

**Internship Report**  
**On**  
**Human Resource Training & Development procedure**  
**Of**  
**Sharmin Freight System Ltd.**



**Daffodil**  
*International*  
**University**

**INTERNSHIP REPORT**

Md. Ashraful Islam Milon | Daffodil International University |

# **Internship Report**

**On**

**Human Resource Training & Development procedure of  
Sharmin Freight System Ltd.**

## **Supervised By**

Dr. Gouranga Chandra Debnath  
Associate Professor and Head  
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## **Submitted By**

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**Daffodil International University**

**Submission Date : 21<sup>st</sup> December, 2019**

## Letter of Transmittal

Date : 21<sup>st</sup> December, 2019

Dr. Gouranga Chandra Debnath  
Associate Professor and Head  
Department of Business Administration  
Faculty of Business & Entrepreneurship  
Daffodil International University

**Subject: Submission of Internship Report.**

Dear Sir,

With extraordinary joy, here I present my temporary position write about "Human Resources Training & Development of Sharmim Freight System Ltd ". The report is altogether founded on the learning and encounters I have picked up amid my temporary position period at Sharmim Freight System Ltd. Subsequently, I would be extremely charmed and respected on the off chance that you acknowledge my Internship Report and perceive my diligent work and assurance I have assembled in the readiness and fruition of this report.

I would like to thank you for your support, guidelines & observation of my works which made it easy for me as well as provided knowledge of learning in practical.

Sincerely yours,



**(Md. Ashraful Islam Milon)**

ID: 161-11-988

Bachelor of Business Administration (HRM)

Daffodil International University.

## Student's Statement

I do therefore announce that the work displayed in this temporary job report titled "**Human Resources Training & Development of Sharmim Freight System Ltd** " Is a unique work done by me under the supervision of Dr. Gouranga Chandra Debnath, Associate Professor and Head Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University. No piece of this report has been beforehand submitted for any scholastic authentication or Degree. The work I have exhibited likewise does not break any current copyright and any part of this report isn't replicated from any work done by anybody and the association.



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**(Md. Ashraful Islam Milon)**

ID: 161-11-988

Bachelor of Business Administration (HRM)

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## Letter of Acceptance

This internship report entitled “**Human Resources Training & Development of Sharmim Freight System Ltd**” is prepared with thoughtful and relevant document under my direct supervision. This report is submitted by **Md. Ashraful Islam Milon**, a student of Bachelor of Business Administration (BBA), Daffodil International University, ID: 161-11-988 has been accepted.

A handwritten signature in black ink, followed by the date '21/12/2019' written in a similar style. The signature is somewhat stylized and difficult to read precisely, but appears to be 'Gouranga Chandra Debnath'.

---

**(Dr. Gouranga Chandra Debnath)**

Associate Professor and Head

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

## **Acknowledgement**

I take the opportunity to express our gratitude to all the concerned people who have directly or indirectly contributed towards completion of this project. I extend my sincere gratitude towards **Sharmim Freight System Ltd** for providing the opportunity and resources to work on this project. I am extremely grateful to **MD. Abdul Malek**, my mentor in Sharmim Freight System Ltd. for his guidance and invaluable advice during the projects. Also to my guide, Dr. **Gouranga Chandra Debnath**, Associate Professor and Head, Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University, Whose insight helped me to complete this project and encouraged me to go beyond the scope of the project and this broadened me learning on this project.

## **Executive Summary**

The report is begun because of my temporary position program that I have finished as a necessity of BBA program of Daffodil International University. This report is exclusively founded on my temporary position understanding of three months at Sharmim Freight System Ltd. This report contains pragmatic working knowledge of various errands in the of Sharmim Freight System Ltd.

The target of this examination is to investigate the Sharmim Freight System Ltd. To set up this report distinctive wellsprings of information have been utilized. The primary area of this report comprises of an audit part which has been created for the suitable usage of the full report. Later parts have depicted the working knowledge of my entry level position period at various branches of Sharmim Freight System Ltd alongside investigation, discoveries, proposals and end.

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# *Chapter 1*

# **REVIEW OF THE REPROT**

## 1.1 Introduction

As a part of the curriculum of BBA, I underwent my training project at Sharmim Freight System Ltd. This three months training in an industrial organization seems to be necessary for the complete understanding of the phenomenon related with Training and development. This study prescribes add situation before the researcher, there by he/she gets perfection. This short of study injects flavors of confidence in heart and mind of the researcher. It provides ample opportunity to comprehend the phenomenon and suggest best solution of it. I was assigned the title " Human Resource Training and Development procedure of sharmin freight system ltd." Employees training tries to improve skills, or add to the existing level of knowledge so that employees is better equipped to do his present job, or to prepare him for higher position with increased responsibilities. However individual growth is not and ends in itself. Organizational growth need to be measured along with individual growth.

## 1.2 Background

Every organization needs to have well trained and experienced people to perform the activities that have to be done. If current or potential job occupants can meet these requirements, training is not important. When this not the case, it is necessary to raise the skills levels and increase the versatility and adaptability of employees.

It is being increasing common for individual to change careers several times during their working lives. The probability of any young person learning a job today and having those skills go basically unchanged during the forty or so years if his career is extremely unlikely, may be even impossible. In a rapid changing society employees training is not only an activity that an organization must commit resources to if it is to maintain a viable and knowledgeable work force. The entire project talks about the training and development in theoretical as well as new concepts, which are in trend now. Here we have discussed what would be the input of training if we ever go for and how can it be good to any organization in reaping the benefits from the money invested in terms like (ROI )i.e. return on investment. What are the ways we can identify the training need of any employees and how to know what kind of training he can go for?

Training being in different aspect likes integrating it with organizational culture. The best and latest available trends in training method, the benefits which we can derive out of it. How the

evaluation should be done and how effective is the training all together. Some of the companies practicing training in unique manner a lesson for other to follow as to how train and retain the best resource in the world to reap the best out of it.

### 1.3 Scope of the Study

In this project I have tried to present details about the training and development procedure being presently followed in Sharmim Freight System Ltd and the feedback, I collected from different employees during my interaction with them.

The scope of training and development can be explained with the help of following points -

- exact position of performance of employees through their feedback
- Development of the employees through various training and development programs.
- Developing altered of unbiased treatment to all employees.

### 1.4 Objective of the Report

The main objective of this report is to learn about Training and Development procedure and policies of Sharmim Freight System Ltd.

#### **Broad Statement**

When I was working at Sharmim Freight System Ltd as an Intern, There I could Learned that how does the study could use practically at workplace. This helped me to develop my skills.

The specific objectives of the study are:

1. To identify the different methods of training and development of Sharmin Freight System Ltd.
2. To analyze the different methods of training and development of Sharmin Freight System Ltd.
3. To evaluate all the activities of Sharmin Freight System Ltd.
4. To find out different problems related to training and development in Sharmim Freight System Ltd.
5. To make some Recommendation on the basic of problem.

I have tried to take a view on the topic in a practical manner, so that the feedback can be provided to the organization..

## 1.5 Methodology

The internship program was fundamentally performed by noting the daily activities of the officers and working with in progress. It is a descriptive type of research. And, I have collected information from both essential and optional assets.

### **Primary sources of information:**

- Face to confront day by day discussion with the authorities of Sharmim Freight System Ltd.
- Relevant record consider as given by the Employee concerned.
- Discussions with department personnel.

