Sonargaon University (SU)

Internship Report

on

Training and Development Practices in Bangladesh:

A Case Study on Asian Lubricants Bangladesh Ltd.

Submitted by:

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Submitted to

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To

Md. Rasel Hawlader

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Subject: Submission of Internship Report.

Dear Sir,

With most respectfully to state that I am pleased to submit my internship report titled **"Training and Development Practices in Bangladesh: A Case Study on Asian Lubricants Bangladesh Ltd."** I am pleased to inform you thatI have successfully completed the intern report under your kind supervision. Now I am placing this report for your approval. Hope that my report will fulfill your expectation.

Yours Sincerely

_____

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Certificate of Supervisor

I hereby confirm that the internship report titled **"Training and Development Practices in Bangladesh: A Case Study on Asian Lubricants Bangladesh Ltd."** It has been created in fulfillment of the BBA program requirements at the Department of Business Administration, Sonargaon University (SU). The report was conducted by Mahabur Rahman, with ID BBA2001019043, under my guidance. I assure you that the report and its contents will not be utilized for any other purpose.

_____

Md. Rasel Hawlader
Lecturer
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Student's Declaration

I am **Mahabur Rahman**, a student in the Bachelor of Business Administration program with ID BBA2001019043 at Sonargaon University. I want to sincerely state that the report titled **"Training and Development Practices in Bangladesh: A Case Study on Asian Lubricants Bangladesh Ltd."** It. Has been genuinely created by me. During the preparation of this report, I ensured full compliance with international copyright regulations. I also want to clarify that this report has not been submitted anywhere else for the purpose of obtaining a degree.

Yours Sincerely

_____

Mahabur Rahman

ID: BBA2001019043

Program: BBA

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Letter of Authorization

This is to certify that the research paper entitled **"Training and Development Practices in Bangladesh: A Case Study on Asian Lubricants Bangladesh Ltd."** submitted by Mahabur Rahman (ID:BBA2001019043) as an impartial fulfillment of the requirement for the degree of Bachelor of Business Administration from Sonargaon University is a record of the candidate's own work carried out by him under any supervision. All verbatim extracts have been distinguished by quotation marks, and all sources of information have been specifically acknowledged.

_____

Md. Rasel Hawlader

Lecturer

Department of Business Administration
Sonargaon University (SU)

Acknowledgment

At first, I want to sincerely thank the Almighty, the most compassionate, for granting me the capability to successfully complete this report. My heartfelt appreciation extends to my supervisor, Md. Rasel Hawlader, Lecturer in the Department of Business Administration at Sonargaon University. His constant encouragement, diverse guidance, valuable suggestions, and advice during my internship were pivotal in shaping this report. His support was invaluable, and without his direction, completing this work on time would have been challenging. He provided unwavering assistance and the necessary insights to analyses the industry and achieve my objectives. To sum up, I wish to express my gratitude to all the esteemed teachers of the Department of Business Administration. Their consistent inspiration and assistance have been a guiding light throughout my academic journey.

Executive Summary

In this competitive arena of business organizations are trying their level best to wrap up the best feedback from the marketplace. Asian Lubricants Bangladesh Ltd. is a growing company that has not expanded its business unit yet. They are focused on the great demanding sector – the lubricating oil sector of Bangladesh. As the population and urbanization grow rapidly the demand for production rises as well. Meanwhile, the existing companies are not capable of fulfilling the increasing demand. To enter into the market strongly, skilled human resources are very much vital. As we all know human resources is like the life and blood of every company because skillful talents are the sources of competitive advantages. They need continuous upgrades of their skills, knowledge, and attitudes as per the nature of the products and services. Training them to bring them on par with the organization's goals and in tune with the business trends is necessary, which will also ensure optimal performance from the employees. Asian Lubricants Bangladesh Ltd. defines different reasons or goals for conducting training among employees. Their first target is to ensure job satisfaction, motivation, and morale among employees. Then to increase the efficiencies and the capacity of adopting new technologies and methods among the employees, which will also result in financial gain. Asian Lubricants Bangladesh Ltd. also brings innovative culture in strategies and products through the training. Ultimately that will reduce employee turnover and enhance company image. Introducing training for employees is beneficial to get new skills and knowledge as well as develop the level of expertise. But they should find a better combination of training and development. Because in Asian Lubricants Bangladesh Ltd. the employee's career development issues still get ignored, where the main concentration is given only in the training part. So, the part of development should get more precedence and concentration than the present time.

