

Internship Report on

Training and Development

of

Banglalink Digital



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30th December, 2017.

Banglalink Digital Communications Limited

Tigers Den,

Gulshan-1, Dhaka,

Bangladesh.

Subject: Submission of Internship Report

Madam,

It is indeed a great pleasure to have the opportunity to submit my internship report on the experience gained during my three months of internship period at Banglalink Digital Communications Limited. I have prepared this report in accordance with the instructions given by you. I expect this report to be informative as well as comprehensive.

Working in Banglalink Digital Communications Limited was an inspiring and learning experience for me. I hope this knowledge will facilitate me a lot in my future career endeavors. In spite of the various difficulties faced in preparing the report, I have given utmost care to be as thorough as possible. With my limited knowledge, I have tried my level best to make the report worthwhile.

I, sincerely hope that this report meets your approval and demonstrate my ability to present internship reports. I would be glad to explain you with any clarification if required.

Sincerely,

SanjidaAlam

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BRAC Business School

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Acknowledgement

At the very beginning, I would like to express my sincere gratitude to Almighty Allah, who has given me the strength to complete my internship program in a very comfortable manner and finishing my report before the deadline. Internship report is an essential part of BBA program and I am honored to complete it in Banglalink Digital. It is the second best telecom company in Bangladesh and I am glad to be a part of its advanced internship program.

My gratitude and thanks goes to respected supervisor **FabihaEnam**, who co-operated me all through the times for completing my internship report. I have conducted and more focused my report on “Training and Development of Banglalink Digital Communications Limited” For which; I want to mention special thanks to my line manager, **Mr. Mehedi Zaman**(Power Administration Manager) in HR & Admin Department. There were some people who always helped me in the entire period of three months whenever I need them. Among them; **MohemmedMujtabaShiraj** (Head of Properties and Infrastructure Manager) I would like to thank him for helping me by processing and approving my application for **AdvancedInternship Program** in Banglalink Digital Communications Ltd.

I want to express specialthanks to all the employees of Banglalink Digital Communications Ltd. to help me to create an official behavior on me and also for co-operating me to learn. I wish to take this opportunity to extend gratitude to all those who supported me to complete this report.

Finally, I want to mention the working environment that has taught me to be confident and dealing of corporate life that will help me in the future career.

Executive Summery

Banglalink Digital Communications Limited is one of the leading companies in the telecom industry of Bangladesh and holds the second position in terms of market share. The company has a total workforce of around 2300 employees out of which 1195 are temporary workers with a male female ratio of 75% and 25% respectively. Banglalink as an employer highly emphasizes an employee-oriented workplace culture and values the well-being of its employees. Besides, the company focuses on being complaint with all the laws and policies as per Government and state regulations. As per the Bangladesh Labor Law 2006, no temporary employee can work for a permanent nature job on a continuous basis. So to comply with the conditions of this legal enactment the company took decisions to convert its temporary workforce as permanent employees of the organization. Although the company has been focusing on this issue for quite a long time, it could not begin the process until 2013 due to budget constraint. From November, 2013 the company started the process of converting all its temporary staff in various departments to permanent under a project called the Batch Conversion Project. The Project was put into action from November 2, 2013 and since then 5 Batches; each batch consisting of about more 100 employees have been converted to permanent employees. Over a total 500 employees have been converted to permanent. The project is carried out under the direct supervision of the HR and Administration Director and co-ordinated under the HR Operations Unit. The project is aimed not only to maintain legal and compliance issues but also to create a sense of belongingness and motivation among employees through recognising their contribution towards the company by securing their employment and offering various facilities. This project has been welcomed by the employees across departments but there are some underlying issues in the process.

