Internship Report
on
Training and Development Practices and Their Impact on Employee Performance: A Case Study of Dala Elegance

Submitted By:

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Program: Bachelor of Business Administration (BBA)

Department of Business Administration

Major: Human Resource Management (HRM)

Semester: Summer 2026

Submitted To:

Department of Business Administration

Faculty of Business

Sonargaon University (SU)

Submitted for the partial fulfillment of the degree of
Bachelor of Business Administration (BBA)



Sonargaon University (SU)

147/1, Green Road, Tejgaon, Dhaka-1215, Bangladesh

Date of Submission: September 5, 2026

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Submitted for the partial fulfillment of the degree of
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Sonargaon University (SU)
147/1, Green Road, Tejgaon, Dhaka-1215, Bangladesh

Date of Submission: September 5, 2026

Letter of Transmittal

Date: September 5, 2026

To
Naima Khan Tarin
Lecturer
Department of Business Administration
Faculty of Business
Sonargaon University (SU)

Subject: Submission of Internship Report

Dear Madam,

It is my great pleasure to submit my internship report entitled **"Training and Development Practices and Their Impact on Employee Performance: A Case Study of Dala Elegance"** as a partial fulfillment of the requirements for the Bachelor of Business Administration (BBA) degree.

The report has been prepared based on my three-month internship experience in the Human Resource Department of Dala Elegance. During the internship period, I had the opportunity to gain practical knowledge regarding recruitment, employee documentation, attendance management, onboarding, and training coordination. The report also analyzes the organization's training and development practices and their contribution to employee performance based on practical observations and a descriptive employee survey.

I would like to express my heartfelt gratitude for your continuous guidance, valuable suggestions, and encouragement throughout the internship and report preparation process. I respectfully request you to accept this report for evaluation. I will be grateful if you kindly consider it and provide your valuable feedback.

Sincerely yours,

_____
Humaya Rahman
ID: BBA2203027076
Department of Business Administration
Faculty of Business
Sonargaon University (SU)

Student's Declaration

I hereby declare that this internship report entitled **"Training and Development Practices and Their Impact on Employee Performance: A Case Study of Dala Elegance"** has been prepared by me as a partial fulfillment of the requirements for the Bachelor of Business Administration (BBA) degree.

The report is based on my internship experience at Dala Elegance and has been prepared under the guidance of my academic supervisor. I further declare that this report is my original work and has not been submitted previously, either in whole or in part, to any other university or institution for the award of any degree, diploma, or certificate.

All sources of information used in preparing this report have been properly acknowledged and cited.

Sincerely yours,

_____

Humaya Rahman
ID: BBA2203027076
Department of Business Administration
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Letter of Authorization

This is to certify that the internship report entitled **"Training and Development Practices and Their Impact on Employee Performance: A Case Study of Dala Elegance"** has been prepared by **Ms. Humaya Rahman (ID: BBA2203027076)** under my supervision as a partial fulfillment of the requirements for the degree of Bachelor of Business Administration (BBA), Major in Human Resource Management, Department of Business Administration, Sonargaon University.

To the best of my knowledge, this report is an original piece of work carried out by the student and is worthy of acceptance for academic evaluation.

_____

Naima Khan Tarin
Lecturer
Department of Business Administration
Faculty of Business
Sonargaon University (SU)

Acknowledgment

First and foremost, I express my sincere gratitude to Almighty Allah for granting me the strength, patience, and ability to successfully complete my internship and prepare this report.

I would like to express my sincere appreciation to my respected academic supervisor, **Naima Khan Tarin**, Lecturer, Department of Business Administration, Sonargaon University, for providing continuous guidance, constructive criticism, valuable suggestions, and academic support throughout the preparation of this report. Her encouragement and supervision significantly contributed to the successful completion of this study.

I am deeply thankful to the management and employees of **Dala Elegance**, especially the Human Resource Department, for giving me the opportunity to complete my internship in their organization. Their cooperation, guidance, and willingness to share practical knowledge significantly contributed to my professional learning and the successful completion of this report.

I would also like to thank all the employees who participated in the survey and shared their valuable opinions regarding the organization's training and development practices.

Finally, I express my sincere appreciation to my parents, teachers, friends, and well-wishers for their continuous support, encouragement, and inspiration throughout my academic journey.

-Humaya Rahman

Executive Summary

This internship report, titled **"Training and Development Practices and Their Impact on Employee Performance: A Case Study of Dala Elegance,"** has been prepared as a partial fulfillment of the Bachelor of Business Administration (BBA) degree. The report is based on a three-month internship completed in the Human Resource (HR) Department of Dala Elegance, a fashion and lifestyle startup located in Dhaka, Bangladesh.

The primary objective of this report is to examine the training and development practices followed by Dala Elegance and to understand their contribution to employee performance. During the internship, practical experience was gained in recruitment support, CV screening, employee documentation, attendance management, onboarding, and training coordination. These responsibilities provided valuable insight into the practical application of Human Resource Management within a startup organization.

The report has been prepared using both primary and secondary sources of information. Primary data were collected through direct observation, discussions with employees and supervisors, internship experience, and a descriptive employee survey. Secondary data were gathered from company documents, official publications, books, journals, and relevant academic sources.

The findings indicate that Dala Elegance primarily relies on orientation programs, on-the-job training, workplace coaching, and continuous guidance from supervisors to develop employee skills. Although these practices positively influence employee confidence, productivity, and work quality, opportunities exist to establish more structured training programs, regular training needs assessments, and formal performance evaluation systems.

Overall, the internship provided valuable practical knowledge of Human Resource Management and demonstrated the importance of employee training and development in achieving organizational effectiveness. The report concludes with several recommendations that may help Dala Elegance further strengthen its employee development initiatives and support long-term organizational growth.

List of Abbreviation

Abbreviation		Full Form
ATS	-	Applicant Tracking System
BBA	-	Bachelor of Business Administration
CEO	-	Chief Executive Officer
CV	-	Curriculum Vitae
DBA	-	Department of Business Administration
HR	-	Human Resource
HRM	-	Human Resource Management
HRIS	-	Human Resource Information System
ILO	-	International Labor Organization
KSA	-	Knowledge, Skills, and Abilities
OJT	-	On-the-Job Training
SOP	-	Standard Operating Procedure
SWOT	-	Strengths, Weaknesses, Opportunities, Threats
SU	-	Sonargaon University
TNA	-	Training Needs Assessment

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Chapter-1: Introduction

1.1 Introduction

Human Resource Management (HRM) is one of the most important functional areas of an organization as it focuses on managing employees effectively to achieve organizational goals. Employees are considered valuable assets because their knowledge, skills, and commitment directly influence organizational productivity and long-term success. Therefore, organizations invest in various human resource activities such as recruitment, training, performance management, and employee development to improve workforce efficiency.

Training and development is a key function of HRM that helps employees acquire the knowledge, technical skills, and behavioral competencies required to perform their jobs effectively. While training mainly focuses on improving employees' current job performance, development prepares them for future responsibilities and career growth. Effective training programs increase employee confidence, reduce workplace errors, improve service quality, and contribute to higher organizational performance.

The fashion and lifestyle industry in Bangladesh has become increasingly competitive due to changing customer preferences, the expansion of e-commerce, and growing demand for customized fashion products. To remain competitive, organizations need skilled employees who can adapt to new trends, technologies, and customer expectations. Consequently, employee training and continuous learning have become essential components of organizational success in this industry.

Dala Elegance is a Dhaka-based fashion and lifestyle startup established in 2025. The company specializes in customized dresses and handcrafted ornaments designed according to customers' individual preferences. Despite being a relatively new business, Dala Elegance emphasizes product quality, creativity, and customer satisfaction. The company believes that developing employees' skills and knowledge is essential for maintaining high-quality products and delivering excellent customer service.

This internship was completed in the Human Resource Department of Dala Elegance over a period of three months. During the internship, practical experience was gained in recruitment support, CV screening, attendance management, employee documentation, onboarding activities, and assisting with employee training. These practical experiences provided valuable insights into HR operations and highlighted the importance of training and development in improving employee performance.

This report examines the existing training and development practices at Dala Elegance, evaluates their contribution to employee performance, and presents recommendations for further improvement based on practical observations and internship experience.

1.2 Background of the Study

Internship programs provide business students with an opportunity to bridge the gap between academic learning and practical workplace experience. Through internships, students gain firsthand knowledge of organizational operations, develop professional skills, and understand how theoretical concepts are applied in real business environments. As a compulsory component of the Bachelor of Business Administration (BBA) program, the internship enables students to observe organizational practices and prepare for future professional careers. Human Resource Management plays a significant role in organizational development by ensuring that employees are recruited, trained, motivated, and retained effectively. Among the various HR functions, training and development are particularly important because they improve employees' competencies, increase productivity, and prepare them to adapt to changing business requirements. Organizations that invest in employee learning generally experience better work performance, higher employee satisfaction, and improved organizational efficiency.

Dala Elegance is an emerging fashion and lifestyle brand that operates in a highly competitive market where creativity, product quality, and customer service are critical success factors. Since the company relies on skilled employees to produce customized fashion products and ornaments, employee development has become an important aspect of its human resource practices. As an HR intern, the opportunity to observe recruitment, onboarding, and training activities inspired the selection of this topic. Therefore, this report focuses on evaluating the training and development practices of Dala Elegance and understanding how these practices contribute to improving employee performance.

1.3 Rationale of the Study

Training and development are essential for enhancing employee performance and ensuring organizational growth. For startup organizations like Dala Elegance, developing employees' skills is particularly important because limited human resources require employees to perform multiple responsibilities efficiently. Well-trained employees can improve productivity, reduce operational errors, provide better customer service, and contribute to achieving business objectives. The rationale for selecting this topic is based on the practical experiences gained during the internship in the Human Resource Department. While performing HR-related responsibilities, it was observed that employee training plays an important role in helping new employees understand organizational procedures, develop job-related skills, and improve work performance.

Furthermore, the findings of this report may help Dala Elegance identify areas for improvement in its training and development practices while also providing useful academic knowledge for future students and researchers interested in human resource management.

1.4 Objectives of the Study

General Objective

To analyze the training and development practices of Dala Elegance and examine their contribution to employee performance.

Specific Objectives

- To understand the existing training and development practices of Dala Elegance.
- To identify the methods used for employee training and skill development.
- To examine the contribution of training and development to employee performance.

1.5 Scope of the Study

The scope of this internship report is limited to the Human Resource Department of Dala Elegance, a fashion and lifestyle startup based in Dhaka, Bangladesh. The report primarily focuses on the organization's training and development practices and their contribution to employee performance. It also includes an overview of the company, the internship experience, and the practical HR activities performed during the internship period. The analysis is based on personal observations, discussions with employees and supervisors, company documents, and a descriptive survey conducted among employees. Since the internship was completed within a three-month period, the report reflects the organizational practices observed during that specific timeframe.

1.6 Methodology of the Report

This internship report has been prepared using both primary and secondary sources of information. A descriptive approach has been followed to analyze the training and development practices at Dala Elegance.

Primary Sources

- Practical experience gained during the internship.
- Direct observation of HR activities.
- Informal discussions with the HR supervisor and employees.
- Employee survey conducted using a structured questionnaire.

Secondary Sources

- Company profile and internal documents.
- Employee handbook and HR-related records (where accessible).
- Company's official Facebook page and promotional materials.

- Books, journals, articles, and websites related to Human Resource Management and employee training.

1.7 Limitations of the Study

Although every effort was made to prepare this internship report accurately and comprehensively, several limitations were encountered during the study. The major limitations are presented below:

1. **Limited Internship Duration:** The short internship period restricted detailed observation of all HR and training activities at Dala Elegance.

2. **Limited Access to Information:** Access to confidential employee records and internal organizational information was restricted.

3. **Small Employee Base:** The relatively small workforce of Dala Elegance limited the scope of employee-based observations and survey responses.

4. **Limited Formal Documentation:** Some HR and training activities were informal and lacked detailed written policies or records.

5. **Employee Response Constraints:** The findings partly depended on employee responses, which may reflect individual perceptions and experiences.

6. **Time Constraints:** Limited time alongside regular internship responsibilities restricted extensive data collection and analysis.

7. **Single-Organization Focus:** The report focuses only on Dala Elegance, limiting the generalization of findings to other organizations.

8. **Limited Industry Exposure:** The internship provided limited opportunities to compare Dala Elegance's HR practices with those of other fashion and lifestyle organizations.

Chapter-2: Organizational Overview

Dala Elegance is a growing fashion and lifestyle brand operating in Dhaka, Bangladesh. The company specializes in designing and producing customized dresses and handcrafted ornaments according to customers' preferences. Since its establishment in 2025, Dala Elegance has focused on offering unique fashion products that combine creativity, quality, and personalization. Through its customer-centric approach, the company has gradually built a presence in the local fashion market, primarily through social media platforms and online sales. As a startup, Dala Elegance maintains a flexible organizational structure that encourages collaboration, innovation, and continuous learning. Employees work closely across different functional areas to ensure efficient operations and customer satisfaction. The Human Resource Department plays an important role in recruiting suitable employees, maintaining employee records, supporting training activities, and creating a positive working environment.

