Internship Report

On

Training and Development Process of Digital Gramsheba

Supervised By

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<u>Letter of Transmittal</u>

To

Ms. Nujhat Anjum Ani

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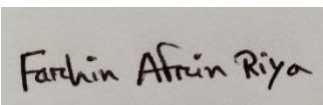
Daffodil International University.

Subject: Submission of Internship Report.

Dear Ma'am,

I want to express my sincere gratitude for all of your help and advice while I prepared my internship report. I am submitting my internship report on the Training and Development process of Digital Gramsheba which was given to me as a requirement for my BBA Program, with the utmost joy. I did my absolute best to complete with the necessary information I needed and the suggested solution that you have provided me with.

I sincerely hope that the report will meet up to your expectations, and I would greatly appreciate it if you could share your insights and opinions with me. I want to thank you once more for providing me the chance to write the internship report and for all of your help and advice.

Sincerely Yours,

Farhin Afrin Riya

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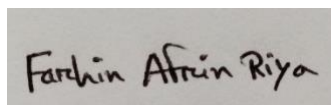
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Daffodil International University

Student Declaration

I am Farhin Afrin Riya, a student in the BBA program at the Daffodil International University. declare that the internship report prepared on the Training and Development Process of Digital Gramsheba properly fulfils the required academic criteria.

I additionally guarantee that the test presented here is unique and that no portion or the entirely of the report has been forwarded to another institute or establishment for any degree or award or other reason.

There is no created copyright violence in the reach I've shown. I further agree that the University should cover any losses or damages that may occur as a result of failure to do so without making any promises.

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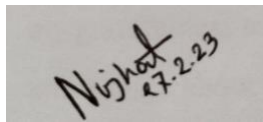
Department of Business Administration

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Daffodil International University

<u>Supervisor Declaration</u>

This certifies that the internship report titled "Training and Development Process of Digital Gramsheba" has been prepared by Farhin Afrin Riya, ID:191-11-778, Department of Business Administration, BBA program at Daffodil International University under my supervision and Submitted for the requirement of the Bachelor of Business administration (BBA) degree. The Data and findings presented in this internship report seems to be automatic. Thus, this report is Approved for the presentations in the internship defense.

I wish her all the success in her life ahead.

Nujhat Anjum Ani

Senior Lecturer

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

<u>Acknowledgement</u>

I would like to begin by thanking Almighty Allah for giving me with the power and capability effectively carry out the assigned task within the allocated time frame. I would want to take this opportunity to convey my sincere gratefulness to everyone who helped me out, gave me advice and support as well as for giving me the chance to write this internship report.

I would like to acknowledge my supervisor MS. Nujhat Anjum Ani, senior lecturer at Daffodil International University (DIU), for her formative review and report guidelines. She gave me suggestions on how to make this report as instructional and practical as doable. I want to express my gratefulness to Daffodil International University for creating a program that allowed me gather knowledge about corporate life in just three months. The knowledge I gained throughout my on-the- job training will be helpful in my future career.

I want to express my sincere appreciation storm. Shishir Ranjan Chakraborty, an Executive of Digital Gramsheba, for his tremendous guidance and support in helping me finish my internship programmed successfully. I'm really appreciative of him for helping me with every aspect of my work at the office during my entire internship period under his supervision. I gained a lot of knowledge during externship at digital Gramsheba, which I suppose will be helpful for my future job. I want to thank everyone who gave me direct or indirect assist in completing my report.

Executive Summary

Training and Development is considered as important tool make proficient in various field. Present's world of competitor, it's impossible for a person who has little or no skills to survive. Business world is modifying and creating difficulties everyplace. Training and Development is essential to face these challenges. Human resource management is giving the aspect for making unskilled people skilled by providing effective training and development program. This report will present how this organization design their training and development program for their employees.

The purpose of this report is to explore the training and development process of Digital Gramsheba. This report covers background exploration of the industry and organization where I've presented their history or origin, methodology to show how I collected the data, training and development process used in the organization in which it'll show the practice of training process and purpose of training program. I describe my internship activity and job responsibilities at Digital Gramsheba, which includes the training and development process. This includes a detailed explanation of the HR functions regarding the entire training and development program, as well as relevant examples, which are followed by Digital Gramsheba. In the final section of this report, I tried to identify the major issues in Digital Gramsheba training and development process and suggested some solutions.

