



Report On

**Training and Developments Process of Anwar Group of
Industries During Pandemic Time.**

Submitted To:

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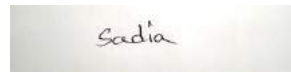
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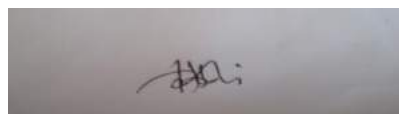
1. The internship report submitted is my/our own original work while completing a degree at Daffodil International University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material that has been accepted or submitted, for any other degree or diploma at a university or other institution.
4. I have acknowledged all main sources of help.

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Letter of Transmittal

September 9th, 2022

To

Mohammad Shibli Shahriar

Associate Professor

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Subject: Submission of Internship Report.

Dear Sir,

I would like to convey to you my heartiest thanks for your precious guidance and support for me to prepare my internship report. With immense pleasure, I am submitting my internship report on “Anwar Group of Industries” which had assigned to me as a part of my MBA Program. I have tried my level best to complete this report with the necessary information and suggested proposals that you have provided me with.

I hope that the report will meet your expectations and would really appreciate it if you would enlighten me with your thoughts and views regarding the report. I will be always available for answering any query related to this paper

Sincerely yours,

Sadia Binte Faruque

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Date: September 9th, 2022

Acknowledgment

The successful accomplishment of this project work is the outcome of the contribution of a number of people, especially those who have given the time and effort to share their thoughts and suggestions to improve the report. At the very beginning, I would express my deepest gratitude to Almighty Allah for giving me the strength and composure to finish the task within the scheduled time.

I would like to express my deepest gratitude to my respected internship supervisor Mohammad Shibli Shahriar, Associate Professor of Department of Business Administration, Daffodil International University, for giving me the proper guidelines to prepare this Internship Report. Without your help, this report would not have been possible to complete properly. Your support and guidance gave me the courage to make this report.

I would like to thank my reporting boss Mr. Md. Kamrul Islam Sojal-Deputy Manager-Training and Development (Group HR) for giving me the opportunity to perform my internship program under his supervision in Anwar Group of Industries. I would also like to express my humble gratitude to all the colleagues of my team who not only helped me to prepare this report but also helped me with their guidance and by sharing their valuable knowledge. During my preparation, I did not face any major difficulties rather I enjoyed each & every moment.

Finally, my sincere gratitude goes to my family and friends for supporting me, sharing their thoughts, and giving me moral support during the preparation of this report.

Executive Summary

This Internship Report was created to satisfy a requirement for graduating from Daffodil International University's Master of Business Administration degree. Having completed my internship in the human resources department and been tasked with overseeing the training and development process for the Anwar Group of Industries throughout the epidemic, the focus of this report is an investigation and analysis of that system in action. This report was written based on my internship experience in the training and development division of Anwar Group's human resources department. This report details the methods used by Anwar Group of Industries to improve their employees' current competencies and future performance in the face of a pandemic, as well as the design process, the arrangement of TNA, the various training techniques used, and the evaluation process that was put in place to do so. In Bangladesh, Anwar Group of Industries is among the top conglomerates. Money is put into a training and development program to help workers enhance their present knowledge, skills, and talents and to better prepare them for future problems. In light of the current pandemic crisis, they have begun incorporating modern technologies like Zoom, Microsoft Office, etc. into their training curriculum. Their current online training session is being conducted through Zoom. Employees who feel valued and motivated by the organization's investment in their professional growth are less likely to leave their positions, and this in turn supports the company's retention and recruitment efforts. I was able to observe firsthand how Anwar Group of Industries organizes and designs its training programs for its employees, as well as how it conducts its evaluation of training and how it takes feedback from the participants, thanks to my time spent in the training and development sector of the Group HR department. I also got to see how the trainers rated the participants. I now know how they responded to the pretest, posttest, and post-post. My whole report is based on training activities, and it demonstrates the need for training and development in light of the current epidemic at Anwar Group. In conclusion, I hope that the thoughts and recommendations I have provided will be useful in helping them to further their training and growth in the future.

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List of Acronyms

HRM	Human Resource Management
HOD	Head of Department
T&D Team	Training and Development Team
PMS	Performance Management System
KPI	Key Performance Indicators
GM	General Manager
AGI	Anwar Group of Industries

Chapter 1

1. Introduction

In order to post-graduate from Daffodil International University's MBA program, a formal report is required. All DIU students are required to complete either an internship or capstone project. My internship subject is "Anwar Group of Industries' Training and Development Procedures in the Wake of the Anwar Ispat Ltd," and I have based my paper on my investigation of these procedures.

My primary emphasis in this research is on the training and development process, which is a crucial aspect of Anwar Group's human resources (HR) practice, along with a review of the company's leadership style, workplace, and management.

In light of the current pandemic, the case study depicts how Anwar Group established its training development to advance its personnel and the company's overall objectives. Information regarding training and development, its significance, and the challenges posed by the use of tools like Zoom and Google Hangouts in training programs will be made available via this research. Not only will readers of the study get insight into prominent firms' training strategies, assessment methods, and results, but they'll also have access to the report's exclusive interviews with these companies' training experts.

1.1 Research Topic: The Anwar Group of Industries' internal method of training and development in the Covid Era.

1.2 Aim and Objective of the Report:

The primary purpose of this paper is to analyze the training and development procedures followed by the Anwar Group of Industries during the epidemic and to provide conclusions regarding their efficacy.

Specific Objective:

- ✓ Determine how much of an improvement in performance may be attributed to training and development programs.
- ✓ Examining the efficacy of employee online training in improving productivity.

- ✓ Examining the HR department's online and offline training preparation methods
- ✓ The goal is to collect data on how test takers performed before and after the experiment.
- ✓ Research Training Program TNA History of TNA

