



Internship Report
On
**“Effectiveness of Training & Development on Enhancing Employee
Performance at Energypac Electronics Limited”**

Course Code: BUS400 | Internship

Submitted To

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Date of Submission: May 8, 2019

Declaration

It is hereby declared that

1. The internship report submitted is my/our own original work while completing degree at BRAC 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 which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I/We have acknowledged all main sources of help.

Student's Full Name & Signature:

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Letter of Transmittal

Syed Mahfujul Alam
Lecturer,
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Subject: Submission of Internship report on **“Effectiveness of Training & Development on Enhancing Employee Performance of Energypac Electronics Ltd”**.

Dear Sir,

I am pleased to inform you that I have successfully completed my 90 days internship at **Energypac Electronic Limited** under the supervision of Mr. Kamaruzzaman Shohan, Asst. Manager of HR, to partially fulfill the requirements of BUS400 course by your supervision.

I have attempted my best to finish the report with the essential data and recommended proposition in a significant compact and comprehensive manner as possible.

Therefore, I am extremely grateful to you for your endless support and guidance concerning the completion of my internship report, throughout the semester.

Sincerely yours,

Israt Jahan Jeba
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BRAC Business School
BRAC University
Date: May 8, 2019

Acknowledgement

It was an enormous pleasure and great experience to prepare an internship report on “Effectiveness of Training & Development on Enhancing Employee Performance”. First of all I would like to thank Almighty for his blessings upon me to successfully complete this report, with eagerness, strength and zeal.

I would like give my gratitude towards my **advisor, Syed Mahfujul Alam** for his guidance and supervision in every part of the report where I needed help during my internship period.

It has been my good luck and great integrity to have worked with certain individuals at Energypac Electronics Limited, whose guidance and support has helped me significantly in this report. But I would like to thank significantly **Mr. Kamaruzzaman Shohan (Asst. Manager)**, my **supervisor**, has been assigned me most of the work and gave me lots of guidance during my internee period. I would also like to give my gratitude to **Ms. Mithun Dora Barua (Deputy Manager)**, who also gave me direction throughout my time at Energypac Electronics Limited.

Also, I feel fortunate enough to have had the guidance of all the faculty members and mentors throughout my Bachelor of Business Administration program at BRAC University, which helped me a lot enhance my knowledge, opinions and insights for facing the challenges of real life career problem.

Finally, I would like to give my thanks to my family and friends who always encouraged me to take risk, teach me different things and always supported me to fulfill my goals. Lastly my fellow mates for giving me ideas and teaching new techniques which are required to do the jobs effortlessly.

Executive Summary

Training & Development is one of the key programs that most of the organizations follow. It has the distinct role in the achievement of an organizational goal by incorporating the interest of the organization and the workplace. It has been taken as important factor as because training increases the efficiency and effective of both employees and workplace. Human resources are one of the key ingredients in every organization because it plays one of the important role in growth of company and its performance. Employee performance depends on various factors but most important factor of employee performance is training. It is important to enhance employee's capabilities. There is lots of factor that are link to why employees are getting affected by proper training. Training creates improvement, job satisfaction to the mind of employees. To improve organizational performance it is important to provide proper training & development program.

Keywords: Training & Development, Effectiveness, Efficiency, Performance, Job Satisfaction, Performance Improvement.

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Chapter 1

Company/Organizational Overview

1.1 Introduction:

Energypac is one of the pioneers of power sector in Bangladesh. Energypac electronics Ltd is one of the sister concern of Energypac. Energypac electronic Ltd manufactures state the art of low voltage electrical products in Bangladesh. Their exclusive line of products includes high quality electrical wiring accessories, top tier lighting & luminaries and energy efficient ceiling fans. Energypac electronics is official representative of Legrand in Bangladesh; the global specialist in electrical and digital building infrastructures. Energypac electronics shows their specialty in professional lighting and green energy solutions. Energypac strongly believe that continues effort to popularize greener electronics will contribute to saving the environment and improve the living standard of countries residents.

1.2 History:

Energypac electronics started their journey at 2005 with a goal of providing most reliable, efficient and professional electronic solution in Bangladesh. It utilizes the most advanced manufacturing equipment's along with fully equipped research and development facilities to produce high quality and lower energy consumption rates to ensure a better tomorrow. EELL was the first company in Bangladesh to establish a Compact Fluorescent Lamps factory.