The main purpose of the report is to assess the overall Batch Conversion Process considering the efficiency of the process and its impact on the employees covering various issues employment. Firstly, the assessment of the entire conversion process shows that although the employees are being confirmed as permanent, they are not being upgraded in their position. The level L18 being assigned to them is same for all employees across department irrespective of their tenure of employment with the company. This has aroused significant amount of satisfaction among the employees, especially the senior temporary staff, many of whom have been serving the company for more than 4 years. Secondly, the newly permanent staffs are not receiving a considerable raise in their salary. Those who have served for less

than 4 years as temporary employees are receiving a raise of 7.5% whereas others with great period of service is getting a raise of 10% of their basic salary. The average salary of the temporaries being around Tk 12,500, the increment is not much according to the employees, most of whom are the bread earners of their families. Thirdly, many employees do not have detailed idea of the Batch Conversion Project form beforehand and come for completing formalities to the Head Office with the mere knowledge that they are being converted as permanent. This arises a lot of confusion among the temporaries. Moreover, the process itself involves lot of paper work and manual input of data that makes the entire procedure quite lengthy and time-consuming on both the part of the employees and management.

To solve some the gaps or shortcomings in the project the company has many options that they can undertake. Firstly, the designation and salary issue can be solved by giving the employees an opportunity to sit in an exam and qualify themselves for the next upgraded position with a better salary. Secondly, a meeting session can be held with line managers and HR representative where a briefing about the conversion program will be provided to employees so that they can have an idea of the project. And finally the process can be made more efficient by automating the steps involved which will save both time and paper work of the company.

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Organization Overview

The vision of Banglalink is to empower societies by providing the power of digital communication, enabling everyone to improve their lives, build societies and secure a better future for all. Its mission is to exist to help customers get the full benefit of being connected. Along with the promise “Start Something New”, the company has 5 values which drive how the organization works:

- **Collaborative**
- **Innovative**
- **Truthful**
- **Entrepreneurial**
- **Customer Obsessed**

Being a private limited company, the Board of Directors of Banglalink has a pivotal role to play in meeting all stakeholders’ interests. The Board of Directors and the Management Team of Grameenphone are committed to maintaining effective Corporate Governance through a culture of accountability, transparency, well-understood policies and procedures.

Banglalink offers a number of products and services such as prepaid, postpaid, roaming, device, internet 2G, internet 3G, coordinated Wimax, enterprise solution, value added services, and adjacent business. Its registered office which is Tiger’s Den is situated in Gulshan, Bangladesh, which comprises of open, paperless and green workspace, top class cafeteria, hi- tech meeting rooms and 1 basement parking facilities.

Board of Directors

The Board of Directors and the Management Team also persevere to maintain compliance of all laws of Bangladesh and all internally documented regulations, policies and procedures. Banglalink places a high value on human resource development and the contributions made by its employees. They persevere to maintain a productive and harmonious working environment in the whole organization. In the below, I have shown the operation details, operation network program and hierarchical structure of Banglalink where details were

Perfectly mentioned.

Board of Directors	Designations
Eric Aes	Chief Executive Officer
Anton Landman	Chief Financial Officer
Mike Michel	Chief Marketing Officer
Taimur Rahman	Chief Corporate & Regulatory Affairs Officer
Sanjay Vaghasia	Chief Digital Officer
MD. Nurul Alam	Country compliance officer
Monzula Morshed	Chief Human Resources & Administration Officer
Guy Sadler	Head of Corporate Governance
Jahrat Adib Choudhury	General Counsel & Company Secretary

Pierre Boutros Obeid	Chief Technology Officer

Company Hierarchy Structure

Banglalink follows a structure through which the employees are structured in the organization. That is given below.



Introduction

The most important reason to write any report on any topic depends on the availability or accessibility of the information. In Banglalink Digital I will be provided with the information regarding Training and Development. Another reason is the significance of the topic. Training and Development is one of the most important tools to get job satisfaction and employer's satisfaction. If the training and development is not fruitful then the entire effect will be upon the customers because only satisfied employees can help to reach satisfied and potential customers. Through this report I will be able to know how Banglalink Digital conducts training, how they design it for the development of employees, how they measure the results etc. The last reason for choosing this topic is because being a HR student, the report will help me more to get a clear idea about it.

