



Daffodil
International
University

Internship report

On

**Training and Development Practices of HMH TRADE
INTERNATIONAL**

Supervised By

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Date of Submission:

Letter of Transmittal

Date:

Mr. Sheikh Abdur Rahim

Associate professor

Daffodil International University

Subject: Submission of internship report on Training and Development Practices of HMH TRADE INTERNATIONAL.

Dear Sir,

With reference to the above subject, I am pleased to present the report which is a part of completion of the MBA. I believed that within my limited knowledge this report provides detailed information about Training and Development practices.

During the exercise, I have tried my best, especially in giving a more organized shape and to follow the guidance that you have provided which gave me a viewpoint the whole experience of this program and to get an insight into the real-life situation.

Therefore, I sincerely hope that you will find pleasure in reading to analyze the report about Training and Development process and if you have any queries regarding the report, I shall be glad to answer your queries.

Thanking you

Very truly yours

Md. Jewel Miah

ID No.: 181-14-2625

Program: MBA

Daffodil International University

Acknowledgement

This acknowledgement will remain incomplete if I don't thank to our Honorable CEO Sir A. K. M. Monir Hossain. Without his support, it would have been very difficult for me to complete this report. I also like to thanks my other Colleagues, and my family members, who are my pillars of strength and all concerns for helping me in completing this report and MBA. I am grateful for their help and advice.

I would like to express my immense gratitude that have incurred over last two months while preparing this report to the number of people who have provided me guidelines, assistance, support and cooperation for making it happen.

First and foremost, I would like to pay my gratitude to the almighty GOD for giving me the ability to work hard.

I wish to extend my sincere gratitude to Mr. Shaikh Abdur Rahim Sir for giving me an opportunity to take up this study and her invaluable comments and suggestions and supervision through the course of my study.

MD. Jewel Miah

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Declaration

I am Md. Jewel Miah, a student of MBA program, Daffodil International University, hereby declare that the internship report entitled “ Effectiveness of Training and Development” is prepared after the completion of my internship at HMH Trade International under the intensive supervision and guidance of Mr.A.K.M Monir Hossain, CEO of HMH Trade International and Shaikh Abdur Rahim, Associate Professor, Department of Business Administration, Faculty of Business and Entrepreneurship, Daffodil International University.

I also declare that the internship report is prepared for academic purpose only. This report not submitted by others.

Sincerely Yours

A handwritten signature in black ink, appearing to read 'Jewel Miah', is written over a horizontal line. The signature is stylized and cursive.

Md. Jewel Miah

ID: 181-14-2625

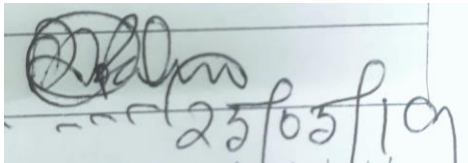
Department of Business Administration

Daffodil International University

Certificate of Approval

This is to certify that, Md. Jewel Miah, ID: 181-14-2625, student of Department of Business Administration, Faculty of Business and Entrepreneurship, Daffodil International University, has prepared this internship report entitled “An Evaluation Training and Development Process of HMM Trade International, Uttara Branch under my supervision and guidance. I do hereby approve the formation and contents of this internship report. To the best of my knowledge the report has been prepared by him. I have supervised him throughout the preparation of the paper.

I wish him all success.

A photograph of a handwritten signature and date on a piece of paper. The signature is written in dark ink and appears to be 'Md. Jewel Miah'. Below the signature, the date '23/05/19' is written in the same ink.

Mr. Sheikh Abdur Rahim

Associate professor

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

Executive Summary

The Internship Report “Training and Development Process of HMH TRADE INTERNATIONAL” is originated as a partial requirement of MBA Program, Daffodil International University. This report focuses working experiences at the HMH TRADE INTERNATIONAL. This report will give a clear idea about the activities and operational strategies of HMH TRADE INTERNATIONAL. The first part is focused on the Introduction, background, scope, limitations, methodology, data collection & processing method for the study. The second part is focused on the overview of the HMH TRADE INTERNATIONAL. It contains short profile of the Organization, The Organization’s History and activities. The Third part is focused on my job part in the HMH TRADE INTERNATIONAL. The fourth part is focused on the theoretical part of Training and Development and its Policies. It contains the basic idea about Human Resource, the basic function of training and development, training and Development process etc. The fifth part is training and development process of HMH TRADE INTERNATIONAL. It contains the training and development policy, steps, ways of sourcing. The Sixth part contains recommendation and conclusion of this report.

In HMH TRADE INTERNATIONAL prepare a budget about the required manpower with the discussion with other departmental head. Based on the Manpower planning and approved budget Training and Development are being done as and when needed. Whenever required with the approval of concerned Authority Administration carried out the training process.

