

Internship Report
On
Employee Satisfaction of Banglalink Digital
Communications Limited



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Communication limited

Submitted to
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Subject: Submission of internship report

DearSir,

I believe it is a great opportunity for me to submit my internship report while I am doing my internship in Banglalink Digital Communications Ltd. which one is a multinational telecom company. This project is under BUS 400 course which I took, and I prepared this report by following your every single instruction. My report topic is “Employee satisfaction of Banglalink Digital Communications Limited” I tried my best to give some important information regarding employee satisfaction. And give my best effort to make this perfect and unique. It will be my success, if you find out something special and educational in this report. I am really grateful to you that you helped me a lot for completing this report.

Thank you.

Sincerely yours

Shamsun Nahar

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Acknowledgement

First of all, I want to give thanks to ALLAH for giving me the strength to complete my internship report. Without his mercy it was not possible for me to get chance at Banglalink to do internship at multinational company and with his mercy it become so easy for me to complete my report regarding employee satisfaction. Therefore I feel so lucky to meet some nice people in Banglalink who helped me a lot to complete this report. They provide some information what I need to include in my report. I like to mention my supervisor name Mahmudul Hasan who supports me a lot to do my report who is the regional manager of B2B Business department at Banglalink. Throughout the three months of my internship period my supervisor helped me and supports me a lot in every single step like what I need to do or not and how I need to cooperate with the different department. After that I would like to express my deepest pleasure to my course advisor MR. Zaheed Husein Mohammad Al-Din, Senior Lecturer of BRAC Business School. I feel so lucky to get an instructor like him who always gives the right instruction and guidance to me to complete the internship report. Every time when I need, he gave his valuable time to me for completing my internship report. So it is a great honor for me to have an instructor like him.

Executive summary

For every single company employee satisfaction is really very important factor. Labor is the main capital for the organization and the main factor to create a positive image in that particular organization so employee satisfaction is important. Banglalink Digital Communications Limited is the second biggest organization in the telecom segment of Bangladesh after Grameenphone. It was a joint venture organization of Bangladesh-Malaysia and was allowed permit to work in the provincial territories of 199 upazilas. Banglalink is the well-known established biggest company in our country. Still this renewed company keeping its position in the good place. It has become a popular company for everyone. They have the good management system and have good HR policy. By following every HR policy they do their task. They are maintaining a good HR management and always give importance to their employee. If any employee needs any help they always come to help them. Banglalink HR department try to give better knowledge to their employee to do the task successfully. My internship report topic is about the level of the employees about the wellbeing policy. Employee satisfaction policy is important for an organization. In my report I discussed about this policy and give some descriptive information what I collected from the Banglalink employee. Besides I have given some recommendation it might be helpful for further study. Through this research I got to know that how HR practices are applying at Banglalink and how it works.

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Overview of Telecommunication Industry

Bangladesh is one of the poorest, most thickly populated, minimum created nations on the planet. Aside from its humble monetary status, significant hindrances to development have included incessant tornados and surges and the moderate execution of much-required financial changes. The nation has notoriety for the wastefulness of its state-possessed undertakings. This report takes a gander at the nation's shockingly enthusiastic telecoms segment, specifically, the exertion that has been going into building telecom framework and the advance that has been made on administrative changes. Some key measures of the status of telecommunications in Bangladesh are additionally given.

The whole clients of remote area in numerical number are around 129.58 million as appeared and the report is given by the BTRC in February, 2017 (Bangladesh Telecommunication Regulatory Commission, 2017).

Operator	Subscriber in Numbers (Millions)
Grameenphone	59.306
Banglalink Digital Communication	31.306
Robi	27.017
Airtel	8.219
Pasific Bangladesh Telecom Ltd. (Citycell)	0.000
Teletalk Bangladesh Ltd.	3.733
Total	129.584

As needs be, it includes high pressure to fight and catch the bit of the general business by applying the promoting mix and frameworks to grasp the buyer dedication and hold the solid customers. As to this review Banglalink stands the 2nd position in the media broadcast industry.

Overview of Banglalink:

Banglalink communication limited already orascom telecom bangladesh constrained is completely possessed by telecom wanders ltd. (already orascom telecom wanders restricted) of malta, which is a 100% possessed backup of worldwide telecom holding (www.gtelecom.com). following business blend, in april 2011, between vimpelcom ltd. what's more, wind telecom s.p.a, vimpelcom possesses 51.92% offers of worldwide telecom holding.

Vimpelcom is one of the world's biggest coordinated ltd. broadcast communications administratrators giving voice and information benefits through a scope of customary and

broadband portable and settled innovations in russia, italy, ukraine, kazakhstan, uzbekistan, tajikistan, armenia, georgia, kyrgyzstan, laos, algeria, pakistan, zimbabwe and bangladesh. vimpelcom is headquartered in amsterdam, the netherlands and recorded as an advertisements on the nasdaq worldwide select market under the image "vip". Since banglalink's dispatch in february 2005, its effect was felt promptly: overnight portable communication turned into a reasonable choice for clients over an extensive variety of market fragments.

Banglalink's underlying achievement depended on a straightforward mission: "conveying portable communication to the majority" which was the foundation of its methodology. banglalink changed the cell phone status from extravagance to a need, conveyed cell phone to the general individuals of Bangladesh and made a place in their souls. The cell phone has turned into the image for positive change in Bangladesh. The brand motto of "begin something new" is basically gotten from banglalink's guarantee of enabling individuals with moderate correspondence arrangements so they can take new activities in life.

The organization trusts that, it is through such new activities that positive change will happen for the general improvement of the country. Banglalink achieved 1 million endorsers by december 2005 and 3 million supporters in october 2006. in under two years which is by december 2007, banglalink surpassed aktel to wind up noticeably the second biggest administrator in bangladesh with more than 7.1 million clients. banglalink right now has 31.9 million endorsers as of february 2016 , speaking to a piece of the overall industry of 24.4%. Banglalink's development over the former years have been fuelled with inventive items and administrations focusing on various market sections, forceful change of system quality and committed client mind, making a broad conveyance arrange the nation over, and setting up a solid brand that candidly associated clients with Banglalink.

Mission:

The mission of Banglalink is **“to decrease the cost and bringing mobile phone to the ample”**

Vision:

The vision of Banglalink is **“to understand the peoples need and for plan to make the right and easier communication”**

Goal:

Banglalink’s goal is **“to make the reasonable connection at a cheaper cost for the people of every society”**

Objectives:

The fundamental targets of Banglalink are to give better system scope to its clients and enhance their correspondence level.

Center division targets to accomplish Banglalink's central goal and vision are:

Provide powerful and proficient administrations to guarantee right item right administrations to right client and client office.

- Ensure of cost productivity.
- Maintain moral and legitimate standard.
- Maintain an administration culture of superior and solid straightforwardness.
- Treat merchants with civility.

Slogan:

The slogan of Banglalink is “**to start something new**”.

Subscribers of Banglalink:

The report of 2005 Banglalink got 1 million clients after that in October 2006 it become 3 million. Present time the subscriber rate of Banglalink is 31.572 the report of June 2017. Banglalink is the second largest telecom industry and already created a good place in the market. Bangladesh has a market offer of 24.4% in terms of their scope.

Product and services:

Banglalink has different services for their customer. Most of the time it gives so may offers to both prepaid and postpaid packages for their customer. Some packages are:

Prepaid packages:

Banglalink Desh and Banglalink plan are the two prepaid packages that Banglalink offer. Different types of offer they are providing for their prepaid user such as: Desh 7 FNF, Desh 10FNF, Deshhello.

Postpaid packages:

Banglalink S M and Banglalink Inspire are the two postpaid bundles of Banglalink.

Banglalink 3G:

Banglalink 3G is propelled with the mission that it will enliven the experience of portable broadband on 3G cell phone. It is less demanding now to download any films or recordings, video calling, rapid information transmission, video spilling in the cell phone.

