

Internship Report
on
Training & Development Practices in Bangladesh: A
Case Study on Plexus Cloud Limited

Submitted by:
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ID: BBA2202026049
Program: Bachelor of Business Administration (BBA)
Major: Human Resource Management (HRM)
Semester: Spring-2026

Submitted to:
Department of Business Administration
Sonargaon University (SU)
Submitted for the partial fulfillment of the degree of
Bachelor of Business Administration (BBA)



Sonargaon University (SU)
147/I, Green Road, Tejgaon, Dhaka-1215, Bangladesh

Date of Submission: May 02, 2026

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Submitted to:
Md. Rasel Hawlader
Assistant Professor
Department of Business Administration
Sonargaon University (SU)



Sonargaon University (SU)

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

Date of Submission: May 02, 2026

Letter of Transmittal

May 02, 2026

To

Md. Rasel Hawlader

Assistant Professor

Department of Business Administration

Sonargaon University (SU), Dhaka.

Subject: Submission of Internship Report on "Training & Development Practices in Bangladesh: A Case Study on Plexus Cloud Ltd."

Dear Sir,

With due respect, I am pleased to inform you that I have successfully completed the requirements for the internship report, which is a mandatory component of my Bachelor of Business Administration (BBA) program. It is with great honor that I submit my Internship Report on **"Training & Development Practices in Bangladesh: A Case Study on Plexus Cloud Ltd."**

This report compiles comprehensive information and provides a thorough overview of the human resource management policies and training practices at Plexus Cloud Ltd., a leading IT and cloud services company based in Dhaka, Bangladesh. The report has been prepared by combining the theoretical knowledge gained during my academic studies at Sonargaon University with the practical insights and experiences acquired during my internship at **Plexus Cloud Ltd.**

I have thoroughly examined all relevant materials, documents, and sources necessary for the preparation of this report. Despite some inherent limitations encountered during the research process, every effort has been made to ensure the accuracy, completeness, and quality of the work presented.

I kindly request you to accept this report for evaluation. I remain available and willing to provide any further clarification or additional information should it be required.

Yours sincerely,

Most. Mahabuba Yesmin

ID: BBA2202026049

Major: Human Resource Management (HRM)

Department of Business Administration

Sonargaon University (SU)

Letter of Authorization

I, Md. Rasel Hawlader, Assistant Professor, Department of Business Administration, Sonargaon University (SU), hereby certify that the Internship Report entitled "**Training & Development Practices in Bangladesh: A Case Study on Plexus Cloud Ltd.**" has been prepared by Most. Mahabuba Yesmin, ID: BBA2202026049, Department of Business Administration, Sonargaon University (SU), and submitted as a requirement for the partial fulfillment of the degree of Bachelor of Business Administration (BBA) with a major in Human Resource Management (HRM).

To the best of my knowledge, the above-mentioned work has been conducted by the student herself under proper academic supervision. Any opinions, analyses, and recommendations presented in this report are entirely those of the author and represent her independent academic effort.

The report is an original work prepared as a partial requirement for the degree of Bachelor of Business Administration (BBA) and has not been submitted for any other degree, diploma, or academic award.

Md. Rasel Hawlader

Assistant Professor

Department of Business Administration

Sonargaon University (SU)

Student's Declaration

This is Most. Mahabuba Yesmin, a student of the Bachelor of Business Administration (BBA) program with ID: BBA2202026049 from Sonargaon University (SU), do hereby solemnly declare that this report on "Training & Development Practices in Bangladesh: A Case Study on Plexus Cloud Ltd." has been authentically prepared by me under the supervision of Md. Rasel Hawlader, Assistant Professor, Department of Business Administration, Sonargaon University (SU).

I further declare that I have not intentionally breached any copyright act in the preparation of this report. This report has not been submitted anywhere else for the purpose of obtaining any degree, diploma, or certificate. All information and data presented in this report have been gathered through genuine research and observation during my internship period at Plexus Cloud Ltd.

Sincerely Yours,

Most. Mahabuba Yesmin

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Major: Human Resource Management (HRM)

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Acknowledgement

First and foremost, I would like to express my sincere and deepest gratitude to Almighty Allah for giving me the strength, patience, and wisdom to complete this internship report successfully.

I would like to extend my heartfelt thanks to my academic supervisor, Md. Rasel Hawlader, Assistant Professor, Department of Business Administration, Sonargaon University (SU), for his unwavering guidance, constructive feedback, and continuous encouragement throughout the preparation of this report

My sincere appreciation also goes to the faculty members of the Department of Business Administration at Sonargaon University for their dedication to academic excellence and for equipping me with the theoretical foundation necessary to undertake this research. Their teachings have been the cornerstone of my academic journey.

I am deeply grateful to the management and staff of Plexus Cloud Ltd. for their generosity in allowing me to conduct my internship at their organization and for providing access to the information, documents, and resources that were vital to the completion of this study. Their cooperation, openness, and professional guidance during my internship tenure have enriched my understanding of the IT industry and human resource practices in Bangladesh.

Finally, I express my profound gratitude to my family, friends, and fellow classmates for their unconditional support, motivation, and moral encouragement throughout this journey. Their constant belief in my abilities has been a tremendous source of inspiration.

Sincerely,

Most. Mahabuba Yesmin

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Major: Human Resource Management (HRM)

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Executive Summary

This internship report, titled "**Training & Development Practices in Bangladesh: A Case Study on Plexus Cloud Ltd.**", investigates how Plexus Cloud Ltd., a prominent IT and cloud services company in Bangladesh, manages and implements its workforce Training & Development initiatives. As a rapidly growing technology enterprise operating across cloud computing, internet services, cybersecurity, and data center infrastructure, Plexus Cloud Ltd. faces the distinct challenge of maintaining a highly skilled, adaptable, and innovative workforce in one of the most dynamic sectors of the Bangladeshi economy. The report examines the company's approach to Training & Development (T&D) in a structured and analytical manner. Data for this study was collected through direct observation during the internship period, informal interviews with HR personnel and employees, review of internal training materials, and analysis of available secondary sources. The findings reveal that Plexus Cloud Ltd. employs a combination of on-the-job training methods, orientation programs, technical skills training, and professional development workshops to address the competency needs of its diverse workforce. Based on these findings, this report offers a series of actionable recommendations aimed at strengthening the overall Training & Development framework of Plexus Cloud Ltd. These recommendations include adopting a systematic TNA methodology, integrating Learning Management Systems (LMS), establishing a robust training evaluation framework, and investing in leadership development programs for mid-level managers. The report concludes that with deliberate investment in its human capital, Plexus Cloud Ltd. has the potential to significantly enhance employee performance, organizational productivity, and long-term competitive advantage in Bangladesh's evolving technology landscape.

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Chapter: One

Introduction

1.1 Introduction

The rapid expansion of the information technology sector in Bangladesh over the past two decades has fundamentally transformed the country's economic landscape and opened unprecedented opportunities for technology-driven enterprises. Within this evolving ecosystem, cloud computing, cybersecurity, and internet infrastructure services have emerged as critical pillars supporting the digital transformation of businesses across diverse industries. Organizations operating in this space are uniquely dependent on the capabilities, adaptability, and continuous professional growth of their human resources, making Training & Development (T&D) a strategic priority rather than a peripheral function.

