

Report on Talent Management Practice and Employee Engagement of Augmedix

Submitted by

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ID: 18204036

An internship report submitted to the BRAC Business School in partial fulfillment
of the requirements for the degree of Bachelor of Business Administration

BRAC Business School
BRAC University
2023

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Declaration :**The following proclamation is made:**

1. The submitted internship report is my own original work while pursuing a degree at BRAC University.
2. The report does not contain previously published or written content by a third party, unless properly cited with complete and correct referencing.
3. The report does not include any content that has been accepted or submitted for another degree or diploma at a university or other institution.
4. I have acknowledged all main sources of help. Student's Full Name & Signature:

Student's Full Name & Signature

Maimuna Akter Chowdhury

ID: 18204036

Supervisor's Full Name & Signature

Dr. Syed Far Abid Hossain

Assistant Professor, BRAC Business School

BRAC University

The Letter of Transmittal

**Dr. Syed Far Abid
Hossain Assistant
Professor**

BRAC Business School
BRAC University
66 Mohakhali, Dhaka – 1212

Subject- Submission of Internship Report

Dear Sir,

I want to submit a report on "**Talent management practice and employee engagement of Augmedix Bangladesh**" As a requirement for completing my Bachelor of Business Administration degree at BRAC University, I must complete this requirement. My job experience, application of academic knowledge, and supplementary information from my three-month HR internship at Augmedix Bangladesh are included in this report. Working with the team in a new environment helped me understand the advantages and disadvantages of the job and obligations, as well as the significance of the HR team in any organization. This report has been prepared per your instructions and direction.

Thank you for approving my report topic and guiding me through the processes required for completing my report.

Sincerely Yours,

Maimuna Akter Chowdhury

18204036
BRAC Business School
BRAC University
Date:

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Non-Disclosure Agreement

This agreement is developed and signed by Augmedix BD Ltd. and Maimuna Akter Chowdhury, a student of BRAC university to avoid the unauthorized exposure of critical company information.

Augmedix BD Limited

Maimuna Akter Chowdhury

Acknowledgment

First of all, I am thankful for Allah's excellent chance, and I want to express my gratitude to Him. Then, I would like to express my gratitude to Dr. Syed Far Abid Hossain, Assistant Professor at BRAC Business School, for giving me guidance, as well as utmost support all the way through the completion of this report. In addition, I would like to express my sincere gratitude to Mr. Syed Abul Hussain Md. Nurullah, (Head of People Team, Bangladesh), Ms. Nabila Tahsin Ahmed (lead recruiter) and Mr. Mohiuddin Kader Arnab (Officer, Human Resources), for all their help and guidance throughout my internship program in Augmedix Bangladesh Limited. In Augmedix Bangladesh Limited, I have had the opportunity to exercise my theoretical knowledge into real life scenario, for which I am grateful.

Executive Summary

After spending three months as an intern at Augmedix Bangladesh, I have completed my report for the Operation division of the Human Resource and Administration Department. I made a concerted effort to learn as much as I could about the many facets of operation management. As part of my internship report, I provided a high-level summary of the human resources department of Augmedix. Additionally, I briefly discussed the responsibilities placed on me and the positive impact I have had on the company. What I have learned during my internship, as well as how I have interacted with my superiors and colleagues, are all detailed here. I have examined the personnel management section, which includes hiring, training, and marketing to potential employees and employers. This report details my own experience and how it differs from the course ideas I have learned. My internship was full of obstacles, and I learned a lot and saw several places where I could make improvements. In my report, I discussed those places and functions and offered suggestions on how to make them better. In my time at Augmedix, I have taken an active role in the company's Talent management approach and in encouraging employee participation. The BBA curriculum gave me the opportunity to put the theories I learned into practice via internships and coursework, which prepared me well for working in a business environment. For the most part, I felt like I could have done things better. If I were to do this internship all over again, I have also listed the things that I would change. This Internship report was created as part of the final requirements for the Internship Program at BRAC Business School

List of Acronyms

HIPAA	: Health Insurance Portability and Accountability Act EHR Electronic Health Record
AST	: Augmedix Scribe Training
DR	: Doctor Ready
DA	: Doctor Approved
LOM	: Language of Medicine

Chapter One: The Internship Overview

1.1 Student Data

Name: Maimuna Akter Chowdhury

ID- 18204036

Program- Bachelor of Business Administrations.

Major- Human Resource Management and Marketing

1.2 Internship Information

1.2.1 Name of Company:

Organization: Augmedix Bangladesh

The internship duration: 3 months

Location: Augmedix Building, Suite 203, 17/C Panthapath, Dhaka, Bangladesh

Department: Human Resources (operation)

1.2.2 Supervisors Information:

Name: Mohiuddin Kader Arnab

Position: Officer-Human Resources

Email: Mohiuddin.arnab@augmedix.com

1.2.3 Job scope:

- Assist in creating a diverse pool of candidates to meet the varying hiring needs.
- Confirm that candidates satisfy the standards by conducting preliminary screenings and phone screenings
- Assist the recruiter with their daily tasks and obligations.
- Complete the necessary paperwork and produce reports based on the work linked to recruitment.
- Creating and maintaining an up-to-date database of hiring information.
- Handling of contracts and private information
- Implementation of policies for Payroll management

1.2.4 Learning

Soft Skills

- It has allowed me to put into practice the HR terminology I have learned over the last four years.
- Secondly, I learned to keep my temper under intense strict deadlines.
- I have learned how to present myself more confidently and am prepared and able to become a valuable asset to any company, thanks to this course.
- I get to collaborate with American medical professionals and gain insight into the operation of the American healthcare system.
- Whenever a disagreement arises in a team, the organization has prepared me to manage it maturely.
- It prepared me to work in a workplace manner as part of a team and, therefore, to appreciate the advantages of a group effort over an individual effort.

Functional Skills

- Fill managing of the employee followed by resume, agreement, E-tin, etc
- working on spreadsheet
- Recruiting through phone calls and interviews.

1.3 Internship Outcomes

1.3.1 Contribution of the Intern to the Company

- The recruiter's ability to efficiently fill positions is significantly aided by the candidate information database's regular updates.
- Second, the company may save more time and develop a more helpful pool of applicants by doing an initial phone screening to verify that individuals match the fundamental standards.
- Help the recruiter with day-to-day tasks so that qualified Scribes who will help the organization and American physicians are chosen.
- Monitor and review the tests of around on

1.3.2 Benefit to the student

- It allows me to use the human resources concepts I've acquired over the last four years in a realistic context.
- It teaches me how to avoid making errors when working under pressure.
- It helps me become more professional and teaches me how to train myself to become a resourceful firm employee.
- It provided me the opportunity to work with American physicians and get familiarity with their medical system.
- The organization also teaches me how to handle situations properly whenever a team disagrees.
- It also teaches me how to function as a team in a professional setting, which enables me to comprehend the strength and benefits of working as a team instead of as an individual.

1.3.3 Difficulties

- As I worked under operations, I had to work alone to maintain confidentiality
- I got fewer chances to blend in with others because of the working restrictions
- The office time is different from the local market, so I faced difficulties in maintaining regular life works.
- The lack of a database pushed me hard to create one manually.

1.3.4 Recommendations

- The company should offer interns the chance to assist with HR operations more often so they can gain some understanding of HR operations in addition to those of the remuneration sector.
- The company should also assign interns to some jobs that will allow them to demonstrate their abilities or use what they have learned immediately.
- The company must also provide interns the chance to showcase their unique talents instead of limiting them to paperwork work when there is little to no possibility of doing so.

- For the intern to comprehend, experience, and learn about corporate meetings, the corporation may also permit the interns to attend special corporate meetings.
- As a final option, the employer will occasionally let interns see corporate interviews to provide insight.

Chapter Two: Organization Part

2.1 Introduction

To begin, Human Resources (HR) is essential to the development and stability of every company. Humans, not machines, are what make a company run smoothly. It is often claimed that an organization's people are its greatest asset. A company that values its employees and provides sufficient space to develop professionally and showcase its abilities will undoubtedly rank among the most successful in the business world. HR professionals help facilitate this procedure for their company. Human Resources was not given much attention in the beginning, but times have changed, and it is now one of the most vital parts of any company. As a result of HR's efforts, a business can locate and develop its most promising people, who become its most valuable assets. Human Resources, sometimes known as the “people team,” assists workers in becoming more effective in their roles. Many individuals mistakenly believe that Human Resources is exclusively concerned with compensation and related issues like payroll audits and employee training. Human resources, however, is now a critical factor in shaping a company’s culture and assisting workers in being more productive and efficient in their work. My internship report aims to discuss human resources management at Augmedix.

2.2 Company Overview

In this section, I will elaborate on the organization Augmedix.

2.2.1 Augmedix INC.

In 2013, Augmedix Inc. began its journey. Ian Shakil and Pelu Tran started Augmedix to rehumanize doctor-patient communications in the USA. Currently, Augmedix works in Bangladesh, India, and Sri Lanka and provides BPO services to medical professionals and clinics in the USA. Augmedix mainly conducts business in the USA, Bangladesh, India, and Sri Lanka. Though Augmedix relies on other contractors to carry out its business, the company began operating in India

in 2022. (Augmedix, 2021) n.d. (Augmedix). The company has developed its own Ambient Automated Platform, which converts real doctor-patient talks into detailed patient notes by automatically converting them from sound to writing. The platform also offers a variety of data-related services to doctors and clinicians. By relieving them of their administrative responsibilities, these services allow physicians and other medical professionals to interact with patients more and provide better treatment. The technology, which Augmedix owns, employs natural language processing, speech-to-text conversion, and clinical datasets to record the background doctor-patient interaction and produce organized medical notes and charts.