I have some findings regarding training and development of HMH TRADE INTERNATIONAL like, Resource are not enough as a result different types of Training program arrange is not possible to the organization, At this moment, there is a lacking of individual analysis as a result need basis training cannot provide to employees by the organization. I also have some recommendation against these findings like, Need sufficient resources to make different types of training program to the organization. Individual analysis should be followed by the organization to provide individual training.

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Chapter 1

Introduction

1.1 Background of the Study

HMH TRADE INTERNATIONAL is one of the governance readymade garments buying exporter based company in Dhaka, Bangladesh. Since 2008. HMH Trade International export knit, woven & sweater items Middle East countries. HMH Trade International generate high leveled of quality garments products. HMH TRADE INTERNATIONAL make their concise in favor with their target buyer's, based on the current market situation of a given area and the requirements of individual buyer's. HMH TRADE INTERNATIONAL have the skilled needed to fill the demand of their customer's importance acumen and experts knowledge is needed, to be in a locality to conference buyer's to make sure they get higher quality at the reasonable price. Emerged on the promise of the patron, HMH TRADE INTERNATIONAL work out a summary at one place with their suppliers to make sure the optimum solution. HMH TRADE INTERNATIONAL's mission is to provide for their consumers with efficient and useful sourcing solution for their requirements.

1.2 Scope of the Lesson

The study covered the following aspects:

The report I has been made idea wide talk with buying house workers. Whilst make this accusation with the help of The HMH Trade International.

1.3 Motives of the Lesson

The lesson has been conducted with the blowing objectives:

1. Because of explore different types of training and development provided by the authority of HMH Trade International to the employees
2. Because of evaluate the training and development programs of HMH Trade International
3. To find out the problems involved in training and development of HMH Trade International
4. To provide some adjustment to defeated the problems associated with the training and development programs of the organization

1.4 Methodology of the Study

The discussion is very important for following aspects:

1. Personal interviews with CEO and other employees of the HMH TRADE INTERNATIONAL.
2. Articles and researches available in the internet and other sources.
3. Information will be collected from the organization's previously prepared reports. Researchers conducted by various other sources will also be used to gather necessary information.

1.5 Limitations of the Study

This perusal is an attempt to address of followings limitations:

1. Time will be a main oblige in accumulating all choose of fact in a formal manner.
2. The people to be interviewed may not be cooperative.
3. Lack of information on the website regarding the selected company and the topic for the report.
4. Confidential data will be difficult to collect because of their secrecy that is not revealed.
5. The findings of the survey will be based on the employee response of the selected company and the results may not properly reflect the same for other Bangladeshi companies inside Dhaka.

Chapter 2

Company Profile

2.1 Profile of HMM Trade International

Registered Name	: HMM Trade International
Known As	: HMM
Category	: RMG
Type	: Private
Office	: Cha-75/2, Pragati Swarani, Ridgedale Shopping Complex (1 st Floor), Badda, Dhaka.
Phone	: 01913377074
Email	: hmm.trade2015@gmail.com
Managing director	: A.K.M. Monir Hossain
Number of Employees	: 56
Products	: Ready Made Garments

2.2 Historical Background of the organization

HMM Trade International, It is one of the lead readymade garments buying exporter risen organization in Dhaka, Bangladesh. Since 2008. They exporting knit, woven & sweater items Middle East. They made high quality labeled garments. HMM TRADE INTERNATIONAL made their brief in assistance with their buyers, founded on the present market demand of a given area and the necessity of buyers.

2.3 Terms related to the organization

HMH TRADE INTERNATIONAL have the potential need to fill the customers demand of their customer's importance insight and expert knowledge is needed, to be in a lucas to monition consumers to make sure they got high quality at the lower price. Based on the different types of the buyer, HMH TRADE INTERNATIONAL work out a brief at one place with their suppliers to earn the maximum solution.

Target should be the most choice garment sourcing agency for the international buyers, so to maintain the organizational authority for authenticity and fairness with the buyers of this organization, sellers, and buyers. Customized resolutions to the international buyers must be provided as per their demands and to earn compatible toper level quality and due time delivery schedules maintained, through a team of contract personnel and a proven set of buyers with international class manufacturing opportunities. Only to manage without give and take on quality, distribution and profitability.

2.4 Importance of HMH Trade International

HMH TRADE INTERNATIONAL's mission is to provide for their buyers with efficient and effective sourcing solution for their needs. This involves taking a leading roles in structured and executant completion of work that good their buyers and help their commercial development. They not ever negotiation on effectual facilities such as: Instant response/answer to purchaser's studies& enquiries, modest values in a quick act and facility, Nonstop / Continuation nursing of apiece teaching after rare physical box last stuffing by Excellence Pledge squad, Clienteles save on to be sent with all growths captivating home at our end to evade annoyance at last period, Last Review at packing for obedience of agreed values.

