

An Analysis of the Training and Development of Ananta Garments Ltd.

Internship Report

On

An Analysis of the Training and Development of Ananta Garments Ltd.

Submitted To:

Professor Dr. Mohammed Masum Iqbal

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Submitted By:

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Program: MBA

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Acknowledgement

First of all I would like to express my gratitude to the Almighty Allah, whose invisible guidance helped me to complete this report.

This report has not only given me some precious experience, at the same time it has made me grateful to some extremely helpful and knowledgeable people. By working there as an intern, I have learnt so many things which are very helpful for me in future.

At the very beginning, I want to thanks my academic supervisor who encouraged me to make this report and also provided me all necessary helps and guidance. He was very helpful and friendly person.

Finally, I would like to take the opportunity to thank Abur Rob (Deputy General Manager, Human Resource Management Division) and also want to thank Abu Anan (Manager, Training and Development) for giving me opportunity to do work in different division in their factory. I also want to thank different department/division manager, HR manager, in charges, Asst. HR Officer, Supervisors, Asst. Supervisors, Senior Operators, Technicians, Operators, Helpers & All other Employees of Ananta Garments Ltd.

And last but not the least; I would like to thank all the personnel working at Ananta Garments Ltd. They made the environment congenial and favorable for me to understand the task. Without their assistance and co-operation, this report might not have seen the light of day.

I also apologize heartily for any omitted name whose contribution was also complementary for any possible aspect.

Letter of Transmittal

Date: 14th October, 2020 Professor Dr. Mohammed Masum Iqbal Department of Business Administration Daffodil International University

Subject: Submission of Internship Report

Dear Sir,

It is a great pleasure for me to submit my practicum report on "An Analysis of the Training and Development of Ananta Garments Ltd." I have prepared this report as a partial fulfillment of the course practicum course.

I have tried my level best to prepare this report to the required standard. It was certainly a great opportunity for me to write on this paper to actualize my theoretical knowledge in the practicum arena.

I express my heart full gratitude to you to go through this report and make your valuable comments

Yours sincerely,

Newaz Sharif ID: 192-14-128 MBA Program Department of Business Administration Faculty of Business and Entrepreneurship Daffodil International University

Student's Declaration

As a partial fulfillment of the requirement of the MBA program I have to perform the internship in exploring the activities of Ananta Garments. This report supports the topic title and fulfills the entire requirements. I hereby declare that this report has been solely prepared by me and to the best of my knowledge. It contains no materials previously published or written by any other educational institution, except the quotation and reference which have been duly acknowledged.

Yours obediently,

Name: Newaz Sharif

ID: 192-14-128

Program: MBA

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Supervisor Declaration

This is to certify that the internship report entitled An Analysis of the Training and Development of Ananta Garments Limited prepared by Newaz Sharif, ID:192-14-128, Program: MBA, Department of Business Administration has been recommended for submission as a requirement of MBA program.

I wish him all success in life.

Supervisor

Professor Dr. Mohammed Masum Iqbal

Department of Business Administration

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Executive Summary

Business is such is thing where there are very few similarities or sometimes contradictions between theories and practices and Human Resource Management is the most critical part of a business. But actually a business organization there is the highest contradiction and conflict between theories and actual life practices. Management, particularly human resource, in real life is not that easy like the theories. The intention of this report is to find out the actual picture in the growing business organizations of Bangladesh.

Particularly in the private sector (We exclude public sector, because the bureaucrats of the country, where the human resource management practice is very poor, run this sector). According to the direction of course instructor, I have selected single organization each without overlapping and surveyed on the Human Resource Department of the organization. I have chosen the Ananta Garments Ltd., one of the well reputed private organizations in garments sectors in our country to work on.

Managing human resources in today's dynamic environment is becoming more and more complex as well as important. Recognition of people as a valuable resource in the organization has led to increases trends in employee maintenance, job security, etc.

My research project deals with analysis of the training and development of Ananta Garments Ltd. In this report, I have studied & evaluated the training and development process as it is carried out in the company. The research part of this report helps me to find out the answer of this statement.