1.3 Literature Review:

Training and development are essential to every business because they help staff members grow their skills and abilities, allowing them to perform better on the job and progress toward the company's goals. Without the right kind of training, employees will struggle to keep up with the rapid pace of technology development and market shifts, making it impossible for businesses to reach their goals. Training and development are a crucial aspect of every company's human resource department, and according to Mozael (2015), it is also one of the most important functions of any firm. (Stone, 2020) emphasized the significance of training in achieving organizational goals and maintaining workers' engagement with their jobs. Training and development has been the subject of much research by several academics. According to (Mahbuba, 2013), training is seen as a gift by workers since it improves both their abilities and their productivity. An organization's productivity may benefit greatly from training and development, say Iftikhar and Sirajud (2009). Training and development of employees, according to Rajasekar and Khan (2013), is an essential part of human resource management. Such training can be provided after an in-depth examination of the organization's current and projected needs, methods, and procedures from a variety of industries' points of view. If an individual hasn't been able to complete a job on time due to a lack of knowledge, skills, or competences, training may help. This is according to Abbas Z. (2014). Training, according to (Cole, 2002), is the process by which an individual acquires the information and abilities necessary to do a job successfully. Workforce development programs often focus on teaching participants the knowledge and skills they'll need to do certain jobs effectively, such as improving the proficiency of salespeople so that they can generate more business. Saleem et al. (2011) state that training is beneficial since it teaches employees new techniques for improving their performance on the job. Furthermore, training inspires workers, making them more disciplined and focused, which in turn improves their productivity and the company's bottom line. However, according to Laing (2009), training is an excellent technique for enhancing workers' knowledge, skills, and talents to the point where they can execute their jobs

more efficiently. Furthermore, he adds that education and development increase business output. When it comes to improving the quality of work and productivity inside a business, training is a crucial role (Singh and Mohanty, 2012). In order to maintain and improve current work performance and to prepare personnel to develop their capabilities for the future, training is organized (as stated by Nunvi, 2006). Zoom, Google Meet, Microsoft Team, and Skype are among the new tools being used by businesses to facilitate training and growth as a result of the global epidemic, as reported by Keenan McBride (2021). To deal with the difficulties brought on by the corona virus pandemic, several businesses and organizations have begun innovative training and development programs, as reported by UNESCO (2020).

1.4 Methodology:

Both primary and secondary sources were used to compile the information for this research. While interning at the Human Resource Division of Anwar Group of Industries, primary data will be gathered via observation of the training and development process and through interviews with workers. Secondary sources, including the organization's own website, other published works, and online resources, were mined for information.

The primary collection:

- i. Conversations with supervisors and coworkers in person
- ii. Participant-centred, face-to-face discussion
- iii. Tasks that may be accomplished at a desk

Respondents:

- i. HRBP (3) (From Group HR)
- ii. Members of various senior and managerial levels from the head office, including those in marketing, administration, accounting & finance, and human resources (1) General Manager (Head Of HR) (15-20)

Secondary data collection:

- I. Books and academic magazines devoted to the study of artificial intelligence training and development Official websites Books and academic magazines devoted to the study of artificial intelligence training and development Official websites

1.5 Scope of the Study:

Anwar Group of Industries' (Anwar) human resources training and development is the subject of this research. Despite the abundance of prior research on AGI group HR, these studies did not go into a variety of operational concerns. This research will shed light on the most up-to-date HR practices at the organization and give a springboard for more investigation into the company's approach to training and development in the future.

1.6 Learning Statement:

Internships are a crucial component of my education since they prepare me for the realities of the working world. This internship allows me to get insight into the human resources department of one of Bangladesh's most successful businesses.

- As an intern, I was able to learn about several human resources functions. Here, I share what I picked up throughout my internship at AGI.
- It helps me grasp HRM more than I could have with just textbook study. 2. I've learned a lot about the training process and how to organize it.
- Third, I now understand the ins and outs of the training and improvement procedure.
- Fourth, my understanding of training methods has expanded in many ways.
- Fifth, I now understand the procedures in place to protect the privacy of the information
- Number six, I can now put together a training summary report.
- Seven, I can get insight from people's experiences with it.
- 8 It's been informative in regards to the importance of a well-rounded existence
- The experience helped me become better at managing my time.
- Ten. It instructed me on proper business etiquette.
- As a result, I now know how to tackle difficult projects.
- My ability to perform under stress has improved greatly.
- I have learned the ropes of writing a summary report in Excel.

1.7 Limitation:

The major difficulties that I faced during my internship period and preparation of this report are as follows:

1. The lack of access to information was the primary limitation of the study, as it significantly disrupted the scope of the analysis needed for the study (for example, employees were not allowed to disclose confidential information about their financial statements and the salary structure of their employees).
2. The staffs were too preoccupied with their own tasks to provide anything in the way of advice and assistance.
3. Study time constraints are also significant.
4. It has come to my attention that several previously published materials are now out of current.

1.8 Overview of the Internship:

1.8.1 Internship information:

Company name: Anwar Group of Industries

Department: Group HR

Address: 27, Dilkusha C/A, Dhaka-1000

1.8.2 Supervisor Information:

Name: Kamrul Islam Sojal

Designation: Deputy Manager and Lead HRBP- Group HR

1.8.3 Job Scope:

Job Responsibilities

- Help the Human Resources department by calling potential candidates and checking up with them.
- In order to arrange an Interview
- Human Resources Tasks Assignment

- To Co-Ordinate Various Activities, Occasions, and Activities Concerning Employee Engagement
- Coordinate employee joining procedure, paperwork, initial verification of employee personal file, and other supporting tasks; administer pre and post-tests; compile training summary report.
- Maintaining training records, communicating with relevant parties, and following up with course participants.
- To carry out tasks linked to recruiting, such as reviewing resumes and conducting interviews.
- The purpose of this group is to coordinate new hire orientation.
- To create a digital and traditional curriculum for worker education.
- Help out with writing job descriptions for various openings.
- Provide assistance to supervisors in drafting documents like as reports and letters.
- To aid in the acquisition, upkeep, and distribution of office supplies

Chapter 2

Organization Part



Figure 1: Business Units of Anwar Group of Industries

2.1 Overview of The Company:

When it comes to business, Anwar Group of Industries (AGI) has a rich history, remarkable present, and promising future. Late Lakku Mia founded the company in 1834, when he entered the trade of "Hides & Skins," and it has been in the family ever since. Management of the firm has been passed down through the generations in order to ensure continuity of purpose and commitment to the highest standards of business conduct. To some extent, it has been able to impart knowledge and understanding gained within its own time period. The next generation of business leaders successfully used their expertise to boost the company's bottom line. As time went on, it expanded until it was a national industrial powerhouse, with a national and worldwide reach thanks to its numerous subsidiaries and affiliates. More than 20,000 skilled and talented workers make up the group and are regarded as the firm's most valuable asset.

The Group's new chairman is Mr. Manwar Hossain, the eldest son of the company's former chairman Anwar Hossain, who had widespread respect in his community and represented

Bangladesh in the legislature. The Anwar Group's upper echelons have extensive connections to the political establishment, the military, and the civil administration.

The Group is pleased with the achievements of its affiliated businesses, which include those dealing in composite textiles, jute, banking, insurance, construction supplies, residential and commercial real estate, furnishings, industrial and commercial trade, and autos.

2.2 Mission statements of AGI:

- ❖ To maintain our position as Bangladesh's most diverse company, with the flexibility to meet the needs of our clientele
- ❖ Providing regular opportunities for expanding the country's exports of goods and services
- ❖ Act sustainably and honor your social obligations.
- ❖ Maintaining its position as a quality leader in all markets in which it operates by making sustained investments in people, systems, and processes
- ❖ Creating new life forms
- ❖ Creating a productive and supportive workplace

2.3 Vision of AGI:

- We are carrying on the tradition of being technological and industrial trailblazers.