As a HRM student I wish to work in the development sector at Digital Gramsheba to learn more about the HR activities. An organization uses a system called employee training and development to raise the performance and skill levels of its employees. It is a tool that contains knowledge and instructions to improve abilities, introduce fresh ideas, and boost employee productivity. Through training, seminars, and mentoring programs, a company can support its employees by improving productivity and enhancing the abilities of its working workforce through an effective training and development. I have done everything in my ability to ensure the quality and accuracy necessary to meet the standards set by the internship report. I acknowledge all relevant data to be necessary.

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Chapter-01

Introduction

1.1 Introduction

In the Bachelor of Business Administration (BBA) Program, Internship is an activity that gives the students real world work experience. There are differences between theoretical understanding and actual training. When theoretical knowledge is applicable in the real world, it has served its purpose. The purpose of an internship is to put one's academic knowledge to use in real-world situations. Therefore, an internship is the practical use of expertise and the ability to do the job experience through involvement in various fields of employment. Because of this, Daffodil International University's BBA program includes an internship part that students complete in a variety of working organizations.

I have completed my internship at Digital Gramsheba. Digital Gramsheba is a startup tech-oriented organization based on rural areas in Bangladesh aiming to transform the rural life into Digital. That's the reason they are focusing training and development of their employees to achieve their goals and better workplace. The function of Digital Gramsheba covers many services, training and development which is an important part of Human Resource of Management in an organization. So, as a student majoring in HRM, I wish to work in Training & Development sector in Digital Gramsheba. An organization employs a method known as employees training and development to raise the performance and skill levels of its people. It is an educational system that provides guidelines and information to enhance skills, introduce new concepts, and increase knowledge to boost employees' productivity. An appropriate training and development program based on training requirements analysis aids the organization in enhancing the working manpower's abilities and boosting organizational efficiency. Digital Gramsheba used training and supervision to ensure working environment.

1.1.1 Background of the Study

The internship report is titled, **"Training and Development Process of Digital Gramsheba"** is prepared to fulfill the requirements of the BBA internship program at the Department of Business Administration, Daffodil International University. It required a student to work for a certain company for three months as part of the program's requirements. This paper, which includes the outcome of a project given by Digital Gramsheba, is intended for both the teacher and the organization.

1.1.2 Scope of the Study

To write an internship report, first must choose an effective topic. So, a well-defined topic represents the activities that will be discussed throughout this report. The supervisor has assigned the topic Training and Development Process of Digital Gramsheba. The report discussed the existing Development Process through training in Digital Gramsheba and how a startup organization can better use their training and development for workplace improvement.

1.1.3 Objectives of the Study

- To evaluate the Digital Gramsheba training procedure.
- To analyze the Digital Gramsheba Development process.
- To determine training and development process issues in Digital Gramsheba.
- To implement some suggestions based on issues.

1.1.4 Methodology of the Study

This study uses both primary and secondary data. This report is exploratory and uses a qualitative research methodology. Since this method employs open-ended questionnaires and encourages participants to communicate the officials in an unbounded way.

1.1.5 Data Collection Sources

Primary Data:

For the purpose of preparing the internship report, primary data were used. Data have been gathered from in-person discussions with:

- Communicating with executives and Individual employees.
- Personal Observation
- Partial Working Experience

Secondary Data:

This research also is prepared using secondary data. Data have been gathered from sources, such as:

- Digital Gramsheba Website
- HR Books
- Training and Development Books
- Information from Website

1.1.6 Limitations of the Study

While writing the internship report, some limitations were encountered. The following list includes these few limitations:

- lack of personal data
- Ineffective time management.
- Thus, every organization has its own level of confidentiality. They kept their internal information and policies a private while gathering the data.
- Some employees didn't offer information in a useful manner.
- Many Senior employees were not well informed about their policy.
- I complete my everyday task within given time in Digital Gramsheba but I have limited opportunities to routinely ask them questions about my report.
- Three months is a very short time to learn everything and to know all the things of an organization so, I was unable to input all development activities but I tried to add all details in the report.