This chapter presents an overview of Dala Elegance, including its background, vision, mission, organizational structure, products and services, departmental functions, and Human Resource practices.

2.1 Company Profile

Particular	Description
Company Name	Dala Elegance
Business Type	Fashion and Lifestyle Brand
Industry	Fashion and Lifestyle
Established	2025
Headquarters	Dhaka, Bangladesh
Business Nature	Manufacturing and Retail of Customized Fashion Products
Products	Customized Dresses, Handcrafted Ornaments, Fashion Accessories
Number of Employees	Approximately 25–30
Business Model	Online-based with customer order customization
Internship Department	Human Resource (HR)

2.2 History and Background

Dala Elegance was established in 2025 with the vision of providing personalized fashion products that reflect customers' individual preferences and lifestyles. The founders identified an increasing demand for customized clothing and handcrafted accessories among young consumers who seek unique designs rather than mass-produced products. Initially, the company operated on a small scale through online platforms, accepting customized orders from customers. By emphasizing product quality, creativity, and customer satisfaction, Dala Elegance gradually expanded its customer base and

strengthened its market presence. Today, the company continues to grow by introducing innovative designs and maintaining close relationships with its customers.

Although Dala Elegance is still in its early stage of development, it has established a dedicated team of employees working in production, marketing, customer service, administration, and human resource management. The company believes that investing in employee skills and maintaining effective teamwork are essential for achieving sustainable growth.

2.3 Vision

To become one of Bangladesh's most trusted and innovative fashion and lifestyle brands by delivering high-quality customized products that inspire creativity, elegance, and customer satisfaction.

2.4 Mission

- To provide unique and customized fashion products that meet customers' individual preferences.
- To maintain high standards of quality, creativity, and craftsmanship.
- To build long-term relationships through excellent customer service.
- To create a positive and collaborative working environment for employees.
- To continuously improve organizational performance through employee development and innovation.

2.5 Core Values

The organizational culture of Dala Elegance is built upon the following core values:

Customer Satisfaction: The company prioritizes customer needs by delivering personalized products and maintaining quality standards.

Creativity: Innovation and creative design are encouraged to develop unique fashion products that meet changing customer preferences.

Quality: Every product is prepared with attention to detail to ensure durability and customer satisfaction.

Teamwork: Employees collaborate across departments to achieve organizational goals efficiently.

Integrity: The organization values honesty, professionalism, and ethical business practices in all operations.

2.6 Products and Services

Dala Elegance offers a variety of customized fashion and lifestyle products designed according to customer preferences.

Major Products

- Customized Women's Dresses
- Customized Traditional Outfits
- Customized Couple Dresses
- Handcrafted Ornaments
- Fashion Accessories
- Gift Items
- Lifestyle Products

Services

- Customized Design Consultation
- Personalized Product Manufacturing
- Online Order Processing
- Customer Support
- Home Delivery Services

2.7 Organizational Structure

As a startup organization, Dala Elegance follows a relatively simple organizational structure that supports effective communication and quick decision-making.

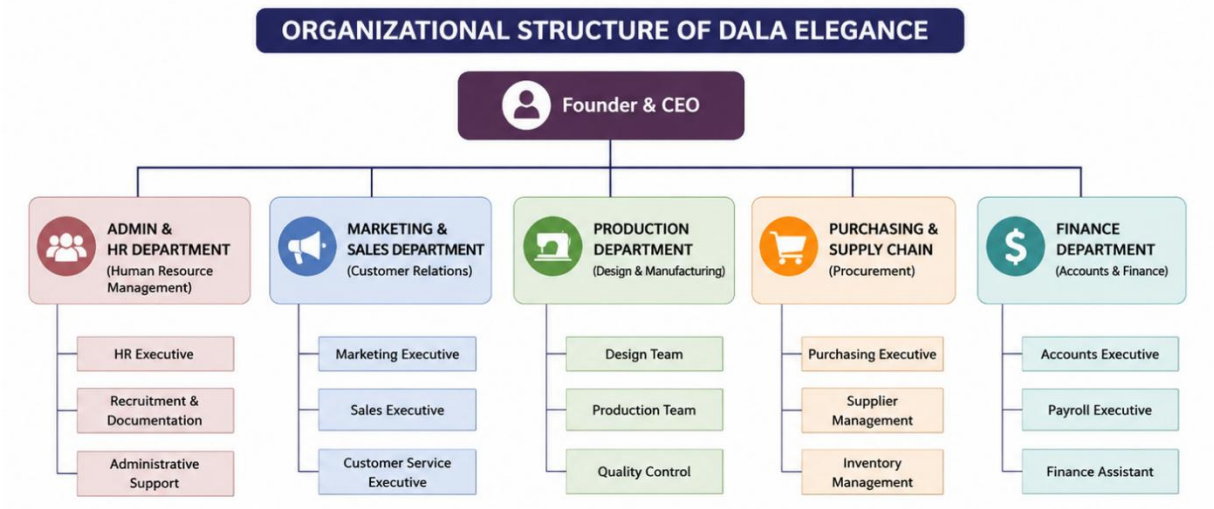


Figure 2.1: Organizational Structure of Dala Elegance

2.8 Departments and Their Functions

Human Resource Department: Responsible for recruitment, employee documentation, attendance management, training support, employee relations, and maintaining HR records.

Production Department: Responsible for designing, tailoring, product finishing, quality control, and preparing customized products according to customer specifications.

Marketing and Sales Department: Handles digital marketing, customer communication, social media promotion, order management, and sales activities.

Finance and Administration: Responsible for financial record keeping, payment processing, inventory documentation, procurement support, and administrative activities.

2.9 Human Resource Department

The Human Resource Department plays a vital role in supporting organizational growth by managing employee-related activities. Despite the company's relatively small workforce, HR functions are carried out systematically to ensure smooth daily operations.

The major responsibilities of the HR Department include:

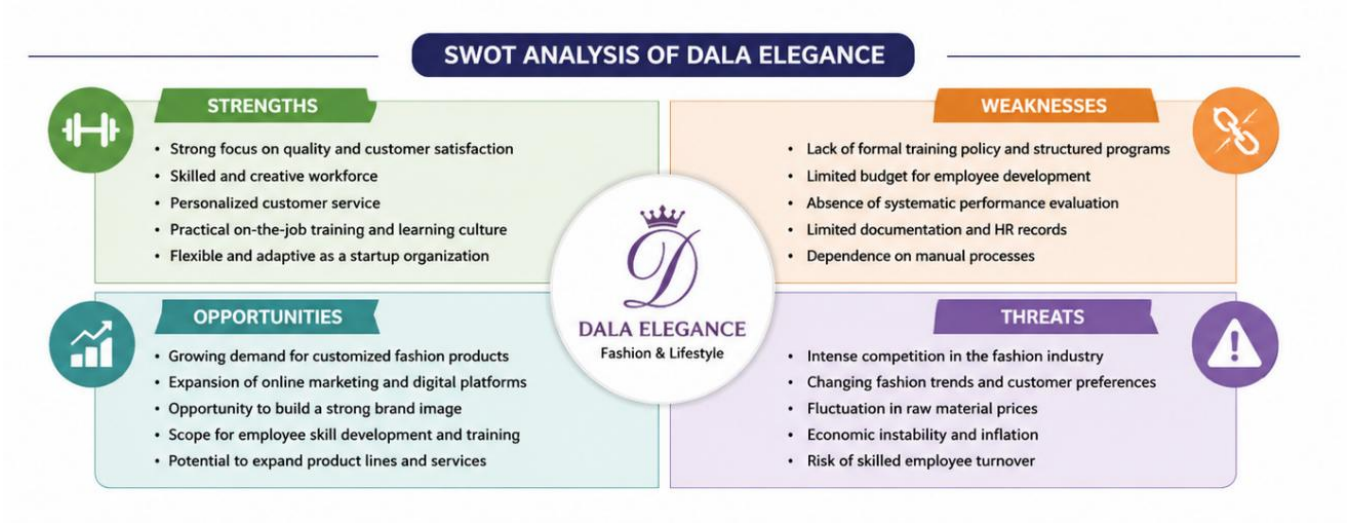
- Recruitment and selection
- CV screening
- Interview coordination
- Employee onboarding
- Attendance management
- Employee documentation
- Leave record maintenance
- Training coordination
- Employee performance support
- Maintaining employee files

The department also works closely with departmental supervisors to identify staffing needs and assist in developing employees' practical skills through workplace learning.

2.10 SWOT Analysis of Dala Elegance

A SWOT analysis provides an overview of the organization's internal strengths and weaknesses, as well as external opportunities and threats that may influence its future growth.

Figure 2.2: SWOT Analysis of Dala Elegance



Strengths

Dala Elegance offers customized fashion products that meet individual customer preferences, allowing the company to differentiate itself from mass-market competitors. Its flexible organizational structure enables quick decision-making and close collaboration among employees. The company also places strong emphasis on creativity, product quality, and customer satisfaction.

Weaknesses

As a newly established startup, Dala Elegance operates with limited financial and human resources. The company has not yet developed a comprehensive training system or standardized HR policies. Limited brand awareness also presents a challenge in expanding its customer base.

Opportunities

The growing popularity of online shopping and customized fashion products creates significant opportunities for business expansion. Increased use of digital marketing platforms, influencer collaborations, and product diversification can further strengthen the company's market position.

Threats

The fashion industry is highly competitive, with changing customer preferences and continuous entry of new competitors. Fluctuations in raw material prices and economic conditions may also affect production costs and profitability.

Chapter-3: Internship Experience – Duties and Responsibilities

Internship is an integral part of the Bachelor of Business Administration (BBA) program, helping students bridge academic knowledge with practical workplace experience by observing real organizational practices, understanding professional responsibilities, and developing career-relevant skills. This internship was completed at Dala Elegance, a fashion and lifestyle startup in Dhaka, Bangladesh, specializing in customized dresses and handcrafted ornaments designed according to customers' individual preferences, and operating in a dynamic environment where employees collaborate to maintain product quality and customer satisfaction.

The internship was undertaken in the Human Resource (HR) Department for three months, during which I worked closely with the HR team and observed functions such as recruitment, employee documentation, attendance management, onboarding, and training coordination, gaining an understanding of how HR activities support organizational efficiency and employee development. Beyond technical HR functions, the internship also helped improve professional communication, teamwork, problem-solving ability, time management, and workplace ethics, while providing practical insight into how different departments coordinate to achieve common organizational goals. This chapter presents a detailed account of the internship experience, including its objectives, responsibilities performed, daily work activities, practical learning, challenges encountered, contributions made, and the relationship between academic knowledge and practical experience.

3.1 Internship Information

The internship was completed in the Human Resource Department of Dala Elegance as part of the BBA academic program. The internship provided practical exposure to various HR activities and allowed direct participation in routine administrative and employee management functions.

Table 3.1: Internship Information

Particular	Information
Name of Organization	Dala Elegance
Industry	Fashion and Lifestyle
Business Nature	Customized Dresses and Handcrafted Ornaments
Department	Human Resource (HR)
Position	HR Intern
Internship Duration	Three Months
Location	Dhaka, Bangladesh
Reporting Supervisor	HR Supervisor

Particular	Information
Working Days	Sunday–Thursday
Working Hours	10:00 AM – 5:00 PM

During the internship period, I worked under the direct supervision of the HR supervisor and received guidance from senior employees whenever necessary. Since Dala Elegance is a startup organization with a relatively small workforce, I was able to observe not only HR operations but also how different departments coordinate with one another. This exposure helped me gain a broader understanding of organizational management and business operations. Unlike larger organizations where responsibilities are highly specialized, employees at Dala Elegance often perform multiple tasks. This allowed me to participate in a variety of HR activities and gain practical knowledge beyond my assigned responsibilities.

3.2 Nature of the Internship Organization

Dala Elegance is a startup fashion and lifestyle company focused on producing customized dresses, handcrafted ornaments, and other personalized fashion products, primarily serving customers who prefer unique designs over ready-made options. Through creativity, quality craftsmanship, and personalized service, the company aims to establish itself as a reliable fashion brand in Bangladesh. As a startup, it operates with a lean organizational structure that promotes flexibility, quick decision-making, and close collaboration among departments such as Human Resources, Production, Marketing & Sales, and Finance, allowing employees to communicate directly with management. The Human Resource Department plays a significant role in supporting operations by managing recruitment, employee documentation, attendance records, onboarding, employee relations, and training coordination, with HR professionals handling multiple responsibilities due to the small workforce. A notable characteristic of the company is its emphasis on practical learning, where new employees learn through observation, workplace coaching, and guidance from experienced colleagues rather than formal training sessions, helping them adapt quickly and develop relevant skills through daily work experience. As an HR intern, working in this environment provided valuable opportunities to observe HR operations closely and understand how employee management contributes to organizational effectiveness, while also highlighting the importance of communication, teamwork, adaptability, and continuous learning in a growing business.