### **Secondary sources of data:**

- Annual Report of Sharmim Freight System Ltd.
- Record of tanning and development process.
- Files of business performance.
- websites

Methodology can be defined as-

- The analysis of the principles of methods, rules, and postulates employed by a disciplinel.
- The systematic study of methods that are, can be or have been applied within a disciplinel.
- A particular procedure or set of proceduresl.

Methodology includes a collection of theories, concepts or ideas as they relate to a particular discipline or field of inquiry: Methodology refers to more than a simple set of methods; rather it refers to the rationale and the philosophical assumptions that underlie a particular study relative to the scientific method. This is why scholarly literature often includes a section on the methodology of the researchers.

## 1.6 LIMITATION OF STUDY

During my training period although the management and plant personnel were very cooperative & extended their full support, yet there were following limitations associates with my study which I would like to mention:

Due to the busy schedule of an organization I was unable to grasp the precious words of the HRD Manager.

# *Chapter 2*

## **(Company Overview)**

## **2.1 Introduction:**

Sharmim Freight System Ltd is a subsidiary of Orient Overseas International Limited, a Hong Kong based public company, and is a worldwide leader in integrated international container transportation and logistics services serving Asia, Europe, North America, and Australia. It has a highly regarded reputation in the industry as providing customer-focused solutions and by being a pioneer in providing Internet-based services for clients.

## **2.2 History:**

Sharmim freight system ltd was founded in the 2001s, by Crack with the intent of becoming the premiere BD. Their first ship landed in 2002 on the bd. Sharmin Freight Systems Ltd, is a supply chain management service provider that excels in logistics movements. We are focused to be your long term logistics outsourcing partner.

## **2.3 History of Freight Forwarding:**

Previously, it was relatively straight forward to define the role of the freight forwarding community. Traditionally, it involved bringing together all the elements of international transport and distribution and arranging the most suitable space (depending on speed, cost, reliability and security) for the clients' cargo. The forwarder was also responsible for processing all paperwork, such as customs and letters of credit. This role has changed significantly. One of the principal catalysts for change was the entry of the global express delivery and courier companies (also known as integrated carriers) into the freight forwarding market in the 1980's. The fundamental difference between a traditional freight forwarding company and an Integrator (DHL, Fedex, UPS etc) is that a forwarder provides pickup and delivery services but relies on independent carriers to transport the cargo. The integrated carrier also perform pickup and delivery services but use their own vehicles and planes to transport the cargo (forwarders continue to shop around with multiple airlines to ensure they obtain the most competitive rates for customers). The integrators offered a range of additional services, such as pick-up and delivery, as well as being relatively cheap and reliable. The effect on the freight market was to greatly increase customers' expectations, as a single company was now able to deal with all aspects of the collection and delivery of consignments. The "traditional" freight forwarders have therefore had to adapt and develop specialist and high value added services (a trend not exclusive to this industry). Today freight forwarders activities include the following functions:

To act on the customers' behalf to procure the most suitable transport and shipping services. To undertake the arrangement of the routing and choice of mode for the customer, together with any ancillary service such as customs clearance or packing. This level of involvement introduces a higher level of expertise, which the shipper may not always be able to provide. Offering stand-alone ancillary services such as warehousing, customs clearance, packing and port agency.

## **2.4 Bangladesh of International Operations:**

The company's headquarters are in bd; under these offices lie the individual countries with their respective headquarters and branch offices. In some nations, the company has an associate company through which they provide their services.

## **2.5 Relation to Containerized Liner Industry at Large:**

Sharmim freight system ltd is largely concentrated in Asia where it began and developed into the region's market leader among mass- containerized liner carrier transport. In the larger competitive ocean transport markets servicing Europe and North America though, sharmim freight system ltd acts more so as a large player among a distinct group of partners. Sharmim freight system ltd is able to maintain its market competitiveness through memberships in Conferences (next section). This business situation in the containerized liner industry seems to be the norm nowadays, with each major player best serving their respective markets but collaborating at the benefit of both expanding operations combined with better and wider service coverage. Sharmim freight system ltd has no operations in Central or South America. Could one say that this branch of the ocean transport industry has matured in size though? With respect to the number of carriers: yes. With expanded service coverage coupled with increased trade volume: no. The general logistics service industry over the last ten years has been one of the world's fastest developing service markets considering the scope of modal operations: air, truck, and sea. However, in the last three years large number of logistics service providers left the market while others merged and consolidated. The merger of ocean carriers Mares and Sea land, as well as P&O and Nedlloyd are prime examples of this movement in ocean freight. There is however, still much growth in this market as trade volume increases over time; variable on the geographical region being looked at. North America and Western Europe have very large export production volumes that, although



important, have only marginally increased over the last 3 years in light of the global economic recession. There is however much optimism in Central and Eastern European trade growth, complemented by the forthcoming admission of 10 new member states in the EU. The countries most watched (in order of importance) are Poland, the Baltic Nations, the Czech and Slovak Republics, and Hungary. Germany will play a key role as the interposals transport gateway to these nations. As such, logistics service providers willing to invest and serve their neighboring countries will have high growth prospects. The new interest in these nations has influenced the expected increase of Trans-Atlantic trade. According to a May 2003 article by World Trade Magazine, overall Trans-Atlantic vessel tonnage is expected to grow by 3.9 percent. Of this figure, air-freight will see marginal growth while ocean freight is also forecasted at around 3.9% and is “expected to exceed air freight expansion for the first time in 13 years.”<sup>b</sup>In Asia, annual production growth is larger with an average of 3%. The leading countries are China with 7% and South Korea with 5%. Japan is the only exception in Asia with its trade growth being stagnant. (Source: Logistics Pilot August 2002).

Although there is wide service coverage already by major carriers, volume and trade will still significantly rise among major ports like Singapore and Hong Kong with further port investment and growth among large regional ports including Shanghai and Shenzhen, and other smaller ports. Sharmim freight system ltd is the leading carrier here, already serving direct routes from Europe to cities that used to only be covered by transshipment in Hong Kong. One of sharmim freight system ltd’s main competitors in the Asia region is China Ocean Shipping Company (COSCO). Combined with the growth in Asian-European trade and Trans-Atlantic trade, ports like Antwerp, Rotterdam and Hamburg will continue to grow and expand. Hamburg expects in the near-future to see an increase in container traffic of 16% with a large portion stemming from China and the Baltic Sea region. A specific issue (discussed on p.13) related to the larger proportion of exports/imports from Asia to Europe trade, is the increased costs associated with moving unloaded containers within the European continent. This is causing a supply chain headache for all container companies in countries where export demand is not as high as that of import.

## **2.6 Conference Lines:**

A shipping conference is a voluntary association of ocean carriers operating on a particular trade route between two or more countries. These associations were originally formed in the nineteenth century as a means to provide transport services for trade between England and its colonies. A shipping conference establishes uniform freight rates, and terms & conditions that are adhered to by the member carriers. Although the sheer nature of this organizational structure can be compared to that of a cartel, it is seen as very beneficial in the growth of international trade through the establishment of stable and predictable rate levels. This in turn, reduces the threat of predatory price competition. Although a conference serves as the association at large, member carriers are divided into alliances which provide the basis for a liner service. The carriers share or lease out an agreed portion of their ships to other members, thus providing more frequent services for each. At the benefit of countries and customers, liner services provide sailings on a regular schedule to and from specific ports along a trade route. This schedule is regularly updated for each ship's ETA and ETD. The intervals, upon which the sailing schedules are set, are determined by the amount of cargo transported on that route. For large routes from Asia-Europe, this is a weekly service. For smaller inter-regional traffic, these may be on a two week basis.