2.4 Corporate Achievements:

- ✓ Bangladesh's first privately owned silk mill, cable and wire manufacturer, and kitchen towel exporter. Bangladesh's second cutlery factory. Bangladesh's first electronics assembly plant.
- ✓ Rayon yarn processing facility #1.
- ✓ Multiple sales awards for excellence First Bangladeshi real estate firm to be ISO certified
- ✓ Fabric with the ISO Certificate and the Oeko-Tex Standard for Jute

2.5 Values of AGI:

- Trust in Allah
- Honor one's parents, elders, and fellow citizens
- Ethics and morality of the highest order
- Employee confidence

- Respect for and devotion to one's family

2.6 Products of AGI:

Building Material Division:

- Anwar Cement Ltd
- Anwar Ispat Ltd
- Anwar Galvanizing Ltd
- A-One Polymer Ltd
- Anwar Cement Sheet Ltd

Textiles Division:

- Anwar Silk Mills Ltd
- Anwar Yarn Dyeing Ltd
- Hossain Dyeing and Printing Ltd
- Mehmud Industries (Pvt.) Ltd

Jute Division:

- Anwar Jute Spinning Mills Ltd
- Anwar Specialized Jute Goods Ltd

Automobiles Division:

- AG Automobiles Ltd. (FORD)

Finance Division:

- The City Bank Ltd
- The City General Insurance Co. Ltd
- Bangladesh Finance & Investment Co. Ltd
- Bangladesh Commerce Bank Ltd

Real Estate Division:

- Anwar Landmark Ltd.

Furniture & Home decor Division:

- Athena's Furniture & Home Decor

Software Division:

- Anwar Enterprise Systems Ltd.

2.7 Departments of AGI:

- Division of Human Resources (Group HR)
- Conceptualization Manufacturing and Quality Assurance
- Commercial and Engineering
- Maintenance and Repairs
- Marketing and public relations
- The Financial and Accounting Departments of a Company
- Managing Stock and Production Schedules
- Client Relationship Management in Business Operations

2.8 Management practices

AGI has an exceptional leadership style, with a strong emphasis on a democratic form of management in which the General Manager takes the time to hear from all employees before making decisions. The newly elected chairman, a former group managing director, called each HOD to get their input before making any decisions. He also gave feedback and made sure all problems were resolved in a technically and economically sound way, which boosted morale, improved productivity, and ultimately helped the company reach its objective.

2.8.1 Human Resource Department of Anwar Group of Industries:

The success of Anwar Group of Industries is seen as a team effort by all employees. The Anwar Group of Industries' human resources department follows strict policies and procedures that are both legally and ethically sound. The human resources department of Anwar Group of Industries primarily exists to inform workers on the company's policies and practices. It lays out detailed procedures for the HR department, with an eye on upholding the established norms.

In addition, it details the organization's expectations for how its personnel should be evaluated, how they should be compensated, and how they should be rewarded over time. It communicates unmistakably what is expected of you. Employees get insight on where they stand in the organization, where they may improve, and how they contribute to the company's success.

When questions arise about how an organization treats its workers, many people turn to human resources. Each policy is intended as a guideline, and should be used with judgment, knowledge, and management in accordance with the policy's original intent.

Key Duties of Human Resource Management Provided by Anwar Group of Industries All necessary human resource management tasks are carried out by Anwar Group of Industries. These duties, however, may be broken down into a manageable set of six distinct responsibilities. Detailed descriptions of each of these activities follow.

I. Recruitment:

The term "recruitment" encompasses all the steps involved in finding, evaluating, and hiring potential new employees for a company. Recruiters' and employment experts' performance is often gauged by how quickly and how many open jobs they are able to fill. The in-house human resources department of Anwar Group of Industries, as opposed to external recruitment and employment agencies, plays a critical role in shaping the organization's talent pool. They organize the recruiting process by advertising open positions, sourcing individuals, screening applications, conducting initial interviews, and submitting their recommendations to the managers in charge of making the ultimate choice.

II. Safety:

In the workplace, safety must always come first. Employers have a responsibility to provide a safe workplace for their staff members in accordance with the Occupational Safety and Health Act of 1970. Human resources play a crucial role in facilitating workplace safety training and keeping nationally required injury and death records. In addition, HR benefits professionals and HR safety and risk specialists often collaborate to handle workers compensation concerns. The HR team collaborates closely with the company's Health and Safety team to carry out this job. The human resources team personally delivers all first aid kits to the affected employee.

III. Employee Relations:

In a unionized workplace, human resources could have a single specialist in charge of both employee and labor relations, or it might have two experts, one with competence in labor

relations and the other with knowledge in employee management. The field of human resources known as "employee relationship" focuses on mending ties between employers and staff by tracking factors like morale and productivity. Managerial responses to union organizing drives, CBA negotiations, and CBA interpretations are all examples of tasks that fall within the purview of labor relations. Human resources at this organization maintain excellent communication with different departments and closely monitor employee interactions. Workers who break the regulations in this area get appropriate warnings and/or disciplinary action.

IV. Compensation and Benefits:

One HR professional with competence in both employee and labor relations handles the HR department's salary and benefits administration. When it comes to salary, HR duties entail both structure creation and market analysis. A pay and benefits expert will also communicate with the administrator of your retirement savings fund and negotiate group health care costs with insurers. The HR division responsible for payroll is the one in charge of employee pay and benefits.

V. Compliance:

Human resources should prioritize compliance with labor and employment legislation. Complaints about unfair employment practices, dangerous working conditions, and general workplace unhappiness may come from noncompliance, which in turn can reduce productivity and, hence, profits. Anwar Group of Industries' human resources team is well-versed in federal and state employment legislation such as the Civil Rights Act, the Fair Labor Standards Act, the National Labor Relations Act, and many more. In every circumstance, they adhere to the most recent iteration of Bangladesh's labor laws.

VI. Training and Development:

Human Resources at Anwar Group of Industries ensures that all workers have access to the resources they need to do well on the job, which often includes intensive orientation training for new hires. We take great care in training all of our new hires, but particularly our "Sales Executives."

VII. Performance appraisal system:

The AGI keeps track of performance reviews and ensures that each employee is fairly appraised. The HR department gathers feedback from all department heads and supervisors then assesses it using their own criteria. Employees are expected to meet their Key Performance Indicators (KPIs), and if they are unable to do so by the deadline set by management, the company must take corrective action, such as reassigning them to a different position or providing them with more training.

2.9 Marketing Practices:

2.9.1 Marketing strategy:

The Anwar group is determined to dominate its industry with strategic marketing. To keep their dealers and merchants as loyal consumers, they often send those presents and provide them discounts at strategic times.