Plexus Cloud Ltd. stands as a prominent example of a technology company in Bangladesh that has embraced the dual imperatives of service innovation and workforce development. Established with a mission to provide reliable and affordable IT and cloud solutions to enterprises of varying scales, Plexus Cloud Ltd. has grown to offer a comprehensive portfolio of services spanning cloud computing, internet connectivity, cybersecurity, and data center infrastructure. With its network spanning across all eight divisions of Bangladesh and extending down to the union and village levels, the company manages a geographically dispersed workforce that demands consistent and well-structured training interventions.

Training & Development, as a core function of human resource management, refers to the systematic process of enhancing the knowledge, skills, attitudes, and competencies of employees to improve their performance and contribute to organizational effectiveness. In the technology sector, where skills become obsolete rapidly owing to the fast pace of innovation, structured T&D programs serve as the linchpin of sustained organizational competitiveness. Bangladesh's IT companies, including Plexus Cloud Ltd., are increasingly recognizing that their long-term success depends not merely on the quality of their technology infrastructure but equally on the quality of their human capital.

This report seeks to examine the Training & Development practices employed by Plexus Cloud Ltd. during the internship period of January to March 2025. By studying the company's approach to identifying training needs, designing and administering training programs, and evaluating their effectiveness, this report aims to provide a comprehensive picture of T&D practices in a real-world technology company operating within the specific socioeconomic and cultural context of Bangladesh. The insights derived from this study are expected to be valuable not only for Plexus Cloud Ltd. but also for other technology companies seeking to strengthen their human resource development frameworks.

1.2 Objectives of the Study

The primary purpose of this study is to examine and analyze the Training & Development practices at Plexus Cloud Ltd. and assess their effectiveness in contributing to organizational goals. The objectives of this study can be categorized into general and specific objectives.

General Objective

The general objective of this study is to explore and critically analyze the Training & Development practices implemented at Plexus Cloud Ltd. and evaluate their alignment with the company's strategic objectives and the broader requirements of the IT industry in Bangladesh.

Specific Objectives

The specific objectives of this study are as follows:

- To identify the Training & Development practices currently followed by Plexus Cloud Ltd.
- To understand the process through which training needs are identified within the organization.
- To examine the various training methods and programs utilized by the company.
- To assess the effectiveness of the existing training programs from the perspective of employees and supervisors.
- To identify the challenges and limitations associated with the current Training & Development practices.
- To provide evidence-based recommendations for improving the Training & Development framework at Plexus Cloud Ltd.
- To understand how Training & Development practices at Plexus Cloud Ltd. contribute to individual employee growth and overall organizational performance.

1.3 Scope of the Study

The scope of this study is primarily confined to the Training & Development practices of Plexus Cloud Ltd. as observed during the internship period from January to March 2025. The study focuses specifically on the Human Resource Management (HRM) department and its functions related to employee training, development, and performance management. The scope encompasses the identification of training needs, the design and delivery of training programs, post-training evaluation processes, and the overall impact of training activities on employee performance.

While the study draws upon general theoretical frameworks and literature related to Training & Development in the broader context of Bangladesh and the global IT industry, its empirical analysis remains anchored to the specific organizational context of Plexus Cloud Ltd. The geographic scope is limited to the company's corporate office in Dhaka, and the findings may not be universally generalizable to all technology companies in Bangladesh. However, the insights generated through this study carry significant relevance for similar organizations operating within comparable contexts.

1.4 Methodology of the Study

This study adopted a qualitative research approach aimed at understanding the depth and nuance of Training & Development practices at Plexus Cloud Ltd. The research methodology involved a combination of primary and secondary data collection, analytical observation, and document review.

Primary Data Sources

Primary data for this study were collected through the following means: direct observation of daily HR operations and training activities during the internship period; informal discussions and unstructured interviews with HR executives, team supervisors, and employees; review of internal training schedules, orientation materials, and company policies; and participation in training sessions and departmental meetings as an intern.

Secondary Data Sources

Secondary data were gathered from a variety of sources including academic journals and textbooks on human resource management and Training & Development; previous internship reports and academic dissertations on related topics; the official website of Plexus Cloud Ltd. (www.plexuscloud.com.bd); and published reports on the IT industry in Bangladesh.

Data Analysis

The data collected from both primary and secondary sources were analyzed using a qualitative lens. Rather than relying on statistical or numerical data, the analysis focused on identifying patterns, themes, and relationships within the Training & Development practices observed at the company. Information was organized, categorized, and interpreted in order to draw meaningful conclusions and develop actionable recommendations. The findings were then cross-validated against the existing academic literature to ensure their theoretical grounding.

1.5 Limitations of the Study

Like any academic research, this study was subject to several limitations that affected its depth and comprehensiveness. It is important to acknowledge these limitations transparently in order to appropriately contextualize the findings and recommendations presented in this report.

First, the internship period of three months was relatively brief and did not allow for an exhaustive examination of all aspects of Training & Development across the organization. Many training programs at Plexus Cloud Ltd. operate on annual or biannual cycles, and it was not possible to observe the full lifecycle of all training initiatives during this limited timeframe.

Second, access to certain internal documents, training records, and performance evaluation data was restricted owing to organizational confidentiality policies. This limited the extent to which quantitative data could be incorporated into the analysis. Third, as a first-time intern researcher, there were inherent constraints in terms of experience and technical proficiency in conducting formal academic research within a corporate environment.

Chapter: Two

Profile of the Organization

2.1 Overview of Plexus Cloud Ltd.

Plexus Cloud Ltd. is a leading information technology and cloud services company based in Dhaka, Bangladesh. The company has carved a distinctive niche within Bangladesh's rapidly expanding digital economy by providing comprehensive technology solutions to businesses, enterprises, and institutions across the country. Plexus Cloud Ltd. offers an integrated portfolio of services encompassing cloud computing, internet connectivity, cybersecurity solutions, and data center infrastructure, all designed to support the digital transformation aspirations of its diverse clientele.

The company operates from its corporate office located at the 12th Floor, Venus Complex Building, Kha-199/2-199/4, Bir Uttam Rafiqul Islam Avenue, Badda U-Loop, Dhaka-1213, with a registered office at House No. 34, Road No. 01, Block A, Banasree, Rampura, Dhaka-1219, Bangladesh. Plexus Cloud Ltd. has distinguished itself by engineering what it describes as the largest IP network in Bangladesh, both in terms of capacity and equipment. This network infrastructure leverages state-of-the-art internet technology and extends across all eight divisions of Bangladesh, covering 48 districts, 91 thanas, 37 municipalities, 139 unions, and approximately 1,324 villages.