2.5 Work Flow of the organization:

Every organization has its own working procedure. It's varies from organization to organization. Buying house working procedure is given below,

1. First of all marketing merchandiser contact with a buyer and collect an order by showing the garments they made before or directly ask which type of garments buyer need.
2. Then he /she find out the suitable factory for that specified garments. The factory must be audited by recognized organization like WRAP. (Depends on Buyer).
3. Do consumption & costing and bargaining with factory for cost for the specific product. Finalize cost and send it to buyer.
4. Then development merchandiser develops the product send 1st pattern for any correction.
5. Usually buyer makes some modification on 1st pattern, so 2nd pattern is submitted according to 1st pattern comments.
6. Then fit sample is made and QC check is it follows the approved 2nd pattern.
7. Then the Red seal sample is sent for approval which is also known as buying sample. And if the red seal sample approved then the order is confirmed.
8. Then production merchandiser starts his work.
9. Production merchandiser basically follows up the total production stage. After getting approval of red seal sample he has to book the fabric and trims.
10. He has to Follow up the fabric and trim arrived in factory in time or not. After all approval he does production planning meeting with factory.
11. QC has to follow the production is running with approved item, fabric and accessories or not. He helps production merchandiser by giving all production information.
12. QC's main task is to check all samples (red seal, gold seal, web sample etc) sent to buyer, and help factory people if there any confusion with production.
13. Fabric, trims accessories are checked in lab in buying house. It's called in-house test like Bulk fabric hanger, shade variation in shade continuity, lab dip, fabric quality etc.
14. Different types of inspection also done in lab before ex-factory/shipment.

2.6 Bill of Lading:

A bill of lading (occasionally raised to as a BOL or B/L) is a document delivered by a transporter to a transporter, recognizing that stated properties have been conventional on panel as load for transportation to a called home for distribution to the consignee who is typically recognized. A full bill of lading includes the usage of at smallest two dissimilar styles of conveyance from street, railing, airborne, and marine. The period originates from the verb "to lade" which incomes to weight a cargo onto a ship or other form of transport. A bill of lading can be rummage-sale as a dealt thing. The normal small form beak of lading is indication of the agreement of bearing of properties and it helps a amount of drives:

1. It is indication that a lawful agreement of bearing, or a rental agreement, happens, and it may include the full footings of the agreement amid the consignor and the transporter by orientation.
2. It is a receiving employed by the transporter settling whether properties identical the agreement account consume been conventional in decent disorder (a bill will be labelled as spotless if the properties have continued conventional on panel in seeming decent disorder and put prepared for conveyance); and It is also a writing of transmission, existence easily movable but not a passable tool in the lawful intelligence, it rules all the lawful features of bodily bearing, and, like a daring or other passable gadget, it may be permitted moving possession of the properties really existence approved.

Chapter 3

Theoretical Aspects

3.1 Definition of Training & Development:

Training and development is a job of humanoid reserve organization nervous through business act destined at enhancing the picture of persons then collections in structural locations. It consumes remained recognized by numerous designations, counting “humanoid reserve growth”, and “knowledge and growth”. The essential for Training and development is resolute by the worker’s presentation lack, calculated as shadows.

Training & development Need = Standard Performance - Actual Performance.

“HRM is a part of General Management that deals with the human aspect”.

Training:

- Training and development is slightly effort to recover present or upcoming worker presentation by cumulative an worker’s aptitude to do however knowledge.
- Teaching is the procedure of cumulative the equal of information and sympathetic So, exercise is the “knowledge” then teaching is the “distinguish-why”
- In this context, HMH TRADE INT. is no exception.

As we learned human resource department of HMH TRADE INT. is concerned with the continuous training of employees.

Development:

Operate growth toward the procedures, agendas and doings finished which each Group grows, improves and recovers the services, capabilities and general presentation of its workers and personnel.

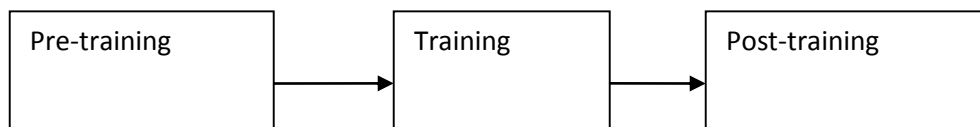
Human Resource Development (HRD) is the outline for serving staffs grows their individual and structural services, information, aptitudes.

3.2 Training as a process:

1. Previously, companies did not concern about training and development too much. However, as time training become standard process within organization, thus in service sector of HMH TRADE INT. training has most stress to attain the group objects.

2. Afterward this, here must remain an assessment to understand whatever one consumes really erudite.

Therefore, the HMH TRADE INT. training procedure is assumed underneath:



Pre-training:

This is beforehand exercise phase, anywhere details aimed at exercise then kinds of exercise are strong-minded.

