



Internship Report on:
“Impact of Effective Learning and Development
System on the Overall Performance of,
Kazi & Kazi Tea Estate Limited”



United International University
QUEST FOR EXCELLENCE

**“IMPACT OF EFFECTIVE LEARNING AND DEVELOPMENT
SYSTEM ON THE OVERALL PERFORMANCE OF,
KAZI & KAZI TEA ESTATE LIMITED”**

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Submission Date: 14th December, 2024

Letter of Transmittal

14th December, 2024

Jakowan

Assistant Professor

United International University

Subject: Impact of effective learning and development system on the overall performance of Kazi & Kazi Tea Estate Limited.

Dear Sir,

I am pleased to submit my internship report on the “**Impact of effective learning and development system on the overall performance of, Kazi & Kazi Tea Estate Limited**” which has been done as the main part of the requirement of the course. I express my profound gratitude to you for providing me your important instructions, proper suggestions and corrections for improvement.

I am grateful to my supervisor of Kazi and Kazi Tea Estate Ltd.-(PU) office team members and would like to thank Md. Faruk Hossan, Assistant Manager of HR and Admin, Kazi & Kazi Tea Estate Limited for supporting and instructing me to learn about the HR practice in Kazi & Kazi Tea Estate Ltd.

I sincerely hope that this report meets your approval and demonstrates my ability to present reports. Therefore, I would be pleased to clarify any discrepancy that may arise or any clarification that you may require regarding my report.



.....

Yours Sincerely

H.M.Zamil

ID: 111 201 062

Index of Similarity Certification

Title of the report: “Impact of effective learning and development system on the overall performance of, Kazi & Kazi Tea Estate Limited”

Student name: H.M.Zamil

Student Id: 111 201 062

Supervisor: Jakowan

Department: BBA

I would like to verify that my internship report is original and inimitable and no similar information will be found or no plagiarized materials will be detected, therefore I have not used any unethical practices to complete this report.

Sincerely Yours



.....

H.M.Zamil

ID:111 201 062

Declaration of the Student

I am H.M.Zamil , ID-111 201 062. I am student of BBA department and my major is Human Resource Management at the school of Business and Economics of United International University. I soberly declare that the work in this internship report title, **“Impact of effective learning and development system on the overall performance of, Kazi & Kazi Tea Estate Limited”** is an original work done by me under the supervision of my respected faculty **Jakowan** Assistant professor, School of Business and Economics United International University.

Here no part of this report has been previously submitted to any other university for any academic certifications.

The work I have done does not rupture any existing copyright and no portion of the report is copied from any work done earlier from any degree.



.....

H.M.Zamil

ID:111 201 062

BBA Program, UIU

Acknowledgement

At first I would like to praise my gracious and beneficent Almighty Allah due to providing me with enough strength, patience and courage to work on this internship report. After that, I would like to take the opportunity to express my heartiest gratitude to my honourable academic internship supervisor, my respected faculty **Jakowan** Assistant Professor, School of Business and Economics United International University, for his constant guidance and supervision and helped me to sort out the problems that I faced while writing this internship report.

I also thank my organizational supervisor, **Md. Faruk Hossan**, Assistant Manager of HR & Admin in Kazi & Kazi Tea Estate Limited-(PU). His Instruction and guidelines helped me to understand the office environment and HR culture in Kazi & Kazi Tea Estate Limited-(PU). He also helps me to complete my report & internship journey smoothly with his fantastic concept, cooperation and data collection.

Finally, my thanks go to every single person who helped me in the completion of my internship report. I am thankful and grateful to them.

Executive Summary

This report explores the "Impact of Effective Learning and Development System on the Overall Performance of Kazi & Kazi Tea Estate Limited." It is based on my seven-month internship with the organization's human resource department.

Kazi & Kazi Tea Estate Limited is Bangladesh's first and only 100% organic tea producer, dedicated to sustainable farming and producing high-quality tea. The study focuses on how the organization's organised learning and development programs improve employee skills, motivation, and productivity. To match employee talents with organizational objectives variety of techniques are employed including workshops, coaching, internal and external training and on-the-job training.