Chapter-02

Organizational Profile

2.1 History of Digital Gramsheba

Digital Gramsheba is a community organization based on rural areas in Bangladesh to transforming the rural life into digital. Since, it is a technology-based community development organization, it offered services to rural areas. They are assisting small-scale cottage industry entrepreneurs in Bangladesh, also they are assisting 23 districts with technical help in the fields of agriculture, education, health, and medicine. In covid period they provide services to rural people who don't know how to apply for vaccination. They also providing free basic education or training on digital literacy like as Emailing, Job and admission application process, online shopping, social media uses and etc. for the needful at different rural areas in the country. Digital Gramsheba also run e-commerce platform named "Gramshop". They have other business platforms like Ancholik and Oitijjobahi. Also, they are working in many projects like "Swadhin" Entrepreneurship Development Program where they are collaborating with "Youth Opportunities" through online training for provide opportunities to the rural youth to play a role in socio-economic development by acquiring skills.

2.2 Objectives of Digital Gramsheba

The main objective of Digital Gramsheba is to Providing digital services to rural people to improve the quality of rural people's life where people in rural areas can quickly access a variety of services using technology and contribute to their economic growth. Also providing online training to the rural youth to develop themselves by acquiring skills in many sectors and to lead the people who wants to Entrepreneur to develop the socio-economic development.

2.3 Mission of Digital Gramsheba

Digital Gramsheba run e-commerce platform named "Gramshop" so their mission is to establish Gramshop points to many districts in Bangladesh. So that local business owners can use Gramshop Point Coordinator to sell their goods digitally across the country. It's a strategy so that rural people can trust us and purchase from Gramshop.

2.4 Vision of Digital Gramsheba

Digital Gramsheba vision are to build the Digital Bangladesh by bringing digital services to the doorsteps of the rural population. Then every people will digitalize in future and contribute in the development of socio-economic growth.

2.5 Core Values of Digital Gramsheba

Core values are behavioral standards that reflect the value and perceived, strongly rooted beliefs, and fundamental motivations of an organization. They are at the core of what businesses, employee and specialists stand for ethically.

Collaboration	Professionalism	Integrity
Accountability	Corporate Social Responsibility	Respect for Individual
	Commitment	

2.6 Project and Social Enterprise

Project:

- **Swadhin:** Since its beginning, Digital Gramsheba has put a special priority on the youth. Because only the youth can make the future more modern. In an initiative to celebrate 50 years of victory in Bangladesh, Digital Gramsheba enlisted 50 passionate young people from different rural areas to take part in the "Swadhin" journey, its main purpose was to help young people advance via the responsible use of technology. Through which they are able to create social awareness by taking various social initiatives along with their own development. Through this process, Digital Gramsheba wants to create more social entrepreneurs so that the message of Digital Gramsheba can reach the doorsteps of rural people and play a leading role in building a prosperous Digital Bangladesh.

- **E-Campus:** It's an initiative for rural areas that is Each educational institution will be brought under its own website so that anyone can easily collect any information about that institution and know about the various facilities of the institution and can enjoy it at home. Digital Gramsheba believes that through these educational institutions will take a step forward to digital.

- **Probash Sheba:** Due to a lack of technical education, our expatriates are often harassed or defrauded in different ways. So, Digital Gramsheba provide the expatriate with a platform where they can receive appropriate training in their field of work.

Social Enterprise:

- **Gramshop:** Gramshop is essentially a rural e-commerce platform where local business owners can digitally sell their products across the country through Gramshop point coordinators.

- **Ancholik:** As Gramsheba continues its operations across the country, Gramsheba realizes that there is a need to bring the famous regional products spread across the country and reach everyone's doorsteps. And from this the path of the "Ancholik" began. By using authorized distributors and marketing, Gramsheba is able to acquire popular goods from their beneficiaries in numerous locations while maintaining the goods' high quality.

- **Oitijjobahi:** One of Digital Gramsheba social business ventures is "Oitijjobahi". Traditional products produced by local artisans from the rural areas of Bangladesh are collected through their agents and delivered to the consumer's doorstep. In this way, as a customer receives his desired product and local artisans have been preserving Bangladeshi tradition through their work for decades.