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CHAPTER ONE:

INTRODUCTION

1.1 Introduction

Training is crucial for organizational development and success. It is fruitful to both employers and employees of an organization. An employee will become more efficient and productive if he is trained well. Training of employees takes place after orientation takes place. Training is the process of enhancing the skills, capabilities and knowledge of employees for doing a particular job. Training process molds the thinking of employees and leads to quality performance of employees. It is continuous and never ending in nature. A strong training and development culture would motivate the employees of any organizations toimprove and utilize their set own of skills and knowledge, which will also help the company to do better business and retain the employees for the long run. Training will bring the employeeson par with the organization's goals and in tune with the industry trends. This approach has the potential to increase employee morale, thereby improving performance through reduction in grievances and through greater effort and diligence. An organization also can develop innovative solution culture as the need arises as well as the job satisfaction, organizational commitment and organizational citizenship behavior among its employees. A program structured with the company's strategy and objectives in mind has a high probability of improving productivity and other goals that are set in the training mission. Asian Lubricants Bangladesh Ltd. has well developed infrastructure for the employee as well as other interested candidates. Different types of training programs are held in the office compound. The learning environment provided by Asian Lubricants Bangladesh Ltd. is a function of their organizational culture. At this time, Development can be defined as the nature and direction of change taking place among personnel though educational and training processes. The relative amount of training and education changes with the nature of task and the responsibility in the organizational settings. Explicitly, non-managerial personnel require more job and trade related skills than managerial personnel demanding the generalized andconceptual skills and human relations insights.

1.2 Objectives of study

As an internee in Asian Lubricants Bangladesh Ltd. I want to achieve following objectives during my internship period.

1. To be familiar with a Company's sector

2. To be familiarizing with the different departments in the organization and different function which they perform.

3. To relate the bookish knowledge with practice

4. My objective is to acquire the skill of good work habit and sense of responsibility.

5. To know Company's activities i.e. its products and services.

6. I want to know how Company's supports the economy of the country

7. To develop my communicational skills.

8. I want to boost up my knowledge about the Company's organization, which is possible through my internship..

1.3 Methodology of the Study

In order to make the report more presentable, two sources of data & information have been usedwidely. Both primary & secondary data are used to generate the report.

Primary data:

- Personal observation.
- Practical work exposure by taking part in the training process.
- Informal conversion with the supervisor and collogues.

Secondary data:

- The company's website.
- Various review journals were used as sources of relevant secondary data.
- Other secondary sources were books and articles on the related factors in the conceptualframework of the report.
- Some formally shared information by the company.
- Relevant file study as provided by the supervisor.

1.4 Limitations of the Study

Alike every other report, this report also has some shortcomings. Still some sober effort has beenmade to make the report as comprehensive as possible. The limitations which have been identified are as follows:

- Many procedural matters of the training process were not communicated under proper supervision. So, those parts have been written on the bias of own observation, which might vary person to person.
- Lack of in-depth knowledge and inexperience was one of the most important factors thathave constituted the limitation of the study.
- Because of some valid confidential issues the company did not share some necessaryinformation.
- The allocated time was not sufficient for me to make the study a complete and fruitful one as Asian Lubricants Bangladesh Ltd. maintains training calendar and there was less training session inlast couple of months.

CHAPTER: TWO

PROFILE OF THE ORGANIZATION

2.1 Overview

Asian Lubricants Bangladesh Ltd. Bangladesh Ltd., the pioneer in Private Sector Lube Oil blending and Grease manufacturing plant in Bangladesh, started its business as a wholly owned subsidiary of ASIAN PETROLUB AG, Germany (ASIAN Group) in 1998. In 2006 ASIAN PETROLUB AG sold all shares to local entrepreneur and the company was renamed as Asian Lubricants Bangladesh Ltd.. Starting its operation as a Licensee of ASIAN Group in 2006, Lubricant Asia Limited has been producing, importing and marketing of ASIAN brand lubricants in Bangladesh. Over the year we have extended our distribution network and have become successful in meeting 8% of annual demand of lubricants in the country from its own blending plant, located at Chittagong, and by importing. Our product line comprises automotive, industrial and marine lubes and Greases numbering over 10,000 in different pack sizes. The company with around 15000 tones annual production capacity has become one of top ten companies in the Bangladesh lubricants industry over the last eighteen years. At Lubricants Asia Ltd., they take tremendous pride in our professionalism and ensure that we remain the best lubricant blender in Bangladesh, with a common underlying emphasis on quality management system and at the same time following all standard operating procedures to ensure the highest quality. As a part of its relentless effort, Lubricant Asia Ltd. has been awarded with the internationally recognized ISO 9001:2008 certification for its quality management system. Our products and services are constantly evaluated and updated through our well-equipped and modern Laboratory to meet the ever-increasing demands of the industry. This ongoing process ensures that Asian brand will consistently exceed all future requirements in Bangladesh. They consider our human resource to be our greatest asset and therefore we try to ensure that only the best quality individuals are recruited to become a part of our team. Selecting, recruiting and continuous training the workforce is one of our core objectives. Asian believes that a dedicated and motivated workforce is the strategic key to its success. Today Lubricants Asia Ltd.employs around 200 professionals across the country.