## **2.7 Values:**

- Service Excel
- Openness
- Trust
- Integrity
- Responsible corporate citizen

## **2.8 Objectives of Sharmim Freight System Ltd:**

Promote, protect and develop a sound freight forwarding and logistics industry, as the association may deem appropriate, in close cooperation and consultation with any government or non-governmental authority or the private sector. Promote and enhance Sri Lanka as a regional and international logistics hub with a reputation for reliability, integrity and high standards by introducing best in class freight forwarding and logistics practice and management. Represent, protect and promote the interests of Members and, enhance

solidarity and mutual assistance between its members. Organize trade events and promote members' participation in commercial events organized by the association and by third parties. Facilitate capacity building by promoting training and development of members and of their employees and people interested in making freight forwarding and logistics a career. Foster good relations with associations whose objectives are, directly or indirectly, similar to those set out above. Improve the overall professional image of the freight forwarding and logistic industry. Exchange information between industry stakeholders in order to improve the entire freight forwarding and logistic process. Develop best practice industry standards in meeting the needs of consumers. Carry out the general functions of a trade organization and to provide information for its members through electronic means, publications and of meetings and conferences. Represent, promote and protect the interests of the industry by participating as advisors or experts in meetings of international bodies dealing with transportation.

## **2.9 Service of Sharmim Freight System Ltd:**

- > International freight forwarding
- > Air & Ocean services
- > Import & Export
- > Custom clearance Ocean / Air combination services
- > Project forwarding
- > Freight consulting
- > Air & Sea freight charters
- > NVOCC operations
- > Break bulk handling
- > Exhibition forwarding
- > Storage and warehouse
- > Distribution.

## **2.10 Department Activities and Responsibilities:**

The Scandinavian-Baltic territory is served by either sharmim freight system ltd own SBX service or by Public Feeders. Containers originating from Germany or elsewhere to a city in this region will have their shipping arrangements made by Transshipment. The only

exception is the city of Gothenburg, Sweden which is served by the Iberia Scan Express Service (ISX). On the SBX route, there are three ships: the Nerve which can carry up to 300 TEU. The Neva and Nerve operate on the SBX1 route while the Nava is on the SBX2 route. The port rotation for both services is as follows:

SBX1: Grange mouth \Antwerp. \Rotterdam \Hamburg \ Gdansk \ St Petersburg \ Hamburg \Grange mouth

SBX2: Hamburg \ St Petersburg \ Hamina \Hamburg. The amount of TEU that Transshipment Bremen is allowed to book on the SBX service is allocated on a weekly schedule from England. If the department needs to book more space, they would have to call the Trade department in England and receive approval. The SBX booking/notification process begins with the retrieval from Info Net of a Container Announcement List (CAL). This details the containers to be loaded/discharged from/to the port or to another ship. The tasks vary depending where the container is coming from. Containers from previously called SBX cities (east or west) may need to be unloaded if final destination is Germany, or another country by which mother ship or public feeder further transports the cargo. Mother ships arriving in Hamburg may have containers needing further shipment via SBX. Containers from Germany may be bound for eastern or western SBX cities. As one can see, the origins of the container vary but the process of finding out where they need to go is essentially the same. Two versions of the CAL are made: one for loading and the other for discharging at the terminal. Each CAL is further divided up among the varying container sizes, whether they normal or reefer containers, if they contain Dangerous Goods (IMO), or if they are flat-rack/project containers. These two calls are then reviewed for discrepancies and when ready, are sent to the Stevedore along with the arrival and departure dates. A Stevedore is a company that be operates one or more port terminals. For IMO containers, a DG-Declaration and Packing Certificate have to be forwarded to the terminal (if not already available, booking office is contacted), while for reefer containers a cooling order must be sent so that the specified container will be connected and be set at the proper temperature while in the port. After all is done, Transshipment will receive a load/discharge report from the Stevedore which is then reviewed to find containers that weren't loaded and follow up on their shipment status handles outgoing containers coming from eastern SBX cities that need to transfer in Hamburg to outgoing mother ships, while Hermann handles container loading from incoming mother ships in Hamburg to eastern SBX cities. Although I was not involved with booking/

notification of SBX ships, I observed that timing, planning and coordination were the main aspects of Jochen and Hermann's tasks. Other aspects of their work included contacting the ships, receiving updates on arrival/departure times and weather conditions, and relaying this information to all interested parties. Veterinary products also have to be declared and have their documentation forwarded on time. Another task is the review of terminal load/discharge reports for accuracy and be forwarded to accounting.

## **2.11 Training And Development Sharmim Freight System Ltd**

### **Introduction:**

Training and Development is a vital issue of Human Resource Management. Training Involves the change of skills, knowledge, attitude or behavior of employees. Sharmim Freight System Ltd Limited is committed to providing an environment which enables continuous learning, growth and personal achievement of all employees. The achievement of this commitment by the Company is also reliant on employee commitment and their willingness to learn, develop, take on new roles and responsibilities and seek opportunities for self-development. The Company is committed to the effective induction of all employees and in supporting all employees to realize their full potential. Training and development opportunities are offered on a fair basis to all employees. The Company ensures that no employee receives less favorable treatment or consideration.

## **2.12 Training & Development of Sharmim Freight System Ltd**

Training is the acquisition of new skills and knowledge relevant to a job. Development involves the growth of an individual's wider education and capabilities within a field of employment.

- Induction training familiarizes new employees with their role and responsibilities. Colleagues are introduced, systems explained and the expectations of the job are clarified.
- On the job training is arranged in the workplace through instruction and observation.
- Off the job training takes employees away from the immediate workplace. It maybe 'in house' using the employee's facilities or 'out house' and provided by another company or college/university.

## **Development**

On the other hand, generally focuses on future jobs in the organization. As example, if you become a sales territory manager, the skills needed to perform that job are quite different from those required for selling the products.

Now you will be required to supervise a number of sales representatives; requiring abroad based knowledge of marketing and very specific management competencies like communication skills, evaluation employee performance, and disciplining problem individuals.

## **Methods of Development**

Some development of an individual's abilities can take place on the job. We will review several methods, three popular on the job techniques,

Job rotation

Assistant to position

Committee assignments

And three off the jobs methods

Lecturer courses and seminars

Simulation exercise Outdoor training.

## **2.13 Trainings that are offered from Sharmim Freight System Ltd.**

1. AML and Terrorist Financing Activities (1day)
3. Anti-Money Laundering and combating Financing Terrorism (1days)
3. Work shop on Anti-Money Laundering and combating Financing Terrorism (CFT)-Terrorism.
3. Nomination for Training on prevention of Malpractices
5. Foundation Course
- 6 ."CIB" Reporting
7. Credit management Course
8. Foundation Course (24 Days)
9. Credit Risk Grading (CRG)-(1day)
10. Asset Liability Management (ALM) (1day)

11. Financial Service, USA, Hotel Land Mark.
13. Legal Aspects of Security & Documentation.
13. International Trade Finance & Payment (6days)
13. Prevention of Fraud, Forgery & Malpractices
15. workshop on Internal control & compliance Risk Management. (3day)
16. Trade Finance.