2.2.2 Augmedix Bangladesh

Back 2016 Augmedix started its journey of documentation for the doctors of USA in Bangladesh and other supporting facilities for completing the goal. At the moment, Augmedix Bangladesh employs about 700 people, 500 plus of whom are scribes (the employees who directly work with USA doctors and physicians to provide them with documentation services). Augmedix Bangladesh takes great pride in providing a higher-quality service than its rivals. Augmedix Bangladesh has expanded significantly since 2016. The Ambient Automation Platform, which the scribes utilize to carry out their jobs, was created even before the documentation service began. It is still maintained and upgraded by Augmedix Bangladesh.

2.2.3 Management Team

Below is a list of Augmedix's management team members:



Figure 1: Management Team

2.2.4 Mission Statement

Augmedix's aim is to rehumanize the doctor-patient connection and solve the most important pain point of the U.S. healthcare system, which is the burden of paperwork.

2.2.5 The Purpose of Augmedix

Augmedix provides Americans with our scribes' assistance, rehumanizes the doctor-patient interaction, and address the primary source of suffering in the US healthcare system.

2.2.6 Basic Principles of Augmedix

The guiding principles of Augmedix are:

- Perform essential jobs.
- Work together first, then escalate
- Be a creature
- Allow the doctor to practice medicine and give full attention to the patient

2.3 Management Practices

2.3.1 Leadership style

The leadership style of Augmedix is a blend of democratic and mentoring techniques. Although Ian Shakil, the founder of Augmedix, and the whole management team supervise the firm, lower-level management has been granted some decision-making powers. The majority of this management team was recruited by Ian Shakil. This management style promotes the aims and goals of the firm. Augmedix's work environment and culture differ significantly from those in Bangladesh due to its location in the United States. Since the government does not interfere, Augmedix operates in a transparent and dynamic environment free of politics and political activity. Due to this leadership style and American culture, Augmedix employees are always eager to provide a help. Even at their place of employment, anybody may visit the country director's office promptly for assistance or to voice concerns. The country director is always eager to listen to and address his staff's issues. This supportive workplace environment encourages the development of individuals and shows their potential. Due to the management team, each year Augmedix hires one thousand scribes. A gloomy work atmosphere impairs an employee's growth. In a company where politics are prevalent and everyone want the role of leader, it is impossible to work well. However, Augmedix is distinct from all of these. At Augmedix, the American work culture in which employees prioritize over functions is upheld and applied.

2.3.2 How Augmedix Works

Augmedix's Contextual Productivity Platform allows physicians to spend less time on paperwork and more time on patient care.. Data collected by Augmedix indicates that using their services can save doctors up to three hours daily. As a result, doctors have more time to spend with patients or see more of them. It is also getting noticed that after doctors began using Augmedix, their output skyrocketed. The following are some other results of the study:

Doctors save over 40 percent of their time charting thanks to the fact that they spend less time in EHR (an average of 11 minutes per patient vs. 18 minutes with a 20% increase in output).

The average doctor's outlook on their career has improved by 40 percent.

- Consistent payments to doctors, hospitals, and clinics have resulted from shorter chart completion times.

Patient satisfaction has increased by an average of 35% thanks to (Augmedix, 2020)

All of that data is accessible on Augmedix's website.

2.3.5 Compensation System

In addition, a Scribe has a unique remuneration structure. The AST 1 training phase includes a monthly payment of BDT 10,000 for the night shift and day shift scribe. So, after 1.5 months, you will have spent 15,000. Scribes on the day shift will be paid 12,000 monthlies, while those on the night shift will be paid 15,000. These amounts are for the second stage of training, AST 2, which works out to 18,000 for the day shift scribes for 1.5 months and 22,500 for the night shift scribes throughout the same time. At the DR, or Doctor Ready level, the monthly salary for a scribe working the day shift is 17000 BDT, while a scribe on the night shift earns 20000 BDT. Once they have shown themselves worthy of a scribe position, day shift scribes may expect to earn between 28,000 and 30,000 BDT per month, while night shift scribes can expect to earn between 32,000 and 40,000 BDT per month. After being promoted to manager, they would earn above 1 lakh per year in salary. The remuneration structure for other corporate roles also differs from one division or function to the next.

2.4 Marketing Practices

2.4.1 Target Customers and Targeting Strategy

Augmedix has a large BPO business in Bangladesh. They want to recruit a minimum of one thousand scribes per year. Moreover, many people need to sign up for the Augmedix Scribe program. Augmedix aims for a broad audience since it believes this will accelerate adoption. The Augmedix hiring procedure is open to all interested parties. They say this works because they accept applications from

individuals of all educational backgrounds, including high school and college dropouts. To cope with the increased workload brought on by COVID-19, medical professionals in the United States are calling on an army of Scribes to fill out electronic health record (EHR) paperwork on their behalf. So, Augmedix is aiming for the masses in the US in order to meet the needs of the medical community there. Most of the population of Bangladesh is now without work, and that number is expected to grow as a direct result of the spread of COVID-19. To meet the need for Scribes, Augmedix has adopted a strategy of appealing to the general public. Augmedix does not need any prior work experience, in contrast to the majority of modern Bangladeshi businesses. This is helping Augmedix meet its annual employment goal of 1,000 scribes by encouraging at least 100 individuals daily to submit their resumes for consideration.

2.4.2 Marketing Strategy

Product and service

Augmedix is providing service to the USA physician by providing them scribe for decrease their work load and let them be doctors for the patients. To achieve this goal, Augmedix has a sizable Scribe operation in Bangladesh and collaborates with other organizations in India and Sri Lanka. So far, Augmedix has only served as a multinational corporation to provide Scribes using Google Glass. A Scribe in Bangladesh may listen in on doctor-patient conversations with Google Glass and enter the audio into an EHR system.

Promotion

To attract a larger pool of qualified candidates for the post of Scribe, Augmedix is focusing most of its marketing efforts on social media. Because Augmedix is always looking to fill positions for Scribes, they often advertise openings on social media and professional networking sites like LinkedIn.

Price

Since Augmedix works with U.S. physicians in the healthcare business, pricing is negotiated and maintained under U.S. law. Because Augmedix's customers are physicians in the United States, the Healthcare business pricing is negotiated and maintained under US Law. As a multinational corporation, Augmedix primarily supplies scribes to medical professionals in the United States. The physicians' workloads are too high. Therefore, Augmedix is focusing on hospitals to assist them.

2.4.3 Advertising and Promotion Strategies

Augmedix is always looking to fill positions for Scribes. The company advertises these openings on social media, business networking sites like LinkedIn, and print media like the newspaper. Today's youth spend more time online than any other generation, making social media the ideal venue for reaching a broad audience. These days, many individuals join Facebook groups dedicated to posting job openings to connect with prospective employers. Moreover, Augmedix follows this plan, as seen by the frequent publication of new job openings on its website.

2.4.4 Branding Activities

When compared to competing businesses, Augmedix stands out as unique. Ian Shakil came up with the great idea that physicians in the United States might benefit from having a remote worker to assist with administrative tasks. That is when we first launched Augmedix. In the United States, physicians have access to Augmedix's one-of-a-kind services. In every part of the globe, it is unrivaled. There will always be a need for Scribes, and the service is connected to the healthcare industry means that it does not need extensive marketing or branding efforts. Not only is the need particularly acute during the current epidemic, but it has risen dramatically from historical norms. "Rehumanizing Healthcare" is Augmedix's tagline. With this one-of-a-kind approach, Augmedix stands apart from other multinational corporations.

2.4.5 Marketing Channels

Since Augmedix is a service provider for medical professionals in the United States rather than a manufacturer of consumer goods, it uses a unique set of channels to promote its offerings. Augmedix is directly marketing its services to physicians in the United States. There is no third-party involvement or indirect sale. The approach used in this case is to develop partnerships with medical facilities that have physicians who might benefit from the assistance of Scribes in completing the EHR.

2.5 Financial Performance and Accounting Practices

2.5.1 Financial Performance

In this section, I shall do a financial analysis of Augmedix. For this investigation, I will be using the ratio approach. Each ratio is based on data from the most recent year available to us, which is 2020. The results of this study will provide me with information about the company's performance and its insights, allowing me to evaluate it concerning competitors in the same market.

Liquidity Ratio

Using these statistics, I may assess the company's liquidity. For these proportions, higher is preferable. The higher the number, the more secure the company's financial position. When it comes to paying off short-term debts, a company's liquidity levels are significant in Bangladesh.

Current Ratio

Augmedix has 1.63% of its current ratios. This indicates that Augmedix's current assets are 1.63 times sufficient to cover its short-term obligations. Furthermore, it bodes well for Augmedix's future. The firm has complete confidence in its ability to fulfill its debts. They have no problems carrying out their regular procedures.

Quick Ratio

The quick ratio of Augmedix is 1.42. Likewise, this bodes well for the future of the business. The corporation's most liquid assets (those quickly convertible into cash) are 1.42 times sufficient to cover the short-term obligations. Therefore, the corporation has adequate liquid assets, such as cash and short-term investments, to cover its immediate commitments.