2.2 Mission

We're on a mission to be Bangladesh's premium distributor of world-class lubricant oil. Committed to excellence and customer-centricity, we deliver top-notch products and services with transparency, integrity, and respect. Our goal is to be your trusted partner, providing innovative solutions that evolve with your needs. We've cultivated a culture of continuous improvement, empowering our team for excellence. Join us in driving growth in our communities and nation. Elevate your Automobile & Industrial lubricants experience with Asian Lubricant —where quality meets commitment

2.3 Vision

Fueled by excellence and a customer-centric ethos, we aspire to set industry standards. Our vision goes beyond distribution; we're here to create unparalleled value for stakeholders and partners. Embracing innovation, we aim to be the industry leader, ensuring the well-being of our community. Choose Asian Lubricant for cutting-edge lubricants, exceptional service, and a commitment to elevating industry benchmarks—where quality meets vision and your journey is powered by excellence

2.4 Goal

Establish brand position through strong retail presence, drive volume in fleets and Commercial & Industrial markets to occupy a good position in the market. Asian Lubricant Petroleum Limited aims to contribute to the performance of the Engines, efficient customer oriented delivery to increase the business & production efficiency of customers. With the operations all over the country, Asian Lubricant Petroleum values the rich diversity of ideas, experience and skills of its employees. And we work to appreciate delivery in everything we do every day.

2.5 Company values

Respect:

- They acknowledge our responsibility towards our stakeholders, society and environment.
- Show appreciation and recognition.
- Act with fairness towards our partners and employees.
- Foster an open minded discussion culture.

Creating values:

- They deliver leading technology and world class service to our customers.
- Identify and create ASIAN Value Added.
- Provide space for innovation to explore new paths.
- Act with an entrepreneurial spirit.
- Empower employees with responsibility and accountability

Reliability:

- They walk the talk.
- Committed to technical leadership.
- Maintain a consistent track record of performance.
- Act in a responsive and transparent way.

Integrity:

- They believe in a high level of ethics and adhere to our Code of Conduct

2.6 SOWT Analysis of Company

2.7 Strengths:

Asian Lubricants Bangladesh Ltd. is producing fine quality lubricants since its inception. Their main strength which makes them different from the other companies in the same industry is their policy of not compromising on quality at any cost. Their main focus is to provide excellent quality lubricants to their customers at comparatively lower cost. They also tried to give some offers along with their products to attract new bunch of customers other than their potential customers. They also charges low prices as compared to other companies which gives them Comparative edge in this saturated sector. They are currently been a pioneer in re-refining oil which gave them a first mover advantage in the market. The company has indigenous, highly developed research facilities capable of developing any type of lubricant as per customer specific requirements. These research facilities have been import by the company from Europe. It also helps them to assess the effectiveness of the products which they are offering to their potential customers. Another great advantage for this company can be that demand for petroleum products increases with economic growth. Asian Lubricants Bangladesh Ltd. has over the years started the projects which contribute towards the economic objectives and social needs of the country. The Asian Lubricants Bangladesh Ltd. has made a great effort for the development of small & medium sized entrepreneurs and to self-employment schemes.

2.8 Weaknesses

Asian Lubricants Bangladesh Ltd. have some weaknesses which they should identify and also should try to formulate strategies to eliminate these weaknesses. One of the main weakness which can become the main reason of the downfall of the company is their high dependence on imported crude oil accounting for over 80% of the consumption could pose an energy threat to the country anytime in the future. In this sense, such high dependence could amount to a strategic disadvantage. They should formulate an effective strategy to

overcome such dangerous issue. Another problem which is somehow or another related to the above issue is lack of crude storage makes the country and in some circumstances the oil companies vulnerable to oil shocks. If the situation reaches to that instinct then the comeback of the company can become very difficult. Low investment especially in the research and development department can also prove to be a great problem for the company in the long run.

2.9 Opportunities

Asian Lubricants Bangladesh Ltd. have some opportunities or trends which they should capitalize on to increase their sales in the market. One of the fine opportunities for Asian Lubricants Bangladesh Ltd. can be if they adopt the forward and backward integration in their petroleum products. This can helps then in producing variety of products with the limited resources and the ideal condition. Another point of consideration for Asian Lubricants Bangladesh Ltd. is that natural gas has the potential to be the fuel of the future with demand outpacing supply. If they tends to operate their units on gas than there will be greater chances of expansion of the company within this highly saturated industry.