The company has earned recognition from multiple prestigious industry bodies and professional associations, including ISO certification, membership with BACCO (Bangladesh Association of Call Center and Outsourcing), APNIC (Asia Pacific Network Information Centre), BDIX (Bangladesh Internet Exchange), BASIS (Bangladesh Association of Software and Information Services), and ISPAB (Internet Service Providers Association of Bangladesh). These affiliations not only attest to the company's technical credibility but also reflect its commitment to maintaining international standards in service delivery and organizational management. Plexus Cloud Ltd. has also received media coverage from prominent Bangladeshi broadcasters and publications including GTV, BBC Bangla, ATN Bangla, My TV, Daily Ittefaq, Daily Samakal, Bangla Vision, and R TV.

The company serves an impressive range of honorable clients including Kaljoyi, TEPSCO, BHEL, Indian Oil, Fichtner, AKS Fabrics, Taher Group, and Murshed Associates, among others. This diverse client base spanning energy, manufacturing, consulting, and commercial sectors underscores the versatility and reliability of Plexus Cloud Ltd.'s technology solutions.

2.2 Mission

The mission of Plexus Cloud Ltd. is to provide technology-driven solutions that empower businesses across Bangladesh to operate with greater efficiency, security, and scalability. The company is committed to delivering cloud, internet, security, and data center services that meet the highest standards of quality and reliability, ensuring that organizations of all sizes can confidently embrace digital transformation. At its core, Plexus Cloud Ltd. is dedicated to making advanced IT infrastructure accessible and affordable for businesses across Bangladesh, from urban enterprises to rural communities.

2.3 Vision

The vision of Plexus Cloud Ltd. is to become the most trusted and expansive technology solutions provider in Bangladesh by building a robust, nationwide digital infrastructure that connects businesses, communities, and institutions. The company aspires to be a catalyst for Bangladesh's digital economy, enabling organizations to leverage cutting-edge technology to achieve sustainable growth and competitive advantage. Plexus Cloud Ltd. envisions a future in which every business in Bangladesh — regardless of its geographic location or scale — has access to world-class IT services that drive productivity, innovation, and prosperity.

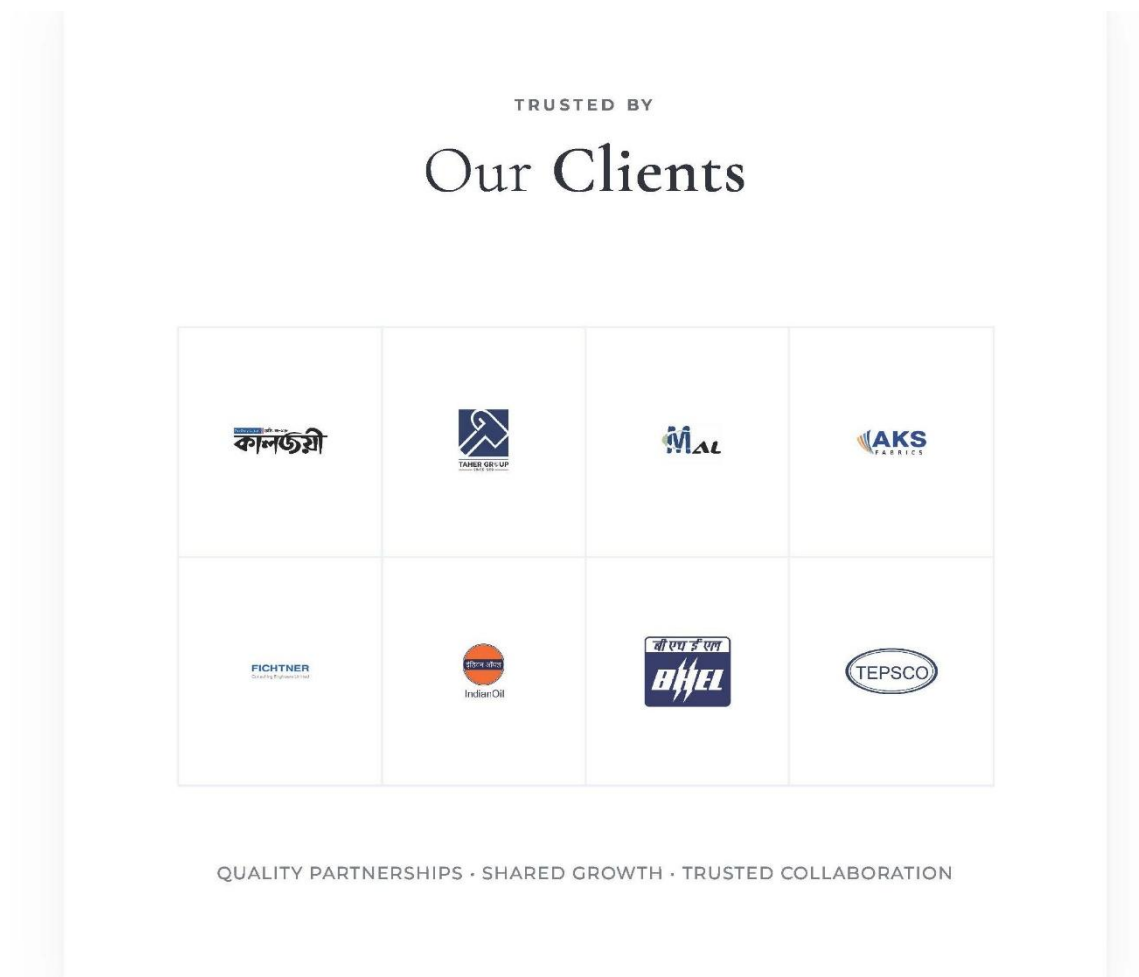


Figure 1.1: Plexus Cloud Client List

2.4 Core Services

Plexus Cloud Ltd. offers a comprehensive range of technology services organized into four primary service categories, each designed to address specific dimensions of an organization's IT infrastructure needs.

Cloud Services

Plexus Cloud Ltd.'s cloud services are designed to free businesses from the complexities and costs of managing their own IT infrastructure. The company offers OpenStack-based cloud solutions, enterprise email hosting, and scalable cloud storage of up to 5 TB. These services provide organizations with the flexibility, scalability, and cost-efficiency associated with cloud computing. The company assures clients of 24/7 technical support, seamless migration assistance, and customizable pricing plans suited to varied organizational requirements. By delegating IT management responsibilities to Plexus Cloud Ltd., client organizations can redirect their attention and resources toward their core business activities.



