



**An Internship Report**

**On**

**“Training and Development Process of Global Informatics Limited”**

**Prepared For**

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**Date of Submission: 26<sup>th</sup> October 2023**

## Letter of Transmittal

26<sup>th</sup> October 2023

**Dr. Khadiza Rahman Tanchi**

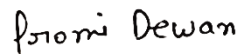
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Subject: Submission of an Internship Report on “Training and Development Process of Global Informatics Limited”

I am delighted to present my internship report “Training and Development Process of Global Informatics Limited” as part of the requirements for my Master's Degree program. I want to express my gratitude for entrusting me with this valuable opportunity to prepare this report. Throughout the internship period, I dedicated my utmost efforts to compile comprehensive information and formulate well-founded recommendations, in line with the guidelines provided. I extend my sincere appreciation for your time and consideration in reviewing this report. I eagerly anticipate your favorable evaluation of my submission. I am confident that this report effectively meets the anticipated standards and aligns with your expectations.

Once again, thank you for this enriching experience, and I look forward to your approval of my internship report.

Yours Sincerely,



\_\_\_\_\_  
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## **Approval Certificate**

This is to confirm that **Promi Dewan**, with Student **ID: 222-14-501**, has successfully fulfilled the internship report requirement for the MBA program at Daffodil International University, within the Department of Business Administration and Faculty of Business & Entrepreneurship. The internship report, titled “Training and Development Process of Global Informatics Limited,” was completed to our satisfaction. I recommend that the report be submitted for evaluation and grading.

Thank you for your dedication and commitment to this internship, and I wish you all the best in your academic endeavors.



-----  
**Dr. Khadiza Rahman Tanchi**

Associate Professor

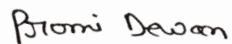
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## **Student Declaration**

I, Promi Dewan, ID: 222-14-501, hereby confirm that the internship report titled “Training and Development Process of Global Informatics Limited,” was authored by me following a three-month internship at Global Informatics Limited. I want to emphasize that this report was exclusively developed to fulfill the academic prerequisites of my program. I declare that this report is not to be utilized for any purpose without my explicit consent. Any reproduction or distribution of the content within this report without my permission is strictly prohibited.



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## Acknowledgment

I begin by expressing my sincere gratitude to the Almighty for granting me the wisdom and strength to complete this report successfully. Furthermore, I would like to extend my heartfelt thanks to **Dr. Khadiza Rahman Tanchi** Ma'am, my dedicated internship supervisor, who entrusted me with the task of preparing an internship report titled “Training and Development Process of Global Informatics Limited.” His unwavering support and guidance served as a constant source of motivation, enriching my understanding of corporate recruitment and selection processes.

I would also like to convey my deepest appreciation to **Mr. Sujit Chakraborty**, the Head of HR & Admin, with whom I had the privilege of completing my three-month internship program. Their mentorship and willingness to impart knowledge were invaluable during my internship journey. I am also indebted to the entire team at Global Informatics Limited for their professionalism and assistance. Despite their demanding workloads, they consistently extended their support by guiding me through their work processes and providing essential information for my report.

Interning at such a reputable organization has been a remarkable experience. I have always felt privileged to work under the guidance of exceptionally skilled and experienced individuals. The insights and knowledge I have gained will undoubtedly prove to be invaluable assets in my future career endeavors.

Once again, I extend my heartfelt thanks to all who contributed to my internship experience, and I look forward to your evaluation of this report.