The findings reveal that while the company emphasizes training, challenges such as limited resources, employee resistance, and difficulty in measuring training outcomes persist. Recommendations include implementing regular feedback systems, improving work-life balance, and upgrading digital tools like ERP for smoother HR operations.

The internship provided practical exposure to HR practices such as recruitment, employee management, and compliance. Overall, the experience emphasized the significance of learning and development in achieving organizational success.

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Chapter -1

Introduction of the Study

1.1 Background of the report

The report is a partial requirement of the seven-month internship program for the BBA student of United International University. During my internship period, I joined Kazi & Kazi Tea Estate Ltd. at Mohammadpur, Chaduddan Road. The title of the report is **“Impact of effective learning and development system on the overall performance of, Kazi & Kazi Tea Estate Limited”**. I have tried my best to properly apply my potential and theoretical knowledge to make the report reliable and informational worthy.

1.2 Objective of the report

Before preparing the report I have set some objectives. The objectives of the report are divided into two parts. They are mentioned below-

Broad objective

The broad objective of the report is to gather practical knowledge regarding the FMCG sector in Bangladesh and its operations and especially how they increase their performance through training and development. The practical knowledge gives me a chance to relate the four-year-long theoretical learning of the BBA program.

Secondary objective

- To gain an overall understanding of Kazi & Kazi Tea Estate Limited,
- To enrich my knowledge in the Tea sector and FMCG sector in Bangladesh.
- To know how to reduce conflict between employees and management.
- To know how training and development increase organization performance.
- To know the different types of products and services of Kazi & Kazi Tea Estate Ltd

1.3 Scope and limitations of the report

Scope

I have chosen the learning and development system of Kazi & Kazi Tea Estate Ltd. Through training and proper mentoring Kazi & Kazi Tea Estate Ltd is ongoing their learning and development process. I also add some problems regarding the learning and development process and some recommendations.

Limitations

I had some limitations at the time of preparing this report. This present study was not out of limitations but as an intern, it was a great opportunity for me to know all HR activities in a factory and learn about the tea sector in Bangladesh.

One of the major limitations is the shortage of internship periods. I did not get enough to know everything of the factory, so this report does not contain all the areas of Kazi & Kazi Tea Estate Limited. Their secondary information is not so much available online and on their websites that's why I face some problems to collect information from secondary sources.

1.4 Methodology of the report

1.4.1 Data collection process

Methodology means the methods, procedures, and techniques to collect the data. To achieve the specific objectives of this study data was collected using both primary and secondary sources.

Primary data:

Primary data was gathered through an internship, interviews with managers, seniors, and employees from other departments, as well as through my observations. My supervisor was able to provide me with the additional information I needed to finish my internship report.

Secondary data:

- Kazi & Kazi Tea Estate Ltd. Official Websites.
- Record of Training and development process.
- Annual report of Kazi & Kazi Tea Estate Ltd.
- Different Types of journals, news and websites

1.4.2 Data analysis:

The quantitative and qualitative data that were gathered were both evaluated utilising the right methods of analysis. A thorough understanding of how HR contributes creates the impact of effective learning and development systems on overall performance.

1.5 Literature review

Learning and development (L&D) are essential for organizational success as they equip employees with the skills, knowledge, and competencies necessary to adapt to changing business environments. According to Armstrong and Taylor (2020), learning & Develop practices contribute to enhancing employee productivity, organizational commitment, and innovation. These systems ensure employees are prepared to meet evolving organizational objectives while also addressing their personal growth aspirations.

Learning and development is a critical aspect of human resource management, playing a significant role in shaping the competencies, knowledge, and skills of employees. Organizations invest in L&D programs to enhance employee performance, improve productivity, and align skills with organizational goals. Effective L&D systems are integral to fostering a culture of continuous improvement and innovation, which are key drivers of organizational success (Noe, 2017).

In the context of human resource development, Noe (2017) highlight that organizations investing in systematic training programs experience improved employee retention, productivity, and innovation. Training enhances job satisfaction and performance when aligned with strategic

business objectives, such as those adopted by Kazi & Kazi Tea through internal and external training initiatives.