Banglalink is one of the largest cellular service providers in Bangladesh. Banglalink Digital Communications Limited is a fully owned company of Telecom Ventures Ltd. which is a 100% owned subsidiary of Global Telecom Holding. VEON owns 51.9% shares of global telecom holding following a business combination in April 2011, between VEON Ltd. Wind telecom s.p.a. VEON is a NASDAQ and Euronext Amsterdam-listed global provider of connectivity, with the ambition to lead the personal internet revolution for the 235 million+ customers it currently serves, and many others in the years to come. It offers services to customers in 13 markets including Russia, Italy, Algeria, Pakistan, Uzbekistan, Kazakhstan, Ukraine, Bangladesh, Kyrgyzstan, Tajikistan, Armenia, Georgia, and Laos. VEON operates under the “Beeline”, “Kyivstar”, “WIND”, “Jazz”, “banglalink”, and “Djezzy” brands.

Sheba Telecom (Pvt.) Ltd. was granted license in 1989 to operate in the rural areas of 199 upazillas. Later it obtained nationwide 15-year GSM license in November 1996 to extend its business to cellular mobile, radio telephone services. It launched operation in the last quarter of 1997 as a Bangladesh-Malaysia joint venture.

In July 2004, it was reported that Egypt based OrascomTelecom is set to purchase the Malaysian stakes in Sheba Telecom through a hush-hush deal, as Sheba had failed to tap the business potentials in Bangladesh mainly due to a chronic feud between its Malaysian and Bangladeshi partners. An agreement was reached with Orascom worth US\$25 million was finalised in secret. The pact has been kept secret for legal reasons, considering financial

fallout and because of the feud. The main reason for the undercover dealing was the joint venture agreement between the Bangladeshi and the Malaysian partners, which dictates that if any party sells its Sheba shares, the other party will enjoy the first right to buy that.

Integrated Services Ltd. (ISL), the Bangladeshi partner, was being 'officially' shown as purchasing the shares held by Technology Resources Industries (TRI) of Malaysia for \$15 million. ISL then paid another \$10 million to StandardCharteredBank to settle Sheba's liabilities.

In September 2004, Orascom Telecom Holdings purchased 100% of the shares of Sheba Telecom (Pvt.) Limited. It was acquired for US\$60 million. Sheba had a base of 59,000 users, of whom 49,000 were regular when it was sold. Afterward it was re-branded and launched its services under the "*Banglalink*" brand on 10 February 2005.

In March 2008, Sheba Telecom (Pvt.) Limited changed its name as Orascom Telecom Bangladesh Limited, matching its parent company name.

In July 2013, following the 2011 ownership restructuring in the parent company, the company name changed for the second time to Banglalink Digital Communications Ltd.

Training and development

Training and development is a function concerned with organizational activity aimed at better in to the job performance of individuals and groups in organizational settings. It can be arranged by the organization and it might include variety of educational techniques and programs that can be attended on a compulsory or voluntary basis by stuff.

Objective of Training and Development

Training and development is a very important part of HR in any organization. This just not only help the employees, in the long run it helps to fulfill the goal of the organization. The main objective of training and development are discussed below.

- Increased Productivity: Training increases the productivity of employees.

- **Quality Improvement:** An important aspect of training and development is to improve the quality of work and services of the employees.
- **Learning Time Reduction:** Another objective of training in HR is that, company wants to reduce time for any types of work by the employees. But sometimes employees cannot manage work in times. So training help those to reduce time in work load.
- **Safety First:** Safety of anyone, either he is worker, an officer or a customer, is the most important thing. So safety training is also needed for the employees. The better the employees good at handling instruments the better they are trained for safety issues.
- **Labor Turnover Reduction:** Training ensures that it will help to reduce the labor turnover rate again and again because training gives the employees strengths and confidence to face any type of situation.
- **Keeping Yourself Updated with Technology:** Technological training is very important because every now and then new inventions are coming. If the employees are not updated on the use of it, it will be difficult for them to work with it. So training help the employees and this is another objective of the training and development.
- **Effective Management:** One of the primary objectives of training and development is to raise a new and improved management which has the capability to handle the planning and control without anything wrong. So training helps to improve the management skills among the employees.