## **Executive Summary**

Global Informatics Limited, a prominent player in the competitive IT industry, places a strong emphasis on Training and Development (T&D) to maintain its edge in the ever-evolving technological landscape. This executive summary provides an in-depth overview of the company's T&D initiatives, highlighting key aspects, strategies, and their impact on the organization's growth and success. Global Informatics Limited recognizes that the foundation of its success lies in the skills and expertise of its workforce. To bridge the gap between existing capabilities and the evolving demands of the IT sector, the company initiates a systematic Training Needs Analysis (TNA). This comprehensive process involves soliciting input from employees, managers, and stakeholders, as well as assessing current skill sets and identifying future skill requirements. By pinpointing specific areas in need of development, Global Informatics Limited ensures that its T&D efforts are targeted and efficient. Global Informatics Limited tailors training programs to individual needs and career aspirations. Global Informatics Limited takes pride in the versatility of its training methods. These encompass traditional instructor-led sessions, which provide structured classroom learning experiences, and innovative e-learning platforms, which allow employees to access training materials and courses remotely. Workshops and seminars conducted by subject-matter experts foster interactive learning and knowledge sharing. Additionally, mentorship and coaching programs pair experienced employees with those seeking guidance and career growth, facilitating knowledge transfer and skill development. In conclusion, the Training and Development practices at Global Informatics Limited are a strategic asset that contributes significantly to the company's continued success and growth. Through meticulous Training Needs Analysis, personalized training plans, a diverse range of training methods, and a culture of continuous learning, the organization equips its workforce with the skills and knowledge needed to excel in the ever-evolving IT industry. Regular evaluation and feedback mechanisms, coupled with substantial budget allocation, underscore the company's unwavering commitment to employee development. Global Informatics Limited's T&D initiatives not only empower its employees but also position the company at the forefront of innovation and competitiveness in the IT sector.

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# **Chapter-1**

## **Introduction**

### **1.1 Introduction**

In the ever-evolving landscape of business and technology, organizations recognize the paramount importance of nurturing their greatest asset: their human capital. The Training and Development Process plays a pivotal role in this endeavor. It serves as the cornerstone for enhancing the knowledge, skills, and competencies of employees, enabling them to adapt to change, drive innovation, and contribute significantly to the organization's success. This report delves into the intricacies of the Training and Development Process, with a particular focus on the practices and methodologies employed by Global Informatics Limited (GIL). Through this exploration, we aim to gain valuable insights into how GIL strategically invests in its workforce, fostering continuous growth and ensuring alignment with the company's mission and goals. The Training and Development Process serves as a critical conduit for empowering employees, enhancing their capabilities, and ultimately propelling both individual careers and the organization's overall trajectory toward excellence.

### **1.2 Background of the Study**

Completing a three-month internship at an institution is a mandatory requirement for all MBA students to gain practical exposure. Following the internship, students are expected to submit a comprehensive internship report, which is based on the guidance and recommendations provided by their mentor or supervisor. In my case, I chose to focus my internship report on the topic of "Training and Development Process of Global Informatics Limited." I successfully completed a three-month internship at Global Informatics Limited and, based on the knowledge and experience gained during that period, I have chosen to continue my internship with the same organization.



### **1.3 Scope of the Study**

This study will examine the Training and Development Process at Global Informatics Limited, covering training initiatives, development programs, needs assessment, technology integration, evaluation methods, employee engagement, and impact on performance, best practices, challenges, recommendations, and alignment with long-term goals.

### **1.4 Objective of the Study**

#### **Broad Objective**

The main objective of the study is to explore the Training and Development Practices of Global Informatics Limited (GIL)

#### **Specific Objectives:**

1. To identify the Training Need Analysis (TNA) followed by Global Informatics Limited (GIL).
2. To identify the methods of Training and Development of Global Informatics Limited (GIL).
3. To know about the methods of evaluating the Training and Development Process of Global Informatics Limited (GIL).
4. To find out the problems and recommend some suggestions based on findings of the Training and Development Process of GIL.

## 1.5 Methodology

From the initial choice of the research topic to the final stages of preparing this study, a structured and methodical approach is essential. Achieving the study's objectives requires a systematic process of identifying, gathering, analyzing, and presenting data while maintaining confidentiality. Through this rigorous methodology, the study aims to uncover significant insights and truths.

Basically, the data were collected through secondary sources of data:

### Secondary Sources:

- Their Official Website
- The company's scheduled report.
- Manuals and files, as well as a job description

## 1.6 Limitations of the Study

Several challenges were encountered during the preparation of this report, including:

- **Time Constraints:** Limited time was available for conducting in-depth research and analysis.
- **Administrators' Availability:** Administrators' busy schedules occasionally made it challenging to obtain the necessary materials and information promptly.
- **Lack of Familiarity with GIL Systems:** Some office administrators lacked familiarity with GIL (Full Truck Load) systems, which affected the depth of data and insights that could be gathered.
- **Incomplete HR Data:** The report could not include all HR data points monitored in the GIL system, potentially limiting the comprehensiveness of the analysis.
- **Privacy Constraints:** The HR department imposed privacy constraints, which restricted access to certain internal records and activities.

