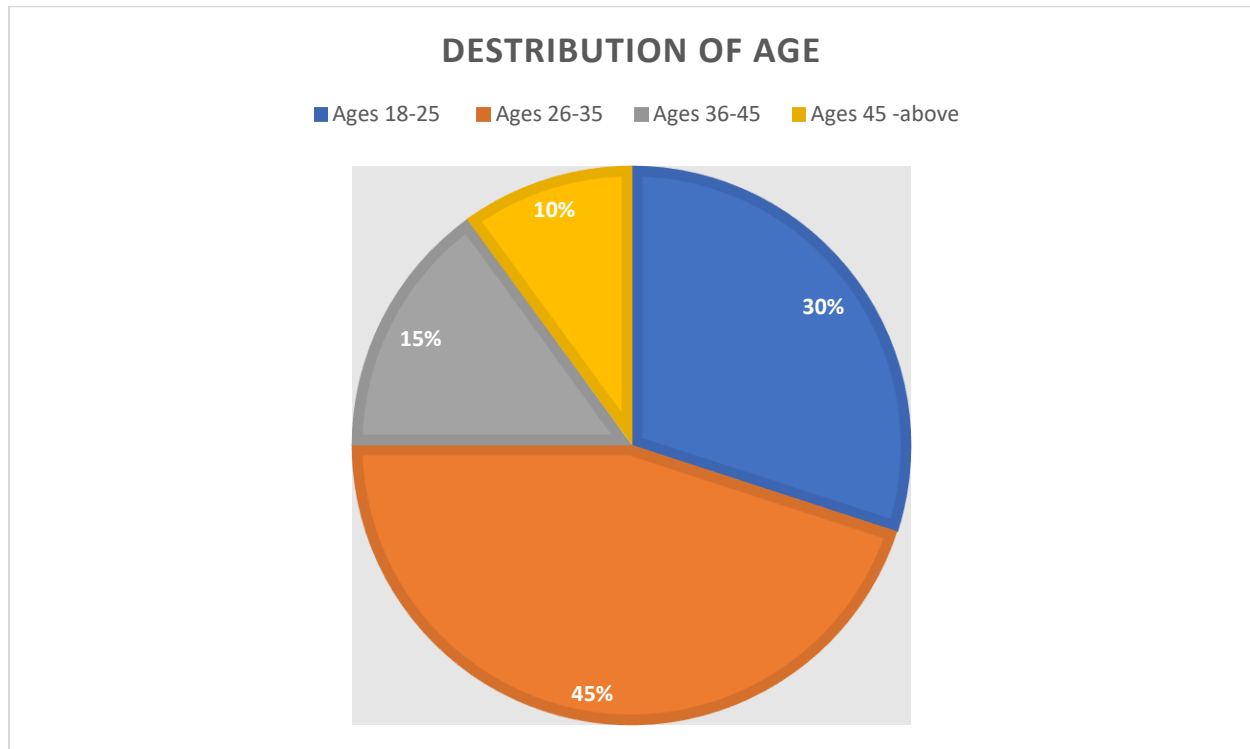


According to this data, 60% of the employees of Meghna Knit Composite Limited are men and 40% are women. This suggests a generally balanced gender representation inside the organization, however there is still a slight male predominance.

Table 2: Distribution of Age Groups

Question-1: Distribution of Age Groups of Meghna Knit Composite Limited

Age Group			
18-25	26-35	36-45	45 -above
30	45	15	10

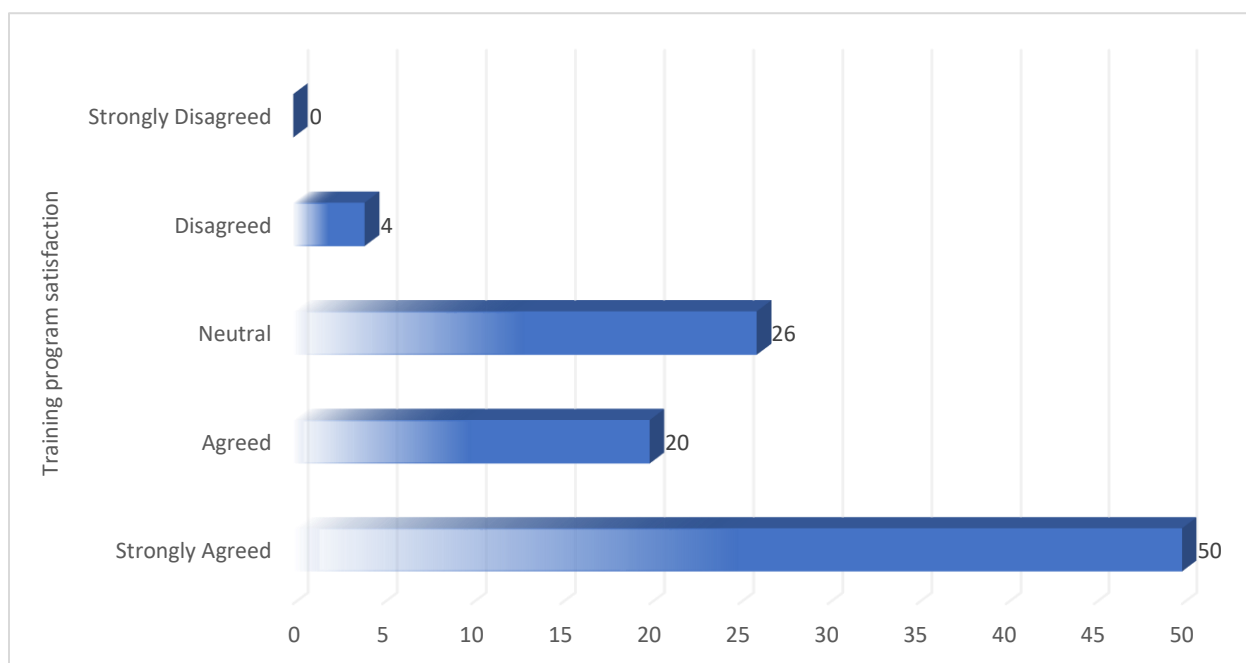


According to the data, 30% of Meghna Knit Composite Limited's employees are between the ages of 18 and 25, 45% are between the ages of 26 and 35, 15% are between the ages of 36 and 45, and 10% are older than 45. This indicates that the bulk of workers are younger workers, with a significant representation from mid-career workers.