Figure 1.2: Cloud Service

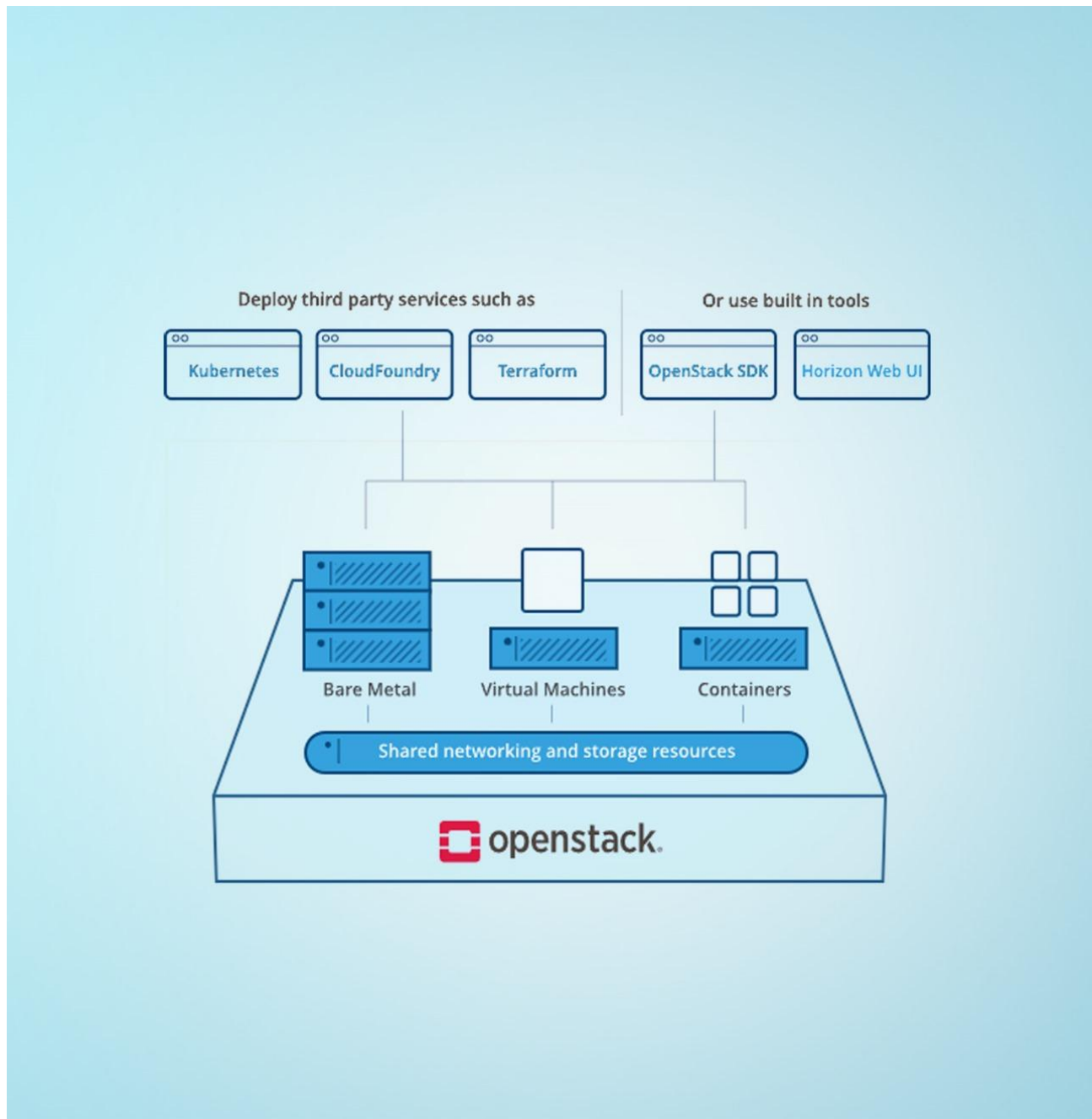


Figure 1.3: Openstack Services for Plexus Client



Figure 1.4: Openstack Community Bangladesh

Internet Services

The company offers high-speed corporate internet solutions with speeds of up to 1 Gbps, delivered through connections to the top four International Internet Gateways (IIGs) and three National Transmission Network Operators (NTTNs) in Bangladesh. This robust connectivity infrastructure ensures that client businesses maintain uninterrupted access to their networks and digital resources from any location. The company's internet services are complemented by WiFi solutions and are supported by 123 service centers across the country, ensuring responsive technical support and a 99.982% uptime guarantee from its data center facilities.

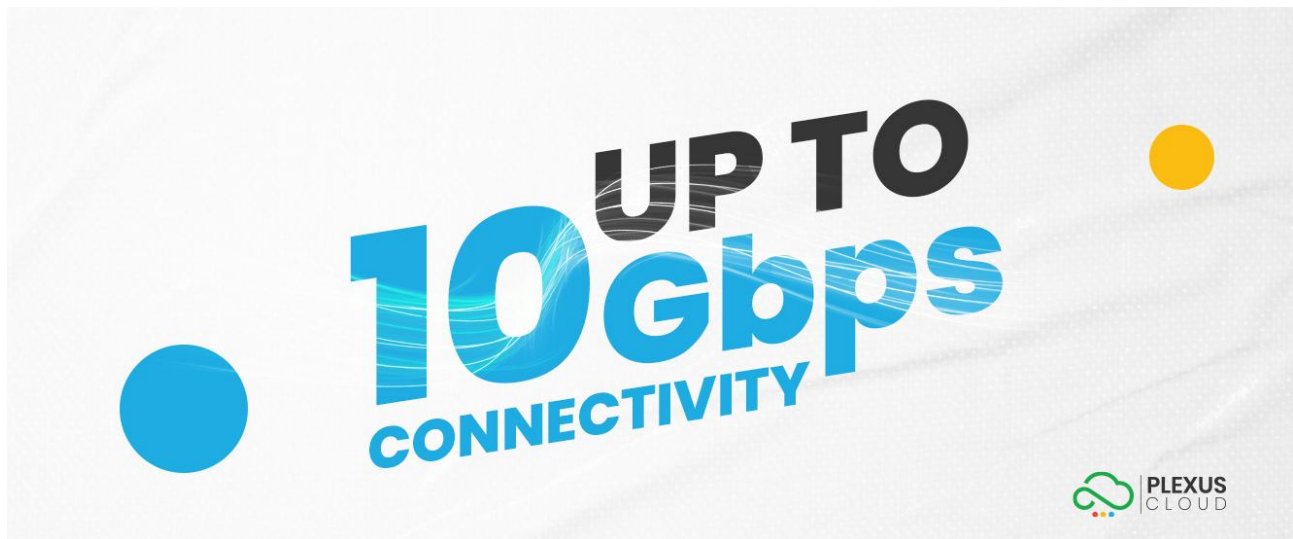


Figure 1.5: Plexus Internet Connectivity



Figure 1.6: Plexus Connect 4IIG's



Figure 1.7: Plexus NTNs Partner



Figure 1.8: Plexus 4IIG's Partner

Security Services

Recognizing the escalating threat of cybercrime and data breaches in the digital era, Plexus Cloud Ltd. provides comprehensive cybersecurity solutions designed to protect businesses from the full spectrum of digital threats. The company's security services include round-the-clock monitoring, real-time threat detection, and rapid incident response protocols. These solutions are specifically designed to safeguard organizations against malware, unauthorized access, phishing attacks, and other forms of cybercrime that pose significant risks to business continuity and data integrity.