These limitations should be considered when interpreting the findings and conclusions of this report.

## Chapter-2

### Company Overview

#### 2.1 History of Company

(2017 - Inception and Visionary Beginnings) Global Informatics Limited (GIL) was founded in 2017 with a clear vision: to become a strategic and credible service provider in the field of Technology Services & IT Infrastructure Solutions, Software Development, and IT Consulting. From its inception, GIL set out to align IT solutions with the evolving business needs of enterprises, prioritizing agility and precision in its approach. (2018 - Pioneering Tailor-Made Solutions) In its second year of operation, GIL established itself as a pioneer in understanding the specific requirements of businesses. The company's commitment to providing tailor-made and cost-effective solutions gained traction in the market. GIL's innovative customer-centric processes and proactive strategies began to set it apart from competitors, earning the trust and respect of clients and peers in the technology world. (2019 - Building Reliable and Secure Infrastructure) By 2019, GIL had firmly positioned itself as a reliable and secure infrastructure provider. This year marked a significant milestone as the company engineered robust, state-of-the-art infrastructure solutions. This achievement allowed GIL to play a pivotal role in facilitating the digital transformation of businesses across various industries. GIL's expertise and competence lay in its unwavering commitment to finding exceptional solutions with every service it provides. (2020 - Specialization and Global Acceptance) In the year 2020, GIL solidified its status as a specialist in the field. The company continued to deliver time-tested and globally accepted technological solutions, enabling the exponential growth of its distinguished clientele. Through its dedication to excellence and its unwavering focus on innovation, GIL demonstrated its capacity to meet the dynamic needs of the ever-evolving technology landscape. (Present - A Trusted and Respected Partner) Today, Global Informatics Limited (GIL) stands as a trusted and respected partner in the technology industry. With a history marked by visionary beginnings, pioneering solutions, and a commitment to excellence, GIL has consistently adapted to the changing needs of businesses. Its journey has been defined by aligning IT solutions with business goals, providing tailor-made

solutions, building secure infrastructure, and specializing in delivering globally accepted technological solutions. As GIL continues its journey into the future, it remains dedicated to its core values of agility, precision, innovation, and customer-centricity, ensuring it continues to be a driving force in the ever-evolving world of technology services, IT infrastructure solutions, software development, and IT consulting. We work keeping a basic principle in mind, “Quality for unmatched business excellence”.

## **2.2 Vision**

"To establish ourselves as a globally successful information technology company known for our unwavering commitment to service excellence, employee well-being, and collaborative partnerships with customers. Together, we aim to consistently provide innovative and value-centric ICT products and services that earn trust and satisfaction."

## **2.3 Mission**

"To offer large business enterprises flexible, responsive, and consistent state-of-the-art IT solutions, complemented by robust technology products and services. Our aim is to address their intricate needs strategically, fostering mutual growth in the long run."

## 2.4 Objective of the Company

The primary objective of Global Informatics Limited is to be a trusted and successful global information technology company. GIL is committed to achieving this objective through the following key elements:

- **Service Excellence:** GIL strives to excel in delivering high-quality IT solutions and services that exceed customer expectations. Service excellence is at the core of its mission.
- **Employee Well-being:** GIL places a strong emphasis on caring for its employees, recognizing that their dedication and well-being are essential to the company's success.
- **Innovation:** GIL is dedicated to fostering a culture of innovation, both internally and through collaboration with its customers. The company seeks to deliver cutting-edge ICT products and services that address evolving technology needs.
- **Value-Driven Approach:** GIL is committed to providing value-driven ICT solutions. The company aims to ensure that its products and services not only meet but also exceed customer requirements, ultimately delivering tangible value.
- **Customer Trust:** GIL's objective is to build and maintain the trust of its customers. It achieves this by consistently delivering on its promises and collaborating closely with clients to understand and fulfill their unique needs.
- **Global Reach:** GIL aspires to expand its reach and become a global player in the information technology industry. This global presence enables the company to serve a diverse range of clients worldwide.