Vision of EELL: “Our vision is to successfully commercialize the concept of sustainable energy in Bangladesh and become the nation’s leading Green Solution provider”.

Mission of EELL:

- a) To utilize the most advanced manufacturing equipment to produce high quality low voltage electrical products.

- b) Sustainable Development
- c) Popularize greener electronics
- d) Expand its nationwide leadership in the application of technologies and providing of solutions through synergy of organization and innovation.

1.3 Product line & whole Business segments:

EELL has introduced product lines that promotes technological innovation, energy efficiency and ensure excellence in quality. EELL's main product is energy saving lamp, ceiling fan, electronic fan regulator, meter, electronics ballast, LED lamp, solar charge controller, piano switch, and socket and wiring accessories. The company hosts a diverse product basket consisting of complete low voltage solutions including wiring accessories protection devices, digital energy meters, luminary solutions, ceiling fan, distribution box etc. the LED lights that are currently manufactured at the EELL factory perform at 90% more efficiency in power saving compared to an incandescent lamp. These LEDs have a lifespan of 30,000 hours. EELL has variety of wiring accessories, high quality switch, and sockets available. EELL has efficient 56'' ceiling fan boasts 35% less energy consumption than traditional fans

Lastly it should be mention other sister concern area of Energypac is -

- Energypac Power Generation Ltd
- Energypac Engineering Ltd
- Energypac Fashions Ltd
- Energypac Agro Ltd.
- Energypac Confidence power venture Ltd.

1.4 Organogram:

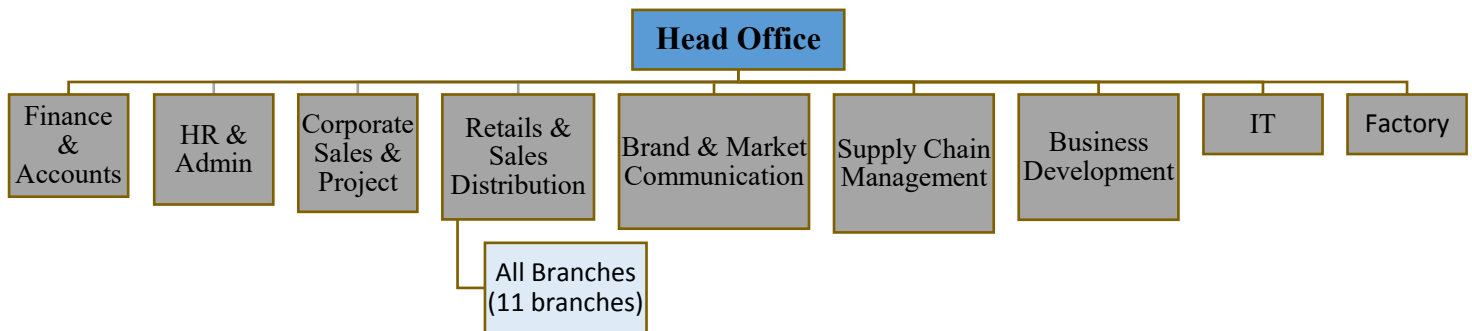


Figure: 1.1 (Organogram of Energypac Electronics Ltd)

1.5 HR Policy Followed by EELL:

Human Resource policies are the organizational rules and strategy that businesses put in place to appoint, instruct and compensate the members of their workplace. In Bangladesh most of the organization still does not HR rules that seriously. Lacking's in management system causes horrible havoc in a corporation. But Energypac Electronics follows strong HR policy at their organization. They have made some policies by keeping that mind which will provide benefit for both company and employees. As a leading company they are concerned with human rights. Policies they follow very religiously are-

- **HR Planning & Budgeting:**

Most of the organizations' Dept. head/ project managers are responsible for starting requirements 1 year ahead as part of the annual human resource planning & budgeting, to ensure sufficient lead time for the HR manager to carry out recruitment & selection process to meet company's objective. HR team of EELL has to plan recruitment, T&D and confirmation of employees for every year. Before recruiting any employee HR has to create a salary plan for that particular position with different types of allowances. Deciding any

employee's salary, allowances are up to HR. They take approval of top level management after creating that plan. All of the expected cost for any training program is also planned by HR. They have to make every plan and arrangements for any upcoming events also HR takes initiation to plan for new events if they feel it is necessary for the organization.

