



Daffodil
International
University

Internship Report
on
Employee Training and Development in Delonix
International Limited.

SUBMITTED TO

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SUBMITTED BY

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Date of Submission: 15th November, 2025

Letter of Transmittal

Date: 15th November, 2024

Professor Dr. Mostofa Kamal

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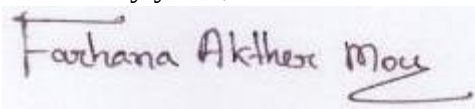
Subject: Submission of Internship Report on Employee Training and Development in Delonix International Limited.

Sir,

This is my pleasure that I have completed my internship report and hereby ready to submit my report on “**Employee Training and Development in Delonix International Limited**” According to the instruction I have worked on the actual Employee Training and Development in Delonix International Limited. I have really enjoyed the working environment of the Delonix International Limited. I have tried my best to present all those things that I have experienced over there while preparing my report.

I have thoroughly enjoyed the overall work during my internship period which is carrying vast description of practical knowledge. This report along with all kinds of necessary information regarding the internship is being submitted to you for your evaluation. I sincerely hope that you will appreciate my effort.

Sincerely yours,



Farhana Akther Mou

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MBA Department of Business Administration

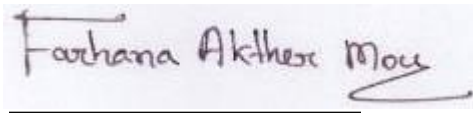
Daffodil International University

Student's Declaration

This statement certifies that my supervisor supervised the preparation of the internship report on "Employee Training and Development in Delonix International Limited." that was turned in order to obtain a Master of Business Administration (MBA) degree.

Under the supervision of **Professor Dr. Mostafa Kamal**, Dean, Academic Affairs (DIU) & Professor, Department of Business Administration, Faculty of Business and Economics, Daffodil International University. This paper is finished for my academic purposes. I've done everything in my power to ensure that this report is accurate and educational. The knowledge and experience I gained from my internship at Delonix International Limited helped me finish this report.

Yours Sincerely,

A handwritten signature in dark ink, reading "Farhana Akther Mou", with a stylized flourish at the end.

Farhana Akther Mou

ID: 221-14-379

Major: Accounting

MBA Department of Business Administration

Daffodil International University

Approval Certificate

It is hereby verified that **Farhana Akther Mou**, ID number: **221-14-379**, MBA (Major in Accounting) is a regular student at Daffodil International University, Department of Business Administration, Faculty of Business & Entrepreneurship. After completing his internship at **Employee Training and Development in Delonix International Limited** she trained under my close supervision in preparation for this internship. "Employee Training and Development in Delonix International Limited." is the topic of her internship report.

After reading the report, I believed it was well-written. She finished the report all by herself. I hope the best for her.



Professor Dr. Mostafa Kamal

Department of Business Administration

Faculty of Business and Economics

Daffodil International University

Acknowledgement

First and foremost, I would be grateful to the Almighty as I have successful to complete this report with in due time and for all the incidences I had to undergo while preparing this report. Internship program is an important part of MBA Program as one can gather practical Knowledge within the period of three months by observing and doing the work of chosen organization. in this regard my internship has been arranged at Delonix International Ltd. It is a great contentment for me to express my deep sense of gratitude to honorable intern supervisor **Professor Dr. Mostafa Kamal**, Dean, Academic Affairs (DIU) & Professor, Department of Business Administration, Faculty of Business and Economics, Daffodil International University for giving me an opportunity to gain practical experience with theoretical background. My cordial thanks go **to Mr. Mohammad Mostafizur Rahman**, Executive Officer, Delonix International Ltd. who carefully helped us by providing information and time.

Finally, I would like to pay my gratitude to my respected teachers, Department of Business Administration, Daffodil International University (DIU), Dhaka, friends and associates for their help and cooperation during my internship program.

Executive Summary

The personnel training and development process of Delonix International Limited is being discussed in a detailed manner in this internship report. The main aims of the report were to assess effectiveness of training programs, how well they relate with organizational vision and provide recommendations to improve HRD strategies. The growth and development throughout the internship are also discussed.

During my internship, I worked in the HR and Training Division where I had the opportunity to attend a variety of training courses being organized and conducted. The company emphasizes technical and role-specific training to ensure employees learn the skills they need in order to be successful at their jobs. Employee skill and confidence were dramatically higher following program sessions such as vendor-led programs, hands-on workshops, and new hire orientations. It was however evident that leadership development, cross department training and soft skills were underplayed – which indicated areas to focus on.

The study indicates the strength and weakness of Delonix training system. Organized training programme, efficient technical training, guidance and link with the operational purposes are some of its characteristics. Some of the main weaknesses are insufficient soft skills training, low program participation, dependence on external vendors, and insufficient assessment of long-term impact. Increasing the availability of soft skills and leadership training programs, including digital learning platforms; strengthening feedback mechanisms; and linking training to advancement again are cited as potential ways to bridge them.

Also the impact of training on motivation and retention, problems of providing effective training and HR managers and supervisors in employees' development are discussed. For successful human resource development outcomes, the importance has been emphasized that personal reflection on professional learning, structured HRD processes and organizational culture be aligned. The general recommendation which could be made according to the report is that in spite of the already well-established training and development structure of Delonix International Limited, strategic improvements can augment their level of performance, commitment and long-term scheme progress. The findings and recommendations of the report provide valuable information on improving the agency's HRD planning and on compiling a more comprehensive, effective, and enduring training strategy.

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Chapter – One

Introduction

1.1 Introduction

This report is a partial fulfillment of the requirement of completion of MBA program in Daffodil International University. "In an exterior organization" [exterior refers to the institution not being one of Bharathiar University where students are pursuing their courses] As per the academic curriculum, every candidate is expected to undergo internship training programme in a real business organization so as to have practical exposure and refine theoretical concepts / theories learnt through UG/PG programme.

In 2018, in partial fulfillment of my requirements, I was seconded to Delonix International Limited for a three (3) month internship period at the Human Resource Department where as an intern, I shadowed and worked alongside HR staff assisting with various human resources activities including recruitment, employee training and development programs, and performance evaluation.

The topic which I have selected to prepare my report is 'Employee Training and Development', because of my experience and observation. The publication puts special emphasis on effective training and development initiatives as not only improving performance but also making valuable financial contribution to the growth and success of the business.

The research was carried out with the cooperation of the Administration and Delonix International Limited officials.

1.2 Background of the Study

In This competitive world, today businesses continually strive to increase their performance, productivity & profitability. In other words, through control of the company's most valuable asset - its employees - the Human Resource (HR) Department and other departments are vital contributors to its long-term success. The best HR processes can make such a BIG difference to the financial bottom line of any organization, AND they bring about improved levels of employee happiness and productivity.

Its source is the part of HR which attempts to improve employee's involvement in an organization that they work for. If you can train thoughtfully, that means your customers are

happy, the people who work for you feel innovative and good about things, it means you make fewer mistakes, you're more efficient financially. Better long-term productivity, less turnover and increased profitability are the natural outcomes for companies with a commitment to developing their workforce. Therefore, the purpose of this study is to investigate why participation in employee T&D may enable HR department to obtain higher financial performance for the firm. This study reinforces the adoption of HR investment as strategic financial decision rather than administrative cost by examining the training policy at Delonix international Ltd and establishing the relationship between human resources development and financial success.

1.3 Objectives of the Study

The primary goal of this internship report is to analyze that how the human resource department functioning in Delonix International Limited enhance the financial situation of company through effective employee training and development activities. The ultimate objective of this study is to ascertain how HR activities are associated with company performance and profitability.

Broad Objective

To compare how Human Resource Management (HRM) can enhance the financial performance and economic survival of Delonix International Limited with a Conceptual Framework on training, as antecedents to Organization's Performance.

Specific Objectives

- To critically analyze the current training and development activities carried out by HR Department of Delonix International Limited.
- To measure the financial benefits of improving people's performance and skills.
- The challenges of HR in implementing effective Training & Development.
- To provide recommendation for improving HR's contribution to the development of organization personnel.

1.4 Scope of the Study:

This study is to evaluate the importance of Human Resource Department contribution to Delonix International Limited from the perspective of adding value for enhancing company's earning capacity by its training programs. This study seeks to quantify both the objective and subjective outcomes of HR actions in terms of productivity increase, efficiency gains and profit optimization.

The research analyses different facets of HR activities; recruitment, training and development, performance appraisal and employee motivation. with a particular emphasis on financial performance impacts. It also highlights the relationship among job satisfaction, quality of performance and company profitability.