In summary, the objective of Global Informatics Limited is to establish itself as a globally recognized and trusted information technology company by prioritizing service excellence, employee well-being, innovation, value-driven solutions, customer trust, and a strong global presence.

## **Chapter-3**

### **Theoretical Background**

#### **3.1 Concept of Training**

Training refers to the process of acquiring and enhancing specific knowledge, skills, or competencies to improve an individual's performance in a current or future role or job. It is typically a structured and planned effort that involves teaching individuals the necessary skills and knowledge to excel in their current job responsibilities. Training programs can take various forms, including classroom instruction, on-the-job training, workshops, online courses, and more. The primary focus of training is to help employees acquire the specific skills and knowledge required to perform their existing job tasks effectively.

#### **3.2 Concept of Development**

Development, on the other hand, is a broader and more long-term process aimed at enhancing an individual's overall capabilities, potential, and growth within an organization. It focuses on preparing individuals for future roles and responsibilities that may go beyond their current job description. Development activities often include mentoring, coaching, job rotation, self-directed learning, and exposure to diverse experiences. The goal of development is to help individuals build a versatile skill set and expand their horizons to meet the evolving needs of the organization.

### 3.3 Training VS Development

While training and development share the common goal of improving an individual's capabilities, they differ in several key aspects:

- **Purpose:** Training is primarily focused on addressing current job requirements and specific skills needed for the current role, while development focuses on preparing individuals for future roles and career advancement within the organization.
- **Timeframe:** Training is typically a short-term effort with immediate, job-specific objectives, whereas development is a more long-term and ongoing process that aims to foster an individual's growth over time.
- **Methods:** Training often involves structured and formal learning methods, such as classroom training or online courses. In contrast, development can encompass a wider range of activities, including mentoring, coaching, job rotations, and exposure to challenging projects.
- **Outcome:** The outcome of training is the acquisition of specific skills and knowledge required for the current job, leading to improved performance. Development aims to build a broader skill set, enhance leadership qualities, and prepare individuals for future leadership or more complex roles.
- **Focus:** Training is job-specific and task-oriented, while development is more holistic, focusing on personal and professional growth.

In summary, training and development are both essential for the success of individuals and organizations, but they serve different purposes and operate on different timelines. Effective organizations often use a combination of training and development programs to ensure that employees are well-prepared for their current roles and future career progression.

### 3.4 Objectives of Training and Development

Training and development initiatives within organizations are designed to achieve various objectives, which can include:

- **Enhancing Job Performance:** The primary objective of training is to improve the skills and knowledge of employees, thereby enhancing their job performance and productivity.
- **Skill Development:** Training aims to develop specific skills and competencies required for current job roles, ensuring that employees can perform their tasks effectively.
- **Career Development:** Development programs are geared toward preparing employees for future roles and career advancement within the organization.
- **Employee Engagement:** Training and development opportunities can boost employee morale, job satisfaction, and overall engagement by showing that the organization is invested in their growth.
- **Adaptation to Change:** Training helps employees adapt to changes in technology, processes, or job requirements, ensuring that they remain relevant and competitive in the workplace.
- **Reducing Turnover:** By investing in the development of employees, organizations can reduce turnover rates as employees are more likely to stay with an employer that supports their growth and advancement.
- **Succession Planning:** Development programs identify and prepare potential leaders and successors for key positions within the organization, ensuring a smooth transition in the event of leadership changes.
- **Improving Organizational Performance:** Ultimately, the goal of training and development is to contribute to the overall success and competitiveness of the organization by having a skilled and adaptable workforce.



### 3.5 Steps/Process of Training and Development

The process of training and development typically involves several key steps:

- **Needs Assessment:** Identify the training and development needs of the organization and its employees. This can be done through surveys, performance evaluations, and discussions with employees and managers.
- **Setting Objectives:** Clearly define the objectives and goals of the training and development program. What specific skills or competencies are to be addressed? What outcomes are expected?
- **Designing the Program:** Develop a training plan that outlines the content, methods, and resources required. This may involve creating training materials, selecting trainers, and scheduling training sessions.
- **Implementation:** Deliver the training program to employees. This can be done through various methods, such as classroom training, on-the-job training, e-learning, workshops, or seminars.
- **Evaluation:** Assess the effectiveness of the training and development program. Collect feedback from participants and measure their performance improvements. Identify any areas where the program may need adjustment.
- **Feedback and Continuous Improvement:** Use the feedback and evaluation results to make necessary improvements to the program. Training and development should be an ongoing process that adapts to changing needs and circumstances.
- **Career Development:** For development programs, provide opportunities for employees to apply newly acquired skills and knowledge in their current roles or in special projects that prepare them for future responsibilities.
- **Monitoring Progress:** Continuously monitor employees' progress and provide ongoing support and coaching as needed.