- **Compensation & Benefits:**

HR department of EELL made all the decision regarding compensation of employees. After going through one employee's record and other detail regarding their job position they made all the benefits and conveyances for that particular employee. They offer various types of benefits like marriage allowances, child birth allowances, accident allowances, motor cycle allowances, mobile phone allowances etc.

- **Recruitment & Selection:**

It is an important operation of HRM, designed to maximize employee strength in order to meet the employer's strategic goals and object. This is process consist of sourcing, screening, shortlisting and selecting the candidates for the required position. EELL recruits employee internally also they search for new people by different job searching site. First they create standard job requirements for that particular position. Then they look for those candidates which match up with the requirements. According to those job requirements HR choose CV of these candidates and those CV again gets checked by HR manager before calling them for interview. Different types of job position require different types of interview steps. Higher position requires more hard steps of interview.

- **Talent Management & Sourcing:**

Talent management & sourcing is the full scope of HR processes to attract, develop, motivate and retain high-performing employees. Talent management touches on all key HR areas,

from sourcing, hiring to onboarding and from performance management to retention. Most important point of doing talent management is to increase performance. When the work is done company can build sustainable competitive advantages and outperform their competition through an integrated system. At EELL talent management & sourcing are done by both internally and externally. In internally way, when a vacancy creates in a department management looks for more potential employee who happens to be in same department. HR evaluates his skill and sees if he/she can do better with proper training. If they have positive feeling they take that employee for that high position. Though EELL use internal way but for those higher position they still use external option more by head hunting in different job sites and top level management decide to take step by step interview before hiring that employee.

- **Training & Development:**

Training and development describes the formal, ongoing efforts that are made within organizations to improve the performance and self-fulfillment of their employees through a variety of educational methods and programs. In the modern workplace, these efforts have taken on a broad range of applications-from instruction in highly specific job skills to long term professional development. EEL has been doing their training program in categorized way which means EELL designed their training program according to the department. If they are going to provide training program to the employees of marketing department then HR will made a draft of what skills development may marketing employees may need. After the program trainer take an examination to check their performance appraisal. They started doing this since last year so result about how much their performance enhanced will be shown in this feedback.

- **Performance Appraisal:**

Performance appraisal defined as a systematic process in which the personality and performance of an employee is assessed by supervisor or line manager. They assess employees by basic standards such as knowledge of the job, quality and quantity of work output, attendance, leadership ability, communication and other aspects. Performance appraisal carried out to identify the abilities and competencies of an employee for future growth and development. EELL carries out performance appraisal once in every year which starts from the month of April and finishes up at June. EELL take their performance appraisal very seriously because by doing it they can calculate how many efforts each employees providing.

Chapter 2

Introduction of the Report

2.1 Rational of the report:

Importance of T&D is growing day by day, organization now a days focusing on improving T&D program more because of the change in organization's environment. Through this report it would be easy to see if every organization actually get any benefit from T&D. To see how much T&D helps to develop employee's skills, knowledge and competencies. Motive behind this report is to find out if Energypac Electronics ltd provide T&D program routinely, which type of T&D they provide, how much they are affecting on employees skill, knowledge, competencies level and does it actually have any effect on employee's performance. In this report opinions of employees were taken to understand their point of view which will also help HR of EELL by giving them idea in which part they should invest more. Through this report we can see if any lacking is present which HR can fill up.

2.2 Statement of the problem:

As mentioned before topic of this report is to find out about the effectiveness of training & development on enhancing employee performance at EELL. Through T&D organization can grasp every employee's present strength and weakness. Through EELL we can evaluate what employees are getting from the training, what else they expect from the program and if they are getting positive result. It will also give EELL small feedback from their employees and if any lacking they can find it would help them by giving idea to add for future training program.

2.3 Scope & Delamination of the report:

Three month internship period is not very long time to get extra details to add in this report. Company also has some confidential things that cannot be discuss in report. Employees of EELL were very helpful and gave as much as information needed for the report, there was some lack of interest to give their answers in the survey.