Furthermore, the assessment and evaluation of training programs are critical for measuring their effectiveness (Kirkpatrick & Kirkpatrick, 2016). Kazi & Kazi Tea adopts the ADDIE model—Analyze, Design, Develop, Implement, and Evaluate—to structure its L&D initiatives systematically. By assessing training needs at the organizational, task, and individual levels, the company ensures that programs are aligned with strategic objectives.

Employee resistance to training is a common challenge in L&D, as observed by Ahmad and Schroeder (2013). Resistance often arises from a lack of understanding of the benefits or from time constraints. Kazi & Kazi Tea mitigates this by implementing engaging and relevant training programs, such as KAIZEN and Mind Management Training, which focus on productivity and mental health. These programs illustrate how targeted training can address both technical and psychological barriers to performance.

Chapter -2

Organization Overview

2.1 Organization profile

Kazi & Kazi Tea Estate Limited is a sister concern of Gemcon Group. Kazi & Kazi Tea is Bangladesh's first and only internationally certified 100% organic tea producer. Kazi & Kazi Tea Garden is located in Teatulia, in the northernmost district of Panchagarh, only 50 km south of Darjeeling. In the garden, they do not use any toxic pesticides from past farming. They use neem-based biopesticides for insect control and cow-dung-based fertilisers as manure. They started this journey in the early 2000s. Kazi & Kazi Tea produces a variety of teas to meet the needs of local and international markets. Their mission is to create exceptional tea while preserving the natural environment and supporting the social environment. Kazi & Kazi Tea holds many international Certificates like NOP/USDA, EU, JAS, Rainforest Alliance Fair Trade and HACCP as proof of its 100% organic tea production.

2.2 Mission, Vision and Objective

Mission: Use Local resources to improve the lives of the local community through organic farming.

Vision: Keep the soil as natural and pristine as possible.

Objective: Kazi & Kazi Tea's primary objective is to produce, prepare and distribute the highest-quality organic tea. Through their actions, they also hope to assist farmers, enhance community welfare and guarantee environmental sustainability.

2.3 Core strength and sustainable practice

The main strength of Kazi & Kazi Tea Estate Limited is its dedication to making 100% organic Tea, ensuring with premium quality goods that are free from dangerous chemicals. They also focus on sustainable agricultural techniques not only benefits the environment but also improves soil fertility and biodiversity. The goal of Kazi & Kazi Tea is to ensure customers have access to fresh organic tea on a regular basis. They take this initiative to make customers lives healthier. Furthermore, only Kazi & Kazi tea has an organic tea garden in Bangladesh. The process of cultivating tea is completely natural. Fertilizing the land involves using a variety of herbal ingredients and cow dung.

2.4 Current Products and services of Kazi & Kazi Tea:

Kazi & Kazi Tea sells a wide variety of tea products including black tea, green tea, white tea, travel tea, masala tea, ginger tea, orthodox tea, family pack, bai-mu-dan tea and speciality blends. By 2025 January, the company is taking the initiative to release more new tea varieties including sleepy tea, moringa tea, chamomile tea and ice tea. They are also dedicated to providing great flavour and aroma by sourcing their tea leaves exclusively from the renowned tea garden. Kazi & Kazi Tea do not just sell their product in retail shops or supermarkets but they also sell their product on a large scale in various corporate offices. Among corporate offices, pharmaceutical companies purchase the most products every month. They even customized their products for such companies. By emphasizing organic and natural production methods Kazi & Kazi Tea hopes to give customers a unique and enjoyable tea experience.

Some unique and upcoming products:



Monsoon Bliss Tea



Travel Tea



Spring Splendor Tea



Sleepy Tea



First Flush Black Tea



White Tea



Moringa Tea



Luxury Black Tea



Ice Tea

Some Common products:



Family Pack



Green Tea



Black Tea



Ginger Tea



Lemongrass Tea



Orthodox Green Tea

The packaging unit of Kazi & Kazi Tea assures the quality and appearance of its organic tea. The process starts with receiving and checking raw materials then unloading, quality checks and storage. These methods ensure that only high-quality materials are used for future processing.