The administrator, which molded the nation's telecom advertise, has made versatile communication moderate since its origin in 2005. Through the dispatch of its 3G benefit, Banglalink has again demonstrated its unmistakable expectation to reshape the portable market.

It is putting forth an extraordinary chance to enter another period with its corporate trademark "Begin Something New" with Banglalink 3G. At first, the administration would be accessible

in Gulshan, Banani, Old DOHS, Baridhara, and a Motijheel zone of capital Dhaka and in the Agrabad zone of the port city Chittagong.

Endorsers will have the capacity to utilize 3G Data from their 3G empowered gadgets. Clients getting a charge out of 2G web access can undoubtedly subscribe to a 3G design without changing their present SIM card. They should simply pick and subscribe the bundle. All the 3G packs will be accessible at a solitary store, *5000#. A Banglalink supporter benefiting the 3G administration will have video calling office too. Banglalink clients will get an uncommon markdown in Samsung stores. Additionally, the Banglalink Priyojon clients will be broadened an equivalent regularly scheduled payment office to buy Samsung Galaxy Note 3 from Banglalink Gulshan and Motijheel client mind focuses.



Banglalink 4G:

In Bangladesh Banglalink is one of the top digital communications service provider that is set to offer 4G, the fourth generation internet for all through a most higher and powerful network. To achieve this, the company is working relentlessly and promotion its network to offer a data heavy and seamless connectivity for its customers.

The company is all places to launch a 4G network that is the great complement to the Government's digital vision. There had been successful testing of their network for 4G a year back by one of their partners, and pioneering approaches to network modernization had also been taken and recently ongoing converting SIM to 4G.

The organization is good to go to dispatch a 4G arrange that is the ideal supplement to the Government's computerized vision. There had been fruitful trying of our system for 4G a year back by one of our accomplices, and inventive ways to deal with organize modernization had likewise been taken and as of late began changing over SIM to 4G. In any case, we keep on investing in effective, fast information systems planning to considerably enhance 3G scope too. As of now 90% locales have been brought under 3G scope and inside this year the rest will be updated too.

Services are being offered:

As Banglalink is a telecom industry, it provides different services like: Amar Tune, Namaj Alert, SMS, Money Transfer, Call waiting, Free minute offer, Balance Transfer offer and so on. Banglalink always try to provide the best service to its customer.

Banglalink network coverage:

When Banglalink started its journey they covered nine districts. But in this present time they are covering 66400 districts and 504 thanas.



Figure: Network Coverage of Banglalink

Organizational structure of Banglalink

Every organization has different department likewise Banglalink has different department. The main seven department of Banglalink are: HR, Sales, IT, Finance, Marketing, Accounts, and Admin. Banglalink has its middle and first stage management.

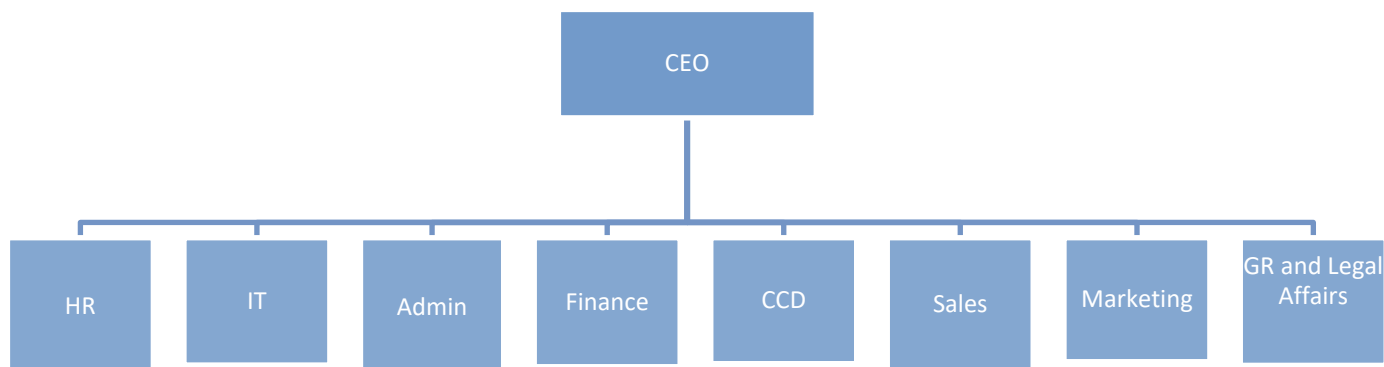


Figure: Organizational structure of Banglalink

Analysis on Banglalink

Working Hour:

The working hours of Banglalink employees are 9am to 6pm. sometime they need to do overtime and they are being paid additional. It is not mandatory for them to come office sharp at 9 am. They have to be present in between 8 am to 9am and after completing the nine hours they can leave. If any employee comes at 8 am they can go at 5pm and if any employee come at 9 am he or she may leave at 6pm.

Probation period:

The probation time frame enables a business to fire a worker who isn't doing great at their activity or is generally considered not appropriate for a specific position or any position. Six month is the probation time for the employee. It can be extend extra six month if any employee does unsatisfactory task. Workers are being checked when they are in the trial time frame.

Cafeteria service:

Banglalink is providing cafeteria service for their employee. It is really a great service for their employee. There are huge menu in the list so that employee can choose for their lunch. And the cost of the food is less. Besides for the interns they are providing free lunch in the cafeteria in the Tiger's Den.

Pantry Service:

In the Tiger's den there has pantry in every floor where employees can get tea, coffee and water. Even there has fridge where employee can reserved their food if any employee brings some food from their home.

Day Care:

Banglalink Head quarter has a day care service. Employees can do their work smoothly because they have day care service in their office. Most of the female employee who has kids they use day care for their children. So they can do their work without tension about their children.

Mobile services:

As Banglalink is a telecom company so they are providing mobile service. Not only has the employee interned also getting this service.

Code of conduct:

Every company has its own rules and regulation so Banglalink has its own code of conduct; this is mainly guideline that every company needs to follow. So every employee, suppliers as well as customers should follow the standard guideline.

Key responsibilities during internship

HR authorities are in charge of enlisting, screening, meeting and putting laborers. They may likewise deal with worker relations, finance and advantages and preparing. HR administrators design, immediate and facilitate the managerial elements of an association. Day by day HR department is growing and being sought out in various companies. They with administration to help grow long haul systems for the development and advancement of an organization. HR offices regularly go about as an agent amongst workers and administration and ought to be the place representatives go for essential organization data. In every single company their

department is HR. HR shared services is a systematic process where involved different activities which is shared among the number of parties.

Duties and Responsibilities:

I worked at Banglalink as an intern and got so many opportunities to work with different department. So my main responsibility was:

- Data passage from worker faculty record
- Made the arrangement letter and gave to the new joiners
- Helped my line manager with the SME project
- Do UAT
- Coordinate meeting

Even I worked with B2B Sales from there I get some knowledge about UAT which was likewise known by corporate sales. I am so glad and happy that I have gathered such huge numbers of things while working there.

Introduction of the project

Every single company has different department. To run an organization it needs the support from other department. HR department and the administration department is the heart of the organization. For running a business Human Resource Management helps the organization with its knowledge of how human capital affects organizational success. With the help of expertise, leaders are managing HR strategic management participates in corporate important decision making. HR department is the department where mainly focus on the wellbeing of the employee. It plays a vital role in Banglalink Digital Communications Ltd. this division is the center of the association. In this research project I will concentrate on the approaches of Banglalink Digital interchanges Ltd. also, the completion level of the representatives with admiration to the worker wellbeing strategies of Banglalink. HR division dependably bolsters the workers welfare strategies and dependably manages the concern of representatives. On the off chance that any worker is disappointed with their activity it is the obligation of the association and for being the center of the association the HR division is to help their representative improvement, vocation development and physical prosperity. To increase the employee satisfaction and for the wellbeing of Banglalink employee the company is making new policies and it always trying to develop them as well as retain them and decrease the turnover rate. The main objective of this research is to point out the employee satisfaction level regarding the wellbeing policies of the organization. For this project I have conduct the survey and collected some information from the Banglalink employee. My survey questions was the employee satisfaction level regarding the food quality, day care, the leave policy, working environment, turnover rate of the employee and so on.