Training:

By way of specified previous, is the procedure through which the abilities services, besides aptitudes of staffs to do precise works upsurges.

3.3 Training as a system

An exercise scheme might be clear as a lucid preparation of contributions, skill, persons, resources, proceedings, and procedure intended to provoke social productions, which crop additional communal or financial productions, cumulative structural efficiency.

3.4 Importance of Training:

Now it container remain supposed that the query of exercise fixes not rise nonetheless creation excellent of the technique of exercise is important. The importance of training can be elaborated as under:

- 1. Economy in operations:** Trained workers make better and economic use of materials and machines. Wastages are minimized. This helps in reducing per unit cost of production.
- 2. Minimization of supervision:** The trained worker knows his job well. His, work, therefore, requires less supervision.
- 3. Better performance:** Training improves quality of work. It also helps in increasing the productivity. So there is an increase in quality and quantity of output.
- 4. Increase in morale:** One of the objectives of training is to change the attitude and outlook of the workers. A Trained workers morale increases because of the support and encouragement he gets from his superior at the workplace. His opinion is respected. This makes workers more loyal to the organization.
- 5. Effective control:** Supervisors can easily delegate their power to the trained personnel's for the better managerial control.

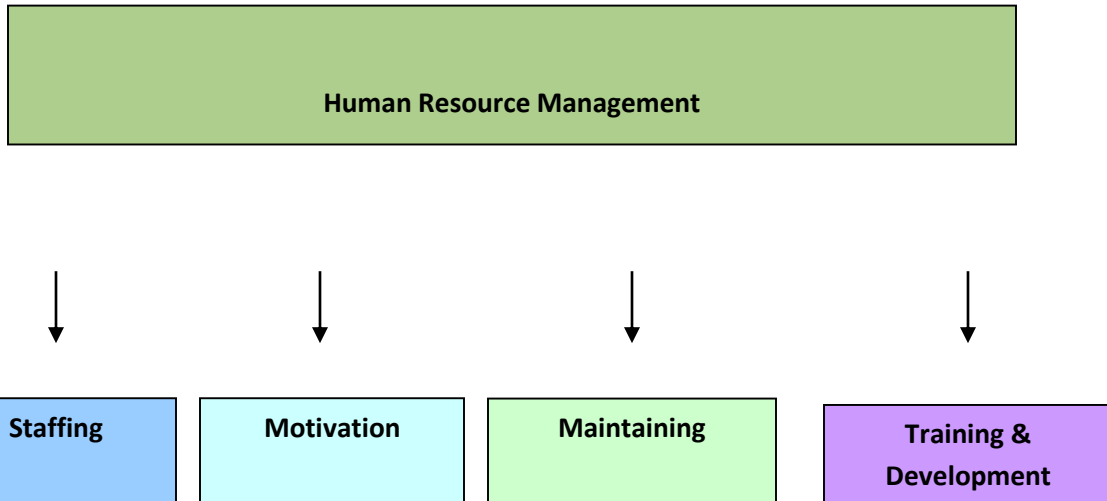
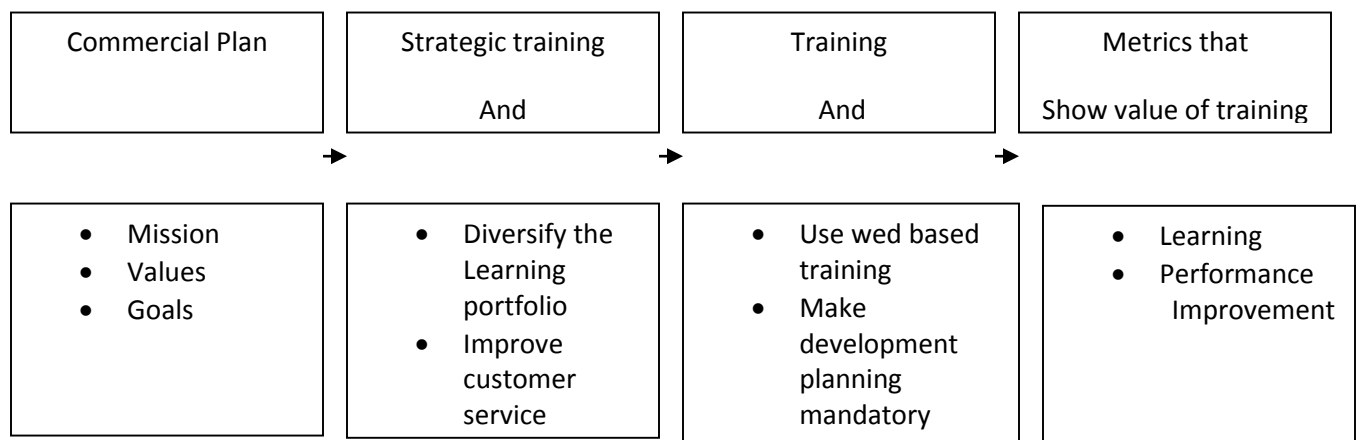