They guarantee timely deliveries without sacrificing product quality. Additionally, they are responsive to client comments and work hard to address any problems that may arise.

2.9.2 Target Customer:

Customers in many industries are targeted, with government projects and infrastructure businesses, dealers, carpenters, etc., being a primary focus.

2.9.3 Branding and advertising:

Throughout the week, the AGI branding team shares posts on social media that highlight the many advantages of AGI's products. Not only that, but Ares routinely distributes advertisements and billboards in urban and rural locations to draw in new clients. Moreover, they provide monthly seminars in each district to educate clients and provide them with information about their goods, and they offer discounts and freebies to their dealers and carpenters. They also provide TV commercials with an original angle. In addition, customers may use their website to make an order.

2.10 Industry Analysis

2.10.1 Porter 5 forces analysis

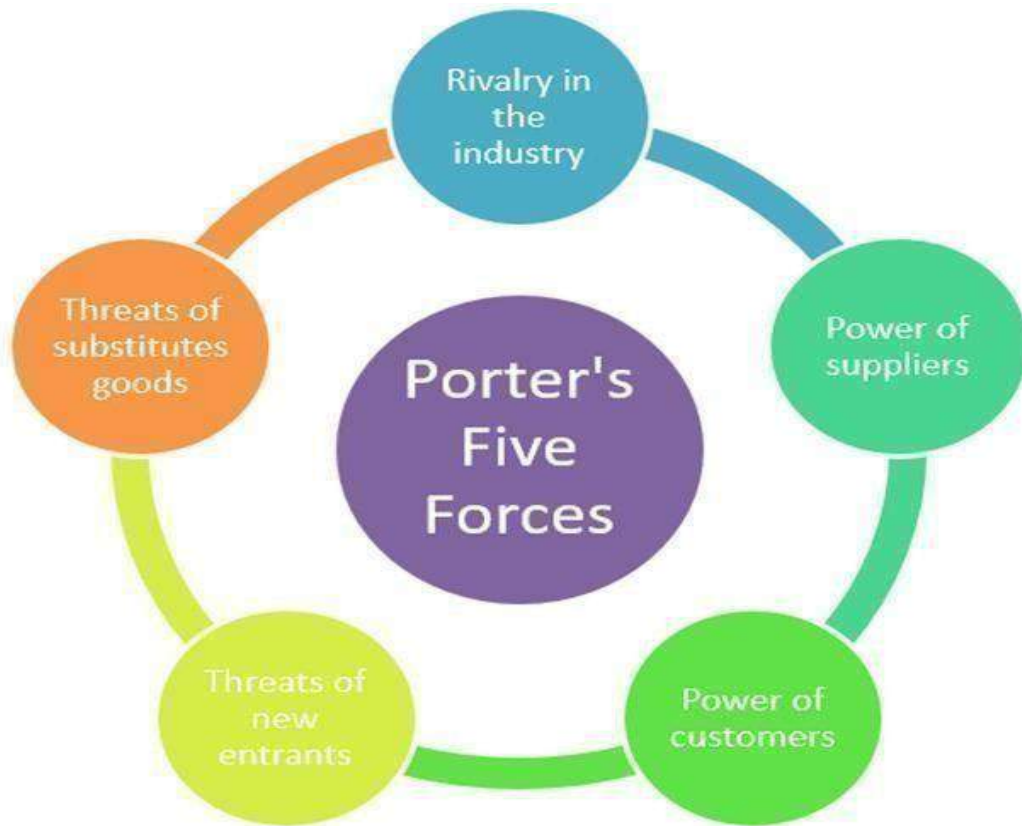


Figure 2: Porter's Five Forces

1. Rivalry in the industry:

Inasmuch as AGI is among Bangladesh's most significant business conglomerates. The level of competition from firms like AKIJ, PRAN, BOSUDHORA, PREMIUM CEMENT ABUL KHEYER GROUP, and MEGHNA GROUP is considerable. Bongo notes (2021) identifies Anwar Cermet Sheet as the industry leader in cement sheets, so while competitors may try to steal market share, Anwar Cermet Sheet is constantly hiring sales staff and holding training sessions for cement sheet sales staff to maintain their dominant position in the market. Furthermore, everyone else is scrambling to overtake you as the industry standard bearer. Competition thus is fierce within the market.

2. Power of suppliers:

AGI's own team of suppliers is well regarded in the industry. Since they export high-quality raw materials from their suppliers, the power of suppliers is moderate to high, despite the fact that they use their own supplier channel to sell their goods in the market.

3. Power of customers:

It's clear that AGI has stiff competition from a plethora of industry heavyweights. Since buyers have the ability to switch brands if prices aren't to their liking, it's safe to state that price competition is common in this market.

4. Threat of new entrants:

New entrants pose less of a danger to AGI because of the large initial investment required to get into the business, the complexity of the supply chain and other organizational units, and the difficulty of turning a profit.

5. Threat of substitutes goods:

Finding comparable alternatives to the manufacturing division's goods is challenging. It is challenging to find alternatives to cement and other goods for use in infrastructure construction. For the textile division, however, the danger of substitution is rated as modest since buyers may choose an alternative product.

2.10.2 SWOT Analysis:



Figure 3: SWOT Analysis

Strength:

- The largest corporate family
- Cement sheets' most dominant market share holder
- Strong percentage of the market
- Those that work hard and are committed to their jobs
- The use of high-quality raw materials
- The best of intentions
- Integrity of the Brand

Weakness:

- Its price range is more expensive than those of its rivals.
- Insufficient advertising
- Less marketing for the goods than rivals
- Reduced participation in social media

Opportunity:

- Introducing state-of-the-art machinery into the manufacturing process has the potential to boost output while cutting costs.
- Their own ERP software that is adaptable and functionally official.

Threats

- Intense pricing competition across market rivals
- As a means of differentiating themselves from the competition, many businesses offer sales prices to distributors, retailers, and consumers.
- Observing rigorous quality controls

CHAPTER 3

Training and Developments Process of Anwar Group of Industries during Pandemic Time.

3.1 Key Functions of Training and Development Team:

Any successful business must invest heavily in training and development programs. In this section, we'll discuss HR's training and development programs. The article also delves into the efficacy of AGI's training and development initiatives for its staff.

The Anwar Group of Industries places a premium on its staff's professional growth and development in order to help them realize their full potential and contribute to the company's overall success.

- ✓ Participants in the training are put to the exam, and the training itself is evaluated, throughout this procedure.
- ✓ The action of determining how training requirements link to broader organizational goals for improvement.