Cash Ratio

A cash ratio of 1.26 indicates that Augmedix has a healthy amount of cash. The corporation has sufficient cash on hand to cover its immediate debts. This signifies that the corporation has enough cash to last for at least a year. The fact that the corporation has sufficient cash is a positive indicator.

Current	1.62
Quick	1.43
Cash	1.27

Solvency Ratio

A company's solvency ratio assesses its financial health and whether its cash flow is adequate to satisfy its long-term liabilities. A poor ratio may indicate a business is in danger of missing its debt payments.

Debt Ratio

With a debt ratio of 0.89, Augmedix has more assets on its books as liabilities than as equity. Most of the company's assets were acquired through liabilities. Thus, the corporation is now more liable. The corporation has more long-term loans, to put it simply.

Debt-to-Equity Ratio

The debt-to-equity ratio for Augmedix is 7.94. Accordingly, the corporation has 1 in equity vs. 7.94 in liabilities. Instead of investing in its funds, the corporation frequently takes out long-term loans to expand its asset base.

Interest Coverage Ratio

Augmedix has an interest coverage ratio of -10.74. It indicates that the business cannot pay its interest in full. Because of its negative EBTI, the corporation cannot cover the interest expenses. Based on the information I have gathered; I can confidently claim that the business is not solvent. Despite the firm's ability to pay off its immediate debts, it is hopeless regarding its much longer-term commitments. Furthermore, the corporation has built its assets more on loans than on stock. They are unable to pay the interest on the long-term debts either.

Debt	0.89
Debt to Equity	7.94
Interest Coverage	-10.74

Efficiency Ratio

Turnover of receivables, amount and use of equity, the repayment of debts, and utilization of overall inventory and other machinery can all be gathered from an efficiency ratio. The asset turnover ratio for Augmedix is 0.59. It indicates that the company needs to optimize its resources to maximize profits. Compared to competitors in the same field, they have a meager return on investment due to their poor use of resources.

Receivable Turnover Ratio

Augmedix's ratio of receivables to total revenue is 6.12. That means that most of the company's services focus on receivables. This is terrible news because current reserves are insufficient to meet the company's long-term commitments.

Payable Turnover Ratio

The ratio of receivables to payables for Augmedix is 63.66. This is an extremely high ratio. There is a substantial amount of outstanding debt for the company. Most of the company's resources are financed by debt. As a result, the corporation has more significant debt to pay in the long run.

From what I can tell, the company is inefficient, as shown above. More attention should be paid to optimizing the use of the company's resources to maximize the eventual profit that should be realized. The company's receivables and payables are both very high. The rising rate of payables can be traced back to the company's reliance on loans to cover the cost of its assets.

Asset's Turnover	0.59
Receivable Turnover	6.12
Payable Turnover	63.66

Profitability Ratio

The term "profitability ratio" refers to a class of financial indicators used to assess a business by comparing its current level of earnings to its past levels of those same variables (such as sales, expenses, assets, and equity) at a given point in time.

Profit Margin Ratio

Augmedix's profit margin ratio of 94.66 is too low and could be improved. The firm's EBIT is in the red. This means that the company's revenue has no bearing on the profit it generates. Since the organization needs to expand, this is an essential long-term consideration.

Return on Equity Ratio

To put this in perspective, consider Augmedix's ROE of 499.54: for every 1 in stock, the company generates 499.54 in profit. The company has significant interest and long-term liabilities because it relies significantly on loans to expand its assets. Additionally, EBTI for the company is shown to be in the red on the income statement. These two causes account for virtually all of the negative values

Return on Assets Ratio

As a percentage, Augmedix's ROA is 56. There is a \$56 loss in value of the company's assets. Based on the asset turnover ratio, the company is not making the most of its resources, leading to a poor asset return. The balance sheet's assets should be put to better use if the company is to turn a profit.

That the company is losing money is abundantly clear from the above examination. Augmedix has been losing money for several years; the company needs to reverse its current course. They need to make innovative use of their resources to achieve this goal. They should reduce the amount of money they borrow and spend on operating costs, which eat up a disproportionately large portion of their revenue.

Profit Margin	-94.66
ROE	-499.54

ROA	-56
-----	-----

Leverage Ratio

One way to measure a business's solvency is by calculating its leverage ratio, which is the proportion of its total assets financed by debt (loans). The leverage ratio is an essential indicator since most companies utilize a mix of equity and debt to fund their activities. The amount of debt a company has can be used to predict whether or not it will be able to meet its debt obligations.

Debt to Equity Ratio

As a result of its heavy reliance on long-term loans for asset development, Augmedix has racked up a massive debt-to-equity ratio of 794.3. This indicates that the corporation needs to pay \$794.3 against the dollar of equity.

Debt to Capital Ratio

The corporation has 88.82 in debt service payments for every dollar in the capital, so its debt-to-capital ratio is 88.82. Funding is primarily supplied by the loans they have taken out.

Debt-to-EBIT Ratio

They have a Debt-to-EBIT ratio of 159.01. Due to their negative EBTI, their Debt to EBIT ratio is also harmful. In the grand scheme of things, they have a lot of debt. They must meet their commitments with their EBIT.

Augmedix has a minus EBIT and a significant debt burden. Because of this, they have great sway over the business. In addition, their activities are losing money. The longer the firm is in business, the more reliant it will become on debt financing to maintain current levels of operation.

Debt to Equity	794.30
----------------	--------

Debt Capital	88.82
Debt Assets	88.82
Debt EBITDA	-159.01

Market Value

Augmedix's current market valuation of \$11,916,668.5 indicates the company's strength. A high market value indicates that they are desirable investments.

Trend analysis

A Technical analysis is to foretell the future direction of stock prices by analyzing the most current trend data available. Using a starting point of 2018 in my trend analysis for Augmedix, I found the following. The data are shown as percentages, so their performance and growth during the year may be easily seen.

Trend Analysis	2018	2019	2020
Revenue	0.00%	30.44%	52.41%
Operating Income	0	-23.44%	-35.42%

As I look at this data, I see that the company's revenue is growing steadily. These numbers were 30.44 and 52.41 percent, compared to the previous year. In contrast, I also observe that the operating income is falling. They have high running costs. Even though their sales are increasing, they are still looking for improvement in their bottom line. The loss is increasing for them. Moreover, the damage keeps mounting day by day. That can only happen if they start using their resources better and cutting operational costs. They need to borrow less money to ensure a steady decline in interest payments.

Du-Pont Analysis

The DuPont analysis is widely used in the financial industry to assess a company's return on equity. An investor may now observe the direct impact of various financial actions on ROE. In order to make a more informed investment choice, a savvy investor will conduct research of this kind to evaluate the operational efficiency of two competing businesses. Management teams often use DuPont analysis to identify areas of success and development. In the case of Augmedix, the DuPont ratio is 499.54. That indicates a meager return on equity for the business. Investors stand to gain nothing from this venture. Investors look down on the firm. This is how the ratio looks because both EBTI and interest costs are negative. They also handle their assets exceptionally inefficiently. They need to fix these issues right now.

EVA and MVA

Different from a company's rate of return (ROR) and cost of capital is its economic value added (EVA). The value generated from invested capital is a standard metric used to evaluate businesses. When a company's EVA is negative, it indicates that its capital investments are not producing a positive return. Conversely, if an organization has a positive EVA, its investments yield a good return. Net income is 102027135.68 (USD). This indicates that the corporation serves no practical use for the economy. As a result, it is exploitative. The company's annual deficit is to blame for this situation. The money being put into the firm is not being returned to investors.

However, measured over time, a company's MVA indicates how well it has maximized shareholder value. A high MVA is a sign of competent management and solid operational ability. When the MVA is low, it may suggest that the value of management's actions and investments is less than that of shareholder funds. With an MVA of \$8793058.50, Augmedix is a company with significant financial resources. Market Value Appreciation (MVA) is favorable since the firm has a market value.

2.5.2 Accounting Practices-

Accounting Principles

Accounting principles are the standards and criteria that businesses must follow while reporting financial statements. The Financial Accounting Standards Board (FASB) in the United States issued a standard set of accounting principles referred to as "generally accepted accounting principles" (GAAP). This section will examine whether or not the firm has conformed to GAAP standards. Since GAAP is globally recognized, I will focus on it. GAAP is a standard that aims to standardize accounting procedures, terminology, and underlying assumptions across all firms. The following is a list of United States accounting principles, followed by an evaluation of whether or not each notion has been adhered to.

Conservatism Principle

When there are two acceptable options for reporting an item, the accountant should err on caution and select the less attractive option. Accountants may employ this concept to forecast future losses rather than future gains. Augmedix has yet to encounter similar problems. Regarding this, they have upheld this principle.

Consistency Principle

The consistency rule suggests that once an organization chooses an accounting approach or idea to use, it must stick with it across all accounting periods. As Augmedix is an organization established in the United States, it sticks to generally accepted accounting rules (GAAP), which are widely accepted in the nation. In addition, they have maintained to this approach throughout all of their past fiscal years.