1.5 Research Methodology

Sources of Data

In order to guarantee the accuracy and validity, both primary data and secondary data was employed.

a. Primary Data

Original data were obtained first hand by the company from:

- Observation made by personal experience during the period of internship.
- Interviews and conversations with HR execs, training folk and workers.
- A brief survey for employees to provide feedback on the training's effectiveness and how they are applying what they learned in their job.
- Focus on working closely with managers and gaining insight as to how HR initiatives impact productivity.

b. Secondary Data

Secondary data were collected from:

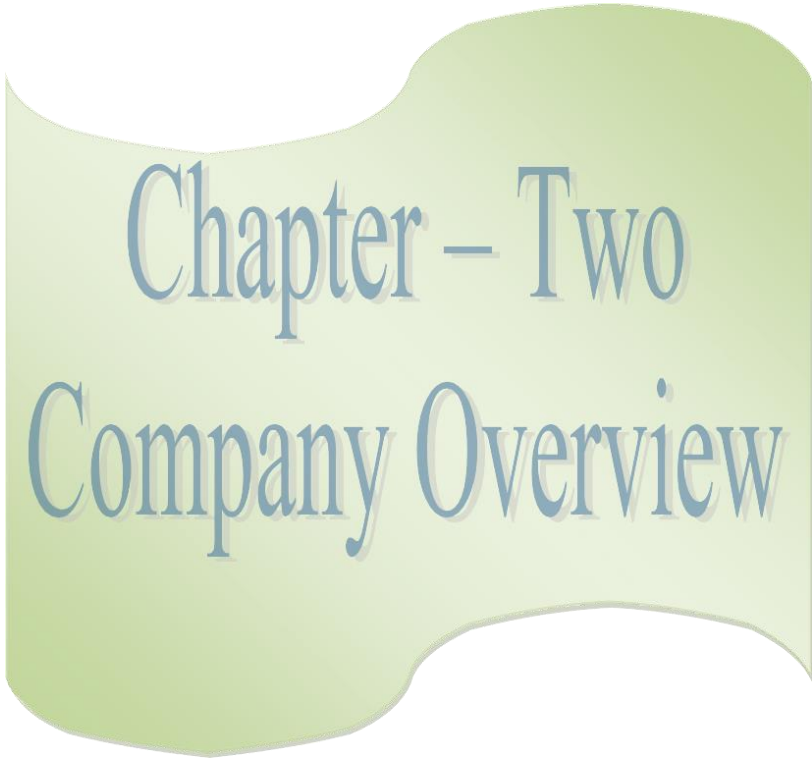
- Annual reports and other publications of Delonix International Limited.
- Corporate brochures, newsletters and HR policy manuals.

- Pertinent books and journals, articles and papers defining HR development.
- Information from the company's official website and other reliable online sources

1.6 Limitations of the Study:

Despite sincere attempts to gather genuine and relevant information, limitations are there in the authors while conducting of this study and these are inevitable. These are as follows:

- The length of internships was short, leading to a lack of opportunity of deeper analysis on all HR practices and financial long-term implications for training programmes.
- Company policy prohibited from disclosing certain important internal data (e.g., granular financials or HR) that would have added depth to a financial analysis.
- The interview and survey process were limited and the employees it touched may not be reflective of all staff.
- The payoff for training and development is usually extended. We were unable to track the impact of the HR interventions over time.
- Some responses could be potentially skewed because employees may have been personally uncomfortable to come right out and reply their true answer about the organization's HR practices.
- The investigation was primarily descriptive; the amount of resources (i.e., time, budget, access to analytical programs) available is limited and cannot even risk-taking further work on a higher-level statistical analysis.



Chapter – Two

Company Overview

2.1 About Delonix International Limited:

Delonix International Limited is one of the leading Importer, Indentor, Supplier of Scientific Equipment, Laboratory Equipment, Medical Equipment, Blood Bank Equipment, Quality Control Equipment, Dairy-Poultry Equipment Laboratory Glassware and Chemicals.

Company Profile:

Company Name & Address:	DELONIX INTERNATIONAL LIMITED. Mouchak Tower, 4th Floor (Suit # 501) 83/B, Siddeswari Circular Road, Dhaka – 1217, Bangladesh. Tel: 880-2-8321426 Fax: 880-2-8319872 E. mail: delonix@bdcom.com delonixctl@yahoo.com
Year of Business Starting:	01, August 1999.
Trade License No.	0100302
VAT No.	19061056355
TIN	665759929769/Circle-265(Companies)
Directors	1) Abul Kalam Habibul Islam Managing Director. 2) Md. Mosharaf Hossain Director, Technical Support
Bank References	1) Pubali Bank Limited. Foreign Exchange Branch, 124, Motijheel C/A, Dhaka- 1000 Bangladesh. 2) Islami Bank Bangladesh Ltd. Mouchak Branch Malibagh More, Dhaka-1217
Yearly Turn Over	US \$1.5 Million (approx.)

Contact Address:**Managing Director**

Abul Kalam Habibul Islam

DELONIX INTERNATIONAL LIMITED

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delonix@bdcom.com

2.2 Mission, Vision & Core Values:**Mission:**

The mission of **Delonix International Limited** is to deliver high-quality products and services while fostering a culture of continuous learning and professional growth among its employees. The company aims to achieve operational excellence and customer satisfaction through well-trained, skilled, and motivated human resources.

Vision

The vision of the company is to be recognized as a leading organization in Bangladesh for its commitment to innovation, employee empowerment, and sustainable growth. Delonix

International Limited envisions a workplace where continuous employee development drives business success and strengthens its competitive advantage.

Core Values:

I wasn't able to find any publicly stated core values specifically for Delonix International Limited (Bangladesh)

Goal

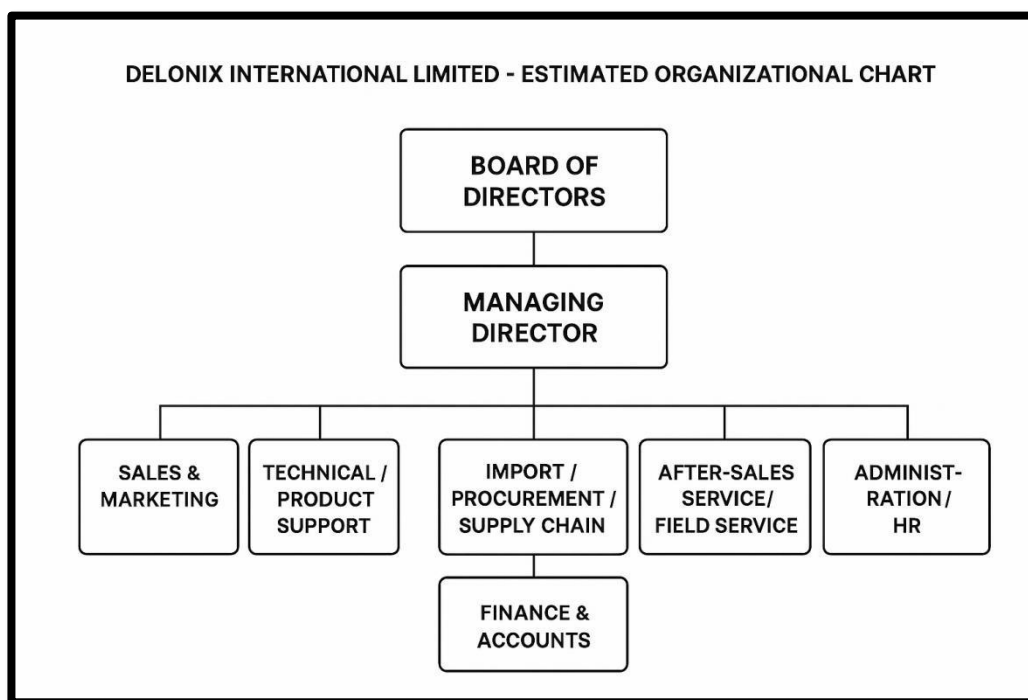
Delonix International Limited ensures that people are the source of increased performance and profits in your organization. Specifically, the company aims to:

- Create a highly skilled and flexible workforce through formalised Staff Training and Development Programmes.
- Increase employee performance and productivity, which results in superior financial success.
- Reduce employee churn and the price tag that comes with it by keeping employees engaged and moving forward in their careers.
- Develop a long-term enduring framework in which HR strategies are in alignment with the company's overall business strategy.

Core Strengths

- **Product Diversification:** Fewer eggs, more baskets = less risk + access to a larger market.
- **Quality and Innovation:** Quality product development and hands-on customer service to satisfy each unique need.
- **Talented Staff:** A professional staff that is both efficient in operations and revenue generation.
- **Market Reputation:** 1 famous for high quality, reasonable-price on time delivery and flexible cooperation.

2.3 Organizational Structure :



2.4 Products and Services

Laboratory and Life Science Equipment

Delonix International Limited supplies a range of laboratory equipment, including:

- **Freeze Dryer System:** Used for preserving perishable materials by removing water content.
- **Rotary Evaporator:** A device for the efficient and gentle removal of solvents from samples by evaporation.
- **Ice Flake Maker:** Widely used in laboratories for cooling purposes.
- **Freezers & Refrigeration Systems:** Includes ultra-low temperature freezers (-86°C, -120°C, -150°C), deep freezers (-25°C, -30°C, -40°C), and standard refrigerators (2-8°C, 4°C).
- **Spray Dryer:** A method of producing a dry powder from a liquid or slurry by rapidly drying with a hot gas.
- **Incubator Shaker:** Used to grow and maintain microbiological cultures or cell cultures under optimal conditions.
- **CO₂ Incubator:** Sealed, climate-controlled boxes used in life science laboratories to grow biological cell cultures.

- **Microplate Absorbance Reader:** Measures chemical, biological, or physical reactions within the wells of a microplate.

Analytical Instruments

Delonix International Limited imports and retails a range of analytical equipment including :

Kjeltec 8100 Distillation Unit: For determining nitrogen content in feed, food, and other agricultural materials.

Lab Analyzers: A range of models for chemical and bio-assays.

Healthcare and Pharmaceutical Products

Delonix Healthcare Pvt. Ltd., a subsidiary of Delonix International Limited, offers:

- **Over-the-Counter (OTC) Health Products:** Including supplements and wellness products.
- **Ayurvedic Herbs/Ingredients:** Traditional herbal products for health and wellness.
- **Pet Supplements and Grooming Products:** Products designed for pet health and care.

Consumer Goods and Lifestyle Products

Delonix Group, another arm of the company, offers:

- **Hand-Painted Talavera Pottery:** Including items like mugs, bowls, and planters.
- **Decorative Candles:** Such as the Talavera Cylinder Candle Jar and Heart Jewelry Case Candle.
- **Home Décor Items:** Featuring vibrant, handcrafted designs.
- **Natural Fire Starters:** Coconut soy wax products with botanical elements.