Chapter-03

Training and Development
Practices of Digital Gramsheba

Table:3.1 Difference between Training & Development in an Organization

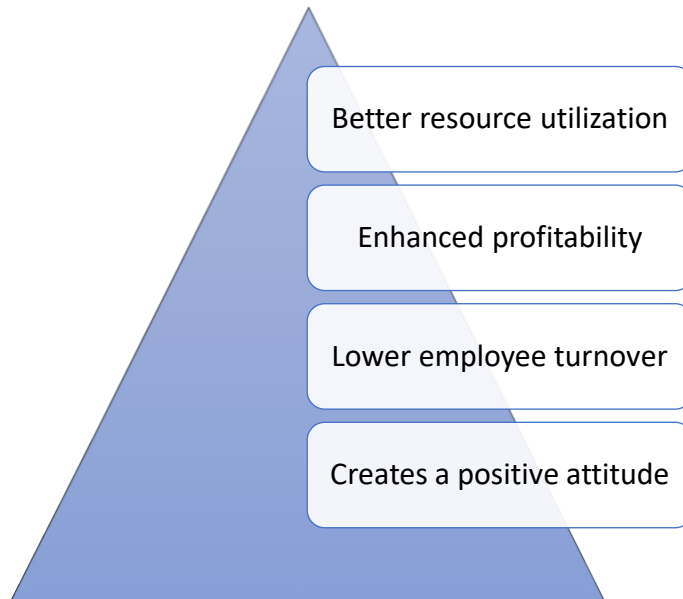| Training	Development
It is a process for improving an employee's knowledge and abilities.	It is a process for an employee to learn and develop.
Job Oriented Process.	Career Oriented Process.
It helps the employee do their job more effectively.	It helps to ensure an employee's overall improvement.
It focuses on technical skills.	It focuses on conceptual and human ideas.
Short time process.	Long-term process.
The management takes the initiative.	Individuals take the initiative.
Its scope is limited.	Its scope is broad.

PART-A
TRAINING

3.1 Meaning of Training

Training is an ongoing social practice that boosts employees' efficiency, attitudes, and knowledge for increasing organizational performance. It enhances an employee's knowledge and abilities to accomplish the task that has been assigned to him. Employees are taught the fundamental abilities required to carry out their professions through training, also an activity that leads to skilled conduct. The core of an ongoing initiative to raise employee competency and organizational performance.

The following activities are included in an organizational training program: identifying the training needs of the organization; acquiring and preparing to address those needs; establishing and maintaining a training capability; establishing and maintaining training records; and evaluating the effectiveness of the training.

3.2 Objectives of Training

- To increase employees' effectiveness and productivity.
- To develop loyal and skilled employees.
- Opportunities for improvement and self-development.
- To modify one's attitude, values, beliefs, and acknowledgment.
- It leads job promotion and job satisfaction.
- Make employees valuable assets to the organization.

3.3 Role of Training

- ➤ **Better Resource Utilization:** A training program helps an organization's resources, such as men, machines, materials, and money, to be used more effectively.
- ➤ **Enhanced Profitability:** It improves employee performance, which leads to increased profitability.
- ➤ **Lower Employee Turnover:** A training helps to reduces employee turnover, idle time, and absenteeism.
- ➤ **Creates a Positive Attitude:** It promotes a positive attitude toward work and the organization, as well as boosts morale, allowing employees to adapt to a changing environment.

3.4 Training Needs Analysis

- ✓ **Organizational Analysis:** An analysis of the business requirements or other reasons why training is needed in the organization. Identify Why a training program is viewed recommended solution to a business problem.

- ✓ **Person Analysis:** Analysis of potential participants and instructors involved in the process. Also identify Who will receive the training, what their level of existing knowledge on the subject, what their learning style and who will conduct the training.

- ✓ **Performance Analysis:** Identify Are the employees meeting the established standards? Can training help to improve performance when it falls short of expectations? Is there a performance gap?

- ✓ **Cost-Benefit Analysis:** An analysis of the return on investment of training. Effective training generates a value return to the organization that exceeds the initial investment in producing or administering the training.

3.5 Types of Training

Orientation Training	Technical Training	Professional Training	Soft Skills Training	Managerial Training

Orientation Training: The orientation training is the first training that all new employees receive. It includes introducing the new employee employees to their responsibilities, duties, co-employees & workplace in the organization.

