

Internship Report
On
Training and Development process
A Study on Darin Group

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Date of Submission : 1st December, 2019

Letter of Transmittal

Date : 1st December, 2019

To

Gouranga Chandra Debnath

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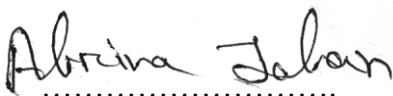
Subject: Submission of an internship report on training and development process of Darin Group.

Dear Sir,

With due diligence, it is my great pleasure that I got the opportunity to complete my internship program in **DARIN GROUP** and to make an internship report on “Training and Development process of DARIN GROUP. I’ve made sincere efforts to study related materials, documents, observe operations performed in DARIN GROUP.

Hence, I am submitting the “Internship Report” for your kind consideration. I tried to put my best effort for prepare of this Report. If any shortcomings or flaws may arise, if you would find any explanation or clarification required about the report, I’ll be obliged to attend you if you just let me know.

Sincerely Yours,



.....
Afrina Jahan Nazneen

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Acknowledgement

I would like to take the opportunity to thank those people, without whom this task would have been very difficult to complete. I would like to express my heartiest gratitude to Professor Gouranga Chandra Debnath, Associate Professor and Head, Department of Business Administration, Faculty of Business and Entrepreneurship – Daffodil International University, for his guidance, supervision and constructive suggestion to prepare the report.

I prepared my internship report on Training and Development process of Darin Group. I would like to give special thanks to HR manager of Darin Group Md. Amzad Hossain Uzzal for helping me to complete my internship in their esteemed organization.

Lastly I would like to give my special; thanks and inexpressible greets to my inmates, both seniors and fellow BBA students and others for giving me good advice, suggestions, inspiration and support. Thanks to all.

Supervisors Certificate

This is certify that the report on “Training and development process-A Study on Darin Group” is a record of whole hearted work out by Afrina Jahan Nazneen (ID: 153-11-969) as a partial fulfillment of the requirement of the degree of Bachelors of Business Administration(BBA) from Daffodil International University.

The report has been prepared by my guidance and direct supervision. I wish her happiness good health and every success in life.



.....
(Gouranga Chandra Debnath)

Associate Professor and Head

Department of Business Administration

Faculty of Business and Entrepreneurship

Student's Declaration

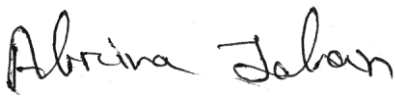
I do hereby solemnly declare that the work presented in this Internship Report has been carried out by me and has not been previously submitted to any other University /College/ Organization for an academic qualification /Certificate / Diploma or degree.

I, Afrina Jahan Nazneen, ID: 153-11-969, Declare that the presented internship report on "Training and Development process -A Case Study of Darin Group" submitted as a course requirement for Bachelor of Business Administration at Daffodil International University was prepared by me.

The work I have presented does not rupture any existing copyright of this report is copied from any work done earlier for a degree or otherwise.

I further undertake to compensate the department against any loss arising from breach of the foregoing obligations.

Submitted by:



Afrina Jahan Nazneen

ID: 153-11-969

Major: Human Resource Management (HRM)

Program: BBA

Department of Business Administration

Daffodil International University

Executive Summary

The Food & Beverage department is the most important part of the export oriented business. It increases the opportunity for entrepreneurship development in Food & Beverage sector. Thus it helps to remove unemployment problem and also play an important role in the economic development of the country. Though My Foods is a big Foods Company in Bangladesh Sister Concern of Darin Group, but hope so it will be very big Foods & Beverage very soon. Because of, in this Foods Company the top level, mid or lower level people work together to achieve their corporate or main goal. They trained up their existing and as well as new workers, so that the workers can gain knowledge and can be able to do any kinds to works or activities. In this Foods Company HR department not only provide training and development programs, also evaluate the workers performance and arrange meetings, seminars etc. Darin Group has started its journey in the field of Foods & Beverage in the year of 2009. Presently it has been established as a Leading & Quality manufacturer of Foods Product (Dry- Cake, Biscuit & Bakery, Snacks, Spice, Beverage & Drinks, Mustard Oil, Lacca Semai, in the country. It is located in our own premises the corporate office at Nagar Bonolota,H-24, Sonargaon Jonopoth Road, Sector#11, Uttara, Dhaka-1230.