Fig: Basic function of HRM

3.5 Strategic Significance of Training

Toward donate to a business achievement, exercise events would assistance the business attain its commercial plan. A commercial policy is a idea that mixes the business areas, rules, movements. The plan inspirations in what way the business usages bodily wealth, monetary wealth, and hominid money. The metrics are rummage-sale to control if exercise helped donate to goalmouths connected to the corporate plan. The subsequent unit part apiece stage in the procedure:



3.6 Identify the Company Business Strategy

Three issues effect the business plan. Firstly, the business mission, vision, values, and goals assistance to control the plan. The assignment is the business aim for current. It might stipulate the client helped.

3.7 Identify Strategic Training & Development Initiatives

Planned exercise and growth creativities are learning-related act that a business must take to assistance it attain its commercial plan.

1. Diversifying the learning collection incomes that businesses might essential to deliver additional knowledge chances than just outdated exercise package. This include such as:

- Facilitate informal learning
- Provided more personalized learning opportunities

2. Improve client facility:

- Safeguard that worker consume creation then facility information
- Safeguard that worker take services wanted to interrelate through client

3. Hurry the step of worker learning: Which including:

- Decrease the period to grow training package
- Ease admission to knowledge reserve on an as-need foundation

4. Imprisonment and part information:

- Imprisonment vision and info after information worker
- Rationally establish and stock info

Provide Tanning & Development

Afterward a business selects exercise and growth creativities connected to its commercial plan, it then classifies training and development activities that allow these creativities to be attained.

3.8 Identify & Collect Material to Show Training Success

The matrices that are typically rummage-sale to classify exercise achievement or efficiency comprise apprentice’s satisfaction training program, whether the program caused in commercial related outcomes for the company.

3.9 The Need Assessment Process

Cutting-edge repetition, organization examination, being study and job investigation remain not led in any instruction. Whether period and cash is keen to exercise is depending on the consequences of organization, being, and then job analysis.