Business Focus

The target industry of Delonix International Limited is mainly:

Laboratory and Life Science Solutions [Drying systems] Providing advanced scientific equipment which including freeze dryers, rotary evaporators, incubators, and CO2 incubators both for research and industry business.

Medical and Pharmaceuticals: Presenting dietary supplements, OTC health care products along with pet care imageable to fulfill the expanding need for wellness and preventive care.

Consumer, Lifestyle: Decorative, handmade home décor and Talavera pottery products as well as natural fire starters for practical use.

2.5 HR Department Overview:

Department Overview

The HR Department of Delonix International Limited is instrumental in The role of the Human Resource (HR) ensuring that the company staffs are efficient, motivated and fit to support business objective. As DIL is in a niche technical industry (sales and services of scientific, laboratory & medical equipment), the HR team's recruitment efforts are on recruiting technically competent staff and maintaining a positive working culture.

Department Head: HR & Administration Manager

Reports To: Managing Director (MD)

Objectives of the HR Department

- Any services of competent technical and commercial staff.
- So, that all the Bangladesh labour laws and company rules are compiled by them.
- To enhance employee engagement, satisfaction and development.
- To provide a safe, equitable and ethical place to work.
- To use payroll, compensation, and performance evaluation effectively.

Major Functions of the HR Department

a. Recruitment and Selection

- Source and place qualified candidates through various channels for sales, technical, finance and logistics departments.
- Posts job openings, reviews resumes and schedules interviews.
- Liaises with technical managers to screen candidates for specialized roles (e.g. field engineers, technicians).

- Ensures equitable employment and fair hiring processes based on federal, state, and local equal opportunity laws.

b. Training and Development

- Coordinates training of engineers and product support personnel.
- Offers sales and administrative teams soft skills and communication training.
- Promotes continuous learning through product specific workshops with equipment suppliers.

c. Performance Management

- Establishes and administers a formal performance review program for employees with supervision check at least annually.
- Associates performance ratings against promotions, increments and bonuses.
- Utilizes Key Performance Indicators (KPI's) to support departmental goals.

d. Compensation and Benefits

- Maintains competitive wage scales as per the industry standard.
- 268 Attendance, Leave & Payroll Management Attendance, leave records and payroll processing are maintained.
- Extras such as bonuses, festival allowances and overtime are according to Bangladesh labor law.

e. Employee Relations and Welfare

- Establishes and fosters a good working relationship with employer.
- Deals with employee complaints, conflict resolution and disciplinary action procedurally.
- Provides in the workplace and inclusive environment, free of harassment.

f. Compliance and Legal Affairs

- Complies with Bangladesh labor law 2006 (amended).

- To ensure correct documentation of employment contracts and tax and provident funds contributions.
- Carries out work health and safety measures according to company policy.

g. Administrative Support

- Oversees office logistics, attendance systems and employee records.
- Organizes staff travel, leave and events.
- Manage the maintenance, supplies in office, and vendors F.

Key HR Roles and Responsibilities

Position	Main Responsibilities
HR & Admin Manager	Oversees HR strategy, policy development, recruitment, and compliance. Reports to MD.
HR Officer / Executive	Handles employee data, attendance, and payroll processing.
Admin Officer	Manages general office administration, logistics, and facilities.
Training & Development Coordinator (if applicable)	Plans and conducts employee training sessions and skill-enhancement programs.

HR Policies and Practices

- Recruitment follows a merit-based and transparent process.
- Employees receive appointment letters, ID cards, and access to the HR policies.
- Annual leave, sick leave, and maternity/paternity benefits as per legal requirements.
- Regular performance reviews to identify promotion and training opportunities.
- Encouragement of gender equality and workplace safety for all employees

2.6 Training and Development Division:

Overview:

The Training and Development Division falls under the Human Resource Department at Delonix International Limited.

Its main objective is to enhance the general performance of employees, build up technical expertise, and guarantee continuous professional growth at all levels of staff, from field engineers to sales executives.

Given the sophistication of scientific and medical equipment that DIL deals with, training should be an ongoing process to maintain product knowledge, operational accuracy, and customer satisfaction.

Division Head: Training & Development Coordinator (reports to HR & Admin Manager)

Supported By: Technical Director & Departmental Heads

Goals of the Training and Development Division

Advancing the technical skills of employees responsible for complex lab and medical equipment.

To develop the sales and communication skills of employees at customer point.

To grow the capacity of middle level managers in leadership and management. 4. For launching new technologies and operating practices jointly with foreign vendors. 5. In order to nurture lifelong learning and a culture of professionalism.

Major Functions

a. Training Needs Assessment (TNA)

- Conducts periodic skills gap analysis to determine training requirements.
- Collects input from departmental heads regarding employee performance and skill shortages.
- Considers leading by focusing on training programs toward company goals and technical advances.

b. Training Program Development

- Designs annual training calendars covering both technical and soft-skill programs.
- Trains foreign partners and vendors (such as FOSS Analytical, Angelantoni, Martin Christ) on EQP-specific topics.
- Develops training modules, manuals, conduct and demonstration schedules.

c. Training Implementation

- Organizes in-house orientation for new employees and refresher training for current staff.
- Provides installation and maintenance training during on-site visits.
- Promotes enrolment to outside professional training in local establishments and international centers.
- Innovative learning techniques such as audio-visual presentations and practical laboratory demonstrations are employed.

d. Evaluation and Feedback

- Uses feedback forms and performance indicators to measure training effectiveness.
- Evaluates post-training performance through manager assessments and customer satisfaction surveys.
- Shares the information with HR Manager and Managing Director to influence future training initiatives.

Types of Training Conducted

Training Type	Target Employees	Purpose / Focus
Technical Training	Engineers, Technicians	Operation, calibration, and maintenance of scientific equipment.
Sales & Product Knowledge Training	Sales Executives, Marketing Officers	Product features, client handling, tender presentation, negotiation.
Customer Service Training	Frontline & Service Staff	Communication skills, client support, after-sales service quality.
Safety and Compliance Training	All Employees	Workplace safety, chemical handling, and equipment safety protocols.
Management & Leadership Training	Supervisors, Department Heads	Decision-making, team management, and strategic planning.
IT and Office Software Training	Administrative & Finance Staff	Improving digital literacy and efficiency in data handling.

Collaboration and External Partnerships

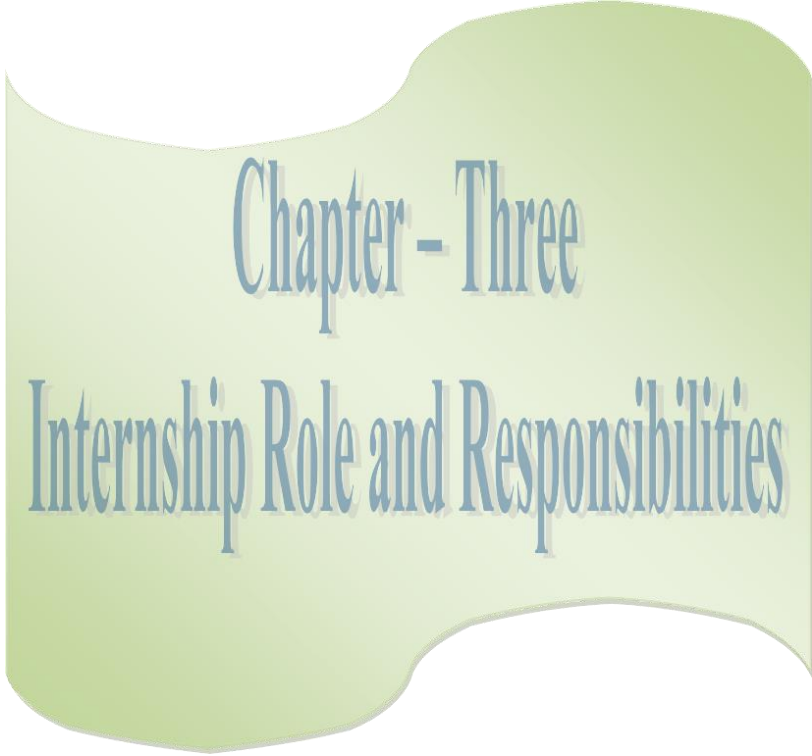
- DIL often partners with overseas suppliers and manufacturers to conduct product-specific technical training sessions.
- Technical trainers or engineers from partner countries often come to Bangladesh for demonstrations.
- The division also partners with technical institutes and local universities to provide specialized training and internships.

Benefits of the Training and Development Division

- Improves operations and productivity of your employees.
- Reduces product mishandling and installation errors.
- Promotes confidence and motivation in personal.
- Enhances client satisfaction through the provision of quality services.
- Enhances the firm's image of a trusted technical resource.

Challenges

- Limited budget for frequent foreign-led training sessions.
- Difficulty in coordinating schedules among departments.
- Rapid technological change in imported equipment requires continuous updates



Chapter – Three

Internship Role and Responsibilities

3.1 Duration and Placement of Internship

Duration of the Internship

The internship experience of “DIL” (Delonix International Limited) helped us to gain real life experience that how things work in an organization and working environment.

The intern works at each department under the supervision of among departments” directors in order to have a better picture of organization, structure, functioning and activities within company.

The internship was scheduled as:

Phase	Duration	Department / Activity	Key Learning Areas
Phase 1	Week 1 – 2	Human Resource Department	Orientation, HR policies, recruitment procedures, employee records.
Phase 2	Week 3 – 5	Training and Development Division	Training needs analysis, workshop planning, employee evaluation.
Phase 3	Week 6 – 8	Sales & Marketing Department	Product promotion, client communication, tender process.
Phase 4	Week 9 – 10	Accounts & Finance Department	Billing process, budget handling, payroll management.
Phase 5	Week 11 – 12	Technical Support Division	Equipment maintenance procedures, after-sales service documentation.