2.4 Objective of the report:

Goal is to find out how training & development is working on enhancing employee performance, to do that learning few details are also very important–

- To know exactly what one company do for the training & development program
- If employees are getting their expected training program
- If these programs have any positive impacts on employees
- Employees feedback on T&D
- If employees think after T&D their skills are improving
- If company feels any positive growth for company

Chapter 3

Literature Review

Sanyal (2018) stated that training & development spreads an important value for any countries development. Most of the developed countries know the value of human resources and they invested their time & money to make sure they deliver the expected result. Organizations top priority is to manage human resources as human capital of each organization must reach to the highest level for profit maximizing and organizational growth. Organization provides T&D because they believe it will give their human resource to boost their performance more. Whatever we learn from our academic institution, that won't be enough in our professional life because different organization has different vision and in this modern life new things are constantly popping up so we do need constant T&D for staying up to date. According to Sanyal (2018), Training & development is a process where employees get to enhance their skill & knowledge for a specific job position which will also grow their competency level. It can be used to develop job related performance requirements of the employee's. Sanyal (2018), also mentioned Armstrong (2009) who thinks by providing employees proper T&D, organization can educate them about company and let them know what exactly company expect from them. Sanyal (2018) stated that, most of the organization develops T&D program according to their needs so that they can make employees their expectation clear. T&D refers to a set of programs that has been made to enhance the job performance of the employees and company's productivity. Sanyal (2018) mentioned about haphazard training plan created by company due to lack of knowledge in training program now a days. To increase productivity and lowering frustration in working place, proper T&D program is important. In the current business scenario where learning organization is the new buzzword, T&D has emerged as a major corporate function. It is well accepted that an organizations success by and large depends on how well employees are performing in their

current role. Job performance of an employee highly depends on factors like motivation, commitment and engagement but researches said the T&D has most of the significant part on it. Training helps employees to understand current market change, new technology, company vision, and mission. In this journal Sanyal (2018) focuses on training program of banking organization to see how training program has impacts on these sectors. In the journal we can see that almost every person who took survey from different bank or organization came to almost same result that training program affects the productivity level of employees by increasing their skill, knowledge and competency level. Training is important for today's environment that is changing rapidly. One survey from one specific bank of Pakistan, Sanyal (2018) came to conclusion that T&D and employee performance has strong correlation to each other as it helps to increase employee performance. Which basically means a well-structured and well-implemented T&D program can help employees to build more confidence and feel more empowered. Through the journal it can be understand that T&D enhance employee performance by enhancing job knowledge, skill and ability, saving time and cost, satisfying employee, self-fulfilling prophecy. Though Sanyal (2018) also indicated that T&D program should be monitored properly and on giving a proper feedback. Lots of organization does not provide feedback on that training. This journal helps to write this paper as it is subjected to understand the effectiveness of T&D on enhancing employee performance.

Chapter 4

Methodology

Methodology means to whole actions that have taken for gathering information to complete this term paper. To achieve that exact result to establish the objectives; some methods have been used–

Methods and overview of the data: This report will be a mixture of qualitative and quantitative method still I have used quantitative methods more

- **Sample:** 12 survey questions have been made and 10 people were chosen for the population sample. As this survey topic was training & development which effects employee performance so it was mostly depended on the employee of EELL's opinions. It was an anonymous survey as it was taken through online survey. Those survey questionnaires were sent through mail to specific 10 people for their response.
- **Sources of Data:** Sources for the data is mostly collected through **primary data** as most the resources was from survey questionnaire, personal observation and mostly by asking questions to employees of EELL in one to one way. Little bit of data source was **secondary data** because to understand T&D process of other company some journal, article was taken consideration which helps to compare EELLs' T&D with other organization.
- **Data Collection Methods:** Qualitative & quantitative method both has been used for the report. Qualitative method used as the study is descriptive in nature and mainly based on primary data, it is necessary to frame concrete questionnaires, which include all materials regarding this topic. Also one to one question has been taken. A questionnaire is maintained of a number of logical questions of a particular topic. There are both open ended and close ended questions in the questionnaire. Google doc

has been used for the survey as the questionnaire has been mailed to specific employees. Due to survey it leans more towards quantitative method. Data was collected through Google doc survey. After survey was finished data analyzing is the next part, data analyzing is the procedure of applying measurable and sensible system to portray, combination, recap and assess information. Google data base has a system where all survey results can be seen in pie chart. For this report topic results do not need to be done in excel file or observe in detailed form as it can be analyze by simple survey result also with one to one interview.

Chapter 5

Analysis & Interpretation of the Data

Data analyzing is the next part, it is the procedure of applying measurable and sensible system to portray, combination, recap and assess information. After collecting the data those result automatically transformed to pie chart through Google doc where we can measure what percentage of people thinks alike and percentage thinks totally different. Also from descriptive question answer few things are founded. The entire question was not covered in this analysis part as descriptive questions were not answered properly or those few employees didn't answered those question answer.