Training and Development of Banglalink

In Banglalink Training and Development is usually arranged by the HR. Most of the training is done outside the head office in different premises. Based on the demands of needed development training are arranged. All the training is not same. For different level of employees different types of training are arranged. For example a training which is for the growth of the development of a midlevel manager, only those managers can attend those. From every team in every department employees are sent for the trainings. Their line managers chose who needs the training most. Most of the training is mandatory to attend at Banglalink. During my internship period I have seen my line manager and other managers attending two trainings.

There are various methods of training, Cognitive and Behavioral method. Before the training both the trainers and the trainees need to know both the methods and the objective of providing these types of training.

Cognitive methods are more of giving theoretical training to the trainees. It helps them to increase written, verbal communication skills and knowledge on the current things on going through the world. It gives them clear concepts on various theories related to their work and tries to give them vast knowledge on it. This type of training program helps the employees to grow more and also justify their working experience with different theories. Banglalink provides Cognitive training to their employees. In cognitive training there are different ways through which Banglalink follows. They are

- **Training by lecture:** Employees are given lectures on various things on the training period.
- **Training by demonstration:** Employees are shown videos, slides etc. to be trained.
- **Training by discussion:** First employees are given lectures and demonstration and after that they are encouraged to discuss about what they think or what the questions are or say they have to discuss. It helps them to clear their concept.
- **Computer based Training:** Sometimes employees are given computer based training if needed. For example new software has come and the employees need to use it in a daily basis. So before starting using them they are trained.

Behavioral Training is more of giving practical knowledge in the training period to the trainees. This method helps the trainees to behave more in an actual scenario. At Banglalink behavioral approach is used for developing the skills of the employees. This type is used most of the times to increase or to add value to the employees' skills.

- **Game and Simulations:** Fun games related to skill developing are played. That helps the employees to show their skills in a fun way so that they can have a long lasting impact on their work.
- **Role Playing:** Role playing allows a learner to assume the role or task of a job by practicing or simulating real working condition. The objective is to learn, improve and develop upon the skills or competencies necessary for specific position.
- **In Basket technique:** This is the most useful technique applied in trainings. At Banglalink it is a method of acquainting new or promoted employees with the

complexities of their jobs by presenting them with a range of problems they might find in their “in basket” when they take up that job. It helps in acquainting employees about their job where a number of problems are kept in the “in basket”. The trainee has to look at the problems which could also be complaints from different employees of different or same departments and simultaneously deal with those problems. As much as the trainees solve the problems, he transfers them to the “out basket”.

There are more future oriented and more concerned with employee’s education dependent trainings that help the managers to make them a better performer. Manager development training is further divided into two parts. They are:

- On the Job Training
- Off the Job Training

At Banglalink from midlevel to top level managers all of them have these trainings. These help them to increase their ability to achieve the goal and flourish their leadership quality.

On The Job Training:

A manager can have his training while he is on the job. Four types of techniques are applied at Banglalink for the development of a manager.

Coaching: Coaching is one tool that can be used to assist others development. At Banglalink the purpose to coach the managers are to reduce the impact of change whilst maximizing personal and professional scope of improvement for growth.

Mentoring: Mentoring means providing guidance, direction and career advice. At Banglalink managers get their senior level managers as their mentors. They take every type of help to take decisions or to do something.

Job rotation: Job rotation is interchanging the jobs of employees within the same department or organization. At Banglalink, job rotations are done very often. It helps the employees to know their potentials and also help them to learn new things. It helps the managers to have a good knowledge about all the works done in any department.

Job Instruction Technique: By this method the trainer demonstrate the task or the skill to the trainee, allows the trainee to copy or mimic the task shown and finally taking the

feedback from the trainee. This method helps the trainees to know more specifically the works he needs to do. At Banglalink employees are trained step by step.

Off The Job:

Off the job training is employee training which sites away from the actual workplace and it can be a day long or for few days long training. It helps the trainees to get their confidence as well as make them prepare to take the work load of the workplace.