When it comes to official responsibilities, the learning and development team is in charge of raising the bar for all workers and preparing them to take on leadership roles in the future. It is the T&D team's responsibility to go to work after the Recruitment team has successfully found and hired a candidate. The T&D group at AGI sets new hires up for success by arranging intensive orientation and training sessions. The T&D team maintains detailed records on all new hires' training programs regardless of where they're assigned. Based on their analysis of the aggregated results of the various training initiatives, the T&D team then determines the direction of the organization's future training initiatives.

In spite of the epidemic, the AGI T&D team has been able to hold online training sessions using Zoom, and they have ensured that all eligible staff have participated.

3.2 Training Process Framework and Types of Training in AGI:

An analysis of the corporate goals and how they connect to the demands of the learners. The management model for an artificial intelligence (AI) training program. As part of this procedure, AGI workers will be tested and their training requirements will be assessed.

3.2.1 **Training Needs Analysis (TNA):** The Training Needs Analysis (TNA) is a measurement of the gap between the abilities already possessed by an organization's workers and the skills they need to acquire in order to do their jobs more efficiently and effectively and reach their organizational goals. TNA is a necessary step in order to assess the training gap. When carrying out their TNA, AGI takes into account the following.



Figure 4: TNA process of Anwar Group

- i. **Organization performance:** As a result of AGI's emphasis on efficiency and effectiveness in the workplace, the company's TNA places a premium on measures of organizational performance. The T&D staff does its TNA based on the monthly performance reviews they get. If an employee has not met their KPI, it will be noted in the report and discussed with their management.

- ii. **Employee's skills:** The competence of their workers is a crucial factor in their TNA procedure. Given the size of the group, it is challenging to conduct individual performance reviews for each employee. Instead, each department head is responsible for evaluating the performance of the members of their team, providing feedback on how to improve in areas such as work knowledge, target achievement, functional knowledge, and technical knowledge.
- iii. **Employees Knowledge:** Having the essential job expertise is crucial. The T&D team will assess the skills gap if any workers leave, are transferred, or switch roles without the consent of their HOD.
- iv. **Employees' Attitude:** The goal is to raise morale by making workers happier in their work environment. The T&D team reviews the results of the attitude self-evaluation and peer assessment that are sent to them through mail, and then uses those results to determine what kind of training would be most beneficial.
- v. **Employee's Education:** A portion of the TNA was determined by the applicant's degree of education. Take, as an illustration, this. Work experience and formal training are also considered forms of education.
- vi. **Employee's Experience:** When analyzing the TNA, experience is the most important component. There is a wide range of expertise and years of experience among the staff members. With input from the HOD and line managers, the T&D team conducts a thorough evaluation of the results.
- vii. **Employee's Training:** While some workers have extensive experience or formal training in a certain area, others fall short in this regard. Thus, the TNA for such is thoroughly analyzed by the HOD and the T&D team.

Types of Training process in AGI:



Figure 5: Training types Of Anwar Group

In House Training: These classes were taught by the Anwar group's own staff members. The leader of the T&D team often conducts in-house training for staff members. Additionally, several senior executives have also participated in the program. They don't compensate their own trainers in any special way; beyond include them in the company's overall performance evaluation system. Managers and staff at higher levels are held accountable by key performance indicators (KPI) for the development of their subordinates. Each training cohort consists of 40 workers, and classes are held throughout the week. Because of this, the company invested in external resources and sought out the industry's top trainers to help its personnel perform at a higher level.

Induction program: The purpose of the induction program is to familiarize new employees with the Anwar Group, its policies, their roles and duties in the company, and the rules regarding their attendance, among other things. To ensure that new employees are enthusiastic about their roles and contributing to the organization's overall mission, the program concludes with a motivational session in addition to completing the necessary joining formalities.

Online Training: With the global pandemic in full swing, it's no secret that businesses large and small have taken to the internet in an effort to protect themselves and their customers. While the epidemic was happening, the Anwar Group also held their training session's online using zoom. Zoom was their platform of choice for virtual instruction. They have 90 people participate in the online session by inviting them and then using questions to gauge how involved they are. Unless there are unexpected circumstances, they would rather watch a video during the instruction.

3.2.2 Strategy analysis of employees of AGI:

Using the below-listed criteria and questions, AGI conducts a strategic review of its workforce.

1) Identify the performance:

- To what extent do you anticipate success for the company in the future?
- . Results so far/projections for the future

2) Identify the challenges

- Where do we stand now, and what difficulties must we face?
- I'm curious as to the nature of the future difficulties we may encounter.
- Problems now and in the future

3) Employee's performance:

- How can workers modify their actions to better assist the organization in meeting the difficulties and achieving the goal?
- Current performance/future performance

4) Employee's competences:

- What kinds of training, education, and mindsets would best equip workers to improve their performance?
- Compare and contrast current abilities with those that will be necessary in the future

5) The training needs

- The GAP must be closed, but how?
- Capabilities now and in the future

3.3 AGI's Training Overview:

AGI wants to Teach employees skills needed for current job based on the following criteria

- Globalization
- Leadership is required.
- Enhanced importance of human resources
- Relationship to Corporate Strategy
- Customer service and quality are key to attracting and maintaining top employees.
- Diversity in the workplace and the changing face of the population
- Updated tools and strategy
- Enhancing One's Skills and Career

3.4 AGI Major Objective of the Training:

- ✓ In order to improve technical and functional competence and output
- ✓ Purpose: fostering development in staff

- ✓With the aim of fostering a more skilled and adaptable labor force.
- ✓Keep from becoming obsolete Ability to perform essential functions and mastery of relevant technologies
- ✓With the goal of enhancing public health, hygiene, and safety
- ✓effective use of resources
- ✓Developing a company

3.5 Need for Training

AGI follows 4 types of Need for training which are explained in the below:

- **Training New Joiner:**
Explain the company's goals, objectives, policies, and working environment to them.
- **Training existing workforce:**
Aiming to Revise, Update, and Better One's Skills and Knowledge
- **Training on New technology/process:**
Everyone on staff has received thorough instruction in the proper use of all machinery and procedures.
- **Training for individual and organizational growth**
Employees get preparation for taking on a larger portion of the higher-level job's tasks via training.