GM-Sales & Marketing

- Manager, Sales**
 - RSM 1** (Dhaka, SB & NB)
 - ASM-01** TSE-05
 - Sales Officer** 50 Person
 - ASM-01** TSE-04
 - Sales Officer** 11 Person
 - MIS & Sales Admin** 1 person
 - Driver** 2 person
 - Delivery Man** 2 person
 - Support Staff**
- Asst. Manager-Corporate**
 - Sr. Executive-Corporate** 1 person
 - Executive Corporate** - 2 person
 - Officer Corporate** - 3 Person
- Sr. Executive (Modern Trade)**
 - Executive, MT** 1 person
 - Merchandiser**-4 person
BP- 10 person
- Manager (Accounts)**
 - Executive Accounts- 01**
 - Officer, VAT-01**
- Asst. Manager (Brand)**
 - Executive-01** (Trade Marketing)
 - Worker(Manual Production)** 27 person
- Manager (Production)**
 - Production Officer** 1 person
 - Worker(Machine production)** 27 Person
- Sr. Executive-Production**
 - Officer Maintenance-01**
- Executive (Brand)**
 - Executive Store-02**
 - Store Assistant-02**
Store Helper-01
 - Factory Staff & Cleaner-03**
- Manage-01** (Operations & HR)
Asst. Manager, HR & Admin-01

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    2 --> 3["(3) QUOTE FOR PURCHASE"]
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    4 --> 5["(5) UNLOADING"]
    5 --> 6["(6) INSPECTION"]
    6 --> 7["(7) INVOICE"]
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(2) ACKNOWLEDGMENT

(3) QUOTE FOR PURCHASE

(4) PURCHASE

(5) UNLOADING

(6) INSPECTION

(7) INVOICE

10



Fig: Packaging room, Kazi & Kazi Tea

2.6 Corporate Social Responsibility (CSR)



Kazi Shahid Ahmed Foundation (KSF) is the CSR branch of the Gemcon Group. It was founded by Kazi Shahid Ahmed the head of the Gemcon Group. Kazi Shahid Foundation (KSF) works together with Kazi & Kazi Tea Estate. This alignment aims to enhance people's lives in the rural

and poor northern portions of the county. Number of programs have been started by KSF support the community, especially women. KSF has also created a number of initiatives to boost education, and enhance livelihoods and rural development. Now I discuss about some focus areas of KSF's CSR activities:

- KSF has developed an innovative program to assist rural women in Panchagarh by giving them cows. Women can repay their loans by selling milk and cow dung to KSF. This approach not only increases their income but also improves their social and economic standards through contract dairy farming.
- KSF encourages local farmers in Panchagarh to cultivate organic tea. Currently, 43.7 acres of land are used for this project, and the area can increase annually.
- KSF encourages organic vegetable cultivation by offering financial support, and farming materials like seeds, machines etc. They also give training to local farmers. This helps them grow healthy food and earn income by selling vegetables which reduces poverty in the area.
- KSF has established two learning centres called Kazi Shahid Shikhan Kendra at Madhupur, Panchagarh. These centres create a safe and supportive environment for children who do not get education facilities.

Chapter -3

“Effective of Learning and Development
System on Kazi & Kazi Tea Estate Limited”

3.1 HR Practice of Kazi & Kazi Tea Estate Limited

3.1.1 Recruitment and Selection: Kazi & Kazi Tea has a structured recruitment and selection procedure to ensure organization development. Potential applicants are identified through LinkedIn, advertising BD Jobs, Internal sources, and third-party agencies. After that, HR team goes through CV screening and shortlisted process. Then they contact with shortlisted candidate. The selection process includes a written test, a primary viva and lastly final viva with head of business. Then HR assess them and finally, they are suitable candidates for joining the company.



Candidate Assessment Form

Name of Candidate		Date	
Proposed Position		Interviewed By	

Candidate Profile:

Highest Education		Experience	
Computer Knowledge		Relevant Experience	

Please use the following rating point to assess the candidate:

Outstanding	Very Good	Good	Average	Unsatisfactory
5	4	3	2	1

Evaluation Criteria	5	4	3	2	1
General Impression					
Job Knowledge					
Communication Skill					
Maturity					
Other qualities ()					

Overall Rating Scale and Comments:

☐ Outstanding	☐ Good	☐ Just an average
☐ Very Good		☐ Unsatisfactory
☐ Suitable Candidate, can be employed	☐ Call for further interview	☐ Hold
☐ Consider for other position		☐

