



Inspiring Excellence

BRAC UNIVERSITY

INTERNSHIP REPORT

ON

**TRAINING COORDINATION AND FEEDBACK EVALUATION:
A CASE STUDY ON ROBI AXIATA LIMITED**

SUBMITTED TO:

AHMED ABIR CHOUDHURY

LECTURER

BRAC BUSINESS SCHOOL

BRAC UNIVERISTY

SUBMITTED BY:

SHOSHI JOPOMALA ROZARIO

STUDENT ID-13104155

BRAC BUSINESS SCHOOL

BRAC UNIVERISTY

SUBMITTED ON: 28/08/2017

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COURSE ID: BUS 400

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Letter of Transmittal

To

Ahmed Abir Choudhury

Lecturer

BRAC Business School

BRAC University

Subject: Submission of Internship Report on “Training Coordination and Feedback Evaluation: A Case Study on Robi Axiata Limited”

Sir,

With due respect, I am pleased to inform you that I have successfully completed my 90 days internship at Robi Axiata Limited, under the supervision of Ms Nadira Khan, General Manager, Talent and Development, People and Corporate Division to partially fulfill the requirements course BUS400 of your supervision. The topic of my internship report is “Training Coordination and Feedback Evaluation: A Case Study on Robi Axiata Limited”, which covers my entire internship experience at Robi Axiata Limited. Throughout my internship, I got an insight into how the People and Corporate Division, which is a core component of Robi Axiata Limited, works to ensure employee’s development through the talent and development departments within. I also got to communicate with employees from other divisions which altogether gave me a good understanding of the corporate culture.

On an ending note, I would like to thank you for your encouragement and support which inspired me to work enthusiastically and I am extremely grateful to you for your constant guidance and support regarding the completion of my internship report, throughout the semester.

Sincerely Yours

Shoshi Jopomala Rozario

ID: 13104155

Acknowledgement

The completion of this undertaking report I really would like to thank Almighty for his tremendous blessings upon me to successfully complete this internship report, with the enthusiasm, strength and zeal needed. It could not have been possible without the participation and assistance of so many people whose name not all may be specified.

Next, I would like to express my immense gratitude towards my advisor, Mr. Ahmed Abir Choudhury, for his guidance and supervision in every part of the report where I required help, during my internship period.

It has been my good fortune and honor to have worked with certain individuals at Robi Axiata Limited, whose guidance and support has helped me significantly in this report. Firstly, I would like to thank my supervisor, Ms. Nadira Khan, General Manager, General Manager, Talent and Development, People and Corporate Division. Most importantly I would be thankful to Mr. Manjurur Rahman, he has been my direct supervisor and has assigned me most of the work throughout my internship period. Secondly, I would like to thank Ms. Rawnak Afroze, Specialist, Resourcing, People and Corporate Division, who has assigned me work and helped me to do some new tasks. I would also like to thank Mr. Sanjoy, Maruf, Ms. Afreen, Ms Oruna, Ms Zurat, Mr Lutful, Mr Shazzat, Mr Zakir, Mr Zaved, Mr Raihan for helping me in the best possible manner to accomplish the tasks assigned, that were very much new to me and would not have been possible for me to perform them accurately without their guidance.

And finally, I consider myself extremely fortunate to have had the guidance of all the faculties and mentors throughout my 4-year Bachelor of Business Administration program at BRAC University, which has shaped my perspective and insights for facing the real world career challenges, besides helping me prepare a fruitful report.

I also want to give thanks to my family and friends who tried their best to encourage and support me to up doing these tasks. Lastly, my fellow intern mates, for giving me some ideas and techniques which are required to so the jobs smoothly and soundly.

I cordially thank to all.

Executive Summary

As we know, an organization believes that the key to success of an organization is its employee; therefore this internship report contains or covers the employee performance development from the perspective of Robi Axiata Limited. Employee issue is very important issue for an organization and it can be either individual or team based which can affect to the overall company. To ensure the improvements on the employee overall performance at the workplace, training helps the most. To make a stand on this I did a training feedback survey on the employee of Robi Axiata Limited. I categorized the employee into two different parts. First one is the existing employee and second one is the new joiner of last three months Robi. For the existing employee I took data from three different training programs which were held during my internship period. The training programs are 1) Movie Show, 2) Training of trainers and 3) Meet the Leaders. The primary objective of this report is that training improves the overall performance of the employee. There are some primary objectives too. In the analysis part, I did the hypothesis testing and cross tabulation analysis to stand my objectives and it is proved that training improves the overall performance of the employee. I find that, employees are more likely to attend refresh mental training program and the demand is at least three times in a year. I have divided my recommendation part into two parts. The first one is for the overall organizational perspectives and the other one is for the internship period. Therefore, at last I concluded my report with the proven analysis is training programs help the employee to get motivated, to improve their work efficiency, the work interest and so on.

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Chapter 1: Organizational Part

1.1 Company Profile

Robi Axiata Limited is the one of the most popular mobile telecommunication service provider in Bangladesh. The first merger company in telecom sector of Bangladesh is Robi Axiata Limited. The merger of Robi and Airtel, the merger company is now known as Robi Axiata Limited. Having successfully completed the merger process, Robi Axiata Limited is emerged the second largest mobile phone operator position in Bangladesh and now it has approximately 3.2 million active subscribers.

Besides, Robi Axiata Limited is a dynamic and leading countrywide GSM communication solution provider. Robi Axiata Limited is a joint venture between Axiata Group of Malaysia, Bharti Airtel, of India and NTT Docomo Inc., of Japan. Axiata holds 68.7% controlling stake in the entity, Bharti holds 25% while the remaining 6.3% is held by NTT Docomo of Japan.

The company provides widest network coverage to 99% of the population with over 13,900 on-air sites of which over 8,000 are 3.5G sites. Robi is the first operator to introduce GPRS and 3.5G services in Bangladesh. The organization has presented numerous first of its kind computerized benefits in the nation and has put vigorously in taking portable monetary administrations to the underserved groups in the country and semi-urban zones. Robi, as a socially responsible brand, has taken up various Social Corporate Responsibility activities in the territories of ICT-Education, Health and Environment with a view to contribute towards the supportable improvement of the nation. The company commenced operation in 1997 as Telekom Malaysia International (Bangladesh) with the brand name 'Aktel'. In 2010 the company was rebranded to 'Robi' and the company changed its name to Robi Axiata Limited.

In 2016, Robi Axiata Limited conducted the first merger in the history of the telecommunication sector of Bangladesh, when they merged with Indian Telecom Airtel. Robi is also the proud sponsor of the Bangladesh National Cricket Team (The Tigers) and has always been involved with different campaigns related to the sport.

1.2 Vision

The vision of Robi is

“To be a leader service provider in Telecommunication sector in Bangladesh.”

1.3 Mission

The mission statement of Robi Axiata Limited is the ambition for future, to set a common direction for new brand, a framework for all strategic planning. Likewise, Robi’s mission is to empower their customers. They claim that,

“We are there for you, where you want and in the way you want, in order to help you develop, grow and make the most of your lives through our services.”

1.4 Three Principal and Purpose of the Robi Axiata Limited

There are three guiding principles and purpose which are stated below considered as the heart of Robi Axiata Limited, which are followed with all due diligence.

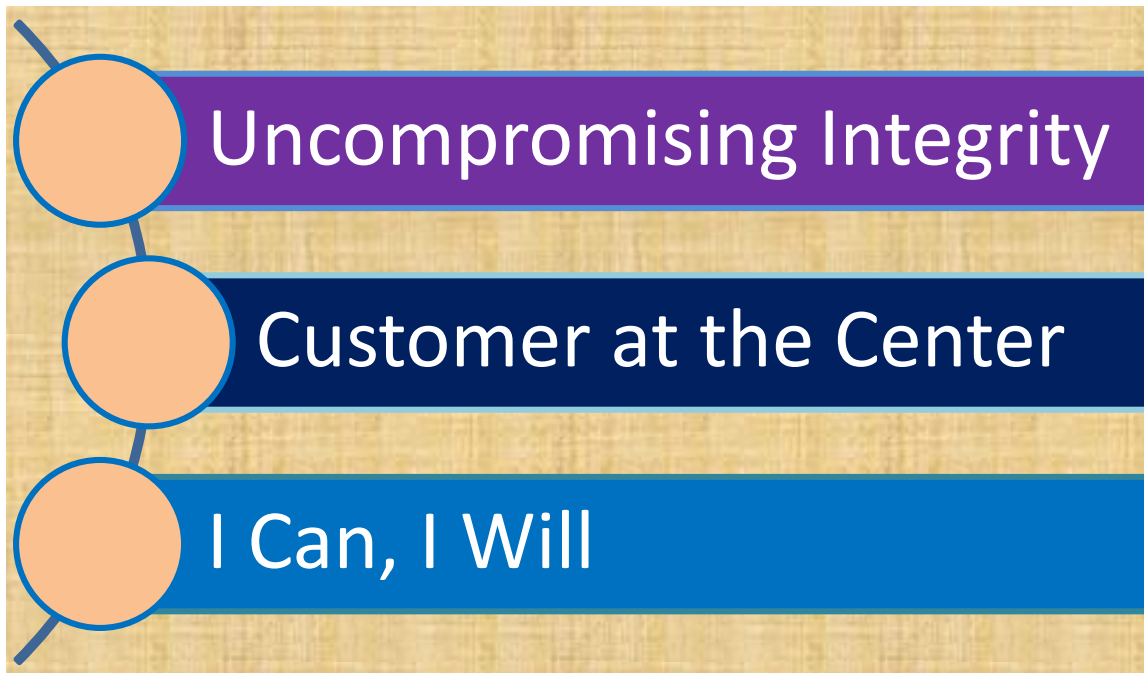


Figure 1: Three Principal and Purpose of the Robi Axiata Limited

Uncompromising Integrity: Robi intends to licitly, ethically and morally perform its actions correctly while ascertaining fairness and veracity. It intends to listen, seek to understand its stakeholders and encourage open dialogue to communicate in a better manner. It tends to be passionate about their core principles whilst treating others with value and respect. Moreover, Robi intends to be held accountable for all its actions towards its stakeholders and the community, and believes in correcting its mistakes and learning from them.