This schedule allowed the intern to develop a well-rounded understanding of DIL’s multidisciplinary operations.

Placement of the Internship

Workstation of the intern: The intern was stationed at Head Office of Delonix International limited, House # 25, Road # 8 Dhanmondi, Dhaka-1205 Bangladesh.

3.2 Department Assigned:

During the study period, I was posted in HR Department of Delonix International Limited. In broad terms the responsibilities of HR dept are:

- Recruitment and selection of employees
- Orienting new staff and onboarding
- Employee Training and Development Programs
- Performance appraisal and feedback systems
- Employee relations and welfare

I was in the HR Department, Tasks undertaken within the Training & Development Division that I saw and got a chance to be part of included:

- Differing perceptions of staff training needs
- Organizing training sessions and workshops
- Liaising with coaches and suppliers of equipment from outside for technical training
- Help in assessing the effectiveness of training

The task has been insightful in giving a detailed overview of what Delonix does to monitor and assist skill building—the professional development, by its employees and also the opportunities, challenges and strategies for successful training programs.

3.3 Job Responsibilities and Daily Activities:

As an intern in the Training and Development Division of the HR Department at Delonix International Limited, I have been entrusted with a number of tasks to assist in developing its employees. Below are the specifics of my primary responsibilities and daily duties:

Job Responsibilities

- **Training Need Identification:** Help the HR department to identify areas where employees lack skills by conducting surveys, interviews and through performance appraisal reports.

- **Coordination of Training Programs:** Help in the coordination and arrangement of technical or non-technical training programs, workshops and seminars for both technical and support staff.
- **Working with trainers:** Working with trainers and the team in selecting training courses in technical disciplines, either internally or with equipment suppliers.
- **Documentation and Record-keeping:** To document and file records of training conducted to maintain track on attendance, employee's training history for reference and monitoring.
- **Training Evaluation:** Aiding in the gathering of participant feedback to evaluate effectiveness of training programmes.
- **Employee Learning Support:** Backing programs such as mentoring, coaching sessions and development of skills.
- **Reporting:** Submit daily/weekly reports on the training sessions, numbers of attendants and feedback etc. to the HR management for review.

Daily Activities

On a typical day in the Training & Development Division.

- Reading through the training calendar to figure out which session was on next and, if necessary, what was each expected preparation.
- Looking over the training schedule to see what sessions were coming up and making the required preparations.
- Confirming staff attendance in scheduled training sessions by speaking with department leaders.
- Arranging technical training schedules, materials, and needs with outside trainers and providers.
- Helping with logistics, registration, and presentation support during training sessions.
- Gathering and assembling employee feedback questionnaires following training sessions.
- Adding employee progress and participation data to the training database.
- Participating in HR meetings concerning staff development tactics and offering recommendations for enhancing training effectiveness.

- Occasionally creating materials or presentations for continuing education initiatives.

Outcome of Responsibilities:

Through these duties and everyday activities, I was able to obtain practical experience in the following areas:

- Efficiently planning and overseeing training programs;
- Comprehending the difficulties of employee skill development in a technical organisation;
- Enhancing coordination and communication between trainers, employees, and management; and
- Realising the significance of assessing training efficacy to improve employee performance.

3.4 Learning from HR and Training Activities:

While working in the HR and Training Division, Delonix International Limited, I had extensive exposure to theories and practices of Employee Development. It provided me with not just perspective on the ground but helped me stitch up theory to current day HR going-ons. Important lessons learnt include:

1. Recognising and Realising the Importance of Training & Development

- Specialized Training Continued training is a must for enhancing and increasing skills, performance and service in higher end/technical jobs that run scientific and laboratory equipment.
- I've found that training the staff is one mechanics of enterprise success in particular in knowledge and technology driven space like Delonix.
- Good training boosts employee engagement, motivation, and retention — demonstrating the long-term payoff of investing in people.

2. TNA exposure Service Collection of Training Needs Analysis)

- I discovered how the HR department, using employee surveys, feedback departments and performance reviews searches for talent gaps.
- I had a gut feeling there had to be a better way for employers and training partners to tie training and development initiatives to corporate goals around soft skills like leadership, customer service, and communication vs. just technical competence.

3. Hands-On Experience in Training Implementation

- I learned about the logistics/administrative side of T&D from helping to develop seminars and training sessions, and or-vendor led technical programs.
- Hands on experience in preparation of training material, scheduling session and maintaining attendance which highlighted necessity of proper planning & co-ordination during the exposure.

4. Understanding Training Evaluation and Feedback

- I got a taste of the cursory and logistical aspects of T&D as I assisted with scheduling our seminars, trainings and vendor-led technical offerings.
- My hands on experience in developing training material, arranging sessions and maintaining relaxation was closely exposed with the academic world, when I realized focus should also be given to planning and coordination.

5. Professional and Personal Skills Development

- I learnt the need to collecting feedback from participants and measure post-training performance by which to monitored trainings results.
- Feedback truly helps HR fine-tune future training modules for greater impact and relevance, something I've personally seen.

6. Insights into Strategic HR Role

- I was able to gain organizational, communication and teamwork skills by working with HR professionals and trainers from whom I learned each day.

- I further developed skills on time-management, multi-tasking and problem-solving which are important when in charge of more than one training programme.

7. Broader Organizational Perspective

- Getting to see different departments and employees gave me insight as to how T&D complements all functions from technical service, sales and customer support.
- I had an awareness of the value of a learning culture in order to keep up with technological developments within the scientific instrument market.

3.5 Interaction with Supervisors and Colleagues:

During my attachment with the HR and Training Division of Delonix International Limited, I was able to gain experience from the supervisors as well as friends in the work environment. I learned from such interactions and conversations how an organization works, the importance of playing as a team player and what that means, about fostering good communication in a workplace.

1. Interaction with Supervisors

- Directly, I was reporting to the Training and Development Officer who taught me about what am supposed to be doing every day at work – making it strategic on a tactical scale too.
- I was then assigned to "learn" it entertained/investigate how this would work, e.g., assessments, [scheduling sessions] yes! and effectiveness of training on the program/my shop could implement it.
- Criticism from my bosses about not being detail oriented has helped me develop a more refined organizational and professional vocab used while speaking or writing.
- Learning how to make decisions and solve problems, I also observed how supervisors addressed issues such as scheduling conflicts, resource allocation, or trainee interest. Regular updates to managers translated HR-led strategy to broader business needs.

2. Interaction with Colleagues

- Co-workers in the HR and Training Division were supportive, collegial, and willing to divulge their stories of success.

- I contributed to team discussions and brainstorming meetings on training program creation, evaluation measures and how to engage employees.
- It has helped me learn how HR is coordinated whether it's recruiting to performance appraisal and employee relations while working side by side with team members.
- I had the opportunity to help organise and deliver training sessions, manage logistics and deal with employee requests in a number of different methods and best practices through collaboration with colleagues.
- These casual encounters enabled me to adapt to the company's "way of doing things," develop relationships, and see what worked in terms of interpersonal communication.

3. Learning from Interactions

- I realised how important good communication, cooperation and mutual support among team fellows for success of the training initiatives.
- Observing managers and coworkers demonstrated that patience, instruction and constructive criticism was necessary for staff to be able to grow with their talents.
- The comments also echoed the perception that HR is strategic and can be collaborative, but only inasmuch as various levels work together to achieve the goals of the organization.
- I developed confidence and networking skills in my profession, learning how to articulate ideas, ask questions, and contribute to group goals.

Chapter – Four

Key Learnings

4.1 Skills and Knowledge Gained During Internship:

I learned a great deal from my internship at the HR & Training Division of Delonix International Limited. It developed my career and ensured a professional training in parallel with my human resources knowledge until now. Below are the key skills and knowledge I acquired:

Training and development process awareness:

I gained in-depth knowledge on how organisational training needs are identified, planned, executed and evaluated.

Employee Skill Assessment:

I also learned how to assess employees' skills using methods such as performance appraisals, surveys and feedback review.

HR Policies and Practices: I learned about HR policies of recruitment, orientation, performance management, and employee development.

Program Development: Developed seminars, workshops and trainings to address various employee positions and departmental needs.

Vendor and External Training Coordination:

I learned to work with outside trainers and suppliers, especially on the technical training for lab and scientific equipment.

Troubleshooting: I learned how to pinpoint holes in education systems and suggest tangible fixes to aid employee success.

Planning and Organisation:

I have mastered logistical and coordinating training timetables and that the programs ran efficiently.

Data Analysis:

I gained experience in consolidating and analyzing attendance, feedback etc. data for evaluating training.

Professional Communication:

I honed my writing and communication abilities regular exposure to trainers, peers and superiors.

Teamwork:

And I realized that in order to run training programs well, working with colleagues from other departments is very important.

Mentoring and advice: Understanding:

Based on the experiences of supervisors and senior workers, I saw how useful advice and mentorship is for employee development.

Time management:

- I learned to prioritize my time better and fight for myself through balancing multiple jobs, work-out routines.
- Flexibility and Adaptability How I became this way What have I done or experienced *I learned to adjust my mental set whenever the nature of work changed, even at the last minute when I often had to modify educational plans as welter materials.

Professional Etiquette:

- Exposure to office culture and practices have enhanced my understanding of business etiquette, ethics & career management.
- I developed an enhanced understanding of how HR processes such as training and development facilities organizational expansion, employee motivation and retention.
- I learned that, if staff development activities are not closely linked to organization goals, you won't get the results you want.