This Food & Beverage best quality of products and as well as concern about its workers. Because, Darin Group believes that without providing proper training the workers cannot be skilled or able to do work effectively & efficiently. And also believes that the workers skills, abilities, knowledge, hard work will need to achieve the desired goals.

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CHAPTER-1

Introduction

1.1 Introduction:

Human Resource Management (HRM) is very monumental part of any kinds of organization. **Darin Group** believes that proper training and development program is one of the key factors for their success. This Food Factory treat their workers as their assets, partners. People are very important in this present world because they have greater knowledge, experience, skill and ability. But put the potential employee in the right place, it is possible only through providing proper training and development. But first need to train up to the workers and then should develop and enhance their skills, knowledge etc.

Darin Group started its training and development programs in 2012. Then, started arranging functions, seminars and meetings; so that can provide best efficient training and development section to the workers. Training and development is an important and effective tool for any organization. In order to keep peace with the existing world, need to train and develop the workers, so that they can fulfill the organization's requirements.

1.2 Origin of the report:

The internship program is a prerequisite for the completion of the BBA Program. It is an opportunity for the students to know about the practical environment of the real business world through Internship. I have enrolled as an intern at **Darin Group** to complete my internship program. This report has been prepared because of the fulfillment of the internship program.

1.3: Objectives of the study:

The objective of the report can be viewed in two forms:

- Broad Objective
- Specific Objective

1.3.1 Broad Objective

The broad objective of the study is to analyze the Training and Development process of **Darin Group**.

1.3.2 Specific Objectives

More specifically the broad objective can be broken down into some specific objectives which are mentioned below:

- To find out the training and development process of Darin Group.
- To analyze the training procedure of Darin Group.
- To evaluate the training and development programs of Darin Group
- To improve the workers performance by training of Darin Group.
- To make some recommendation on the basis of problem of Darin Group.

1.4: The scope of the report:

The report is based on DARIN GROUP. This report includes purpose of training and development, product categories, sources of raw materials, buyers name and countries name and many more information analyzed in this report.

1.5: Methodology of the study:

This is a systematic procedure from a selection of the topic to final report preparation. To perform the study the data sources are to be identified and collected, they are to be classified, analyzed, interpreted and presented in a systematic manner and key points are to be found out. The overall process of the methodology is given below:

1.5.1 Data collection Method

<u>Data Collection Method</u>
1. Primary data
2. Secondary data

1. Primary Data: When data are collected through direct searching in the field then it is called primary data. Data were collected from primary sources using the following systems:

- Direct communication with the workers.
- Personal interviews and discussions with the workers, consumers, customers and clients of Darin Group.
- Practical task or work.
- Verbal interviews.
- Questionnaire section.
- Personal experience gained by working with different people.

2. Secondary Data: When the data collected by someone else for another primary purpose. The utilization of this existing data provides a viable option for researchers who may have limited time and resources. The secondary data are collected by applying following techniques:

- Various internal documents of Darin Group.
- Many official record of Darin Group.
- Annual report of Darin Group.
- Information collected from internet.

1.5.2 Findings of the study:

The collected data were scrutinized very well and pointed out and shown as findings.

Recommendations are also made for the improvement of the current situation.

1.5.3 Final report preparation:

On the basis of the suggestions of my honorable supervisor, corrections were made to present the report in this form.

1.6 Limitations:

The organization maintains strict confidentiality about their information. Because of, they are afraid of any type of information leakage to their competitors. So there was always difficulty to have appropriate information from them.

The following factors seem to be the main limitations of this study:

- May not be possible to contact with the executives and managers to fill the questionnaire or for discussion with them.
- Human resource (HR) department maintains very much confidential about their activities and internal information.
- The authority did not want to disclose much information about their training process.

Though there are some limitations I have tried my best to collect adequate data and information to make the report meaningful.

CHAPTER-2

Organization Overview

2.1: DARIN GROUP:

DARIN GROUP has started its journey in the field of Food & Beverage in the year of 2009 with a view to provide backward linkage support to the country's rapidly growing export oriented Food & Beverage industries. Dr. Md. Delwar Hossain is the Managing Director of DARIN GROUP. Presently it has been established as a Leading & Quality manufacturer of (Dry- Cake, Biscuit & Bakery, Snacks, Spice, Beverage & Drinks, Mustard Oil, Lacca Semai in the country. It's located in its own premises at Uttara, Dhaka, with modern state of art machinery of EU origin. It is BSTI, BAPA & Halal certified for our all products. It is committed to deliver of quality products with standards to valuable customers to their utmost satisfaction.