Customer at the Center: Being customer-centric is a core philosophy at Robi, delivering to customers in terms of value, quality and satisfaction. Robi intends to create a worthwhile customer experience at every point of its operation, be it in sale or post-sale, with emphasis on simplicity as its guiding route to provide such dedicated services. It further intends to provide innovative solutions in the most ethical manner in every aspect of its work whilst striving to be better than competitors in achieving the goals and keeping their customers happy.

I Can, I Will: In its last guiding principle and purpose, Robi accentuates on putting relentless effort towards engendering the desired outcome by seizing and executing opportunities at the right time. It intends to surpass its scope to strive for and achieve excellence by doing what it takes to distribute desired results without waiting for delegation. Lastly, it wants to go the extra miles to ascertain prosperity of its desired goals, to make them attainable.

1.5 Management Structure

The management hierarchy of Robi Axiata Limited is a tall structure. The management is led by the Managing Director & Chief Executive Officer, Mr. Mahtab Uddin Ahmed who is the first locally appointed CEO of any multinational telecom company in Bangladesh as of yet.

Below the CEO are the Chief Operating Officer (COO), Chief Technological Officer (CTO), Chief Corporate and People Officer (CCPO) and Chief Financial Officer (CFO).

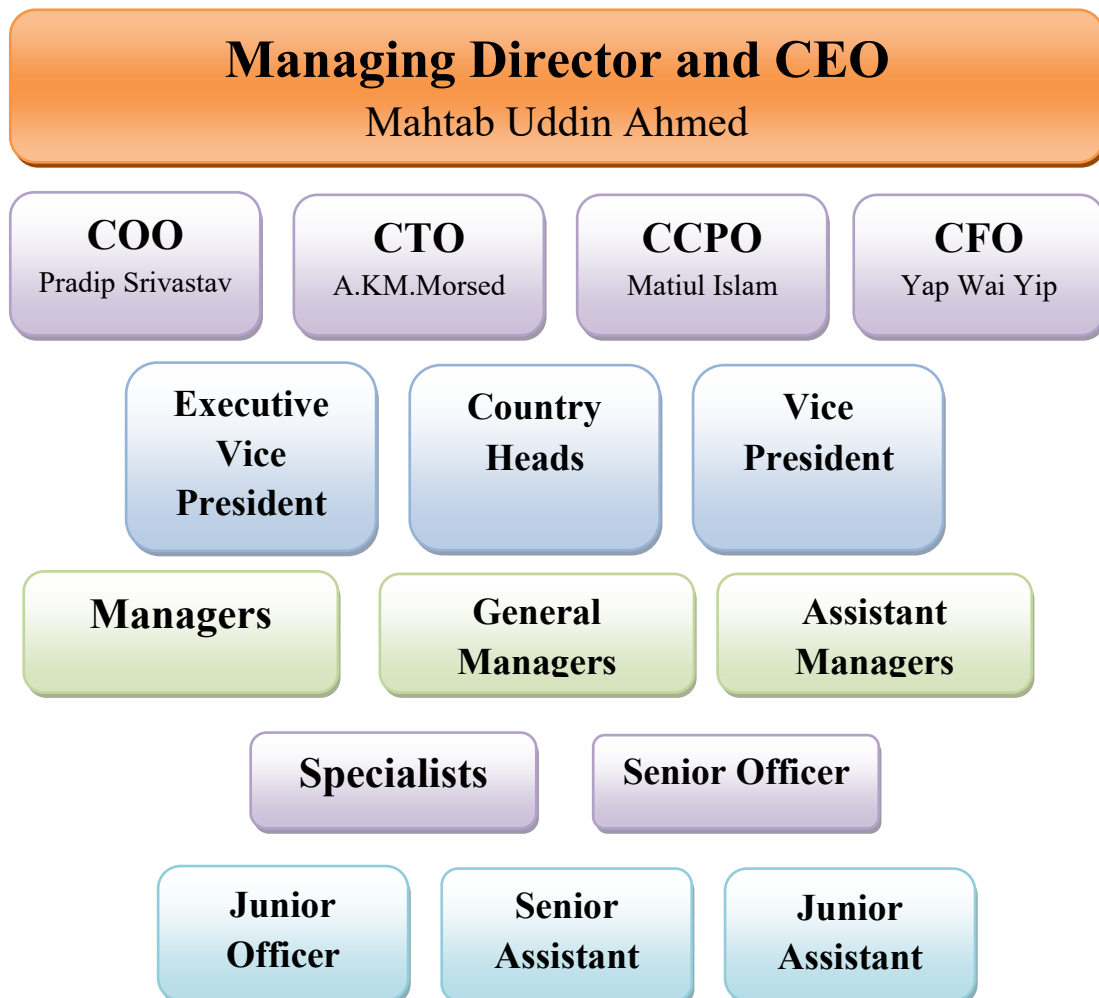


Figure 2: Management Structure of ROBI

Every department has a Vice President and Executive Vice President. They are reported directly by the General Managers or Line Managers of each team. The managers and assistant managers' reported to their line managers. Below the managers are the specialists and executives. The entry level positions are of Junior Officers and Assistants.

1.6 Division:

The following table shows the divisions of the Robi Axiata Ltd.

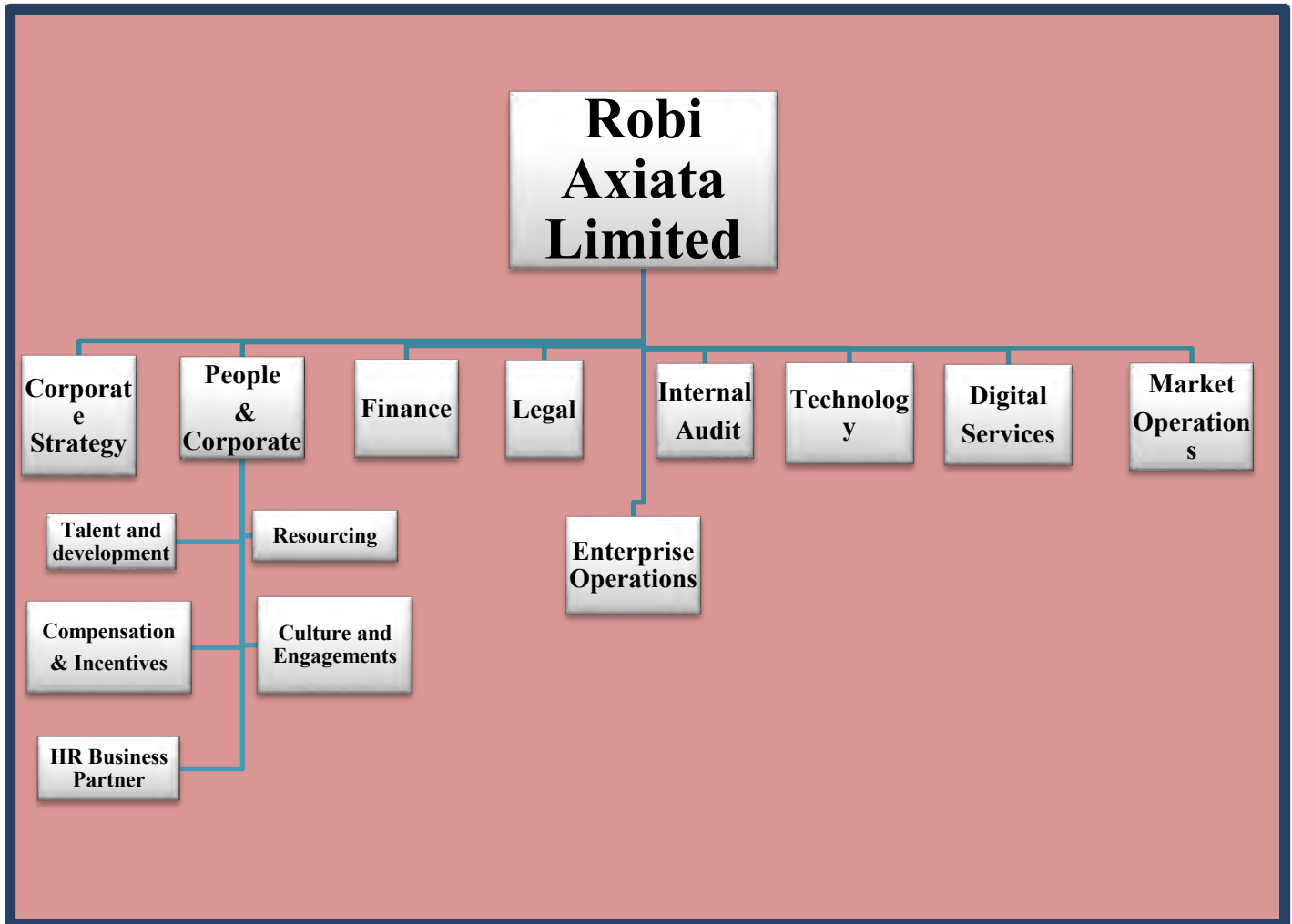


Figure 3: Divisional Structure of ROBI

Each division has several departments. These departments are further branched out into different teams with individuals who specialize in those sectors. All the divisions work individually and contribute equally towards the business process of Robi Axiata Limited. These are nine divisions in Robi, and each has several departments beneath it. As I was a part of the Finance Division, in Channel Operation team under FAMR department, my access was limited till the finance division.