## 2.14 Training and Development Objective:

1. To help the employees perform more effectively in their jobs.
2. To prepare the employees for future growth and advancement by providing supervisory and other management programs.
3. To building effective work teams through developing staff communications and inter personal skills
4. .To inculcate a sense of dedication to highest quality.
5. To keep an employee up-to-date with changes those affect the business environment

### **Training Needs Assessment:**

Need assessment is the first step in the training and development process and it focuses of detecting and solving performance problem. The purpose is to identify if there is a need for training and the nature of the content of the training program. This phase determines the relevance of particular trainings to employee's jobs and how it will improve the performance. It also addresses the organizational problems and then distinguishes the training needs with an objective to identify an appropriate training need which will link to improved job performance with Sharmim Freight System Ltd's goals and bottom line.

### **Training Administration:**

Objectives of a training program cannot be met unless there is a role-playing of the Human Resource Department.

This Department carries out all the administration tasks of the training in co-ordination with the departmental supervisors, employees and at the same time with the trainer who will be or is in charge of providing the training program. As such, the HR department works as an intermediary between the employees, their supervisors and the training program. This is done

to prevent any form of miscommunication and to ensure that the employees are receiving the right training pertaining to their needs, which will lead to improved performance of the company.

### **Training Evaluation:**

Each and every training program is carried out with a view to achieving some pre-determined objectives and to analyze whether those objectives are fulfilled, training evaluation is a must. Sharmim Freight System Ltd believes in continuous development. Therefore, performances of the trainees are important to evaluate to know the effectiveness of the currently practiced programs. This will also help to rectify any loopholes in the process, which can be addressed during the evaluation process.

The overall phase of Training Evaluation will focus on:

1. Employees' reaction towards the training program
2. Analysis of the knowledge and skills that the employees have learned from the training programs.
3. Application of the knowledge and skills that were taught in the training
4. Results of the new inputs made by the trainees.

## **2.15 Importance of Training & Development**

Optimum Utilization of Human Resources – Training and Development helps in optimizing the utilization of human resource that further helps the employee to achieve the organizational goals as well as their individual goals. Development of Human Resources – Training and Development helps to provide an opportunity and broad structure for the development of human resources' technical and behavioral skills in an organization. It also helps the employees in attaining personal growth. Development of skills of employees – Training and Development helps in increasing the job knowledge and skills of employees at each level.

### **Management Development of Sharmim Freight System Ltd**

#### On the Job Development:

1. Coaching.
2. Under Study.
3. Committee Assignment.
4. Job Rotation.



### Off the Job Development:

- I. Sensitivity Training.
- II. Transactional Analysis.
- III. Training within the company.
- IV. Training outside the company.
- V. Lecture Courses.
- VI. Simulation Exercise.
- VII. Workers Development:
- VIII. Coaching.
- IX. Under Study.
- X. Committee Assignment.
- XI. Group Assignment

## **2.16 Methods of Employee Training that Sharmim Freight System Ltd follow:**

Sharmim Freight System Ltd. follows both the on the job and off the job training methods for its employees.

### On the job training:

#### **Job Rotation**

Sharmim Freight System Ltd. employees move to various positions in the organization in an effort to expand their knowledge, skills, and abilities.

#### **Assistant–To positions**

Employees at Sharmim Freight System Ltd with potential sometimes work under successful managers often in different departments of the Sharmim Freight System Ltd; this helps the assistant to get successful virtues from his superior. This helps a lot to get an informal but most effective training.

Committee assignment: committee assignment can allow the employee to share decision making, to learn by watching others and to investigate organizational problems. Sharmim Freight System Ltd arranges committee assignments for its employees and the Sharmim Freight System Ltd allows its employees to express their best toward the organizational development by individual potential.

### **Off the job training:**

Lecture course and seminar:

Sharmim Freight System Ltd. arranges trainings for its employees at town training institute.

The trainers use lecture courses and seminar to train the employees.

## **2.17 Module of Foundation Course of Sharmim Freight System Ltd Limited.**

1. Basic Accounting Related to Sharmim Freight System Ltd.
2. General Knowledge.
3. Basic English Learning.
4. General Sharmim Freight System Ltd
5. Credit Management.
6. International Trade. Some Important Topics of the Course.
7. Principal of double entry system of accounting.
8. Ascertaining Debit and Credit of different accounting transaction.
9. Different method of depreciation of fixed asset and Different method of valuation inventory.

# *Chapter 3*

## **(Theoretical Frame Work)**

### **3.1 Human Resource Management**

Human Resource Management is a function within an organization which focuses mainly on the recruitment of, management of, and providing guidelines to the manpower in a company. It is a function of the company or organization which deals with concerns that are related to the staff of the company in terms of hiring, compensation, performance, safety, wellness, benefits, motivation and training.

Human Resource Management is also a premeditated approach to manage people and the work culture. An efficient human resource management enables the workforce of an organization to contribute efficiently and effectively towards the overall achievement of a company's goals and objectives.

The traditional method of human resource management involved planned exploitation of staffs. This new function of human resource management involves HRM Metrics and measurements and strategic direction to display value. Under the influence of giving away the traditional method, HRM has got a new terminology called Talent Management.

Human Resource Management functions can be of three types like Operative, Managerial, and advisory. Let's see them one by one.

### **3.2 Human Resource Planning**

(HRP) is the process of forecasting the future human resource requirements of the organization and determining as to how the existing human resource capacity of the organization can be utilized to fulfill these requirements. It, thus, focuses on the basic economic concept of demand and supply in context to the human resource capacity of the organization.

It is the HRP process which helps the management of the organization in meeting the future demand of human resource in the organization with the supply of the appropriate people in appropriate numbers at the appropriate time and place. Further, it is only after proper analysis of the HR requirements can the process of recruitment and selection be initiated by the management. Also, HRP is essential in successfully achieving the strategies and objectives of organization. In fact, with the element of strategies and long term objectives of the

organization being widely associated with human resource planning these days, HR Planning has now become Strategic HR Planning.

Though, HR Planning may sound quite simple a process of managing the numbers in terms of human resource requirement of the organization, yet, the actual activity may involve the HR manager to face many roadblocks owing to the effect of the current workforce in the organization, pressure to meet the business objectives and prevailing workforce market condition. HR Planning, thus, help the organization in many ways as follows:

- HR managers are in a stage of anticipating the workforce requirements rather than getting surprised by the change of events
- Prevent the business from falling into the trap of shifting workforce market, a common concern among all industries and sectors
- Work proactively as the expansion in the workforce market is not always in conjunction with the workforce requirement of the organization in terms of professional experience, talent needs, skills, etc.
- Organizations in growth phase may face the challenge of meeting the need for critical set of skills, competencies and talent to meet their strategic objectives so they can stand well-prepared to meet the HR needs
- Considering the organizational goals, HR Planning allows the identification, selection and development of required talent or competency within the organization.

It is, therefore, suitable on the part of the organization to opt for HR Planning to prevent any unnecessary hurdles in its workforce needs. An HR Consulting Firm can provide the organization with a comprehensive HR assessment and planning to meet its future requirements in the most cost-effective and timely manner.

**An HR Planning process simply involves the following four broad steps:**

- **Current HR Supply:** Assessment of the current human resource availability in the organization is the foremost step in HR Planning. It includes a comprehensive study of the human resource strength of the organization in terms of numbers, skills, talents, competencies, qualifications, experience, age, tenures, performance ratings, designations, grades, compensations, benefits, etc. At this stage, the consultants may conduct extensive interviews with the managers to understand the critical HR issues they face and workforce capabilities they consider basic or crucial for various business processes.