2.1.1 Office:

- ❖ **Corporate office – Nagar Bonolota, House#24,**
- ❖ **Sonargaon Jonopoth Road, Sector#11, Uttara, Dhaka-1230.**
- ❖ **Factory – Digiborab, Holding No: 186, Jatramura, Rupgonj, Narayangonj**

2.1.2 Vision:

To become exceptional Foods & Beverage sector by offering service excellence and creating value for everybody encircling customers, workers, shareholders, partners, society and economy through accountability, technology, creativity, innovation and integrity.

2.1.3 Mission:

- Customer support & satisfaction.
- Always expand the boundaries by looking for new opportunity.
- Maintain Business discipline by keeping strategic focus and working within the business model.
- Promote & encourage diversity.
- Reward teamwork & self-initiative.
- Excellence in healthy working environment.

CHAPTER-3

Theoretical Aspects

3.1 Human Resource Management(HRM):

HRM is the set of organizational activities directed at attracting, maintaining, developing an effective workforce to achieve the organizational objective effectively and efficiently. HRM is the part of the larger field of management which is concerned about how the organization should manage its human resources. It deals with human relations of an organization starting from recruitment to labor relation. More specifically, "HRM is a part of general management that deals with the human aspect".

- Acquisition of human resource [getting people].
- Development of human resource[preparing].
- Motivation of human resource[stimulating/encouraging].

Human Resource Management is concerned with a variety of activities that significantly influence all areas of organization.

3.2 Human Resource Planning:

Human resource planning has traditionally been used by organizations to ensure that the right person is in the right place or in the right job in the right period of time. The human resource planners involve themselves in more programs to serve the needs of the business and even the influence the direction of the business; they face new and innovative responsibilities and challenges. Through human resource planning can link between human resource management and the overall strategic plan of an organization. Actually, human resource planning focused on the short term and was dictated largely by line management concerns. Human resource planning includes creating an employer brand, select an appropriate strategy and planning for future. Moreover, human resource planning is a process that identifies current and future human resources needs for an organization to achieve its goals.

3.3 Functions of Human Resource Management:

HRM is the most important part of any kind of organization. And human resource functions helps to understand the HR activities more specially. HRM is all about acquiring services of people, developing their skills, motivating them to the highest level and making sure that they continue to maintain their commitment towards the organization. Well, HR functions are the part of HRM which is concerned with the people at work, their activities and with their relationship within the organization as well as this function allows workers to acquire new skills and knowledge to perform their job effectively.



- 1. Recruitment and staffing:** Recruitment is a process of attracting the potential people towards the organization and staffing is a process that involves several steps in acquiring suitable workers for several positions in an organization. Actually, recruitment and selection are used to hire candidates for a particular role.
- 2. Payroll management:** A payroll management system describes that the organization's disbursement, helps to manage the computation and reporting the workers' salaries accurately and efficiently.
- 3. Appraisals and performance management:** Performance appraisal refers that providing feedback, setting work standards, assessing performance to workers to motivate and correct them. And performance management is an integrated approach to ensuring that the workers performance supports and contributes to the organizations strategic aims or goals.
- 4. Training and development:** Training is a program that helps the workers learn specific knowledge and skills to improve their performance. And development is process of improve the future performance for the workers and as well as the organizations betterment.

5. **Conflict resolution:** Conflict means disagreement between two or more parties about some particular issues. And conflict resolution means that find out the solution of that particular problems.
6. **Employee relation:** Its means that maintain a good relationship and communicate with the workers or employees. Because, if an HR manager build up strong communicative relation then it will be easy to understand the workers problems and the other things.

3.4 Training:

Training is the process of providing the new employees with the existing knowledge and skills which is required to perform the job.

- It's not a set of goals, but it's more like vision.
- It's not what you want in life, but it knows how to reach it.
- It may not be quite the outcome you were aiming for, but it will be a sweetest outcome.

In addition, training is about acquisition of knowledge, skill and ability. And also it's enhanced the workers better performance and brings changes in the workers attitudes and behavior.