1.7 Products and Services

Robi Axiata Limited Company provides different types mobile telecommunication products and services all over the Bangladesh. Such as

- Prepaid
- Postpaid
- International Roaming
- Video Calls
- Internet Packages
- Wi-Fi Support
- Robi Cash App
- A mobile Payment Service app that enable users to pay the utility bills
- Make Easy Load Purchase
- Acquire train tickets from their device

1.8 Talent and Development Department of Robi Axiata

During my internship period, I worked **Talent and Development Department** under **People and Corporate Division** of Robi Axiata Limited. This department mainly works for the employee development at Robi Axiata Limited. There are 4 members in this department with specific designation. Therefore, the hierarchy level of this department is given below:



Figure 4: Hierarchy level of Talent and Development Department

Some activities are done by this department for their employee development. The main activities are-

1. RADP : Robi Axiata Development Program
2. GADP : Group Axiata Development Program
3. YTP : Young Talents Program
4. Learning Week
5. Arranging different types of training programs

1.9 Summary of my Internship Experience

From the 18th April, 2017, I started my internship at Robi Axiata Limited in the talent and development department under People and Corporate division. First few days, I observed all the works done by the employees as because no one engaged me in any work due to my laptop ID and Password. After getting the ID and password of my laptop, Mr. Manjurur taught me how to keep records or maintain the database of the training attendance, feedback, training evaluation measurement and so on. Mrs Nadira my supervisor always gave me direction how to do all the tasks and all. Apart from the talent and development department, I also did a lot of work. Most interesting part of my internship period, I collected funds from the employees for different purposes and Mr. Maruful gave me a surname “Chadabaz”. I learned a lot of thing from Robi Axiata Limited. From Mrs. Afreen, how she talks attracted me, from Mrs Zurat, how to handle all the financial ups and downs and everything, from Mrs Oruna how to handle all the people and so on. After two weeks, I got my intern mates who were so helpful during my internship. As because I was a part of talent and development department, I got so many opportunities to attend different types of training programs and acquire outer knowledge during my internship period. I met with Imdadul Haque Milon and Shoummo Sarkar through learning week and knew about their experiences. During my internship period, I have enjoyed my works a lot because all the employees were very friendly and helpful. Is has helped me to maintain discipline, adopting with new environment and learn to work with responsibilities. By this on 17th July, 2017, I completed my internship.

1.10 Summary of my key responsibilities during Internship

In Robi Axiata Limited., I did a lot of work of different departments under people and corporate division during my internship period. The key responsibilities are given below.

- Scanning
- Photocopy
- Making phone calls for different purpose for internal and external issues
- New joiners personal filing
- Attendance Database maintenance for different training programs
- Collecting funds for different purposes
- Write up the details of different claim process
- Did the bill claim procedure
- Profile Analysis of some employees
- Training evaluation measurement
- Training evaluation database maintenance
- Made the costing draft

1.11 Some training related tasks done by Robi Axiata Ltd. during my internship

- Send employee for the international training
- TOT (Trainings of Trainer)
- Meet the leaders
- Movie Show
- Lynda.com KeepUp Session
- New Joiner Orientation
- Learning week
 - Meeting with celebrities
 - Kaizen
 - Yoga & Meditation
 - Reading contest
 - Answering the Question

Chapter 2: Origin of the Report

2.1 Introduction of the Project

An organization believes that the key to success of an organization is its employee. An organization also considers its employee as an essential and valuable asset for the company. Generally, employee plays a crucial role in an organization.

One organization's success, popularity and profit primarily depends on its employee's performance. Customer satisfaction, finished products or service, the quality product etc. all are depending on the employee performance. Altogether these things are directly or in directly connected with the employee's performance. Or we can say that all are interconnected. For example, the organization's success depends on the customer satisfaction as because without them one organization cannot earn or gain profit. Although, this customer satisfaction relays on the outputs, the qualities and the services of the product and service. To confirm the better quality product or service, the employees have to make sure their quality and high performance and dedication towards their work. Therefore, we can say that directly or indirectly, the organization's success depends on the each employee's performance. To make sure the better performance of the employee training acts as the most effective factors. As because, the training helps to motivate the employees towards for improve their performance. Training motivates. Therefore, we can put all these in a circle and show the interconnections.



Figure 5: Link Between Training and Organizational Success

2.2 Problem Statement

Employee issue is very important issue for an organization. Employee issue can be either individual or team based. An individual or team or both issue regarding employee can affect to the overall company.

In Robi Axiata Ltd. there are also many problems regarding employee. Sometimes employee become less or zero motivated, getting less interested to do the same tasks again and again, the performance rating go down etc. All these things bring a negative change of a company. Therefore, one employer have to give more emphasize to this employee issue to prevent the negative change in the organizational culture.

2.3 Purpose of the Project

The main purpose of the project is to identify the employees' issues and give a thought over this and find the best solution to overcome the problem. An appropriate training can improve employee's efficiency and performance and motivated them towards their work. Trainings also vary from employee to employee, department to department, and so on. From this project, we can find out the result whether the training programs are really effective or not towards the employee and their works.

The main or primary objective of this project is “**Training improves the overall performance of employee**”. To verify the primary objective, I have set some subsidiary objectives which will help to prove the main objectives.

- Training improves the employee performance by motivating them
- Training leads towards new way of thinking
- Training develop the employee work efficiency

2.4 Training and Survey Details

To verify the main objective of this project, I did survey on the feedback of the training programs. I categorized the feedback survey into two groups.

- Feedback from the Existing Employee
- Feedback from the New Joiners

For the feedback of the existing employees, I did my survey of three different training programs, which was done at Robi Axiata Ltd. during my internship period.

1. TOT= Training of Trainers
2. Meet the Leaders
3. Movie Show

The questionnaires of both groups are attached in the appendix 1.

I took 50 samples of new employees of their orientation program and 45 samples of existing members in which 15 samples for each training program.

2.5 Small description about the training programs

2.5.1 Meet the Leaders

Meeting with the top level management team and talk with them, inspired the other employee. Robi Axiata Ltd. arranged a training program for the employee of Robi who would consider as future leaders. Here, the management team of Axiata Group came and talked with the employee.

2.5.2 Movie Show

Every people like to watch movie. If movie show become a part of training program, it looks more interesting. Robi Axiata Ltd. arranged a motivational movie show for some existing employees. This program was arranged based on leadership skills. After the movie show, there was a session on leadership based on movie. This movie show training program was highly appreciated by the trainees. It was one kind of recreational training for them.

2.5.3 TOT- Training of Trainers

The people who have the capabilities to become good trainers in future, Robi Axiata Ltd. wants to utilize those assets for the organization. Therefore, they pick those people and arrange a training program for them to develop their qualities.

2.5.4 New Joiners Orientation

In the new joiner orientation program, the new joiner of the Robi Axiata Ltd, get an overall overview of the rules and regulations, compensations and benefits etc. of Robi Axiata Ltd. This program is arranged on the 1st, 2nd, 3rd and 16th of each month. And it is a day long program for the new joiners.

2.6 Hypothesis Testing

To stand up my main objective I did **Hypothesis** analysis along with the **Cross Tabulation** and **Graphical Analysis**.

1. **Overall rating of the Training Program:** Hypothesis to know which training program obtain good ratings

Here, μ_1 = Existing Training Program

μ_2 = New Joiners Orientation Program

- **The Null Hypothesis is** “The Existing Training Program rating is equal to the New Joiners Orientation Program.”

The equation form is $\mu_1 = \mu_2$

- **The Alternative Hypothesis is** “The Existing Training Program rating is greater than the New Joiners Orientation Program.”

The equation form is $\mu_1 > \mu_2$

2. **Number of training program demanded in a year:** Hypothesis to know which training program demanded more

Here, μ_1 = Existing Training Program

μ_2 = New Joiners Orientation Program

- **The Null Hypothesis is** “The number of training program demanded of the Existing Training Program is equal to the number of training program demanded of the New Joiners Orientation Program.”