My Observation:

It was a great opportunity for to work at Banglalink. Though I worked as an intern but when I worked there I feel like I am permanent employee of Banglalink. This is possible only for the whole employee of Banglalink. Their behavior is so well to all. Besides all the team members were very friendly and helpful so I faced fewer problems while doing work with the different team during my internship period. So it is quite tough for me to point out some problem that I was facing. But some difficulties hampered my task a lot. The main problem I faced that is transportation system of Banglalink for the interns. They are not providing transport service for the interns. As I was intern I sometime I had to work some outdoor work so it creates problem. Though I faced little problem regarding transportation, I can suggest Banglalink authority has to focus more on the transportation service for the interns. So, they can complete their task on time. It will increase the work productivity.

Objective of the project:

For this project the major objective is to point out the employee satisfaction level regarding the benefit policies of Banglalink. As I already discussed earlier about employee satisfaction. Even I already did a survey and took some information about employee satisfaction and their role in the organization. I already give a brief analysis regarding employee satisfaction level. I tried my best to find out the satisfaction policy. The major purpose of this project is:

- Identify the Human Resource Policies
- Regarding the company policy, what is the employee satisfaction level

Problem statement

For this project the main work was to identify the satisfaction level of employee regarding the wellbeing policy of Banglalink.

Limitations:

The exploration is restricted in a few criteria, for example, administration exercises, the earth, cafeteria administrations, offices, preparing, consistence, leave arrangements and so on. This is done amidst the year and there is some constraint which is given beneath:

- The data of the organization were confidential to the point that it was hard to gather the data about the organization. The organization couldn't give enough data since it was exceptionally secret.
- The day and age of this examination were insufficient for me. I couldn't get enough time for the examination so the data that I found through my investigation was not sufficiently adequate. This is the impediment.
- The concentrate on my exploration was restricted in light of the fact that I needed to work a great deal amid my entry level position report so I didn't get enough time for my report.

- Lastly, the significant restriction was the member number. As it is exceptionally private so the representative were not permitted to give all the data of the organization. So I didn't get any assistance from them yet they endeavored to give the data. That was the significant restriction of my exploration.

Significance of the study

For the betterment of the organization as well as for the student this study is really important and enough. This research can be used in Human Resource Management department and also the administration department of the organization. Through this research the organization can take decision and can get some idea about employee satisfaction. With the help of this research they can find out the lacking and will try to fulfill the gap. So it is clear that this research will be helpful for the organization to its future achievement.

Methodology

As I already mentioned that this research is significant for the organizations betterment. My main focus was to identify the employee satisfaction regarding their welfare policy. With this topic I tried my best to do the survey. I have made some survey questions and gave it to the Banglalink employee who is working at Tigers Den. They helped me a lot and answered those questions. So it makes my project more authentic. With the help of those questions answer and information I made this project. There were two data collection and they are:

- Primary Data
- Secondary Data

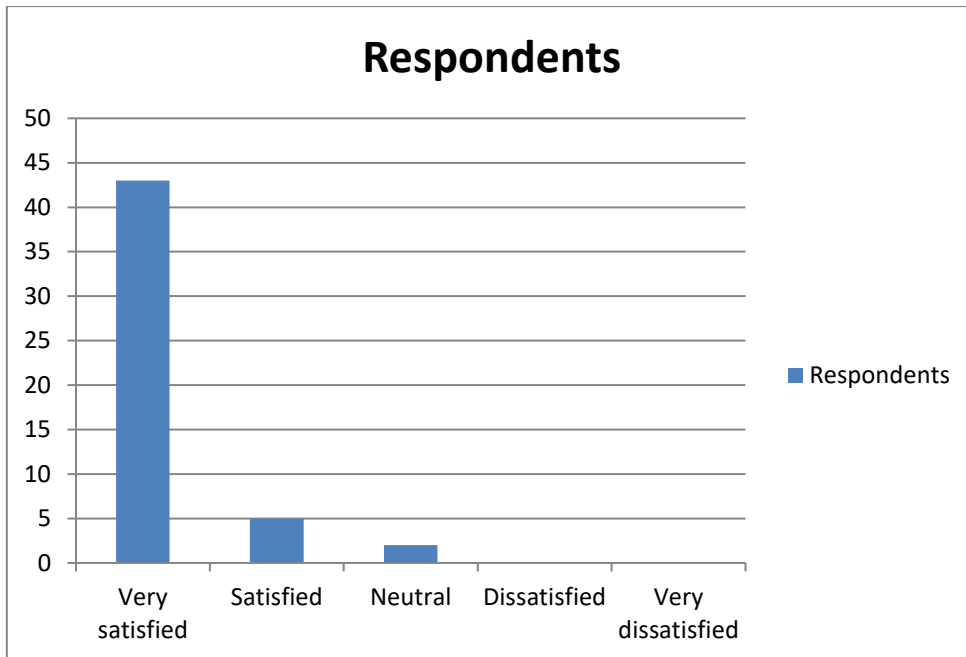
Primary Data: All the information I collected from the primary data.

Secondary Data: Collecting data from annual report, webpage etc.

Finding and analysis:

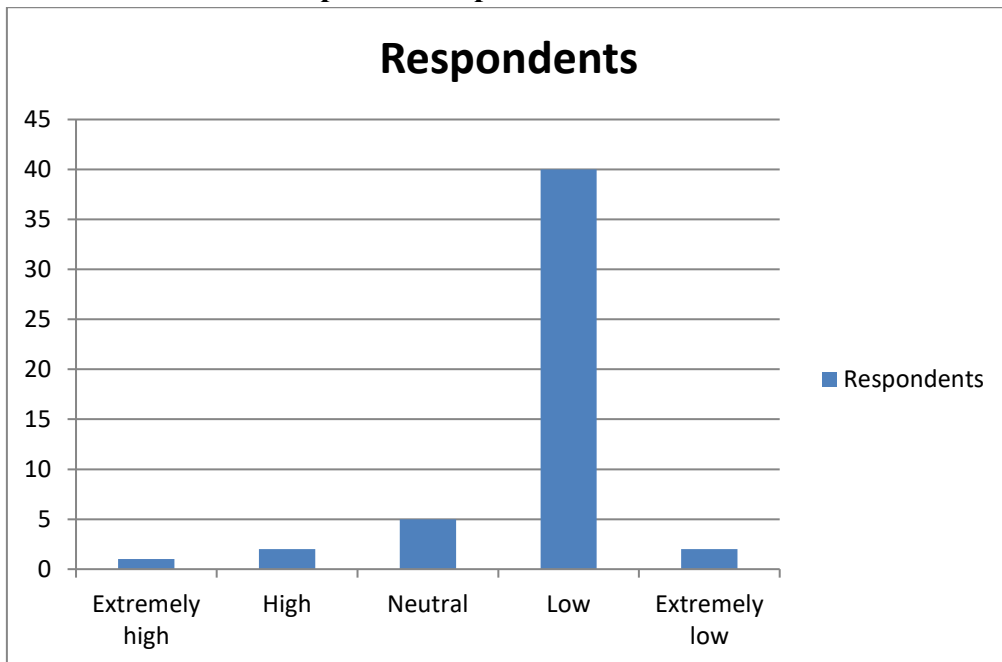
My main responsibility was to do survey and tried to find out the employee job satisfaction level of Banglalink. For my survey I choose 50 employees and asked them some questions that I made based on their job satisfaction. Through this survey I got some authentic information and got to know that how many employees are really satisfied with the welfare policy and also got to know how many employees are dissatisfied with the welfare policies. Below I prepared some chart that is showing how many employees are satisfied and dissatisfied with the services:

1. Working environment of the Tiger's Den?



From this survey, get to know that between 40 to 45 employees they are very satisfied with the work and the current environment. So we can that the current environment of Banglalink is really very good to work. Employees are happy to have a work environment like Banglalink.