3.3 Roles and Responsibilities

During the internship at Dala Elegance, I was assigned various responsibilities within the Human Resource Department under the supervision of the HR Supervisor, covering recruitment support, employee documentation, attendance management, onboarding, and training coordination. These activities provided practical exposure to HR operations and helped me understand how HR contributes to organizational effectiveness.

3.3.1 Recruitment Support: I assisted the HR team in collecting job applications received through online job portals, email, and social media, organizing them according to position requirements, and maintaining a recruitment database containing applicants' personal information, qualifications, and contact details. This helped me understand the importance of selecting suitable candidates and how an effective recruitment process saves time and resources.

3.3.2 CV Screening and Shortlisting: I frequently reviewed CVs by examining applicants' educational background, experience, technical skills, certifications, and communication abilities, then prepared shortlists based on criteria provided by the HR supervisor. This improved my analytical skills and attention to detail while teaching me the importance of fairness and consistency in candidate evaluation.

3.3.3 Interview Scheduling and Candidate Communication: I contacted shortlisted candidates by phone, email, or messaging platforms to inform them of interview dates and locations, prepared schedules, maintained communication records, and helped confirm or reschedule interviews. This strengthened my professional communication skills and taught me the value of timely communication in creating a positive impression of the organization.

3.3.4 Employee Documentation and Record Management: I assisted in organizing and updating employee records, including information forms, appointment letters, educational certificates, national ID documents, and leave applications, ensuring files were systematically arranged. This emphasized the importance of confidentiality and accuracy, and showed how well-maintained records support efficient HR operations.

3.3.5 Attendance and Leave Management: I assisted in verifying daily attendance, recording absences, processing leave applications, and preparing attendance summaries for management, reporting discrepancies to the HR supervisor. This gave me practical knowledge of attendance monitoring and its role in payroll preparation and workforce planning.

3.3.6 Onboarding and Employee Orientation: I helped the HR Department conduct onboarding activities by preparing employee files, arranging orientation materials, explaining workplace rules and attendance procedures, and introducing new employees to their departments and supervisors. This showed how effective orientation reduces uncertainty and helps new employees adapt quickly.

3.3.7 Assisting in Training and Development Activities: Since this report focuses on training and development, I observed and assisted in several employee learning activities, including preparing attendance sheets for training sessions, arranging materials, and supporting supervisors during orientation and coaching sessions. Training at Dala Elegance relied primarily on practical workplace learning through observation, coaching, demonstration, and continuous feedback rather than formal classroom sessions, showing me that effective employee development doesn't always require costly training programs.

3.3.8 HR Database Management: I assisted in updating HR databases with employee information, attendance data, leave records, and recruitment-related information, and helped organize digital files. This improved my computer skills and my understanding of accurate data management in HR.

3.3.9 Administrative Support: In addition to HR-specific responsibilities, I also provided general administrative support whenever required, including preparing official documents, printing recruitment materials, organizing files, scheduling meetings, maintaining office records, and assisting supervisors with routine administrative work. Although comparatively simple, these tasks improved my organizational skills, multitasking ability, and professional discipline, while working in a startup environment taught me the importance of flexibility, as employees are often required to perform multiple responsibilities beyond their primary roles.

3.3.10 Overall Contribution During the Internship: Throughout the internship, I actively participated in several Human Resource activities supporting the day-to-day operations of Dala Elegance, including assisting in recruitment, organizing employee records, maintaining attendance information, supporting onboarding activities, coordinating training sessions, and performing various administrative tasks. These responsibilities enabled the HR Department to carry out its routine functions more efficiently while allowing me to gain practical experience in Human Resource Management, enhancing my confidence, strengthening my professional skills, and providing a deeper understanding of how HR practices contribute to employee performance and organizational success.

3.4 Daily Work Activities

During my three-month internship at Dala Elegance, I was involved in a variety of HR activities supporting daily operations, including recruitment, employee record management, attendance monitoring, onboarding, training coordination, and general administrative support, with the dynamic nature of the startup providing exposure to multiple HR functions.

A typical day began with reviewing attendance records and checking emails related to recruitment and employee communication, followed by reporting to the HR supervisor for instructions, with priority given to urgent tasks such as processing new applications, scheduling interviews, or preparing employee documents. One regular responsibility was reviewing job applications from different recruitment channels, organizing CVs by vacant position, screening them based on qualifications, experience, and required skills, and preparing shortlists for the HR supervisor's review. On interview days, I assisted in confirming schedules, contacting candidates, arranging interview documents, maintaining interview attendance records, and updating the recruitment database afterward.

Another key daily responsibility was maintaining employee attendance records, checking attendance sheets regularly for accuracy, organizing leave applications for approval, and

supporting the preparation of monthly attendance reports. I also assisted in organizing employee files by updating personal information, educational certificates, and appointment letters, with special attention to accuracy and confidentiality given the sensitive nature of employee records. Whenever new employees joined, I assisted with onboarding by preparing employee files, arranging orientation materials, and introducing them to workplace policies and departmental procedures, helping them adapt to the organizational environment. In addition, I frequently supported administrative work such as preparing official documents, printing forms, organizing office files, and updating digital records, which strengthened my organizational skills and ability to manage multiple tasks simultaneously.

Overall, these daily activities provided practical knowledge of Human Resource Management and strengthened my understanding of how HR functions contribute to smooth organizational operations.

3.5 Practical Learning and Skills Developed

The internship at Dala Elegance provided valuable opportunities to develop both technical and interpersonal skills. Working in a real organizational environment enabled me to apply theoretical concepts learned during my academic studies while gaining practical experience in Human Resource Management.

Human Resource Knowledge: One of the most significant learning outcomes was gaining practical knowledge of Human Resource Management functions. Through participation in recruitment, employee documentation, attendance management, onboarding, and training coordination, I developed a better understanding of HR policies and workplace procedures. The internship demonstrated how these activities collectively contribute to organizational efficiency and employee satisfaction.

Recruitment and Selection Skills: Assisting in the recruitment process enhanced my understanding of employee selection procedures. I learned how organizations identify staffing requirements, prepare job advertisements, screen applications, and coordinate interviews. Reviewing numerous CVs also improved my ability to evaluate candidates based on job requirements and organizational needs.

Communication Skills: Throughout the internship, I regularly communicated with supervisors, employees, and job applicants. These interactions significantly improved my verbal and written communication skills. I learned how to communicate professionally, provide clear information, and maintain respectful relationships with different stakeholders.

Organizational and Documentation Skills: Maintaining employee records required careful organization and attention to detail. I learned how proper documentation supports HR operations by ensuring that employee information remains accurate, confidential, and

readily accessible when required. This experience also strengthened my record management and filing skills.

Teamwork and Collaboration: The internship emphasized the importance of teamwork in achieving organizational objectives. Employees from different departments frequently collaborated to solve operational problems and meet customer requirements. Working within such a collaborative environment improved my ability to cooperate with colleagues, share information, and contribute to team success.

Problem-Solving Ability: Daily HR activities occasionally involved unexpected challenges such as incomplete documentation, scheduling conflicts, or urgent recruitment requirements. Observing how supervisors handled these situations helped me develop analytical thinking and practical problem-solving skills.

Professional Ethics: The internship reinforced the importance of maintaining confidentiality, honesty, responsibility, and professionalism while handling employee information. I learned that ethical behavior is essential for building trust between employees and the Human Resource Department.

Overall, the internship significantly contributed to my personal and professional development by improving my technical knowledge, communication ability, confidence, and workplace readiness.

3.6 Challenges Faced During the Internship

Although the internship provided valuable learning opportunities, several challenges were encountered during the internship period. These challenges helped me develop adaptability and problem-solving skills while gaining practical workplace experience.

Adapting to a New Working Environment: At the beginning of the internship, understanding the organizational culture, reporting procedures, and communication patterns required time. Since I had limited practical experience, adapting to the professional work environment was initially challenging. However, continuous guidance from supervisors and colleagues gradually increased my confidence.

Limited Practical Experience: Although I had studied Human Resource Management in my academic courses, performing HR activities in a real organizational setting was a new experience. Tasks such as employee documentation, recruitment coordination, and attendance management required greater accuracy and responsibility than classroom exercises.

Maintaining Confidentiality: The Human Resource Department handles sensitive employee information, including personal documents, attendance records, and employment details. Learning to maintain confidentiality while processing these documents was one of

the most important responsibilities during the internship. This experience strengthened my understanding of professional ethics in HR management.

Managing Multiple Responsibilities: Since Dala Elegance is a startup organization, employees often perform multiple responsibilities simultaneously. During busy periods, I had to manage recruitment support, attendance records, employee documentation, and administrative tasks within limited time. This initially created work pressure but eventually improved my multitasking ability.

Communication with Job Applicants: Communicating professionally with job applicants required confidence and accuracy. Ensuring that candidates received correct interview information and responding appropriately to their inquiries helped improve my professional communication skills over time.

3.7 How the Challenges Were Overcome

The challenges encountered during the internship gradually decreased through continuous learning, observation, and practical experience. Whenever I faced difficulties, I sought guidance from my supervisor and senior colleagues, who willingly shared their knowledge and provided constructive feedback. To improve my understanding of HR procedures, I carefully observed how experienced employees performed their responsibilities and applied similar approaches in my own work. Regular practice increased my confidence and improved both the speed and accuracy of my assigned tasks.

Effective time management also played an important role in overcoming work pressure. By preparing daily task lists and prioritizing urgent activities, I was able to complete responsibilities more efficiently while maintaining the quality of my work. Furthermore, maintaining a positive attitude, accepting constructive feedback, and continuously learning from practical experiences enabled me to adapt successfully to the professional environment and perform my responsibilities effectively.

3.8 Contribution to the Organization

Although I joined Dala Elegance as an intern, I actively contributed to the Human Resource Department by supporting several routine HR activities. My assistance in CV screening, interview coordination, employee documentation, attendance management, onboarding, and training coordination reduced the administrative workload of the HR team and improved the efficiency of daily operations. I also assisted in organizing employee records and ensuring that HR documents were properly maintained. During recruitment activities, timely communication with candidates helped ensure smooth interview scheduling. Additionally, my support during orientation and training activities contributed to the effective onboarding of newly recruited employees.

3.9 Relationship Between Academic Knowledge and Practical Experience

The internship at Dala Elegance provided an excellent opportunity to apply the theoretical knowledge acquired during my Bachelor of Business Administration (BBA) program in a practical business environment. Throughout my academic studies, I learned various concepts related to Human Resource Management, Organizational Behavior, Principles of Management, Business Communication, and Business Ethics. During the internship, I experienced how these concepts are implemented in the daily operations of an organization. One of the most significant areas where academic knowledge was applied was the recruitment and selection process. In classroom learning, recruitment was studied as a systematic process involving job analysis, candidate sourcing, screening, interviewing, and selection. During the internship, I participated in several of these activities by reviewing job applications, screening CVs, maintaining recruitment records, and assisting with interview coordination. This practical experience enabled me to understand the importance of selecting suitable employees for organizational success.

The internship also strengthened my understanding of employee training and development. Academic courses explain that training improves employees' knowledge, skills, and performance, while development prepares employees for future responsibilities. At Dala Elegance, I observed that employee learning primarily occurred through orientation programs, workplace coaching, and on-the-job training. These practical observations confirmed the concepts discussed in Human Resource Management courses and demonstrated that continuous learning contributes significantly to employee performance. Knowledge gained from Organizational Behavior was equally relevant during the internship. Working with employees from different departments helped me understand workplace communication, teamwork, leadership, employee motivation, and organizational culture. I observed how cooperation among employees improved operational efficiency and contributed to achieving organizational objectives.

Business Communication courses also proved highly beneficial. Communicating professionally with employees, supervisors, and job applicants required clear verbal and written communication skills. Preparing documents, maintaining records, and coordinating HR activities enhanced my confidence and professionalism in workplace communication. Furthermore, Business Ethics played an important role throughout the internship. Maintaining confidentiality while handling employee records, demonstrating honesty in performing assigned responsibilities, respecting organizational policies, and maintaining professional conduct were essential aspects of my daily work. These experiences reinforced the ethical principles learned during academic study.

Overall, the internship successfully bridged the gap between theoretical knowledge and practical application. It transformed classroom concepts into real-life experiences and enhanced my understanding of professional Human Resource Management.

3.10 Overall Internship Experience

The internship at Dala Elegance was a valuable learning experience that significantly contributed to my academic and professional development. It provided me with practical exposure to the day-to-day operations of the Human Resource Department and enabled me to understand how HR functions support organizational growth and employee performance.