Comments:

Interviewer(s) Signature:

1.	2.
S	

Approval for Employment:

Fig: Candidate Assessment Form

3.1.2 Training and Development: Kazi & Kazi Tea places a major focus on training and development to help employees improve their abilities and prepare for their responsibilities. Every

month Kazi and Kazi Tea arrange training programs or workshops for salespeople. Training programs are focused on employees' soft skills and hard skills. In soft skills, they covered employee stress management, critical thinking, self-motivation and many more. In hard skills, they already covered food safety training, storage processing training, first aid training and many more. The organization also offers training on sustainability, quality management and leadership. Kazi and Kazi Tea promotes a culture of development and innovation by providing changes for continuous learning.

3.1.2 Performance Management System: Kazi & Kazi Tea measures performance two times in a calendar year of their employees. During this review, the manager evaluates each employee based on specific Key Performance Indicators (KPIs). Examples of the KPIs include

- Quality of works
- Productivity
- Punctuality and behavior
- Teamwork and collaboration

After reviewing their performance managers modify salary and other benefits based on KPIs results. This strategy encourages people to work hard and improve their skills.

3.1.3 Employee Engagement and Retention: The company understand that when people feel valued they perform better and remain with the organization longer. To build strong relationships with employees and encourage loyalty Kazi & Kazi Tea has introduced several initiatives.

One of the ways Kazi and Kazi Tea engage employees is by celebrating their birthdays. Management gives every employee a birthday present as a mark of appreciation. This small but meaningful gesture shows employees that the company values them as individuals not just as workers. It helps to create a positive and friendly work environment where employees feel valued and appreciated.



Fig: Birthday gift

3.1.4 Compliance and Ethical Practices: Management ensures that the company follows all labour laws and ethical standards. Policies are reviewed and modified on a regular basis to ensure that they satisfy legal requirements while also protecting employee rights. This dedication to compliance not only protects employees but it also enhances the company's reputation as a fair and responsible employer.

Learning and Development systems are mandatory for an organization to achieve long-term growth and success. At Kazi and Kazi Tea, these methods are intended to train staff members to increase productivity and align their skills with company objectives. In this chapter, I will describe how Kazi and Kazi Tea Estate Limited's learning and development programs work and how they impact the company.

3.2 Learning and Development System at Kazi & Kazi Tea

Kazi & Kazi Tea has a well-structured learning and development system that aims to improve its employees' skills and expertise. They understand that a skilled employee is key to the organisation's success.

3.2.1 Internal Training: At Kazi and Kazi Tea internal employee training is a regular activity. This monthly training program is conducted by Kazi and Kazi Tea GM, S.M.M. Ibrahim Mahamud, (Sales and Marketing). Management organised monthly training programs to update personnel on the newest techniques and procedures. Regular training helps staff stay prepared for difficulties and do their jobs more efficiently.



Fig: Monthly training program sales team, Kazi & Kazi Tea

3.2.2 External Training: In 2024 Kazi & Kazi Tea launched two significant external training programs to boost staff productivity and mental health. One is KAIZEN and another one is Mind Management Training.

The KAIZEN training focused on increasing productivity by teaching effective work practices and problem-solving strategies. This program emphasized constant development allowing staff to simplify their jobs and obtain better outcomes.

The second program was Mind Management Training which sought to provide staff with skills for managing stress, focusing and improving general mental health. This training was very useful in improving employee's capacity to deal with job constraints while maintaining a pleasant attitude.



Fig: KIZEN and Mind Management Training ,2024 (issdr ,b).

3.2.3 On-the-Job Training: This is a practical approach where employees learn while performing their regular duties. This approach at Kazi & Kazi Tea enable employees to obtain practical experience under the supervision of managers.



3.2.4 Workshop and Seminars: Kazi and Kazi Tea regularly organized workshops and seminars to provide employees with greater learning opportunities. This workshop and seminar are organized to cover some specialized topics such as how to communicate with customers, customer psychology, how to increase sales and many more.