4.2 Insights on Training Needs and Employee Performance:

I learned a great deal about the relationship between employee training needs and overall performance while interning with Delonix International Limited HR & Training Department. An understanding of this relationship is necessary to creating training programs that foster increased performance on both an individual and organisational level.

The Training & Development Process of Assessment:

The earliest, central phase in the T&D process is TNA. Rather than providing generic or irrelevant information, it ensures that training programs address validated skill requirements.

Here I can see that TNA was performed in delonix by several methods:

- Management comments on recurrence of problems, tasks or service delivery
- Performance reviews to identify areas at which workers are not performing optimally
- If staff members give direct feedback on what they believe they would like to know more/do better.

As an intern of HR and Training Department in Delonix International Limited I have gained insights about how skill acquirement by employees affects the organization performance. This is key because we are beginning to develop training programs that enhance individual and organisational performance.

Training Needs Assessment for identifying the education and training need The first & T.D process &The most Critical. Instead of giving broad, disconnected information - it guarantees that the training programs are actually what skills are needed.

TNA is practiced in various manners at Delonix, I noted:

- Performance testing to identify where workers are performing — or not performing — up to snuff.
- Feedback from managers focusing on recurring issues in tasks or with service provision;
- Direct employee input on what they feel they are lacking in knowledge or skill.

- An effective identification of the training required ensures that the value of the investment is actually realized and no resources are wasted.
- It was easier to install, maintain and provide after sale support for off bite equipment with workers skilled in certain technical trades.
- Staff improved their interactions with customers, and increased links between them were strengthened when staff received soft-skills training in sales, customer service and communication.
- Continuing education and refresher courses increased self-confidence and satisfaction with work, that led directly to better performance.
- Error rates and service delivery times were lowered when the workers learn to treat some of the operational barriers (e.g. how to remove equipment failure).
- Considerations about client engagement and sales effectiveness Although technical training was often provided by vendors of equipment, there were few formalised soft- skills programs.
- It was challenging to assess the actual impact of T&D on performance, when there was no procedure for evaluation of training objectives.
- Others said that to keep up with new products and technology, they would benefit from more specialized or advanced technical training.
- To make sure that training keeps pace with changing roles and corporate aims, regular, structured TNA of each department should be carried out.
- Develop comprehensive training programs which include professional, soft and technical skills to improve the general competence of employees.
- Establish after-training evaluation procedures to measure employee performance improvement and update training materials accordingly.
- Encourage a learning culture where employees take responsibility for learning and are looking for ways to improve their performance.
- Tie training results to performance reviews and career advancement to motivate them and ensure they use what they have learned.

4.3 Observation of Organizational Culture and Employee Engagement:

In the course of my internship with Delonix International Limited (HR and Training Division), I analysed company culture and its influence on employee engagement, motivation and performance. What we learnt They are observations about the working environment and how HR processes create a good culture.

Delonix Exhibits:

At Delonix we create a supportive and constructive atmosphere in which our employees are encouraged to learn new skills.

Communication between supervisors:

The relationship between young workers and older staff is quite distinct - it is both hierarchical (we have people start off as apprentices in teenage years) but supportive.

Sharing & teamwork:

It's an organisation that encourages knowledge sharing and teamwork, in particular during our training sessions, technical problem-solving and client support.

Technical excellence:

“Employees are generally driven and focused on the client, which aligns with the firm’s priorities of excellence in the technical abilities and our clients.”

Programs for Training and Development:

Regular opportunities for training - particularly technical training - keep staff stimulated and involved. At an employer: Bored of the same old flip charts, when you can open up amazing opportunities for your staff to develop as professionals and leave them feeling valued.

Participation in Decision-Making:

Staying engaged is always good, and people are more likely to provide suggestions for overcoming operating challenges in technical areas and services if given the opportunity.

Recognition and Feedback:

Staff are better ready when they get on-going performances feedback from a manager and so happy when they're thanked for their hard work.

Collaborative Work Environment:

"They certainly go beyond the call of duty in terms of helping each other and working as a team to ensure things are done," Mr Randall said.

Work-Life Balance Consideration:

When managers are flexible and empathetic in regard to staff responsibilities, engagement remains high even when pressured with deadlines and client demands.

Dedication to learning:

Employees are highly motivated to learn, especially in a technical sense where learning benefits their overall job performance.

Non-technical development:

The appetite to develop is there, but more could be done to cultivate interest in non-technical development programs as the one-size-fits-all approach clearly isn't working for the majority.

Collaborative and participatory:

While the narrow leadership of supervisors is good, more interactive and participatory HR practices will help in enhancing employee engagement.

Employee performance:

A culture of learning has a positive influence on the performance and retention of staff.

Accomplishment recognition:

Employee engagement is highly correlated to the availability of growth opportunities and recognition for achievement.

Innovative skills:

Soft skills such as Leadership, Communication and Innovation need to be part of technical training.

Workplace culture:

Having a positive workplace culture that fosters trust and motivation is only possible with open communication and teamwork.

4.4 Practical Understanding of HR Policies:

Whilst working as an intern in Delonix International Limited HR and Training Division, I got hands on understanding of how HR policies are implemented to help manage people well. I got to see firsthand the tangible connections between HR policy and the day-to-day, in training and development especially because of it.

Hiring Procedure:

I found out that Delonix makes use of a structured hiring process to find the right fit for every job e.g. Admin, Sales or Technical staff?

Equity in Hiring:

Policies about job descriptions, qualifications, the interview process and reference checks are in place to provide openness and fairness in hiring.

Onboarding and technical training:

The level of skill that your workers possess will determine what kind and how much onboarding and technical training is necessary; so hands-on experience taught me just how reliant training needs can be on recruiting practices.

Compliance Knowledge:

Delonix has a policy to organize regular trainings for compliance skills, soft skills and technical expertise.

Training requirements:

Training policies involve determining which training is needed, organizing sessions, recording it and evaluating its effectiveness.

Through observation:

I found that the written rules facilitate the staff's development in a more unified manner, and tie training to organizational goals.

Accommodate new skills:

We also learn training policy can be changed to match new skills shortage or new technology.

Delonix's performance appraisal:

2.Delonix - Recruitments Hr (Human Resource Solution) Delonix has performance review and appraisal system for structured monitoring of strengths and weakness of the employees.

Discovered HR training:

I learned how to connect HR's policies on training with performance: by identifying areas in which employees were deficient and devising programs to increase output.

The Assessment Method:

The evaluation process teaches employees where they can advance by focusing on goal setting, skill development and feedback.

Policies pertaining:

Benefit, Engagement and Recognition policies can lead employees to feel valued and motivated.

Day-by-day operations:

I observed ways in which policies are rolled out on the ground - such as giving prizes based on past performance, scheduling flexibility for training, and acknowledging that training has been completed.

Workplace safety:

The safety at workplace and equality in opportunities, training and formation, fair practices are a few of the laws on labour HR policies ensure they are kept in observance.

Compliance Rules:

Through experience, I know that adherence to rules is paramount in creating a safe and fair workplace that's also on the right side of the law; it gives employees confidence and helps with engagement.

Performance Management:

HRPs are applied in daily HR processes such as training, performance system and employee engagement.

Policies guarantee:

And they are not just theoretical instructions. Structure and consistency are guaranteed by policies, resulting in fairness, transparency, and relevance of HR procedures to corporate goals.

HR's strategies:

I had a better understanding of the strategic role HR can play in linking employee development to overall business performance from these 'rules.'

4.5 Personal Growth and Professional Development:

I acquired excellent practical knowledge both professional and working skillset in HR during my internship at Delonix International Limited-Marketing company especially at the HR/Training Department. I honed my skills, expanded my slew of knowledge, and better understood what was like to work in a learning and development role from it's nitty-gritty.

HR Competencies:

I had a greater sense of the functions in HR such as, recruitment and training & development, performance management and employee engagement.

Training Coordination Skills:

Through that I developed experience setting up training, developing resources for training, working with trainers on materials and evaluating results."

Analytical Skills:

I have also learned through training needs assessment and performance appraisals to deduce skill gaps with reference to the end of programme-objective and organization.

Communication Skills:

Constant communication between supervisors, co-workers and trainees improved my spoken and written communication in a professional way to express ideas.

Time Management:

Juggling tons of projects, schedules + flying by the seat of my pants gave me some mad skills with time management & priorities.

Teamwork and Collaboration:

Collaboration with team members from various departments taught me more about how to work with others, the value of active listening and contributing towards overall team goals.

Problem-Solving and Decision-Making:

The experience of grappling with training coordination problems, and staff buy-in gave me practical problem solving techniques- improved my judgment.

Adaptability:

I developed the ability to work in fastpaced environment or have creative problem solving skills.

Guidance by an experienced:

And HR practitioners helped to bridge the best practices of employee development, strategic HR planning and organization.

Constructive feedback :

Constructive feedback from supervisors contributed to the quality of work, focus on details, and professionalism that would be manifested in their practice.

Leadership styles:

It allowed me to observe leadership styles, and different mentoring approaches, which inspired me to try developing interpersonal and leadership abilities that are applicable in any role.

HR and Training functions:

Internship gave me an understanding on career opportunities in HR and training department, enabling me to bridge the gap between my theory knowledge and practical experience.

HR Practice contributes:

I learned about how strategic HR can drive organizational success, which inspired me to pursue a career in HR management and organization development.

Practical exposure:

Real-time exposure towards challenges and processes boosted my confidence to shoulder the responsibility of a professional.

Professional competencies:

Both my professional skills and expertise in technical issues along with work experience were improved.