2.10 Threats

The main threats that Asian Lubricants Bangladesh Ltd. can be facing in upcoming time can be based on multiple factors. One of them can be deregulation of prices of automobile industry which will boost competition for existing refining and marketing majors, with a possibility of shrinkage in their market shares and consequently margins. This can become a big problem for Asian Lubricants Bangladesh Ltd. in the long-run. Continuation of government interference in the price setting of the different products of automobile industry can becomes a big obstacle in the developed of a company like Asian Lubricants Bangladesh Ltd.. The main threat which can harm the market reputation of Asian Lubricants Bangladesh Ltd. can be about the inclusion of bigger players in the market which came in this industry with much bigger and promising setups as compared to Asian Lubricants Bangladesh Ltd.. These entrants are

presently rising in the domestic market and this rising trends of the diversified players can affect the long-term growth of the company.

2.11 Products

For years, Asian Lubricants Bangladesh Ltd. has provided millions of drivers around the world with quality engine protection through its wide range of quality products. They have offered new packaging along with advanced new features to add more value to their customers. The new labels of Asian Lubricants Bangladesh Ltd. packaging feature larger, easier-to read text as well as flashy new graphics that match the product promise. The new internationally manufactured caps are specially designed to break when opened, preventing counterfeiters from resealing or reusing the pack. This easy to-use system ensures that customers can easily identify whether the pack has been opened or tampered with prior to purchase so that they can guarantee that every purchase is 100% genuine. The different product which Asian Lubricants Bangladesh Ltd. offers

Includes:

1. Gasoline Engine Oil
2. Diesel Engine Oil
3. Motorcycle Oil
4. Xpress Lubes
5. Specialties

CHAPTER: THREE

LITERATURE REVIEW
&
THEORETICAL DISCUSSION

3.1 Literature Review

Any company that want to retain people, increase performance, and maintain its competitiveness in the market must prioritize training and development. A literature review is a methodical examination of the body of research that has already been done on a subject; it serves to highlight the weaknesses, advantages, and restrictions of our current understanding. The best ten literature reviews on training and development will be shown in this blog post, chosen for their impact, quality, and relevance.

Kraiger, K., et al. (1993) Explained that review introduces a new framework for evaluating training programs based on three types of learning outcomes: cognitive (knowledge), skill-based (skill), and affective (attitude). The authors argue that traditional methods of training evaluation, such as pretest-posttest designs and reaction measures, are inadequate and inappropriate for assessing these outcomes. They propose alternative methods and criteria for each type of outcome, such as cognitive strategies, skill demonstration, and attitude change. They also discuss the implications of their framework for training design and delivery.

Burke, L. A., & Hutchins, H. M. (2007) Revealed that review focuses on one of the most critical issues in training and development: training transfer. Training transfer refers to the extent to which the knowledge, skills, and attitudes acquired in training are applied on the job and enhance performance. The authors integrate the existing theories and models of training transfer and identify the factors that influence it at three levels: individual (e.g., motivation, self-efficacy), training (e.g., content relevance, feedback), and organizational (e.g., support, climate). They also suggest directions for future research and practice to improve training transfer outcomes.

According to Tharenou, P., et al. (2007), the evaluation looks at how training affects results at the organizational level, like customer satisfaction, profitability, and productivity. The authors examine and evaluate the empirical research that has already been done on this subject; most of these studies rely on the Kirkpatrick model of training evaluation. They point out the conceptual and methodological flaws in these studies, including the misuse of improper measurements, the absence of rigorous designs, and the disregard for contextual influences. They also offer recommendations for future lines of inquiry and practical applications to improve the reliability and usefulness of organizational training evaluations.

In 2011, Brown K.G. and Sitzmann T. I discovered that the review offers a thorough synopsis of the difficulties and trends that are now plaguing training and employee development theory and practice. The writers address a wide range of subjects, including the strategic role that training and development play in businesses, the opportunities and problems associated with technology-based learning, the best practices and innovations in the creation, delivery, and assessment of training, as well as the implications and future directions of training and development for individuals, groups, businesses, and society at large.

3.2 Theoretical Discussion

3.2.1 Training

The action of teaching a person a particular skill or type of behavior. In case ofservice training for staff means the action of undertaking a course of exercise and diet in preparation for a sporting event.

3.2.2 Development

Development refers to any effort made to enhance management, either now or in the future, through information transfer, attitude modification, or skill enhancement.

3.3 Types of Training

There are two types of training, is given below:

- On-the-job training (Internal Training)
- Off-the-job training (External Training)

3.3.1 On-the-job training

On-the-job, or workplace, training is what happens when an employee learns a job in a real-world setting at an actual working site rather than a simulated one.