3.2.5 Coaching: Coaching at Kazi & Kazi Tea is a personalized type of training in which employees receive one-to-one supervision from their managers. This program focuses on helping employees develop specific skills and improve their performance in a target area. Coaching is more than just teaching technical skills but also about building confidence, making better decisions and fostering personal growth.

3.3 Training needs assessment

3.3.1 Organization assessment: The organization evaluation focuses on identifying company training requirements. For Kazi & Kazi Tea this involves understanding how training may help the firm achieve its objectives such as improving production quality, increasing customer happiness and preparing employees for future challenges. By assessing its present performance, plans and resources the firm may identify areas where training can make a significant difference such as boosting teamwork or applying new technology in tea processing.

3.3.2 Task Assessment: The task analysis assesses the exact duties and responsibilities required for various roles within the organization. In task assessment, they mainly check the competency model which means knowledge, skill and attitude. By analyzing this need the company can design training programs that address these tasks ensuring workers perform effectively and maintain consistency in delivering premium tea products.

3.3.3 Person assessment: Person assessment indicates which employees require training and where they need to grow. Kazi & Kazi Tea evaluate individuals based on their present performance. Individual evaluations help in finding individual gaps and ensuring every employee contributes positively to the company's overall performance.

3.4 Training Process Model (ADDIE Model) of Kazi & Kazi Tea

3.4.1 Analyze: In this stage, the company determines the training requirements by analysing the gaps between existing and planned performance levels. This includes understanding the organization's goals, tasks and capabilities demanded of employees. It also includes evaluating the learner's current knowledge and abilities.

3.4.2 Design: Once the needs have been identified the training program is planned. This stage involves setting clear objectives, selecting the training methods and determining the resources needed. The company ensure that the training aligns with its goals and is engaging and practical for employees.

3.4.3 Develop: During this phase training materials and resources are developed. This might contain manual presentations, videos, or interactive exercises. Everything is adjusted to meet the needs found during the analysis and the strategy created during the design process.

3.4.4 Implementation: This is where the actual training occurs. Employees get the program through seminars, on-the-job training and other formats. This focus is to make training accessible, effective and interesting for participants.

3.4.5 Evaluate: The last stage entails evaluating the effectiveness of the training. This is done by gathering feedback, measuring improvements in employee performance and determining if the training objectives were achieved. Continuous assessment helps to improve future training programs.

3.5 The evaluation process:

3.5.1 Conduct a Need Analysis: Kazi & Kazi Tea begins with an analysis of the current situation to identify specific needs. This stage helps the organization understand what changes are necessary in employee skills, procedures or systems.

3.5.2 Develop measurable learning objectives and analyze the transfer of training: Kazi & Kazi Tea develops ways for measuring the performance of its training and development

programs. These measures focus on evaluating how successfully training contributes to overall individual and organizational performance.

3.5.3 Develop outcome measures: This step is very important. The outcome of not necessary training will be 100% learning and objective. Kazi & Kazi Tea develops many ways for outcome measuring which are KPI, evaluating organization performance, and feedback from supervisor.

3.5.4 Choose an evaluation strategy: The company selects a method to assess the effectiveness of the training. This ensures they use the right approach to gather accurate results.

3.5.5 Plan and execute the evaluation: Kazi & Kazi Tea creates a clear evaluation plan and carries it out. This step helps the company understand what worked well and what needs improvements. In that stage, they understand that is training program is effective or not.

3.6 Employee overall training records

Kazi & Kazi Tea believe that IT has a great contribution to the activities of the Human Resource Department. So they try to keep the entire employee training-related information for proper recording reporting. Kazi and Kazi Tea maintain employee training records on their ERP system. Employees and HR personnel can view the training information according to their accessibility. Privileged HR managers can add, delete and modify training-related data in the system.

3.7 Challenges in learning and development

3.7.1 Lack of Resource: Kazi & Kazi Tea faces several challenges in its learning and development efforts. One major issue is the lack of resources, which includes limited budgets for training programs, insufficient access to modern training tools, and a shortage of experienced trainers. Without these resources, it becomes difficult to design and deliver effective learning programs.

3.7.2 Employee Resistance: Another challenge is employee resistance. Some employees may feel that training programs are unnecessary or too time-consuming, especially if they do not

immediately see how the training will benefit their daily work. This resistance can slow down the implementation of learning initiatives and reduce their overall impact.