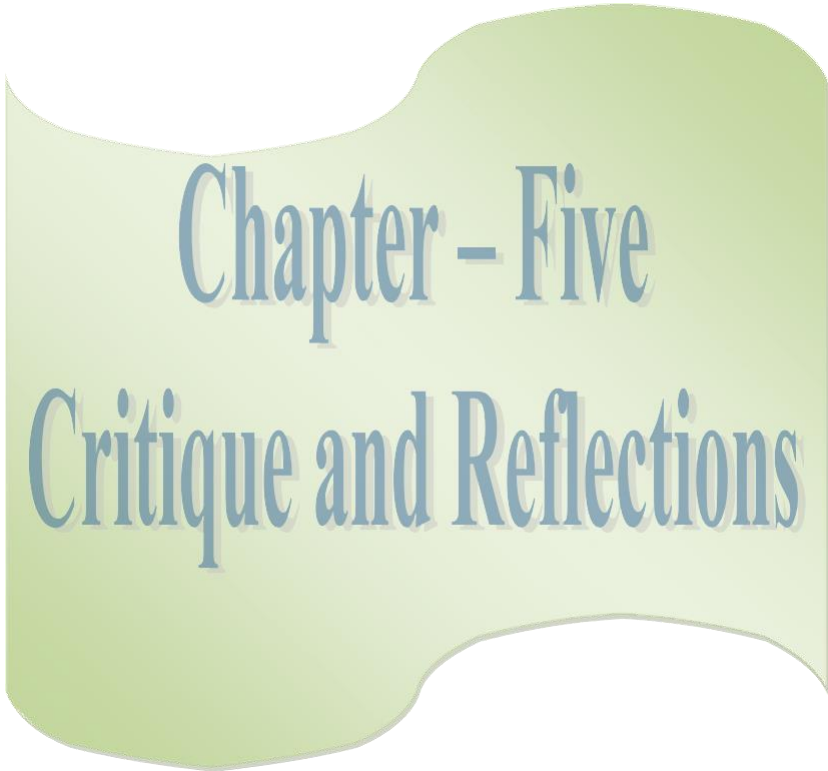
Self-confidence:

I learned self-assurance, structure and how to be a solution souter.

Learning-oriented mindset:

I adopted a learning attitude, fully appreciating that continuous growth was crucial for individual and organizational success.

My internship with the Delonix International Limited was a complete professional and personal development experience. It has helped me to narrow the gap between study and practice, gained the skills, confidence and a clearer insight in working in HR.



Chapter – Five

Critique and Reflections

5.1 Overview of Training and Development Practices:

Being an Engineer Machine has played a pivotal role in empowering our sports personnel, improving the relevance and quality of training as well as career development programmes at Delonix International Limited," said Charlot. The company always have a good training and development system in place and effectively implemented to harmonize the growth of employee with organization objectives. These training programs are designed primarily to enhance the technical and soft skills, fill up the skill gap identified from performance appraisal process, train them as an inspiration of motivation and develop in confidence by showing commitment towards their professional advancement.

Wide ranges of courses are taught at Delonix. As part of technical training, product knowledge, equipment usage in a lab and scientific setting, troubleshooting and effective delivery of technical services are taught to staff. Interpersonal skills that allow the working group to interact more effectively with each other and with customers, such as communication, teamwork problem solving and customer focus. New hires are introduced with an induction training about the company's standards, work culture, safety and their roles. The compliance module covers industry standards, labor laws and in-house policies while the leadership & management training is aimed at future supervisors to enhance their managerial and decision-making capabilities.

Training is initiated when training needs are identified via performance appraisals, supervisor observation and suggestions from staff. This will allow HR to analyse this and plan sessions according to departmental (and individual) requirements. Instruction is provided using a mixture of workshops, lectures, practical sessions and manufacturer training on core equipment. It evaluates the success of the training, using feedback forms and post-training reviews to monitor employee development.

Positive aspects for the training by Delonix: a) Systematic design well-organized programs – program relevance and efficiency; b) emphasis on technical skills so that employees have an opportunity to meet direct work requirements and c) Feedback mechanisms contribute to improve processes all the time. It also enhances employee engagement, motivation and retention. There are also areas for improvement, including greater support of soft-skills and

leadership programmes, cross fertilisation in learning across departments and the development of better long-term evaluation mechanisms to assess the effectiveness of training on performance.

On the whole, Delonix International Limited has shown remarkable concern for employee growth and development through targeted training and development. It therefore ensures a competent, motivated and high performing workforce with the potential to achieve its mission objectives and adapt to changes in business environment.

5.2 Strengths of the Current Training and Development System:

The Delonix International Limited T&D model has some unique qualities, which ultimately enhance the capacity for employee skill enhancement and organizational development. First, it is a structured approach that allows you to methodically design training programs acting as a roadmap for targeted, consistent and aligned training and ultimately being responsive to employees' positions and where the organization is headed. Therefore, all training is prefaced by an analysis of staff needs so that the company can more effectively fill skills gaps and guard against redundant or unneeded training.

Its distinguishing features also include core emphasis on technical training vital to personnel handling specialized equipment of scientific and laboratory nature. These interventions bring competencies closer to the job requirements, add precision and speed in performance, and increase in quality of service rendered by employees to customers. In addition to technical skills, Delonix also incorporates soft-skills such as communication, teamwork and problem-solving necessary for professional interfacing at the workplace.

The T&D system at the company is also based on continuous learning and feedback. Also, performance of employees is monitored closely and the impact of the training programs is measured through feedback forms and post-training evaluations to provide for continuous improvement and updating in tune with rapidly changing organisational requirements as well as technologies. Additionally, new employee orientation and onboarding programs help employees to accustom with the company's culture policies and work environment by engaging them in productivity from day one.

This system also serve as the way to inspire and retain employees commitment of services to the organization. Delonix drives employee engagement by focusing on learning and skill development leading to self confidence in their work. Recognising training accomplishments, coupled with career growth prospects, makes employees feel in demand and valued – factors that result in staff retention and company loyalty.

5.3 Weaknesses and Gaps Observed:

While there were strengths in Delonix International Limited's training and development structure, so too where there weaknesses and gaps identified which could potentially hinder overall effectiveness:

- Soft Skills Training is Scarce: The technical training quality is good, but the soft skills (leadership, communication' interpersonal) are in severe shortage and are pivotal to accompany a professional's growth.
- Rare Refresher Courses: We have few refresher courses for the majority of the staff to avoid skill decay, you may find employees who were not in contact with certain technical subjects long enough for them to fade out.
- Cross-Departmental Training is Brazilian Waxing Johnson County: Poor - little training is provided to staff members on multiple departments and functions, resulting in less than optimal organization-wide knowledge and collaboration.
- Insufficient advanced technical training: Several respondents stated that a specialized or advanced level of technical training is often required to remain up-to-date with new technologies and the development of products.
- Narrow metrics for training assessment: Feedback is gathered but there's no fulsome system to assess long-term gain from the training on performance or productivity, or on career progression.
- Scheduling Issues: Training sessions can end up posing a scheduling conflict with employees work hours limiting not just the amount of attendees but the impact they may have when training occurs.

- **Relying on Vendor-Driven Training:** Technical training is frequently orchestrated by external vendors, which can limit internal organisational development and knowledge retention.
- **Limited Career-Related Training:** Not all training leads to a clear career path or promotion, so some employees may feel less motivated to be fully engaged.
- **Partial Digitised or E-Learning System:** The entity is not using digital tools (e-learning) for their training, nor has an environment that relates to self-study/distance learning.
- **Poor Integration of Soft Feedback:** While feedback is being requested, it is not being incorporated as part of future training algorithms—and this means the program cannot continue to be improved.

5.4 Evaluation of Training Effectiveness:

Delonix International Limited Evaluate training programs is a critical part of the training and development process. It means ensuring that the dollars and time spent on driving employee growth will lead to enhanced skills and performance, thus a more productive organization.

The effectiveness of training is mostly measured through participants' feedback, post-training evaluations and actual performance. After each session The immediacy of after every learning session, for instance, you're on the edge pop-up offers employees with a structured input form to rate how useful (or not) they found the training in terms of: relevance content quality delivery method perceived applicability, etc. The feedback provided here will assist HR and Training Division in order to know what works and what does not work when designing or offering a program.

Other alternatives are post-training performance observation, where supervisors assess if the trainee applies the learned knowledge and skills at his/her workplace. If technical, it might mean better productivity with equipment deployment, troubleshooting and service provision. On the soft-skill side of things, it might be better communication or teamwork or client interaction.

Even though they are followed, the system of evaluation still needs modification. Today, Delonix predominantly deploys short term evaluations and immediate results with few mechanisms for long term measurement of how training has altered the way an employee does

his job. We could have gleaned an additional and more structured reflection of the impact on training by using some measures (metrics, kpi's, following evaluations..).

In addition, linking the training outcomes to career development and promotion would help improve its effectiveness, serving not only as an indicator of effectiveness, but also as a stimulant of applying newly learned skills for employees. Digital monitoring and e-learning analytics can also be added to continuously monitor how well employees are progressing.

5.5 Alignment Between Training and Organizational Goals:

Such training and development programs at Delonix International Limited are designed in line with the company's goals, making certain that employee growth in a defined state can be translated into organizational success. When training efforts are effectively aligned with corporate goals, individual performance is improved and overall productivity and competitiveness are increased. A couple of examples exemplify such alignment:

1. **Role Based Skill Augmentation:** Chetan AI training provides technical and soft skill training relevant to the role of employees, that can be applied immediately on job related tasks.
2. **Trained Development:** Training requirements are identified on the basis of performance appraisals helping programmes to be more focused servicing areas affecting efficiency and service quality.
3. **Technical Excellence:** Vendor-led and in-house technical training programs are designed to ensure that employees are consistently operating a high standard of specialized scientific and laboratory equipment which is fundamental to the success associated with Delonix service and products.
4. **New Employee Orientation:** Onboarding programs are designed to introduce new employees to the organization's culture, policies and procedures, ensuring that they become acclimated in a timely manner.
5. **Continuous Improvement Culture:** Training programs hone in on learning and development that supports the organization's objective to drive innovation and technology adoption.