The first chapter of this report is based on the introduction which includes background of the research, statement of research problems, research's aims and objectives, and scope of study. Basically, it defines the way and background of the research to prepare the report.

The Second chapter of the report highlights a brief about the organization. It includes the background of the company, corporate information, organizational structure, mission, vision, buyers etc. It also contains the training and development of Ananta Garments Ltd.

The following chapter includes the methodology of making this report. In this chapter, the sources of data collection, findings, conclusions, recommendation. Basically, it defines the way and background of the research to prepare the report.

In addition, I have conducted a research study to Analysis of the Training and Development of Ananta Garments Ltd and tried my level best within my scope and knowledge. It was a magnificent experience for me by researching on this topic.

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Chapter-1

Introduction

1.0 Introduction of the Study:

Garments industry is very important part in Bangladesh. I had done my internship at Ananta Garments limited. The topic of the report is "An Analysis of the Training and Development of Ananta Garments Ltd.". It is a great compulsory course for the business student grading from DIU-Daffodil International University. Now a day's Garments sector is a multibillion dollar manufacturer and export industry in the country. The overall impact of the readymade garments industry has far-reaching implication for the society and economy for Bangladesh .At present 4500 Garments industry in the country and 75% of them are in Dhaka.76% of our export earning comes from this sector. The main objective is gathering practical knowledge before start the job career. As an intern, researcher worked in Ananta Garments limited for three months and researcher got the opportunity to perform different task related with HRM activities of the Ananta Garments limited and these broaden my own perception about the operation of the Garments industries. This report has been prepared to discuss the topic "An Analysis of the Training and Development of Ananta Garments Ltd." There are other importance reason of the study is: - To achieve knowledge about overall an Analysis of Training and Development of Ananta Garments limited. To reflect a clear idea about the training and development of Ananta Garments Lrd.

1.1 Origin of the Study:

DIU- Daffodil International University has introduced compulsory internship program for the student of Masters of Business Administration –MBA under the supervision of respectable teachers in the Faculty of Business Administrative-FBA with a view to allowing us gain practical knowledge from different business fields .A student of Daffodil has to complete this practicum knowledge from different Business fields. As a student of Business Administration, I have to fulfill 12 weak involvement with the organization .I have chosen Ananta Garments limited. A woven composite garments locked at Nischintapur ,Ashulia, Saver-Dhaka and Worked as a Intern .It is a great pleasure for me .I got proper supervision of my academic supervisors Professor Dr. Masum Iqbal, Department of Business Administration, DIU- Daffodil International University throughout my internship period for the successful completion of the tilled.

1.2 Objectives of the Study:

The study has been carried out with the following objectives.

- 1. To identify the training and development strategy of Ananta Garments limited
- 2. To explain the training need assessment process
- 3. To explain different training methods of Ananta Garments limited
- 4. To measure employees' satisfaction with various training programs of Ananta Garments limited
- 5. To identify problems related to the training and development of Ananta Garments limited

1.3 Scope of the Study:

This study will identify the analysis of training and development assessment of the employee regarding with the Ananta Garments Ltd. Training policy, training method on the working period, trainee efficiency. This study will find out the training and development process effectiveness of the employee. The scope of the study was not only limited within the HR department but also I had visited every departments of the organization such as IT, Merchandising, Finance, Production, Compliance, etc.

1.4 Limitation of the Study:

I have faced the following problems that may be termed as the limitation, short coming of the study. The main limitation encountered in producing this report is:

- Regrettably due to the company policy business and confidentially I was unable to acquire satisfactory information to provide quality recover product.
- ✤ The respondent is very busy Person .So they did not want to waste their time.
- ✤ Time limited for the survey this report.
- Data required for the study short time.

1.5 Ethical consideration:

The study has been solely prepared by the researcher and the best of researcher knowledge on Ananta garments Ltd. All the information about Ananta Garments Ltd is true. The researcher took help from the organizational supervisor, compliance manager and website of Ananta garments limited .All the confidential things about Ananta Garments, researcher will never share with others and researcher will never share the personal information of customer.