Technical Training: An employee must have technical skills in order to do his or her job. Training can keep employees up to date on the latest developments in their field and the technology they use. It enables employees to acquire the necessary skills.

Professional Training: Professional training gives new employees the chance to enhance their abilities, grab up new skills, and increase their networks.

Soft Skills Training: To perform their jobs as effectively, employees need soft skills as well to their core technical skills. Such as Communication skills, Teamwork and Problem solving.

Managerial Training: Managerial training is a professional program provided by an organization to help employees to learn and develop the skills necessary to work there.

3.6 Methods of Understanding who needs Training

Employee training is a program that guides the learning of a certain skill or collection of information to boost an employee's performance or productivity in their present field of employment. It helps to put more of a focus on employee growth and improves future performance.

There are various ways for an organization to recognize the need for employee training. That is given below:

- **Observation:** The best way for an organization to make a fair assessment of an employee's performance is to observe him or her and his or her work habits.

- **Communication Skills:** Assessing an employee's communication abilities as they interact with teammates, superiors, and customers.

- **Presentation Skills:** Evaluates the presentational skills of employees through their presentations.

- **Teamwork:** The essential criteria used to evaluate an employee are accountability, service, growth and learning, sharing, and listening.

- **Job Task:** It includes of the tasks or responsibilities performed by the employees in a specific sector. Employees may be given challenging job assignments to see how much training they need.

3.7 Training Techniques followed by Digital Gramsheba

Digital Gramsheba designs a training program for both newly hired employees and current employees after assessing the training needs. Most of the organizations typically use two forms of training to train their employees they are On-the-job and Off-the-job training. Digital Gramsheba also follows these two types of techniques. There are various techniques of training approaches, which can be separated into Cognitive & Behavioral methods.

3.7.1 Cognitive Approach

It allows the rules for how to do something, written or verbal information, demonstrate connections among concepts, etc. An organization's employee wants to achieve a goal and is aware of the steps needed to do so. The basic elements of perception, personality, attitudes, motivation, decision-making, and goal-setting are all influenced by the cognitive method.

It's an effective approach for an organization because with the use of this approach, employers can build essential analytical and problem-solving skills that they can use across the organization. Employers can acquire information and concepts from the past by using cognitive techniques.

Cognitive Approaches

- On- the-job Training
- Off- the-job Training

3.7.1 (a) On-the-job Training

Employees receive training while they are at work, which is known as "on-the-job training." It typically involves a combination of observing others at work and hands-on experience working under the guidance of a training manager, a coworker, or an outside professional trainer.

Employees are given instructions on how to complete the work and what specifically to do or not to do. Digital Gramsheba practices Therefore, these techniques help employees stay with the company, give them real working conditions, and quickly make them beneficial. A few techniques while utilizing hands-on training, such as work pivot, temporary position etc.

3.7.1 (i) On-the-job Training Methods of Digital Gramsheba

a. **Job Rotation:** This kind of training requires the trainee to transfer from one job duties to another. Through each of the several job assignments, the trainee receives job knowledge and experiences from his trainer or supervisor. Digital Gramsheba used this method to increase flexibility in employers.

b. **Internship Program:** An internship is a professional learning opportunity that provides students with useful, practical work related to their field of study or career interest. A student can explore and enhance their career while learning new skills through an internship. It's a paid internship program in Digital Gramsheba.

c. **Action Learning:** Finding innovative answers to problems at work while evaluating the outcomes is the process of action learning. The use of team approaches to problem-solving and team development inside the company are both assisted by Digital Gramsheba.

3.7.1 (b) Off-the-job Training

Off-the-job training allows you to learn about your organization or job outside of the workplace. This method to employee training attempts to reduce distractions and encourage innovative approaches to workforce development.

Off-the-job training improves the organization by enhancing the knowledge and skills of the employees. There are many approaches to do off the work training at Digital Gramsheba.