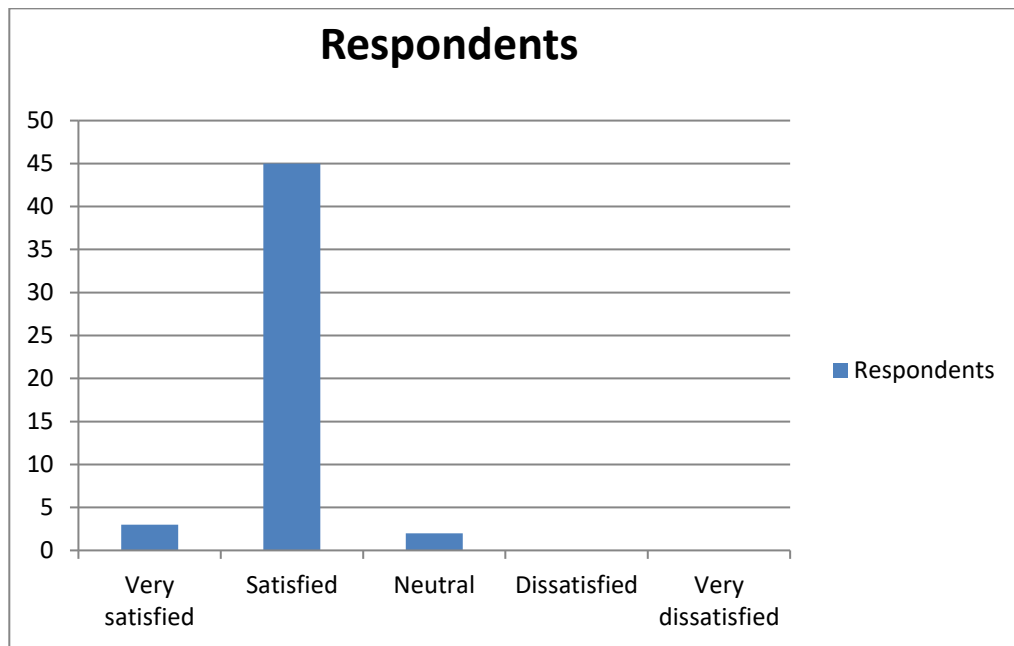
2. How is the Individual opinion acceptance level?



This survey is shown that the individual opinion acceptance level is low. The employee between 35 to 40 employees their opinion is low. In every organization there need to

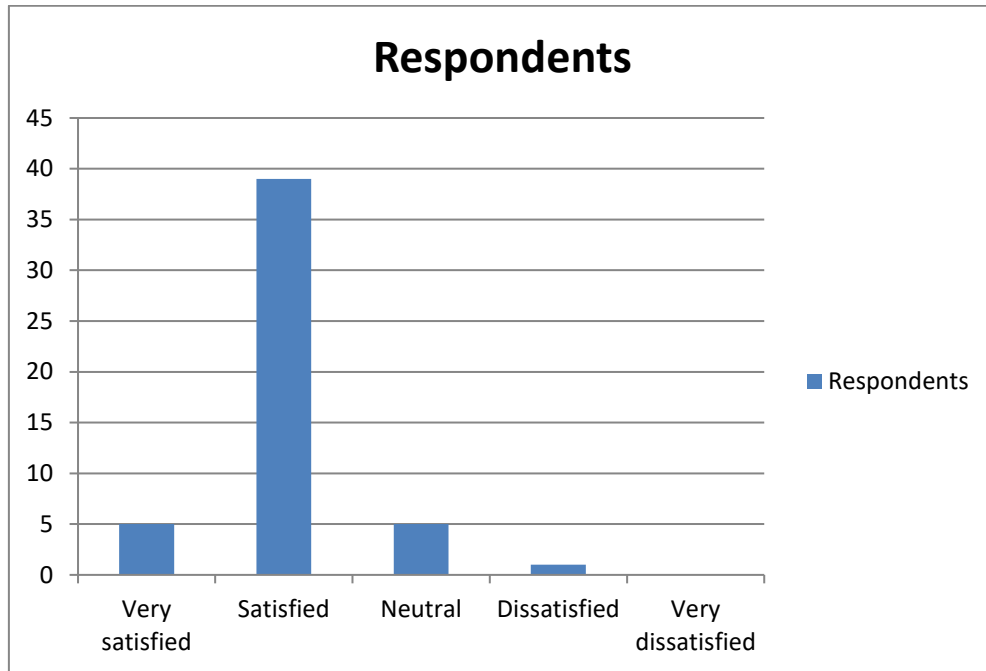
have the capacity for decision making is really important for coming up with employee satisfaction. This survey is showing that employee doesn't get the support and their supervisor doesn't take individual opinion. So employees are not satisfied. It is clear that, from them their boss is not going to take any recommendation for better decision making.

3. How is the satisfaction level of transportation system?



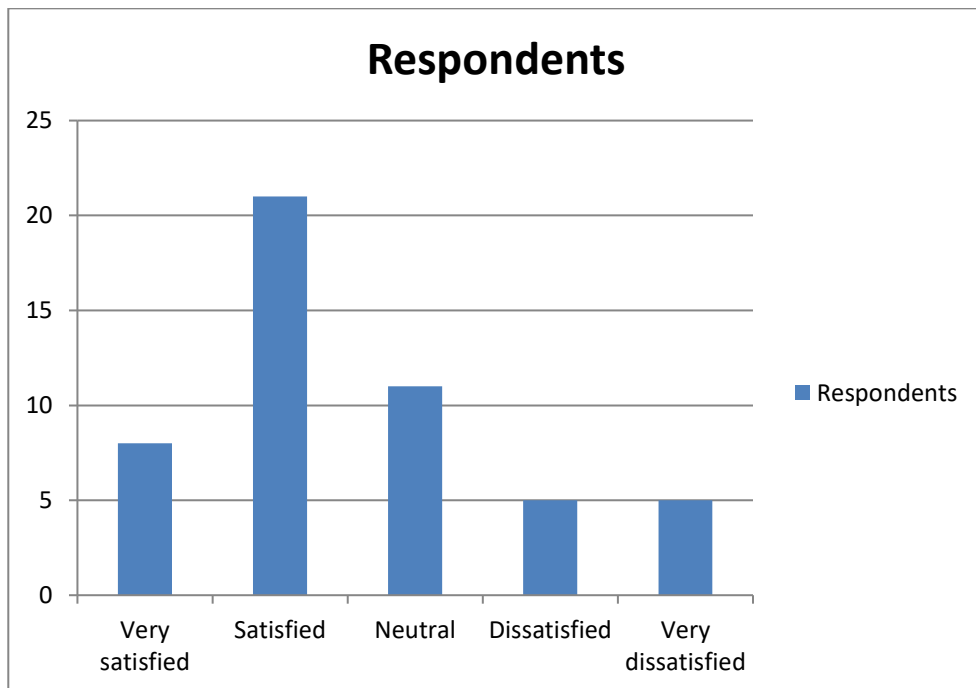
From the survey it is clear that 45 employees are satisfied with the transportation service. The satisfied respondents are huge to have a good transportation service.