### 3.6 Methods of Training and Development

There are various methods and approaches to delivering training and development programs, and the choice of method depends on the objectives, content, and resources available. Some common methods include:

- **Classroom Training:** Traditional instructor-led training conducted in a classroom setting, often used for technical, compliance, or soft skills training.
- **On-the-Job Training (OJT):** Learning by doing, where employees acquire skills while performing their regular job tasks under the guidance of a more experienced colleague.
- **E-Learning:** Online courses, webinars, and virtual training modules delivered through digital platforms and accessible remotely.
- **Mentoring:** Pairing less experienced employees with more experienced mentors to provide guidance, advice, and skill development.
- **Coaching:** One-on-one sessions with a coach to address specific developmental needs and goals.
- **Job Rotation:** Allowing employees to work in different roles or departments to gain exposure to various aspects of the organization.
- **Simulations and Role-Playing:** Creating scenarios that mimic real-life situations to practice and develop skills, especially for customer service or leadership training.
- **Self-directed Learning:** Encouraging employees to take ownership of their development by seeking out learning opportunities, reading, attending conferences, and pursuing certifications.
- **Cross-Training:** Training employees to perform tasks and roles outside their primary responsibilities to enhance versatility.
- **Team-Based Training:** Collaborative learning experiences that encourage teamwork and problem-solving, often used for project management or team development.

Organizations often use a combination of these methods to create comprehensive training and development programs that cater to the diverse needs of their employees and the organization as a whole.

### 3.7 Training Need Analysis (TNA)

Training Needs Analysis is the process of identifying gaps in employee skills, knowledge, and abilities to determine the specific training and development needs of individuals or groups within an organization. The purpose of TNA is to ensure that training and development initiatives are targeted and effective. Here are the key steps involved in conducting a TNA:

- **Identify Objectives:** Begin by defining the goals and objectives of the training program. What skills or competencies are you aiming to develop or improve?
- **Data Collection:** Gather data through various methods, including surveys, interviews, performance appraisals, and observations. This helps in identifying areas where employees may lack the required skills or knowledge.
- **Identify Target Audience:** Determine which individuals or groups within the organization require training. It may be specific departments, job roles, or individual employees.
- **Prioritize Needs:** Analyze the collected data to prioritize training needs based on their significance and impact on organizational goals.
- **Design Training Programs:** Develop training programs and content that address the identified needs. This includes selecting appropriate training methods and resources.
- **Implement Training:** Deliver the training to the identified groups or individuals.
- **Evaluate Effectiveness:** After training, assess whether the objectives were met and whether there was a positive impact on performance.
- **Feedback and Continuous Improvement:** Use feedback from participants and evaluation results to make improvements to future training programs.

### 3.8 Methods of Evaluating Training and Development

Evaluating training and development programs is crucial to determine their effectiveness and make necessary improvements. Various methods can be used to assess the impact of these programs:

**Kirkpatrick's Four-Level Model:** This widely used model evaluates training on four levels:

<b>Reaction</b>	Assess participants' immediate reactions to the training.
<b>Learning</b>	Measure the knowledge and skills gained during training
<b>Behavior</b>	Determine if employees apply what they've learned on the job.
<b>Results</b>	Evaluate the impact of training on organizational goals and outcomes.

To offer strategic, cutting-edge IT solutions with powerful technology goods and services to address the complex needs of major corporate organizations in a flexible, responsive, and consistent way that is aligned with the long-term goal of mutual progress, Global Informatics Limited improves the knowledge and skills of its human resources through training and development. They always place a greater focus on staff training and also organize training for new employees.