- **Case study method:** This method is very much practiced method at Banglalink. In the training session, many types of issues which Banglalink has faced so far are given to see how the trainees simulate. They try to generate new ideas to counter the problems they face. It helps them to increase their decision making capabilities. It also teaches them how previous issues were solved and how cost effective way can be could have been used to solve the problem.
- **Management Game:** This method of training is very helpful for the managers. This is based on an artificial environment that simulates the real situation in the management of the organization. At Banglalink they also practice various types of business games.
- **Outdoor Seminars:** Outdoor seminars are also arranged at Banglalink. But only the top level management can attend those. Usually these are conducted in outside the country. At Banglalink, the top level managers also attend seminars outside country where the other country subsidiary managers participate.

Apart from these training, Banglalink also have SAP (Strategic Assistant Program) where they train the best of best. These are those employees who are chosen from thousands of candidates and they have to go through many steps to get selected. So they are also trained in special way with many on going and off going jobs. They are always in follow ups because their job is to work directly with the CEO of Banglalink.

Importance of Training and Development

Training and development is one of the most important aspects of HR and in any organization, MNC or local, training is need for the improvement and development of the

employees as well as the organization. At Banglalink HR has also acknowledged the importance of training and development and these are given below

- ❖ Acknowledgement: Training and Development gives acknowledgement to the employees and make them more capable of perform their duties.
- ❖ Adaptability: In training employees face many things like role playing, case studies, business games etc, these increase the adaptability of the employees.
- ❖ Behavior: Training brings behavioral changes in any employee. Before training the employees may not have the confidence, training transform their behavior and give them confidence.
- ❖ Culture: The corporate culture of Banglalink is very friendly and they also have the most neutral type of culture. Training brings the employees all together and helps them to think themselves as team.
- ❖ Addressing weakness: Training and development help the employees to overcome their weaknesses. Trainers know the weaknesses of their employees, so the training helps the employees to become strong and confident.
- ❖ Growth: Growth is needed in every organization that depends on the employees. So if the employees are well trained the growth of the organization is confirmed.
- ❖ Improving Performance: Training ensures improved performance of the employees.

Banglalink has one of the most skilled employees which is ensured because of the fruitful training and development of the organization. They value their employees and that is the reason of they consider their employees as their resource and they want to retain their employees.

Performance Appraisal:

Performance Appraisals is the assessment of individual's performance in a systematic way. It is a developmental tool used for all round development of the employee and the organization. The performance is measured against such factors as job knowledge, quality and quantity of output, initiative, leadership abilities, supervision, dependability, co-operation, judgment, versatility and health. Assessment should be confined to past as well as potential performance also. The second definition is more focused on behaviors as a part of assessment because behaviors do affect job results.

Process of Performance Appraisal:

1. **Management by Objectives:** It means management by objectives and the performance is rated against the achievement of objectives stated by the management. MBO process goes as under the following statements:

- Setting goals and desired outcomes for each subordinate
- Setting performance standards
- Comparison of actual goals with goals attained by the employee
- Establish new goals and new strategies compared to previous year.

2. **Psychological Appraisals:** These appraisals are more useful in assessing employees' potential for future performance. It can be done in many forms such as in-depth interviews, psychological tests, and discussion with supervisors and review of other evaluations. It is more focused on employees emotional, intellectual, and motivational and other personal characteristics affecting his performance. This approach is time consuming and costly but can be useful in long term perspective for the employee performance, considering his/her potential. However, quality of these appraisals tests mainly dependent on the skills of psychologists, who perform the evaluation.

3. **Assessment Centers:** This technique was first developed in USA and UK in 1943. According to assessment center theory, managers come together to have their participation in job related exercises monitored by trained observers. It is more focused on observing the behavior across a series of select exercises or work samples. Assesses are requested to participate in in-basket exercises, work groups, computer simulations, role playing and other similar activities which require same attributes for successful performance in actual job. The factors that assessment center emphasizes are assertiveness, persuasive ability, communicating ability, planning and organizational ability, self-confidence, resistance to stress, decision making, sensitivity to feelings, administrative ability, creativity and mental alertness etc. Those who are not selected for this assessment may feel left out.