Table 3: Focusing the training program and employees

Question-3: Every employees are satisfied with the training teaching program of Meghna Knit Composite Limited.

Training program satisfaction				
Strongly Agreed	Agreed	Neutral	Disagreed	Strongly Disagreed
50	20	26	4	0

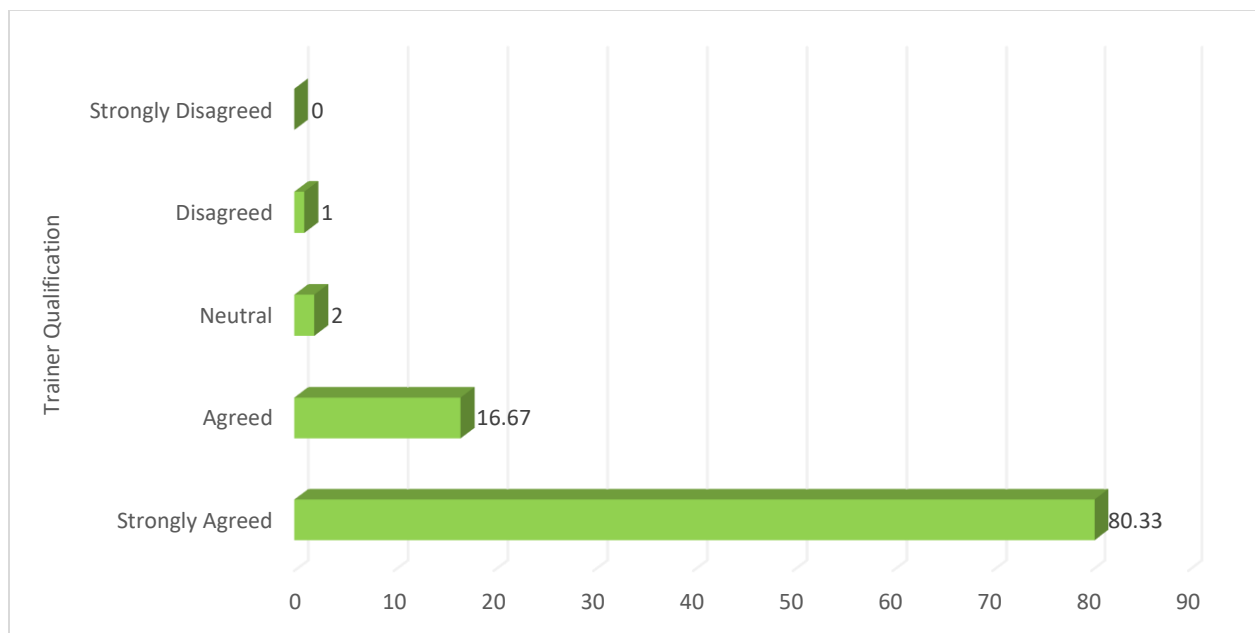


This analysis indicates that 50% of corporate stuffs in Meghna Knit Composite Limited "Strongly Agreed" with this statement. On the other hand the result from another participants are 20% "Agreed", 26% undecided, 3.33% "Disagreed", and 0% "Strongly Disagreed". The data analysis shows that employees are generally happy with the training program.

Table 4: Concerning the trainer

Question-4: Staffs are pleased with the trainer of Meghna Knit Composite Limited.

Trainer Qualification				
Strongly Agreed	Agreed	Neutral	Disagreed	Strongly Disagreed
80.33	16.67	2	1	0