During the internship, I developed practical skills in recruitment support, employee documentation, attendance management, onboarding, and training coordination. These responsibilities enhanced my technical knowledge while improving my organizational, communication, and problem-solving skills. Working in a startup organization also taught me the importance of flexibility, teamwork, and adaptability, as employees often worked collaboratively to accomplish multiple organizational objectives.

Another important aspect of the internship was the opportunity to interact with employees from different departments. These interactions helped me understand workplace diversity, organizational culture, and the importance of maintaining positive professional relationships. The guidance provided by supervisors and senior colleagues encouraged continuous learning and improved my confidence in performing HR-related tasks.

The internship also helped me identify areas for further professional development. I realized the importance of continuously improving technical knowledge, communication skills, digital competencies, and decision-making abilities to succeed in the Human Resource profession. The experience motivated me to pursue additional learning opportunities and remain updated with modern HR practices and technologies.

Overall, the internship successfully fulfilled its academic objectives by providing practical knowledge, enhancing professional competencies, and preparing me for future employment. The experience at Dala Elegance will remain a valuable foundation for my career in Human Resource Management.

Chapter - 4: Training and Development Practices and Their Impact on Employee Performance

Training and development are among the most important functions of Human Resource Management because they enhance employees' knowledge, skills, and competencies required to perform their jobs effectively. Organizations that invest in employee learning are generally able to improve productivity, service quality, and overall organizational performance. For startup organizations like Dala Elegance, employee development is particularly important because each employee plays a significant role in achieving business objectives and maintaining customer satisfaction. Dala Elegance operates in the fashion and lifestyle industry, where creativity, product quality, and customer service are essential for business success. To meet customer expectations, the company emphasizes practical learning through orientation, workplace coaching, and on-the-job training. Although the organization does not yet have a fully structured training system, management encourages continuous learning by allowing employees to gain practical experience while performing their daily responsibilities.

This chapter analyzes the existing training and development practices of Dala Elegance based on internship observations, discussions with employees, organizational information, and the responses collected through a descriptive employee survey. The chapter also evaluates how these practices influence employee performance and identifies areas where further improvement is possible.

4.1 Overview of Training and Development Practices at Dala Elegance

Dala Elegance's HR Department relies on practical, experience-based training rather than formal classroom programs. New employees begin with an orientation program covering the company's background, values, workplace rules, product standards, safety guidelines, and job responsibilities. The main method of training is on-the-job training (OJT), where employees learn directly from supervisors and experienced colleagues while performing actual tasks, an approach well suited to customized fashion production. Supervisors also provide ongoing coaching and constructive feedback, correcting mistakes while encouraging employees to improve rather than simply pointing out errors. Training content varies by department: production staff receive guidance on sewing techniques, finishing standards, material handling, and quality inspection; marketing and customer service staff are trained in customer communication, order management, and complaint handling; and HR personnel are trained in recruitment, documentation, attendance management, and confidentiality. Although this system remains largely informal, it has contributed significantly to employee development. As the company continues to grow, introducing a structured annual training plan, periodic skill development workshops, and formal training evaluation methods would further enhance employee performance and organizational effectiveness.

4.2 Existing Training Practices at Dala Elegance

The Human Resource Department is responsible for coordinating employee orientation, monitoring training requirements, maintaining employee development records, and supporting supervisors in implementing workplace learning activities. Most training is conducted within the workplace through direct supervision, demonstrations, and practical experience. This approach enables employees to understand work processes while actively participating in their assigned responsibilities.

The company follows a learning culture where supervisors and experienced employees guide newly recruited staff through practical demonstrations and continuous feedback. Since many production activities require precision and creativity, employees gradually improve their technical skills through observation, repeated practice, and performance evaluation. This practical learning approach is particularly suitable for a startup organization where resources for large-scale formal training programs are limited.

The major training practices currently followed by Dala Elegance are discussed below.

4.2.1 Orientation Training

Orientation training is the first stage of employee learning at Dala Elegance. Every newly appointed employee participates in an orientation session before beginning regular job responsibilities. The objective of this program is to familiarize employees with the organization's background, mission, vision, organizational culture, workplace rules, attendance policies, code of conduct, and job responsibilities. During orientation, employees are also introduced to their supervisors, colleagues, departmental structure, and reporting procedures. Basic information regarding product quality standards, workplace safety, communication procedures, and customer service expectations is explained to help employees adapt quickly to the organizational environment.

4.2.2 On-the-Job Training (OJT)

On-the-job training is the primary training method practiced at Dala Elegance. Rather than separating employees from their workplace, the organization allows them to learn while performing actual job responsibilities under the guidance of experienced supervisors. Employees working in production receive practical instruction on fabric handling, stitching techniques, finishing procedures, ornament customization, quality inspection, and packaging standards. Marketing and customer service employees are trained on customer communication, order confirmation, complaint handling, digital communication, and product presentation.

4.2.3 Coaching and Supervision

Continuous coaching is another important feature of employee development at Dala Elegance. Supervisors regularly monitor employee performance and provide guidance whenever improvement is required. Instead of relying solely on formal performance reviews, supervisors offer immediate feedback while employees perform their assigned duties. Employees are encouraged to ask questions whenever they face difficulties, and supervisors demonstrate the correct procedures whenever mistakes occur. This supportive approach creates a positive learning environment where employees continuously improve their knowledge and practical skills.

4.2.4 Practical Demonstration

Many production activities require technical precision that cannot be learned effectively through written instructions alone. Therefore, supervisors and experienced workers frequently demonstrate production techniques before assigning tasks to new employees.

Practical demonstrations include cutting techniques, sewing methods, ornament attachment, finishing procedures, quality inspection, and packaging standards. Employees observe these demonstrations before performing the tasks independently. This method reduces production errors and helps maintain product consistency.

4.2.5 Knowledge Sharing and Peer Learning

The organization promotes informal knowledge sharing among employees. Experienced staff members regularly assist newly recruited employees by explaining work procedures, sharing practical tips, and demonstrating efficient working methods. Peer learning encourages collaboration, improves teamwork, and creates a supportive organizational culture where employees learn from each other's experiences. This practice is particularly valuable in startup organizations where formal training resources may be limited.

4.2.6 Continuous Performance Feedback

Employee learning at Dala Elegance is supported through continuous feedback rather than periodic evaluation alone. Supervisors observe employee performance during daily work activities and provide immediate suggestions for improvement whenever necessary. Constructive feedback helps employees identify weaknesses, correct mistakes quickly, and continuously improve their performance. This ongoing evaluation process also enables supervisors to identify future training needs based on employee performance. Overall, the existing training practices at Dala Elegance emphasize practical learning, continuous guidance, and workplace experience. Although the organization currently follows an informal training system, these practices have contributed positively to employee skill development and organizational efficiency.

4.3 Methods of Training Used

Training methods refer to the techniques and approaches adopted by an organization to improve employees' knowledge, technical competencies, and professional behavior. Since Dala Elegance is a growing startup, the company primarily utilizes practical and workplace-based training methods that allow employees to learn while performing their regular responsibilities. These methods are cost-effective, flexible, and appropriate for the organization's operational structure.

Table 4.1: Training Methods Used at Dala Elegance

Training Method	Purpose	Participants
Orientation Training	Introduce organizational policies and job responsibilities	Newly recruited employees
On-the-Job Training	Develop practical job skills	Employees of all departments
Coaching	Improve performance through supervisor guidance	Existing employees
Demonstration Method	Teach technical production procedures	Production employees
Peer Learning	Share practical knowledge and work experience	All employees
Continuous Feedback	Improve work quality through regular supervision	All employees

4.4 Development Initiatives for Employees

Employee development is a continuous process that focuses on enhancing employees' knowledge, skills, competencies, and professional capabilities beyond their immediate job responsibilities. While training generally aims to improve employees' current job performance, development prepares employees for future responsibilities, career advancement, and organizational growth. For startup organizations, employee development is particularly important because a skilled and adaptable workforce contributes significantly to business sustainability and competitiveness. At Dala Elegance, employee

development is achieved primarily through practical learning, continuous supervision, workplace coaching, and day-to-day operational experience. Although the company does not currently have a formal employee development framework, management encourages employees to improve their professional skills by actively participating in organizational activities and learning from experienced colleagues.

The major employee development initiatives observed during the internship are discussed below.

4.4.1 Continuous Workplace Learning

Dala Elegance follows a workplace learning approach where employees continuously acquire new knowledge while performing their assigned responsibilities. Rather than depending entirely on classroom-based training, employees learn through practical work experience, observation, and repeated practice. This approach allows employees to improve their technical competence while simultaneously contributing to organizational productivity. Continuous workplace learning is especially beneficial for production employees because many manufacturing techniques require practical experience. Employees gradually develop greater confidence, speed, and accuracy as they perform their daily tasks under the supervision of experienced colleagues.

4.4.2 Supervisor Guidance and Mentoring

Supervisors play a significant role in employee development by providing regular guidance and mentoring throughout the learning process. Employees receive direct assistance whenever they encounter difficulties, and supervisors explain the appropriate procedures to ensure that work is completed according to organizational standards. Mentoring also helps employees improve decision-making abilities, communication skills, and professional confidence. Regular interaction with supervisors creates a supportive working environment where employees feel comfortable asking questions and seeking assistance whenever necessary.

4.4.3 Skill Development Through Practical Experience

One of the most effective development practices at Dala Elegance is learning through practical experience. Employees are encouraged to perform various operational tasks under supervision so that they gradually develop technical expertise and confidence. Production employees continuously improve their skills in customized dress manufacturing, ornament preparation, finishing techniques, quality inspection, and packaging. Similarly, employees working in customer service and marketing develop communication skills, customer handling techniques, order processing abilities, and digital communication competencies through regular practical involvement.

4.4.4 Cross-Functional Learning

As a startup organization, Dala Elegance encourages employees to gain knowledge beyond their primary job responsibilities. Employees often observe activities performed by other departments and develop a broader understanding of organizational operations. For example, HR personnel may observe production planning, while marketing employees become familiar with product preparation processes. This cross-functional exposure improves organizational coordination, teamwork, and flexibility while enabling employees to appreciate the contributions of different departments.

4.4.5 Performance Feedback and Improvement

Employee development is further supported through continuous performance feedback. Supervisors regularly monitor employee performance and provide suggestions for improvement based on observed strengths and weaknesses. Constructive feedback enables employees to identify areas requiring improvement and motivates them to enhance their performance continuously. This process also helps supervisors identify future training requirements and support employees in achieving higher performance standards.

4.4.6 Self-Learning and Personal Development

Employees are encouraged to take personal responsibility for their professional development. They are motivated to observe experienced colleagues, learn from workplace experiences, improve technical skills, and remain committed to continuous learning. Management supports employees who demonstrate initiative by providing additional guidance and opportunities to participate in different organizational activities. This learning-oriented culture contributes positively to employee confidence, motivation, and long-term career development.

Overall, although Dala Elegance currently follows an informal employee development system, the combination of practical experience, mentoring, coaching, and continuous learning has created a positive environment for employee growth and organizational development.

4.5 Employee Participation in Training Programs

Employee participation is one of the key factors determining the effectiveness of any training and development program. Regardless of how well a training program is designed, its success ultimately depends on the willingness of employees to participate actively, apply newly acquired knowledge, and continuously improve their performance.

At Dala Elegance, employee participation in training activities is generally high because most learning opportunities are directly connected with employees' daily responsibilities. Training activities are integrated into the regular workflow, allowing employees to develop

practical skills while performing their assigned tasks. This approach minimizes disruption to normal business operations while encouraging continuous learning.

Newly recruited employees are required to participate in orientation programs before beginning their regular duties. During this period, they become familiar with organizational policies, workplace discipline, reporting procedures, product quality standards, and departmental responsibilities. Orientation also helps employees build confidence and adapt quickly to the organizational culture.

Following orientation, employees actively participate in on-the-job training under the supervision of experienced staff members. Since customized fashion products require technical precision and creativity, employees receive continuous practical instruction while completing actual production activities. This practical participation improves both technical competence and work efficiency. Participation in coaching and mentoring sessions also plays an important role in employee development.

Employees are encouraged to communicate openly with supervisors, discuss work-related challenges, and seek guidance whenever necessary. This interactive learning environment strengthens relationships between supervisors and employees while promoting continuous improvement. Employees from different departments also participate in informal knowledge-sharing activities. Experienced employees frequently assist newly recruited staff by explaining work procedures, demonstrating production techniques, and sharing practical experiences. Such collaborative learning improves teamwork and strengthens organizational culture.

The Human Resource Department encourages employees to participate in training activities by creating a supportive learning environment rather than making training a compulsory administrative process. Employees who actively participate in training generally demonstrate higher confidence, improved productivity, and better adaptability to organizational changes.

Although participation levels are generally satisfactory, the company could further improve employee involvement by introducing a structured annual training calendar, maintaining formal participation records, and organizing periodic skill development workshops for different departments. Overall, employee participation in training programs at Dala Elegance reflects a positive learning culture where employees recognize the importance of continuous skill development for both individual career growth and organizational success.