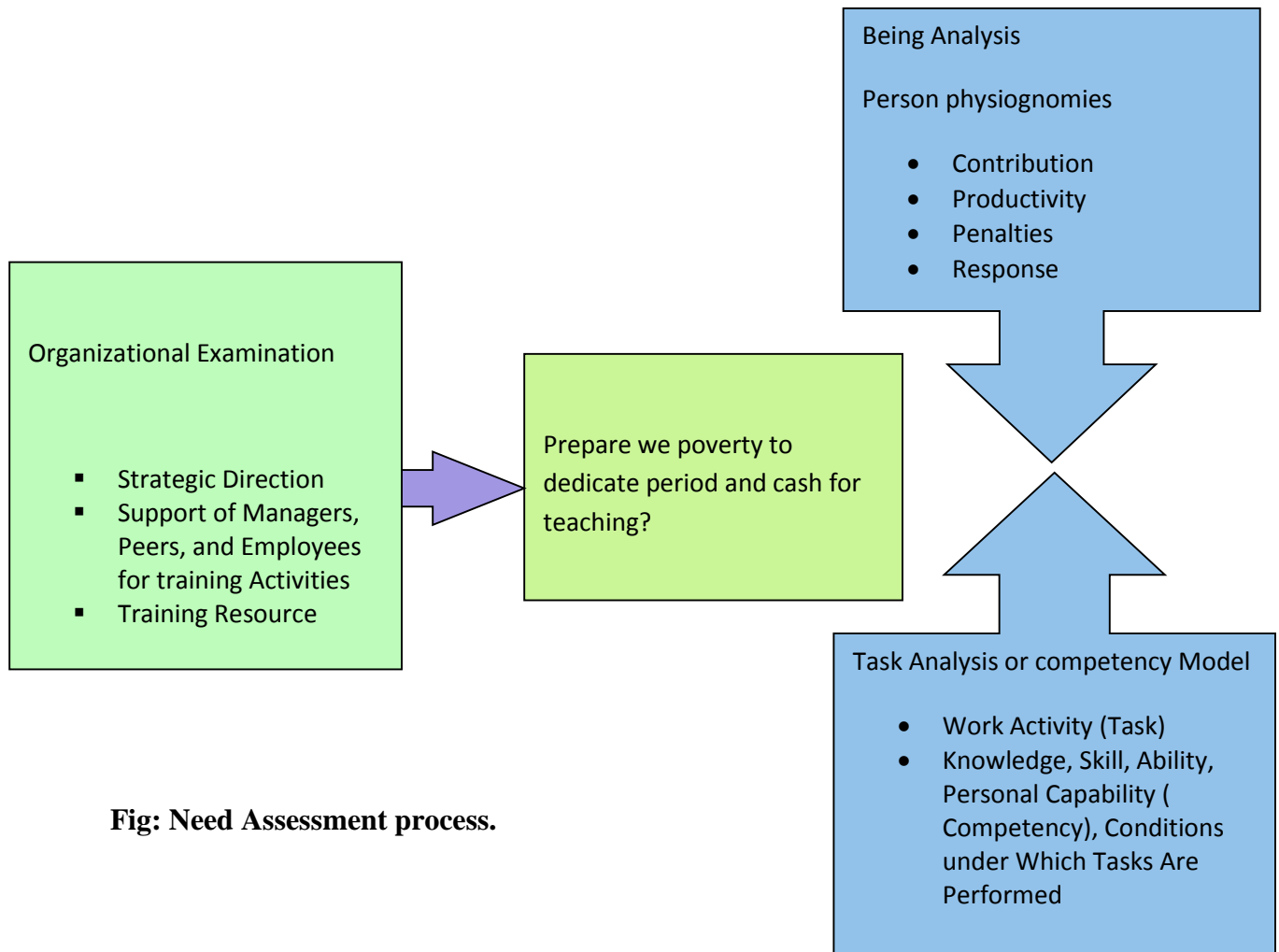


Fig: Need Assessment process.

3.10 Organizational Analysis

Organization analysis includes classifying whether exercise ropes the business planned way, whether directors, aristocracies, and staffs provision exercise action, and whatever exercise capitals are obtainable. It includes:

Company's strategic direction

Cutting-edge businesses cutting-edge which exercise is predictable to donate to the attainment of commercial plans and goalmouths, the quantity of cash owed to exercise and the incidence of drill determination probable be advanced than in businesses in which exercise is complete randomly or with no planned intent in attention.

Provision of bosses, aristocracies, and staffs for exercise doings

The important issues aimed at achievement remain a optimistic boldness amongst aristocracies, directors, and workers around contribution in exercise doings, bosses, and aristocracies readiness to deliver info to learners.

Training capitals

It is essential to classify whether the corporation has cheap, period, and know-how for exercise.

3.11 Personal Analysis

That is, whether present presentation or predictable presentation designates a essential for exercise. Its comprise being physiognomies.

Being physiognomies: It mentions to the workers Information, talent, capability, and insolences.

Task Analysis

A job is the worker's effort action in a exact job. Information comprises truths of events. Ability specifies ability in execution a job. Skill comprises the bodily and cerebral volumes to do a job. Job examination must be assumed lone afterward the group examination has strong-minded that the business needs to dedicate stretch and cash for exercise.

Effective Teaching Approaches

The old-style exercise approaches are prearranged hooked on three groups, such as

1. Performance method
2. Practical method

These are described given below:

Presentation Methods

The info might comprise truths, procedures, and problem-solving approaches. Exhibition approaches comprise talks and filmed methods. These are described given below:

Lecture

A lecture involves trainer's communication through disagreements whatever they poverty the apprentices to study. A talk is unique of the smallest luxurious; smallest time- overwhelming habits to current a big quantity of info professionally is an prearranged way.

Audiovisual Techniques

Filmed teaching comprises expenses, transparencies, and film. Audiovisual is one of the greatest prevalent teaching approaches. It has remained rummage-sale for refining message skills.

Questioning services, and for exemplifying events must be shadowed.

Hands-on Approaches

Hands-on approaches are training approaches that need the apprentice to be action complicated in knowledge. These approaches comprise on-the-job training, imitations, situation educations, occupational sports, part theatres, and conduct demonstrating.

On-the-job exercise

It container be valuable for exercise afresh borrowed staffs, promotion knowledgeable worker's services once novel skill is presented, cross-training worker with section or effort element, and positioning moved or indorsed staffs to their novel job.

Simulations

An imitation is a exercise technique that signifies a actual life state, by apprentices choices subsequent in consequences that glass what wanted occur if they remained on the occupation.

Business games

Business games need learners to fold info, examine it, and brand choices.

Commercial sports are chiefly rummage-sale for organization ability growth.

Role play

Role theatres consume apprentice's performance our fonts allocated to them. Role play might provide incomplete info regarding the situation. Role plays focus on interpersonal responses.

Behavior Demonstrating

Conduct showing gifts trainee by a perfect who proves key performances to duplicate besides provide apprentices by the chance to repetition the key behaviors.