- **Future HR Demand:** Analysis of the future workforce requirements of the business is the second step in HR Planning. All the known HR variables like attrition, lay-offs, foreseeable vacancies, retirements, promotions, pre-set transfers, etc. are taken into consideration while determining future HR demand. Further, certain unknown workforce variables like competitive factors, resignations, abrupt transfers or dismissals are also included in the scope of analysis.
  
- **Demand Forecast:** Next step is to match the current supply with the future demand of HR, and create a demand forecast. Here, it is also essential to understand the business strategy and objectives in the long run so that the workforce demand forecast is such that it is aligned to the organizational goals.
  
- **HR Sourcing Strategy and Implementation:** After reviewing the gaps in the HR supply and demand, the HR Consulting Firm develops plans to meet these gaps as per the demand forecast created by them. This may include conducting communication programs with employees, relocation, talent acquisition, recruitment and outsourcing, talent management, training and coaching, and revision of policies. The plans are, then, implemented taking into confidence the managers so as to make the process of execution smooth and efficient. Here, it is important to note that all the regulatory and legal compliances are being followed by the consultants to prevent any untoward situation coming from the employees.

Hence, a properly conducted process of HR Planning by an HR Consulting Firm helps the organization in meeting its goals and objectives in timely manner with the right HR strength in action.

### 3.3 Functions of Human Resource Management

#### ☆ Operative Functions

**Recruitment:** This is the most challenging task for any HR manager. A lot of attention and resources are required to draw, employ and hold the prospective employees. A lot of elements go into this function of recruitment, like developing a job description, publishing the job posting, sourcing the prospective candidates, interviewing, salary negotiations and making the job offer.

**Training and Development:** On the job training is the responsibility of the HR department. Fresher training may also be provided by some companies for both new hires and existing employees. This Fresher training is mainly done to make the employees up to date in their respective areas as required by the company. This function makes the employees understand the process and makes it easy for them to get on their jobs with much ease. During the process of the training and development, the results are monitored and measured to find out if the employees require any new skills in addition to what he/she has.

**Professional Development:** This is a very important function of Human Resource Management. This function helps the employees with opportunity for growth, education, and management training. The organization undertakes to sponsor their employees for various seminars, trade shows, and corporal responsibilities. This, in turn, makes the employees feel that they have been taken care by their superiors and also the organization.

**Compensation and Benefits:** A company can attain its goals and objectives if it can acclimatize to new ways of providing benefits to the employees. Some of the benefits given by companies are listed below for our understanding:

- Working hour flexibility
- Extended vacation
- Dental/Medical Insurance
- Maternal/Paternal Leave
- Education Reimbursement for children

**Performance Appraisal:** The employees of any organization will be evaluated by the HR department as per the performance. This function of Human Resource Management is to help the organization in finding out if the employee they have hired is moving towards the goals and objectives of the organization. On the other hand, it also helps the company to evaluate whether the employees needs improvement in other areas. It also helps the HR team in drawing certain development plans for those employees who have not met the minimal requirements of the job.

**Ensuring Legal Compliance:** To protect the organization this function plays a crucial role. The HR department of every organization should be aware of all the laws and policies that relate to employment, working conditions, working hours, overtime, minimum wage, tax allowances etc. Compliance with such laws is very much required for the existence of an organization.

## ☆ Managerial Functions

**Planning:** This function is very vital to set goals and objectives of an organization. The policies and procedures are laid down to achieve these goals. When it comes to planning the first thing is to foresee vacancies, set the job requirements and decide the recruitment sources. For every job group, a demand and supply forecast is to be made, this requires an HR manager to be aware of both job market and strategic goals of the company. Shortage versus the excess of employees for that given job category is determined for a given period. In the end, a plan is ascertained to eliminate this shortage of employees.

**Organizing:** The next major managerial function is to develop and design the structure of the organization. It fundamentally includes the following:

- Employees are grouped into positions or activities they will be performing.
- Allocate different functions to different persons.
- Delegate authority as per the tasks and responsibilities that are assigned.

**Directing:** This function is preordained to inspire and direct the employees to achieve the goals. This can be attained by having in place a proper planning of career of workers, various motivational methods and having friendly relations with the manpower. This is a great challenge to any HR manager of an organization; he/she should have the capability of finding employee needs and ways to satisfy them. Motivation will be a continuous process here as new needs may come forward as the old ones get fulfilled.

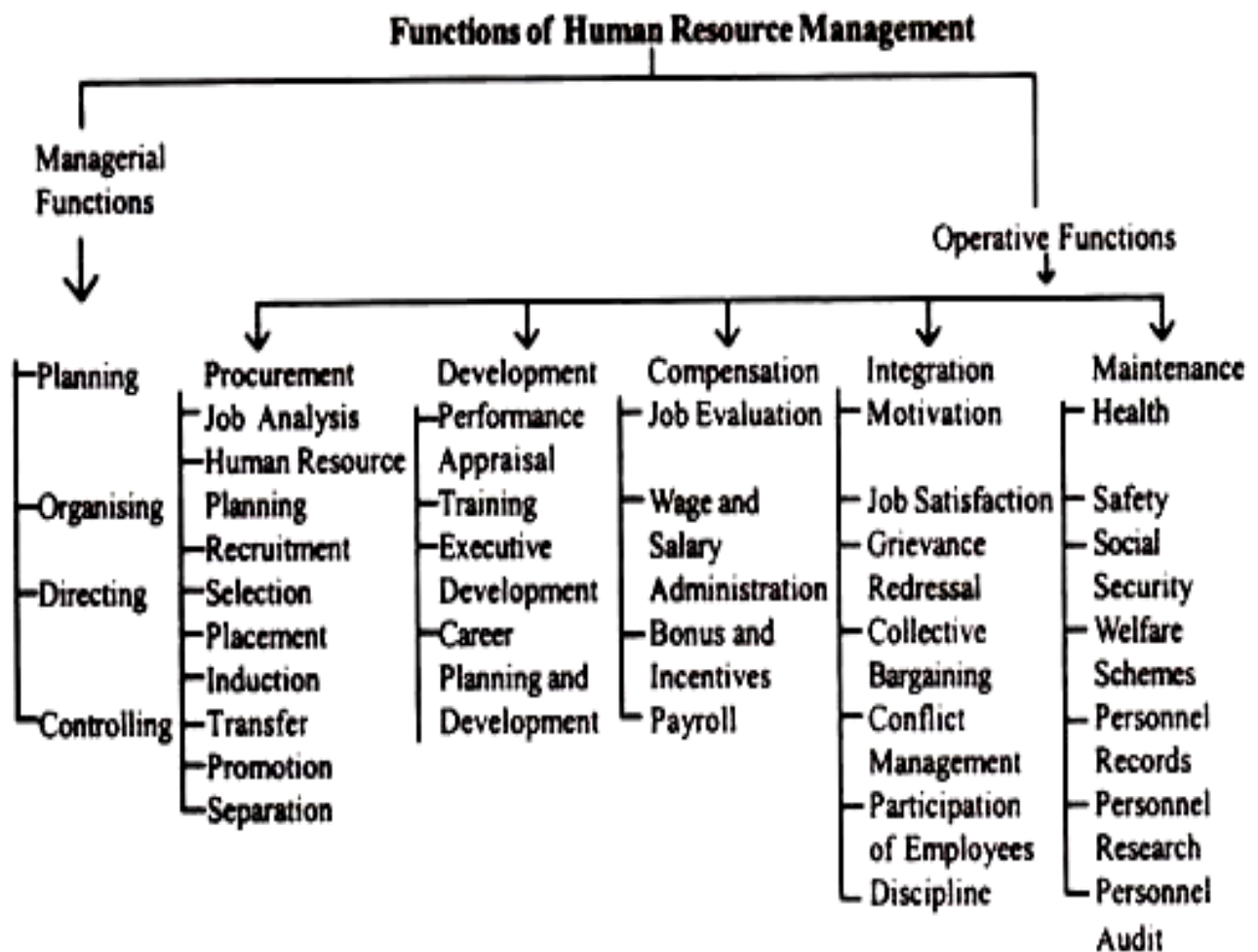
**Controlling:** This is concerned with the apprehension of activities as per plans, which was formulated on the basis of goals of the company. The controlling function ends the cycle and again prompts for planning. Here the HR Manager makes an examination of outcome achieved with the standards that were set in the planning stage to see if there are any deviations from the set standards. Hence any deviation can be corrected on the next cycle.