## Chapter-4

### Training and Development Process of Global Informatics Limited

#### 4.1 Training and Development Practices of Global Informatics Limited

- **Needs Assessment:** Before implementing any training program, The GIL company s assesses the skill gaps and learning needs of their employees. This can be done through surveys, performance evaluations, and discussions with employees and managers.
- **Onboarding and Orientation:** Their new employees receive comprehensive onboarding and orientation programs that introduce them to the company culture, policies, and basic job-related skills.
- **Technical Training:** This is the core of IT training. They make sure that IT professionals get ongoing technical training to stay current with rapidly evolving technologies. They often provide training on programming languages, operating systems, software development methodologies, and hardware.
- **Certification Programs:** They Encourage employees to get industry-recognized certifications that can be beneficial for both the individual and the company. Certification programs demonstrate expertise and commitment to skill development.
- **Soft Skills Training:** To fulfill the need for soft skills such as communication, teamwork, problem-solving, and leadership they try to arrange for their employees. These skills are crucial for effective collaboration and project management.
- **Mentorship Programs:** Pairing experienced employees with less experienced ones They try to facilitate knowledge transfer and provide a structured way for junior employees to learn from their peers.

- **E-Learning and Online Resources:** Sometimes They offer to get online learning platforms and resources where employees can take courses and access documentation to enhance their skills at their own pace.
- **Performance Reviews and Feedback:** As for regular performance evaluations can include discussions about training needs and career development goals whereas Constructive feedback can guide employees in choosing the right training opportunities, they arrange the feedback and review booth to showcase.

## 4.2 Training Need Analysis of Global Informatics Limited

Global Informatics Limited would typically conduct a Training Needs Analysis (TNA) to identify the specific training needs of its employees. The process involve the following steps:

- **Identify Objectives:** Determine the overall goals and objectives of the TNA, such as improving employee skills, enhancing productivity, or addressing specific performance gaps.
- **Data Collection:** Collect data through surveys, interviews, performance appraisals, and feedback from managers and employees to identify skill gaps and training requirements.
- **Prioritization:** Prioritize training needs based on their urgency and impact on the organization's success.
- **Gap Analysis:** Compare existing skills and competencies with the desired skills and competencies to identify discrepancies.
- **Training Plan:** Develop a training plan that outlines the specific training programs and initiatives required to address the identified needs.

### 4.3 Process of Training and Development of Global Informatics Limited

The training and development process at Global Informatics Limited involve the following steps:

- **Planning:** To define training goals, objectives, and a budget they create a training schedule and determine the training methods to be used.
- **Design:** Develop the training program content, materials, and curriculum. Ensure alignment with company goals and learning objectives.
- **Implementation:** Deliver the training through various methods, such as classroom sessions, online courses, workshops, or on-the-job training.
- **Evaluation:** Assess the effectiveness of the training through tests, quizzes, skill demonstrations, or feedback from participants.
- **Feedback and Improvement:** They collect feedback from trainees and trainers to identify areas for improvement in the training program. Make necessary adjustments for future training sessions.

### 4.4 Methods of Training and Development Followed by Global Informatics Limited

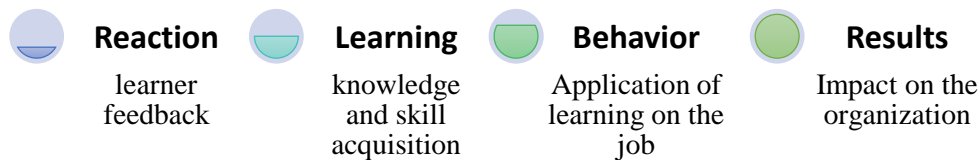
Global Informatics Limited use various training methods, including:

- **Instructor-Led Training (ILT):** Classroom-based training led by an instructor.
- **E-Learning:** Online courses and modules accessible to employees.
- **On-the-Job Training:** Learning while performing tasks with guidance from experienced colleagues.
- **Workshops and Seminars:** Interactive sessions with subject-matter experts.
- **Mentorship and Coaching:** Pairing less experienced employees with mentors or coaches.
- **Simulation and Gamification:** Using simulations or games to enhance skills and knowledge.