Cost Principle

When an organization is purchased or sold, its assets, liabilities, and equity should be appraised in accordance with the cost principle. The true worth might fluctuate over time (due to asset depreciation or inflation, for example), but this is not represented in the reporting. Additionally, Augmedix has leveraged the value of its company's assets when purchased or sold. To make their investor statements more profitable, they should have accounted for inflation or depreciation during the year.

Economy Entity Principle

It is stated here that a company's transactions should be kept and managed separately from those of its owners and other companies. When writing their reports, Augmedix separated their owners from other businesses.

Full Disclosure Principle

The amount and kinds of information disclosed are enough to assume while keeping costs reasonable. Information should be presented in the main body of financial statements, and in the notes, there should be supplementary information. The company has satisfactorily fulfilled disclosure requirements.

Time Period Principle

A company should report financial statements for a given period. Augmedix states their views at a specific time, which is yearly.

Accounting Cycle

The accounting cycle is the procedure used to identify, evaluate, and record accounting events for a business. The method that begins when a transaction takes place and ends when the transaction is documented in the financial statements consists of eight steps. The process includes the following steps: determining transactions, noting transactions in a journal, posting transactions from the journal to the general ledger, creating an unadjusted trial balance, reviewing transactions in a worksheet, passing adjusting entries for error correction, making financial statements using an adjusted trial balance, and finally closing the books of accounts for the year. The accounting period for compiling financial accounts is when the accounting cycle must begin and end. Although accounting periods vary and rely on several criteria, the annual period is the most widely used and acknowledged type. From looking at Augmedix's financial statements, it is clear that they adhered to the complete accounting cycle for each accounting year.

Depreciation Method

Property, plant, and equipment are valued by subtracting accumulated depreciation and amortization from their original costs. The company consistently depreciates property, plant, and equipment using the straight-line method over the useful lives of the assets. As I observed in their statements, they use the straight-line method for depreciating Augmedix.

2.6 Operations Management and Information System Practices

Medical Documentation Services

2.6.1 Real-time Documentation

The real-time documentation service is Augmedix's flagship product and one of its most important offerings. Within this service, scribes collaborate in real-time (live) with the attending physicians and medical professionals. The doctors and other medical professionals communicate with the patients in real time. The live stream can be broadcast through a smartphone or a Google Glass (for now, only android phones are being used, an application for iOS is being developed). Augmedix's very own software development team, which has its headquarters in Bangladesh, was responsible for creating the program utilized for live streaming. The scribes in Bangladesh can view this live streaming on their computers. In addition to watching the interaction on one of the monitors at their respective workstations, the scribes are also listening in on the dialogue that is taking place between the attending physician or doctor and the patient. The scribes take medical notes while listening and watching the encounter, write 17 summaries and charts in the specialized software Scribe Cockpit Portal, and then upload the notes and other data to the electronic health record (EHR) on behalf of the doctors. In the meantime, physicians can devote their attention to the patients and their necessary treatment. When the physicians have finished treating their patients, the scribes have also finished generating notes, summaries, or charts. They have uploaded them to the electronic health record (EHR) for the physicians and other clinicians to review. One copy of the data is then sent to the patients, one is sent to the patient's insurance companies, and the master copy is saved in the database of the hospital or clinic. The doctors

and physicians check the electronic health record (EHR), make any required minor adjustments, and then send one copy of the data to the patients. The functionality of the Real Time Documentation can be seen in its simplified process flow, which is presented below.

2.6.2 Non-Real-Time Documentation

As part of the non-real-time documentation service, scribe's complete electronic health records (EHR), take notes, and create summaries and charts based on recorded conversations between patients and their physicians. In 2021, while the COVID-19 epidemic was in full swing, Augmedix launched this brand-new service to assist its patients better. In this kind of service, the doctors or physicians record their interactions with the patients, and then after their shifts, they upload the recordings to the Scribe Cockpit Portal so that the scribes have something to work with. The scribes listen to the recordings on the next day (Bangladesh time), prepare notes, charts, and summaries for the doctors and physicians, and upload them to the electronic health record (EHR) before the conclusion of their shift. They go through the EHR, make any minor adjustments that are required, and then send one copy of the data to the patients and one copy to the insurance companies of the patients. The master copy is saved in the database of the hospital or clinic. When the doctors and physicians come online that day (USA time), they find the documentation already uploaded in the EHR. The most significant distinction between Real-Time Documentation and Non-real-Time Documentation is that Real-Time Documentation uses live streaming. In contrast, Non-real-Time Documentation uses recordings, and the work timing for Real-Time Documentation occurs at night, whereas Non-real-Time Documentation occurs during the day. In all other respects, the scribes have the same responsibilities. the functionality of the Non-Real Time Documentation is outlined in an easier-to-follow process flow that may be found on the following page.

2.6.3 How Augmedix Functions in Bangladesh

The beginning of Augmedix Bangladesh's adventure was in the year 2016. Since then, there has been a significant amount of progress. At the time that this paper is being written, Augmedix Bangladesh has around 550 employees. Four hundred of these workers are scribes, while the other employees are support personnel for the business. The Augmedix Bangladesh Operations team is responsible for developing the training curriculum that prospective scribes need to complete before they can begin working officially on documentation services.

The whole program lasts for three months and is broken up into three stages, with each phase including its own distinct set of lessons and information. In order to be qualified to work with physicians, the scribes need to go through this training period and then pass the final tests.

The bulk of the services that US physicians need is now being fulfilled by Augmedix Bangladesh. These services include the creation of detailed medical notes, as well as the creation of virtual documentation and the performance of other data-related activities. Since the company's establishment, Augmedix Bangladesh has made every effort to serve its customers with the highest possible level of service. The physicians utilize an application that was developed in-house, and it comes equipped with a review and feedback system. The physicians always complete their shifts by writing an evaluation of the scribe and providing comments, which they do at the conclusion of each day. These ratings and feedback guarantee that the scribes do not slack off on their responsibilities. This is because the scribes know that receiving several negative reviews and feedback would result in their being replaced. In addition, the review and feedback system guarantee not only that Augmedix is able to monitor the work of the scribe but also that the company delivers the best possible service to its clients. The Augmedix Bangladesh scribes often get positive comments and ratings of either 4 or 5 out of 5 points in the company's rating system. There have been a few isolated instances in which scribes have received negative reviews and comments, and each time, Augmedix has responded promptly and effectively to address the problem.

In addition to this, it is essential for the scribes to guarantee that the data they are working with are kept in strict confidence. Augmedix ensures that the workstations used by the scribes cannot access any extraneous websites or applications/software other than those that are essential for documentation service since the data they are working with are very sensitive. They are not allowed to use their telephones at any point throughout the documentation process in order to avoid any kind of data leak or violation of confidentiality. During the time that they are working, the IT staff also makes certain that the scribes have restricted access to the internet.

In addition to the services offered by scribes, the customer assistance that is made available by Augmedix Bangladesh is the other most significant feature of Bangladesh. This department works directly with the clients, who are the doctors, in the event that any issue occurs while they are utilizing the in-house built software or application, or any other technical issues arise while they are collaborating with the scribes regarding the documentation service, such as problems with live-streaming or recording. If a consumer has any complaints or concerns, the customer support department is the one who is responsible for addressing not only the troubleshooting but also the complaints and concerns of the customer.

Finally, the engineering department and the software development team are responsible for developing the application that is used for live streaming, as well as the number of applications that the scribes use to document and create notes and charts, and also the number of software that the aspiring scribes use while they are in the training phase of their careers. Additionally, it is the responsibility of this department to maintain, update, and upgrade the software and programs that are connected.

2.6.4 Training and development

One must complete a three-month training program before beginning work as a Scribe for American physicians. Since Augmedix hires Scribes from all academic

backgrounds, it is crucial to teach them before they begin working with US doctors. This three-month training program consists of two phases. Two types of ASTs are recognized here. That includes both the initial and advanced stages of the Augmedix scribe training. They are considered “Doctor Ready” (or “DR”) once they have completed the two-part training program. They observe a physician at work in order to learn from their methods. The candidate is then considered DA or Doctor Approved if the doctor thinks they are ready to work with the doctor. Moreover, from there, they progress to working with doctors in the USA as a scribe.

2.7 Industry and Competitive Analysis

2.7.1 Porter's Five Forces Analysis



Figure 2: Porter's 5 Forces Model

I am doing Porter's Five Forces Analysis to analyze Augmedix's industry competitiveness.

Threat of New Entrants

New entrants provide new possibilities and the opportunity to grow market share and total bucket share, placing pressure on pricing, costs, and investment, which are crucial to competition. The threat of new competitors is minimal for Augmedix. Augmedix is a business that began its journey in 2012 to assist physicians in the United States. Given that Augmedix's business model is unique and associated with the healthcare industry, the danger brought about by new entrants is rather modest. Bangladesh, India, and Sri Lanka are nations with huge populations and inexpensive

labor costs with whom Augmedix engages. Thus, even if the demand for Scribe among physicians rises every day, Augmedix is able to satisfy that need. Thus, the threat of new entrants is limited. Also, new entrants will find it difficult to invest huge quantities of money and resources in the activities. Customer loyalty is an additional barrier. As it pertains to the healthcare business, and so long as Augmedix continues to deliver on its promises, discerning clients will prefer Augmedix above any newcomer.