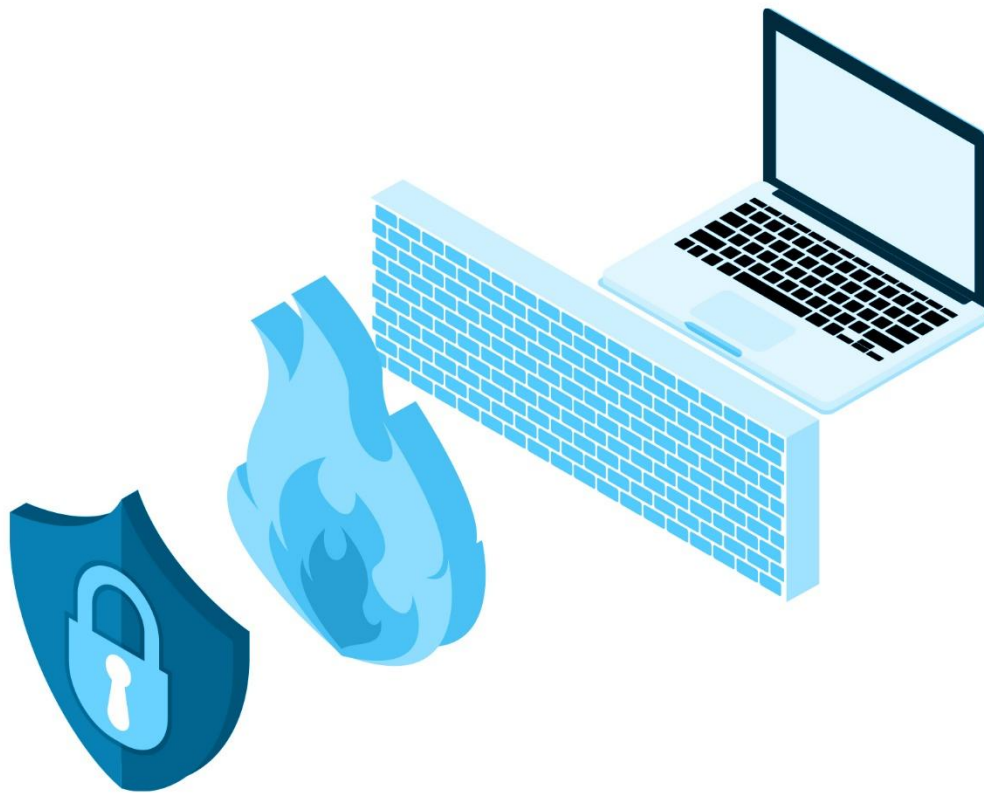


Figure 1.9: Plexus Firewall Solution for Security



Figure 1.10: Network Access Control (NAC)



Figure 1.11: Virtual Private Network (VPN)



Figure 1.12: Intrusion Detection and Prevention Systems (IDPS)

Data Center Infrastructure

Plexus Cloud Ltd.'s data center services provide enterprise-grade computing, data storage, and network infrastructure to support the diverse application needs of modern businesses. The company is committed to energy-efficient data center operations and positions itself as a provider of sustainable IT infrastructure solutions. Its data center facilities are designed to serve as the operational backbone of client enterprises, ensuring high availability, robust performance, and compliance with international data security standards.



Figure 1.13: Data Center Infrastructure



Figure 1.14: Data Center

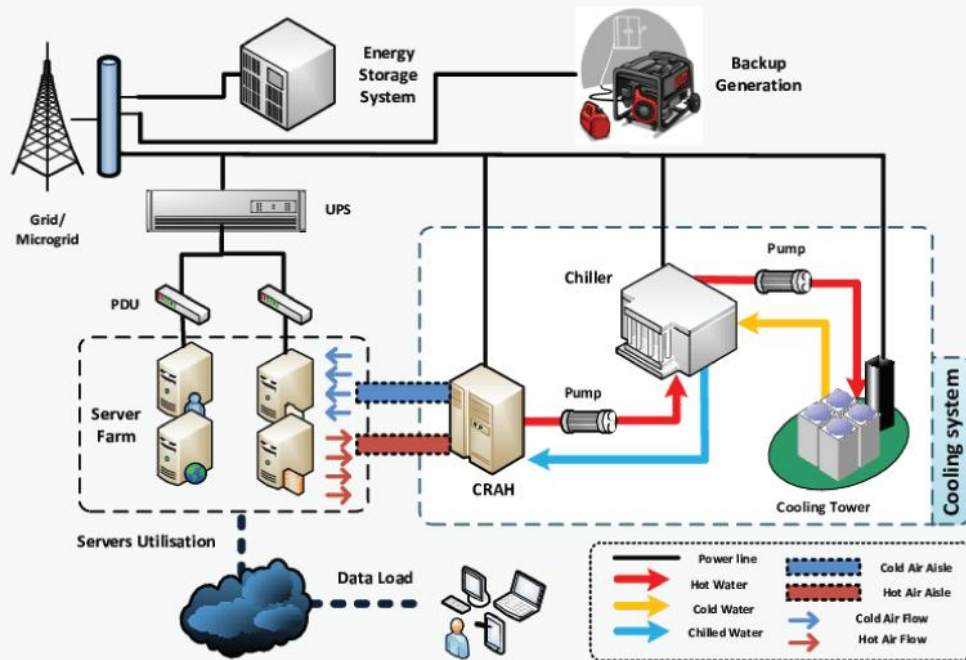


Figure 1.15: Interconnection of Plexus Cloud Data Center

2.5 Organizational Structure

Plexus Cloud Ltd. operates under a structured organizational hierarchy that reflects the functional complexity of a technology services company. At the apex of the organization is the Board of Directors, responsible for strategic governance and long-term planning. Below the board level, the company is led by the Managing Director, who oversees overall operations and strategic execution. The executive leadership team comprises departmental heads overseeing key functional areas including Technology and Infrastructure, Sales and Marketing, Finance and Accounts, Human Resources and Administration, and Customer Support and Service Operations.

The technical departments are further subdivided into specialized teams responsible for cloud operations, network management, cybersecurity, and data center management. The Human Resources department plays a central role in managing the full employee lifecycle, from recruitment and onboarding through to Training & Development, performance management, and compensation administration. Given the geographic breadth of the company's network infrastructure, regional operations teams are deployed across the country to manage field service delivery and maintain local customer relationships.

2.6 Industry Overview

The information technology sector in Bangladesh has experienced remarkable growth over the past decade, driven by government initiatives under the Digital Bangladesh Vision, increasing internet penetration, and a growing demand for cloud and cybersecurity services among both public and private sector organizations. According to industry estimates, Bangladesh's IT and IT-enabled services (ITES) sector has been growing at an annual rate of over 20 percent, making it one of the fastest-growing segments of the national economy.

Cloud computing, in particular, has emerged as a major growth driver within the IT sector. Organizations across banking, manufacturing, healthcare, education, and retail are increasingly migrating their IT workloads to cloud platforms in pursuit of cost savings, operational agility, and enhanced disaster recovery capabilities. The cybersecurity market is also expanding rapidly as the frequency and sophistication of cyberattacks targeting Bangladeshi businesses continue to escalate. Within this dynamic landscape, companies like Plexus Cloud Ltd. that offer integrated technology solutions are well-positioned to capture significant market opportunities.