## 4.5 Methods of Evaluating Training and Development Process of Global Informatics Limited

To evaluate the effectiveness of the training and development process, Global Informatics Limited may use various methods:

- **Kirkpatrick's Model:** This model assesses training at four levels:



- **Skills Assessment:** Testing participants' skills before and after training to measure improvement.
- **Feedback Surveys:** Collecting feedback from participants to gauge their satisfaction and the perceived value of the training.
- **Performance Metrics:** Tracking key performance indicators (KPIs) to see if training leads to improved performance and productivity.
- **Observation and Supervision:** Supervisors and managers can assess employees' on-the-job performance to determine if they are applying what they've learned.
- **Return on Investment (ROI) Analysis:** Calculating the financial benefits of training against the costs incurred.
- **Focus Groups and Interviews:** Conducting interviews or focus groups with employees to gain qualitative insights into the effectiveness of training.

By using these evaluation methods, Global Informatics Limited try to continuously improve its training and development programs and ensure they align with the company's strategic objectives.



## **Chapter-5**

### **Findings, Recommendations and Conclusion**

#### **5.1 Findings**

Identifying the specific gaps in the Training and Development Process of Global Informatics Limited would require a comprehensive analysis of the organization's current practices, employee needs, and business objectives. However, here are some findings that Global Informatics Limited faces:

- **Limited Budget Allocation:** The Company does not allocate a sufficient budget for training and development; it sometimes struggles to provide high-quality resources and opportunities for its employees.
- **Lack of Continuous Learning Culture:** A gap may exist as the organization does not foster a culture of continuous learning and improvement, where employees are encouraged to seek learning opportunities beyond formal training programs.
- **Lack of Personalization:** Training programs should be tailored to individual employee needs and career goals. A gap may exist as the training is too generic and doesn't address specific roles or skill deficiencies.
- **Limited Access to Training Resources:** Some employees might not have equal access to training resources, leading to disparities in skill development.

## 5.2 Recommendations

Recommendations for the Training and Development (T&D) program at Global Informatics Limited should be aligned with the company's strategic objectives, the evolving IT landscape, and the individual needs of its employees.

- Firstly, it is imperative that the company conducts a comprehensive Training Needs Analysis (TNA) to identify specific skill gaps and training requirements across the organization. Based on this analysis, personalized training plans should be developed for employees, ensuring that the content is up-to-date and relevant to the rapidly changing IT industry.
- To enhance the effectiveness of the T&D program, Global Informatics Limited should invest in modern training methods and resources, including e-learning platforms, interactive workshops, and mentorship programs. Emphasis should be placed not only on technical skills but also on soft skills like communication, teamwork, and adaptability, as these are essential for well-rounded IT professionals.
- Creating a culture of continuous learning is paramount. The organization should encourage employees to take ownership of their professional growth and provide opportunities for them to apply newly acquired skills to real projects.
- Regular evaluations of training effectiveness should be conducted, using metrics such as performance improvements and employee feedback, to identify areas that need adjustment and improvement.
- Furthermore, Global Informatics Limited should allocate a sufficient budget to support the T&D program and ensure equitable access to resources for all employees. Lastly, fostering a mindset of embracing change and innovation should be integral to the T&D strategy, as the IT industry is characterized by constant evolution. By implementing these recommendations, Global Informatics Limited can enhance the skills and capabilities of its workforce, drive innovation, and maintain its competitive edge in the IT sector.

### 5.3 Conclusion

The Training and Development (T&D) practices at Global Informatics Limited play a pivotal role in ensuring the competitiveness and growth of the organization in the ever-evolving IT industry. By implementing a systematic approach that includes needs assessment, personalized training plans, and a variety of training methods, Global Informatics Limited can bridge skill and knowledge gaps among its workforce. Moreover, the company's commitment to fostering a culture of continuous learning and improvement is essential for keeping employees motivated and aligned with the organization's goals. To maximize the impact of T&D efforts, it is crucial for Global Informatics Limited to regularly update training content, evaluate the effectiveness of training programs, and allocate adequate resources to support employee development. By addressing these aspects, Global Informatics Limited can not only enhance the capabilities of its workforce but also maintain its position as a leading player in the competitive IT landscape.

### 5.4 References

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