First question was- what type of training program EELL conducts?

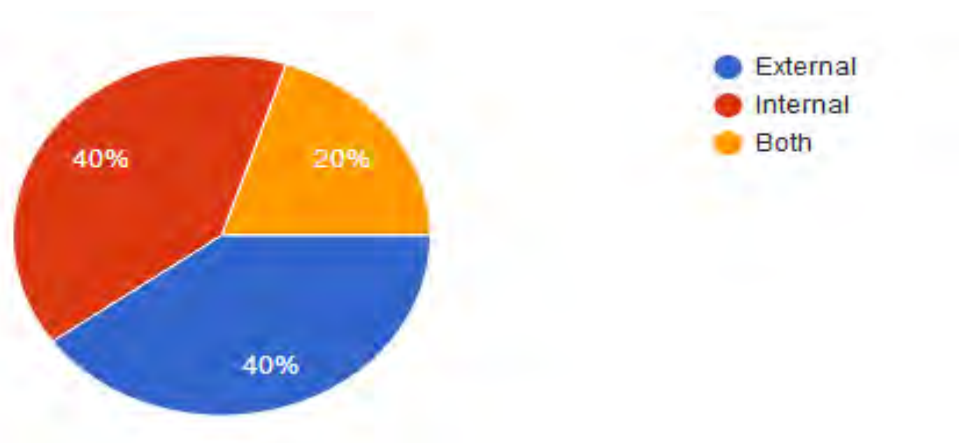


Figure 5.1: (Types of training program EELL conducts)

We can see 40% said internal, 40% said external whereas 20% said both. Internal training program consist with EELL holding seminar for their employees and here it is somehow clear that EELL offers both internal and external training program. Employees who got internal training program they selected internal which means other 40% have no idea about external training program. Same thing happen to the employees who selected external training offer. Other 20% employee has attended both training session.

Second question was about what type of Training & Development program EELL mostly provide?

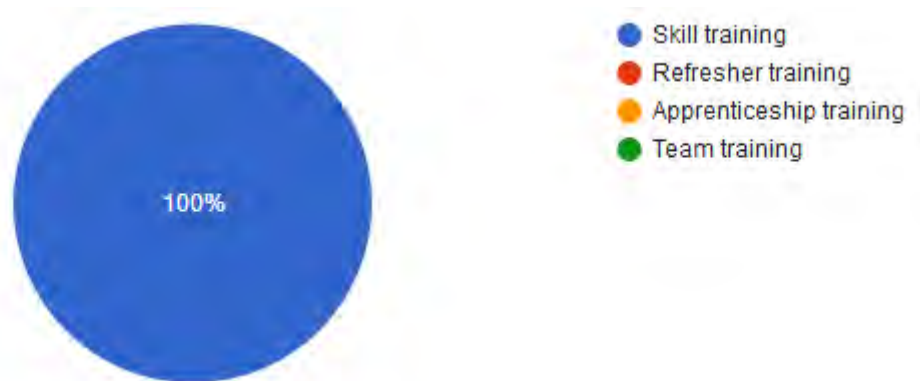


Figure 5.2: (type of Training & Development program EELL mostly provide)

In here all of the employees selected same answer which is skill training. So it is pretty much clear that EELL focuses on Skill training more. EELL designed and focused their training program on employee's skill improvement. Different department gets different training on the base of their job description. EELL want their employees to improve their skill more.

Third question, Training program that EELL provide match employees expectation?

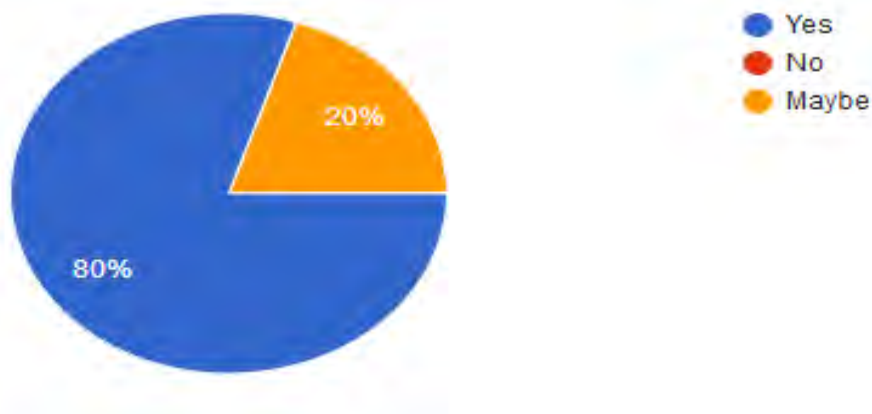


Figure 5.3: (Training program that matches employee expectation)