3.7.3 Measuring success: Measuring the success of training programs is also a significant challenge. It is often hard to determine whether employees have effectively applied what they learned to improve their performance or contribute to the organization's goals. Without clear methods to track results, it becomes difficult to prove the value of learning and development efforts.

3.8 Impact of training program on employees at Kazi & Kazi Tea

- Better skills
- High motivation
- Increase productivity
- Increase employee confidence level
- Loyalty
- Leadership development

Chapter -4

Internship Experience

4.1 My Internship Experience:

I worked in the HR Department in the factory office of Kazi & Kazi Tea as an intern. As an intern, I was given all the liberty to work freely in the Kazi Tea Human Resource Department. I was given specific tasks periodically which were important for the department.

In my internship period at Kazi & Kazi Tea reflected a strong foundation in HR management practice. I am giving all the details of the work I have done during the internship period:

- Documentation (keeping records of new joiners and maintaining employee's personal file management, separation of resigning employee files, settlement register.)
- Maintain attendance and leave management.
- Conduct recruitment and selection processes including (screening CVs to identify potential candidates align with job requirements, CV Sorting, conducting phone call interviews with selected candidates, maintaining interview schedules on interview day and assisting in preparing interview materials and documents.)
- Prepare appointment letter, and employee assessment form and conduct joining formalities.
- Workplace safety and compliance (Conduct daily inspections to ensure cleanliness standards, conduct regular visits to the factory to check the QC of products, and regularly monitor security personnel to ensure workplace safety.)
- Maintained Employee service book and HR compliance register book under Labour Law 2006 including forms (08,09,12,19,20,22,22(ka),23,28,33,34,38,39 .)
- Logistic support (Provide admin team official ID card & Business card requisition list.)
- Calculate KPIs of Sales Officers based on data.
- HRIS Updates in ERP.
- Assist other departments for their necessity.

Chapter -5

FINDINGS & RECOMMENDATIONS

5.1 Findings

- Cv are mostly collected from internal sources limited collection from external sources. For this reason negative effects on the factory work environment.
- Low ratio of internal promotions for filling vacancies.
- Recruitment of workers (non-management) is handled by the factory management with minimum HR involvement.
- The following are reactive approaches for making a new policy or orientation about a new policy.
- Kazi & Kazi Tea do not conduct software-based training for their employees but nowadays it is very necessary for the organization.
- The training budget of Kazi and Kazi Tea increasing day by day, which means they are giving more importance to training to achieve the organization's goal.
- Workers are only trained in their assigned sections.
- Lack of interest among workers in self-development.

5.2 Recommendation

- An employee needs a regular feedback system about their performance. This will help them understand their performance improvement areas.
- Should develop an open communication system between employees and managers that can build a positive work environment and they feel motivated.
- Need to upgrade customer services.
- Need to improve employee work-life balance.
- Increase compensation for employees.
- Their ERP system is not very smooth, and they need to develop this.
- Increase the concentration on advertising and promotion.
- Need to improve the current marketing strategy to get loyal customers.

Chapter -6

Conclusion

6.1 Conclusion

My internship at Kazi & Kazi Tea Estate Limited has been a great and valuable learning opportunity. It provided me with practical exposure to HR practices and enhanced my understanding of how an effective learning and development system positively impacts an organization's performance. During this time, I worked on responsibilities such as recruitment, training, employee engagement, and compliance management, which allowed me to apply theoretical knowledge to real-life scenarios.

Kazi & Kazi Tea's focus on organic tea production, sustainable practices, and employee development highlights its commitment to quality and innovation. The company's structured approach to training and development, along with its focus on employee engagement, sets a strong foundation for achieving long-term growth.

While the organization succeed in many areas, there are opportunities for improvement, such as adopting advanced training technologies and enhancing employee feedback mechanisms. Implementing these adjustments can improve the organization's HR practices and overall effectiveness.

Finally, I realised that this internship has expanded my knowledge and abilities, preparing me for future challenges in the professional world. I am grateful for the opportunity to contribute to and learn from a company as dynamic and inspiring as Kazi & Kazi Tea Estate Limited.

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