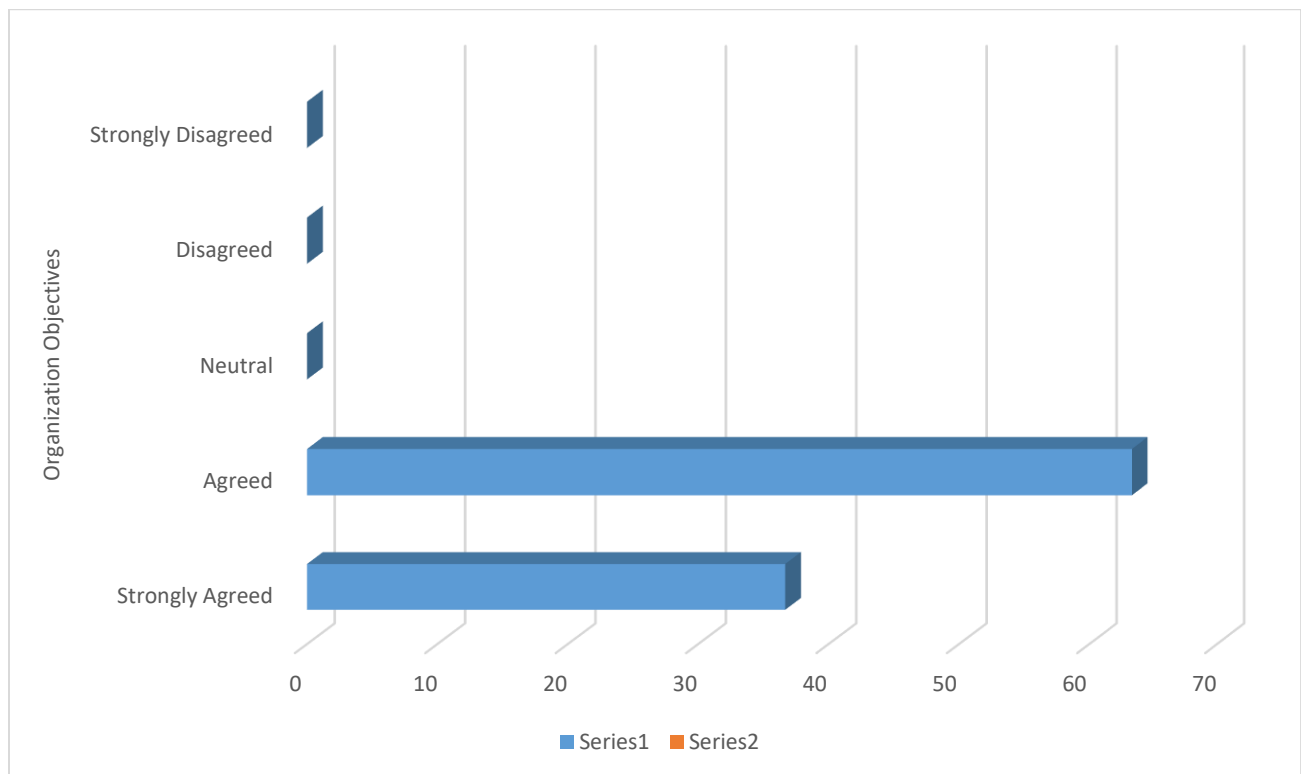


16.67 per cent of Meghna Knit Composite Limited staff "agreed" with this statement. 80.33 per cent "strongly agreed", natural 2 percent and disagreed 1 percent that they are satisfied with the trainer. Most of the staff are happy with the Meghna Knit Composite Limited's trainer.

Table 5: Training program's outline of activities

Question-5: Meghna Knit Composite Limited's training program provides clear outline of activities.

Activity Outline				
Strongly Agreed	Agreed	Neutral	Disagreed	Strongly Disagreed
0	26.67	73.33	0	0

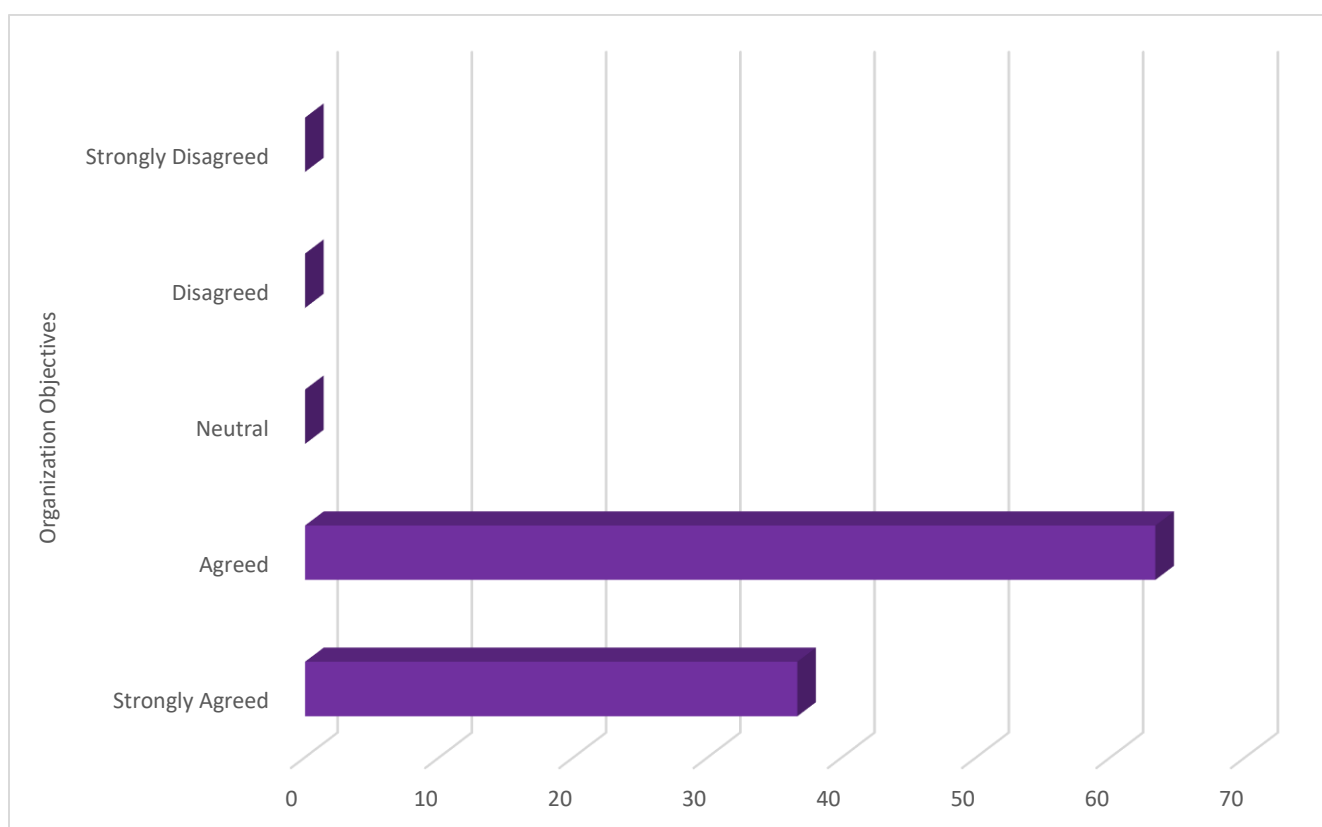


73.33 per cent of staffs are "neutral", and only 26.67 per cent are "agreed" of this analysis. Therefore, it recomend that the training outline of activities are not easily understandable at Meghna Knit Composite Limited's, employees are neutral with their thought.

Table 6: Achieving organizational objective

Question-6: A training program is created to meet the goals of the organization.