The equation form is $\mu_1 = \mu_2$

- **The Alternative Hypothesis is** “The number of training program demanded of the Existing Training Program is greater than the number of training program demanded of the New Joiners Orientation Program.”

The equation form is $\mu_1 > \mu_2$

3. **Average Training Hour Suggestion:** Hypothesis to know how much time employees want to spend for training

Here, μ_1 = Existing Training Program

μ_2 = New Joiners Orientation Program

- **The Null Hypothesis is** “The average training hour suggestion of the Existing Training Program is equal to average training hour suggestion of the New Joiners Orientation Program.”

The equation form is $\mu_1 = \mu_2$

- **The Alternative Hypothesis is** “The average training hour suggestion of the Existing Training Program is greater than the average training hour suggestion of the New Joiners Orientation Program.”

The equation form is $\mu_1 > \mu_2$

4. **Most successful Training Program Based on content of the Training:** Hypothesis to know which training program is more successful based on the Training Content

Here, μ_1 = Movie Show

μ_2 = TOT (Training of Trainers)

μ_3 = Meet the Leaders

- **The Null Hypothesis is** “Movie Show, Training of Trainers and Meet the Leaders, all of these three training programs are equally successful training program.”

The equation form is $\mu_1 = \mu_2 = \mu_3$

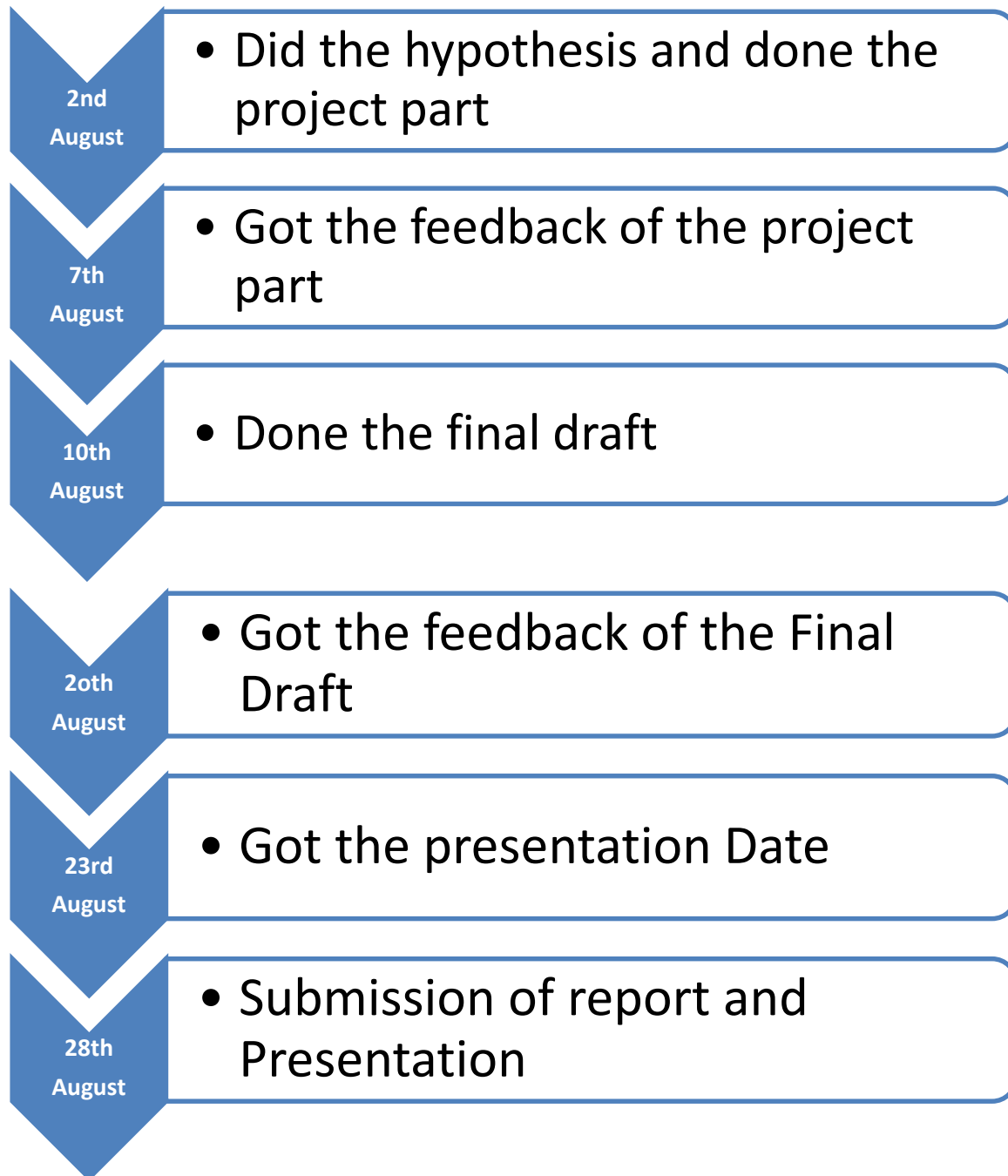
- **The Alternative Hypothesis is,** “Movie Show, Training of Trainers and Meet the Leaders, all of these three training programs are not equally successful training program.”
- The equation form is $\mu_1 > \mu_2 \neq \mu_3$

2.7 Cross Tabulation Analysis

- Crosstab of overall rating of the training program
- Crosstab of number of training program demanded in a year
- Crosstab of average training hour suggestion
- Crosstab of Most successful Training Program Based on content of the Training
- Crosstabs between Training leads towards a new way of thinking
- Crosstabs between Training Helps to improve the work efficiency

2.8 TimeLine:





2.9 Limitation

Few limitations I have faced while preparing this project work during my internship period. The limitations are discussed below:

- ❖ First of all, there was limitation of information such as if I asked anyone about
- ❖ It was difficult to collect the information for the survey questionnaire from all those people who attended the training programs, as because some of them works outside of Dhaka.
- ❖ During my internship period, only three training programs were arranged. Therefore, I could not able to take as much as samples.
- ❖ During the survey they do not allow me to collect information from the external department who attend the training programs.
- ❖ I did a lot of work during my internship period, but the fact is I really did only a little bit tasks for my assigned department as because they did not give me that much tasks.
- ❖ As because I am an intern, I was not allowed to attend their programs so that I could not even able to observe the programs.
- ❖ I also assigned my advisor after one and half month later and due to this reason I started my project work later. Therefore, the time was limited for me to collect all the information within that time.

2.10 Literature Review

According to the (Mayhew, 2017), profitability is one of the most important objectives of business owner and based on the employee performance the organization's success depends. He also said that for creating a good approach to managing and coaching the employee's performance a workforce requires the expertise of human recourse leader and the support of the company's executive leaders. Along with this he added that there are tasks done, focused and maintained by the human resource leaders from the recruitment of any employee for the organization. The tasks are Performance Management Basics, Customer Service- Performance Management Connection, Product Quality-Employee Performance Connection, and Recognizing Employee Performance and so on.

There are some factors that affect the employee performance and because of this managers should be aware or should work to improve those factors. Managerial standard, motivation, commitment and employee evaluation all of these are considered as very essential factors which affect the employee performance in the organization. (George N. Root, 2017)

According to the author named Vitez, O. 2017, one of the essential functions in business management is measuring the employee performance in the qualitative or quantitative analysis procedure. He also added that the key log of a company's success is employee performance as because it represents the largest expense for a company. (Vitez, 2017)

In proportion to the Douge, W. 2017, there are varieties types of purposes to train up the employee. For example, new employees need to understand how to perform the required work, change in technology, introduction or modifications of new policies or procedures and improve the work efficiency and so on. The author also said that there are four ways to train employee effectively. He also added that a major portion of any organization focuses on creating an effective workforce. (Douge, 2017)

In addition, Dough, W. 2017 also talked about the internal and external training of the organization. He added new employee orientation and on-the-job training now days are provided by many organization and mainly some selected and more experienced employees passes his/ her

knowledge to them. On the other hand, sometimes it is necessary to bring some external resources to determine the training need, develop curriculum, delivering information and evaluation training etc. (Douge, 2017)

According to the Ferrazzi, K. 2015, making the right investment in learning and development is very important. But to ensure this proper investment a company mainly faces seven challenges or the problems. These are ignite managers' passion to coach their employees, deal with the short-shelf life of learning and development needs, teach employees to own their career development, provide flexible learning options, serve the learning needs of more virtual teams, build trust in organizational leadership and match different learning options to different learning styles. (Ferrazzi, 2015)

In proportion to the (Frost, Chron, 2017) Training is mainly a way or opportunity expands the knowledge base of all employees. In contrast from the employer perspective it seems that training is a development opportunities expense. Sometimes employees also miss out on the work time while attending sessions and due to which it may leads to the delay of completion of projects. But still employer and employee think that training and development provides both the organization and the individual employees with benefits that make the time and cost a worthwhile investment.

2.11 Methodology

This analysis is basically combination of primary and secondary data. The main source of data is the survey feedback from the existing employees and the new joiners of the Robi Axiata Limited. Details about the sources given below-

2.11.1 Primary Data

Primary data is the first hand data that originated for the specific purpose. I collected primary information by filling up the survey questionnaire from the existing employee and the new joiners who joined Robi Axiata Limited within last three months (May, June and July).