4. Satisfaction level of the cafeteria service:



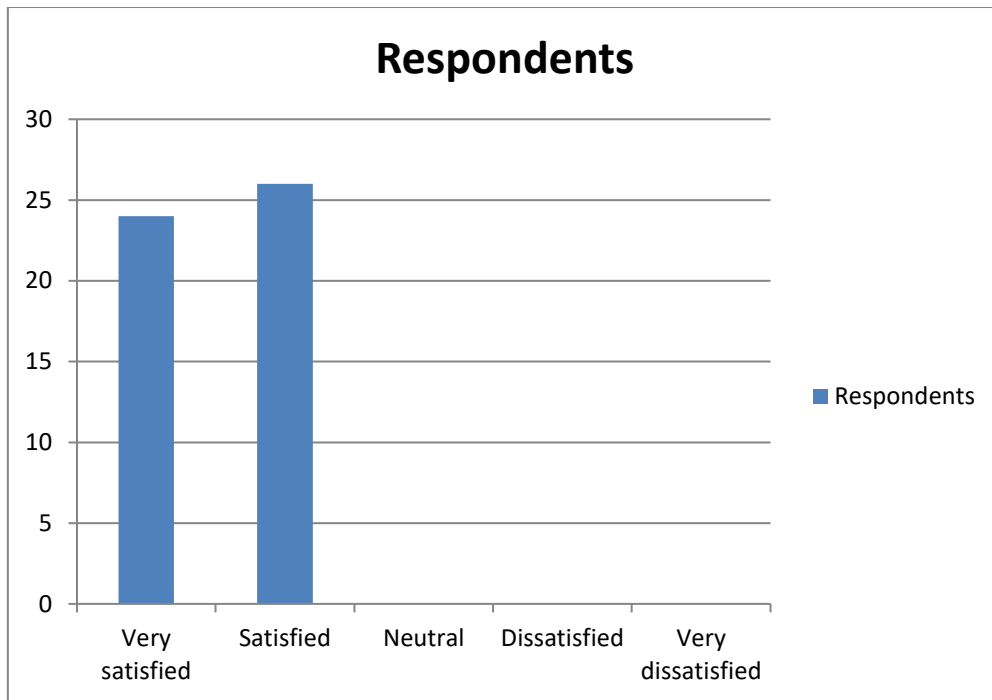
From the survey it is found that between 35 to 40 employees they are very satisfied with the service of cafeteria. When they answered this question they were saying that the Banglalink is providing good food those are really very tasty and mouthwatering.

5. Satisfaction level regarding medical facilities:



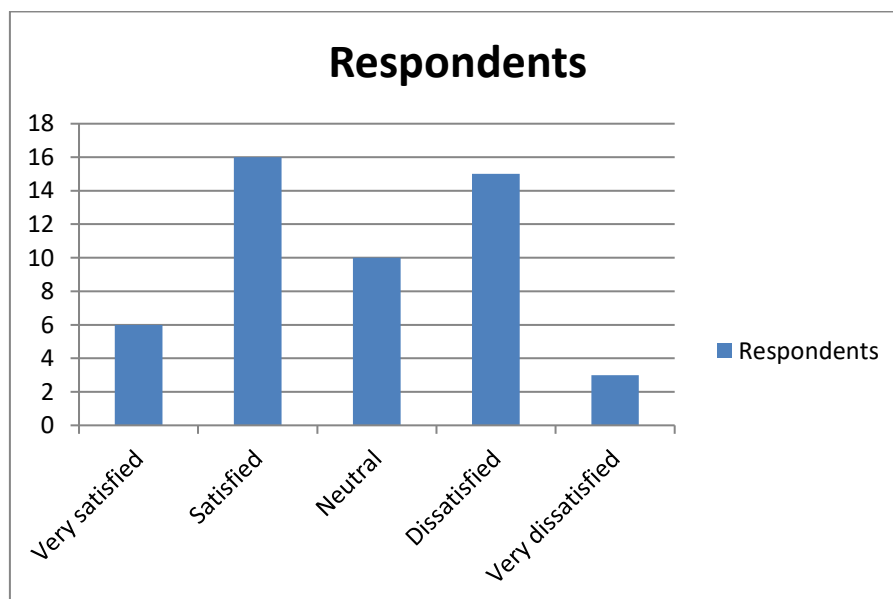
It is found from the survey that 5 employees are dissatisfied with the medical service. So we can say that Banglalink employees are very much happy and satisfied with the medical service.

6. How is the Satisfaction level of daycare facilities?



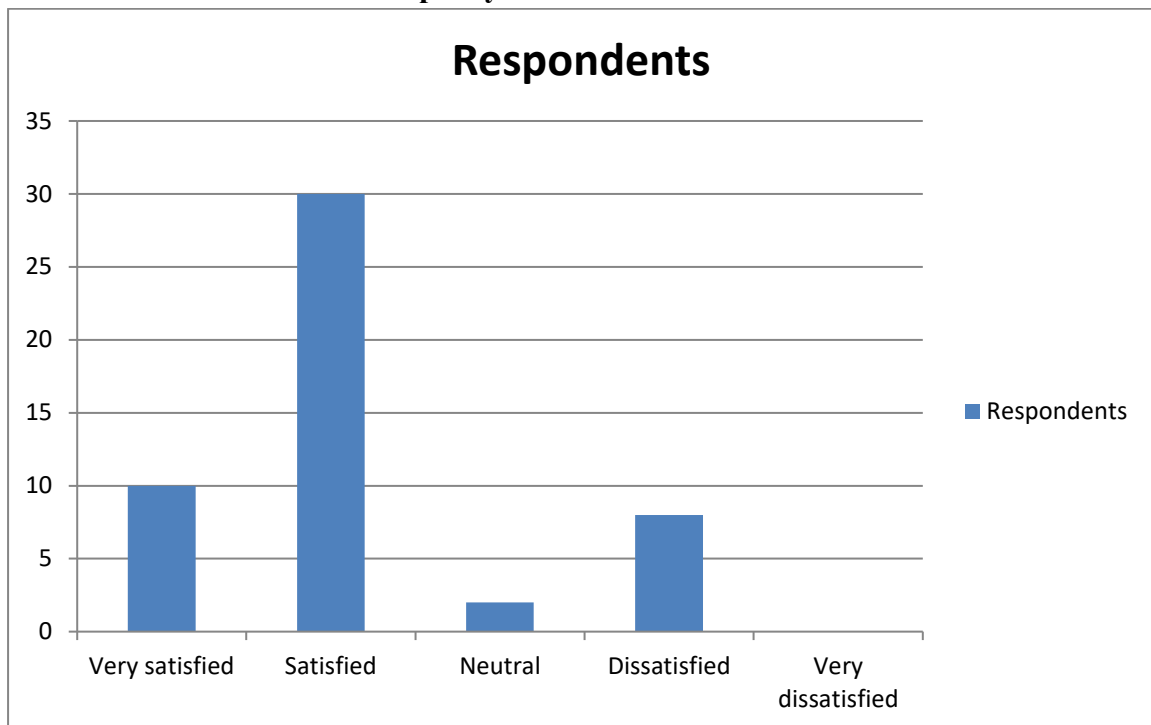
It is shown that most of the employees are happy and satisfied with the day care facilities. Banglalink is really providing a good facility for their employee.