- Job Rotation
- Coaching
- Job Instruction
- Committee
- Assignments

3.3.2 Off-the-job training

Off-the-job training takes place at a place that has been set apart just for that purpose. Training can be conducted at a particular training facility, a resort, or close to the place of employment. Conducting it away from the workplace reduces distractions and enables students to give the subject matter their full attention. Off-the-job training programs, however, might not offer the same level of training transfer to the real job as on-the-job programs.

Off-the-job training methods:

- Classroom Lectures
- Audio - Visual
- Simulation

3.4 Training & Development

The quality and variety of the employee training provided is key for motivation. Reasons for employee training range from new-hire training about operations, to introducing a new concept to a work Group to bringing in a new computer system.

The reason for conducting an employee training session is to develop the employee training within the framework of a comprehensive, ongoing, and consistent employee training

program. This quality employee training program is essential to keep staff motivated about learning new concepts and department profitability.

A training program begins with the creation of an employee training manual, in either notebook format or online. This manual acts as a building block of practical and technical skills needed to prepare the new individual for his or her position. For the department to understand current policies and procedures, a manager must ensure the department manuals or online employee training are kept current. This includes any system enhancements and/or changes in policy or procedure.

A continuing education program for a department is just as important as the new hire training. When training a new associate, I have found that they will only retain approximately 40 percent of the information learned in the initial training session. Therefore, a continuous effort must be placed on reminding the staff about various procedures and concepts. This continuing education can be formal or informal. The author's preference is always for a more informal approach.

3.5 Purpose of Training & Development

While some people think of training objective as a waste of valuable time. The counter argument here is that resources are always limited and the training objectives actually lead the design of training. It provides the clear guidelines and develops the training program in less time because objectives focus specifically on needs. It helps in adhering to a plan. Given bellow the objective of training & development:

i) Information

At its most basic form, a piece of information about something is a "unit of awareness" about that thing. Some people think that this awareness occurs only in the brain and, therefore, usually comes from some form of thought. Other people also accept information as a form of realization from other forms of inquiry, e.g., intuition. Training provides many kinds of information for the employee:

- What’s kind of job?
- What’s to be doing to here?
- Position to the organization.
- Competitor to the organization.

ii) Knowledge

Knowledge is gleaned by organizing information. Typically, information evolves to knowledge by the learner's gaining context, perspective and scope about the information. Gathering knowledge for employee is the most important objective to organization. Many kinds of knowledge gather to be hear such like:

- Job knowledge.
- Known to be organization.
- Known to be competitor

iii) Skills

Skills are applying knowledge in an effective and efficient manner to get something done. Onenotices skills in an employee by their behaviors. When employee skill will be developed then organization will give better output.

- Employee will be gendered professional skill
- In this sector employee, will know to the organizational environment.
- Employee will know to how facing to organizational situation.
- Organization build quality employee.

iv) Task

A task is a typically defined as a unit of work, that is, a set of activities needed to produce some result, e.g., vacuuming a carpet, writing a memo, sorting the mail, etc. Complex positions in the organization may include a large number of tasks, which are sometimes referred to as functions.

- What is the organizational objective it will know to the training & development?
- Organization known to who a perfect to which sector.
- Organization finds out the best employee.

v) Job

A job is a collection of tasks and responsibilities that an employee is responsible to conduct.

- Employee finds out the best carrier.
- Organization finds out the best employee.
- Employee gander that kinds of knowledge that is suitable for carrier.

vi) Role

A role is the set of responsibilities or expected results associated with a job. A job usuallyincludes several roles.

- Organization maintains proper rules & regulation.
- Employee knows to organizational maintaining role.
- Organization can find out to rules breaker.

vii) Learning

Typically, learning is viewed as enhancing one's knowledge, understanding or skills. Some people see learning as enhancement to one's knowledge, awareness and skills. It's important to note that learning is more than collecting information -- more than collecting unredeemed books on a shelf. Depending on the needs of the learner, knowledge is converted to skills, that is, the learner knows how to apply the knowledge to get something done. Ideally, the skills are applied to the most appropriate tasks and practices in the organization,

Thereby producing performance -- results needed by the organization.

- Employee learn to how to doing work.
- Employee know to how maintained rules & regulation.
- Employee learn to job responsibility

viii) Training

This term seems to be the most general of the key terms in employee training. Some professionals view education as accomplishing a personal context and understanding of the world, so that one's life and work are substantially enhanced,"Go get an education."Others view the term as the learning required to accomplish a new task or job.

- Organization provide training for find out best employee
- Employee takes training to give best output.
- Organization provides training for maintaining organization perfectly.

ix) Development

This term is often viewed as a broad, ongoing multi-faceted set of activities (training activities among them) to bring someone or an organization up to another threshold of performance. This development often includes a wide variety of methods, e.g., orienting about a role, training in a wide variety of areas, ongoing training on the job, coaching, mentoring and forms of self-development. Some view development as a life-long goal and experience.