## Advisory Functions

**Top Management Advice:** HR Manager is a specialist in Human Resource Management functions. She/he can advise the top management in formulating policies and procedures. He/she can also recommend the top management for the appraisal of manpower which they feel apt. This function also involves advice regarding maintaining high-quality human relations and far above the ground employee morale.

**Departmental Head advice:** Under this function, he/she advises the heads of various departments on policies related to job design, job description, recruitment, selection, appraisals.



### 3.4 Training and Development

Training and Development is a subsystem of an organization which emphasize on the improvement of the performance of individuals and groups. Training is an educational process which involves the sharpening of skills, concepts, changing of attitude and gaining more knowledge to enhance the performance of the employees. Good & efficient training of employees helps in their skills & knowledge development, which eventually helps a company improve.

Training is about knowing where you are in the present and after some time where will you reach with your abilities. By training, people can learn new information, new methodology and refresh their existing knowledge and skills. Due to this there is much improvement and adds up the effectiveness at work. The motive behind giving the training is to create an impact that lasts beyond the end time of the training itself and employee gets updated with the new phenomenon. Training can be offered as skill development for individuals and groups.

Organizational Development is a process that “strives to build the capacity to achieve and sustain a new desired state that benefits the organization or community and the world around them.” (From the *Organizational Development Network website*).

### 3.5 Relation between Training and Development



There is a relation between training and development, and there is clear difference between the two based on goals to be achieved. Development is made to answer the **training problems**:

<i><b>TRAINING</b></i>	<i><b>DEVELOPMENT</b></i>
Training is meant for operatives	Development is meant for executives
It is reactive process	It is pro- active process
AIM: To develop additional skills	AIM: To develop the total personality
It is short term process	It is continuous process
OBJECTIVE: To meet the present need of an employee	OBJECTIVE: To meet the future need of an employee
Initiative is taken by the management	Initiative is taken by an individual.

### **3.6 Importance of Training and Development**

For companies to keep improving, it is important for organizations to have continuous training and development programs for their employees. Competition and the business environment keeps changing, and hence it is critical to keep learning and pick up new skills.

The importance of training and development is as follows:

- Optimum utilization of Human resources
- Development of skills like time management, leadership, team management etc
- To increase the productivity and enhance employee motivation
- To provide the zeal of team spirit
- For improvement of organization culture
- To improve quality, safety
- To increase profitability
- Improve the morale and corporate image

### **3.7 Need for Training and Development**

Training and development of employees is a costly activity as it requires a lot quality inputs from trainers as well as employees. But it is essential that the company revises its goals and efficiencies with the changing environment. Here are a few critical reasons why the company endorses training and development sessions.

- When management thinks that there is a need to improve the performances of employees
- To set up the benchmark of improvement so far in the performance improvement effort
- To train about the specific job responsibility and skills like communication management, team management etc.
- To test the new methodology for increasing the productivity

### **3.8 Advantages of training and development**

Training and development has a cost attached to it. However, since it is beneficial for companies in the long run, they ensure employees are trained regularly. Some advantages are:

1. Helps employees develop new skills and increases their knowledge.
3. Improves efficiency and productivity of the individuals as well as the teams.
3. Proper training and development can remove bottle-necks in operations.
3. New & improved job positions can be created to make the organization leaner.
5. Keeps employees motivated and refreshes their goals, ambitions and contribution levels.

### **3.9 Disadvantages of training and development**

Even though there are several advantages, some drawbacks of training and development are mentioned below:

1. It is an expensive process which includes arranging the correct trainers and engaging employees for non-revenue activities.
3. There is a risk that after the training and development session, the employee can quit the job.

### 3.10 Training and Development Process

Training and development is a continuous process as the skills, knowledge and quality of work needs constant improvement. Since businesses are changing rapidly, it is critical that companies focus on training their employees after constantly monitoring them & developing their overall personality.

Steps for training and development processes are:

1. Determine the need of training and development for individuals or teams
3. Establish specific objectives & goals which need to be achieved
3. Select the methods of training
3. Conduct and implement the programs for employees
5. Evaluate the output and performance post the training and development sessions.
6. Keep monitoring and evaluating the performances and again see if more training is required.

Hence, this concludes the definition of Training and Development along with its overview.

### 3.11 Employee orientation

Employee orientation is an assimilation process in which new hires are introduced to the company and co-workers. Orientation is typically combined with initial training when you learn the ins and outs of your job. Orientation plays a vital role during the first few days and weeks of your employment.

### 3.12 Training and development can be broken down into two

#### basic styles:

1. **Traditional approach** (*low yield*) The long-recognized view of many established companies was that quality employees were born, and not made. The emphasis was placed almost exclusively on *finding* the perfect fit for the job; if the new hire was indeed a proper match, then he or she would automatically catch on and flourish within the position. Furthermore, views which depicted training as costly and time-consuming contributed to the limited training methods of the traditional approach, which also included a rather inflexible, one-size-fits-all method.

2. **Modern Approach** (*interactive*) In recent years, organizations have collectively recognized the strength of corporate training; seeing it as a strategic tactic toward the overall growth and success of their company. Rather than view training as a financially draining and time-impeding task, the modern approach treats training as a type of retention tool. Companies are realizing that a savvy, intuitive workforce is central to creating a stable and profitable organization.

Employers should keep in mind that by exercising extreme rigidity, as in the traditional training process, they are not allowing new employees to become acquainted with all aspects of their position and the company at large, which can be quite counterproductive when trying to create a work environment which promotes any kind of teamwork or positive collaboration. Any job which requires more than one task repetition cannot be justified by a carbon-copy, factory-line style of training. In fact, in many cases, this approach can be outright harmful to both productivity and efficiency.

## **Inputs**

Any training and development programed must contain inputs which enable the participants to gain skills, learn theoretical concepts and help acquire vision to look into distant future. In addition to these, there is a need to impart ethical orientation, emphasize on attitudinal changes and stress upon decision-making and problem-solving abilities.

## **Skills**

Training, as was stated earlier, is imparting skills to employees. A worker needs skills to operate machines, and use other equipment with least damage or scrap. This is a *basic* skill without which the operator will not be able to function. There is also the need for *motor* skills. Motor skills refer to performance of specific physical activities. These skills involve training to move various parts of one's body in response to certain external and internal stimuli. Common motor skills include walking, riding a bicycle, tying a shoelace, throwing a ball and driving a car. Motor skills are needed for all employees – from the clerk to the general manager. Employees, particularly supervisors and executives, need *interpersonal* skills popular known as the *people* skills. Interpersonal skills are needed to understand one self and others better, and act accordingly. Examples of interpersonal skills include listening, persuading, and showing an understanding of others' feelings.