Organization Objectives				
Strongly Agreed	Agreed	Neutral	Disagreed	Strongly Disagreed
36	64	0	0	0

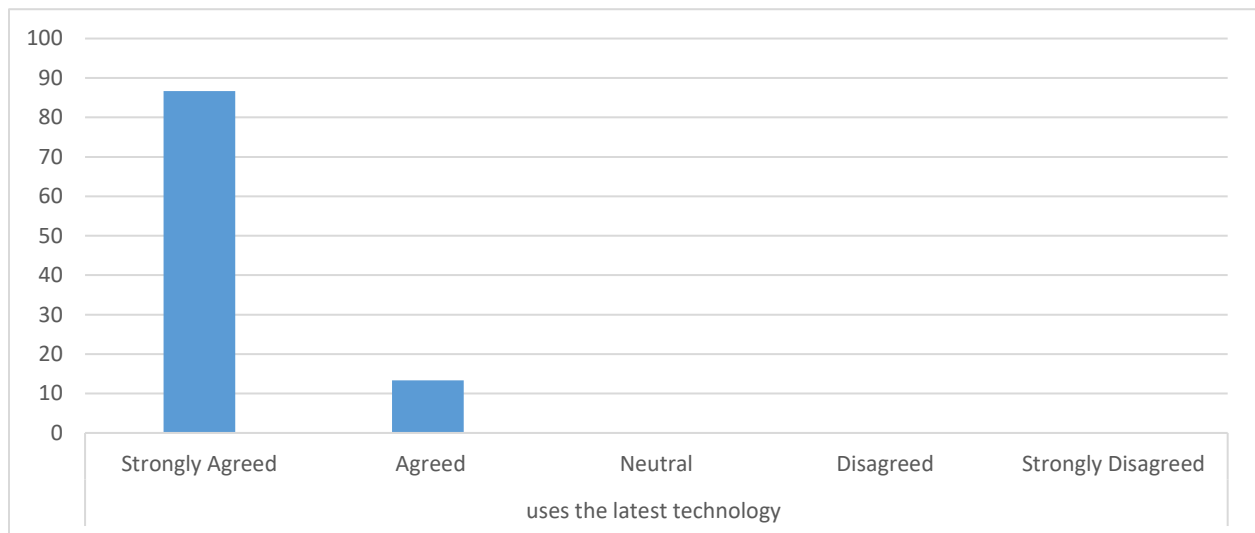


We see that the results show that 64% of staff agreed, and 36% strongly agreed. Majority of participant "agreed" that the training program helps achieve the organization's objectives; while, some staffs strongly agreed.

Table 7: Meghna Knit Composite Limited uses latest technology

Question-7: Meghna Knit Composite Limited uses the advanced technology in the training program

Uses the advanced technology				
Strongly Agreed	Agreed	Neutral	Disagreed	Strongly Disagreed
86.67	13.33	0	0	0

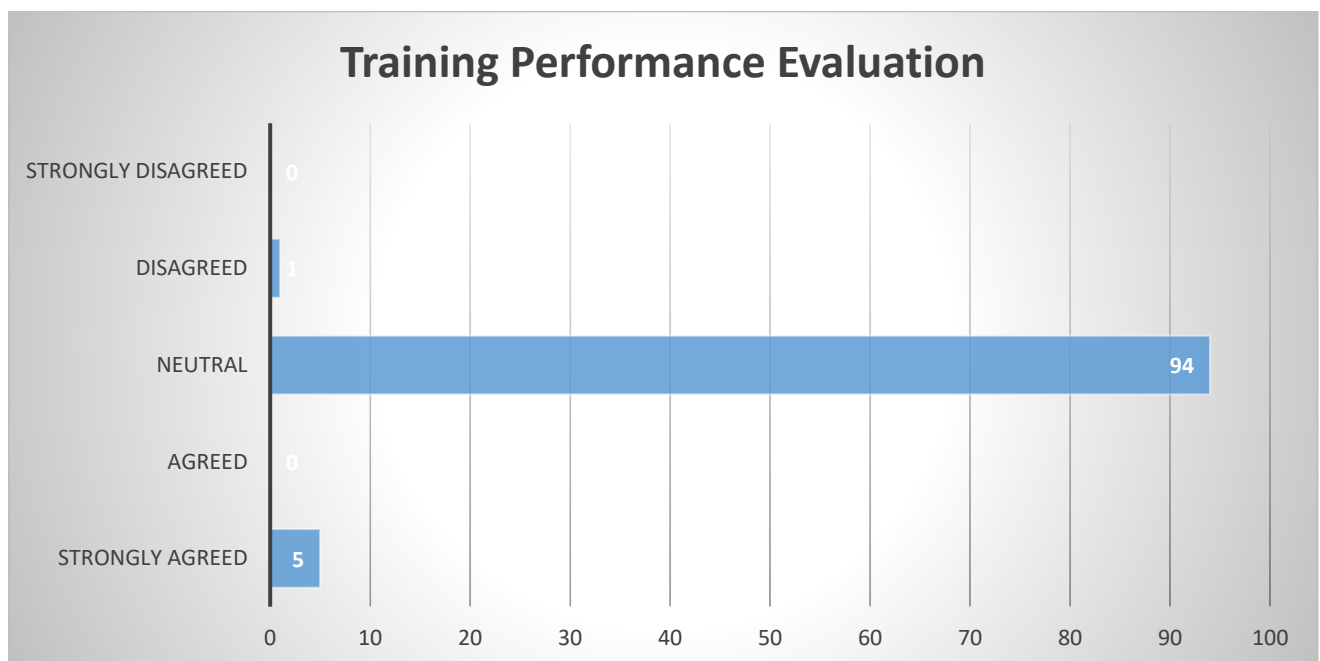


From this survey, we observe that 13.33% of workers agreed, while 86.6% strongly disagreed. This indicates that employees largely believe advanced technologies are not being utilized effectively.