3.6 Training Process Of AGI:

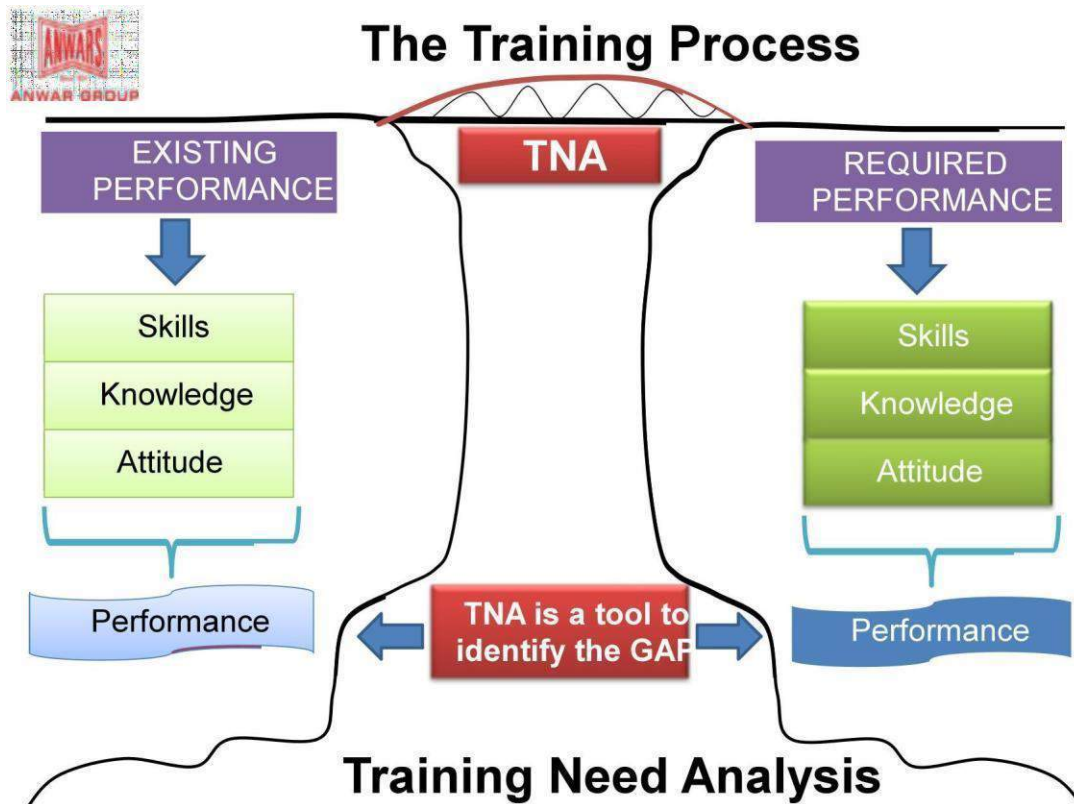


Figure 6: Training Process of Anwar Group

Then find the void, AGI is superior to the training method. Performance reports, feedback reports from Hod and the line manager, and a study of the difference between existing and needed performance are used to determine the latter. They use a standardized training procedure consisting of 7 phases.

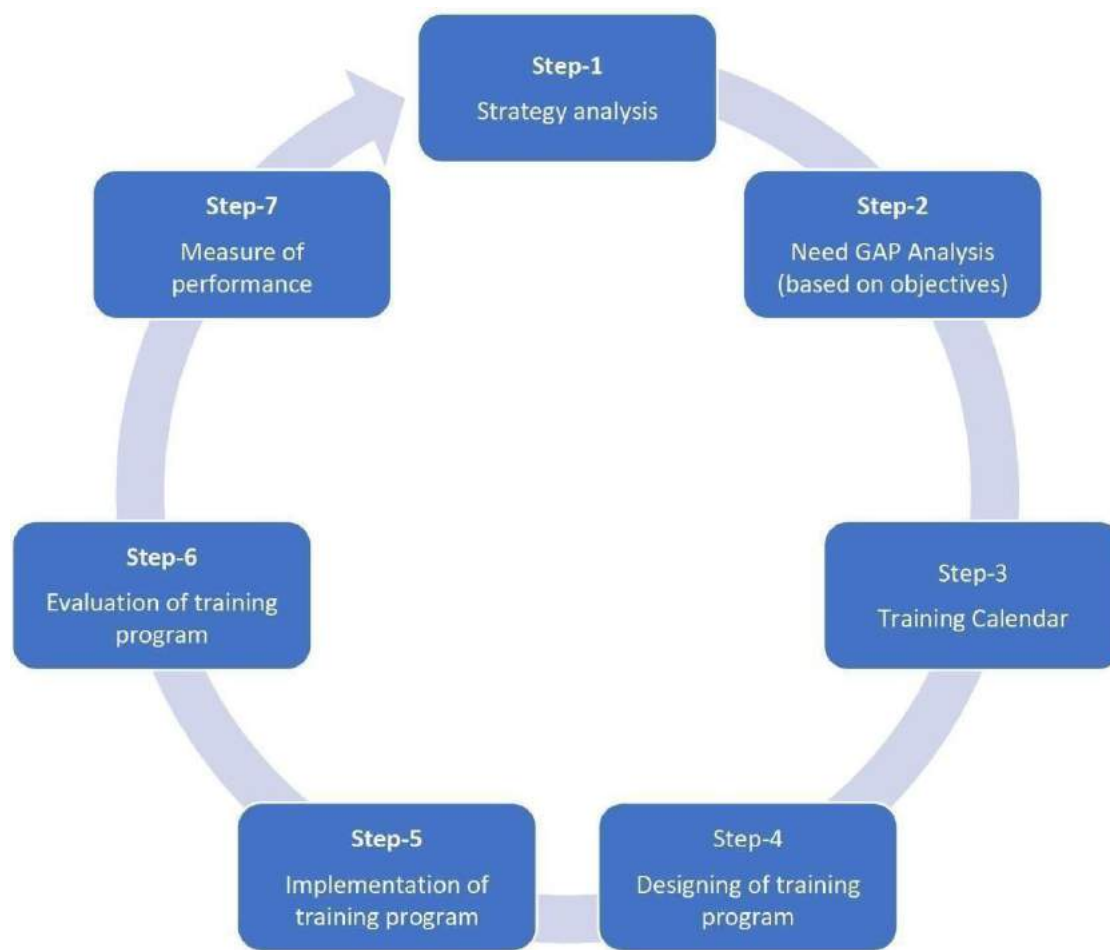


Figure 7: Seven Steps Training Process of Anwar Group

3.6.1 AGI's Techniques to determine the training needs:

AGI use following techniques to determine their training needs such as

- ✓ Online and in-person interviews and observations
- ✓ Inquiry form was sent
- ✓ Formal Review of Performance Measurement and Key Performance Indicators (PMS/KPI) Document

Workers' abilities in self-leadership, team-leadership, and job- and business-leadership are assessed by the T&D team using these methods. Workers' potential training requirements are determined after a careful comparison of expected and actual performance.

3.6.2 Analysis the Need:

The T&D group compiles the TNA from the departments they've chosen. Since the firm is so huge, TNA selections are made on a quarterly basis (every three months, on average). In order to minimize the number of participants and make it as a batch system training, they sent

out pretests to staff members while the pandemic is ongoing and compile a summary and list of needed training based on the TNA form. The next step is for the T&D team to construct a calendar of the necessary training with probable days, weeks, and months, have it reviewed by the HR head and the HOD, and then gain approval from the Chairman, who must sign off on the final budget.