Group Building Methods

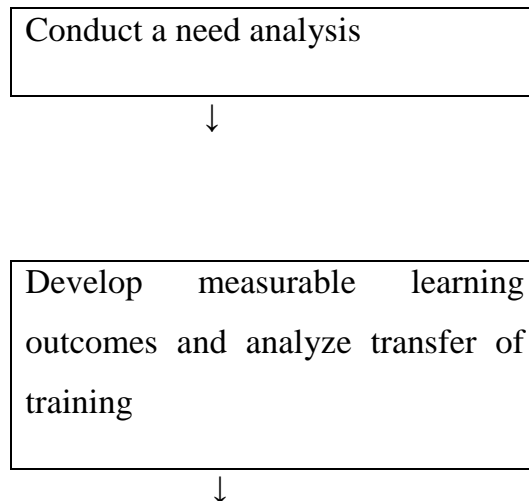
Cluster structure approaches are drill approaches calculated to recover side or collection efficiency. In collection structure means, apprentice's part thoughts and knowledge, shape collection classify, comprehend the lively of relational association.

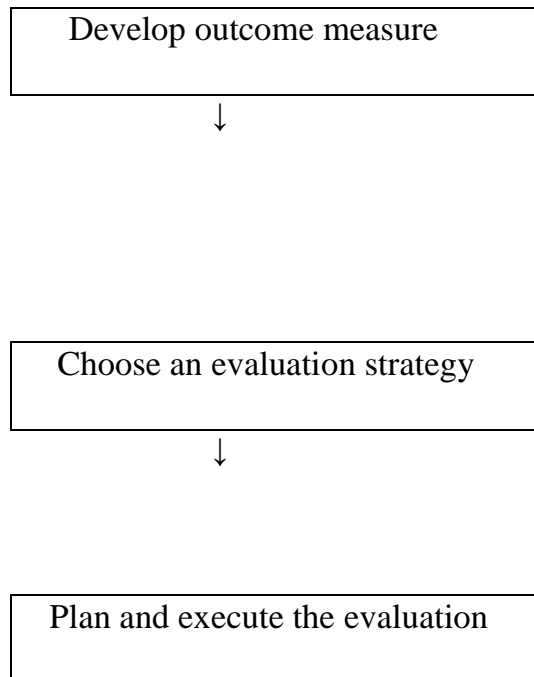
Adventure information

Escapade knowledge emphasizes on the growth of cooperation and management services finished construction outside doings.

Summative evaluation:

The assessment procedure must instigate control drill wants. Wants valuation assistances classify what information, ability, conduct, or additional studies competences are wanted. When the study competences are recognized, the following stage in the procedure is to classify exact, quantifiable drill impartial to leader the package. Examination of the effort setting to govern transmission the exercise is also valuable for control how exercise gratified will be rummage-sale on the job.





Philosophy must be careful in selecting a project. Preparation and performing the assessment involve showing the package as well as gathering exercise consequences rendering to the assessment project.

Methods of Training:

The training methods are divided into two board categories:

- a) On the job training.
- b) Off the job training.

A) On the job training:

On the job approaches are mention to approaches that are practical in the work place, though the worker is truly employed. Virtually every employee gets on the job training when he or she joins the any organization.

Chapter 4

Analysis

4.1 HR Policy

Strategy is advice to deed. Humanoid Reserve rule is the greatest energetic component of business rule meanwhile it leaders staffing, assortment, location exercise and assignment of workers.

Humanoid capitals rule generally aims at the following:

- Co-operation to and from staffs
- Safety of employs.
- Chance to development.
- Reasonable salary.
- Objects appraisal of effort.

4.2 Activities of HRM of HMM Trade International

HRM takes an important part in nowadays HMM Trade International besides necessity be onward lucid. They necessity income the principal in secondary moral attainment with the “people” module of the society. HRM of HMM Trade International resolve to indorse besides tool vicissitudes concerning where essential.

- Hitting correct man in the correct residence by a cautious package of assortment process and assignment to brand indisputable that the novel employee is bodily, spiritually and bodily, spiritually and expressively fit for the work to be did. This is wanted aimed at the novel worker to grow and produce.
- Drill the novel workers for emerging practical capability to do so that they container release their responsibilities and tasks professionally.
- Altering the group hooked on a harmonized object of dissimilar sections authorizing discount of relational and interdepartmental purpose and fights.

4.3 Need Assessment process of HMH Trade International

Organization Analysis

HMH Trade international takes a society study nevertheless it is not strong since that is interior chore. The planned way of HMH is interior errands and it be dependent on manager.

Personal Analysis

HMH Trade International stretches exercise the finest worker who finest production of the group. Really it be contingent on the worker presentation.

Task Examination

HMH Trade International continuously stretch the over-all and exact exercise of the staffs. The over-all exercise incomes the rudimentary exercise which is assumed to the all staffs. HMH Trade International continually gages their routine of the operative and then unquestionable which individual energies to the exercise package.

4.4 Training & Development of HMH Trade International

Human Resource Development actions aim at fulfilling the organizations task. One of HMH Trade International four major missions is to: “Provide service to our clients with the help of a skilled and dedicated workforce whose creative talents, innovative action and competitive edge make our position unique in giving quality service to all institutions and individuals that we care for”.