- Best employee provides best output.
- Developing employees, the best asset of the organization.

3.6 Method of Training Process of Asian Lubricants Bangladesh Ltd.

Several types of method need to apply for providing the appropriate training of the employees of Asian Lubricants. Asian Lubricants Bangladesh Ltd. is familiar two types of training method which are applied to provide the training among the employees.

Pre-Service Training

Pre-service training is a process through which individuals are made ready to enter a certain kind of professional job. They are not entitled to get a professional job unless they can earn a certificate, diploma, or degree from the appropriate institution. Pre-service training contents emphasize mostly technical subject matter. Basically, Asian Lubricants Bangladesh Ltd. tries to give themenough chance to the employee so that they will be able to get the proper training by involving with them. So, the pre-service training is one of the greatest advantages for the employees from the Asian Lubricants Bangladesh Ltd..

3.6.1 In-service Training and Staff Development:

In-service training is a process of staff development for the purpose of improving the performance of an incumbent holding a position with assigned job responsibilities. It promotes the professional growth of individuals. It is a program designed to strengthen the competenciesof extension workers while they are on the job. In-service Training is a problem-centered, learner-oriented, and time-bound series of activities which provide the opportunity to develop a sense of purpose, broaden perception of the clientele, and increase capacity to gain knowledge and mastery of techniques.

3.7 Others topic of employee training and development at Asian Lubricants Bangladesh Ltd.

Communication

Now a day's communication plays a vital role in the business world. As a result, company pay attention on communication while provide training to their employees.

Computer skill

In the modern business world organizations, even can't think without computer. As because Asian Lubricants Bangladesh Ltd. is a developing organization and all of its works are computer based, employees need to have this skill is mandatory.

Customer service

To achieve the customer confident on any organization employees, have to be well trainedin customer service operation.

Diversity

Work force diversity training makes an employee confident about his or her career development. Employees faces different types of situation where had to play their best part.

Human relation

Training creates the attitude to create the relation with others both inside and outside of the organization to achieve the individual and organizational goals.

Safety:

Safety training increases the employee awareness to deal with the different situation. Uses office extinguisher and emergency natural calamity surveillance systems are trained by the department of admin here.

3.8 Development

Asian Lubricants Bangladesh Ltd. is concerned with attempts to improve the overall performance and effectiveness of their bank. Development refers to those learning opportunities design to help employees grow. Efforts towards development often depend on personal drive and ambition.

3.9 Employee development method of Asian Lubricants Bangladesh Ltd.

Job rotation

Job rotation is one of the most popular on the job technique to develop bank personnel. Job rotation can be either horizontal or vertical. SBC generally follows horizontal job rotation method at the early stage of service life.

Assistant to positions

Assist to positions is another good technique to develop employees of Asian Lubricants Bangladesh Ltd.. Employees with demonstrated potential are given the opportunity to work under an experienced or successful employee. In this process an individual, perform many duties under the watchful eye of experienced person.

Seminars

Seminar is a traditional from to develop employees. it is a widely practiced by Asian Lubricants. These offered an opportunity for individuals to acquire knowledge and develop their conceptual and analytical abilities.

Mentoring

In case of mentoring, a senior employee takes an active role in guiding another individual. Mentoring is a helpful device to develop employees and it is widely followed to develop new employees of Index.

3.10 The Five steps of Training and Development Process

The training programs consist of five steps:

- Need Analysis
- Instruction Design
- Validation
- Implement the Program
- Evaluation

3.11 Importance of Employee Training and Development

Training and career development are very vital in any company or organization that aims at progressing. Training simply refers to the process of acquiring the essential skills required for a certain job. It targets specific goals, for instance understanding a process and operating ascertain machine or system. Career development, on the other side, puts emphasis on broader skills, which are applicable in a wide range of situations. This includes decision making, thinking creatively and managing people.

3.12 Training Institute of Asian Lubricants Bangladesh Ltd.

Asian Lubricants Bangladesh Ltd. has its personal training institute which is called the Asian Training Institute. From where it also trains employees is given below:

Dhaka Chamber & Commerce Institute;

- BD Jobs.com;
- Prothom Alo Jobs.com;
- Bangladesh Institute of Management (BIM),
- Financial Excellence Limited

3.13 Satisfaction about the Training

Almost all employees are satisfied with the Asian Lubricant training session at home and abroad. Here thing is important to say that Asian Lubricants Bangladesh Ltd. almost employee was recruited 11 years ago, so, when they were recruited the training process was worse. However, in recent times Asian Lubricant straining sessions have been standard level. All employees have a good idea about the training. Asian Lubricants Bangladesh Ltd. has provided a standard training manual and evaluation paper. So, the employees also have an idea about the training manual. Employees are satisfied with the training and appreciate the training manual. It is not necessary that all company has to apply training and development processes. Only those companies can use these training processes for those who need them. But it is also true that if any company uses these training processes they can be able to improve their image as well as their profitability. By applying the Training and Development process a company can fulfill all its lacks. It brings perfection not only to a person but also to a company. Also, the training procedure may be able to gather better rewards by providing proper training guidelines to the employees of Asian Lubricants Bangladesh Ltd..