1.6 Methodology of the Study:

The overall process of methodology has been as below:

Types of Research: The research type is exploratory.

• Research approach: For this research have used quantitative approach.

• Method of data collection: To collect the data I have used a structured questionnaire which is the combination of close ended question. In here I used both primary and secondary data for preparing this study .But most of the data are collected from primary source. I observed various activities of Ananta Garments Ltd. Researcher practical experience was a great source of information.

1.6.1 Primary Data: This study has been prepared on the basis of experience gathered during the period of internship .For preparing the study researcher have also got the information personal interview with the merchandiser of Ananta Garments Ltd.

1.6.2 Secondary data:

- Website of Ananta Garments limited.
- Different journal.
- o Document of quality control of Ananta Garments.
- Annual report of Ananta

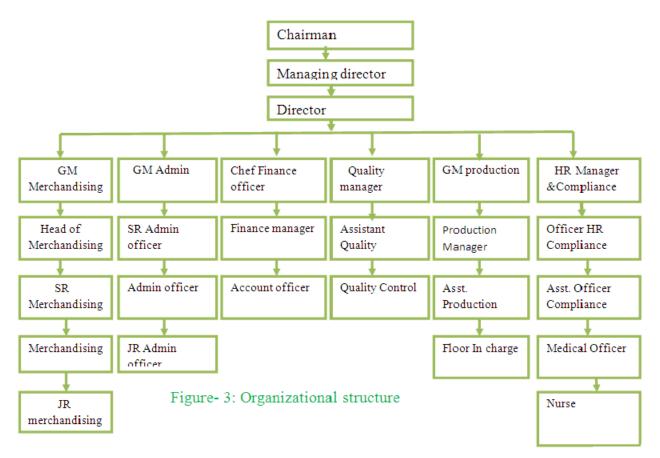
Chapter-2

Organization Training and Development

2.1 Introduction of Ananta Garments Ltd:

Ananta Garment is one of the leading woven composite Garments industries of Bangladesh. It is 100% export oriented woven garments unit. Ananta Garments LTD was established in 1992 and it is specialized in all kind of woven stuffs. It is established on its own premises surrounding area of 90,0000 square ft floor wise and employed with 17,000 worker and staff. The fortitude to gain superior customer value by providing better customer service and on time delivery has brought Ananta the global Acknowledgement as a precious player and the desire to success in customer satisfaction with every order makes Ananta team even stronger in it fundamentals that keep this unit in the game and wining every time. Ananta Garments limited international standard production unit is equipped with modern quality control procedure and lab with latest technology and a group of top professionals. Each stage of production goes through testing and quality control process. The finished products are again tested to ensure the desire standard of quality before placing product in the market. The raw materials and active ingredients of product of Ananta Garments are bring from manufacturer and supplier of Canada, Italy, Spain, UK, US also Bangladeshi company. Quality comes First keeping this principle in mind, its aims at making definite of home and overseas. From the beginning Ananta Garments Limited has a good reputation as a momentary sound and critical Business organization is Garments industry. It has a long term association with selected factories some of them are certified in terms of social and quality compliances by world high rating bodies and outstanding sourcing capabilities. It has affiliation with Bangladesh Garments limited has been able to prove itself to be a reliable supplier woven items in any style and design.

2.2 Organization Structure:



2.3Organizational Analysis:

2.3.1 Mission Statement:

The broad Mission of Ananta is to provide its customers the best possible satisfaction and value for their money facility them with one stop woven based product sourcing services. Their Focus is on the buyer needs and satisfaction. Ananta acts on the basic premise that" Fashion is an exploration into the image people seek to convey about themselves and the way of live"

2.3.2 Company Vision:

The vision of Ananta is to emerge as a premier manufacturer and exporter of woven based product in the world market.

2.4 Company value:

The company has value towards.

- ✤ Customer Gratification.
- Pioneering and innovativeness.
- ✤ Impartiality and Equality.
- ✤ Reliability and Integrity.
- ✤ Commitment assurance.