6. Improving Customer Service and Client Satisfaction: Soft skills and communication training can help with client interactions, which directly aligns with the company goal of providing exceptional service.

5.6 Comparison with Theoretical HRM and T&D Concepts:

The T&D practices of Delonix International Limited may be discussed in terms of extant HRM and training theories. By contrasting the observed performance, a clear indication of how close the company is following the theoretical templates and what needs to be done differently emerge.

In HRM model, high performance human resource practices are strategic, integrated and contribute to the enhanced employee performance for achieving organizational objectives. Despite some exceptions, Delonix appears to be generally in accord with certain theoretical predictions:

In the case study narrated, Delonix demonstrates high-end linkage of training initiatives with organizational objectives. Some of the training areas that this HR department focuses on motivate employees to acquire the skills to ensure productivity, satisfactory service provision, and higher consumer satisfaction. In this case, Delonix has a strategic HRM model where HR practice links with the business strategy of a firm. Firstly, the training theory, which defines Human capital investment, holds that returns from training raise employee competence and therefore helps improve the overall firm's performance. For instance, Delonix has special training on hard and soft skills. These train employees to be more competent and efficient in those exact areas, thus improving the overall company's capability. Other theories include motivational theories, where Delonix rewards good performance, giving employees opportunities to grow and maintains a participative culture. Moreover, Delonix also integrates the application of Herzberg's Two-Factor Theory and Maslow's Hierarchy of Needs.

5.7 Analysis of Employee Feedback and Engagement:

At my work placement with Delonix International Limited, I was able to witness and gain some understanding of employees' feedback and involvement with the company's training and development schemes. The analysis of employee responses to questions and level of engagement lets us know how well HR practices are functioning here now, and where there is opportunity for improvement.

Employee Feedback on Training Programs

Technical training programs were well received by staff in general. They liked the person to hand sessions, hands-on demonstrations and vendor-driven sessions that they felt their work can benefit from. A significant improvement in the competence for using scientific and laboratory equipment was noted by several employees, suggesting the efficiency of technical training that is tailored to an employee's role.

But research told us that there was a dearth of soft skills and leadership training programs.” Workers were even interested in further training in communication, teamwork, problem solving and management – a gap between what is being offered and desired. A number of staff said refresher courses and advanced training would contribute to their continued professional development.

Feedback was mainly informal, while structured feedback took place via post-training questionnaires or time with a supervisor. Staff felt that they were heard and their ideas valued, though feedback did not always result in complete incorporation into future trainings.

Engagement Levels During Training

Technical training sessions were generally well attended, with the skills being highly relevant to employees and their roles. This was supported by interactive sessions, demonstrations and practicing exercises which aided in active participation.

On the other hand, soft skills and orientation training recorded occasional lower levels of attendance, especially whenever it followed a conventional lecture type of session or was

scheduled when employees had higher workloads. This implies that how employees are delivered to, what they get, and when have a huge impact on engagement.

Factors Influencing Engagement

Several occurrences were noted to influence engagement and the quality of feedback:

- **Relevance:** People are engaged when they can directly connect to the training.
- **Recognition and Incentive:** Recognizing training accomplishments is a morale booster and motivator.
- **Supervisor Support:** The more involved and supportive supervisors are shown to be the greater commitment to training.
- **Workload Factor:** Training scheduled concurrently with heavy work loads may detract from focus and participation.
- **Application Opportunities:** Employees are more likely to be engaged when they can apply newly learned skills directly to work assignments.

Insights from Analysis

The study suggests that while Delonix has a strong technical training base, it must expand involvement in soft-skills and leadership as well as cross-departmental emphasis programs. When done correctly, incorporating employee feedback into the design of a training program can improve satisfaction, participation and real-world application. In addition, turning training schedules and methods to address operational commitments can be part of the solution.

5.8 Impact of Training on Employee Motivation and Retention:

Training and development programmes at Delonix International Limited offer a valuable pathway toward motivating, retaining employees. People feel more valued and appreciated when there is an investment in their professional development, a loyalty and commitment that arises. Technical or skills-related training programs, especially increase confidence in the employee by providing the knowledge to do the work well and enhance job satisfaction as well as a favorable attitude towards their employing organisation.

Soft skills and personal development programs as well as the ability to have technical competence, lead employees to an ideal of achievement and recognition, enhancing intrinsic motivation. Staff are more likely to stay engaged and committed with the company when they have opportunities for learning and progression. Moreover, the organised training and assessment process held by the company also offers staff clear paths to career development, thus future-proofing retention.

Staff members who get regular, pertinent training are more equipped to accomplish the tasks assigned and overcome workplace challenges with less stress while increasing their confidence to hit targets. Morale is lifted and they feel more a part of the team, which results in them being less open to job offers from other companies. As a result, investment of Delonix in training and development does not only leads to higher individual performance but also enhances workforce that is motivated and satisfied with their works, as well as stable over time which directly facilitates the long term strategic goals achievement of the company.

5.9 Challenges Faced During Training Implementation:

Throughout my internship with Delonix International Limited, there were several issues experienced when implementing training programs. There are things that stand in the way, such as lack of time on the part agents and instalment sales being spread out over months thus employees already have scheduled work at the time of training. This can occasionally have a chilling or drawing down impact on attendance as well; especially for soft skills training, and orientation types of efforts that appear less pressing than an operational load.

There is also a dearth of training resources, particularly in specialized technical programs. Although the organization does work with outside vendors for individual sessions, logistical limitations and financial factors sometimes limit how often or to what extent training services are provided. This sometimes hampers skill development and becomes disadvantageous for employees, who urgently need upskilling to stay employable.

Getting employees motivated for some of the non-technical tracks can also be difficult. Soft skills and leadership development initiatives tend to have lower engagement, because staff prioritize activities related to their core role over development of themselves. This suggests the

requirement of an increase in awareness about the advantages of formal holistic training and training programs that capture the interest of employees.

There is also no complete long-term review system to measure the real effect of training on performance and production. First, even if immediate feedback is gathered, there's little follow-up to determine whether or not behavior has changed as a result of the communicated skill applicability, and what that looks like when applied against organizational deliverables.

Last, but certainly not least, poor integration of digital learning platforms is forcing a rigidity that's preventing employees from benefiting the most out of self-paced and refresher training. The lack of such tools makes it difficult to carry out the training uniformly in all departments and locations.

However, the company's organized training process, supervision and emphasis on skill-building means most programs will work. Mitigating these challenges through more effective scheduling, increased motivation strategies, investment and digitalisation could lead towards better training outcomes and employee engagement.

5.10 Role of HR Managers and Supervisors in Employee Development:

The role of HR managers and supervisors at Delonix International Limited Involvement in the training and development is also significant. Their duties aren't limited to administrative tasks, they also help develop the skills, performance and career growth of their team members. The subsequent bearers are worth mentioning:

Assessing training needs: Using performance appraisals, employee feedback and departmental requirements HR managers and supervisors evaluate skill gaps to decide what training program employees need.

Developing Training Programs: They work together to design training sessions, workshops, and orientations that meet employees output expectations as well as company objectives.

Training Delivery Coordination: Leads training with internal trainers and external vendors to facilitate ongoing smooth execution of trainings and application of hands-on practical learning.

Employee Performance Monitoring: HR managers and supervisors monitor practical application of training in daily operations to ensure that employees apply the skills learnt during the training programmes.

Feedback and Mentorship: Coaching, using constructive feedback, and mentoring are few to mention that helps employees improve performance by mastering skills and staying enthused in what they do.

Employee Engagement: The managers promotes signing up for training programmes and makes you feel a valuable member of the team that wants to see you grow professionally.

Facilitate Career Progression: HR managers and supervisors facilitate finding growth opportunities, matching training to likely promotions, and constructing routes for longer-term career progression.

Compliance and Standards: Your LMS will serve to guarantee that employees are adhering to company, industry and ethical standards, evolving training alongside legal policy as required.

5.11 Recommendations for System Improvement:

In summary, with the insight into all the content and issues surfacing from my experiences and exploration of people management practices at Delonix International Limited a number of recommendations can be directed towards leverage functions for effectiveness, engagement and concurrence of the system as follows:

Broaden Soft Skills and Leadership Training:

Add more communication, teamwork, problem-solving and leadership programs to help employees develop as total individuals.

Implement Regular Refresher Courses:

Offer regular refresher courses to refresh knowledge, renew technological skills and maintain employees' proficiency.

Strengthen Long-Term Training Evaluation:

Design a rigorous evaluation that can be used to understand the effect of training on performance, behavior and organizational results over time.

Increase Cross-Departmental Learning Opportunities:

Push for cross-training programs to increase employees' breadth of knowledge about the company and how it functions.

Leverage Digital Learning Platforms:

Add e-learning modules, online workshops and self-paced courses to provide flexible learning opportunities.

Align Training with Career Development:

Tie training programs more closely to promotional opportunities and career paths, so that employees are more motivated by them and it makes retention sharper.

Enhance Employee Feedback Integration:

Integrate feedback in to the design of training systematically so you can meet employee needs, increase satisfaction, and have a more relevant program.

Maximize Training Scheduling: Schedule training in such a way that it doesn't conflict with the company's operational work, so that everyone can take part.

Develop Internal Training Capacity:

Minimize dependence on external suppliers, by training internal staff to act as trainers, maximizing information retention and developing in-house knowledge.

Foster a Learning-Oriented Culture:

Promote lifelong learning by acknowledging, rewarding and incentivizing attendance at training and the connection between skill development and organizational success.