3.7.1(ii) Off-the-job Training Methods of Digital Gramsheba

a. **Case Study:** In Digital Gramsheba, the trainer gives the employees a case to solve, either actual or hypothetical. After that, they are required to analyze and provide conclusions or suggestions. This approach improves participants' critical thinking abilities and analyzing their own thinking. Moreover, it is beneficial because each participant is required to present their own results. As a result, they benefit from one another's points of view.

b. **Outside Seminars:** Outside seminars were provided by Digital Gramsheba to provide employees with networking opportunities, specialized knowledge from industry experts and morale boosts. Outside seminars are a type of training that may also allow the employee to interact with others, speak with them, and learn from them.

3.7.2 Behavioral Approach

Behavioral Approach focuses on individual behavior, motivation and social interactions. It is the training related to employee's interpersonal abilities such as communication abilities, conflict management, empathy & time management.

In Digital Gramsheba the behavioral approach provides new employees the skills they need to learn successfully. Employers who use this technique improve their capacity for conflict resolution, time management, and communication within the company.

3.7.2(a) Behavioral Approach Training Methods in Digital Gramsheba

a. **Business Games:** In business games, trainees are given some information that describes a particular situation and are then asked to make decisions that will work best in the company's favor. Digital Gramsheba enables their employees to securely test different models of behavior and interaction, allowing them to instantly see and evaluate their viability.

b. **Case Studies:** This method is a discussion-based method of learning that followed by Digital Gramsheba in which their trainees learn analytical thinking, communication, and group work skills. The purpose of the case studies is to have trainees apply what they know and come up with new ideas to manage a situation or focus on solving a problem in the organization.

PART-B

DEVELOPMENT

3.8 Meaning of Development

It is a process for an employee to learn and develop. It includes a variety of tools, guidelines, and activities designed to improve employee productivity. Development prepares employees for other positions within the company and increases their ability to advance in their careers.

3.9 Objectives of Development

- Improve organizational productivity.
- Better organizational flexibility.
- Individuals' capacity to confront and resolve issues.
- To consider about the problems & difficulties of organizational development.
- To understand about the organizational development program's aspects.
- Analyzing organizational change to overcome organizational challenges.
- To learn more about moral concerns in organizational development.
- To improve the analytical and logical skills of employees in the organization.

3.10 Types of Development

Development is future-focused and involves learning that are not always related to the employee's current job. There are two main types of development they are Employee Development & Management Development.

- ✓ **Employee Development:** Employee development is a process that enables employees to advance in their professions by learning new skills. Its purpose is to help the employees enhance their current competencies and build new ones, all within support with the organization's goals.

- ✓ **Management Development:** Management development is the process of developing effective managers. A manager is anyone who works in an organization between the executive and entry-level personnel and assists those people in performing employment to ensure the company meets its objectives.

3.11 Methods of Employee Development

There are three methods of employee development.

- Employee Training
- Effective Coaching
- Leadership Mentoring

Employee Training: Employee training is described as a planned set of activities for training employees in a way that increases the work skills needed for organizational development. These could be managerial, technical, or professional qualities. Employee development in Digital Gramsheba affects maintenance, motivation, and efficiency, which leads to better decision-making.

Effective Coaching: Effective coaching is teaching someone how to do a job. It also teaches people how to think and plan. Asking open-ended questions and giving employees the freedom to take reasonable risks will help them gain self-confidence and find alternative solutions to work problems.

Leadership Mentoring: A leadership mentoring program is designed to help in preparing employees to take leadership roles. Managers can then provide a mentor for a more organized manner to train employees rather than forcing them into a new role and expecting them to acquire their abilities.

3.12 Benefits & Importance of Employee Development

➢ **Performance Improvement:** Employee development allows you to provide your team members with the skills they need to improve their day-to-day work and tasks, as well as their outcomes. An employee development plan can assist an organization in achieving its performance goals.

➢ **Increase Employee Engagement:** Employees who are engaged in their work are more focused and perform better, which means higher productivity for your company. Employees who have career development opportunities become more engaged in their company's daily operations and that keeps the business going forward, and more energetic about their chances of success.

➢ **Improve employee engagement & motivation with good training:** A employee engagement program can change all the fundamental factors that affect employee motivation, such as training and skill development, to communicate the advantages of a highly motivated workforce to the organization.

➢ **Help grow potentially good employees into great leaders:** The organization needs to generate a continuous source of potential leaders if it is to grow and survive over the long term.