2.5 Strategic Posture:

Ananta has set up some strategic positions to continue the current growth reduce the risk and improve the long term business development process.

- ✤ Grow a diversified global business.
- Produce globally accepted quality product.
- ✤ Maintain the commitment issues.
- Ensuring on the time shipment of product.
- Deliver value to the client and buyers.

2.6 Buyer of Ananta:

- ✤ GAP
- ✤ H&M.
- ✤ George.
- ✤ Tema.
- Next.
- ✤ New look.
- ✤ C&A
- ✤ JM&A.

2.7 Major competitors of Ananta Garments:

Ha-Mim Group.
Tazrin fashion.
A.G.M Fashion limited.
Sharmin group
Winday group.
Nurjahan fashion.
Natural group.
Trouser line.
Zonron fashion.

 Table-3: Competitor of Ananta Garments.

2.8 Training and Development:

2.8.1 Training:

Training is the learning process that involves the increasing the knowledge, gaining knowledge, learning the good behavior, changing the activities, behaviors that enhance to performance. Training should following and take care of these points:-

- ✤ Create learning meaningful.
- ✤ Make easy skills transfer and.
- ✤ Motivate who is the lean.

2.8.2 Development:

For the achievement of the organizational objectives, development is the one of the most important strategy, which is help for any company. Development is the strategy which is increasing the employee's efficiency and changing behavioral pattern or mentality toward particular issues. Development is to improve the current or future management performance with imparting knowledge, change the behavior, attitude or increasing skills and it is called development. Development also involves in that attaining the long- term efficiency in the work place, which is getting the much more benefit in the future rather than the present certain skill.

2.8.3 Objective of Training and Development:

Objective of the training and development strategy is given below:

- ✤ Effectiveness increase of the employee.
- ✤ To developing the staff communications and interpersonal skills to build
- Effectiveness work term or group.
- ✤ To make each and every employee more effective in his or her work.
- ✤ To increase the whole organization effectiveness.
- ✤ To improve organization brand quality.
- ✤ To introduced the whole rules and regulation of the organization.
- ✤ Introduced the organization personal management.

2.9 Importance of Training and Development:

Human Resources Utilization: Training and development helps in the optimizing and utilizing of human resources that are helps all the employees to achieve organization goals and objectives like their individual goals.

Human Resources Development: Training and development always helps to provide an opportunity of human resources and also the board structure for development of human resources, also the technical and behavioral skills in the organization. For the employee's personal growth, this also helps:

Employees Development of skills: Training and development helps the employee to increasing his job knowledge, skill at each level.

Product ability of the organization: Training and development helps to increasing the employee product ability which is helps to increase the organization product ability for achieving the long term goals and objectives.

Sprit of the Team Work: Training and development are helps the team work and sprit and team collaboration.

Quality of Product: Training and development helps to improving the employee work ability which is helps to improving the quality of work and work life and also product quality.

Work Environment: Training and development create in an organization a healthy working environment. A healthy working environment helps to built good employee, individually goals aligns with organization goal.

Culture of Organization: Training and development increase and improve the all of organization culture, this also create the organization learning culture.

Morality: Training and development helps to increase the employee morality.

Organization Image: Training and development are increasing the image of the corporate.

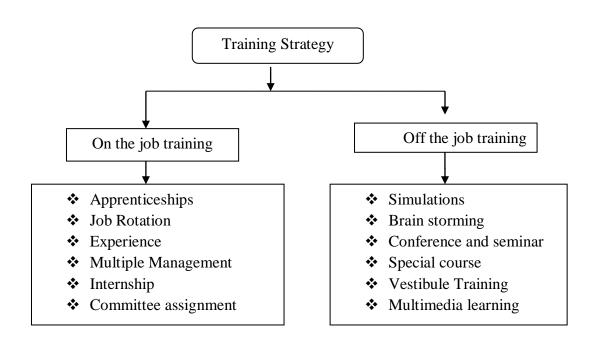
Organization Profitability: Profit is very important for the every company. Training and development helps to improve the profitability of the organization. Training and Development improve the decision making and problem solving ability also help to understand and carrying out organization policies. Training and development helps to developing the skills of leadership, morality, behavior and attitude, motivation.