3.4.1 Training method:

<u>Training Method</u>
1. On-the-job training/ OJT
2. Off-the-job training

1. **On-the-job training:** It is a process of having a person learns a job by actually doing the job.
 - **Coaching:** It is a process where a coach gives some knowledge about the working style and helps to apply incorrectly.
 - **Job Rotation:** It is basically shifting a person from a particular designation or title to another designation. For example; if a marketing executive is shifted as a financial analyst to learn new knowledge it will be job rotation.

- **Special Assignment:** Sometimes, the employers provide special assignment to the newly appointed employee. So that, they can acquire new knowledge, skill and actual way to do the job.

2. **Off-the-job training:** It is process of getting knowledge through different sources like; lectures, instructions, informal group discussion that we can apply in future to the real world.

- **Lectures:** It is an off-the-job training method where a lecturer use some signals to help listeners follow your ideas. For example; a teacher provides lecture on human resource management to get his student ready for HR specialist.
- **Informal Learning:** It is a process where a group of people bring themselves together and discuss about the nature of job and some of the daily routine activities.
- **Job Instruction Training (JIT):** A trainer lists each job basic task along with key points, in order to provide step by step training for employees.
- **Computer Based Training:** It is kind of virtual training where training gets knowledge from computer and technology.
- **Programmed Learning:** A systematic method of teaching job skills involving:-
 - Presenting questions or facts.
 - Allowing the person to respond.
 - Giving the learner immediate feedback on answers.
- **Internet Based Training:** Using the internet to facilitate computed based training.
- **Audio Visual Based Training:** To meet the need for organization wide Training and it's too costly to move the trainers from place to place.
- **Literacy Training Techniques:**
 - Testing job candidates' basic skills.
 - Setting up basic skills and literacy programs.

3.4.2 Training evaluation:

Firstly, training evaluation describes to the process of collection the outcomes needed to determine if training is effective. Secondly, the training evaluation design illustrate to the collection of information including; what, when, how and from whom that will be used to determine the effectiveness of training program.

Actually, training evaluation divided into two parts;

1. **Formative Evaluation:** It is refers to evaluation conducted to improve training process. Well, formative evaluation helps to assure that;
 - The training program is well organized and run smoothly.
 - Trainees learn and are satisfied with the program.

2. **Summative Evaluation:** It is describes to evaluation conducted to determine the extent to which trainees have changed as result of participating in the training program.

3.5 Development:

Any attempt to improve current or future management performance by giving knowledge, changing attitudes or increasing skills. Development involves in attaining the long-term efficiency in the workplace that is getting the benefit in future rather than the present improvement in certain skill. Well, development is the process of increasing efficiency and changing behavioral pattern or mentality toward particular issues for the achievement of organizational objectives.

3.6 Steps of training and development process:

Training and development has divided into five steps;

1. **Need analysis:** The first step of training and development is need analysis. It describes the performance objectives based on any deficiencies, the specific job performance skills needed, develops specific measurable knowledge and assesses the prospective trainee's skills.

2. **Instructional design:** The second step of training and development is instructional design. Well, it is design to individuals decides on compile and produce the training program content including work books exercises.

3. **Validation:** This is the third step of training and development. And it refers that the bugs are socked out of the training program through presentation it to small representative audience.
4. **Implement the program:** It is the fourth step of training and development. This step consists to implement the program by actually training the targeted employee group.
5. **Evaluation:** Fifth step of training and development step is evaluation. Consequently, this step illustrate the management assesses the programs successes or failures.

3.7 Inputs of training and development:

Training and development program has some inputs which enhance the participants to gain theoretical knowledge, skills and abilities to do any kind of work or activities.

- **Education:** A HR specialists understand the importance of the education in any kind of training and development program. Many times the organizations inspire and encourage the workers to do course on a part time basis. Actually, the purpose of education is to teach theoretical concept and to develop a sense and judgment.
- **Skills:** Skills is to be must needed to do any kind of work. And training helps to make a person skilled. Because, without skills a worker cannot use a machine or any other equipment, cannot know about technology. Moreover, skills also increase the peoples ability.
- **Development:** Through training people can get new knowledge, skills and ability and through development people can improve current and as well as the future condition.
- **Ethics:** ethics is most vital part of training and development program. Because, without known proper ethical behavior top, middle and lower level workers cannot work or communicate with each other properly.