5.12 Personal Reflections on Organizational Practices:

I also observed some good SOPs for HR management and trainings at Delonix International Limited where I did my internship. By watching and learning at the HR and Training Division enabled me to see how organizational policy, culture and strategy converge toward developing employees.

Deeper Look: Delonix One of the most impressive things about what I saw in Delonix was its commitment to people development. The company has always been truly focused on the technical side of things... and role-based training to make sure people have what they need in their toolkit. A step such as this comes from a progressive mindset that investment in human capital is an imperative for organizational success over time.

I saw a good deal of camaraderie and teamwork, too. Managers and HR are accessible, supportive and push us to get training. Not only does this culture inspire employees, but it also develops a sense of place and loyalty that are key to employee engagement and retention.

The need for structured processes and proceduralised mindset was another nugget of wisdom- For Me. Starting from needs analysis to design, delivery and evaluation of programs everything is strategically planned keeping in mind the objectives. Based on

But I also pointed to areas that require improvement, like developing soft skills and leadership education, incorporating digital learning platforms, and beefing up long-term monitoring. I realize that by focusing on these gaps, I have come to better understand the importance of ongoing improvement in HR practices as companies and employees change.

On the whole, I have indeed gained much from Delonix International Limited. It offered me practical experience on HR -training operations and improved my perception on organizational behavior as I could link theoretical knowledge from school book ideas to real life exercising.

This internship has added so much to my growth as a person and professionally, and has provided me with the confidence I need to pursue HR management in the future.

Chapter – Six

Conclusion

6.1 Summary of Major Findings

A. Needs

It is the organisational and individual requirements that guide the training and development in Delonix International Limited. The development of specialised skills in the technical field, especially for operational and scientific occupations is the major means to encourage efficient and effective attainment of work by workers. In addition, interpersonal communication leadership, development and soft skills programs -- all being de-emphasized now but are going to be in high demand. Employees require development opportunities for everything from career advancement and greater effectiveness on the job to upskilling in new technology and processes. The most common needs assessment methods are performance reviews, supervisor comments and employee recommendations.

B. Process

At Delonix, the training process has been systematic and well structured. It begins with identifying training requirements via evaluations and feedback mechanisms, followed by the development of programmes matched to operational and technical requirements. This can include hands-on workshops, vendor-led sessions, orientations and the occasional soft skills training. Training is actively supported by HR managers and supervisors, who track attendance and provide feedback. While this method proves to be effective in terms of technical training, it has limitations for cross-department exposure, digital learning options, and the assessment of long-term impact which could lead to enhancing inclusiveness and flexibility.

C. Outcome

Overall, the training programs generally succeed. Employees have reported higher job satisfaction, greater task confidence, and better technical skills. How to retain and motivate your workforce Everything from employee retention, motivation etc works because of. training – it makes your staff feel valued and you are investing in the next step of their career. Yet, leadership development and soft skills still have room to grow with some areas of disconnect in the learning experience. In addition, such long-term benefits have not been shown through the examination of performance and organisational outcomes following training.

D. Corporate Goal

Training and developing Delonix's employees support the company's ultimate goals of sustainable growth, skilled workers, and operational excellence. The company promises that workers will produce more, make fewer errors, and provide better service if they are properly trained. Developing bigger leadership and soft skills programmes would help close the gap between staff development and strategic targets such as innovation, collaboration and long-term organisational competitiveness – whilst technical training continues to underpin core operational targets. The performance level of people and the success of a business are enhanced when training results (or lack thereof) correlate with company goals.

6.2 Overall Assessment of Training and Development Practice

Delonix International Limited has described organized training and development system" which "increases the competency of workers, thereby leading to most efficient performance. The methodical journey enable your professionals develop not only the technological aspects but also hands-on capabilities that are required at work place. Programs are thoughtfully designed and administered, including general workshops/vendor educational theatre to induction/orientation sessions. For the most part, staff have responded well to these types of training programs in that they walk away more prepared and work better. Yet, most evaluation techniques address instant feedback rather than the long-term effects of training leading to opportunities for performance tracking. Remaining are the low to moderate skills for soft skills as well as leadership and interdepartmental exposures. Nevertheless, with a training system in place, it motivates employees which eventually lead to their retention and stability of the organization. So in short, their training... aligns with business or strategic objectives and ensures employees' development is positively contributing to the company's growth by helping grow talented and committed individuals. You add to this for example, the digital learning platforms and the broadening of the skill set also more to soft skills, complemented with feedback integration in a stronger way to make value of that.

Summary Training & development at Delonix is good, relevant system where it has the potential for more holistic approach.

6.3 What I Learned from the Internship

Training needs analysis, design and evaluation are the three interrelated processes which are as important for success.

1. Supervisors and HR managers have a critical role in coaching, feedback, and performance monitoring.
2. The efficacy and success of training programmes is a direct consequence of the level of engagement among the staff.
3. Organizational goals are met through structured processes and methodical practices.
4. It is only going to be effective in the long-run if it can incorporate feedback and improve over time.
5. You will be virtually exposed to real HR practices ensuring a sound knowledge to theoretical learning.
6. Organisational culture and management support offer learning opportunities.
7. You will learn problem-solving and be able to adapt... resource constraints, scheduling conflicts, poor planning or underestimation of expectations.
8. Both technical and soft skills training are necessary for overall development.
9. The work experience developed personal abilities such as communication, problem analysis and confidence in their professional identity.

6.4 Concluding Remarks

To conclude, the work experience at Delonix International Limited has been a very rewarding internship through which a lot of theoretical knowledge was put into practice. The firm's T&D activities are integrated with its business strategy and significantly contribute to improve efficiency, motivation, and retention of employees. While technical training runs strong, soft skills, leadership programs and opportunities to learn across departments can be beefed up to form a more well-rounded framework for development. It exposed the need for structured systems/processes, mentorship, touching base with employees as well iterations that yield effective learning outcomes. The exposure to the real world HR practice helped me understand team work, company culture and professional growth, which would have an impact when deciding on career paths for future. Delonix's ongoing support of staff development underscores the importance of investing in people for sustainable business performance. Throughout my placement, I not only learned about HRM and Training concepts, but also further developed skills in the workplace and enhanced my confidence which will help me significantly when working in a challenging role. Your experience demonstrates that the training and development are necessary criteria for promoting both staff and agencies.

Chapter – Seven

Implications

7.1 Implications for the Organization

Technical Training and Skill Gaps:

The company gives high importance to technical training, says it is helping the workers work efficiently and will lead to enhanced operational efficiency as a result of better service quality. Yet there is little focus on leadership development, and soft skills training is scant enough that workers may still be missing the management and interpersonal skills to achieve a lasting career.

Training Process and Internal Capacity:

The dependence on external training providers for technical training emphasizes the need to build internal capacity to ensure that company knowledge will be lost. There is limited evidence about the sustained impact of education on employee and organisational outcomes, as existing evaluation methods tend to assess immediate effects.

Digital Learning and Workforce Readiness:

Digital learning systems may help increase engagement, accessibility and flexibility — especially for busy employees. Training practices may be improved and skills developed among workers to better ready the company for both current operating demands and future growth objectives.

7.2 Implication for Human Resource Development

Holistic HRD and Career Integration:

To ensure that employees are technically sound and culturally fit for an atmosphere like Delonix, hrd should focus on some technical, soft and leadership skills. When training is integrated with career development and succession planning, organised mentorship and career planning makes employees stay.

Enhanced Feedback and Cross-Functional Learning:

For long-term learning effects and for the assessment of training, it is necessary to have feedback systems. In addition, job rotation and cross-functional training can enhance organization-level knowledge and staffing skills leading to overall HRD effectiveness.

Continuous Learning and Strategic Focus:

IT and e-learning provide flexible and lifelong learning opportunities for any working schedule. By focusing on skill building, employee commitment, organizational fit and preparedness for future challenges, they elevate training from being sporadic interventions to strategic tools.

7.3 Implications for Future Research

Long-Term Impact Studies:

Some of the limitations of this study can be mitigated by conducting research on long-term training effects on employee performance, retention, and organizational effectiveness.

Effectiveness of Training Methods:

Researchers could explore the role and effectiveness of digital/eLearning platforms in complementing traditional learning, impact of leadership programs/soft skills on employee engagement/career progression.

Comparative and Cross-Functional Studies:

Studies that compare internal versus external training methods could help to clarify cost-effectiveness and transfer of knowledge. The impact of interdepartmental or interorganisational training on teamwork, on creativity and at an HR development programmes overall, may be indicated by researching them also.

7.4 Policy and Strategic Recommendations

The strategic and policy implications for Delonix International Limited of these findings are many; some could be:

- I. Broaden to include soft skills and leadership training in-tandem with technical program offerings to develop employees more holistically.
- II. Implement ongoing refresher courses to maintain proficiency and skills.
- III. Develop the long-term measures of performance, behaviour and organisation to monitor the sustainability of training impacts.
- IV. Promote cross-training and job rotation to develop team work and enterprise wide understanding.

- V. Internal training capacity improves through knowledge sharing It minimizes reliance on external vendors and capitalizes locally through the information retaining in-house.
- VI. There are digital learning platforms that will provide employees the opportunity to train at their own pace, on-the-fly.
- VII. Relate training results to career advancement and promotion potential in order to motivate and retain.
- VIII. Enhance relevance by strengthening feedback and incorporate employee input on program design.
- IX. Schedule training to avoid conflicts with operational workload for greater participation.
- X. Educate for an organizational, learning culture that values, recognizes and supports ongoing learning.

By carrying forward these policies and strategies, Delonix's training and development becomes more comprehensive, employee-centered and organization long-term based. In doing so, it develops skills, motivates and retains staff and enables strategic growth and competitive advantage.

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