2.11.2 Secondary Data

It is the data collected by someone other than the user, in a word second hand quick data. I take data from website, articles and reports that are related to the topic. All the sources are mentioned in the reference.

Chapter 3: Project Analysis

3.1 Objective Analysis

3.1.1 Descriptive Analysis

The following Table 1 shows the survey results or feed backs of different training programs during my internship period.

Table 1: Table of Descriptive Analysis

Content	Descriptive							
	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
Movie Show	15	4.8000	.41404	.10690	4.5707	5.0293	4.00	5.00
TOT	15	4.1333	.74322	.19190	3.7217	4.5449	3.00	5.00
Meet the Leaders	15	4.4000	.50709	.13093	4.1192	4.6808	4.00	5.00
Total	45	4.4444	.62361	.09296	4.2571	4.6318	3.00	5.00

From the survey output, we can compare the average rating of the different training programs based on the training content. The mean of the Movie Show training program is 4.80, Training of Trainers (TOT) is 4.13 and Meet the Leaders 4.40. By this way, the standard deviation, standard error and the maximum and minimum values are also given. The mean or the average of each programs are plotted in the following Graph 1.



Graph 1: Mean of the 3 Different Training Programs

3.2 Hypothesis Testing and Cross tabulation Analysis

By considering the significance level of 0.05, the results are shown below with its justification.

3.2.1 Hypothesis 1: Overall rating of the Training Program

The following Table 2 contains the hypothesis result, which training program obtain the good ratings.

Table 2: Hypothesis Result of Overall Rating

		Levene's Test for Equality of Variances		Independent Samples Test						
				t-test for Equality of Means				95% Confidence Interval of the Difference		
		F	Sig.	t	df	Sig. (2- tailed)	Mean Difference	Std. Error Difference	Lower	Upper
Overall Rating	Equal variances assumed	12.282	.001	2.251	93	.027	.46222	.20537	.05440	.87004
	Equal variances not assumed			2.310	80.325	.023	.46222	.20007	.06410	.86035

As we set the null hypothesis is $\mu_1 = \mu_2$ which is to be tested against the Alternative Hypothesis $\mu_1 > \mu_2$, where μ_1 and μ_2 denote the average overall rating of existing training program and the new joiner orientation program. From the SPSS output, it can be seen that t-

value is positive and it is a right tailed test, therefore we consider rejecting the null hypothesis. Now the two tailed sig value is 0.027. Since, $0.027/2 = 0.0135$ is less than the significance level 0.05, so we can reject the null hypothesis.

There is sufficient evidence to say that the average overall rating of existing training program is higher than the average overall rating of new joiner orientation program.

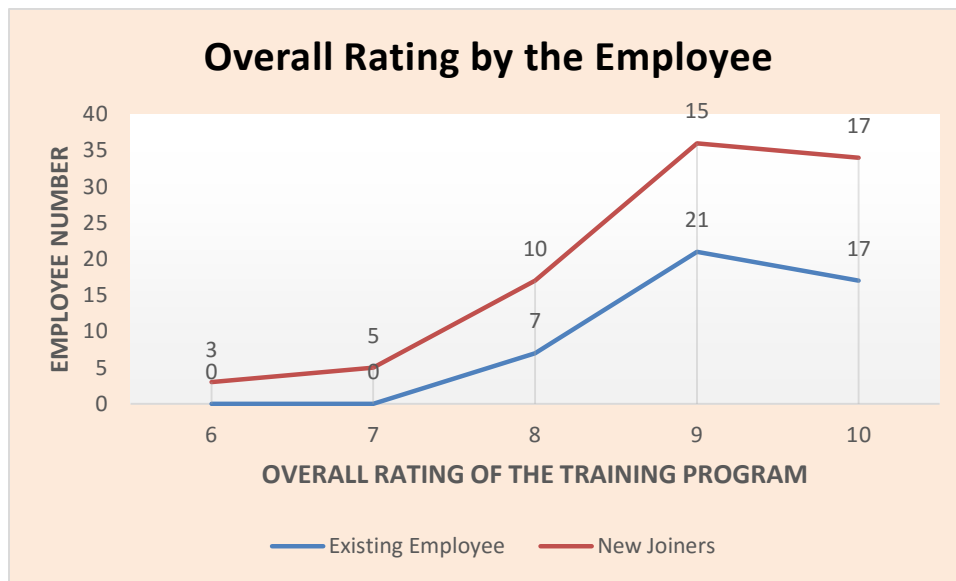
3.2.2 Cross Tab 1: Crosstab of overall rating of the training program

The following Table 3 contains the cross tabulation results between the overall training ratings and the feedbacks from the existing employee and new joiners.

Table 3: Crosstab of overall rating of the Training Program

			Rating * Category Cross tabulation		Total
			Existing Employee	New Joiner	
Rating 6.00	Count		0	3	3
	% within Category		.0%	6.0%	3.2%
	% of Total		.0%	3.2%	3.2%
7.00	Count		0	5	5
	% within Category		.0%	10.0%	5.3%
	% of Total		.0%	5.3%	5.3%
8.00	Count		7	10	17
	% within Category		15.6%	20.0%	17.9%
	% of Total		7.4%	10.5%	17.9%
9.00	Count		21	15	36
	% within Category		46.7%	30.0%	37.9%
	% of Total		22.1%	15.8%	37.9%
10.00	Count		17	17	34
	% within Category		37.8%	34.0%	35.8%
	% of Total		17.9%	17.9%	35.8%
Total	Count		45	50	95
	% within Category		100.0%	100.0%	100.0%
	% of Total		47.4%	52.6%	100.0%

From the Table 3, we can see the result between the ratings and the feedback of the employee from different training programs. According to the survey feedback, out of 100% the existing employees' feedback is 47.4% and new joiners' feedback is 52.6%. No existing employee rated 6 and 7 from the scale 1 to 10, whereas 3 new joiners rated 6 which is 6% within the category out of 100% within category and 3.2% out of 52.6% the total percentage of the new joiners. If we go through the highest percentage, we can see that 21 existing members out of 45 rated 9 while 17 new joiners out of 50 rated 10. According to percentage of existing employees 22.1% within total and 46.7% within category rated 9. In addition, According to percentage of new joiners 17.9% within total and 34% within category rated 9.



Graph 2: Overall Rating of the training program

From the Graph 2, we can measure how many employee rated what score for the overall training program. The rating started from 1 to 10. So if we see the graph it is shown that the rating started from 6, which means no one rated the training program below 6. Most of the training rated 9 and 10 by the employee.

3.2.3 Hypothesis 2: Number of training program demanded in a year

The following Table 4 contains the hypothesis result, which training program is demanded more in a year.

Table 4: Hypothesis Result of Training Demand

		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
Training Demand	Equal variances assumed	6.203	.015	5.842	93	.000	1.08000	.18487	.71288	1.44712
	Equal variances not assumed			5.751	80.449	.000	1.08000	.18778	.70634	1.45366

As we set the null hypothesis is $\mu_1 = \mu_2$ which is to be tested against the Alternative Hypothesis $\mu_1 > \mu_2$, where μ_1 and μ_2 denote the average demand of the training program by the existing trainee and the new joiner. From the SPSS output, it can be seen that t-value is positive and it is a right tailed test, therefore we consider rejecting the null hypothesis. Now the two tailed sig value is 0.000. Since, $0.000/2 = 0.000$ is less than the significance level 0.05, so we can reject the null hypothesis.

There is sufficient evidence to say that the average demand of training program by the existing trainee is higher than the average demand of the new joiner orientation program by the new joiners.

3.2.4 Cross Tab 2: Crosstab of number of training program demanded in a year

The following Table 5 contains the cross tabulation results, the training demanded by the existing employee and new joiners.