4.5 Employees Training of HMH Trade International

HMH Trade International employments a big amount of staffs for execution numerous occupations. Approximately of them are strangers. They essential additional information and ability for healthier presentation of works. They are, then, in essential of good exercise to donate to the success of the legislative boxes.

Here are approximately works that necessitate slight or no exercise but numerous of them essential to be did by sufficiently exercise. The usage of contemporary knowledge has shaped novel occupations in the group, which obligatory exercise.

Exercise expands career linked gen of the operative. Workforces converted more expert and apprise their information done exercise. Preparation offers needed orders for execution the existing occupation professionally. Drill fluctuates since schooling and growth.

Informing of drill to the workers consumes convert selfsame abundant significant in current eras aimed at healthier recital of the work. Now it canister be supposed that the query of exercise fixes not ascend but creation high-quality of the technique of working ready ascend.

4.6 Employees Training Method of HMH Trade International

They consume separated near teaching and expansion procedure in the next sections.

1. Service mind set
2. Manufacture based training

Kinds of Drill Agendas

Aimed at student, basis progressions on basic gen of RMG stand prearranged. Particular courses scheduled the area similar Commercial, Manufacturing, books, review besides etcetera are destined for bureaucrats employed in persons parts.

Training in HMH Trade International may be of two types.

1. Theoretical and
2. Practical

Theoretical Training: may be providing a conceptual clarity on the understanding of RMG sector. However practical training of HMH Trade International provides the skill & art necessary to perform a job.

Off the Job Training

The college grips need-based drill sequences/shop/meetings etc. which stand confirmed by Teaching & Study Separation in continually with numerous section and senior managers at Workplace. Preparation efforts remain continually reread / altered for attaining the buying house impartial.

On-the-Job Teaching

Substance sequences consume dual shares: academic exercise in the school and occupation spin. The majors on tryout are obligatory to feel in cooperation in a retro of unique time. Throughout this retro, three-phased preparation agendas are real.

The Academy of HMM Trade International

On the actual start the group placed a substance by location up an school at their own Agency below Human Resource Development Separation to human resource inside.

4.7 Evaluation of Training Program

The trainer should evaluate the outcomes of the training programs using various techniques. Evaluation of training is a process of getting knowledge about the performance of the trainers in the training programs. A trainer can conduct the evaluation of training program using the following techniques:

- A) Reaction
- B) Learning
- C) Behavior
- D) Results / Outcomes measurement

- A) **Reaction:** Reaction means the opinion of the trainers about the training program. There are two types of reaction such as positive reaction and negative reaction. If the positive reaction are higher than the negative reactions then the trainer can say that the training program is effective.
- B) **Knowledge:** knowledge stands dealt through in what way the values, indications and times stood tacit by the trainers.
- C) **Behavior:** Behavior assessment contracts through the countryside of changing the work behavior of the trainees. If the training program changes the behavior of the trainees, then the trainer can say that the training program is effective.
- D) **Results / outcomes measurement:** Result / outcomes measurement efforts to amount vicissitudes in variables as summary income, abridged charge, better-quality effectiveness, reduction in grievance and surge in excellence and amount of work.

Chapter 5

Findings, Recommendations and Conclusion

5.1 Findings of the Study

1. Organization doesn't encourage employees to share the knowledge what they learn from training.
2. Resource limitation, as a result different types of Training program arrange is not possible by the organization.
3. Lack of skilled employees as a result does not understand the Training & Development process.
4. The employees have no scope to use their knowledge quickly.
5. HMM Trade International has no proper training need assessment to their employees.

5.2 Recommendations

The following suggestions are made on the organization of the findings of the study:

1. Organization should encourage employees to shear the knowledge what they learn at the time training.
2. Organization need to add more resources for their training center as a result they can arrange different types of training program.
3. HR division need to hire skilled employees for the vacant position as a result employees can understand the training program easily.
4. The organization assigns any experienced employee to help the employees who come back from training program.
5. TNA is the most important issue, Proper TNA can reduce the organizational employee turnover rate

5.3 Conclusion

Training is important to each institute toward enlarge the employees' times then efficiency. Any types of training increases the performance of the employee as a result organization gets advantages such as the employee do their job perfectly or achieve their goals easily. So training and development is the very important part for the organization.

For the economic development of a country online web-portal sector plays a vital role HMH TRADE INTERNATIONAL is one of the markets leading organization in the online web-portal sector and it has already proved its presence and contribution in the socioeconomic prospect .So to complete with HMH TRADE INTERNATIONAL needs skillful employees this is achieved by the effective training program. So HMH TRADE INTERNATIONAL arranges effective training and development program which will employees skill, knowledge and ability, develop better customer services and increase confidents of employees to do better work. As a result, HMH TRADE INTERNATIONAL will earn more profit and to reach its mission and vision within short time.

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- Annual Report of HMH TRADE INTERNATIONAL.
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