2.10 Stages of Training and Development Programs:

Training should be conducted in a systematic order so as to derive expected benefits from it. The training system involves four stages, namely:

- a. Assessment of training and development program's needs.
- b. Designing the training and development programs.
- c. Implementation of the training program
- d. Evaluation of the training program Stages in Training and Development

2.11 Ananta Garments Ltd conducted training by utilizing 2 types of methods. These are given below:



2.12 Training Methods of Ananta Garments:

• On the job training:

On the job training is training by working with knowledgeable colleagues and receiving regular coaching and feedback. In this training, employees are developing skills relevant to their job and giving their synopsis of how the company works according to their capability.

Rotation of work: In this training, trainee from one occupation to other professions, knowledge and experience of various jobs are being transported to the trainees. This method of training helps other employees to understand the problem.

Coaching: Under this procedure, the trainee is training instructor and is placed under a special supervisor who responds to the trainee's .sometimes the trainer will not have the opportunity to express idea.

Apprentice: An apprentice is method of training new profession training in professional or profession and often co-studies. Apprenticeship also enable regulator to get a license to practice a controlled profession. Most of their training has been compiled while working for an employer who helps employers learn their business or profession, instead of their continued labor for agreed time after achieving measurable skills. The beginner usually lasts for 3 or 7 years.

Internship Training: Under this method, the theoretical and practical directions are given to the trainees. Generally students of engineering commerce colleges receive such training for a short stipend.

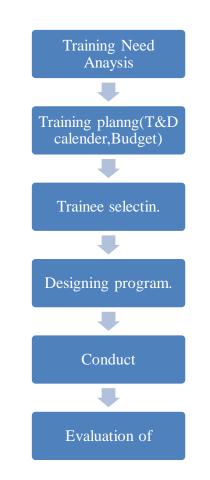
• Off the job training:

Lecture: It will be a suitable method when the number of trainers is quite large. Speeches can be very helpful in explaining lectures and principles very clearly and face to face interaction is very possible.

Case study method: Police deal with any problem usually faced by a business which can be resolved by a staff in case study. Training is given the opportunity to analyze and solve all possible solution in this field. This method can improve an employee's analytical and critical thinking.

Event method: Event is organized on the basis of actual circumstances, and on the basis of every employee of the training group in different organizations, so that they are asked to make a decision as real life situation. Later the whole group discusses the incident and decided o the basis of personal and party decisions.

Conference: Many people are called a meeting conference to discuss a topic. Contributed by analyzing and discussing topic related to each participant. Everyone can express their own opinion.



2.13 Training Process within Ananta Garments Ltd:

2.14 Training Need Analysis in Ananta Garments:

Training need assessment is the method of determining if a training need exists and if it does what training is required to fill the gap. The gap between the present statuses may indicate problems hat in turn can be translated into a training need.

Approaches to training need assessment

- Training need survey
- ✤ Competence analysis.
- ✤ Performance appraisal approach.
- Feedback approach
- ✤ Management decision approach.

Training needs survey: This approach is based on opinions and views. Training needs assessment survey forms the basic/ benchmark for determining effectiveness of the training administered. The suitability of this approach depends on:

- Openness in the organization culture
- ✤ Size of the organization and its population
- Complexity of job.
- Survey includes
 - **Survey Questionnaires:** Web based or printed questionnaires distributed to employee for completion.
 - **Personal Interview:** Conducted by a trained" interview outline to be asked during the interview.
 - **Personal Observations:** An observation of the employee at work. May be structured or unstructured.
 - **Competence analysis:** Relatively quicker. Competence analysis identifies the knowledge, skills and process abilities required to perform organization business activities. The views of all employees are collected and to remedy the deficiency, Suitable training need is identifies.
 - **Performance appraisal approach:** Relatively accurate approach for individual training and development needs. This goes with analyzing knowledge, skill and the job requirement. The main idea of this approach is to find out whether the employee on the given work or position have the required knowledge and skill to do it properly.
 - **Task analysis:** Task analysis is the examination of each step involved in completing a task or job along with a detailed description of the activities performed in each task or job. A task analysis can include element such as speed duration, mental activity, and environmental factors.
 - **Feedback:** The feedback or information regarding the necessity of T&D in a department for a group or individual is collected. It can be from: Annual reports, production, production report, performance report, comments of supervisors, and comments of the colleagues.
 - Management decision: In most of the small organization the management decisions who need to be trained and what needs to be taught. These decisions are based on the future planning/career growth plan or the deficiencies in their employees directly noted by the top management.

2.15 Training and Development Program in Ananta Garments Ltd.

•Field Training:

This particular training essentially requires for the field workers. The practical training (the way of field work, manners, coordination etc.) is the essential part of it. An additional trainer gives all the training to the workers.

•Corporate Training:

Training is for the manager level employees. This training helps to develop manager's sensitivity, service excellence, effective delegation, leadership and managerial skills.

•Research Based Training:

Research training is very important for the company as researcher used to put on the market the products for the company. If their actions and skills are not convenience, then company's reputation will be tarnished.

2.16 Training Process in Ananta Garments Ltd.

The Training process offered by Ananata Garments Ltd. are-

- a) Operational Visit- Higher level officers often visit to survey the situation.
- b) Classroom session- Room allocates for giving the training with necessary equipment.
- c) Online learning- A training process through internet via e-mails, websites etc.

2.17 Training Design Process in Ananta Garments Ltd.

In terms of workers effective point in time, company designs two types of training. Such as-

a) New Employee Training:

This training is for those employees who join the company newly. There is some fundamental training owed for them for learning about their job.

b) Exiting Employee Training:

This training is for those employees who have previously worked in the company. Their training assigned for the beginning of new project or new mission. Other than this, there are two types of training program, they are-

I. Quarter wise:

Higher authority assigned training program on the three quarter of the year.

II. **Project wise:**

New training program owed according to some new projects.

2.18 Training Evaluation in Ananta Garments Ltd:

Evaluation is a process designed to assess the values and the value of the training Programs to employees and organizations. In Ananta Garments Ltd they used up the continued development of workforce by offering training. Whenever the training structured and offer two types of feedback they measure:

- One is how they experience after presence the training
- Another one is are they able to increase something from the training.

Ananta Garments Ltd also follows the 60-25-15 model for employee development, i.e., 60% of the employee's development will come from on-the-job experience, 25% from mentoring by peers and only 15% from official instruction.

2.19 Evaluation of training:

Questionnaires

The wide range of questions, feedback and from trainers cannot be obtained.

Tests

Standard examinations may be unable to understand whether good trainers have learned to learn to coach.

Interviews

Interviewer may be managed to find the usefulness of the training given to the operator.

Studies

Extensive research can be done to expand the opinions and decisions of trainer and per group about training.

Human resource factors

The training on the idea of employee satisfaction can be evaluated that the concept of consistently decreasing proportion, absence, accidents, complaints, reduction, dismissal etc.

Analysis of cost benefit

Coaching can be compared to its value so that an educational program can be calculated.

Feedback

After the analysis, the case should be examined for the gap between performances. Coaching analysis information should be provided to various teams involved in improving the training and training activities for trainers, trainees and management.