80% employees agreed that EELL fulfill their expectation but 20% feels like they are not getting what they are actually looking for. During one to one interview few employees said

they wish EELL provide something or give more focus on other training program like boarding their knowledge skill, taking ability test etc.

Fourth question, Do you think training & development helps to raise organizations total output?

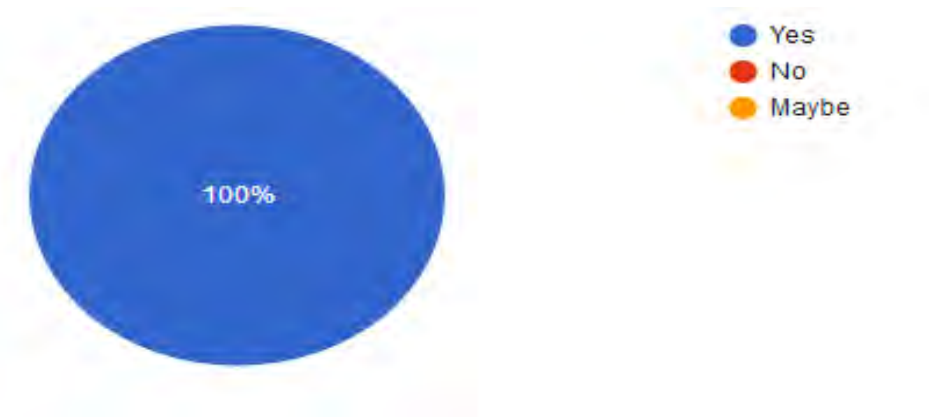


Figure 5.4: (T&D helps to raise organizations total output)

Employees agree to that T&D program have lots of contribution to raise organizational output. For example- at EELL MPO gets training related to sale, where every MPO gets to understand organizational goals, get communication skill training which effects on their performance. Better performance means better output to organizations growth. That must be the reason for 100% employees to agree on this question.

Fifth question, if EELL consider T&D program as part of their organizational strategy?

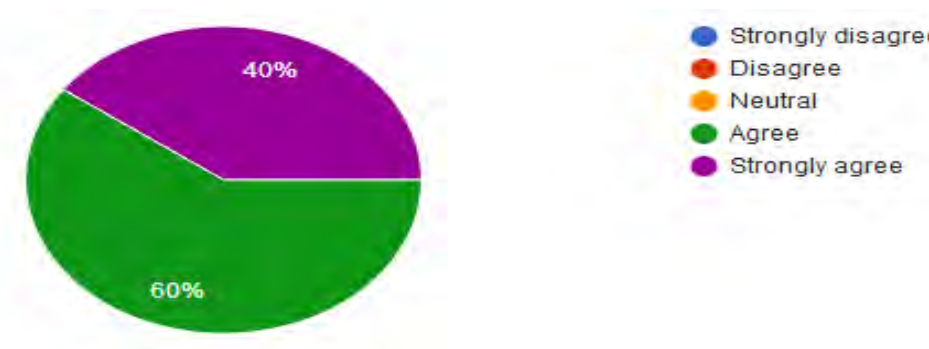


Figure 5.5: (EELL consider T&D program as part of their organizational strategy)

60% agrees and 40% strongly agrees which basically stands that where every employee is known to the fact that EELL consider it as a strategy to gain organizational output. Worldwide T&D has been considering one of the important factor which is a strategy to their organization.