Table 8: Evaluation of training performance

Question-8: Meghna Knit Composite Limited evaluates the training performance effectively

Training performance evaluation				
Strongly Agreed	Agreed	Neutral	Disagreed	Strongly Disagreed
5	0	94	1	0

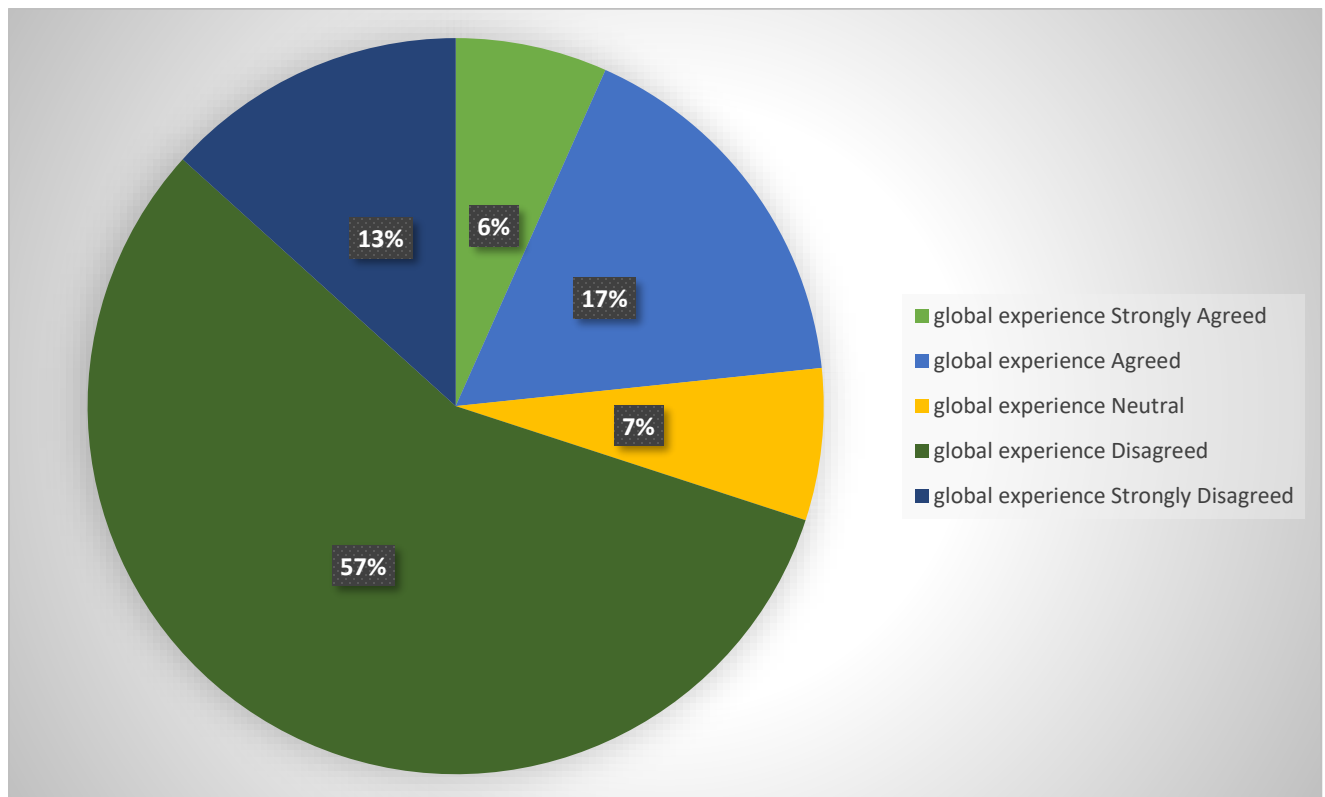


The analysis shows that the average is 94%, which is close to "neutral." Only 1% disagree, and 5% strongly agree. This means most staff have a neutral opinion.

Table 9: Employees receive international training

Question-9: Employees undergo international training to acquire global exposure and expertise.

Global experience				
Strongly Agreed	Agreed	Neutral	Disagreed	Strongly Disagreed
7	17	7	57	13

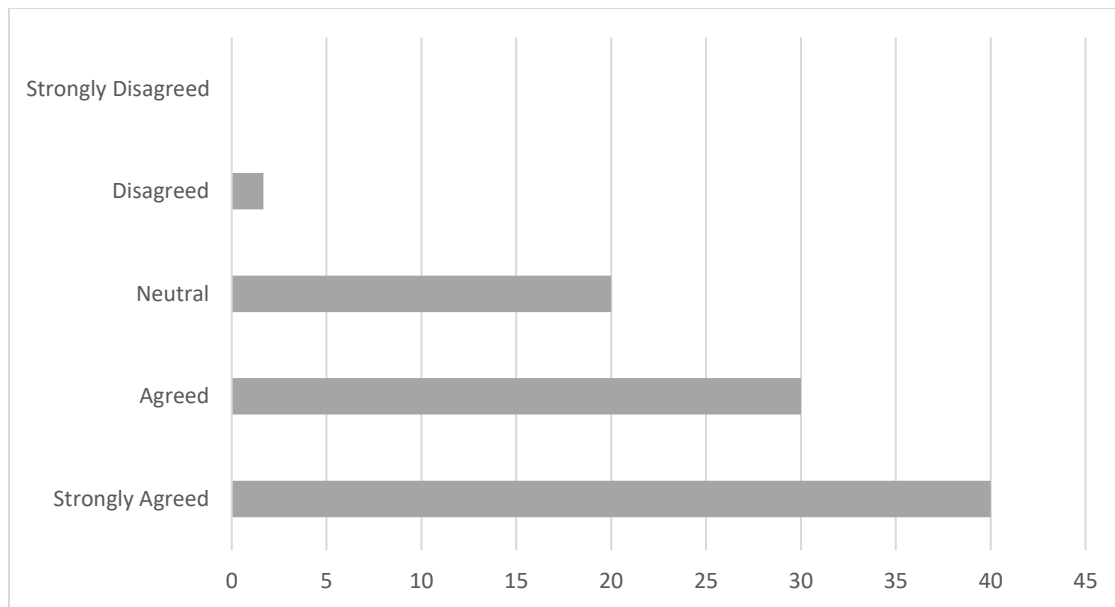


The analysis shows that 57% of employees "disagreed," 13% "strongly disagreed," 7% were "neutral," 17% "agreed," and 6% "strongly agreed." This indicates that only a small percentage of employees strongly agreed, while the majority strongly opposed and disagreed with the idea that training reduces employee turnover.