SL	Topic/Modules	Schedule	What are to be taught	Concerned Department	Duration
1	Training about Hiring and staffing	Once in a month	Need analysis. Job circular. Calling candidate for interview. Selection, organization and	HR & compliance	1.5 Hours
2	Training about safety	Once in a month	Training of Electrical safety. Training of industrial safety. Training of Environmental safety. Training of Health & safety.	HR & compliance	3 Hours
3	Awareness Training program	Once in a month	Awareness on key issue of labor law. Awareness on Environmental Health & safety. Awareness on product safety.	HR & compliance	3 Hours
			Welfare Meeting & Training		
4	First Aid Meeting Training & Training Docs	Once in one month	Meeting With First Aiders. First Aid Manual Training. Induction Training on first Aids.	HR & compliance	1 Hours

2.20 Training & Development Program Design of Ananta Garments Ltd:

5	Welfare	Once in a	Meeting with the workers.	Ш	
	Meeting &Training	month	Meeting with the workers.	HR &	2 Hours
	Others		Awareness on monthly injury &	compliance	
			Data analysis.		
6	Risk	Once in	Risk assessment on Fire Safety.	HR	
	Assessment	Two	Risk Assessment on industrial	&	
		month	safety.	compliance	
			Risk Assessment on Electrical		3 Hours
			safety.		
			Risk assessment Health &Safety.		
			Risk Assessment on Generator.		
7	Fire Train	Once in	Fire Training on Rescue.	HR	
	Induction &Rescue	two month	Fire Training Induction.	& compliance	
	arescue	montii	Basic training on fire safety.	compliance	

Chapter-3

Problems and Recommendations

3. 1 Problems Identification:

During my internship in Ananta Garments Ltd, Specially HR team helped me a lot to know about the company very properly. As well as Ananta Garments Ltd has a good practices that they have introduced with their intern & give a visit to their functions So, I get the opportunity to find out some observation for the company are given bellow:

- Employees of all departments especially HR team is very helpful & co-operative.
- ✤ Ananta Garments Ltd arranges different training for employees to improve their comprehension and skills but that is not enough for developing themselves.
- Ananta Garments Ltd has emergency action plan for each floor and you will find it on notice board near the floor entrance.
- First Aid Kits will be managed by selected first aiders. They will respond immediately if any accident happened and will provide first aid.
- Ananta Garments Ltd provides PRB (Profit Revenue Bonus) to the permanent employee around 3% of profit annually.

3.2 Recommendations

- For creating more efficient and effective employees, Ananta Garments Ltd needs to put more concern about their training and development function.
- Some old equipment like; computer, printer, scanner, ac etc. need to be replaced. Due to those tools employees facing problem during their working period.
- Ananta Garments Ltd needs to take regular survey on their employees.
- First Aid kits needs to check regularly.
- Profit Revenue Bonus need to increase 10% minimum, because 2% or 3% in very minimal amount.
- More on the job Training and development: Ananta Garments Ltd mainly focus on the project based training which are required by higher authority. Personal training get less priority and the trainees are selected by the supervisor or Managing Director. So, there are always a gap between require and resource.
- Vertical Hierarchy: In Ananta Garments there are difference between the global and the local culture. Internationally, they follow the parallel structure but in Bangladesh authority control is more practiced. So, employees sometimes become confused and misjudged from time to time. However, the independence culture gradually changing due to the new bloods and new performance systems.
- Policy Transparency: In Ananta Garments policy are not transparent to all and employees faced serious problems about the policy, rules and regulation. Even departments are confused about their information and policies. They need more transparency and understanding about their jobs and policies.

3.3 Conclusion:

It was a great opportunity for me to work on this company and acquire practical knowledge. I learned a lot regarding how this business sector operates and how this company managed to gain its position. As an organization Ananta group has earned the reputation of a leading garments manufacturing company. It has access to foreign market and is gaining a global market penetration through its quality of product. One of the strongest factors of this

company is they focus highly on quality management and not only that they are also up to date. Overall this company is in a stable position; its market hold is also very strong the business is in growth stage. In conclusion Ananta group has a long way ahead and with the vast knowledge of their HR professionals, if they can maintain their wide range of workers properly with right managerial skills and maintain standard they set, soon they will shift from growth stage to maturity stage.

3.4 Reference:

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Books:

- ✓ Author-Raymond A. Noe & Amitabh DeoKodwani Title of the Book-Employee Training and development 5th Edition- Chapter 1 Introduction to Employee Training and Development
- ✓ Research Methods for Business: A Skill Building Approach, 5th Edition, Author Uma Sekaran Roger Bougie