4.6 Survey Analysis

To examine the training and development practices of employees at Dala Elegance, primary data were collected through a structured questionnaire administered to employees of the organization. The questionnaire was designed in line with the objectives of the study and

covered employee demographics, training practices, skill development, training effectiveness, and employee satisfaction. After data collection, the responses were systematically tabulated and analyzed. For clarity and ease of interpretation, the analyzed data are presented through graphical formats such as pie charts and bar diagrams. Each graph represents a specific questionnaire item and reflects employees' responses in a concise visual form. The following graphical presentations (Figures 4.1 to 4.17) illustrate the findings of the questionnaire analysis and provide empirical support for evaluating the training and development practices discussed in this chapter.

4.6.1 Profile of the Respondents

- **Gender of the Respondents**

Gender	Number of respondents	Percentage
Male	17	68%
Female	8	32%
Prefer not to say	0	0%

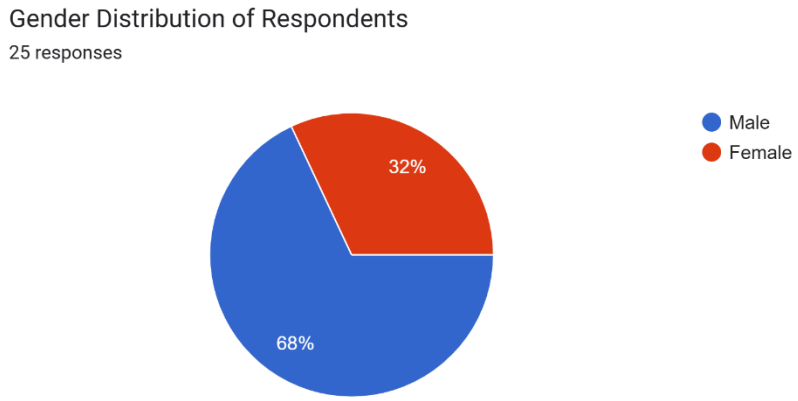


Figure 4.1: Gender Distribution of Respondents

The figure presents the gender distribution of the respondents who participated in the survey at **Dala Elegance**. Out of a total of 25 respondents, **68% are male** while **32% are female**. This distribution indicates that the workforce of the organization is predominantly male. Such a pattern is common in small fashion and lifestyle startups, where production and delivery-related tasks often involve physically demanding work such as fabric handling and finishing. However, the notable presence of female employees also reflects growing participation in design, customer service, and administrative roles within the organization.

➢ **Age Group of the Respondents**

Age Group	Number of respondents	Percentage
Below 25	11	44%
25–35	13	52%
36–45	1	4/%
Above 45+	0	0%

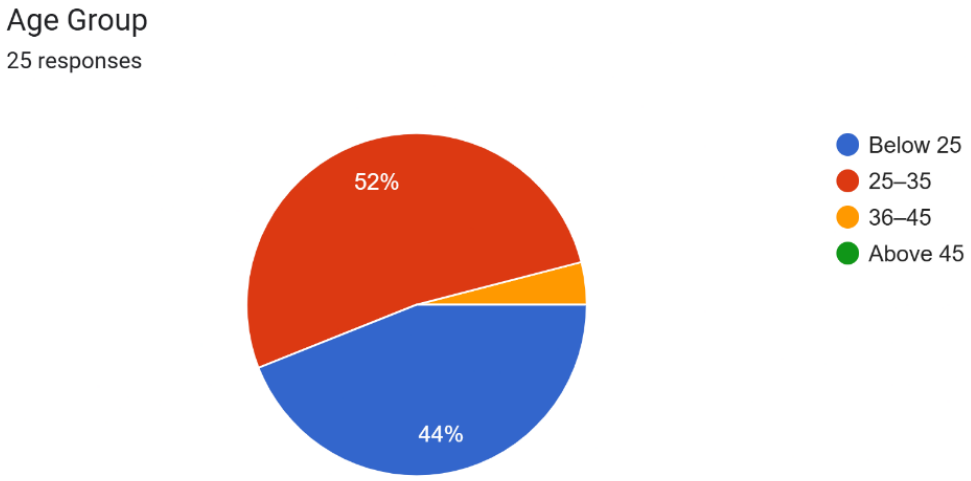


Figure 4.2: Age Group Distribution of Respondents

The figure illustrates the age group distribution of the respondents working at **Dala Elegance**. Out of the total 25 respondents, **44% fall within the "Below 25 years" age group**, while **52% belong to the "25–35 years" age group**, and **4% fall within the "36–45 years"** category. No respondents were recorded in the "Above 45 years" category.

This distribution indicates that the workforce of the organization is relatively young. A younger employee base is generally more adaptable to on-the-job training and development initiatives, particularly in a creative, fast-changing industry like fashion and lifestyle. The absence of older age groups suggests limited workforce diversity in terms of age, which may influence the organization's training approach and experience-sharing practices.

- **Educational Qualification**

Experience	Number of respondents	Percentage
School Level	8	32%
Graduate	14	56%
Post Graduate	3	12%

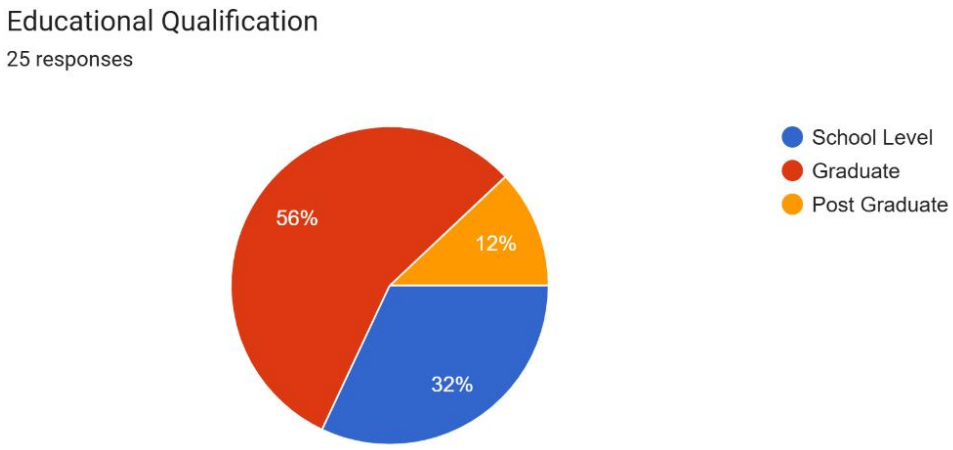


Figure 4.3: Educational Qualification of Respondents

The figure shows the educational qualification of the respondents employed at **Dala Elegance**. Among the 25 respondents, **56% are graduates**, **32% have completed school-level education**, and **12% hold postgraduate qualifications**.

The distribution indicates that the organization employs individuals with diverse educational backgrounds. The presence of a majority of graduate-level employees suggests a workforce capable of understanding operational procedures, documentation, and basic managerial instructions. At the same time, the inclusion of school-level employees highlights the organization's emphasis on practical skills and hands-on experience, which are essential in customized fashion production.

Overall, the educational profile reflects a balanced combination of formal education and practical orientation, reinforcing the importance of on-the-job training and development to enhance employee performance across different qualification levels.

- **Work Experience in the Organization**

Experience	Number of respondents	Percentage
Less than 1 years	8	32%
1–3 years	17	68%
3–5 years	0	0%
Above 5 years	0	0%

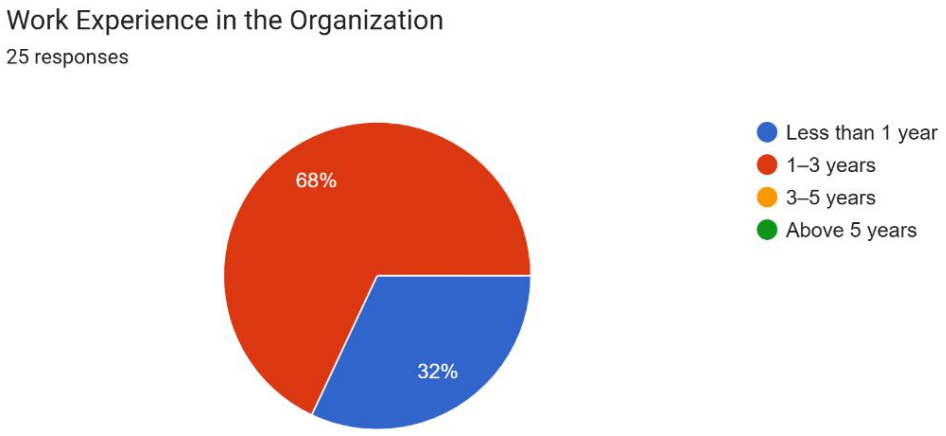


Figure 4.4: Work Experience of Respondents in the Organization

The figure illustrates the length of work experience of the respondents at **Dala Elegance**. Out of the 25 respondents, a significant majority, **68%, have 1–3 years of work experience** in the organization, while **32%** fall within the **less than one year** experience category. No respondents were found in the 3–5 years or above-5-years categories.

This distribution indicates that the workforce of the organization is largely composed of relatively new employees, which is expected given that Dala Elegance was only established in 2025. Such a workforce structure highlights the importance of continuous training and on-the-job learning to ensure smooth adaptation to job roles and organizational procedures. The absence of long-tenured employees also suggests that informal knowledge sharing and supervision play a critical role in employee skill development.

Overall, the work experience profile emphasizes the necessity of effective training and guidance systems to support newly recruited employees and maintain operational efficiency within the organization.

4.6.2 Existing Training Practices at Dala Elegance

- **Training Received After Joining**

Responses	Number of respondents	Percentage
Yes	21	84%
No	4	16%



Figure 4.5: Training Received After Joining the Organization

The figure presents employees' responses regarding whether they received any training after joining **Dala Elegance**. Out of the total 25 respondents, **84% reported that they received training**, while **16% indicated that they did not receive any training** after joining the organization.

This result suggests that the majority of employees are exposed to some form of training, primarily informal and job-oriented in nature. The relatively high proportion of trained employees reflects the organization's reliance on on-the-job learning and supervisor guidance to prepare employees for their roles. However, the presence of a notable percentage of employees who did not receive training highlights gaps in training coverage, particularly for newly recruited or support-level staff.

Overall, the findings indicate that although training is practiced within the organization, it is not uniformly provided to all employees, emphasizing the need for more systematic and inclusive training arrangements.

➢ **Types of Training Provided**

Factors	Number of respondents	Percentage
On-the-job training	11	44%
Demonstration	7	28%
Guidance from supervisor	6	24%
No formal training	1	4%

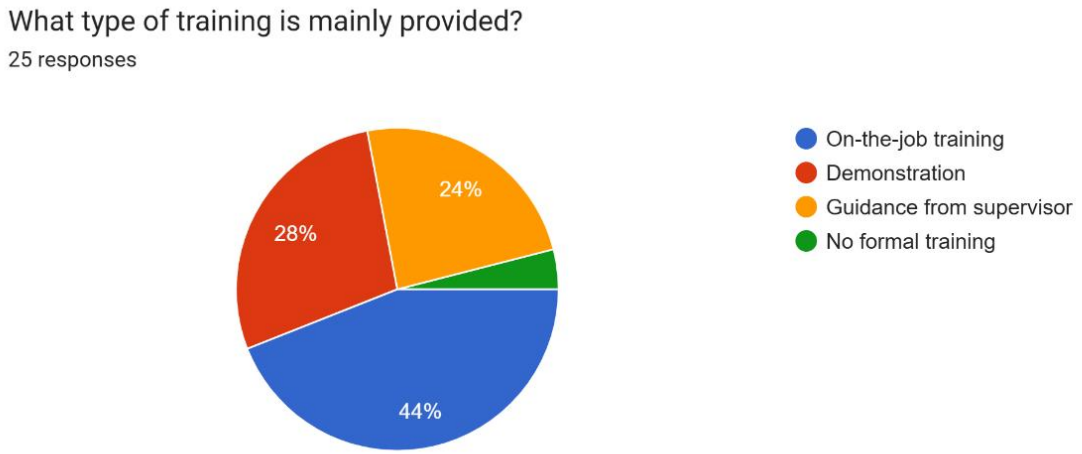


Figure 4.6: Types of Training Mainly Provided

The figure illustrates the types of training mainly provided to employees at **Dala Elegance**. Among the respondents, **44% reported receiving on-the-job training**, making it the most common training method in the organization. This is followed by **demonstration-based training (28%)** and **guidance from supervisors (24%)**, both of which indicate a strong reliance on direct, hands-on learning. Only **4%** reported that no formal training is provided.

The findings clearly show that the organization primarily depends on informal and practical training methods rather than structured or classroom-based programs. The dominance of on-the-job training reflects the operational nature of the business, where employees learn skills through direct involvement in daily tasks. However, the near-absence of formal training for some employees suggests the need for more standardized training approaches to ensure consistent skill development across the workforce.