Table 10: Improvement of the work performance

Question-10: Improvement of the work performance through training and development program

Improvement				
Strongly Agreed	Agreed	Neutral	Disagreed	Strongly Disagreed
40	30	20	1.67	0

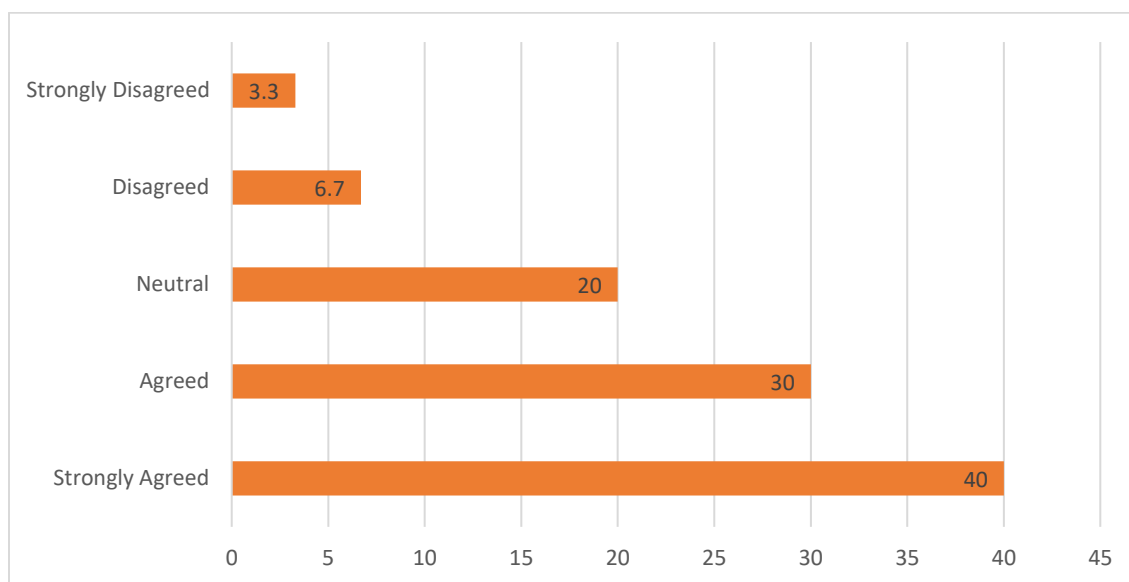


This analysis indicates that 55% of employees "strongly agreed", 35% of employees "agreed" where on the other hand 8.33% of employees were "neutral", "1.67% of employees "disagreed". It shows that majority of the employees feel that this training has positive impact in their work performance.

Table 11: Usefulness and relevancy of the training materials

Question-11: The participants believe that the training materials are useful and relevant

Training materials				
Strongly Agreed	Agreed	Neutral	Disagreed	Strongly disagreed
40	30	20	6.7	3.3

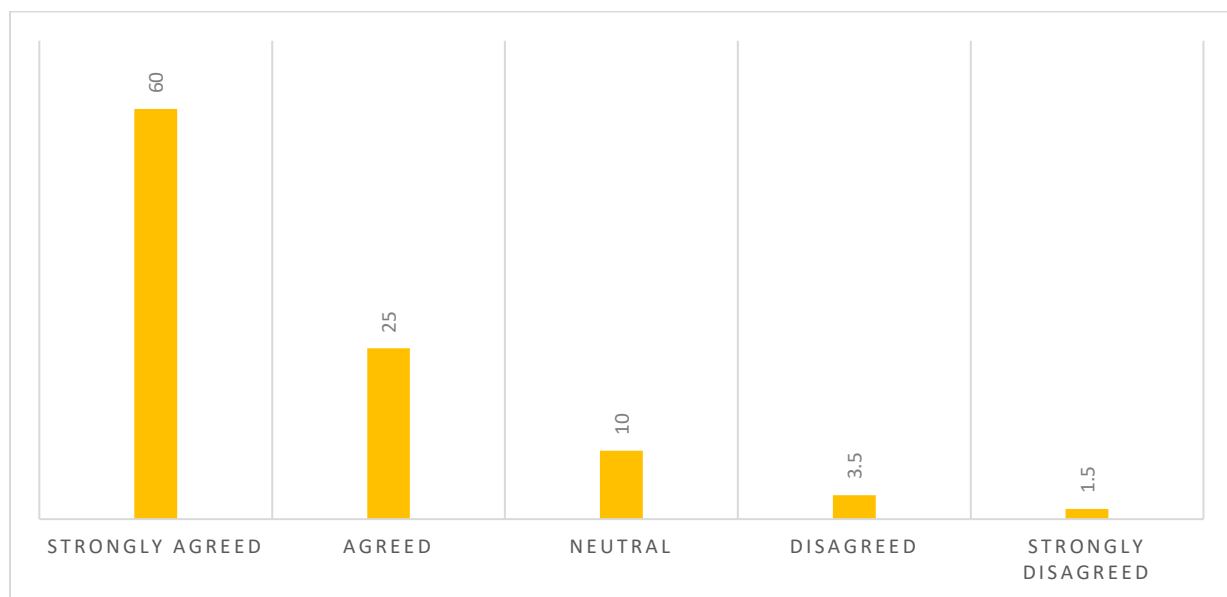


This analysis indicates that 40% of employees "strongly agree", 30% of employees "agreed" whereas 20% of employees were "neutral", "6.70% of employees "disagreed", and 3.30% of employees "strongly disagreed". It shows that majority of the employees firmly agreed that the materials were beneficial.