CHAPTER: FOUR

INTERNSHIP RESPONSIBILITIES

4.1 Intern Responsibilities

Every employee of an organization has to undertake some responsibilities on the behalf of the organization. Its duty of an employee to fulfill these responsibilities. Being an internee of Asian Lubricants Bangladesh Ltd. there were some responsibilities on me**:**

Immersion by observation

The internship started with a comprehensive introduction to the company's training programs. This required going to a variety of training sessions, workshops, and seminars that Quality Asian Lubricants Bangladesh Ltd. hosted. Through active participation and observation, I was able to acquire practical insights into the company's training delivery methods, content relevance, and employee engagement tactics.

Data Collection and Analysis

A significant portion of my responsibilities revolved around gathering comprehensive data related to training materials, curriculum outlines, and participant feedback. I conducted surveys and interviews with employees across different departments to capture diverse perspectives. Utilizing qualitative and quantitative analysis methods, I meticulously examined this data to identify recurring themes, strengths, and areas requiring improvement within the training initiatives.

Collaboration and Communication

Effective collaboration and communication were integral to the internship experience. I actively engaged with HR personnel, trainers, department heads, and fellow interns to exchange insights, discuss findings, and gather diverse viewpoints. This collaborative effort fostered a holistic understanding of the training landscape within the organization

CHAPTER: FIVE

ANALYSIS OF THE STUDY

5.1 Training and Development Practices

Training and development plans are based on the future business strategy and through the output of regular individual appraisals. These plans identify where individual performance may be enhanced through development initiatives including training courses, coaching, job experience, formal studies, etc.

5.2 Objective of Training and Development

- To help the employees perform more effectively in their jobs.
- To prepare the employees for future growth and advancement by providing supervisory and other management programs.
- To build effective work teams through developing staff communications and interpersonal skills.
- inculcate a sense of dedication to the highest quality.
- To keep an employee up-to-date with changes that affects the business environment.

5.3 Training and Development Strategy

Training

Great preparing reduces disappointment and fatigue among director and laborer. It adds to enhanced human relations and raises confidence. The enhancement in aptitudes builds profitability and diminishes turnover. Preparing likewise enables aspiring workers to move forward in their very own vocations. Then again, better item expands consumer loyalty; prompt rehashed business and vast deals. When we build up workers' potential these things are tremendously related. Preparing is an initiative action, which gets ready people for their own future chances. It comprises of two procedures:

a) Identify the sector/ criteria in which training is needed.

b) Identify the employees who really need these training.

Training technique

To direct the preparation program they made a rundown of capacities, for example, when it will be held, who will lead the program, what number of teachers will be there, will they be contracted from outside or inside the organization, what number of workers will sit for every opening, what will be the length of the preparation program, should the representatives be send in to another country for the preparation or they ought to get the residential preparing, preparing spending plan, accessibility of preparing helps, utilization of those guides, et cetera. Their preparation program is planned chiefly in two kinds:

- **Functional Training:** This is an office shrewd preparing program. That implies from every division like HR office, Marketing office, R&D, Audit office are given preparing on particular needs as per their departmental activity after the need distinguishing proof.
- **Behavioral Training:** These are delicate aptitude preparing, for example, relational abilities, behaviors, social standards, outrage administration, et cetera. This type of training is for every employee of QFL not like department wise. Again,
    - **these two types of training are given in two ways:**
        - **i.** One is on-the– work preparing technique
        - **ii.** Off-the activity preparing techniques

1. On-The-Job Training Method

On-the-work preparing technique alludes that representative gets the preparation under a similar situation where he needs to work. Coaching: This sort technique regularly rehearses by administrator about the learning and expertise of the activity to a subordinate. This kind of strategy Asian Lubricants Bangladesh Ltd. doesn't mastermind yet a portion of the senior worker done this.

Rotation: Asian Lubricants Bangladesh Ltd. pursues this technique by exchange one unit to another unit of worker.

Special meeting of the staff

Normally this kind of meeting orchestrates by chief with his subordinate. Day by day, week by week or month to month work plan criticalness is the motivation of such gathering.