Sixth question, Training & development program increases the efficiency in the terms of quality & quantity, employee answers-

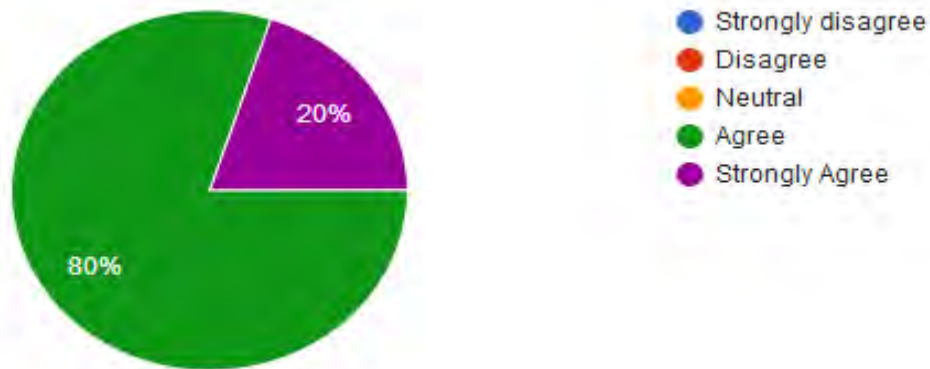


Figure 5.6: (Training program increases the efficiency in term of quality & quantity)

Result of this question is positive as 80% agreed to the term and 20% strongly agreed which basically means all of the employees of EELL take T&D program as necessary step for a company. They strongly believe that this program can increase the efficiency of enhancing employee's quality and which automatically will help to grow company profit.

Seventh question which was, if Training & development helps people to set & achieve meaningful goals?

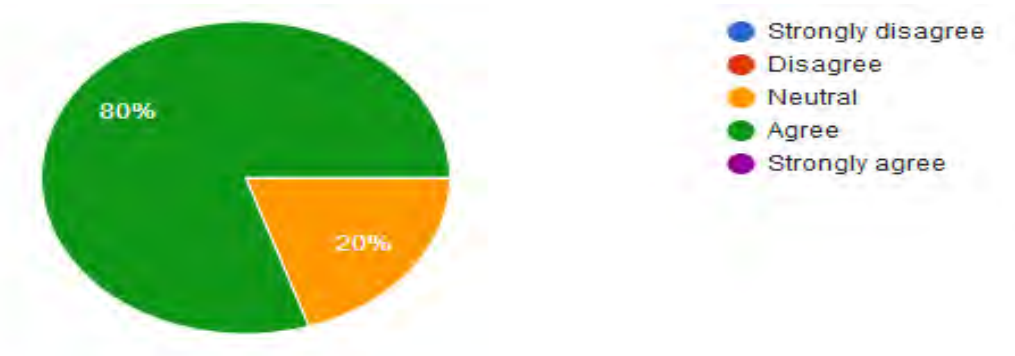


Figure 5.7: (T&D Program helps employee to achieve their meaningful goals)

Though 80% employee agrees to that but there are still 20% remain who does not completely agrees to that term. Those particular employees believe that only T&D cannot be the reason for setting anyone's goal. They believe T&D enhance quality but it cannot make people life goal. T&D one of the goals is to motivate people to understand their own value to the organization. When they get motivated it increases their efficiency to the performance.

Other questions are mostly descriptive which was used for finding and getting feedback about training from the employees. Through this analysis lots of thing has been founded which is positive and negative in both way. Survey analysis makes us to understand how much percentages of people think in same way.

Chapter 6

Findings of the study

EELL started Training & Development practices started in recent years. Aim of this report was to find out how effective training & development program has enhanced EELL's employee performance and what the impact of it to the employees is. Survey result has given a minimum impression that it has a great influence on employees. Employees have suggested few things which they think might be better if company add in their T&D program. During that time different things has been founded or may say observed through interview regarding training program.

1. EELL focuses on sale based training program more due to their business being solely based on Product sales on the field. So they provide skill training to their MPO, PO more. Other than training related to technology are provided to every department. For example SAP is one of the important software to EELL which they stated 2 to 3 years back and lot of employees are still not familiar with this software. This is a reason employees are getting training for this software. Yearly they held a seminar where all Head of Department gets training session regarding leadership. Other than they still did not focus on providing training to individual department.
2. New joiners/ Employee do not get training session after they get employed which actually most of the organization of Bangladesh do not practices. But on the survey employees suggested it is important that new employees at least get a one day training session as after joining most of them take a lot of time to get used to company culture.
3. Basic training seminar out of work most of the organization held which EELL are still not practicing.

4. Though leadership training seminar is important but motivational training for other department is also important which EELL is missing out.
5. Feedback session about training program is not very encouraged at EELL but it is important that employees express what they are missing in training program.