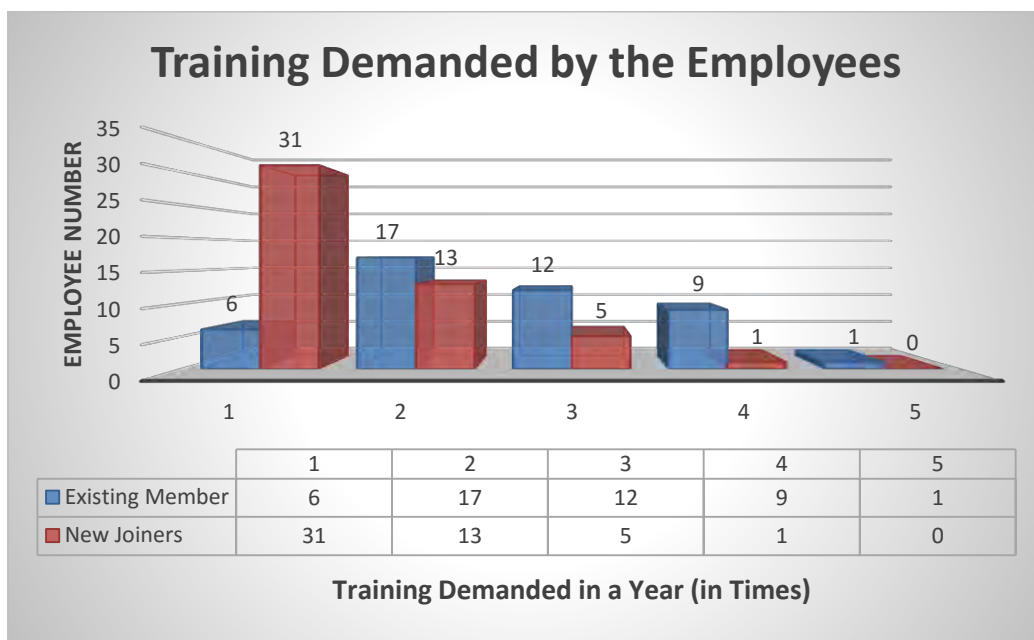
Table 5: Crosstab of number of training program demanded in a year

			Category		Total
			Existing Employee	New Joiner	
Training Demand	1.00	Count	6	31	37
		% within Category	13.3%	62.0%	38.9%
		% of Total	6.3%	32.6%	38.9%
	2.00	Count	17	13	30
		% within Category	37.8%	26.0%	31.6%
		% of Total	17.9%	13.7%	31.6%
	3.00	Count	12	5	17
		% within Category	26.7%	10.0%	17.9%
		% of Total	12.6%	5.3%	17.9%
	4.00	Count	9	1	10
		% within Category	20.0%	2.0%	10.5%
		% of Total	9.5%	1.1%	10.5%
5.00	Count	1	0	1	

	% within Category	2.2%	.0%	1.1%
	% of Total	1.1%	.0%	1.1%
Total	Count	45	50	95
	% within Category	100.0%	100.0%	100.0%
	% of Total	47.4%	52.6%	100.0%

From the Table 5, we can see the result that how many times the trainings are demanded by the existing employee and new joiners. According to the survey feedback, out of 100% the existing employees' feedback is 47.4% and new joiners' feedback is 52.6%. 62% new joiners want the orientation programs only once in a year. On the other hand, 37.8%, 26.7% and 20% existing members wants the training program at least 2, 3 and 4 times in a year.

From the survey we can find that the demand of the existing training program is higher than new joiner orientation programs.



Graph 3: Training Demanded by the Employees

From the Graph 3, we can see that which training programs is demanded how many times in a year by the employees. Most of the existing members want the training programs around 2 to 3 times in a year, whereas most of the new joiners want the orientation programs 1 to 2 times in a year.

3.2.5 Hypothesis 3: Average Training Hour Suggestion

The following Table 6 contains the hypothesis result, which training program is suggested for more training hours.

Table 6: Hypothesis Result of Training Hours

		Levene's Test for Equality of Variances		t-test for Equality of Means						
Training Hour		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
Training Hour	Equal variances assumed	27.758	.000	2.650	93	.009	.83111	.31360	.20835	1.45387
	Equal variances not assumed			2.546	54.901	.014	.83111	.32649	.17678	1.48545

As we set the null hypothesis is $\mu_1 = \mu_2$ which is to be tested against the Alternative Hypothesis $\mu_1 > \mu_2$, where μ_1 and μ_2 denote the average training hours suggested for the training program by the existing trainee and the new joiner. From the SPSS output, it can be seen that t-value is positive and it is a right tailed test, therefore we consider rejecting the null hypothesis. Now the two tailed sig value is 0.009. Since, $0.009/2 = 0.0045$ is less than the significance level 0.05, so we can reject the null hypothesis.

There is sufficient evidence to say that the average training hours suggested for the training programs by the existing trainee is higher than the average training hours suggested for the new joiner orientation program by the new joiners.

3.2.6 Cross Tab 3: Crosstab of average training hour suggestion

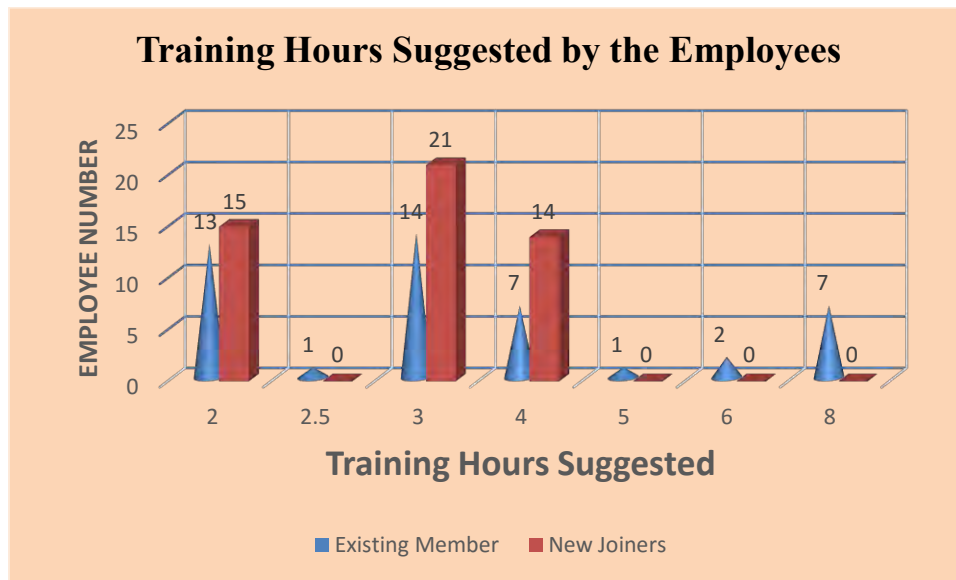
The following Table 7 contains the cross tabulation results, the suggestion of the training hours by the existing employee and new joiners for individual training programs.

Table 7: Crosstab of average training hour suggestion

			Category		Total
			Existing Employee	New Joiner	
Training Hour	2.00	Count	13	15	28
		% within Category	28.9%	30.0%	29.5%
		% of Total	13.7%	15.8%	29.5%
	2.50	Count	1	0	1
		% within Category	2.2%	.0%	1.1%
		Category			

	% of Total	1.1%	.0%	1.1%
3.00	Count	14	21	35
	% within Category	31.1%	42.0%	36.8%
	% of Total	14.7%	22.1%	36.8%
4.00	Count	7	14	21
	% within Category	15.6%	28.0%	22.1%
	% of Total	7.4%	14.7%	22.1%
5.00	Count	1	0	1
	% within Category	2.2%	.0%	1.1%
	% of Total	1.1%	.0%	1.1%
6.00	Count	2	0	2
	% within Category	4.4%	.0%	2.1%
	% of Total	2.1%	.0%	2.1%
8.00	Count	7	0	7
	% within Category	15.6%	.0%	7.4%
	% of Total	7.4%	.0%	7.4%
Total	Count	45	50	95
	% within Category	100.0%	100.0%	100.0%
	% of Total	47.4%	52.6%	100.0%

From the Table 7, we can see the result that the suggestion of the training hours by the existing employee and new joiners for individual training programs. According to the survey feedback, out of 100% the existing employees' feedback is 47.4% and new joiners' feedback is 52.6%. 42% and 30% new joiners wanted the training hours should be 2 or 3 hours. No new joiners want more than 4 hours for new joiners' orientation. On contrast, 15.6% existing employees want day long that means 8 hours training programs. But most the existing member around 28.9% and 15.6% want the training duration nearly 2 to 4 hours.



Graph 4: Training Hours Suggested by the Employees

From the Graph 4, we can identify how much training hour is suggested by the employees. The existing member told that training programs should be hold for 2 to 4 hours, the approximately same result got from the new joiners. New joiners told that orientation training programs should be hold for 2 to 4 hours

3.2.7 Hypothesis 4: Most successful Training Program Based on content of the Training

The following Table 8 contains the descriptive result of the survey that which training program is the most successful training program based on the content of the training.

Table 8: Hypothesis Result of Most successful Training Program Based on content of the Training

ANOVA

Content	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	3.378	2	1.689	5.165	.010
Within Groups	13.733	42	.327		
Total	17.111	44			

As we set the null hypothesis is $\mu_1 = \mu_2 = \mu_3$ which is to be tested against the Alternative Hypothesis $\mu_1 > \mu_2 \neq \mu_3$, where μ_1, μ_2 and μ_3 denote the average overall rating of successful training program among Movie Show, Meet the Leaders and Training of Trainers. From the SPSS output, it can be seen that p-value is 0.010. Since it is less than the significance level 0.05, we can reject the null hypothesis.

There is sufficient evidence to say that the average overall rating of successful training program among Movie Show, Meet the Leaders and Training of Trainers vary from each other.

3.2.8 Crosstab 4: Crosstab of Most successful Training Program Based on content of the Training

The following Table 9 contains the cross tabulation results among the training programs of Movie show, Training of the Trainers (TOT) and Meet The Leaders that which training program is most successful training program based on the training content.