3.8 Approaches of training and development:

There are two kinds of approaches of training and development;

1. **Traditional approach:** In the first place, most of the organization never used to believe in training system, in the past. Because, people thought that training is very costly program and it does not bring any benefit which is worthless. And also people believe that managers are born not made. But in the present time of period the scenario seems to be changing.

2 Modern approach: In the present world everyone believes that without proper training and development people cannot get accurate knowledge, skill or cannot learn new things and activities. So in the modern approach people try to get them more trained up and develop.

3.9 Differences between training and development:

There are some differences between training and development, shown in the given below;

Basic	Training	Development
1. Meaning	It is a process of acquire new knowledge and skills to increase the betterment of performance.	It is a process of future orientation and to improve the learning and growth.
2. Orientation	It is a job oriented process.	It is a career oriented Process.
3. Duration	It is a short term process.	It is a long term process.
4. Focus	It focuses on technical skills.	It focuses on conceptual and Human ideas.
5. Objective	It enables the employee to perform the job better.	It assures the overall growth of the employee.
6. Scope	It has a narrow scope.	It has a wider scope.
7. Level of trainees	It is meant for supervisors and laborers.	It is meant for managerial levels.

CHAPTER-4

Training and Development of DARIN GROUP

4.1 Training of DARIN GROUP:

- Training helps to increase new and creative knowledge, skill and ability.
- Training provides the updated information.
- **On-the-job training** is arranged in the workplace by instruction and observation.
- **Off-the-job training** is providing by informal group discussion, lectures, seminars, meetings etc.

4.1.1 Training needs assessment:

Actually, training needs assessment helps to solve the performance problem. And the purpose of training needs assessment is to identify that if there is any need of training or training program. So that, by this training needs assessment it will measurement the workers performance and helps to improve the performance. DARIN GROUP take this step so that can evaluate and as well as improve the performance of the workers.

4.1.2 Training administration:

At the present time, human resource department carries out all the administration tasks of the training co-ordination with the departmental supervisors, trainers, employees for providing the training program. Besides, this is done to prevent any form of miscommunication, misconnection and to assure that the workers are receiving the right training pertaining to their needs, which will lead to improved performance of the DARIN GROUP. In point of fact, the HR department works as an intermediary between the employees, trainers, supervisors and the training program.

4.1.3 Training evaluation:

Training evaluation helps to know about the workers reaction or their feedback. Moreover, it also assists to analysis of the knowledge and skills that the employees have learned from training program. Furthermore, by training evaluation can show the results of new inputs made through trainees because performance of the trainees are important to evaluate to know the effectiveness of the present practiced programs. So that's why DARIN GROUP must try to do training evaluation.

4.2 Development:

- Development focuses on future task.
- Development improves the performance for the future betterment.
- Development enhances the communication skills, problem solving ability and measurement or evaluation the performance.

4.2.1 Development process of DARIN GROUP:

DARIN GROUP adopts some development process so that can provide best knowledge towards the workers.

On the job development	Off the job development	Workers development
❖ Committee assignment	📚 Lecture courses	❖ Group assignment
❖ Job rotation	📚 Sensitivity training	❖ Coaching
❖ Coaching	📚 Simulation exercise	❖ Understudy
❖ Understudy	📚 Transactional analysis	❖ Committee assignment

4.3 Training & development purpose of DARIN GROUP:

- To make effective and efficient teams or groups.
- To build strong communication and interpersonal skills.
- To keep the workers up-to-date with the new changes of information.
- To prepare the workers for the future growth and advancement.
- To help the workers perform more effectively in any kind of task.
- To evaluate the workers performance.
- To inspire and motivate the workers.

4.4 Importance of training & development of DARIN GROUP:

- Training and development assists in enhancing the job knowledge, skill and ability of workers.
- Training and development not only prepare the workers for the present but also prepare for the future orientation.
- Training and development helps to get numerous opportunities and as well as develop the workers interpersonal skill or behavior.
- Training and development collaborate in most advantageous use or utilization of human resource that helps to the workers to achieve the organizational or the corporate goals and as well as their individual goals.