Chapter 7

Recommendations

Though Energypac Electronics Ltd. Started their journey long before but they started to give more focuses on last 2-3 years, which is not a very long time ago for a company. Still they are giving lots of afford to this department as like all any other private company. For a local company like EELL, it already comes along way. Though EELL focuses on skill training more but they may add different practices of training program.

1. Focuses on Knowledge & Ability Test:

EELL like most of the organizations focus on improving employee's skills, by doing that most of they lost focuses on enhancing their knowledge and ability test. Improving skills obviously has much more importance but if want more effective result they should give more eye on improving or enhancing employees knowledge and ability. Sometime only providing skill training make employees monotonous but if someone ask them some basic things out of their job profile they might not give any answer. This is the reason after 2 to 3 month providing knowledge and ability training program is important. By providing them information out of their job description may enhance their performance. This knowledge can be about overall organizations, how every department works, what is future goal.

2. More External Training Program:

Through the survey we came to this knowledge is EELL gave both internal and external training program. But their external training program basically consist with they went to their different branches throughout the country to provide training from head office. They may provide one day training program outside of office to any hotel by an external trainer. External trainer provides new ideas, new information. This type of training program develops

employee's interest on the program and most of them enjoy it. Getting interest to the program is an absolute thing as it has positive affect on employees as they remember those programs much more.

3. Practice on basic English Language:

EELL can provide monthly English session for employees who they think can do much better after training session. English is a language which is internationally recognized so making every employees more aware of the language will do better for both employee and organization

4. New joiner's program:

Providing more training program for the new employees should be the priority of every organization. From the beginning organization should give details of how that company works, how different department works. New employees had no idea what one organization works, it may differ from previous one. So EELL can add this type of program more to make their new joiner to be clear about the goals of organization which will enhance their performance level also affect overall performance of organization.

5. Feedback & Reward:

Gaining attention of employees for training program is important. May be T&D program is a part of company that employees must follow but if employees have no interest on it then whole program will be wasted. Also employees can give feedback about the training program, by that trainer can also know what employees are expecting which they can provide next time. After training program small exam can be taken which will not affect their job position in the company, but if they do better they can be rewarded. Rewards and feedback always grab attention from people.

Chapter 8

Conclusion

In ever changing and fast paced corporate world, T&D is one of the most important functions. Training & development provides prime opportunity for expanding the knowledge base to all of the employees. Training and development may is expensive program but it is an investment which will always provide greater effectiveness to the company. Training & development provide to develop the leadership skills, motivation, loyalty, better attitudes and many other aspects of a successful worker. Energypac Electronics Ltd is growing day by day, they are having more profits and employee's productivity is one of the important parts to this success. Recruiting qualified employee is not the only way to this, grooming them is also a big part. Like any other organization EELL also gives more importance on their human resources so they started to give more focuses on providing better quality training to them as proper training & development program has great effectiveness to enhance employee performance. Employee of this organization has given great value to this program and they expect more in near future. HR department of EELL believes that T&D enhance employee performance by reducing turnover, uncover employee potential, increase consistency and install team spirit, which is a big reason they are leaning forward to provide different types of Training & development program.

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Appendix

“Effectiveness of Training & Development on enhancing employee performance of EELL”

Part 1

The following questions are related to the basic features of training and development in your organization. Please put a (√) on the best answer –

1. Training program conducted in my organization is –
a) External b) Internal
2. What type of training program your organization offers you?
a) Skill training b) Refresher training c) Apprenticeship training d) Team training
3. Does those training program match with your expectation?
a) Yes b) No
4. Do you think training & development helps to raise organizations total output?
a) Yes b) No

Part 2

The following statements are related to effectiveness of training & development program in your organization. Please put (√) to best status –

5. Your organization consider training & development as part of the organizational strategy -
 Strongly agree Agree Neutral Disagree strongly disagree
6. Training & development program increases the efficiency in the terms of both quality & quantity –
 Strongly agree Agree Neutral Disagree strongly disagree
7. Training & development helps people to set & achieve meaningful goals –
 Strongly agree Agree Neutral Disagree strongly disagree
8. Sufficient personnel importance is given during the training program –
 Strongly agree Agree Neutral Disagree strongly disagree

Part 3

The following are open-ended questions related to training & development and their influence on performance. Please provide your own opinions.

9. Training program provided by the company improve my job performance, by –

10. What did you like most about the Training & development program?

11. Do you think you can change your practice as a result of training program?

12. What are the training program you think necessary for the new joiner's/ freshers?