Table 9: Crosstab of Most successful Training Program Based on content of the Training

Content * Training Category Cross tabulation

		Training Category			Total
		Movie Show	TOT	Meet the Leaders	
Content 3.00	Count	0	3	0	3
	% within Training Category	.0%	20.0%	.0%	6.7%
	% of Total	.0%	6.7%	.0%	6.7%
4.00	Count	3	7	9	19
	% within Training Category	20.0%	46.7%	60.0%	42.2%
	% of Total	6.7%	15.6%	20.0%	42.2%
5.00	Count	12	5	6	23
	% within Training Category	80.0%	33.3%	40.0%	51.1%
	% of Total	26.7%	11.1%	13.3%	51.1%
Total	Count	15	15	15	45
	% within Training Category	100.0%	100.0%	100.0%	100.0%
	% of Total	33.3%	33.3%	33.3%	100.0%

From the Table 9, we can identify among the training programs of Movie show, Training of the Trainers (TOT) and Meet The Leaders that which training program is most successful training program based on the training content. According to the survey feedback, out of 100% of the existing

employees' training program, 33.3% attended Movie Show, 33.3% TOT and 33.3% Meet the Leaders training program. For the Movie Show training programs, 80% people that mean 12 people out of 15 rated the training program 5 out of 5. On the other hand, only 33.3% of TOT and 40% of meet the Leaders Training programs rated 5 out of 5. Most of them rated 4 based on the training program. Therefore, it is clear that Movie Show training program was the most successful training program among the other three training programs.

3.2.9 Cross Tab 5: Crosstabs between Training leads towards a new way of thinking

The following Table 10 contains the cross tabulation results, the average rating on "Training leads towards a new way of thinking."

Table 10: Crosstabs between Training leads towards a new way of thinking

			Category		Total
			Existing Employee	New Joiner	
New Way of Thinking	3.00	Count	0	2	2
		% within Category	.0%	4.0%	2.1%
		% of Total	.0%	2.1%	2.1%
	4.00	Count	20	19	39
		% within Category	44.4%	38.0%	41.1%
		% of Total	21.1%	20.0%	41.1%
	5.00	Count	25	29	54
		% within Category	55.6%	58.0%	56.8%
		% of Total	26.3%	30.5%	56.8%
Total		Count	45	50	95
		% within Category	100.0%	100.0%	100.0%
		% of Total	47.4%	52.6%	100.0%

From the Table10, we can classify the result that the average rating of the question “Training leads towards a new way of thinking.” by the existing employee and new joiners for individual training programs. According to the survey feedback, out of 100% the existing employees’ feedback is 47.4% and new joiners’ feedback is 52.6%. For the new joiners, only 2 people or we can say 4% rated 3, otherwise 58% rated 5 out of 5 which is more than 50 %. For the existing employee no one rated 3 and around 55.6% rated 5 out of 5 and 44.4% rated 4. That’s indicates that the training programs help them to think from a new way or new perspective.

3.2.10 Cross Tab 6: Crosstabs between Training Helps to improve the work efficiency

The following Table 11 contains the cross tabulation results among the training programs of Movie show, Training of the Trainers (TOT) and Meet The Leaders that which training program how much improve the work efficiency.

Table 11: Crosstabs between Training Helps to improve the work efficiency

		Training Category			Total	
		Movie Show	TOT	Meet the Leaders		
Efficiency	3.00	Count	0	1	2	3
		% within Training Category	.0%	6.7%	13.3%	6.7%
		% of Total	.0%	2.2%	4.4%	6.7%
	4.00	Count	5	5	7	17
		% within Training Category	33.3%	33.3%	46.7%	37.8%
		% of Total	11.1%	11.1%	15.6%	37.8%
	5.00	Count	10	9	6	25
		% within Training Category	66.7%	60.0%	40.0%	55.6%
		% of Total	22.2%	20.0%	13.3%	55.6%

Total	Count	15	15	15	45
	% within Training Category	100.0%	100.0%	100.0%	100.0%
	% of Total	33.3%	33.3%	33.3%	100.0%

From the Table 11, we can identify among the training programs of Movie show, Training of the Trainers (TOT) and Meet The Leaders that which training program which training program how much improve the work efficiency. According to the survey feedback, out of 100% of the existing employees' training program, 33.3% attended Movie Show, 33.3% TOT and 33.3% Meet the Leaders training program. For the Movie Show training programs, 66.7% people that mean around 10 people out of 15 rated the training program 5 out of 5. On the other hand, only 60.0% of TOT and 40% of meet the Leaders Training programs rated 5 out of 5. Most of them rated 4 based on the training program. Therefore, it is clear that Movie Show training program helped to improve the work efficiency.

Chapter 4: Findings

4.1 Findings

During my internship period and afterward the analysis all the data and information I have found that

- ✚ **Training as a part of refreshment:** Training as a part of refreshment helps to improve employee performance. Movie Show is a part of refreshment. Robi Axiata Ltd. comes up with a new idea that by arranging a movie show they will provide the employee training. That Movie Show training program was the most successful training program according to the employee who attends that movie show.

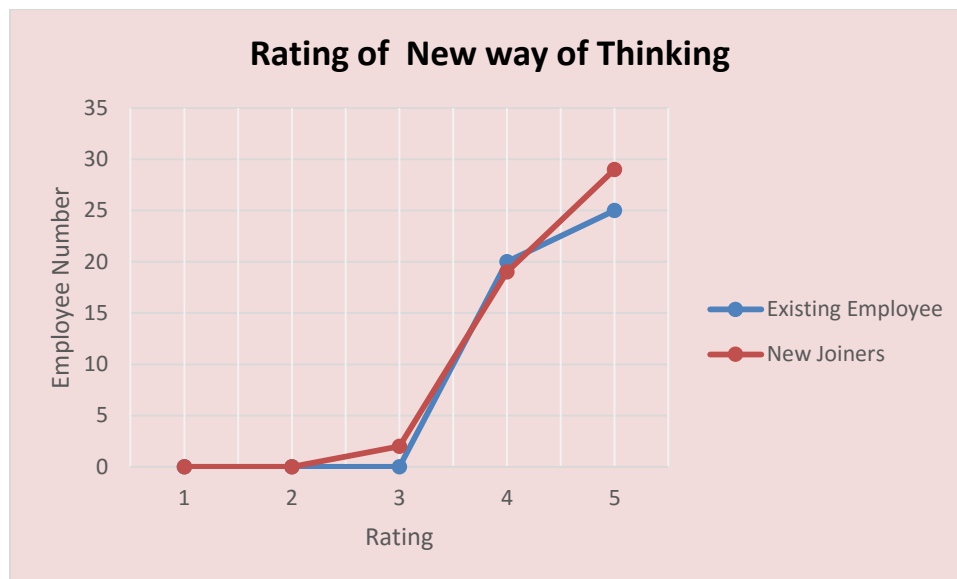


Graph 5: Most Successful Training Program Based on Content

From the **Graph(4)**, we can measure how many employee rated what score for the individual training program according to its content. The rating started from 1 to 5. So if we see the graph, the Movie Show Training program scored highest for its training content among the other

training programs. That means Movie show is the most successful training program based on the content of the training among the others. The second most successful training is Meet the Leaders Training programs.

- ✚ **New perspective or new way of thinking:** The interesting training programs helps the employee to think from different perspectives. In the training programs, the trainer always come up with some new ideas or techniques or interesting games. By knowing that ideas or techniques and practicing the game employee can acquire a new perspective of thinking. Therefore, it is clear that training helps to think from new perception.

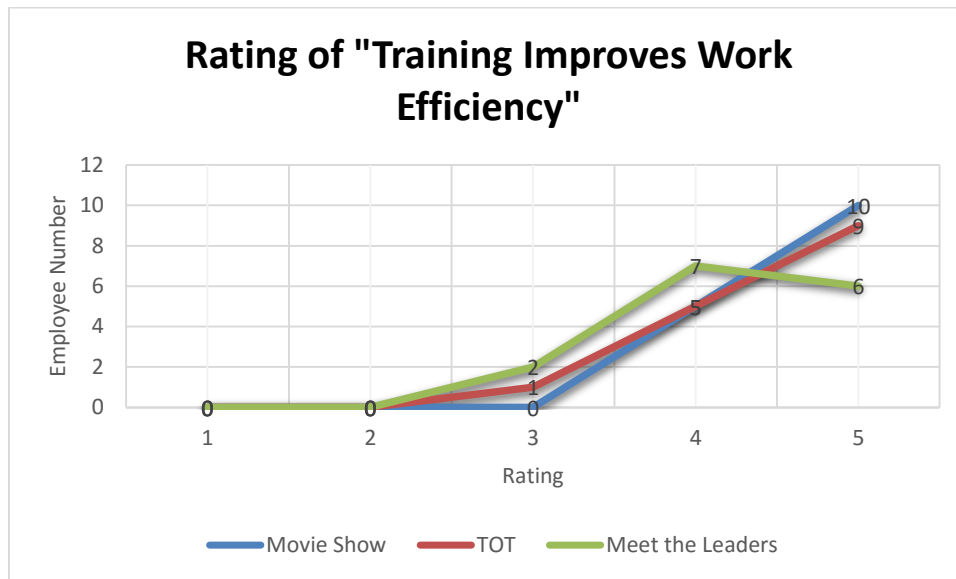


Graph 6: Rating of New way of Thinking

From the **graph(6)**, we can measure how many employee rated what score for the individual training program that it helps to think from a new perspective. The rating started from 1 to 5. So if we see the graph, the New Joiner Orientation Training program scored highest than the existing training programs. That means the New Joiner Orientation program is the most successful training program to make employee think from the new perspective.

