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**THE IMPROVEMENT OF THE TRAINING AND DEVELOPMENT
PROGRAM AT BITIS COMPANY IN VIETNAM**

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ABSTRACT

Dissertation mentions the necessary of training, aims and objectives of studying. According to experts, training is crucial element, such as maintaining the absorptive capacity of innovative firms, or a key part of the human resource management process and even improving the quantity and quality of future entrepreneurs. Scientists also assert that there are a number of reasons for training. In addition, the significantly impacts of training and training benefits are also been confirmed. Finally, good results for the company have implemented well training programs is obvious evidences to emphasize the important of training.

A number of methods were used in this studying. Collecting primary data from books, journals, articles, research papers and reports, and based on these data, the author do questionnaires, sending to BITIS Company and collecting the feedbacks. Then, a mixture of qualitative and quantitative approaches to analyzing the primary research findings was chosen, with an emphasis on qualitative data. Questionnaires were chosen as the main tool to carry out the research. Finally, the sampling method and pilot study are also approached in this project.

Overview of BITIS have been mentioned covering the main background information of company, the strength, the weakness and strategies that BITIS have done to achieve their goals and widely recognized in global market are described and explained. Then, analyzing the results from questionnaires feedback is analyzed.

Author has summarized the results of studying, and has confirmed that the targets of studying has achieved. Some recommendations are suggested which hope these can be applied in the BITIS company.

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CHAPTER I

INTRODUCTION

The rapid growing and integration of global economy has extensively enhanced the demand for training and education. Given this reason, it will be significant to recognise the role of training in economic development, particularly for companies which compete in competitive market. Since training plan, method and trainee recognition is considered as the substantial predictor to measure the effectiveness and succeed of training program. Therefore, training plan, method and trainee recognition have been received much attention from researchers as well as board of management in over the world;

1.1 The significance of study

People are the factors that constitute the organization, operation and determine the success or failure of the organization. This is a valuable asset that every organization should know to take advantage and develop. Furthermore, in integration of global economy, the training and development of human resources is considered as a vital task for every organization because strong human resources is the prerequisite to compete and survive in today's competitive environment. Therefore, the improvement of training quality takes an important part in development strategy

Training is the acquisition of knowledge, skills, and competencies as a result of the teaching of vocational or practical skills and knowledge that relate to specific useful competencies.

Training has specific goals of improving one's capability, capacity, and performance. In addition to the basic training required for a trade, occupation or profession, observers of the labor-market recognize the need to continue training beyond initial qualifications: to maintain, upgrade and update skills throughout working life.

Training presents a prime opportunity to expand the knowledge base of all employees, but many employers find the development opportunities expensive. Employees also miss out on work time while attending training sessions, which may delay the completion of projects. Despite the potential drawbacks, training and development provides both the company as a whole and the individual employees with benefits that make the cost and time a worthwhile investment.

Training plan, method and trainee recognition have been received much attention from researchers as well as board of management in over the world:

Addressing Weaknesses: Most employees have some weaknesses in their workplace skills. A training program allows you to strengthen those skills that each employee needs to improve. A development program brings all employees to a higher level so they all have similar skills and knowledge. This helps reduce any weak links within the company who rely heavily on others to complete basic work tasks. Providing the necessary training creates an overall knowledgeable staff with employees who can take over for one another as needed, work on teams or work independently without constant help and supervision from others.

Improved Employee Performance: An employee who receives the necessary training is better able to perform her job. She becomes more aware of safety practices and proper procedures for basic tasks. The training may also build the employee's

confidence because she has a stronger understanding of the industry and the responsibilities of her job. This confidence may push her to perform even better and think of new ideas that help her excel. Continuous training also keeps your employees on the cutting edge of industry developments. Employees who are competent and on top of changing industry standards help your company hold a position as a leader and strong competitor within the industry.

Consistency: A structured training and development program ensures that employees have a consistent experience and background knowledge. The consistency is particularly relevant for the company's basic policies and procedures. All employees need to be aware of the expectations and procedures within the company. This includes safety, discrimination and administrative tasks. Putting all employees through regular training in these areas ensures that all staff members at least have exposure to the information.

Employee Satisfaction: Employees with access to training and development programs have the advantage over employees in other companies who are left to seek out training opportunities on their own. The investment in training that a company makes shows the employees they are valued. The training creates a supportive workplace. Employees may gain access to training they wouldn't have otherwise known about or sought out themselves. Employees who feel appreciated and challenged through training opportunities may feel more satisfaction toward their jobs.

The overall objective of the training and development of human resources is to take advantage of existence human resources and improve the effectiveness of organization. There are three reasons that training and development is needed