2. off-The-Job Training Method

Off-the-work preparing implies a representative can get preparing outside of his work station. It is finished by Asian Lubricants Bangladesh Ltd. so worker can give the full focus on preparing program. Two kinds of "off-the-work preparing technique" are trailed by the Asian Lubricants Bangladesh Ltd.. Vestibule Method: Under this strategy preparing is given in a room where the genuine working circumstance is made. It's regularly done in the generation division. Meeting and Seminars: Conference or courses done in the head office, it's just for best dimension officer. In the day of course or gathering workers are come in the go to accomplish the program. In the strategy likewise incorporate playing out the contextual analysis.

5.4 Monitoring and Evaluation of Training

This training is offered to update and maintain the specialized subject-matter knowledge incumbents. Refresher training keeps the specialists, administrators, subject-matter officers, extension supervisors, and frontline workers updated and enables them to add to the knowledge and skills they have already. Maintenance or refresher training usually deals with new information and new methods, as well as review of older materials. This type of training is needed both to keep employees at the peak of their possible production and to prevent them from getting into a rut.

CHAPTER: SIX

FINDINGS OF THE STUDY

6.1 Findings of the Study

Training is crucial for organizational **development** and success. It is fruitful to both employers and employees of an organization. **Training** is the process of enhancing the skills, capabilities and knowledge of employees for doing a particular job. Over the years training and development plays a very significant role to the betterment of Asian Lubricants Bangladesh Ltd. and their employees. There arelots of positive aspects of this process as well as some drawbacks or concerning issues, which are discussed below:

- Even though Asian Lubricants Bangladesh Ltd. a developing organization, but still no automated trainings and development tool is available there.
- The organization does not give enough priority on the skill rating of the employees in the yearly performance appraisal process. So, that might make the trained or skilled employees dissatisfied.
- There are some margin of error in the internal audit contents of the training process. And internal audit has not taken place consistently at the end of every month, which is a violation of the training policy. So, the training manager and coordinator get reluctant sometime to maintain policy or guidelines accordingly.
- It is a really tuff ask for the participants to balance their job responsibilities by attendingtraining sessions frequently.

  The training manager and coordinator sometime update the skill ratings from their own assumptions, which might not be correct all the time.
- Asian Lubricants Bangladesh Ltd. provides Training and Development program at Bangladesh but numberof employee to abroad for Training is none.
- Organizational culture is a big fact for an organization where mutual trust bank has a nicecorporate culture with friendly environment.
- People get the both formal and informal environment over there.
- Working environment is very nice that is why employee feels comfort to work with such environment.
- The on the job and off the job Training and Development programs used by the Asian Lubricants Bangladesh Ltd. are remarkable. Beside this they have to arrange more facilities like they can arrange outside visits, what their competitor did and get better results.

CHAPTER: SEVEN

RECOMMENDATION & CONCLUSION

7.1 Recommendations

1. Asian Lubricants Bangladesh Ltd. use a traditional training manual but HRD should research their training manual to determine how effective.
2. In the training department of Asian Lubricants Bangladesh Ltd., although they use the latest technology the training process should be upgraded with used latest technology as much first that they live in a competitive world.
3. In the Business Unit Level when an employee could transfer to another department during that time that employee needs at least seven days of training according to the transfer position.
4. The training evaluation process and form are to be more modernized
5. Asian Lubricants Bangladesh Ltd. are not providing motivational training to entry-level. If they provide motivational training, then entry-level employees will be more motivated about the organization.
6. Training an employee is expensive, especially when he or she leaves the firm for a better job. So, the nominators must nominate the employees carefully who are motivated and have the mindset to serve the company in the long run.
7. Irrelevant documentation should be avoided from the training process.

7.2 Conclusion

Human resources management encompasses those activities designed to provide for and coordinate the human resources of an organization. The human resources of an organization represent one of its largest investments. As a result, those organizations who concentrate on this fact make a great profit. The primary goal of human resource management in any organization is to facilitate organizational performance. To meet the challenges, of the future tomorrow's human resource departments must be much more sophisticated than their predecessors. Asian Lubricants Bangladesh Ltd. has been within the business industry for many years. It has observed the change and the uplift of the Industry and foresees the industry's future within the country and outside. The products and services as well as their work environment also encourage individual and collective growth. So the overall training and development side is very consistent and successful in positioning training programs to bring the employee's knowledge and skill level high for quite some time. And the employees are also realizing those skills and knowledge professionally. But now the company needs to create the best mixture of training and development. Being in the growing industry Asian Lubricants Bangladesh Ltd. is trying to use its human resources very effectively. Training & development play the most strategic part to increase productivity and ultimately the organization will get their feedback in the long run. Perfect implementation of training courses and materials will enhance productivity and our human resources will turn into the best part of the organization.

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