- **Number of respondents of Training Programs**

Factors	Number of respondents	Percentage
Regularly	6	24%
Occasionally	18	72%
Rarely	1	4%
Never	0	0%

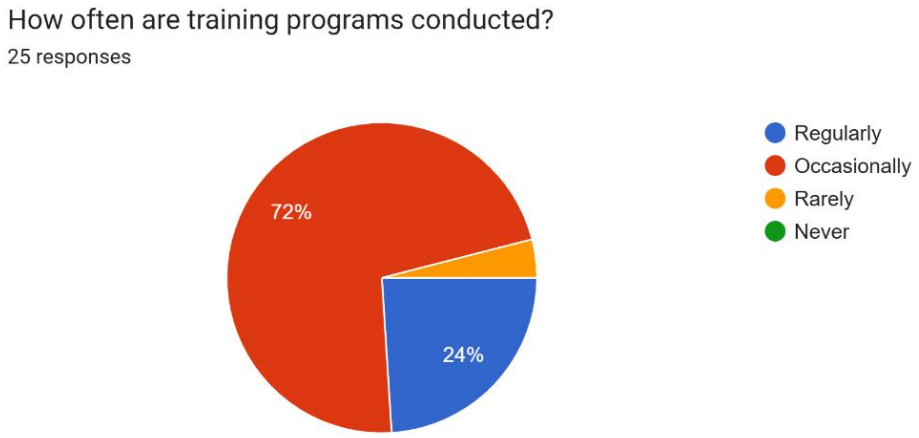


Figure 4.7: Number of respondents of Training Programs

The figure shows how often training programs are conducted at **Dala Elegance** based on the responses of 25 employees. According to the data, **72% of the respondents stated that training programs are conducted occasionally**, while **24% reported that training is conducted regularly**. A small minority, **4%**, indicated that training programs are rarely conducted. No respondents selected the "never" option.

The findings suggest that training activities within the organization are not conducted on a fixed or systematic schedule. While the majority of employees experience regular or occasional training, the small proportion who reported rare training indicates some inconsistency in scheduling. This irregular pattern highlights the informal nature of the organization's training system and suggests the need for a more structured and scheduled approach to ensure equal training opportunities for all employees.

Overall, the results indicate that while training initiatives exist at Dala Elegance, they are largely dependent on situational needs rather than a formal training plan.

➢ **Training Providers**

Factors	Number of respondents	Percentage
Supervisor	5	20%
Senior employees	11	44%
External trainer	8	32%
Not applicable	1	4%

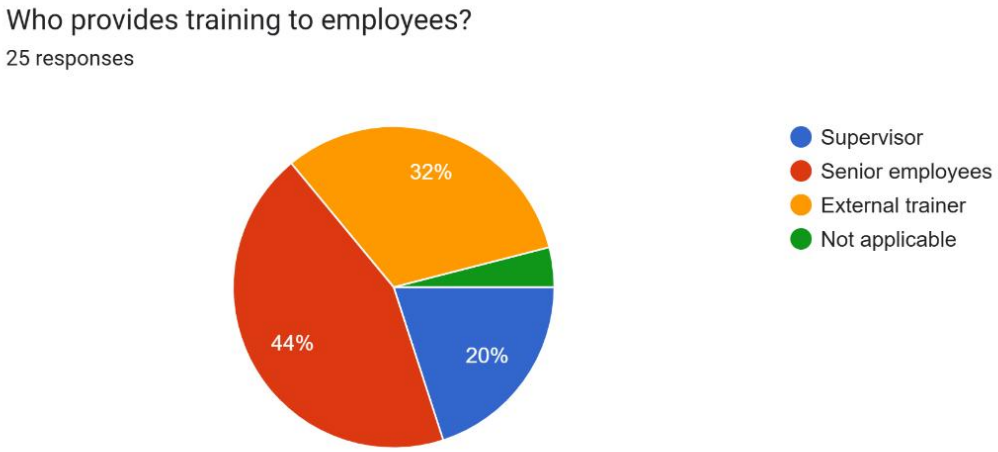


Figure 4.8: Providers of Training to Employees

The figure illustrates who provides training to employees at **Dala Elegance**. Among the respondents, **44% reported that training is provided by senior employees**, making them the most common source of employee training, followed by **32% who indicated that external trainers are involved**. Only **20% stated that training is provided directly by supervisors**, while the remaining **4% reported that training is not applicable** to them.

The findings indicate that the organization relies heavily on peer-based, experience-sharing learning with senior colleagues playing the leading role in passing on practical knowledge rather than training being driven primarily by direct supervisory instruction. The relatively high proportion of external trainer involvement (32%) also suggests that Dala Elegance draws on outside expertise more than the report's earlier narrative implies. Overall, the results highlight a training approach that is collaborative in nature, combining peer mentoring, occasional external input, and supervisor guidance.

4.6.3 Skill Development of Employees

- **Improvement of Job-Related Skills**

Factors	Number of respondents	Percentage
Yes	12	48%
To some extent	13	52%
No	0	0%

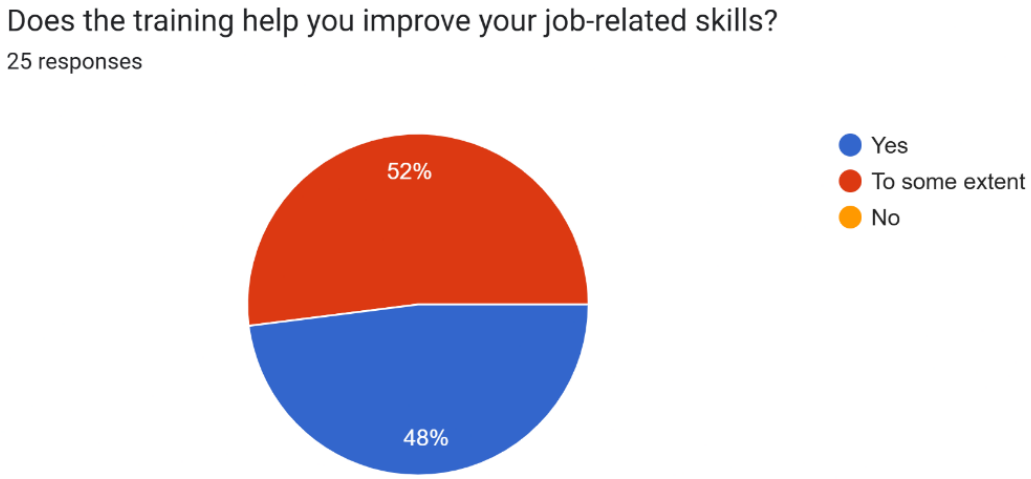


Figure 4.9: Improvement of Job-Related Skills through Training

The figure presents employees' perceptions regarding whether training helps improve their job-related skills at **Dala Elegance**. Among the 25 respondents, **52% stated that training helps improve their skills to some extent**, while **48% stated that training helps them fully**. No respondents (0%) reported that training does not help at all.

These results demonstrate that all employees perceive some level of benefit from the training provided, though a slight majority feel the benefit is partial rather than complete. This suggests that while on-the-job training and supervisory guidance are generally effective, there may be room to make training more comprehensive so that a larger share of employees experience full skill improvement rather than partial gains.

Overall, the findings indicate that training contributes positively to employee skill development at Dala Elegance, though strengthening training depth could shift more employees from "to some extent" into the "yes" category.

- **Skills Improved Through Training**

Factors	Number of respondents	Percentage
Technical skills	7	28%
Communication skills	12	48%
Problem-solving skills	3	12%
Work efficiency	3	12%

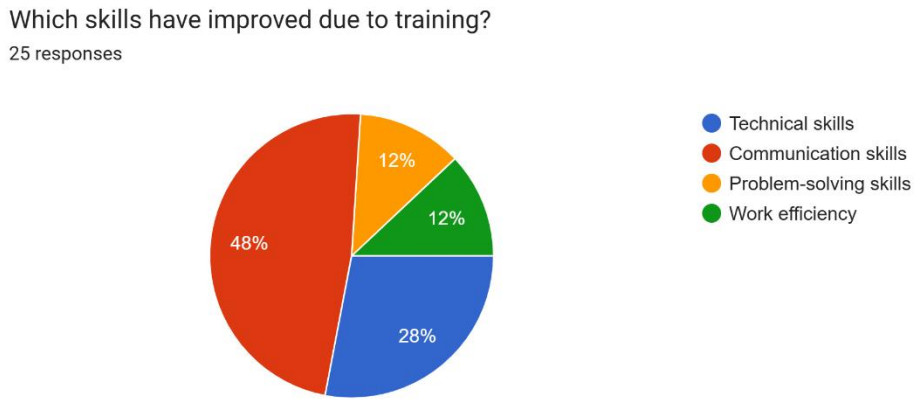


Figure 4.10: Skills Improved through Training

The figure illustrates the types of skills that have improved among employees of **Dala Elegance** as a result of training. Among the respondents, **48% reported improvement in communication skills**, making it the area with the greatest perceived gain, followed by **28% who indicated improvement in technical skills**. Problem-solving skills and work efficiency were each identified by **12%** of respondents.

The findings suggest that training initiatives at the organization are primarily effective in enhancing communication and interpersonal competencies, likely reflecting the emphasis placed on customer communication, order handling, and coordination between departments. The improvement in technical skills further supports better task execution in production-related roles. However, the comparatively lower improvement in problem-solving skills and work efficiency indicates areas where more targeted, structured training interventions could be beneficial.

Overall, the results demonstrate that training contributes positively to multiple skill areas, with the greatest impact observed in communication skills.

➢ **Encouragement for Learning New Skills**

Factors	Number of respondents	Percentage
Yes	10	40%
Sometimes	15	60%
No	0	0%

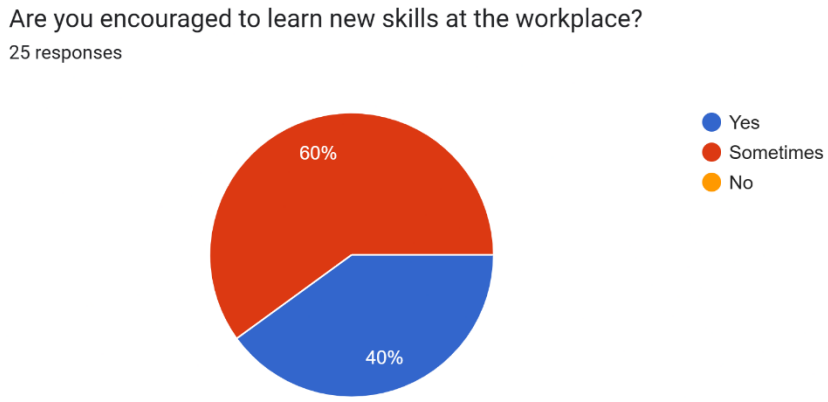


Figure 4.11: Encouragement to Learn New Skills at the Workplace

The figure presents employees' responses regarding encouragement to learn new skills at **Dala Elegance**. Out of the total respondents, **60% stated that such encouragement is provided sometimes**, while **40% indicated that they are consistently encouraged** to learn new skills. No respondents reported a lack of encouragement.

The findings suggest that the organization generally promotes skill development among its employees, though this encouragement is more often situational than consistent. The absence of any "No" responses is a positive sign, but the fact that "Sometimes" is the majority response suggests the encouragement employees receive is not yet a fully embedded, everyday practice.

Overall, the results imply that while a supportive learning environment exists, there is scope for making encouragement to learn new skills more consistent and structured across the organization.

4.6.4 Effectiveness of Training Programs

- **Overall Effectiveness of Training**

Factors	Number of respondents	Percentage
Very effective	5	20%
Effective	12	48%
Average	8	32%
Ineffective	0	0%

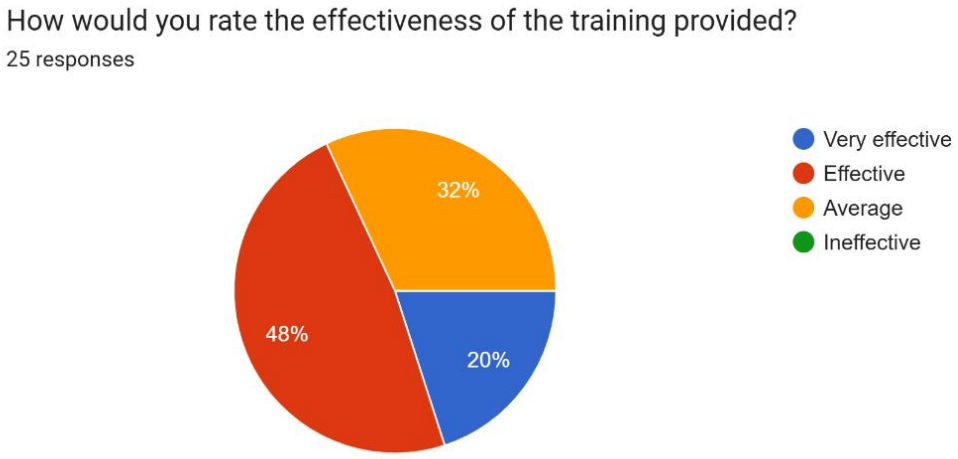


Figure 4.12: Effectiveness of the Training Provided

The figure illustrates employees' evaluation of the effectiveness of training provided at **Dala Elegance**. Among the respondents, **48% rated the training as effective**, while **20% considered it to be very effective**. A notable proportion, **32%**, rated the training as only **average**, and no respondents rated it as ineffective.