One more thing we can see in the graph that no one give the score 3 to the existing training program where as some employee scored 3 to the orientation program.

- ✚ **Get motivation to do their work more effectively:** from the training employee get motivation to do their work more effectively. Even sometimes this training program also give a guidelines and helps to maintain a proper balance between the professional and personal works, so that the employee can give right concentration to their works.



Graph 7: Rating of "Training Improves Work Efficiency"

From the **graph(7)**, we can measure how many employee rated what score for the individual training program that it helps to improve work efficiency. The rating started from 1 to 5. So if we see the graph, here also the Movie Show Training program scored highest for its training content among the other training programs. That means Movie show helps the most to the employee to improve their work efficiency in the work place among the others.

- ✚ **Appropriate training programs for individual employee is very important:** The talent and development department of people and corporate division of Robi Axiata Limited works so hard to confirm the right training programs for the right person.

-
- ✚ **Select Trainers:** Robi Axiata Limited select trainer for their training program by both externally and internally. The company also have talented person over there who can give training to others. Otherwise, they hire trainer from BIM. It depends on the content of the training that whether they need trainer from externally or internally.

 - ✚ **Proper decision making for the employee developments:** A decision regarding the employee development is a vital issue for the human resource department. Robi Axiata Limited makes proper decision for their young talents. They try to give them proper training so that they can raise or prepare themselves to face any kind of challenges at any time. Robi Axiata Limited sometimes sends their young talents abroad for attending the better training programs.

 - ✚ **Investments on Employees:** Robi Axiata limited considers their employee as an essential asset and because of this; they invested on their employee development. They believe that employee performance and developments lead the organization to its highest success and profit.

 - ✚ **Day long training programs:** Robi Axiata Limited mainly arranges day long training programs for both the new joiners and the existing employees. From the survey, we can find that no new joiners want a day long training program where the training programs are hold for 3 days at the beginning of the each month. In contrast, the most of the new joiners suggested average 3 to 4 hours for this program. In addition, the existing member suggested that training programs should be hold for 2 to 4 hours. Not more than that.

Chapter 5: Recommendation

5.1 Overall Organizational Perspective

- **Training amount:** Refreshment categorized training program should be arranged at least 3 times in a year, because it is more successful training program. Employees are more interested to attend movie show types training programs rather than is class room or lecture category training programs.
- **Invest on Human Assets:** Organization should invest more for its people and human resources cause employee is considered as essential assets for the organization. Robi Axiata Ltd. should give more emphasize to its people and human assets, so that each and every employee can develop himself, motivated themselves and improve their work performance.
 - Initiatives
 - Bonus
 - Interesting training session like Movie Show or Sports Category training program, etc.
- **Reduce the day long training program:** From the survey, we get a review that the training hour's suggestion by the employees. Therefore, Robi Axiata Ltd. should also reduce the day long training programs which contains around 8 hours. The suggestion of the orientation program for the new joiner is around 3 hours.
- **Appropriate Trainer Selection:** Trainer is the main part of the whole training program. If the training content is good enough, but the trainer is not that much able to take the training program in a proper way, that training will not hold any value anymore. Therefore, An organization should give more emphasize on selecting accurate trainer for the training program.
- **Improve orientation program:** The orientation program should be improved. This one is mainly suggested by the new joiners, who joined the New Joiner Orientation. Orientation program is so long training program and it should be done in a systematic manners so that the new joiners get motivated to do their task from the beginning of their Robi Axiata career life.
- **Deserved one should get training opportunity:** Not everyone get equal opportunity to get training even if they deserve or needed the training more. For example, they give training

around or most 35 to 40 people altogether. But from the approximately 4000 employee more of them may be need the training. Therefore they should cover all employees who actually need the training.

- **Lunch system:** The lunch time system of Robi Axiata Ltd should be improved because most of the times before lunch time the food stock become empty. This happen as because some of employees ordered food earlier. Therefore, who do not able to order food, they become the sufferer.

5.2 Interns Perspective

- **Increase intern opportunities:** Robi Axiata Ltd. should give interns the opportunities to get more practical knowledge regarding how they arrange training programs.
- **Assigned interns:** Robi Axiata ltd should assign the interns or give some tasks regarding arranging the training programs. Intern should be more engaged in the assigned department works or tasks rather than other departmental works.
- **Treated as an employee:** Interns should be treated as a part the organization, not a guest.
- Robi should involve the interns to the company's works more so that they can get a feel of real corporate culture.
- **Interesting internship period:** To make the internship more interesting it can arrange field trip for the intern. Robi could arrange a competition for the interns so that they could secure a job vacancy at entry level.
- **Increase pay scale:** The pay scale for interns should increase. If we consider the telecommunication sector, in other organization like Banglalink they provide additional incentives to the interns.
- **Lunch system:** Interns should be provided lunch from the office or they can at least ensure the food reservation for the interns.



Conclusion

Conclusion:

In the conclusion, it is clear that organizations believe employees are one of the main assets for the organization. Employee performance measures the organization's success and profitability. Therefore, to improve the overall performance of the employee, training programs help a lot. Training programs help the employee to get motivated, to improve their work efficiency, the work interest and so on. As we know, by doing the same work again and again, employees become less or zero motivated, getting less interested to do the same tasks again and again, the performance rating goes down etc. So, to overcome these problems, training helps a lot. From the survey of this internship report, it is also proven that different types of training programs really assist to improve the overall employee performance of an organization. According to the employees of Robi Axiata Limited, movie show training program was the most successful training program to motivate them towards their work.



Appendix

Appendix 1: Questionnaire

Survey on Training Feedback (Existing Employee)

Training Name: _____

- 1. Do you think the purpose of the training is suitable or appropriate or relevant for you and your work?**
 - a. Yes
 - b. Not fully
 - c. Little bit
 - d. No
- 2. Does this training motivate you towards your work??**
 - a. Yes
 - b. No
- 3. Do you want to attend this kind of training programs further?**
 - a. Yes
 - b. No
- 4. Will you recommend other employee to attend this type of training?**
 - a. Yes
 - b. No
 - c. It depends (reason).....
- 5. What should be the training duration?**
 - a. 1-2 hours
 - b. 2-3 hours
 - c. 8 hours(day long)
 - d. If days how many days.....
 - e. Others.....
- 6. Should the training be improved?**
 - a. Yes
 - b. No
- 7. Do you get any opportunity to learn something new from the training?**
 - a. Yes
 - b. No
 - c. Others.....
- 8. This kinds of training should be organized at least in a year.**
 - a. 1 times
 - b. 2 times
 - c. 3 times
 - d. More than 3 times
 - e. Others.....

**9. How much would you rate entire training process out of this scale
(1: poorest, 10: the Best)**

1	2	3	4	5	6	7	8	9	10

10. Please rate the following questions.....

(Rate according to the following Scale:

1= Below Average

2= Average

3= Good

4= Very Good

5= Excellent or Highest Score)

	Questions	1	2	3	4	5
1	This training helps to improve your current work efficiency					
2	The training leads you towards a new perspective or new way of thinking					
3	The training was interesting					
4	The training was easy to understand					
5	The training content is useful					
6	The instructor effectively communicated with the trainee					
7	The training was done in a clear and systematic way					
8	The instructor was appropriate for the training					
9	The instructor took the session interestingly					

Feedback or Suggestions(Optional)

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Survey on Training Feedback (New Joiners)

1. **Do you think the purpose of the training is suitable or appropriate or relevant for you and your work?**
 - a. Yes
 - b. Not fully
 - c. Little bit
 - d. No
2. **What do think, will this training motivate you towards your work??**
 - a. Yes
 - b. No
3. **Do you want to attend this kind of training programs further to know about the organization?**
 - a. Yes
 - b. No
4. **Does this program meet up with your expectation?**
 - a. Yes
 - b. No
5. **What should be the training duration?**
 - a. 1-2 hours
 - b. 2-3 hours
 - c. 3-4 hours
 - d. If days how many days.....
 - e. Others.....
6. **Should the training be improved?**
 - a. Yes
 - b. No
7. **Do you get any opportunity to learn something new from the training?**
 - a. Yes
 - b. No
 - c. Others.....
8. **This kinds of training should be organized at least in a year.**
 - a. 1 times
 - b. 2 times
 - c. 3 times
 - d. More than 3 times
 - e. Others.....
9. **How much would you rate entire training process out of this scale (1: poorest, 10: the Best)**

1	2	3	4	5	6	7	8	9	10

10. Please rate the following questions.....

(Rate according to the following Scale:

1= Below Average

2= Average

3= Good

4= Very Good

5= Excellent or Highest Score)

	Questions	1	2	3	4	5
1	This training helps to improve your working interest					
2	The training leads you towards a new perspective or new way of thinking					
3	The training was interesting					
4	The training was easy to understand					
5	The training content is useful					
6	The instructor effectively communicated with the trainee					
7	The training was done in a clear and systematic way					
8	The instructor was appropriate for the training					
9	The instructor took the session interestingly					

Feedback or Suggestions(Optional)



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