Table 12: Suitable timespan of the training program

Question-12: Sensible timespan of the training program

Sensible timespan				
Strongly Agreed	Agreed	Neutral	Disagreed	Strongly Disagreed
60	25	10	3.5	1.5



This analysis indicates that 60% of employees "strongly agree", 25% of employees "agreed" on the other hand 10% of employees were "neutral", "3.5% of employees "disagreed" & 1.5% of employees "strongly disagreed". So the point of view majority of the employees find that the training duration was suitable while some feels it needs a little adjustment.

4.2 SWOT analysis of HR Training and Development in Meghna Knit Composite Ltd.

Strengths:

1. **Established Company Structure:** Meghna Knit Composite Ltd likely has an established structure in the knitwear industry, which creates opportunities for training and development activities to be implemented very smoothly.
2. **Competitive Benefits:** As a leading textile manufacturing company, Meghna Knit has a wide range of employees and there is a lot of competitive benefits due to the training programs which enhances the skills of the employees to work more efficiently.
3. **Experienced HR Department:** The skilled and experienced HR department can contribute to efficient operations and training quality of the employees.
4. **Employee Sustainability:** Implementation of Training and development practices can enhance employee loyalty towards the company and make the employees sustain within the company for a long period of time.

Weaknesses:

1. **High number of Employees:** As a large group of companies the employee numbers are high and creating a program for such a high number of employees is very challenging in case of quality and effectiveness.
2. **Labor Issues:** Labor-related challenges, including strikes and demands can disrupt operations for training and development.
3. **Time Management:** To execute training and development programs for a large number of employees can create time management issues where workflow of the employees during their shift might be created.
4. **Lack of Diversity:** The training and development programs needs to be diverse to connect with all cultures and communities of employees for their development.

Opportunities:

1. **Employee Skills Expansion:** Developing new Skills among employees can increase product quality, service quality, new product development and higher revenue.
2. **Diversification:** Expanding skill set of the employees can open new arenas of development in various departments within the company such as marketing, production management, quality development, employee management etc.
3. **Technology Adoption:** Learning to use advanced technology and software in training and development processes can enhance efficiency and competitiveness among the employees and develop the company to become more technology oriented in this high demanding global market.
4. **Sustainable Practices:** Emphasizing sustainability within training and development seminars and events can enable the employees to align with consumer preferences and open doors to eco-conscious markets.

Threats:

1. **Competitive Pressure:** The competitive pressure among the employees who received proper training and development activities and those who do not will create a great gap in efficiency within the company.
2. **Regulatory changes:** The regulatory changes to company rules and regulations can pose disruptions and cancellation of training and development programs organized by HR department.
3. **Global Event Disruptions:** Global events, like pandemics or natural disasters, can disrupt the overall system of the company and thus disrupt the training and development programs.
4. **Skill Implementation:** The training and development program can create new skills amongst the employees but if there are no scopes to implement them within the company the skills will not develop within the employee and there would be no outcome.

4.3 Findings

In this research compiled by training and development of Meghna Knit Composite Limited and we have some findings.

- **Limited Budget:** Meghna Knit Composite Limited is familiar with the management development program. However, the budget allocated for employee training is insufficient to cover foreign training programs. This also affect the opportunity of the foreign training which would have provided a valuable international perspective and an advance set of skills.
- **Insufficient emphasis on evaluation:** Meghna Knit Composite Limited has not put on enough importance on pre-and post-training evaluations, which are necessary to maintain the effectiveness of the training program as a thorough evaluation can easily identify the areas that needed improvement and also the steps that are required to take for the employees to gain the necessary skill to perform better.
- **Relevance of Training Materials:** Most of the employees who participated were pleased with the training and development program, the instructors of the program and the learning materials provided by Meghna Knit Composite Limited. Although it has to be considered that a portion of the participants remained neutral about the clarity of the training outline and the relevance of the training materials.
- **Require detailed outline of the program:** A detailed outline for the schedule of the program and what segments the program covers was not provided for which the participants could not prepare well. The lack of structured schedule and clear segment prevents employees from understanding what to expect and improve in their engagement with the program.
- **Insufficient emphasis on technology and software training:** The training and development module does not have a structured segment for computer operations and software training for the employees, which are an essential part in this modern world. As the modern world are based off of technology, it is essential to add modern software

training so that the employee would gain the necessary knowledge that are required to make themselves not only proficiency in the digital world but also to contribute more effectively to the company's operation.

- **Require Performance evaluation of the trainers:** The training and development seminars did not have any performance evaluation for the trainers. The implementation of the trainer can secure that they meet high standards and continuous improvement.
- **Time Management:** The training program has not been well structured for time management as due to lack of sufficient time, the training sessions are not meeting the purpose it was supposed to serve. The company needs to allocate a proper timeline along with clear goals that would significantly improve the pace of the training program and also have to make sure of the fact that the trainees would make the best use of the allocated time in order to achieve their goal.

Chapter - 5

Recommendations and Conclusion

5.1 Recommendations

Meghna Knit Composite Limited is a renowned business organization with high employee performance level. After completing my research I have found some crucial areas to improve in this organization.