3.6.3 Set the objectives:

Based on the TNA report, the T&D team made decisions on the functional, soft, and technical training that would be most beneficial. They analyze the data presented and award points depending on the training methods that received the most feedback. Due to the epidemic, the team also decided to train using a hybrid online/offline format. In light of the pandemic and the need to minimize the spread of the Covid 19 virus, companies are increasingly opting to conduct soft skills training online and delivering technical training using Zoom. In addition, after deciding on the location, they choose the trainer, who may be someone from inside or outside the organization. Due to concerns over the spread of the Covid 19 pandemic, in-house training was prioritized, but external trainers were brought in for more important courses; in both cases, care was taken to ensure the instructors were properly sanitized and vaccinated, with final approval coming from the department's head of human resources and the head of department.

3.6.4 Designing the training program:

After consulting with the company's general managers, the T&D team creates a training module and sets up a training plan. This involves preparing the program's training materials, such as the area of the subject they will prioritize. Both online and offline training participants were contacted by phone two days before the session to remind them to attend.

Training Topic	"Training Topic Name"		
For	Manager & above Level	Facilitator	

Time and Date		Venue	
Day and Date	Duration	Sub-topics	Comments
1 st day			
2 nd day			

Figure 8: Training schedule Form of Anwar Group

3.6.5 Implementation of the training program:

After ensuring that all prerequisites have been met, the training program is implemented by doing things like setting up a training timetable and coordinating the training with the participants and the trainer.

3.6.6 Evaluation of the training:

Once the training is over, the T&D team will provide post-training assessments to participants so they can see whether their prior knowledge and abilities have improved as a result of the training. While COVID 19 is ongoing, participants in the zoom meeting were given the google doc questions to complete as a post-test. A designated member of the training and development (T&D) team is present, and he or she writes down the name and gives points for a set of about 10 to 15 questions, or sometimes the trainer directly asks question to the participants to know their after-training knowledge, which can be online and offline training.

Training Evaluation Level: Kirkpatrick's model of Evaluation:

The Training and Development team at AGI uses Kirkpatrick's method of evaluating training to determine how effective the program was. It's a powerful and practical instrument for gauging the success of training programs. This approach informs AGI's training and development staff about the program's efficacy and the extent to which participants' knowledge, skills, and performance have improved as a result of the training. What follows is a more in-depth analysis of the issue.

1. Reaction (after training feedback):

It is a method for gauging how well training is resonating with its intended audience. Participants provide their thoughts on the training program's efficacy, including whether or not they found it helpful. After each training session, the AGI T&D team sends out an evaluation form to participants to gauge their level of satisfaction with the training as well as their thoughts on the trainer and the training itself. After a thorough analysis of the data, an average is calculated, and a report is prepared using Excel. They also look at participant comments on the trainers to see whether they should switch trainers for the following class. If the training is conducted online using Zoom, the evaluation form is sent to the participants' Outlook inboxes; once completed, they are to return it back to the T&D team.

2. Learning (What was learned):

In this assessment, we look at how up-to-date the knowledge and skills acquired during training really are the extent to which their knowledge has been expanded as a result of the training sessions. The AGI T&D department creates a post-training exam with ten to twenty questions on the course material. Participants will get a posttest at the conclusion of the training and will have a certain amount of time to complete it before it is due to the T&D team. If the training is conducted online due to the pandemic, participants will be given a Google Form to fill out with a certain amount of time allotted for them to complete it. The T&D team reviews the post-test findings and recognizes the top three scorers.

3. Behavior (what was applied in practice):

In other words, it's a method for determining whether or not the training really led to a noticeable improvement in trainees' abilities or conduct. The AGI T&D team checks

in with each participant's line manager once a month to assess whether or not the trainee's behavior and skills have improved; if they haven't, the T&D team creates a new list of trainees to retrain.

4. Impact (performance results achieved, effectiveness):

Evaluation of training's efficacy in fostering organizational development and accomplishing set objectives is the procedure through which this judgment is made. AGI calculates this by looking at the performance matrix score of each employee on a monthly basis, with separate categories for pre- and post-training success that is double-checked by the head of department and line managers.

3.6.7 Feedback of the training

Participants are asked to fill out an evaluation form at the end of each training session so that the T&D team can gauge the program's success. They may use this data to compile a summary report on training that they can then provide to the HR and line-of-business leaders, and if the training assessment average is less than 5 or 6, the program will be flagged for reform. Three top achievers get a letter of thanks and a modest gift, like a book, in the mail. The HR department head and the department head's direct report both gave their employees a mug as a sign of their gratitude.

ANWAR GROUP OF INDUSTRIES

Training Evaluation Form

Name :

Date:

Staff ID :

Designation:

Name of Training :

Overall, I was pleased with the training	Low				
	1	2	3	4	5
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Instructions: Please indicate your level of satisfaction with the statement listed below in #1-

Particulars	Strongly Agree	Agree	Disagree	Strongly Disagree
1. The objective of the training was clearly defined	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Participation and interaction were encouraged	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The topics covered were relevant to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The content was organized and easy to follow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The materials distributed were helped	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. This training experience will be useful in my work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. The trainer was knowledgeable about the training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. The trainer was well prepared	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. The training objective was met	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. The time allotted for the training was sufficient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. The meeting room and facilities were adequate and comfortable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<p>How likely are you to recommend this program to a friend or colleague who is looking for similar services / solutions? Please <u>circle</u> the appropriate rating below</p>									
1	2	3	4	5	6	7	8	9	10
Not at all likely			Neutral				Extremely likely		

Any other comments:

Signature & Date

Thank you for your feedback!