➢ **Better handle unexpected situations**: Businesses today face a variety of obstacles if successfully overcome, could turn into many opportunities. Employee development is essential for ensuring that employees can respond quickly and effectively to unexpected events.

3.13 Methods of Management Development

- Special Project
- Committee Assignment
- Management Games
- Case Study

Special Project: In this method, a trainee executive is given a specific project with a lot of responsibility. The trainee in Digital Gramsheba is required to study the project, understand the difficulties and provide solutions, as well as to offer a suggestion on the project's sustainability.

Committee Assignment: In this method, Digital Gramsheba management is asked to solve an organizational problem. Management must collaborate to solve problems.

Management Games: The actual situation within the organization's administration, whether it's arranging, decision making, control, communications, or management itself. Playing management games helps trainees develop their leadership qualities, problem-solving strategies, and communication skills, among other things.

Case Study: The goal of the case studies is to get management to use what they already know and come up with innovative solutions to handle different situations or deal with problems within the organization.

3.14 Benefits & Importance of Management Development

More Effective Communication: Management development can help both new and existing managers in learning better ways to communicate with their coworkers and report to their superiors.

Motivated Team Members: This process can improve managers' potential to connect with their team members and provide the motivation and incentive that teams require to succeed.

Long-Term Management Availability: A strong management development program can help a company ensure that its managers are knowledgeable and effective in the long run.

Improvement of change management: Management development programs help managers in boosting their bonds with their employees. As a result, it will be simple to adapt to changes in a company, and they will be able to adjust to a new way of doing things with little impact on their day-to-day activities.

Chapter-04

Major Findings

4.1 Major Findings

There are good and bad sides to everything. I learned about the positive and negative aspects of Digital Gramsheba training and development process when I began my research for the paper. So, the findings I have found is given below-

- Digital Gramsheba makes special training programs for newly hired employees and existing employees to help them grow.
- In order to make their training more effective, Digital Gramsheba used Cognitive and Behavioral approaches. On-the-job & Off-the-job training are cognitive approaches.
- For on-the-job training, they used action learning, an internship program, and job rotation. These approaches are effective in Digital Gramsheba.
- Digital Gramsheba uses case studies and business games as behavioral approach. Business games training methods are beneficial for them.
- The training and development arrangement is not professionally designed by Digital Gramsheba.
- Lack of trainers for supporting training programs.
- For proper training, there is no proper training setup.
- Lack of observation.
- Training materials are insufficient for their trainees.
- Lack of development process management at Digital Gramsheba
- The authority is only concerned about their performance.
- There is no variety in the training they provide to enhance the workers' capacities, skills, encouragement, and communication.
- employees think training program is a waste of time so they are not interested in the training.
- Lack of technical knowledge in employees.

Chapter-05

Recommendations & Conclusions

5.1 Recommendations

Recommendations are given to improve the problems so that organizations can run their training processes efficiently. So, the recommendations are provided below:

- Digital Gramsheba should design a proper training program to develop their employee's performance.

- Organizations need to engage more in getting employees for training programs and encourage them to see the organization's objectives as their own.

- Managers and supervisor should maintain good interpersonal communication in the organization rather than making conflict among them.

- They should have sufficient trainers for supporting training programs.

- They must have variation in offered training to encourage and improve the abilities of their employees.

- Managers should evaluate the employees based on their performance not their bonding with them.

- They must set up a proper training room for effective training program in the organization.

- They should focus on technical training, and employees should improve their technological knowledge.

- They should more focus observing their employees for better performance.

5.2 Conclusions

Every organization needs a knowledgeable, experienced, and well-trained employee to meet the difficulties in this competitive world. Every employee should receive training and gain more knowledge about current business requirements to do better in the industry. Digital Gramsheba is a startup organization but they always focusing in employee's development for better development in workplace. As their main motive is to transforming rural people to digital, they are always trying to focus employees training and development for develop the quality of their employees to get a good result and achieve the organizational goals. By ensure good training program they can achieve their goals. I believe that if they focus on the mentioned recommendations, they will be successful. So, by following the above-mentioned recommendations Digital Gramsheba can get best results.

References

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- Human Resource Management, Gary Dessler.