7. Does Banglalink give proper training?



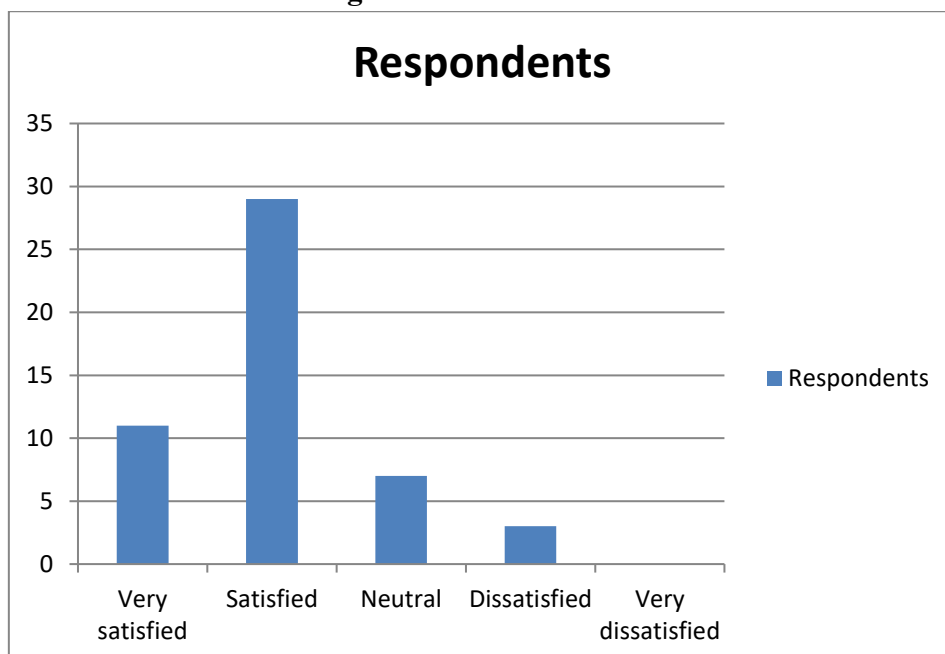
From the survey we got to know that Banglalink need to develop the training level. Because the survey is showing that the satisfaction and dissatisfaction level is similar

8. Satisfaction level of leave policy?



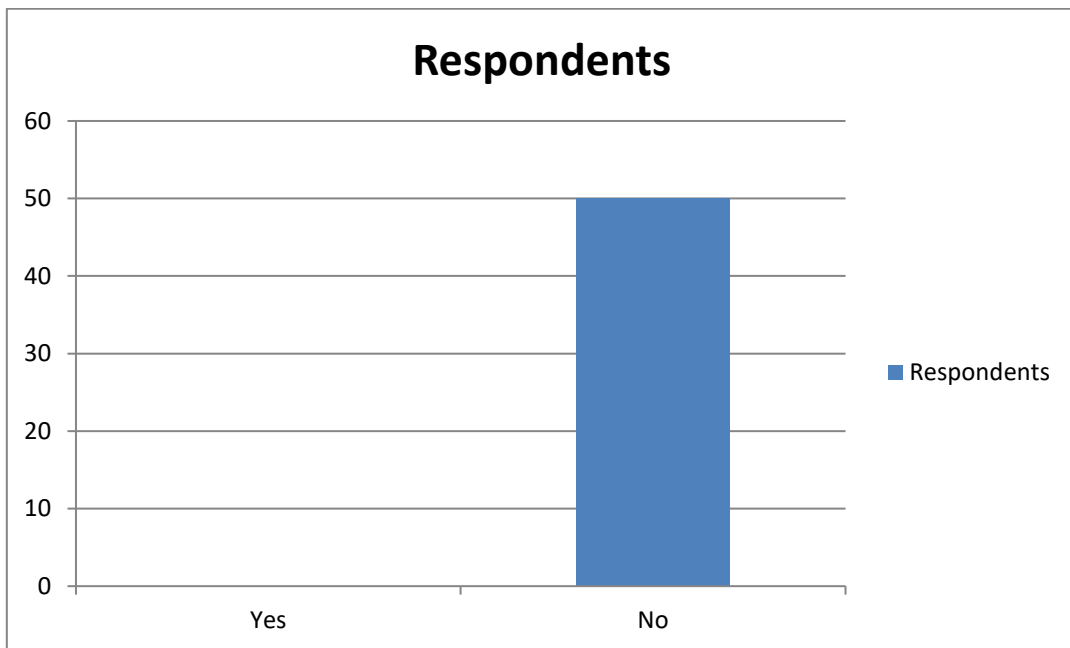
Employees are happy regarding the leave policy. From this survey we get to know that 30 employees are satisfied with the leave policy.

9. Satisfaction level of working hours?



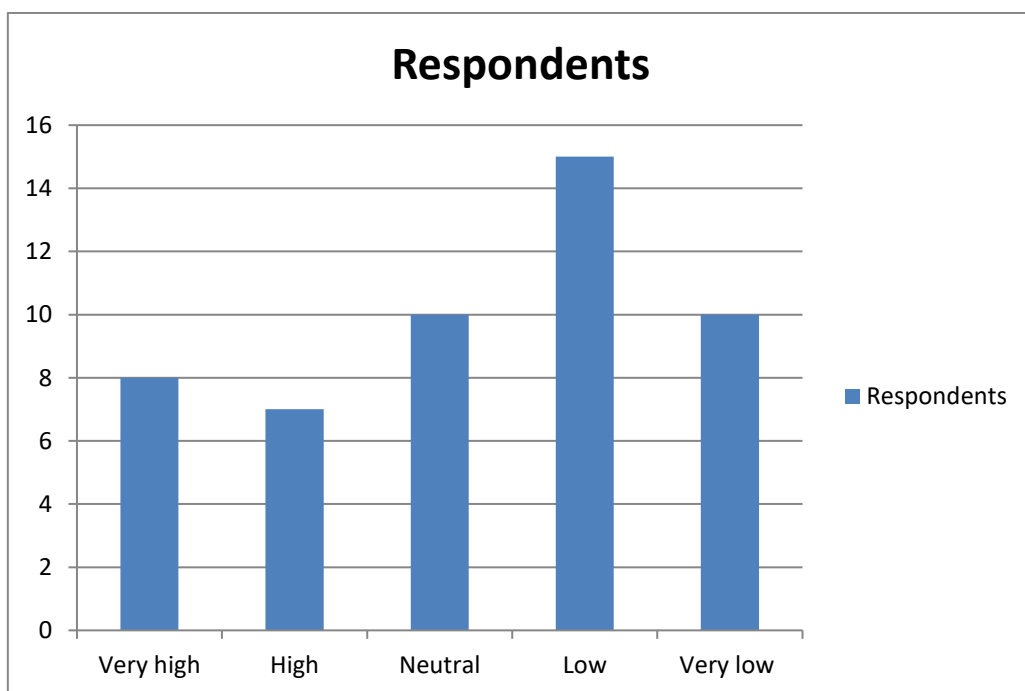
Between 25 to 30 employees they are satisfied with the working hours. This survey is shown that employees are satisfied with the 9 hours working time.

10. Gender discrimination at Banglalink:



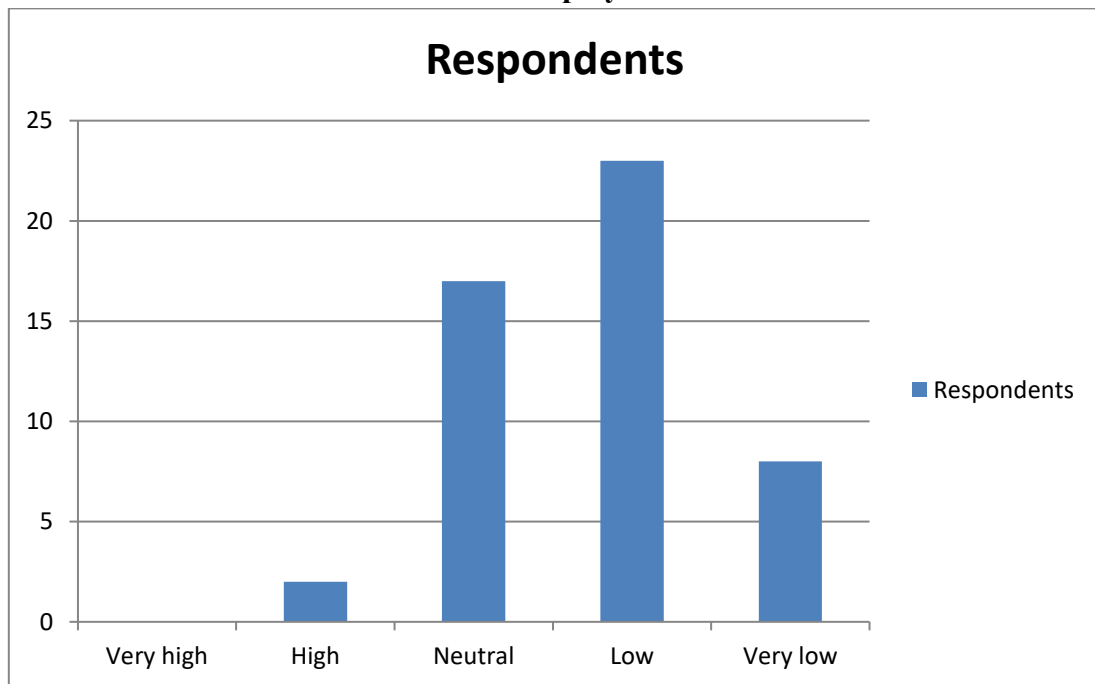
Gender discrimination is very important issue but from this survey we got to know that in Banglalink there has no gender discrimination. And employees have good environment to do their task frequently. Even they said that they are getting help from their male coworker. It is a great achievement for Banglalink and really a success story for Banglalink that they don't support gender discrimination.