Threat of Substitutes-

We will always identify alternative solutions to replace multiple market-leading products. It might be either direct or indirect. For Augmedix, the threat of replacements is also minimal since even if consumers pick other options, they may not receive the same advantages as Augmedix. And there is an approach that will incur additional expenses, as moving to an alternative would likely cost more. Therefore, the likelihood of consumers choosing to replace items is minimal.

Bargaining Power of Buyers

For Augmedix, the bargaining power of purchasers is relatively low because Augmedix reduces the burden of U.S. physicians. And during this recent pandemic, doctors' workload has expanded more than ever. Therefore, doctors can't see a large number of patients each day and also complete their EHR. To accomplish this, they will require the assistance of a scribe, who will lessen their workload by filling out the EHR form on their behalf. And because few alternatives are accessible, buyers' bargaining power will be pretty weak.

Industry Rivalry

This market's attractiveness increases by its competitiveness. Depending on their activities, however, the companies competing in this market range from tiny too large. During the present situation, the need for scribes increased, resulting in a somewhat competitive market. But since Augmedix focuses more on its research and development to comprehend the market, and because it is a major player, Augmedix has a large number of loyal customers; thus, it is simpler for Augmedix to fight industry competition.



Figure 3: SWOT ANALYSIS

SWOT Analysis

The following SWOT analysis identifies the organization's common strengths, imitable strengths, and distinctive strengths.

Strengths

Augmedix has an excellent growth history and is one of the most dominant players in the United States due to its strong brand name. One of Augmedix's benefits is that they are a leader in the medical device industry.

After doing in-depth investigation, they devise their procedures to evaluate their effectiveness. Since Augmedix operates in the healthcare industry and has extensive operations in Bangladesh, India, and Sri Lanka, they will always be able to meet the demand for scribes. Because these nations are densely populated and have inexpensive labor. And as a result of Augmedix's excellent brand value, they acquired many devoted clients. Even during a pandemic, Augmedix maintains its high-quality standards and invests heavily in the research and development sector to expand its operations to support American physicians. Augmedix also has good relationships with its existing suppliers, which affords it many advantages over competitors. Additionally, Augmedix has a solid balance sheet that will allow it to invest in new or additional initiatives.

Weakness

Before launching a product on the market, Augmedix takes excessive time to make final decisions, causing unwelcome delays. As a result of the time difference between the United States and Bangladesh, scribes in Bangladesh are required to work the night shift. Working continuously for nine hours increases stress among employees. Consequently, the employee turnover rate is considerable. This high turnover rate will increase the company's recruitment expenses as it must hire more individuals to fill the vacant positions.

Opportunities

Augmedix may use innovations in artificial intelligence to grasp customer needs, serve specific market groups, and improve the quality of its offerings. If Augmedix develops an e-commerce strategy, it can acquire local and global logistics suppliers. In addition, with the assistance of social media, Augmedix may reduce the cost of entering a new market and attract more customers at a comparably cheaper marketing cost. As a result of globalization, it is now simpler to enter new international markets. And Augmedix has the opportunity to expand its company in order to attract additional clients.

Threats

The government's ever-changing rules and regulations may pose a danger to Augmedix. Even if there is a talent shortage, it will be tough for Augmedix to find talented and skilled workers. Since Augmedix operates in the healthcare industry, new and severe regulations pose a significant danger to them. Also, if Augmedix attempts to cross national lines, it must cope with cultural diversity, which might be an obstacle to its operation.

2.8 Summary and Conclusions

Augmedix began its mission in 2012 to assist American physicians by providing scribes to reduce the load and stress of completing the EHR . As it became increasingly difficult for doctors to simultaneously care for a patient and complete their electronic health record, patient discontent increased. IAN Shakil,, is

Bangladeshi because his father was Bengali. He followed his father's commitment that he would one day do something for Bangladesh by creating Augmedix in Bangladesh. Augmedix employs scribes daily, hence reducing Bangladesh's unemployment problem on a daily basis. Even in the Rescission, when people are constantly losing their jobs, Augmedix offers them employment opportunities with an international firm. Here, Augmedix assists American physicians while employing Bangladeshi citizens. Thus, both the United States and Bangladesh stand to gain. Augmedix gives the scribes the opportunity to work with American physicians, and they may also learn about American culture and the healthcare system. Daily, Augmedix creates a significant number of employment opportunities for Bangladeshi individuals.

Chapter Three: Project Part

3.1 Introduction

Empowered workers are more productive and committed, directly tied to employee engagement. Establishing and keeping open lines of communication is essential to building and sustaining employee engagement. Workers who feel invested in their work are more likely to meet and exceed their targets. They also tend to be more dedicated to the company's ideals and objectives.

There are many things employers can do to increase employee engagement, such as being explicit about objectives, giving incentives for meeting or exceeding them, sharing updates on the company's progress, and hearing workers' thoughts and opinions frequently. Some other methods include showing workers they are appreciated and that their suggestions are being taken into account. Workers invested in their jobs have a sense of purpose in their work, trust that their managers have their backs, and are responsible for the company's success. So here I am preparing the report on Talent management practice and Employee engagement of Augmedix Bangladesh and I am highly Focusing on employee engagement .I am attaching a survey of Employee engagement which is filled by the employee of Augmeix so this survey can be a strong indicator of what the expectation of employees they can find out.

3.2 Problem Recognition

In a developing nation like Bangladesh, where the outsourcing health sector is constantly increasing and has excellent potential, employee engagement could be improved. The primary issues are reducing morale and disrupting workplace harmony. The organization stagnates, and increased costs and decreased returns are the challenges Bangladesh faces in this area, which results in frequent industry switching.

3.3 Literature Review

- The research in the paper describes the process of employee engagement and sheds light on key drivers of employee engagement by analyzing three specific variables: communication, work-life balance, and leadership. According to the writer there is a huge gap in the organizational behavior which lacking behind to ensure the outcome of employee engagement. this study will also look at how these factors affect organizational productivity and well-being in the workplace (Guest, 2014, p).
- Dimensions of internal communication and implications for employee engagement, & quot; 2017, p.) In the paper the author found out that less employee engagement effects the wellbeing of the organizational growth and as well as position growth of the employee.
- Jamie A. Gruman and Alan m saks mentioned in their 2014 article about employee engagement, according to them there needs to be more agreement on the definition of employee engagement and doubts over the validity of the most common employee engagement measurement. Due to various study constraints, it is also difficult to draw causal conclusions about the causes and effects of employee engagement. In order to build a science and theory of employee engagement, there are so many open problems and much more work to be done.
- Employee engagement is an important issue in management theory and practice stated by the author. He also tried to present that there are still major differences in the concept, theory, influencing factors and outcomes of employee engagement, and there is still no authoritative standard. Two kinds of definitions of employee engagement are identified- employee engagements as a multi-faceted construct (cognition, emotions and behaviors) and as a unitary construct (a positive state of mind, a dedicated willingness, the opposite of burnout). Three theoretical frameworks are used

to explain the varying degrees of employee engagement- Needs-Satisfaction framework, Job Demands-Resources model and Social Exchange Theory. The influencing factors of employee engagement are divided into three categories- organizational factors (management style, job rewards, etc.), job factors (work environment, task characteristics, etc.) and individual factors (physical energies, self-consciousness, etc.). Employee engagement is found to have a positive relationship with individual performance (organizational commitment, positive behavior, etc.) and organizational performance (customer satisfaction, financial return, etc.) (Sun & Bunchapattanasakd, 2019)

- The determinants of employee engagement connote a healthy working atmosphere that reflects on the social impact created by the organization. Employees would enjoy considerable attention in terms of the de (j., 8th April,2014) terminate being addressed

3.1.2 Objectives

The main objective, one of the primary goals I want to accomplish with the help of this report is to successfully finish the internship program that I have been participating in. In addition, I will demonstrate what I have encountered and learned while working as an HR Intern at Augmedix for the last three months, as well as how I have coordinated my academic studies with the actual environment of a company.

The specific objective:

- To get detailed information on the HR functions and Employee engagement of Augmedix
- To have a daily understanding of the steps involved in the Employee engagement process
- To get more knowledge on the lesson plan for Employee engagement that molds them into an asset for the organization

- To be familiar with the comprehensive Human Resources policies, pay, and perks offered by Augmedix
- To get information on the internal workings of Augmedix as a whole

3.1.3 Significance

During the whole process of my internship, I found out that there is a gap in employee engagement at Augmedix Bangladesh. So, I decided to work on this part of human resources, as maintaining employee engagement is vital for an organization. As when correctly executed, employee involvement can provide the following commercial advantages.

Staffs are happier and more committed to giving their best to their organization, which means more money for your firm and higher levels of innovation. Employees are more likely to act as brand ambassadors, assisting you in attracting new talent and clients. Lower rates of illness or absenteeism; more devoted employees

When employees feel empowered and that their thoughts and feedback matter for the firm's future, they are more inclined to embrace the company's core principles. Concentrate more on enhancing customer service. Establishing a culture that encourages employees to express their thoughts can lead to better methods of doing things, a higher sense of personal well-being, and a more active, devoted, and productive workforce.

3.2 Methodology

The report was compiled utilizing both primary and secondary data. An exploratory study has been done to evaluate the impact of Employee engagement in Augmedix Bangladesh.