Figure 9: Training Evaluation Form of Anwar Group

3.7 Training flow chart of AGI:

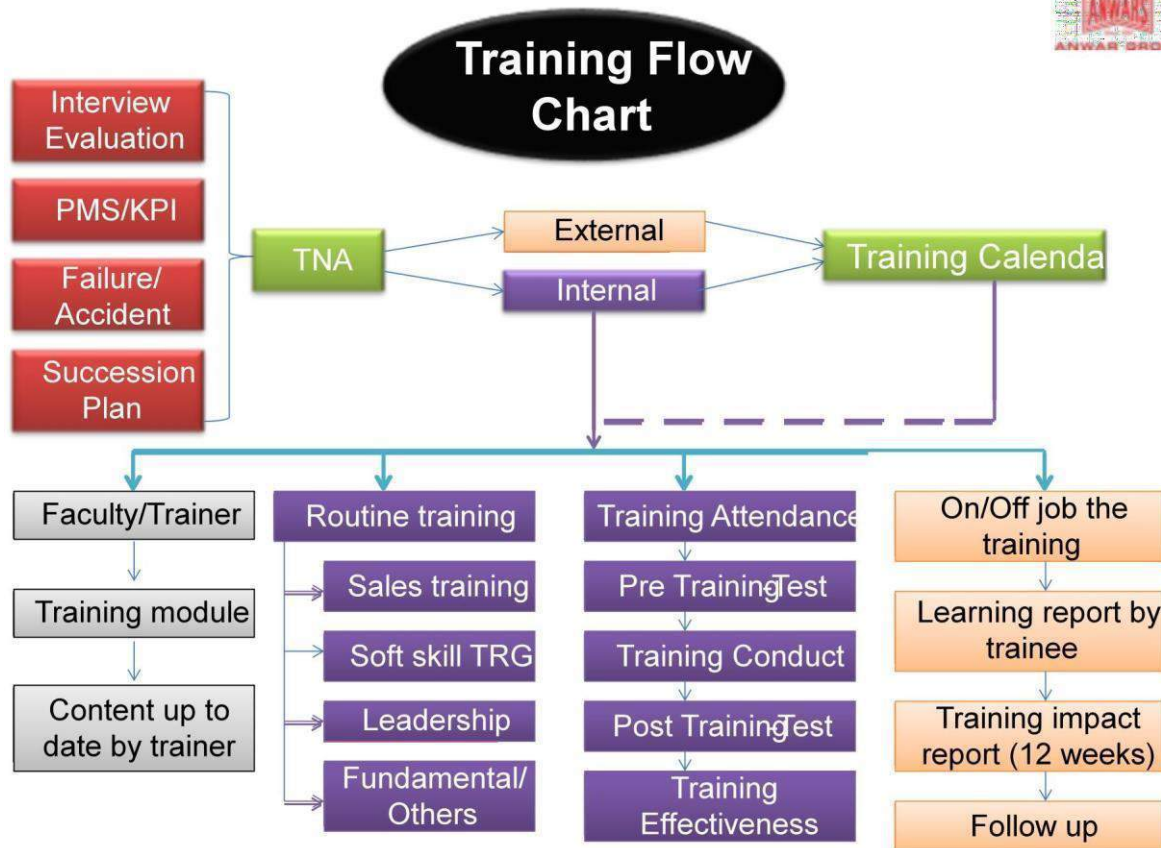


Figure 10: Training Flow Chart of Anwar Group

3.8 Types of training report prepared by T&D Team:

- ✓ Monthly Report on Training
- ✓ Evaluation Summary of Instruction
- ✓ Audit of Training Report
- ✓ Report on the effectiveness of training and assessment
- ✓ The Efficient Training Report
- ✓ Assessment of the Effects of Training

3.9 Finding and Analysis:

After conducting the interview and analysis of training in Anwar Group of industries, I have observed various things such as

- i. Since I've seen that the training participants range from junior executives to managers, and since the latter appear to be more invested in and knowledgeable about the material, I've questioned the head of training and development, "why they are not tailored their training based on designation?" The head of training responded that TNA is primarily based on performance appraisal and pretest assessments, and that they are working to limit it to more specific groups, such as junior executives from across departments who will share common training, such as Business communication in English, in the future.
- i. Why doesn't AGI use the same training procedure as the top companies (PRAN, AKIJ, BENGAL, SQUARE)? Despite the fact that the COVID19t epidemic has made this practice untenable, the head of HR -training has said that the company intends to send its upper-level managers to training institutions in order to better prepare them for their professional lives.
- i. After analyzing the TNA, I also saw that AGI places less emphasis on educating employees in their respective departments.
- iv. Largest group of organizations in Bangladesh use this training approach, thus it's important that departments use it to see how big of an impact it has on their abilities and output. In 2022, according to the HR manager, the company will launch a new project in which employees would undergo training tailored to certain departments.
- v. Because of the flu epidemic, I've also seen that they often schedule online training for after office hours, which leaves many workers feeling unmotivated. Unlike companies like PRAN and BENGAL group, which routinely schedule training for the middle of the workday, these organizations occasionally hold training sessions on weekends. When asked why this is the case, the head of HR-training explained that if a majority of participants give their approval, the training is held online after office hours. When it comes to training their employees, many of the largest companies today are placing a greater emphasis on teaching them how to use new technologies like ZOOM, TEAM, and digital marketing as well as how to adjust to the new normal, while AGI is more concerned with teaching them how to do their jobs. The head of human resources said that they have provided training on how to use cloud-based technologies like zoom, google meet, and outlook, and that they have set aside funds to do so.

- vi The AGI Group of Companies is the biggest business conglomerate in Bangladesh, yet its Square. training facilities are subpar. While we have discovered several useful current training resources in HRD, we have concluded that they are insufficient.
- vi. There are a variety of training programs available at AGI, both at the corporate and field/factory levels, with most of these programs being led by an in-house trainer. However, we were unable to locate any training of the trainer.
- v i. While other groups of businesses regularly provide their workers with seminars taught by outside speakers, our company does not.

Recommendations:

- Funds allotted for instruction. It's up to the artificial intelligence to decide whether it should be raised.
- From time to time, the T&D staff should compile a report detailing the status of the aforementioned training needs analysis. HR should provide better coordination with other divisions and set deadlines for completion.
- Organizing training by division and position is essential.
- They may improve upon their current skill set by receiving training from additional in-house resources.
- Another practice area is required. HR has to start working on this right now.
- It is necessary to lengthen training sessions.
- If training is rotated such that the same group of people receives the same training every six months, everyone in the group benefits from the repeated exposure to the material. Excel and finance courses for those who aren't accountants or bankers
- Instructional materials need to be made available right away.
- Instruction in the use of modern technologies should be expanded.
- Training and development organizers should make a clear announcement at the outset of the training about the importance of the program to the realization of the organization's goals.
- Trainings that include interactive exercises like role acting are highly recommended.
- As the epidemic continues to spread, it is imperative that technical training be stepped up, particularly for those workers who are not based in Dhaka but are involved in sales.

Conclusion:

The success of every company depends heavily on their ability to train and develop its employees. Training helps workers update and fine-tune their current knowledge, skills, and competences, which in turn increases their performance and the organization's ability to achieve its goals and targets. They also find that training and development programs inspire their staff to improve their productivity and quality of work. Due to the current pandemic scenario, businesses everywhere are abandoning their time-consuming and inconvenient in-person training programs in favor of more accessible and flexible online options, and Anwar Group is no exception. Since a result of my internship, I have gained a greater hands-on understanding of the processes involved in human resource management. However, I have also encountered some difficulties in compiling my report, as I was not granted access to some pieces of the HR department's proprietary data. Nonetheless, I have written this report using the skills and information I picked up throughout my internship's four months of work experience. I am certain that the skills, knowledge, and code of behavior I have acquired over the last four months as part of this internship program will prepare me to successfully carry out my professional obligations in the future.

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