4.5 Integration of training outcomes with other HR practices:

Training outcomes integrate with the other HR practices in DARIN GROUP. It integrates with the best HR practices of the company and they are:

- Training helps achieving organizational goals every year.
- Delight employees with unexpected things i.e. rewards. It is mainly to motivate the workers.
- Recognizes employee talents by public appreciation i.e. colleagues.
- Highlight the best performers and make them visible so that the others put their best and the environment becomes pure competitive. Systematic knowledge sharing that supports the strategy.
- Performance linked bonuses which increase the motivation, productivity and the competition.

CHAPTER-5

5.1 Learning:

I have done my internship at the Human Resource (HR) department of DARIN GROUP. The internship program helped me to enhance my knowledge beyond the text books. I have gained practical knowledge regarding the corporate environment which I hope would support me in the future.

During the course of the internship, I got opportunities to communicate with a lot of people and learn more about the company and the Food & Beverage industry of Bangladesh. The internship course definitely enlarged my knowledge, skill and experience. This internship gave me the chance to reach out to many diverse people within the company. The aspect that really exceeded my expectations was the company culture. Being treated as a full-time employee helped me become fully immersed in the collaborative, fun learning culture of the company. And I have learned the following things-

- **Confident:** Because of, working with many people and communication with the workers, staffs, and any other workers in the organization, it will help to build up my confident.
- **Work hard:** By watching the workers while they work, I also realize that without hard-working people cannot achieve their desired goal.
- **Talk with co-workers:** Co-workers have a lot of experience and they have obviously made it in that particular field. I could learn a lot and get some great ideas.
- **Be thankful:** I am very thankful to the DARIN GROUP and my co- workers. For them, I learned many things which will help for betterment of future.

5.2 Findings:

After analysis of data of DARIN GROUP realizes that by providing training and development programs ensure the workers expectation and as well as fulfill the organizational desired goals.

DARIN GROUP tries to follow both are the methods or techniques (on-the-job training and off-the-job training) of training and also tries to improve or develop the workers performance.

- DARIN GROUP helps to create an outstanding image within the Foods & Beverage industry by developing the workforce through need based training associated with future requirement.
- The training and development objectives are completely clear to the workers; the workers of DARIN GROUP know why they are having the trainings and how the trainings will help them in their work.
- Actually, there are various ways of providing training to the workers but DARIN GROUP cannot provide all the training section because of high costing.
- Well, over the year the management of DARIN GROUP is trying to minimize the training cost and also improve the training facilities.
- But, DARIN GROUP has one big problem that it has no social media profile. So that, people cannot gather enough information about this organization.
- All the workers of DARIN GROUP believe that training and development program is most useful materials to enhance the workers performance, ability and skill.

5.3 Recommendations:

Actually, it is difficult to give recommend DARIN GROUP because, it's a Food & Beverage and try to give as much as facilities to the workers and provide best quality full products. But after fulfillment the study I tried to give some recommendation.

- First of all, DARIN GROUP should draw attention to the buyers and the clients so that; can get more buyers and clients. And it is only possible when they can make strong communication system with all the parties.
- Safe and secure working environment ensuring is most important part to increase the workers confident. So, DARIN GROUP should improve its working environment more so that the workers can work without any fear of their life.
- DARIN GROUP should improve its online facility for customer satisfaction because customers are the king. Without ensuring their satisfaction the organization cannot reach to their desired position.
- New talents and skilled workers is most needed thing for completing the organization's goals. DARIN GROUP should recruitment potential workers to fulfillment the organization strategy and goals.
- DARIN GROUP outlining specific training and development objectives on the basic of the type of performance needed to achieve organizational goal.
- DARIN GROUP should organize more training and development program the workshop to make the workers more efficient at their performance.

5.4 Conclusion:

I really glad to DARIN GROUP and all of my co-workers, who helped me a lot. Without their support and contribution it was quite difficult for me to adopt the new environment. Here, all the employees are very much cooperative with their customers, colleagues, buyers and the visitors. To sum up, I want to say that I am very lucky to join here as an intern because I always got the support and motivation to assemble knowledge from DARIN GROUP .HR department of DARIN GROUP is new, but try to provide best facility and as well as try to trained up the workers and also believes that potential training helps to develop or improve the workers performance. Though Darin Group is very big Food's Company, but I hope that it will be become a successful Foods & Beverage and so it will achieve its desired position in the marketplace.

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- Md. Amzad Hossain Uzzal, HR manager of Darin Group.
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153-11-969

ORIGINALITY REPORT

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