Primary Data

- I gathered all the data from the sessions regularly done for the scribes by the Augmedix Lead Recruiter.
- Practical experiences and observations

- I also gathered information by working closely with Augmedix's executive of human resources and by interviewing her.
- I also interviewed two to three Scribes to learn more about their experiences working with American physicians.
- I also attempted to acquire data by conversing directly with other workers.
- Survey forms

Secondary data

- Official job circular
- AXBD's website
- Various journals and papers
- The Internet

3.3 Cumulative Analysis

Beast Award

As a part of employee engagement, Augmedix provides a "Beast Award" in a few categories monthly to the employee according to their work performance. The nominators are the colleague of the departments who recognize their contribution and nominate them in three categories first one is Godzilla which is the most recognized one, second one is Kraken and the least one is Nessie.

An employee can get one award only in a month.

Team Building

The permanent employee of Augmedix is enlisted for certain amount of dollars monthly each for team building. Then, at the end of the year, the whole department organizes a tour for them, and that amount is used for the expenses of the employees. The time continues according to the combined plan of the employees of each department.

Annual night

Augmedix organizes a gala night yearly as part of its employee engagement, which takes place in different venues outside the office building. The employees participate in the gala night by doing a ramp walk, singing, dancing, and so on. They also get gifts as part of the gala night.

Celebrations

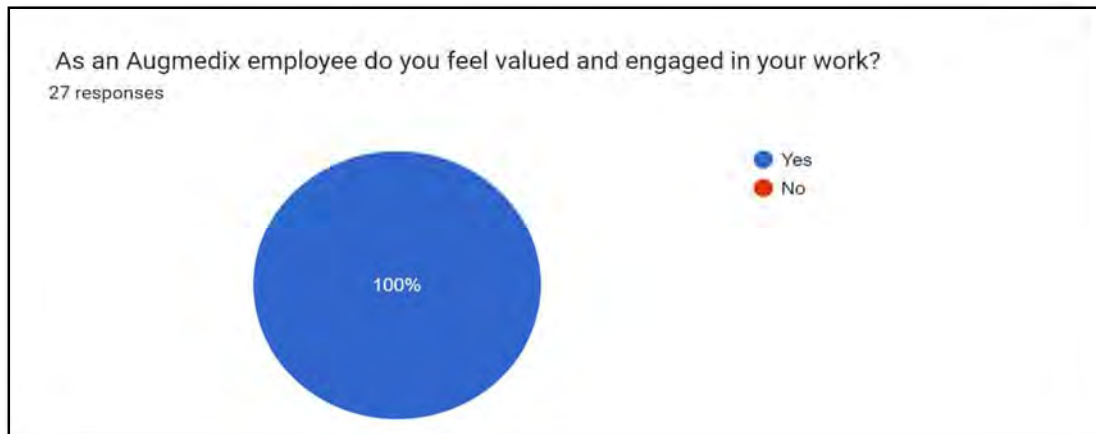
In the company, Augmedix observes Mother's Day, Halloween, New Year's, and Women's Day. As part of their employee engagement efforts, they also give gifts to the staff on these special days and cut the cake together.

Sports-tournament

On various occasions, Augmedix organizes tournaments for the staff, including ones for cricket and table tennis. This type of event is designed to increase employee engagement.

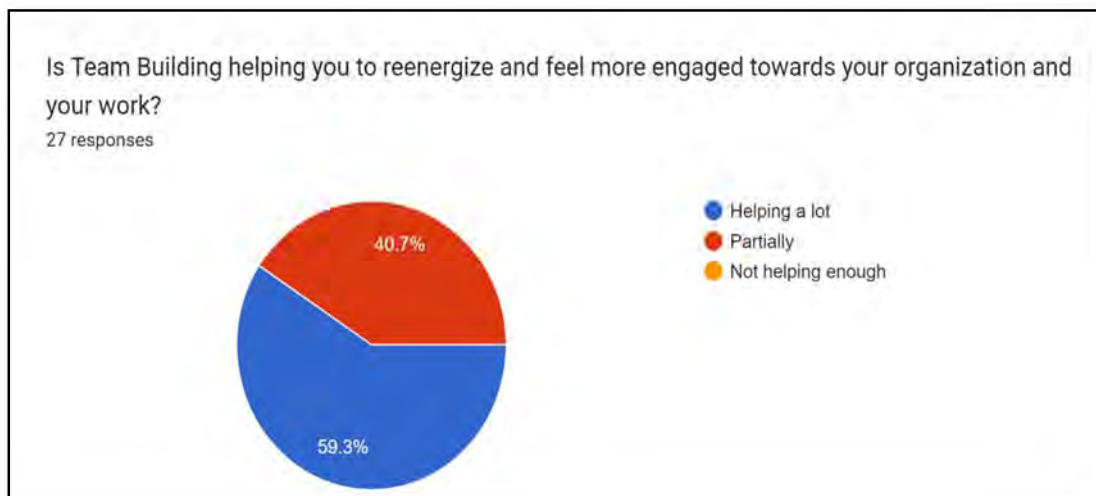
3.3.1 Findings and Analysis

After circulating the survey, I found out that employees are concerned about their training process and are not satisfied with the employee engagement process AXBD is providing now.



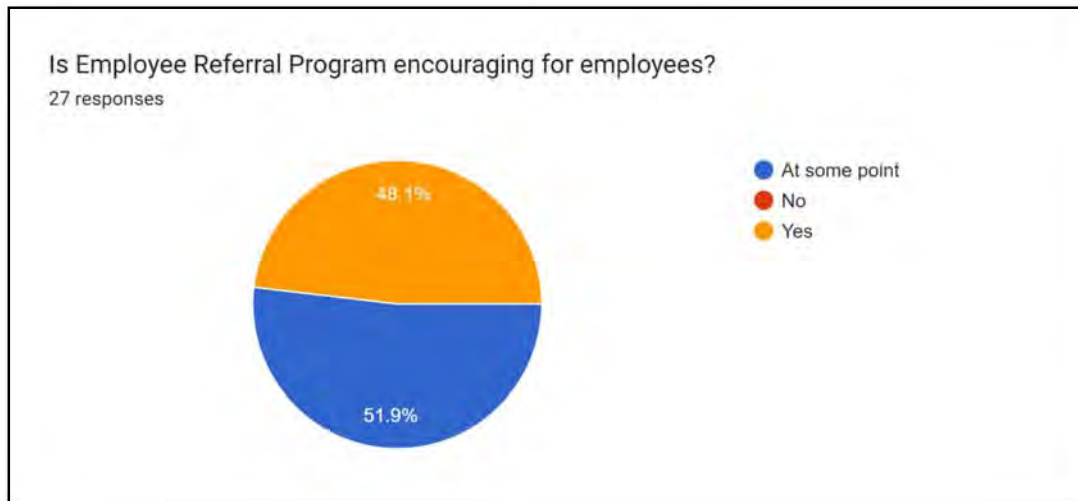
Analysis

Figure It shows that employees in AXBD are valued 100% according to the data of the Survey. The work culture at Augmedix is genuinely friendly, and the freedom to work is palpable.



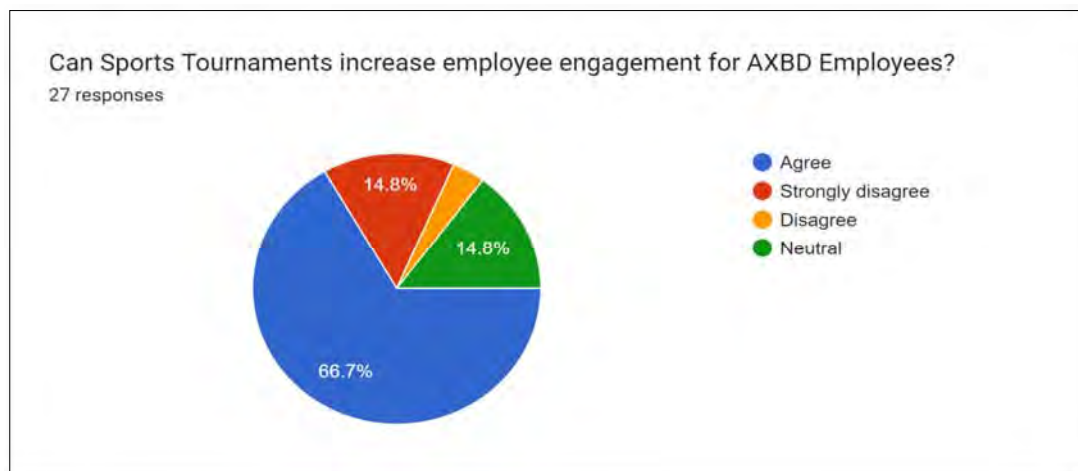
Analysis

According to the survey 59.3% of the employees agreed with the team building as a better employee engagement process but the other 40.7% of the employees partially agreeing. It shows they are not fully satisfied with the outcome and feel there needs to be more employee engagement in the organization.