Despite this positive growth trajectory, the industry faces a persistent challenge in the form of a shortage of skilled IT professionals. The rapid pace of technological change means that the demand for competencies in areas such as cloud architecture, network engineering, cybersecurity, and data analytics consistently outpaces the supply of qualified graduates. This skills gap makes strategic investment in employee Training & Development an even more critical imperative for technology companies operating in Bangladesh.

2.7 SWOT Analysis

Strengths

- Extensive nationwide IP network infrastructure ensuring wide geographic coverage
- Multi-domain service portfolio including cloud, internet, security, and data center solutions
- ISO certification reflecting adherence to international quality standards
- Membership in recognized industry associations such as BASIS, BACCO, and APNIC
- Established and diversified enterprise client base
- Strategic partnerships with international technology providers

Weaknesses

- Limited structural sophistication in Training & Development programs
- Skill gaps among technical staff in emerging technologies
- Human resource capacity not fully aligned with rapid business expansion
- Relatively low digital marketing visibility
- Challenges in attracting and retaining highly skilled professionals

Opportunities

- Rapid digital transformation across industries in Bangladesh
- Government initiatives such as “Smart Bangladesh” supporting IT infrastructure growth
- Increasing demand for cloud services due to remote and hybrid work models
- Expansion potential in tier-two, tier-three cities, and rural areas
- Opportunities to collaborate with global cloud and cybersecurity providers

Threats

- Intense competition from both local firms and international technology companies
- Price competition leading to reduced profit margins
- Commoditization of basic internet and cloud services
- Regulatory changes related to data privacy and internet governance
- Persistent shortage of skilled IT professionals
- Rapid technological advancements requiring continuous investment

SWOT Analysis Table

Category	Type	Priority Level	Key Details
Strengths	Internal	High	Strong infrastructure and service diversity
Weaknesses	Internal	Medium-High	HR and training limitations
Opportunities	External	Very High	Digital transformation growth
Threats	External	High	Competition and regulatory challenges

Figure 2.1: SWOT Analysis

Strategic Analysis Table

Strategy Type	Description
SO Strategy (Strength–Opportunity)	Utilize strong nationwide infrastructure and diversified services to capture emerging opportunities in rural and underserved markets, where demand for digital solutions is increasing.
WO Strategy (Weakness–Opportunity)	Enhance training and development systems to address skill gaps and improve workforce readiness, enabling full capitalization on market growth.
ST Strategy (Strength–Threat)	Leverage established network and partnerships to counter competitive pressures by offering integrated and value-added services.
WT Strategy (Weakness–Threat)	Mitigate HR and training limitations by investing in continuous workforce development and compliance programs, reducing vulnerability to regulatory challenges and strengthening resilience against competitive threats.

Figure 2.2: Strategic Analysis Based on SWOT

Chapter: Three

Internship Activities

3.1 Internship Details

The internship at Plexus Cloud Ltd. was undertaken as part of the mandatory practical training component of the Bachelor of Business Administration (BBA) program at Sonargaon University. The internship was conducted within the Human Resource Management department of the company, providing an invaluable opportunity to observe and participate in real-world HR practices within a dynamic technology organization.

Organization	Plexus Cloud Ltd.
Department	Human Resource Management
Working Hours	9:00 A.M. to 5:00 P.M.
Internship Period	January – March 2026
Reporting Supervisor	HR Manager, Plexus Cloud Ltd.

3.2 Roles and Responsibilities

The internship experience at Plexus Cloud Ltd. was both enriching and intellectually stimulating, providing direct exposure to the practical dimensions of human resource management within a modern technology company. As an intern assigned to the HR and Training & Development division, the scope of responsibilities was diverse and covered multiple facets of the HR function. The following paragraphs describe the key activities undertaken during the internship period.

Assisting in Training Coordination

A primary responsibility during the internship was assisting the HR team in the coordination and logistical planning of employee training programs. This involved preparing training schedules, communicating training details to nominated employees and their supervisors, arranging training venues and materials, and ensuring that all participants were adequately informed about the training objectives and agenda. The experience provided valuable insight into the operational complexity of managing training programs across multiple departments within an organization.

Development of Training Materials

The internship involved active participation in the development of training support materials, including orientation documents, workshop handouts, and presentation slides aimed at enhancing employee awareness on topics such as workplace safety, company policies, and professional conduct standards. This task required careful research, attention to content accuracy, and an ability to communicate information in a clear and accessible manner suitable for diverse audiences.

Monitoring and Evaluation Support

A key component of the internship was supporting the HR team in monitoring the effectiveness of training programs. This involved distributing feedback forms to training participants, compiling and analyzing responses, and preparing summary reports for review by HR managers. Participating in this process provided a practical understanding of the importance of training evaluation and the challenges involved in capturing meaningful feedback from employees.

New Employee Orientation Assistance

During the internship period, several batches of new employees joined Plexus Cloud Ltd. The intern was actively involved in supporting the orientation process for these new hires, which included guiding them through company policies, explaining the organizational structure, and familiarizing them with the company's mission, values, and service portfolio. This experience was instrumental in understanding how effective onboarding practices contribute to early employee engagement and retention.

HR Records Management

The internship also included responsibilities related to maintaining and updating employee training records in the HR information system. This involved accurately entering training participation data, tracking training completion status, and organizing documentation for audit and compliance purposes. The exercise highlighted the critical importance of systematic record-keeping for effective training management and regulatory compliance.

Observation and Factory/Office Visits

Accompanied by HR supervisors, the intern participated in observation visits to various operational departments within Plexus Cloud Ltd., including the network operations center, technical support floor, and administrative divisions. These visits provided a holistic understanding of the company's operational environment and the diverse skill requirements across different functional areas, which informed a deeper appreciation of the training needs analysis process.

Report and Presentation Preparation

The intern was entrusted with preparing reports and presentations summarizing employee development activities, training outcomes, and recommendations for future training needs. This task demanded the integration of data collected through observation, feedback analysis, and informal discussions into coherent and professionally formatted documents intended for review by HR leadership.

Chapter: Four

Analysis & Findings

4.1 Training & Development Practices at Plexus Cloud Ltd.

At Plexus Cloud Ltd., Training & Development is recognized as a foundational element of the company's human resource management strategy. Given the company's positioning as a provider of cutting-edge IT and cloud services in a rapidly evolving technological landscape, the capacity of its employees to continuously acquire new skills and adapt to changing service requirements is not merely desirable but operationally essential. The company's HR department, in coordination with departmental managers and team supervisors, is responsible for designing, administering, and evaluating Training & Development initiatives across the organization.