11. How is the employee turnover rate?



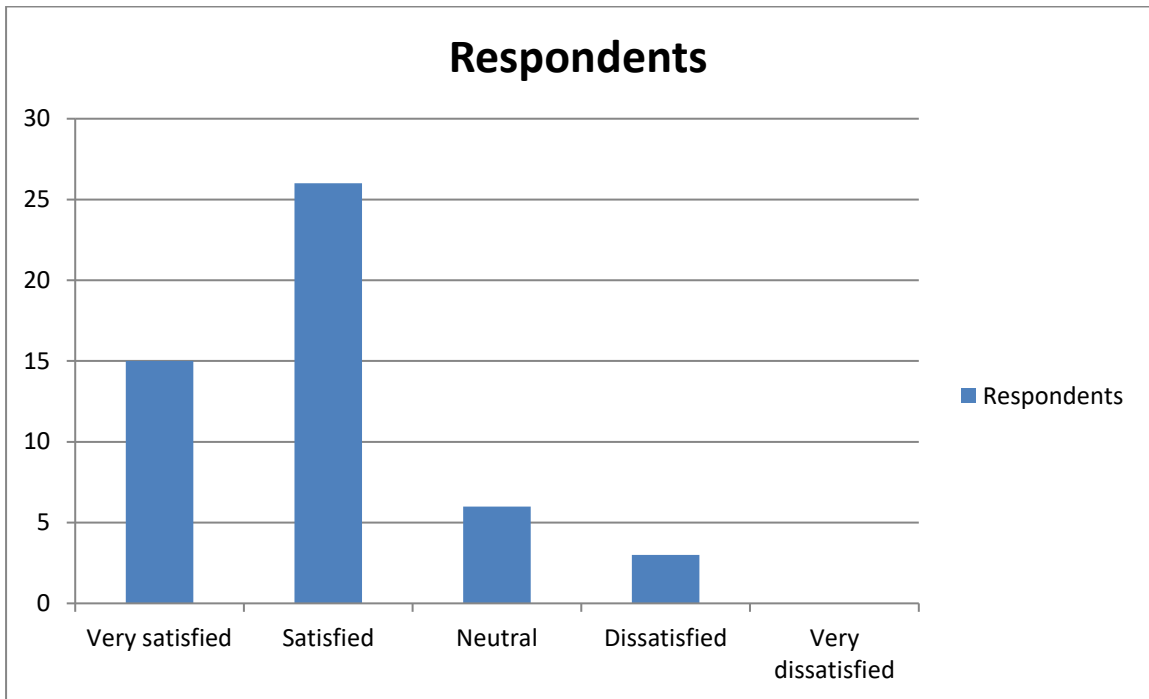
From the survey result we can see that the respondent have mixed opinion about the employee turnover rate.

12. How is the absenteeism rate of the employees?



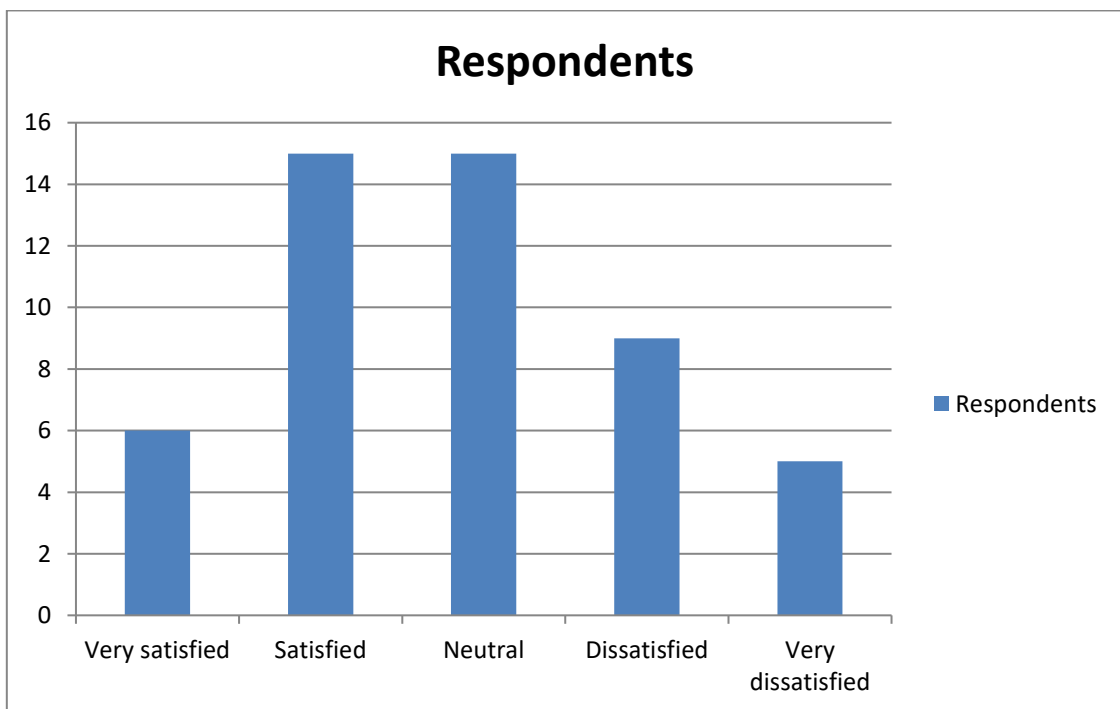
The survey is showing that the absenteeism rate of the employee's is low between 20 to 25 respondents. So it is clear that the absenteeism rate is low. It is very important part for the organization. The organization working productivity is also depends on the employee absenteeism. The low absenteeism helps to motivated workforce.