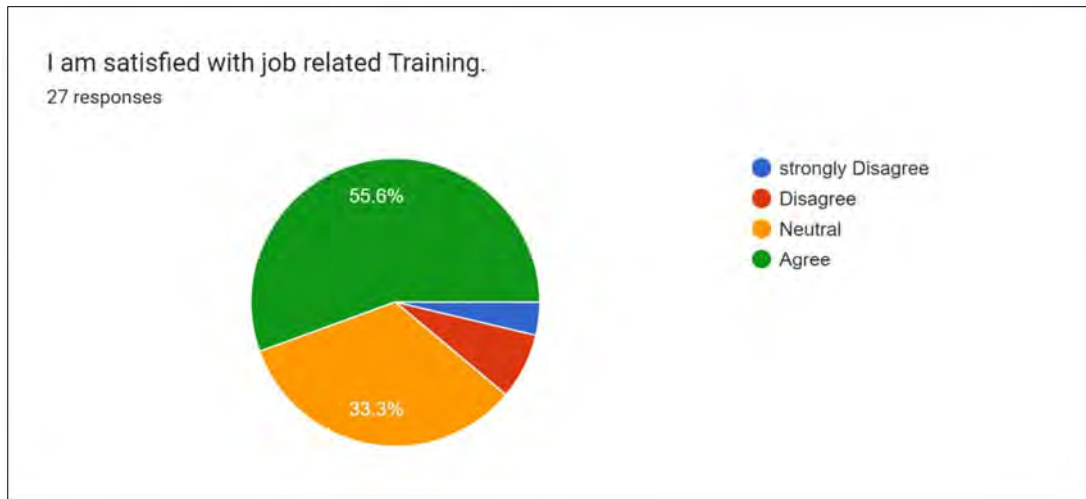
Analysis

According to the survey, 48.1% of the employees are satisfied with the employee referral program, even though 51.9% of them view it as a benefit but are not so encouraged to participate. Consequently, we observed some employee discord. Thus, it is clear that employee satisfaction levels are low.



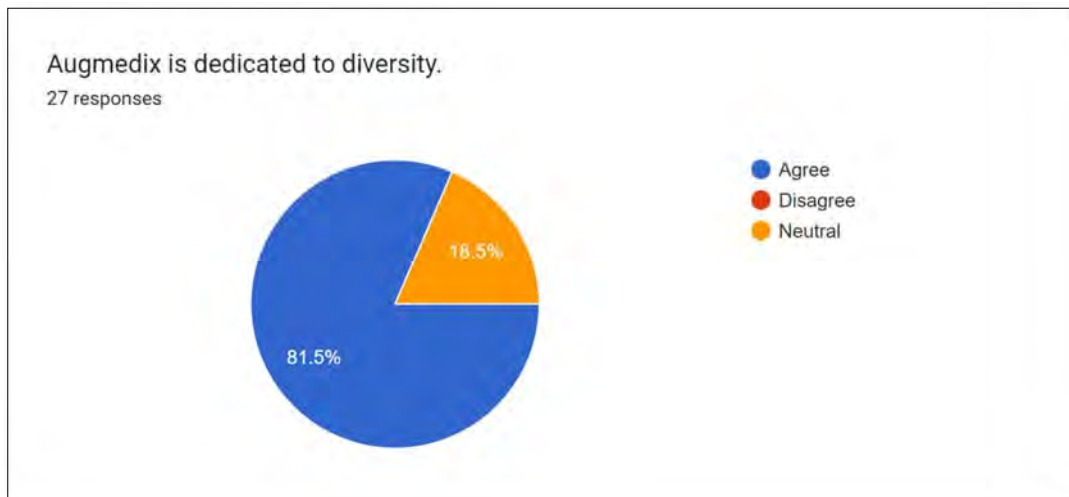
Analysis

Although 66.7% of the workforce agreed that the initiative was motivating them, the tournament participation data reveals different opinions on the survey; on the other hand, 14.8% of the workforce disagrees with it, and the same portion of the survey- 14.8%-shows a neutral reaction to the process. Therefore, neither this tournament nor the quality of the work is sufficiently motivating people to work hard.



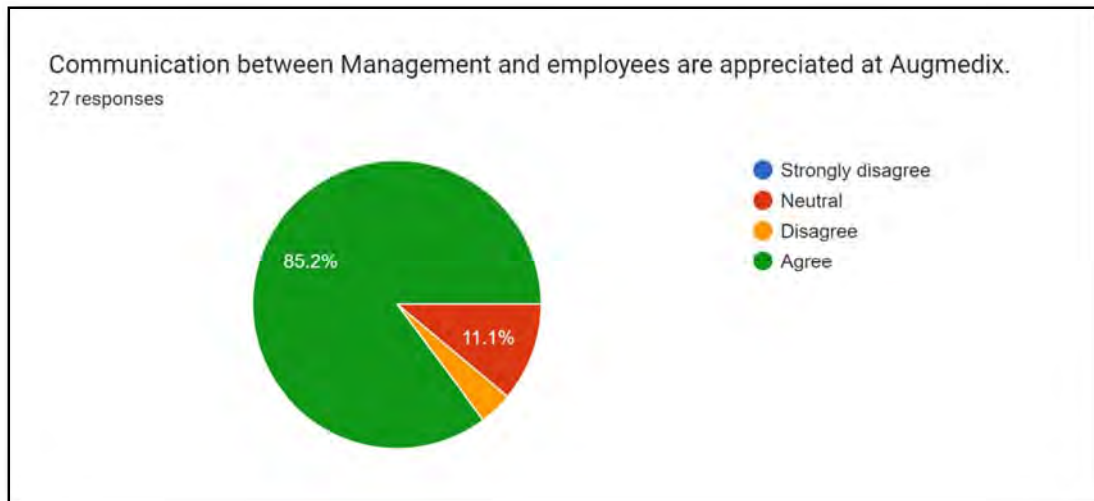
Analysis

In this case, the employees' attitudes toward the job-related training are neutral, as indicated by 33.3% of the survey respondents; however, 55.6% of them also express satisfaction.



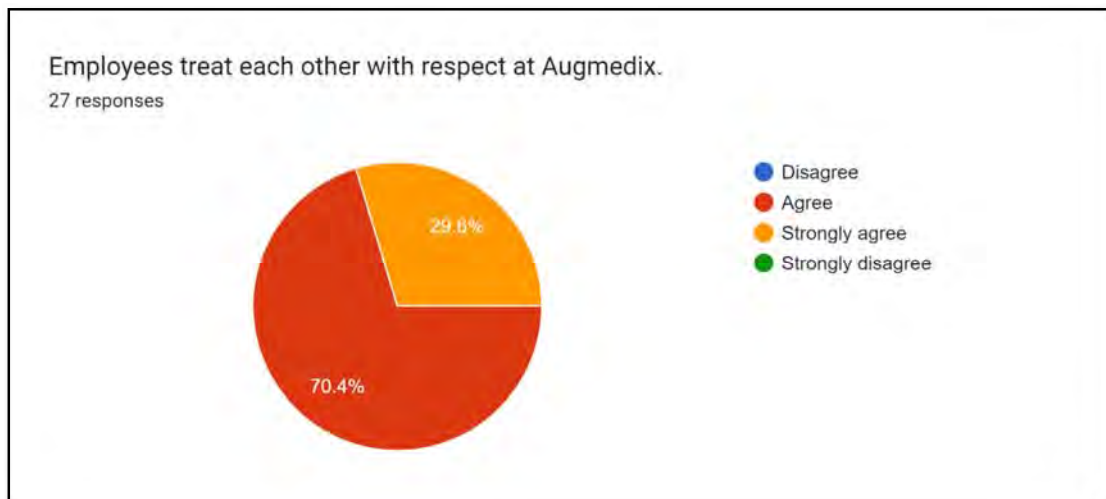
Analysis

The majority of the data, which includes a significant amount of agreement, is neutral. There is no evidence of disagreement. The portion that was mutually agreed upon is 81.5%, which is a good portion, and the other amount is only 18.5%, which shows a great combination of diversity that Augmedix is able to maintain for the organization.



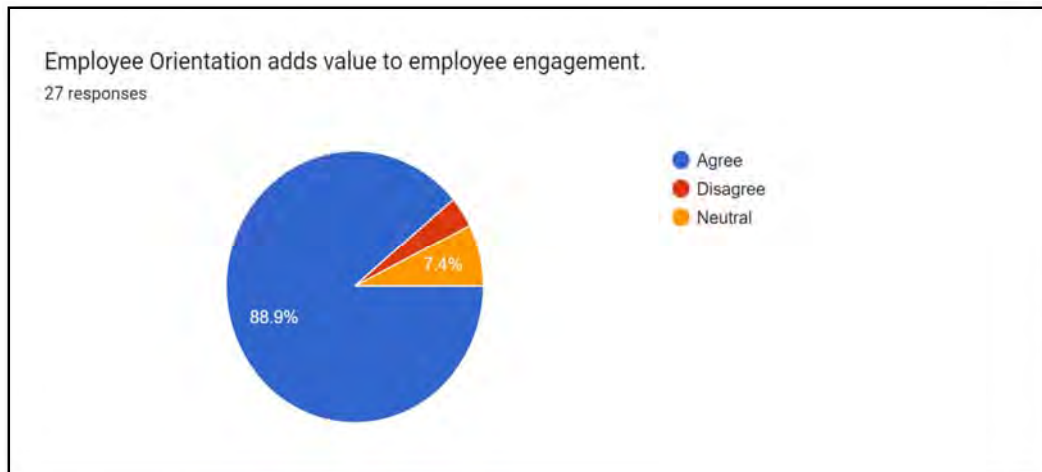
Analysis

According to the data, most employees concurred that Augmedix communicates with its staff in an admirable manner, which is crucial for employee engagement. Engagement among employees is greatly influenced by communication.