The results indicate a generally positive but moderate assessment of the training initiatives. While a clear majority (68%) rated the training as effective or very effective, the sizeable 32% "average" rating suggests a meaningful portion of employees feel the current training only partly meets their needs.

Overall, the findings suggest that while the current training system is reasonably effective, introducing more structured and standardized training programs could help shift more employees from an "average" perception toward "effective" or "very effective."

- **Impact on Work Performance**

Factors	Number of respondents	Percentage
Yes	11	44%
Partially	14	56%
No	0	0%

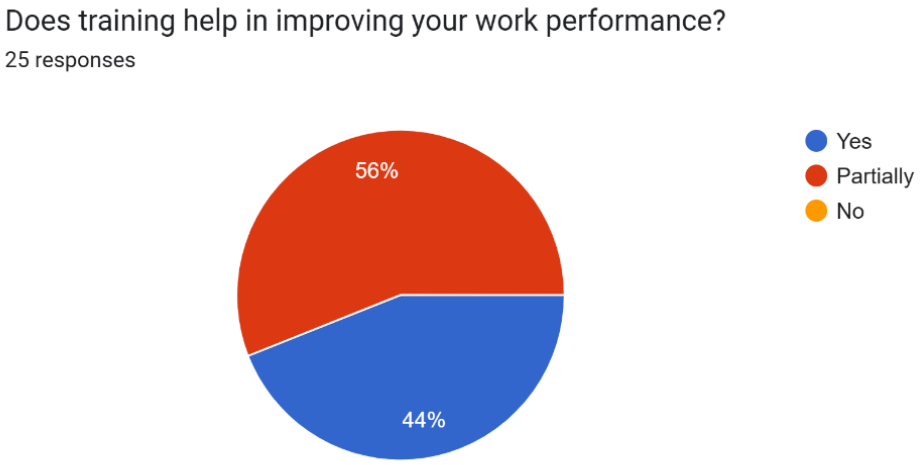


Figure 4.13: Impact of Training on Work Performance

The figure presents employees' opinions regarding the impact of training on their work performance at **Dala Elegance**. **56% of respondents stated that training partially helps improve their work performance**, while **44% stated that it helps fully**. No respondents reported that training does not improve their performance.

The findings demonstrate a positive relationship between training and employee performance, though the majority view is that the improvement is partial rather than complete. This suggests that while current training methods primarily on-the-job training and supervisory guidance are contributing positively, they may not yet be comprehensive enough to fully address all performance needs.

Overall, the results confirm that training plays an important role in improving employee performance at Dala Elegance, while also indicating room to strengthen training depth so more employees experience full rather than partial improvement.

- **Relevance of Training to Job Role**

Factors	Number of respondents	Percentage
Yes	7	28%
Partially	18	72%
No	0	0%

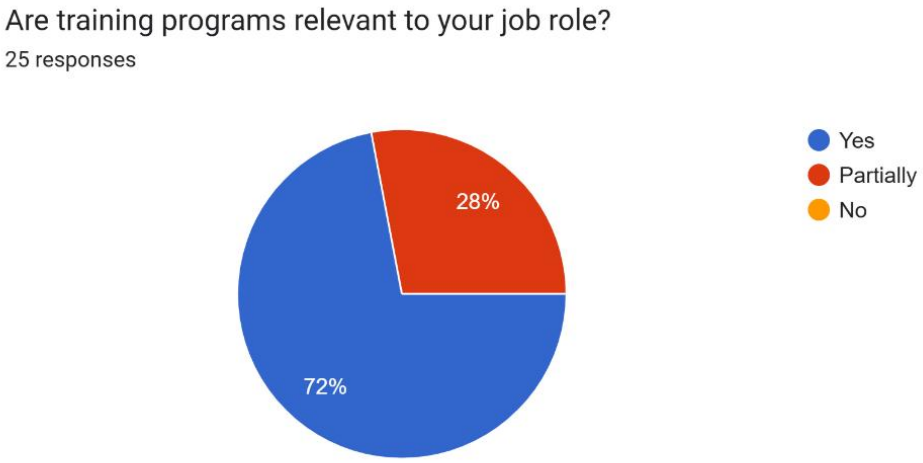


Figure 4.14: Relevance of Training Programs to Job Role

The figure illustrates employees' perceptions regarding the relevance of training programs to their job roles at **Dala Elegance**. Among the respondents, **72% stated that the training programs are relevant** to their job responsibilities, while **28% indicated that training is only partially relevant**. No respondents reported that training is not relevant at all.

The findings suggest that the majority of training initiatives are well aligned with employees' operational responsibilities, contributing meaningfully to job performance and skill development. However, more than a quarter of respondents feeling only partial relevance indicates that training content could be better tailored to some specific job roles within the organization.

Overall, the results imply that while training programs are largely relevant, closer alignment between training content and individual job requirements could further enhance their effectiveness.

4.6.5 Employee Satisfaction and Problems Related to Training

- **Satisfaction Level**

Factors	Number of respondents	Percentage
Satisfied	19	76%
Neutral	6	24%
Dissatisfied	0	0%



Figure 4.15: Employee Satisfaction with Existing Training Practices

The figure presents the level of employee satisfaction with the existing training practices at **Dala Elegance**. A substantial majority, **76%**, reported that they are **satisfied** with the current training practices, while **24%** expressed a **neutral** opinion. No respondents reported dissatisfaction.

The findings suggest that most employees hold a positive perception of the training initiatives provided by the organization, reflecting the practical usefulness of existing methods such as on-the-job training and supervisory guidance. The absence of any dissatisfaction is a strong positive indicator, though the notable neutral segment suggests some employees remain unconvinced of the training's full value.

Overall, the results indicate high employee satisfaction with training practices, with some room to convert neutral sentiment into stronger endorsement through more structured and inclusive training programs.

➢ Problems Faced in Training

Factors	Number of respondents	Percentage
Lack of time	2	8%
Lack of structured training	12	48%
Limited resources	10	40%
No major problems	2	8%

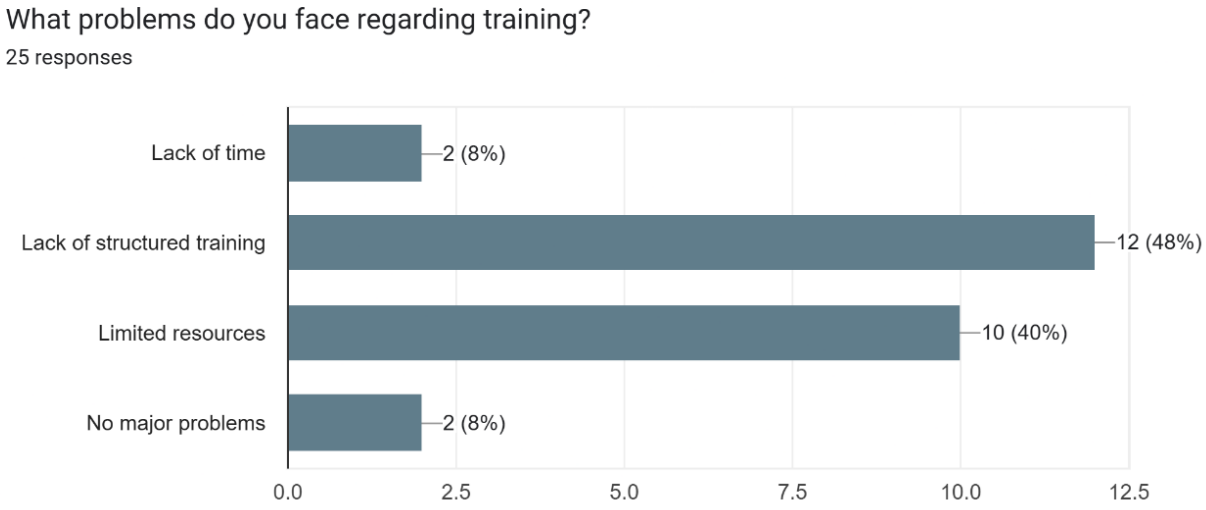


Figure 4.16: Problems Faced by Employees Regarding Training

The figure illustrates the problems faced by employees regarding training at **Dala Elegance** based on responses from 25 employees (multiple selections allowed). The results show that **48% of respondents identified a lack of structured training** as the primary problem, followed by **40% who cited limited resources**. Only **8% reported a lack of time**, and another **8% reported no major problems**.

The findings indicate that the most significant challenge employees face is not time pressure, as might be expected, but rather the absence of a structured training framework, closely followed by resource limitations. This points clearly toward the need for a more formalized training system rather than simply allocating more time for training sessions.

Overall, the results underscore that the lack of structured training and limited resources are the two dominant constraints affecting the training experience at Dala Elegance, and should be prioritized in any improvement plan

4.6.6 Need for Improvement and Formal Training Programs

- **Demand for Formal Training Programs**

Factor	Number of respondents	Percentage
Yes	24	96%
No	1	4%

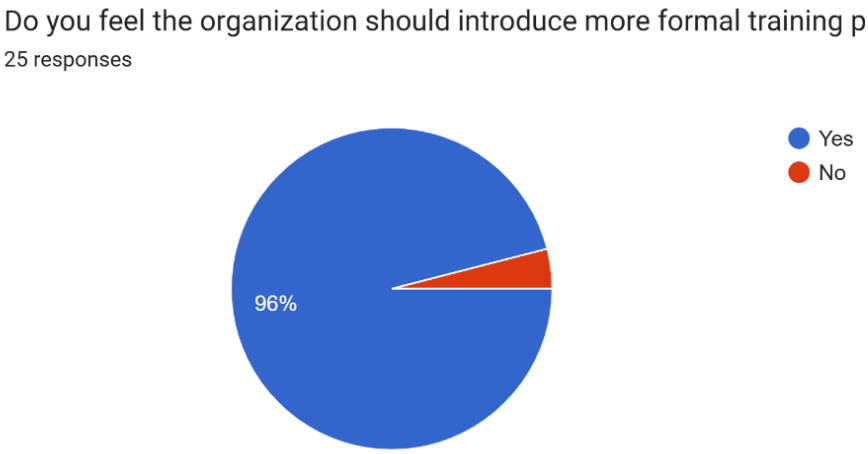


Figure 4.17: Need for Introducing More Formal Training Programs

The figure presents employees' opinions regarding whether the organization should introduce more formal training programs at **Dala Elegance**. An overwhelming majority of the respondents, **96%**, expressed the view that the organization **should introduce more formal training programs**, while only **4%** disagreed with this suggestion.

This finding clearly indicates a strong demand among employees for structured and formalized training initiatives. Despite general satisfaction with existing informal training practices, employees perceive that formal training programs would further enhance their skills, job performance, and professional development. The minimal opposition to formal training suggests broad consensus on the need for improvement in the current training system.

Overall, the results strongly support the introduction of formal training programs at Dala Elegance. This finding provides a solid empirical basis for the recommendations presented in the subsequent chapter of the report.

4.7 Impact of Training on Employee Performance

Training and development play a significant role in enhancing employee performance by improving knowledge, technical skills, confidence, and professional behavior. During the internship at Dala Elegance, it was observed that employees who received adequate guidance and practical training demonstrated greater efficiency and confidence in their responsibilities. One noticeable impact was the improvement in technical skills, as production employees became more proficient in customized dress manufacturing, ornament preparation, finishing techniques, quality inspection, and packaging through continuous guidance from experienced supervisors. Training also improved productivity, as newly recruited employees who initially required close supervision gradually became capable of working independently after orientation and workplace coaching, completing tasks more efficiently while maintaining quality standards.

Another important impact was the reduction of operational mistakes, as continuous supervision and immediate feedback helped employees identify errors quickly, reducing material wastage and product defects, which is essential for maintaining customer satisfaction in a business built on precision and creativity. Training further enhanced communication and teamwork, as employees learned to communicate effectively with supervisors, colleagues, and customers, strengthening departmental coordination and contributing to a more positive working environment. Employee motivation was also positively influenced, as guidance and opportunities to improve skills made employees more confident and committed to their responsibilities. Adaptability was another area of impact, as the dynamic fashion industry requires employees to frequently adjust to new customer demands, design changes, and production requirements, and practical training enabled quicker adaptation while maintaining productivity and quality. Findings from the employee survey support these observations, with most respondents agreeing that training improved their technical knowledge, confidence, and productivity. Overall, although Dala Elegance's training system remains largely informal, continuous workplace learning, supervisor guidance, and practical experience have contributed positively to employee performance and effectiveness.