## **Education**

The purpose of education is to teach theoretical concepts and develop a sense of reasoning and judgment. That any training and development program must contain an element of education is well understood by HR specialist. Any such program has university professors as resource persons to enlighten participants about theoretical knowledge of the topic proposed to be discussed. In fact organizations depute or encourage employees to do courses on a part time basis. Chief Executive Officers (CEO's) are known to attend refresher courses conducted by business schools. Education is important for managers and executives than for lower-care workers.

## **Development**

Another component of a training and development is development which is less skill oriented but stressed on knowledge. Knowledge about business environment, management principles and techniques, human relations, specific industry analysis and the like is useful for better management of the company.

## **Ethics**

There is need for imparting greater ethical orientation to a training and development program. There is no denial of the fact that ethics are largely ignored in businesses. Unethical practices abound in marketing, finance and production function in an organization. They are less seen and talked about in the personnel function.

### **3.13 Attitudinal Changes**

Attitudes represent feeling and beliefs of individuals towards others. Attitude affects motivation, satisfaction and job commitment. Negative attitudes need to be converted into positive attitudes. Changing negative attitudes is difficult because;

- Employees refuse to changes
- They have prior commitments
- And information needed to change attitudes may not be sufficient

Nevertheless, attitude must be changed so that employees feel committed to the organization, are motivated for better performance, and derive satisfaction from their jobs and the work environment.

### 3.14 Decisions Making and Problem Solving Skills

Decision making skill and problem solving skills focus on method and techniques for making organizational decisions and solving work-related problems. Learning related to decision-making and problem-solving skills seeks to improve trainees' abilities to define structure problems, collect and analysis information, generate alternative solution and make an optimal decision among alternatives. Training of this type is typically provided to potential managers, supervisors and professionals.

### 3.15 Methods of Training

Training method refers to a way or technique for improving knowledge and skills of an employee for doing assigned jobs perfectly.

The organization has to consider the nature of the job, size of the organization & workers, types of workers and cost for selecting a training method.

#### On-the-Job Training Methods





**Coaching:** Under this method, the superior or an experienced staff gives instructions to the workers to perform a job. It is one-to-one training designed for the workers where they can find answers to their queries through the instructions and demonstrations given by the superior.

**Mentoring:** This training is given to the managerial level people, wherein the senior or the manager gives instructions to the immediate subordinate to carry out the day to day functioning.

It is again a one-to-one training method, where the manager is considered as a mentor to the subordinate and guides him in the situations of difficulty.

1. **Job Rotation:** Under the job rotation, an employee is often shifted to the other related jobs, with the intention to make him well versed with other job backgrounds.

This helps him to escape the boredom caused by performing the same kind of work again and again and also helps in developing a rapport with other people in the organization.

**Job Instructional Training:** Under this training, a trainer designs a step by step training program, wherein the worker is given the instructions to perform the job as required. Firstly, the overview of the job along with the desired results is explained to the trainee, and then the skills required for the job is demonstrated by the trainer.

Then a worker is allowed to perform the job as per his acquired skills or expertise, and then finally the workers are asked to give their feedback and ask for any query arising out of the training program.

**Understudy:** Here, the superior gives training to the subordinate as an understudy or an assistant who is likely to perform a superior's job in case of the vacancy arising out of superior's retirement, transfer, promotion or death.

**Apprenticeship:** This type of training is generally given to the people in crafts, trade and technical fields that require a long-term learning before they actually gain the proficiency in their respective disciplines.

This training is a blend of classroom and on-the-job training and is conducted under the close supervision. This can be extended up to 3 to 4 years as apprentices need to go through the learning process till they become an expert in their fields.

E.g. The craftsmen job, mechanic, electrician, plumber, tool maker, etc. have to undergo this type of training.

On-the-Job training is based on the principle of “**learning by doing**”, i.e. the workers learn the job while performing it within the actual work environment. This type of training is beneficial for both the workers and the organization.

## Off-the-Job Training Methods



**Special lectures:** This is also called as classroom training wherein the employees are given lectures about the job requirements and the necessary skills required for implementing the job. There is generally a classroom or a workshop wherein the complete job knowledge is given to the workers by the experts or specialists from the professional institutes. The main purpose of this training is to make the employees well informed about their job roles and discussing their queries arising out of the lectures.

**Simulation:** Under this training, the trainee is required to learn the operations of machines and equipment that are reasonably designed to look similar to those installed at the actual work floor. This is one of the most common method of training wherein the worker learns to operate tools and machinery that look alike to those, they would be using in the actual work environment.

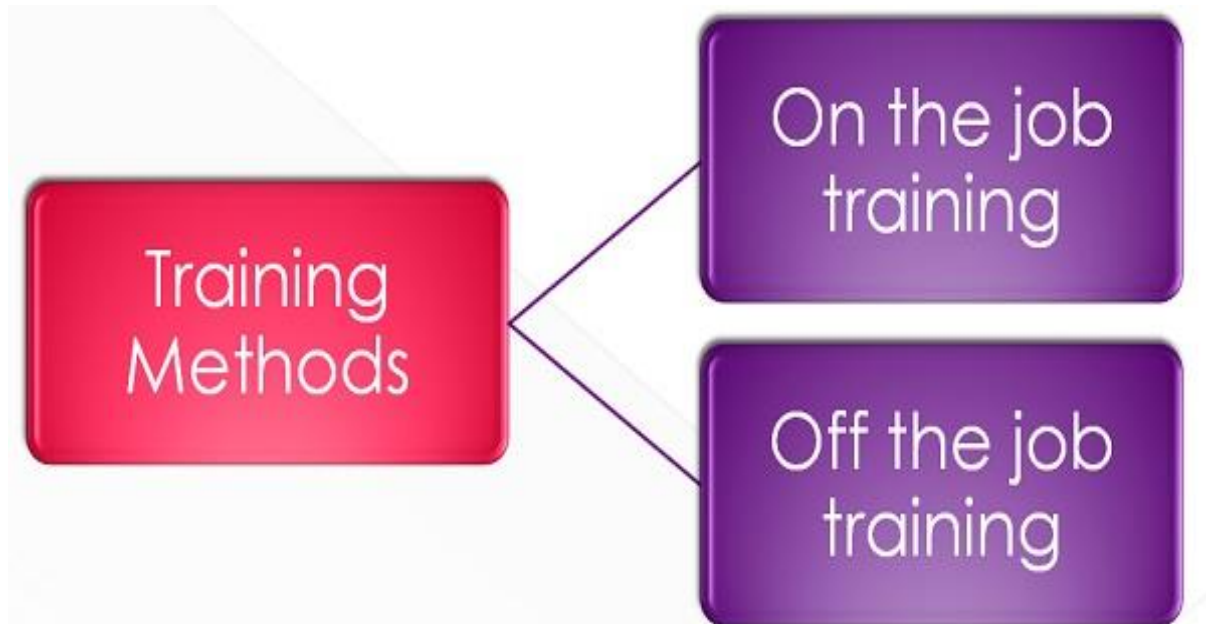
**Vestibule Training:** This type of training is specifically given to the technical staff, office staff and the employees who learn the operations of tools and equipment assembled at a place away from the actual work floor. This type of training is conducted to give the real feel to the trainees that they would be experiencing at the actual plant.

**Case Studies:** Under this method, the trainees are given the situation or a problem in the form of a case study, and are required to solve it as per their learning from the training program.