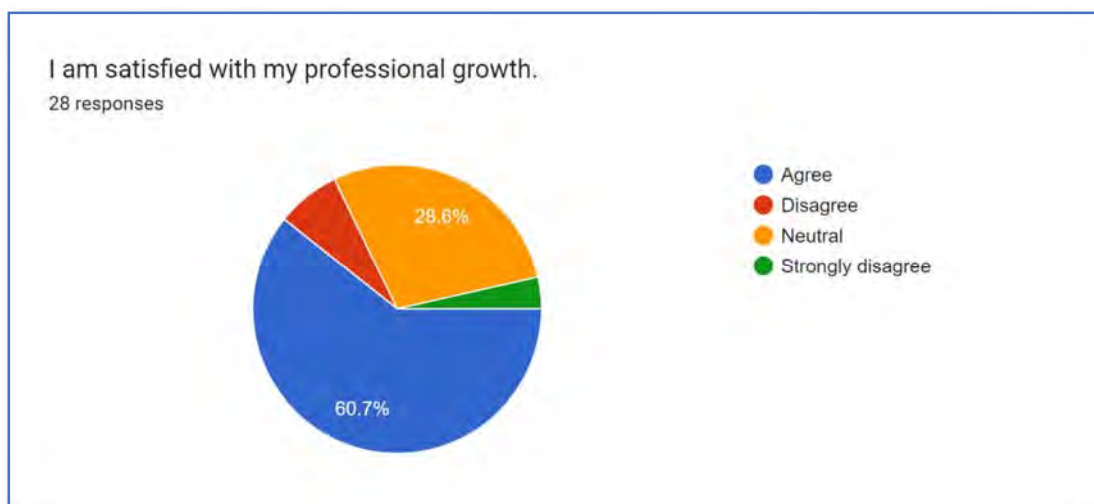
Analysis

The survey shows a beautiful reflection, which holds that 70.4% of employees agree that they are getting respect from the workplace, and 29.6% strongly agree.



Analysis

Employee orientation is helping Augmedix improve employee engagement, according to the survey. There are very few who are neutral. Employee orientation helps 88.9% of employees get to know the organization well and are happy with the outcome, according to the survey.



Analysis

60.7% of Augmedix employees are satisfied with their professional growth, and 28.6% of them are neutral about it.

3.4 Conclusion

This survey demonstrates that Augmedix Bangladesh is trying to achieve high HR procedures to promote employee engagement. However, there is potential for improvement in specific areas to ensure greater job satisfaction and the best possible outcome for the organization. Augmedix, Inc. has been offering services since 2013 and has established a solid brand image. To accomplish this, a business requires highly qualified and experienced staff. One of Augmedix's primary strengths is its skilled and talented workforce. Augmedix must ensure employee engagement for the company's future success. According to the poll results, Augmedix provides all the required training and assistance for employees to accomplish their obligations effectively. Teamwork performance is also high, indicative of a healthy work environment. Most employees have acquired new abilities due to their position, and their performance is evaluated objectively using performance measures. The work environment supports work-life balance. Consequently, the job load is also balanced and adequate.

Although there are a few areas in which Augmedix may improve its HR management to increase employee engagement, increase work satisfaction, and compete better in the BPO market, these areas are significant. Regarding the compensation scheme, most respondents were indifferent, indicating that some modifications are necessary. Salary increases and improvements to the structure of job titles will also help foster greater job satisfaction. Utilizing contemporary technology or software for operational tasks will also greatly benefit employees by ensuring job happiness and achieving higher-quality performance. It is possible for a transparent management system to include initiatives in employee engagement detection.

As Augmedix has confidently terms so that intern's do not have much access to their resources and information. I will recommend Augmedix to open up opportunities more for the interns. For that i also had limitations to get samples for the analysis. That also blocked me to get access of my topic issue's vastly. If they allow us to have surveys like this that can contribute more to work on lacking of Employee engagement

3.5 Recommendation

Some recommendations for the future Based on the report's findings, I have developed for the development of Augmedix Bangladesh.

Keeping up-to-date employee engagement initiatives

According to the survey results, some employees are not interested in team building or competition and have an indifferent opinion. The team's choice of refreshment systems must be flexible, according to the employee.

Executives should do cross-functional checks

A call from a cross-functional executive checking in should be made to every person on the employee list. When a non-reporting executive strikes up a conversation with you, it shows that the company is interested in you enough to replace the formal conversations that used to influence organizational culture.

Acknowledge and Honor Even the Most Minimal of Successes

It is essential to acknowledge little wins and remind employees they are valued, team members. Whether this involves sending a quick note via email, mailing a small token of appreciation, or hosting virtual events to encourage interaction, recognizing accomplishments and ensuring that team members can still connect in this "new normal" are excellent ways to motivate them and increase engagement.

Make the work itself less stressful and more enjoyable

Provide employees with the opportunity to experiment with various tasks so they can find their intrinsic interests. Whether or whether an activity is genuinely attractive likely relies on the employee; the same task may inspire intrinsic drive in one employee but not in another.

Boost employees' sense of confidence

People tend to avoid work tasks they don't feel confident doing. Confidence is therefore important to get employees to start tasks that they enjoy doing on their

own. to boost employees' confidence, consider a mentorship program. For example, Google managers get 'just-in-time' emails the Sunday before a new employee starts that remind them to pair them with a peer buddy and help them build their social network. The emails use academic references and the results of internal studies to show managers how important peer mentors are for success. Google found that team members became fully effective 25% faster when their manager used the onboarding checklist than when their manager didn't. This shows how important mentorship is. Augmedix should follow that up. (Gemma Hogg, 2021, p)

Be Flexible, Nimble, and Open with Employee Feedback

It's important to give your employees a chance to speak up and listen to what they have to say. When your employees know you're listening, they're more likely to help out and feel like they own the company.

Invest in Personal Growth

This is part of the phase of human capital management called 'nurturing.' every person you hire should be cared for and improved to help the organization grow in the long run. By running a training program or paying for your employees to go for higher education, Augmedix can not only investing in the future of their company, but they can also make an employee feel loyal to the company.

Reference

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Appendix:

Year	2018	2019	2020
Revenues	\$ 10,815,253.00	\$ 14,107,681.00	\$ 16,483,184.00
Cost of revenues	\$ 10,029,336.00	\$ 9,428,454.00	\$ 9,689,527.00
Gross profit	\$ 785,917.00	\$ 4,679,227.00	\$ 6,793,657.00
Operating expenses:			
General and administrative	\$ 13,153,849.00	\$ 10,861,392.00	\$ 11,566,585.00
Sales and marketing	\$ 3,593,745.00	\$ 3,583,285.00	\$ 4,397,834.00
Research and development	\$ 6,960,624.00	\$ 6,977,259.00	\$ 4,521,583.00
Total operating expenses	\$ 23,708,218.00	\$ 21,421,936.00	\$ 20,486,002.00
Loss from operations	\$ (22,922,301.00)	\$ (16,742,709.00)	\$ (13,692,345.00)
Other income (expenses):			
Interest expense	\$ (2,083,195.00)	\$ (2,812,361.00)	\$ (1,453,022.00)
Interest income	\$ 4,594.00	\$ 6,268.00	\$ 10,835.00
Other income (expenses)	\$ 838,157.00	\$ 1,050,461.00	\$ (469,184.00)
Total other income (expenses), net	\$ (1,240,444.00)	\$ (1,755,632.00)	\$ (1,911,371.00)
Net loss	\$ (24,162,745.00)	\$ (18,498,341.00)	\$ (15,603,716.00)
Other comprehensive (loss) income:			
Foreign exchange translation adjustment	\$ 1,182.00	\$ 6,903.00	\$ (10,762.00)
Total comprehensive loss	\$ (24,161,563.00)	\$ (18,491,438.00)	\$ (15,614,478.00)
Net loss per share of common stock, basic and diluted	\$ (20.32)	\$ (22.24)	\$ (2.22)
Weighted average shares of common stock outstanding, basic and diluted	\$ 1,189,374.00	\$ 831,590.00	\$ 7,033,670.00

Figure 3 Balance sheet

As an Augmedix employee do you feel valued and engaged in your work?

- ☐ Yes
- ☐ No
- ☐ Add option or [add "Other"](#)

Is Team Building helping you to reenergize and feel more engaged towards your organization and your work?

- ☐ Helping a lot
- ☐ Partially
- ☐ Not helping enough

Is Employee Referral Program encouraging for employees?

- ☐ At some point
- ☐ No
- ☐ Yes

Can Sports Tournaments increase employee engagement for AXBD Employees?

- ☐ Agree
- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral

Employee Orientation adds value to employee engagement.

- ☐ Agree
- ☐ Disagree
- ☐ Neutral

I am satisfied with my professional growth.

- ☐ Agree
- ☐ Disagree
- ☐ Neutral
- ☐ Strongly disagree

I am satisfied with job related Training.

- ☐ strongly Disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree

Augmedix is dedicated to diversity.

- ☐ Agree
- ☐ Disagree
- ☐ Neutral

...

Communication between Management and employees are appreciated at Augmedix.

- ☐ Strongly disagree
- ☐ Neutral
- ☐ Disagree
- ☐ Agree

...

Employees treat each other with respect at Augmedix.

- ☐ Disagree
- ☐ Agree
- ☐ Strongly agree
- ☐ Strongly disagree