4.8 Evaluation of Training Practices

Evaluating training practices is essential for determining whether employee development initiatives achieve their intended objectives. Based on direct observation, employee discussions, organizational practices, and survey responses, the evaluation indicates that Dala Elegance has established an effective practical learning environment despite operating with limited resources.

One of the major strengths is the emphasis on practical learning through on-the-job training, which allows employees to develop technical skills in a realistic environment and immediately apply newly acquired knowledge. Continuous supervisor guidance is another key strength, as supervisors actively monitor performance, provide demonstrations, and

offer immediate feedback, helping employees resolve problems quickly while maintaining high standards. The organization also promotes a collaborative learning culture, with experienced employees willingly assisting new staff, strengthening both learning speed and workplace relationships. The orientation program, though brief, provides essential information on policies, discipline, and job responsibilities, helping new employees adapt quickly.

However, several limitations were identified. The organization lacks a formal training policy, with activities conducted based on operational needs rather than a structured annual plan, and there is no comprehensive training needs assessment process, as requirements are identified informally through supervisor observation. The absence of formal training evaluation methods also makes it difficult to objectively measure training effectiveness or long-term learning outcomes. Budget limitations further restrict the organization mainly to internal training methods, with limited opportunities for external workshops, certifications, or specialized technical training.

To address these gaps, Dala Elegance could prepare an annual training calendar for systematic planning, conduct formal training needs assessments to identify skill gaps, and introduce structured post-training evaluations to measure learning outcomes. Digital learning platforms, online workshops, and professional development seminars could also complement existing workplace learning. Overall, while the organization has built a positive learning culture through practical experience, supervisor coaching, and teamwork, introducing a more structured training framework would further strengthen employee capability and organizational performance.

4.9 Linkage of Training Practices with Organizational Performance

Employee training and organizational performance are closely interconnected because the quality of organizational outputs largely depends on the competence of its workforce. Organizations that continuously invest in employee development are generally better positioned to improve productivity, maintain product quality, satisfy customers, and achieve long-term business success. The observations made during the internship at Dala Elegance indicate a clear relationship between employee training practices and organizational performance.

One of the most significant contributions of training is improved product quality. Since Dala Elegance specializes in customized dresses and handcrafted ornaments, employees must maintain high standards of precision, creativity, and craftsmanship. Practical training, demonstrations, and continuous supervision enable employees to produce products that meet customer expectations while reducing production errors. Training also contributes to operational efficiency. Employees who understand standard operating procedures require less supervision and complete assigned responsibilities more accurately and efficiently.

Improved efficiency allows the organization to process customer orders within expected timeframes while utilizing available resources more effectively.

Customer satisfaction is another important outcome of effective training. Employees who possess adequate technical knowledge and communication skills are better equipped to understand customer requirements, handle inquiries professionally, and deliver quality products. Positive customer experiences strengthen the organization's reputation and encourage repeat business. Continuous employee development further supports innovation within the organization. As employees gain practical experience and confidence, they become more capable of introducing creative ideas, solving operational problems, and adapting to changing market demands. Such adaptability is particularly valuable for startup organizations operating in highly competitive industries.

Training also strengthens teamwork and organizational culture. Employees who participate in collaborative learning activities develop stronger relationships with colleagues, communicate more effectively, and contribute positively to departmental coordination. A supportive learning environment encourages cooperation and collective responsibility for organizational success. Another important linkage is employee retention. Organizations that invest in employee learning demonstrate their commitment to workforce development, which increases employee satisfaction and organizational commitment. Employees who receive opportunities for professional growth are generally more motivated to remain with the organization and contribute to its long-term success.

The findings of the employee survey further support these observations. Most respondents expressed positive opinions regarding the contribution of training to their job performance, confidence, productivity, and overall work quality. These findings indicate that the organization's training practices have positively influenced both individual performance and organizational effectiveness. In summary, the training and development practices implemented by Dala Elegance contribute significantly to improving employee competence, operational efficiency, product quality, customer satisfaction, and organizational growth. Although the company currently follows an informal training approach, strengthening these practices through more structured planning and evaluation would further enhance organizational performance and support sustainable business development.

Chapter-Five: Analysis and Findings

This chapter presents an analysis of the information gathered through internship observations, discussions with employees and supervisors, organizational documents, and the employee questionnaire. The purpose of this chapter is to identify the strengths and limitations of the existing training and development practices at Dala Elegance and evaluate how these practices influence employee performance. The findings are descriptive in nature and reflect the overall training environment of the organization during the internship period. The chapter also highlights the relationship between employee development initiatives and organizational performance based on practical observations and survey responses.

5.1 Analysis of Training and Development Practices

The analysis indicates that Dala Elegance recognizes the importance of employee training despite being a newly established startup. The organization primarily depends on practical learning methods rather than formal classroom-based training. Newly recruited employees receive orientation training before assuming their responsibilities, followed by continuous workplace coaching and on-the-job learning.

The Human Resource Department plays a coordinating role by facilitating employee orientation, maintaining employee records, supporting recruitment activities, and assisting supervisors in training-related activities. However, most technical training is conducted by departmental supervisors through practical demonstrations and direct supervision.

The analysis further reveals that employees acquire job-related competencies through continuous workplace experience rather than structured training programs. This practical learning approach is effective for developing technical skills in customized fashion production and customer service. Employees gradually improve their performance through repeated practice, constructive feedback, and collaboration with experienced colleagues.

Although the organization provides adequate practical learning opportunities, the absence of formal training planning and systematic evaluation limits the overall effectiveness of the training system. A more structured approach would enable the organization to identify employee skill gaps more accurately and provide targeted development opportunities.

5.2 Findings

Based on internship observations, discussions with employees, and the employee survey, the following major findings were identified:

1. **Effective Orientation:** Dala Elegance provides basic orientation to help new employees understand their roles and workplace procedures.

2. **Practical Training:** On-the-job training is the main method used to develop employees' practical and job-related skills.

3. **Supervisor Support:** Supervisors regularly provide guidance, coaching, and feedback to employees during their work.

4. **Improved Productivity:** Training helps employees perform their responsibilities more efficiently and productively.

5. **Better Work Quality:** Practical training contributes to reducing mistakes and maintaining the quality of customized products.

6. **Employee Confidence:** Training and continuous guidance improve employees' confidence in performing their assigned duties.

7. **Positive Learning Environment:** Knowledge sharing and peer support encourage continuous learning and teamwork among employees.

8. **Informal Training Structure:** Most training activities are conducted informally without a comprehensive documented training system.

9. **Limited Training Evaluation:** The organization has limited formal procedures for evaluating training effectiveness and employee development.

10. **Need for Skill Development:** Employees require continuous opportunities to improve technical, communication, and professional skills.

11. **Limited External Training:** Employees have limited opportunities to participate in external workshops, seminars, and professional programs.

12. **Training Supports Growth:** Effective employee training contributes to improved operational efficiency and supports the organization's growth.

Chapter-Six: Recommendations and Conclusion

6.1 Recommendations

Based on the internship experience and the findings presented in the previous chapter, the following recommendations are proposed to enhance the training and development practices of Dala Elegance:

1. **Develop a Formal Training Policy:** Dala Elegance should establish a documented policy covering training objectives, procedures, responsibilities, and evaluation.

2. **Prepare a Training Calendar:** The HR Department should introduce a regular training schedule based on departmental and employee requirements.

3. **Conduct Training Needs Assessment:** Management should periodically identify employee skill gaps before planning training activities.

4. **Strengthen Orientation Programs:** A standardized orientation program should be developed to ensure consistent onboarding for all new employees.

5. **Improve On-the-Job Training:** Existing practical training should be supported by clear guidelines and standardized learning procedures.

6. **Introduce Training Evaluation:** HR should collect post-training feedback and assess whether training improves employee performance.

7. **Maintain Training Records:** The company should maintain proper records of training participation, topics, feedback, and employee development.

8. **Provide External Learning Opportunities:** Employees should be encouraged to attend relevant workshops, seminars, and professional training programs.

9. **Use Digital Learning:** Online courses, webinars, and digital learning resources should be introduced as cost-effective development options.

10. **Strengthen Mentoring:** Experienced employees should be encouraged to mentor newly recruited employees through structured knowledge-sharing activities.

11. **Develop Future Leaders:** High-performing employees should receive additional coaching and development opportunities for future responsibilities.

12. **Review Training Regularly:** Management should periodically review training practices and update them according to organizational and industry needs.

6.2 Conclusion

Training and development are essential components of effective Human Resource Management because they enhance employee competence, improve organizational productivity, and support long-term business growth. This internship report examined the training and development practices of Dala Elegance and evaluated their contribution to employee performance based on practical observations, organizational information, and employee feedback. The internship provided valuable opportunities to understand the practical application of Human Resource Management within a startup fashion and lifestyle organization. Working in the Human Resource Department enabled the development of professional skills in recruitment support, employee documentation, attendance management, onboarding, and training coordination while strengthening communication, teamwork, and organizational abilities.

The findings indicate that Dala Elegance has successfully created a practical learning environment through orientation, on-the-job training, workplace coaching, and continuous supervision. These practices positively influence employee confidence, technical competence, productivity, and service quality. Employees generally demonstrate positive attitudes toward learning and appreciate the support provided by supervisors and experienced colleagues. However, the study also identified opportunities for improvement. Establishing a structured training policy, implementing systematic training evaluation procedures, maintaining comprehensive employee development records, and expanding learning opportunities would further strengthen the organization's Human Resource Management practices.

Overall, the internship experience successfully bridged the gap between academic learning and practical application. It enhanced the understanding of training and development practices while providing valuable professional experience in Human Resource Management. The knowledge and skills gained during this internship will serve as a strong foundation for future career development, and the recommendations presented in this report may contribute to the continued growth and success of Dala Elegance.

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Annual observations, internal documents, and internship records collected during the internship period at Dala Elegance (2026). (Unpublished organizational documents).

Appendices

Appendix A: Questionnaire

Topic: "Training and Development Practices and Their Impact on Employee Performance: A Case Study of Dala Elegance**"**

(This questionnaire was designed for academic purposes only. All responses were kept confidential and used solely for research and analysis.)

Section A: General Information

1. **Gender:**
   ☐ Male
   ☐ Female
   ☐ Other
2. **Age Group:**
   ☐ Below 25
   ☐ 25–35
   ☐ 36–45
   ☐ Above 45
3. **Educational Qualification:**
   ☐ School Level
   ☐ Graduate
   ☐ Post Graduate
4. **Work Experience in the Organization:**
   ☐ Less than 1 year
   ☐ 1–3 years
   ☐ 3–5 years
   ☐ Above 5 years

Section B: Training Practices

5. **Have you received any training after joining the organization?**
   ☐ Yes
   ☐ No
6. **What type of training is mainly provided?**
   ☐ On-the-job training
   ☐ Demonstration
   ☐ Guidance from supervisor
   ☐ No formal training

7. **How often are training programs conducted?**
   ☐ Regularly
   ☐ Occasionally
   ☐ Rarely
   ☐ Never
8. **Who provides training to employees?**
   ☐ Supervisor
   ☐ Senior employees
   ☐ External trainer
   ☐ Not applicable

Section C: Skill Development

9. **Does the training help you improve your job-related skills?**
   ☐ Yes
   ☐ To some extent
   ☐ No
10. **Which skills have improved due to training?**
   ☐ Technical skills
   ☐ Communication skills
   ☐ Problem-solving skills
   ☐ Work efficiency
11. **Are you encouraged to learn new skills at the workplace?**
   ☐ Yes
   ☐ Sometimes
   ☐ No

Section D: Effectiveness of Training

12. **How would you rate the effectiveness of the training provided?**
   ☐ Very effective
   ☐ Effective
   ☐ Average
   ☐ Ineffective
13. **Does training help in improving your work performance?**
   ☐ Yes
   ☐ Partially
   ☐ No
14. **Are training programs relevant to your job role?**
   ☐ Yes

☐ Partially

☐ No

Section E: Satisfaction and Suggestions

15. **Are you satisfied with the existing training practices?**
    ☐ Satisfied
    ☐ Neutral
    ☐ Dissatisfied
16. **What problems do you face regarding training?**
    ☐ Lack of time
    ☐ Lack of structured training
    ☐ Limited resources
    ☐ No major problems
17. **Do you feel the organization should introduce more formal training programs?**
    ☐ Yes
    ☐ No
18. **Suggestions for improving training and skill development practices:**
    .....

Appendix B: Summary of Survey Respondents

- **Total number of respondents:** 25
- **Method of data collection:** Structured questionnaire (Google Form)
- **Sampling technique:** Convenience sampling
- **Type of data:** Primary data