4. **360-Degree Feedback:** It is a technique which is systematic collection of performance data on an individual group, derived from a number of stakeholders such as immediate supervisors, team members, customers, peers and self. In fact anyone who has useful information on how an employee does a job may be one of the appraisers. This technique is

highly useful in terms of broader perspective, greater self-development and multi-source feedback. 360-degree appraisals are useful to measure inter-personal skills, customer satisfaction and team building skills. However on the negative side, receiving feedback from multiple sources can be intimidating, threatening etc.

Performance Appraisal at Banglalink:

At Banglalink, performance appraisal is done once in the beginning of the year. In the beginning of every year, some objectives are set to achieve for every employee. Throughout the whole year they need to achieve those objectives within a given time. Individual percentages are allocated for each objective achieved. Annually those percentages will be added. There are five values based on which employees need to evaluate themselves. Then the employees will seat with their line managers and they have to justify them the reasons of their evaluation, do they really deserve or why they deserve. After this session, line managers also evaluate them with a percentage. The previous percentage and this percentage are added together and 70% of this will be taken. The rest of the 30% is the company performance. These are the revenue and the EBIT. The total percentage will evaluate as the performance appraisal of the employee. Based on this performance appraisal an employee gets increment and performance bonus.

Reward Policy of Banglalink:

At Banglalink, employees are rewarded based on their performances. There are some rewards policies that Banglalink follows. They are

- Promotion: Employees are promoted to higher positions if their performance is outstanding
- Increment: Employees are given increment to their actual salary
- Performance Bonus: Based on the performance employees are rewarded with performance bonus. For example, 2% of the revenue earned by the employee will be given as performance bonus.
- Foreign Training: Sometimes employees are send to foreign countries for training. It gives them chance to get new experience as well as recognition as a better performer in the organization.

- Foreign posting or assignment: Sometimes foreign assignments are assigned to the employees as reward. Foreign trips are seen as very reputed rewards as Banglalink. People take it very positively and it increases their KPI.
- Cost of living adjustment: As reward employees get living adjustment for example house rents, bills etc. facilities.
- Spot recognition: When an employee does outstanding performance he gets a spot recognition for his or her work. People know their work and their hard work comes to color when they get recognition for their work.
- Other remuneration: Employees are often rewarded with transportation benefits, gift hampers, all-expense paid trips.
- Terminal Benefit: If an employee is terminated for some reason, he or she will be given three months of basic salary before departing.

Motivational Factors for employees

In Banglalink, the employees are highly motivated and HR always keeps that in mind. Because only motivated employees can work hard or give their best effort to the organization. So Banglalink follows some steps to keep their employees highly motivated. They are:

- Job Status: Banglalink is a big brand and it has a brand value in the market. So the employees working here get a job status that increases their social status in the society.
- Challenging work environment: Banglalink has one of the most competitive and challenging work environments. It works as a motivational factor to some employees. It gives them motivation to work harder and do better performances.
- Reward Policy: The reward policy of Banglalink is a big motivational factor for the employees. It gives the employees to achieve their goals in the given time.
- Insurance Policy: Employees are given different types of insurance policies such as health insurance, security and safety policies, maternity policies etc.
- Working hours and overtime: The working hours of Banglalink is very flexible and overtime are quite well paid.

- Cafeteria facility: Banglalink has a well-spaced and modern cafeteria. The employees do not have to bring it from home and the amount allocated for the food is very cheap against the quality.
- Pick and drop service: Banglalink provides freit service for the employees. Buses in different locations of Dhaka are given so that the employees do not need to take any hustle coming to office.
- In house doctor availability: A doctor and a nurse is appointed at the premises for the whole office time so that in case of any medical emergency they can get the service. It motivates the employees to take pressure of work.
- Yearly outing program: Employees are taken to different places inside or outside country within the department. It helps them to refresh their mind, strengthen their bond and motivates.
- Cultural Program: On every occasion, cultural programs are arranged so that the employees don't feel left over and loaded with works. For example on PohelaBoishakh, PohelaFalgun, 21st February etc days, programs are arranged. Employees as well as their family members can enjoy these.
- Participation in sports: Different types of sport events for example cricket match, football match, table tennis etc sports events are held. It gives the employees some refreshment in the busy schedule and to release their pressure. It helps to be more focus on their work.
- Leave Policy: The leave policy of Banglalink is better than any work place. They have the highest amount leaves including sick leaves, urgent leaves etc.
- Yearly employee award: An award ceremony occurs every year at Banglalink. There the best employees, best performer etc awards are given to the employees.