- **Utilization of technical Evaluation Programs:** By adopting approaches that are data-driven the company can effectively measure the impact of training on the performance of the employee while making necessary adjustment to enhance the effectiveness of the overall program.
- **Provide a clear outline:** A training method should have a clear structure. It must be clarified, an organization cannot survive without a clarified training program. It is necessary to ensure maximum employee's participation and to get maximum outcome from the training learning as it is imperative to get a clear view of the training and without the clear view, an employee might face difficulties to understand the objectives and the results that are expected from them, which might ultimately reduce the maximum outcome from the training program.
- **Pre- and Post- training:** In Meghna Knit Composite Limited there is no application pre and post training method, they should use this method for performance evaluation approaches to assess before and after training. This will enhance the initial skill level of employees and would measure the developments done, making more targeted future training interventions.
- **Addressing Specific concerns of employees:** The HR Department should address the specific feedback of the employee participants who were dissatisfied or neutral during the sessions along with ensuring all content is relevant and effectively communicated. This is going to add refining content or improving the communication making sure that all training materials are relevant, clear and cater to the specific needs of participants.
- **Session on Soft Skills training:** A more elaborate session for technology operation and soft skills training is essential. Increasing soft skills as communication, teamwork, and problem-solving will enable employees to work more efficiently in this dynamic environment. The focused sessions are crucial for employee's professional development.

- **Advance training for employees:** The Knitting Company must assign enough budget for the advance training program from abroad, if necessary, in order to help the employee to gain adequate exposure to the practices that the modern worlds are following and also to learn about the current modern technologies that will improve the skills of the employee in order to contribute more for the company.
- **Arrange better training environment:** A well maintained environment which is well equipped with all the logistics items for a quality learning environment should be created as it will create the atmosphere to learn about the technologies. Furnishing proper logistics support as latest technology and training materials will develop the overall standard of the training sessions.

5.2 Conclusion

Meghna Knit Composite Limited operates in a landscape teeming with numerous players in the garments and knitting sector in Bangladesh. Intense competition prevails among these companies, emphasizing the need for enhanced performance and efficiency. The intrinsic motivation of employees is key to their optimal performance, and the Human Resources (HR) department at Meghna Knit Composite Limited should institute effective incentives and training programs to inspire and empower the workforce. Establishing well-structured and practiced HR policies is crucial for the seamless functioning of any organization, and this holds true for Meghna Knit Composite Limited in the garment and knitting sector. Despite limited involvement from non-public corporate entities in this specific domain in Bangladesh currently, there remains a pressing need for robust HR practices. In the context of performance evaluation, Meghna Knit Composite Limited should consider implementing diverse methods tailored to the specific needs of the garment and knitting industry. The growth of Bangladesh's knitting sector has been significant, attributed to sound HR practices and policies. However, for optimal effectiveness, instructional materials should be utilized comprehensively—before, after, and throughout the training initiatives. Looking forward, the sustained growth of Meghna Knit Composite Limited in the knitting industry hinges on the implementation of progressive human resources practices and policies.

References

- Armstrong, M. (2014). *Armstrong's Handbook of Human Resource Management Practice*. Kogan Page Publishers.
- Noe, R. A. (2017). *Employee Training and Development*. McGraw-Hill Education.
- Blanchard, P. N., & Thacker, J. W. (2013). *Effective Training: Systems, Strategies, and Practices*. Pearson.
- Goldstein, I. L., & Ford, J. K. (2002). *Training in Organizations: Needs Assessment, Development, and Evaluation*. Wadsworth.
- Kirkpatrick, D. L., & Kirkpatrick, J. D. (2006). *Evaluating Training Programs: The Four Levels*. Berrett-Koehler Publishers.
- Saks, A. M., & Haccoun, R. R. (2015). *Managing Performance through Training and Development*. Nelson Education.
- Salas, E., Tannenbaum, S. I., Kraiger, K., & Smith-Jentsch, K. A. (2012). *The Science of Training and Development in Organizations: What Matters in Practice*. *Psychological Science in the Public Interest*, 13(2), 74-101.
- Werner, J. M., & DeSimone, R. L. (2011). *Human Resource Development*. Cengage Learning.
- Aguinis, H., & Kraiger, K. (2009). *Benefits of Training and Development for Individuals and Teams, Organizations, and Society*. *Annual Review of Psychology*, 60, 451-474.
- Holton, E. F., & Baldwin, T. T. (Eds.). (2003). *Improving Learning Transfer in Organizations*. Wiley.
- Meghna Executive Holdings Ltd. (n.d.). *Apparel Division.* Meghna Executive Holdings. Available at <https://meghna-executive.com/business/apparels-and-textiles/>
- Meghna Executive Holdings Ltd. (2023). *Company Overview: One of Bangladesh's Largest Conglomerates.* Meghna Executive Holdings. Accessed from <https://meghna->
- Meghna Group of Industries. (n.d.). *Company Mission.* Retrieved from <https://www.meghnagroup.biz/meghna-group-mission.php>

Appendix

Questionnaire:



Meghna Knit Training & Development Program - Event Feedback

Thank you for participating in our HR Training and Development seminar. We hope you had as much fun attending as we did organizing it.

We want to hear your feedback so we can keep improving our sessions. Please fill this quick survey and let us know your thoughts (your answers will be anonymous).

1. Gender Distribution of Meghna Knit Composite Limited

- ☐ Male
- ☐ Female

2. Distribution of Age Groups of Meghna Knit Composite Limited

- ☐ 18-25
- ☐ 26-35
- ☐ 36-45
- ☐ 45-above

3. Employee are satisfied with the training program of M.K.C.L *

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

4. Employees are pleased with the trainer of M.K.C.L *

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

5. Meghna Knit Composite Limited's training program provides clear outline of activities *

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

6. A training program is designed to achieve organizational objectives *

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

7. Meghna Knit Composite Limited uses the latest technology in the training program *

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

8. Meghna Knit Composite Limited evaluates the training performance effectively *

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

9. Employees receive foreign training for global experience *

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

10. Improvement of the work performance through training and development program

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

11. The participants believe that the training materials are useful and relevant

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

12. Sensible timespan of the training program is applied in M.K.C.L

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