13. Payment system of the Banglalink:



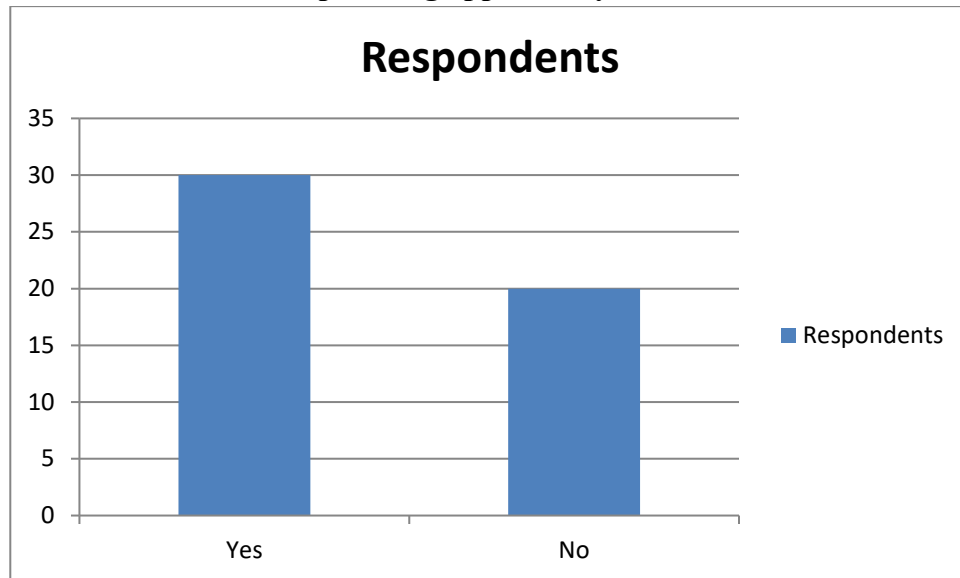
Employees are satisfied with the payment service. The survey result is shown that higher rate of the employee is happy with this payment service.

14. Employees are satisfied with the current rewards or promotion system:



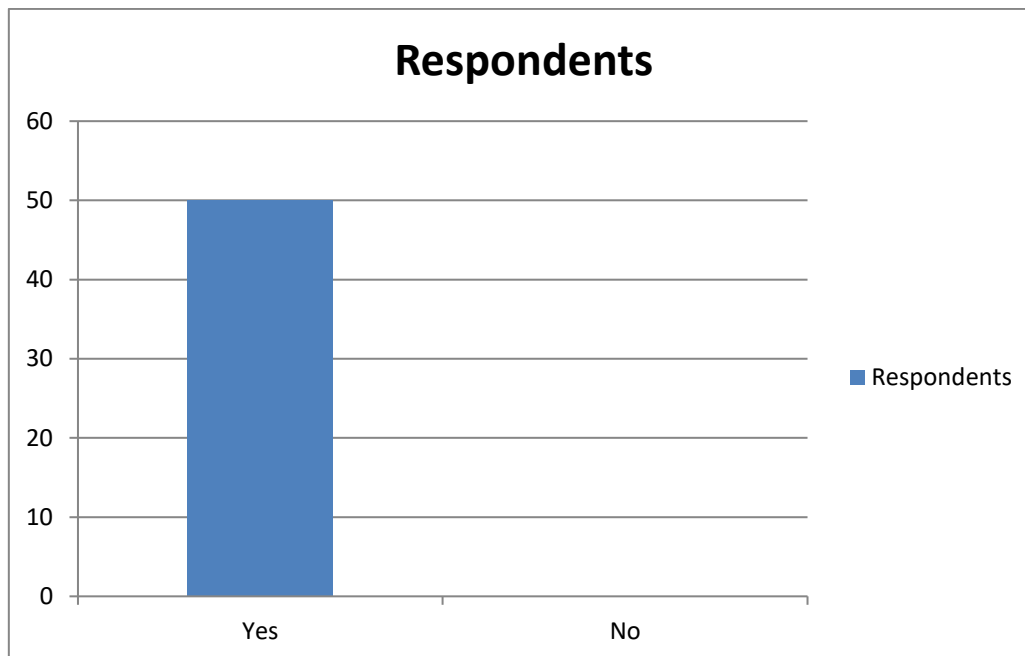
We can see that some respondents are highly dissatisfied and some are extremely satisfied but most of the respondents are neutral and satisfied.

15. Satisfaction level of career planning opportunity?



Here the survey is showing that 30 employees are happy and satisfied of career planning opportunity. And 20 employees are dissatisfied of career planning.

16. Does Banglalink provide maternity leave?



Banglalink is providing maternity leave. From the survey it can be said that employees are satisfied with the maternity leave.

Recommendation

Every single project or research paper is incomplete without recommendation. Recommendation is the most important part in any research or project. It helps to bring success and develop the origination. From the recommendation company can get to know where they need to improve. After doing survey, I have some recommendation. Those are given below:

- Firstly from the survey it has been found that most of the employees are not satisfied with the training that Banglalink is providing. Without training employee cannot improve. They may not get idea where they need to improve. On the job training is really important for the employee to enhance the satisfaction level as well as there need to provide off the job training for different department. It will be betterment for the employee as well as the organization. If the employee gets better training they will have the ability to give the best performance towards their work and company will be benefited. For the employee it will be easy for them to give the best task and company will come close to achieve the success. Here Banglalink need to provide better training tool and give sufficient on the job training. So training is important not only for the employee but also for the organization.
- Secondly, the recommendation is the employee engagement structure. Every organization needs support. If supervisor take decision from the employee that will be great help and support for the organization. But from the survey, got to know that employee doesn't get the support and employee supervisor doesn't take the opinion from them. To achieve the goal and success their need to have support. So if the supervisor takes some decision from their employee that will be great help for their organization and if they work together there may create good bonding between boss and employee.
- Thirdly the recommendation will be about the satisfaction level of employee career planning opportunity. From the survey got to know that among the 50 employees 20 employees are not satisfied with the career planning opportunity. For the sake of the employee Banglalink needs to develop the career planning opportunity to increase the level of employee satisfaction.
- After that the recommendation will be, in this organization there should give some priority to their junior where they can give their opinion about any major issue. When senior employee gives any final decision, there should have some chance to juniors. So before giving any final result. Banglalink should have the practice to take all the employees opinions. The practice should give recommendation and suggestion by the junior's employees to their higher management. So it will be increase the trust on the employee.
- Finally, the last recommendation will be about the working time. Though the employee is happy about the working hour but some employee especially those are contractual employee have some problems regarding the working time. Some employee need to work on Friday and Saturday though these two days are holiday for that organization. So, Banglalink should be more flexible in the working time.

Conclusion

In the conclusion, it is true that Banglalink is one of the reputed multinational companies. They maintained their strategy from the beginning to the end and for that they scored the second position telecommunication industry. They always try to give their best performance and provide better service for their customer. They always try to maintain their rules and policy. As I worked with their corporate SME project that is really very unique service they are providing. Under the SME project they are providing FFL, CRBT, VAS etc. this project will bring success and profit for the organization. Even the new project of Human Resource shared service definitely will make profit and bring revenue. Besides Banglalink always try to make sure for the betterment for their employee. Though Banglalink is providing better service but from the survey I found some lacking. Some employee is dissatisfied regarding some cases. If they give some focus on that issue that may bring some good will. Employee will be satisfied and become motivated than company will be benefited. Every company or organization has its ups and down, satisfaction and dissatisfaction likewise Banglalink has some issue. Finally from this report it is clear that Banglalink is the best organization where they concern about their employee satisfaction.

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APPENDIX

Employee satisfaction level regarding the employee welfare services of Banglalink Digital Communications Ltd.

1. Working environment of the Tiger's Den?

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

2. Individual opinion acceptance level:

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

3. How is the satisfaction level of transportation facilities?

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

4. Satisfaction level of the cafeteria service-

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

5. Satisfaction level regarding medical facilities:

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

6. How is the Satisfaction level of daycare facilities?

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

7. Does Banglalink give proper training?

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

8. Satisfaction level of leave policy:

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

9. Satisfaction level of working hours:

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

10. Gender discrimination at Banglalink:

- Yes
- No

11. How is the Employee turnover rate?

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

12. Absenteeism rate of the employees:

- Very satisfied

- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

13. Payment system of the Banglalink-

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

14. Employees are satisfied with the current rewards or promotion system-

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

15. How is the satisfaction level of career planning opportunity?

- Yes
- No

16. Does Banglalink provide maternity leave?

- Yes
- No

17. Do you want to add any suggestion regarding the wellbeing policies of Banglalink Digital Communications Ltd?

Thank you for your support in this evaluation.