Overall Analysis

From all discussion it can be said that Banglalink maintain their employees training and development program in standard way. And they also provide fringe benefits and scope of large growth in the career of all employees. It can be said that in the long run Banglalink's managemnet is doing well for the betterment of the company to run in Bangladesh.

Findings

There are some important findings i found while doing my internship. Those are

- The concept of training for new employee is to teach them the basic skills to perform competent in the organization.
- The concept of development means improving the quality of employees by poviding them proper training.
- The employees of Banglalink are trained by different method and different training process in different band levels.
- The training for the employees of Banglalink help them to stand out the five values. They are mostly judged by them.
- Performance appraisal process of Banglalink is one of the most trusted and best methods followed by any other MNC's.
- The training and development process of Banglalink help the employees to take decisions and also make them to perform any other duties other than the job description.
- Motivational theories are well used at Banglalink's training and development, so the employees really are well motivated and work harder to improve their performance as well as to acheive the goal of the organization.
- My experience at Banglalink has been very well educative and playful. I got to know apout the corporate culture and also how works are done at office. As an intern I didnt get any chance of training individually but I followed the guidelines by my line manager and I took them as training for my future career.
- The security and safety issues are taken very seriously at Banglalink and they value each employee's safety.

Things I learned from the Internship program

The internship of three months long program has helped me to develop some skills. The difference between the bookish knowledge and the on hand learnings are the most important obsevation that made me determined to be confident in building a career.

Banglalink has helped me a lot and gave me a great chance to explore and get a taste of the real corporate world. Some skills that I have gained from here are discussed below.

Analytical Skills: Banglalink Digital gave me an opportunity to enrich my analytical skills. It includes both the finding problem as well as solving them. Even often I had to face such type of situations like arguments, where both end of the stories were correct from their end. At that time I learned how they took decisions and every one granted the decision. Respecting each other's perspective the employees behaved in a very professional way. That was an important trait I learned.

Communication Skills: My communication skills were good but the way I got the chance to communicate with new people and maintaining a professional behavior was something that is very important to boost my career. Meeting vendors or be present in a meeting, I learned how works are done and how managers deal with the clients as well as the vendors.

Listening Skills: For most of us, we might think that listening is very easy task, but in the corporate world I got my reality check on it. Listening to all the things from the supervisors and working on it according to their need was an important task. Though in the beginning I failed, but gradually I grasp the skills and got good remarks from my superiors.

Diplomatic Skills: Though I did not face any big issues while working but a vendor had some issues and he was someone who was not ready to accept the terms and conditions by my managers. So I was able to persuade him a bit and got them into the contract with Banglalink.

Recommendation

There are some recommendations that Banglalink can follow to improve and do better than their competitors. They are

- Banglalink's network has a lot of problems. They should regulate more controls on improving networks.
- The call rate and net ret can be decreased than the competitors.
- The training of mid level managers are done inside the country but they can also arrange trainings outside the country like for the top level managers.

- The employees of Banglalink has to take a great pressure on them each day, so they just can recruit some more employees to reduce the stress of employees.
- The recruitment process is still not automated at Banglalink. So they can make it more digitalised.
- The head office of Banglalink is at Gulshan 1, Tiger's Den is a rented office, if they can have their own building office they can save a big amount of money.

Conclusion

Banglalink Digital was introduced in 2005. It came and was able to get its target customer with the lower tariff rate. Within a very short time they gave tough competition to the leading telecom company Grameen Phone. Gradually the success has been possible for its strong operating HR. I am very proud to be a part of this internship program at Banglalink. Here I learned in details about the training and development, administrative works, performance appraisal etc. I was able to apply my knowledge of HR.

Report on the training and development in the department of HR & admin of Banglalink Digital, is a part of a credit course of my BBA program. I learned so many things from this report, about its different training processes, appraisal system, motivational system etc. This report will assist me to build up a better career in the job section.

References

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