**Role playing:** This type of training is essential in case of customer services. Under this, the trainees assume roles and enact as per the given situations. It is also called as *socio-drama* or *psycho-drama*, wherein the employees act as if, they are facing the situation and have to solve it spontaneously without any guidance.

**Management Games:** Under this method, the trainees are divided into groups and then they are presented with the simulated marketplace or the situations, wherein they are required to apply their learning and solve the problems accordingly. Under off-the-job training, the worker concentrates only on the learning of a job and is not accountable for the production.

### 3.16 Difference between On-the-job and Off-the-job training



Nowadays, training has become the core needs of the organization to develop specific skills in their existing and prospective employees. There are two methods for imparting training in workers are on-the-job training and off-the-job training. As their name suggests, the former refers to the training imparted at the actual job location involving ‘hands-on’ training, whereas the latter method involves giving training to the employees at a place other than the real job location.

While **on-the-job training** is provided at the workplace itself, the trainees produce things while learning. In **off-the-job training**, The trainees are away from the work environment that eliminates stress, frustration and bustle of day-to-day job.

#### **Content: On-the-job training Vs Off-the-job training**

1. Comparison Chart
2. Definition
3. Key Differences
4. Conclusion

### 3.17 Comparison Chart

<b>BASIS FOR COMPARISON</b>	<b>ON-THE-JOB TRAINING</b>	<b>OFF-THE-JOB TRAINING</b>
Meaning	On the job training refers to a form of training which is provided at the work place during the performance of the actual job.	When the employees are given training outside the actual work location, such a type of training is termed as off the job training.
Approach	Practical	Theoretical
Active participation	Yes	No
Location	At the workplace	Away from the workplace
Principle	Learning by performing	Learning by acquiring knowledge
Work disruption	No, because trainees produce the products during learning.	Yes, because first training is provided which is followed by a performance.
Carried out by	Experienced employees	Professionals or experts.
Cost	Inexpensive	Expensive
Suitable for	Manufacturing firms	Non-manufacturing firms

# Chapter -4 (SWOT Analysis)

## SWOT ANALYSIS



## 4.1 Strengths

Most SWOT groups find it simplest to begin with strengths. These are the strengths of your current employee base, the things that, although they could always be improved, your employees currently do very well. If your employees are all outgoing and friendly, that is strength. If they consistently submit required reports on time, that is a strength.

Strengths are items that probably do not need to be given a high priority for training in your new employee development program, beyond what is already being done to train those skills. Make a comprehensive list of the strengths of your employees, and make sure all team members agree that these are indeed strengths.

## 4.2 Weaknesses

After strengths, the logical place to move is weaknesses. These are the areas with the most need for improvement in your employees, probably the areas that made your company decide to examine the employee training and development process in the first place. If a customer service team is unable to entice canceling customers to stay with your business, that is a weakness. If an operations manager can not read a profit and loss report, that is a weakness.

Weaknesses are items that your team will eventually want to place as high priorities in the employee training process. Again, create a comprehensive list of employee weaknesses, and be frank.

## 4.3 Opportunities

In SWOT analyses, where strengths and weaknesses of training programs are generally internal, opportunities and threats are found by looking outside the group. Although strengths and weaknesses are what you have seen in the past and are seeing now, opportunities and threats are what you are starting to see now but will see more of in the future.

An opportunity for a sales team, for instance, might be a new product, feature or price point coming that reps will be able to sell (which, in this case, would obviously provide an employee training opportunity). An opportunity for an accounting division could be new tax software or new online filing availability, which would again create a training opportunity.

## 4.4 Threats

Finally, a realistic and thorough examination of external threats should be considered to finish the SWOT analysis. Threats are those programs, qualities or events approaching your employees that could hamper the effectiveness or efficiency of the business.

That new tax software that was an opportunity for more efficient accounting could also be a threat, for instance; after all, if the accountants do not adequately understand how to use it, it could slow them down. A competitor offering a new, lower price point can create a threat for sales employees, as they could lose sales if they are not adequately trained to sell against that lower price.

## 4.5 Use SWOT Analysis for Training and development

After you have the SWOT completely assembled and your team agrees on it, the hardest part begins: You have to use the document you created to realign and rebuild your training program. The SWOT looks great on paper, but it is worthless if it is not used properly to align employee training with the company's most pressing needs.

Strengths are areas to be reinforced but not trained as a priority, while weaknesses can be used to generate your most important training topics. Although the strengths and weaknesses show what training your employees do and do not need now, opportunities and threats should indicate what training should be implemented to keep your business in a proactive, rather than a reactive, role.

Be aware that it is very easy, especially in group settings, to overemphasize strengths and underemphasize weaknesses. The importance of frank discussion, of a realistic assessment of employee traits and attitudes, cannot be stressed enough.



*Chapter 5*  
**(Findings &  
Recommendation)**

## 5.1 Findings of the Study:

From the analysis of the data we can say the training that Sharmim Freight System Ltd Limited organizes for its employees are meeting their expectation. The Sharmim Freight System Ltd cannot practices proper HRM guideline. The HRM have some objectives but the Sharmim Freight System Ltd cannot follow all those objectives. Training and development sector, there are on the job and off the job training techniques the Sharmim Freight System Ltd follow some technique, but the Sharmim Freight System Ltd can-not follow arranges off The job techniques video and films show.

1. The training process of Sharmim Freight System Ltd is not well enough.
2. In Sharmim Freight System Ltd have no knowledgeable trainer.
3. Lack of motivation for increasing employee's performance.
4. Most important thing is that the working environment of Sharmim Freight System Ltd. is well enough.

## 5.2 Recommendation

After completion the study I have gathered some practical knowledge about the Human Resource practices In Sharmim Freight System Ltd .It is really difficult to recommend sharmim freight system ltd although this is new in ing industry. I tried to give some recommendations according to my findings from the study. Following are my recommendations:

1. First of all Sharmin Freight System Ltd need to improve there training process.
2. After improving training process Sharmim Freight System Ltd need a knowledgeable trainer for provide training to there employees.
3. Sharmim Freight System Ltd need to motivatingthere employees for better performance.
4. During my internship program I was much impress to their working environment. They have all inside their company.

### 5.3 Conclusion

As an organization the Sharmim Freight System Ltd has earned the reputation of toping operation in Bangladesh. Sharmim Freight System Ltd Limited is a fourth generation with all the latest technology which is blended. The s aim is to satisfy the client in every way possible. It takes a lot to be a recognized brand, in which Sharmim Freight System Ltd is doing quite good. It near future this will be in the top ranked in Bangladesh. Sharmim Freight System Ltd employees are very communicative and helpful. They helped me in every way possible to provide me all the information regarding this internship report. In this the employees are not that much motivated on the basis of the remuneration package the offers, due to that the turn over ration is 5.08%, the should take a step forward to resolve these manner as soon as possible. Here, all the employees are very much cooperative with their customers, colleagues and visitors. To sum up, I want to say that I am very lucky to join here as an internee because I always got the support and motivation to assemble knowledge from Sharmim Freight System Ltd .SHARMIM FREIGHT SYSTEM LTD is engaged with general activities with a view to expand services to the clients. All the employees of this are very qualified and dedicated, who are always trying to provide the best service to the customers. In this the employees are highly motivated due to their remunerations and other benefits. Here, all the employees are very much cooperative with their customers, colleagues and visitors. To sum up, I want to say that I am very lucky to join here as an internee because I always get support and motivation to assemble knowledge from Sharmim Freight System Ltd.

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