The training philosophy at Plexus Cloud Ltd. is centered on the belief that an organization's competitive strength is ultimately determined by the knowledge, skills, and commitment of its people. This philosophy is manifested in the company's commitment to providing employees at all levels with regular learning opportunities that are relevant to their current roles and aligned with their career development aspirations. The Training & Development programs at Plexus Cloud Ltd. are designed to achieve several interconnected objectives: enhancing the technical competencies of employees in their specialized domains; developing the interpersonal, communication, and leadership skills required for professional effectiveness; ensuring compliance with safety, security, and regulatory standards; and fostering a culture of continuous learning and organizational innovation.⁴

4.2 The Training & Development Process at Plexus Cloud Ltd.

The Training & Development process at Plexus Cloud Ltd. follows a structured sequence that encompasses three broad stages: Training Needs Assessment, Training Administration, and Training Evaluation. Each stage serves a distinct and critical purpose in ensuring that the company's investment in employee development produces meaningful and measurable returns.

A. Training Needs Assessment (TNA)

The first stage of the Training & Development process involves identifying the specific learning needs of employees and determining the gaps between their current competency levels and the skills required to perform their roles effectively. At Plexus Cloud Ltd., the Training Needs Assessment process is conducted through a combination of performance appraisal reviews, supervisory observations, and informal discussions between employees and their line managers. On an annual basis, departmental supervisors are required to prepare training plans that identify the skill development priorities for their respective teams. These plans are then submitted to the HR department for review and consolidation into a company-wide Annual Training Calendar.

B. Training Administration

Once the training needs have been identified and consolidated, the HR department assumes responsibility for the administration of training programs. This involves researching available training options — including external training providers, online courses, and in-house resources — and evaluating them based on their content relevance, quality, cost, and practicality. Following a comparative assessment of available options, the HR department seeks approval from senior management for the training budget and program schedule before proceeding with implementation.

The HR department also maintains detailed records of all training activities, including participant lists, training content descriptions, attendance records, and training completion certificates. These records serve as an important resource for planning future training initiatives, demonstrating compliance with contractual and regulatory training requirements, and tracking the progress of individual employees' professional development.

C. Training Evaluation

The third and arguably most critical stage of the training process is evaluation, through which the company assesses whether its training investments are generating the intended improvements in employee knowledge, skills, and performance. At Plexus Cloud Ltd., training evaluation follows a four-level model broadly consistent with the widely recognized Kirkpatrick Evaluation Framework.

The first level, Reaction, involves collecting immediate feedback from participants regarding their satisfaction with the training content, delivery, and logistics. This is typically conducted through post-training feedback questionnaires distributed by the HR team immediately following training sessions. The second level, Learning, assesses the degree to which participants have acquired new knowledge or skills as a result of the training. This may involve post-training quizzes, knowledge assessments, or practical demonstrations depending on the nature of the training program.

4.3 Training Methods at Plexus Cloud Ltd.

Plexus Cloud Ltd. employs a variety of training methods designed to accommodate the diverse learning styles, roles, and development needs of its workforce. The company's primary training approach is on-the-job training, which allows employees to acquire practical skills within the authentic context of their work environment. This approach is complemented by off-the-job training activities in the form of workshops, seminars, and external certification programs.

Coaching and Mentoring

Coaching is one of the most widely practiced training methods at Plexus Cloud Ltd. In this approach, experienced senior employees or supervisors work directly with junior staff to provide guidance, share knowledge, and offer performance feedback. The coaching relationship is both formal, within the framework of structured performance management discussions, and informal, through the everyday learning interactions that occur within teams. Mentoring programs pair new or less experienced employees with senior mentors who can offer career guidance, share institutional knowledge, and support professional development over an extended period.

On-the-Job Training (OJT)

The predominant mode of skill development at Plexus Cloud Ltd. is on-the-job training, where employees learn by performing their actual work responsibilities under the guidance of supervisors or more experienced colleagues. This method is particularly effective in a technology environment where practical, hands-on experience with specific tools, systems, and processes is essential for competency development. New employees, in particular, benefit significantly from structured OJT during their initial weeks of employment, gaining familiarity with the company's technical systems, workflows, and quality standards.

Job Rotation

To broaden employees' understanding of the company's diverse service operations and to develop their cross-functional competencies, Plexus Cloud Ltd. implements job rotation programs for selected employees. Through job rotation, employees are periodically assigned to different roles or departments for defined periods, gaining exposure to diverse functions and developing a more comprehensive understanding of the organization's operations. This approach also helps identify employees with multi-disciplinary aptitudes and prepares them for potential advancement to supervisory or management positions.

Workshops and Seminars

The company organizes both in-house and externally facilitated workshops and seminars on topics of strategic importance to the organization. These include technical training workshops on emerging technologies such as cybersecurity protocols and cloud infrastructure management, as well as soft skills development seminars covering topics such as communication skills, customer service excellence, time management, and teamwork. Workshops provide a structured learning environment that encourages active participation, peer interaction, and the collaborative exploration of practical challenges.

External Training and Professional Certification

Recognizing that certain advanced competencies require specialized external expertise, Plexus Cloud Ltd. supports the participation of selected employees in external training programs, professional development courses, and industry certification programs. Employees in technical roles are encouraged to pursue internationally recognized certifications in areas such as cloud architecture, network engineering, and information security. The company partially or fully covers the cost of such certifications as an investment in building a certified workforce that meets the expectations of its clients and business partners.

Orientation and Induction Training

All newly recruited employees at Plexus Cloud Ltd. undergo a structured orientation and induction program designed to familiarize them with the company's history, mission, vision, organizational structure, service portfolio, workplace policies, and cultural values. The induction program typically spans one to two weeks and involves presentations from HR representatives, departmental tours, introduction to key colleagues and supervisors, and familiarization with the company's systems and procedures. A well-executed induction program ensures that new employees become productive contributors as quickly as possible and feel welcomed and valued from the outset of their employment.

4.4 Training Programs Offered by Plexus Cloud Ltd.

Plexus Cloud Ltd. provides a diverse range of training programs aligned with major Human Resource Management (HRM) functions to support employee development and ensure compliance with organizational and industry standards.

➤ **Onboarding & Policy Training (HR Planning & Staffing):**

New employees receive training on company policies, code of conduct, and the Bangladesh Labor Act to understand their roles, rights, and responsibilities.

➤ **Technical Skills Training (Training & Development):**

Focuses on IT infrastructure, cloud services, cybersecurity, and customer support, delivered through on-the-job learning, workshops, and online resources.

➤ **Safety & Compliance Training (Employee Relations):**

Covers occupational health, fire safety, emergency response, electrical safety, and handling of specialized equipment to ensure workplace safety and legal compliance.

➤ **Health & Awareness Training (Employee Welfare):**

Includes first aid, disease prevention, and general health awareness programs to support employee well-being.

➤ **Soft Skills & Professional Development (Performance & Career Development):**

Enhances communication, teamwork, problem-solving, and leadership skills for overall professional growth.

➤ **Behavioral & Ethics Training (Organizational Culture):**

Promotes a respectful workplace through zero-tolerance policies on harassment and discrimination.

➤ **Environmental Awareness Training (Sustainability & CSR):**

Focuses on energy efficiency, waste management, and environmentally responsible practices.

4.5 Findings

The analysis of Training & Development practices at Plexus Cloud Ltd., conducted through direct observation, informal interviews, and document review during the internship period, has yielded a set of significant findings. These findings reveal both commendable aspects of the company's current T&D framework and areas where substantial improvements are needed. The following discussion presents each finding with analytical commentary.

- **Training Needs Assessment (TNA):** No formal or systematic TNA process. Training decisions are not based on clear skill gap analysis, reducing effectiveness.
- **Training Methods:** Heavy reliance on on-the-job training with limited use of structured methods like workshops, simulations, and e-learning.
- **Training Evaluation:** Evaluation is limited to basic feedback. No proper measurement of learning application or business impact.
- **Training Scheduling & Communication:** Training sessions are sometimes irregular, with short notice and occasional cancellations affecting participation.
- **Digital Learning Adoption:** Limited use of online platforms and digital tools, despite being an IT-based company.
- **Learning Culture (Strength):** Positive attitude toward learning. Employees are willing to participate, and management supports training initiatives.
- **Safety & Compliance Training (Strength):** Well-structured and regularly updated safety programs covering health, fire, and workplace safety.
- **Leadership Development:** Lack of structured leadership programs. No clear system for developing future managers.

Key Insight

- Strong in operational training (technical & safety)
- Weak in strategic training (planning, evaluation, leadership, digital learning)

4.6 Analysis



Kirkpatrick Model Analysis (Very Important Tool)

Level	What Should Happen	What Happens Now	Issue
Level 1: Reaction	Feedback collected	✓ Done	Basic level only
Level 2: Learning	Measure knowledge gain	✗ Not done	No testing
Level 3: Behavior	Apply learning at work	✗ Weak	No follow-up
Level 4: Results	Business impact measurement	✗ Not done	No ROI tracking

Figure 3.1: Kirkpatrick Analysis Table.

Priority Matrix (What to Fix First)

Priority	Action Area	Reason
High	Training Needs Assessment	Foundation of all training
High	Training Evaluation System	Measure effectiveness
High	Leadership Development	Future sustainability
Medium	Digital Learning	Scalability
Medium	Training Scheduling	Efficiency
Low	Culture	Already strong

Figure 3.2: Priority Matrix Table.

Chapter: Five

Recommendations & Conclusion

5.1 Recommendations

Based on the findings and analysis presented in Chapter Six, the following recommendations are offered to Plexus Cloud Ltd. with the objective of strengthening and enhancing its Training & Development framework. These recommendations are grounded in both the empirical observations made during the internship and the theoretical insights drawn from the academic literature reviewed in Chapter Two.

1. Systematic Training Needs Assessment (TNA)

- Formal gap analysis for each role
- Inputs from employees, supervisors, HR
- Conduct twice yearly to capture emerging skill gaps

2. Adopt a Learning Management System (LMS)

- Digital platform for training delivery & tracking
- Enables scalability, automation, and data-driven insights
- Improves accessibility across all locations

3. Strengthen Training Evaluation

- Apply Kirkpatrick Four-Level Model
- Standardize pre/post assessments
- Use behavioral checklists & ROI analysis

4. Diversify Training Methods

- Move beyond on-the-job only
- Introduce simulations, case studies, role-play, blended learning
- Cater to diverse learning styles

5. Structured Leadership Development

- Formal program for high-potential employees
- Modules on supervision, strategy, decision-making, team building
- Mentoring by senior executives

6. Improve Scheduling & Communication

- Publish annual training calendar
- Notify employees 2–4 weeks in advance
- Reduce cancellations and last-minute changes

5.2 Conclusion

This internship report has undertaken a comprehensive examination of the Training & Development practices at Plexus Cloud Ltd., a leading IT and cloud services company in Bangladesh. Drawing on primary data collected through observation, informal interviews, and document review during the internship period from January to March 2025, and supplemented by an extensive review of the academic literature on Training & Development, the report has sought to provide an honest, analytical, and constructive assessment of the company's current approach to employee learning and development. The findings of this study reveal that Plexus Cloud Ltd. has established a Training & Development framework that reflects a genuine commitment to employee growth and organizational capability building. The company's comprehensive safety and compliance training programs, its investment in technical skill development, its supportive organizational culture toward learning, and its efforts to provide all employees with access to development opportunities are all commendable features of its current T&D approach. These attributes provide a solid foundation for further development and refinement of the company's human resource management practices. In conclusion, Plexus Cloud Ltd. stands at an exciting juncture in its organizational journey, with the resources, market position, and cultural foundations in place to build a truly world-class Training & Development function. With deliberate investment, strategic vision, and committed leadership, the company has every potential to transform its human capital into its most enduring and powerful source of competitive advantage.

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Appendix

Appendix A: Plexus Cloud Ltd. – Company Contact Information

Corporate Office:

12th Floor, Kha-199/2-199/4, Bir Uttam Rafiqul Islam Avenue, Venus Complex Building, Badda U-Loop, Dhaka-1213, Bangladesh.

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Website: <https://plexuscloud.com.bd/>

Appendix B: List of Training Programs at Plexus Cloud Ltd.

The following is a summary list of training programs observed to be conducted by Plexus Cloud Ltd. during the internship period:

- Employee Orientation and Induction Program
- Bangladesh Labor Act Awareness Training
- Company Code of Conduct (CoC) Training
- Working Hours, Overtime, and Compensation Awareness
- Zero Tolerance Policy and Anti-Harassment Training
- Occupational Health and Safety Training
- Fire Safety and Emergency Evacuation Training
- Electrical Safety Awareness
- Earthquake Preparedness Training
- First Aid and Emergency Response Training
- Personal Protective Equipment (PPE) Usage
- Cybersecurity Awareness Training
- Network Operations and IT Infrastructure Training
- Cloud Services and Configuration Training
- Customer Service Excellence Workshop
- Soft Skills and Communication Development
- Leadership and Supervisory Skills Workshop
- Environmental Awareness and Sustainability Training
- HIV/AIDS and Health Awareness
- Maternal Health and Expecting Employee Support Training

Appendix C: Glossary of Key Terms

Training & Development (T&D): A planned and systematic process of improving the knowledge, skills, and attitudes of employees in order to enhance their performance and contribute to organizational effectiveness.

Training Needs Assessment (TNA): A systematic process for identifying the gap between the current and desired levels of employee competency, used to determine the training priorities of an organization.

Learning Management System (LMS): A software application used to plan, deliver, manage, track, and evaluate training and educational programs within an organization.

Kirkpatrick Model: A widely used framework for evaluating the effectiveness of training programs at four levels: Reaction, Learning, Transfer, and Results.

Return on Investment (ROI): A performance measure used to evaluate the financial return generated by training investments relative to their cost.

On-the-Job Training (OJT): A training method in which employees acquire skills and knowledge by performing their actual work responsibilities under the guidance of experienced colleagues or supervisors.

SWOT Analysis: A strategic planning framework used to evaluate the Strengths, Weaknesses, Opportunities, and Threats associated with an organization or initiative.