

Internship Report

On

**An analysis of the HR management system in BPO Company in Bangladesh
focusing on Quantanite BD**

By

Sakib Hossain Tanvi

17204092

**An internship report submitted to the Brac Business School in partial fulfillment of the
requirements for the degree of**

BRAC Business School

BRAC University

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Letter of Transmittal

Mr. Zaheed Husein Mohammad Al-Din
Senior Lecturer
BRAC Business School
BRAC University
66 Mohakhali, Dhaka-1212

Subject: Submission of Internship report

Dear Sir,

I am pleased to submit the report, which was carefully produced in compliance with the course requirements and criteria. Completing this report was a full learning experience.

My internship report on the Human Resource Management Practices of Quantanite Bangladesh is now finished. This report provides a summary of my internship experience at Quantanite Bangladesh. The employment experience has been captivating, fulfilling, and enlightening for me. I am pleased to inform you that I have successfully completed my internship report under your generous guidance. This study will unquestionably cover the Human Resource Practices of Quantanite Bangladesh.

This study and analytical job were both intriguing and demanding for me . I have exerted my utmost effort to complete this task as significantly and correctly as I can. I have spent my genuine work in giving this report a respectable structure and making it as instructive and correct as possible. I'd want to express my gratitude for your assistance. This report would have been disjointed without your inspiration.

I hope my report meets your expectations and adds value to the BRAC University internship report archive.

Sincerely yours,

Sakib Hossain Tanvi
ID : 17204092
BRAC Business School
BRAC University

Acknowledgement

My internship at Quantanite Bangladesh was an amazing opportunity for development and professional progression. Therefore, I consider myself incredibly fortunate to have been given the privilege to be a part of it. I'm also thankful for the opportunity to meet many pleasant individuals and professionals who guided me during this internship duration. I have worked as an associate [Employee ID : BD 2908] at Quantanite throughout the internship period.

First and foremost, I would like to convey my gratitude to my esteemed internship supervisor, Mr. Sajjad Hossain, who has assisted and directed me in completing this study. Report writing, like internships, is a lot of labor that requires a lot of patience, drive, and assistance. I was fortunate to have the help of my adviser, Mr. Sajjad Hossain Sir.

I also would like to express my gratitude to my colleagues Sarah Tanzim , Afran Sarwar , and Nowshad Chowdhury who assisted me and provided me with direction on the optimal strategy to thrive in the corporate realm. They supported me with their suggestions and mentored me for my responsibilities.

I view this chance as a significant turning point in my professional growth. I will endeavor to utilize acquired expertise and understanding to the fullest extent, and I will persist in enhancing them, with the aim of achieving desired career goals.

Executive Summary

During my last trimester at Brac University for my "Bachelor of Business Administration," I completed a four-month internship with Quantanite Bangladesh. My Internship report's topic is "An analysis of the HR Management system" of Quantanite Bangladesh .

Quantanite Bangladesh is one of the country's leading BPO facilities. Quantanite Bangladesh's Human Resources department strives for the advancement of all employees. They rebrand their firm RPA, which stands for Robotic Process Automation. They have been in charge of human resources from the company's beginning .

Quantanite Bangladesh's Human Resources department strives for the advancement of all employees. There are numerous regular steps to selecting an applicant for employment. That is why they are eager to attract the most qualified candidates. The company's working environment appears to be set up in such a manner that employees may be well-qualified and have actual experience. Training programs usually last for a period of three to four days and are conducted through teaching methods that are not related to the job. Quantanite Bangladesh is implementing its human resource protocols in a certain manner. They have an organized recruitment and evaluation system in position. Every employee must serve a six-month probationary term. Quantanite Bangladesh assesses worker efficiency using a variety of criteria. Workers' success is tracked by keeping track of their work obligations

During my four-month internship, I got to know the organization well and learned about their job and its significance. I received extensive work-related training and became familiar with a variety of applications. I also improved my Excel abilities while working with these knowledgeable professors and kind coworkers. I got the opportunity to execute live work and contribute to the BPO HR departmental operation through project work based on customer expectations. As an Intern, I can say that the whole trip was appealing, fascinating, As well as difficult. During these four months, I had the opportunity to put myself to the test in every way. So, I can confidently state that working with Quantanite is one of the finest decisions I've ever made.

Declaration

I, Sakib Hossain Tanvi , a student at Brac University's School of Business , declare that I created the internship report on " HR Management" Quantanite BD and that it is not submitted for any degree, diploma, title, or recognition.

Sakib Hossain Tanvi
ID : 17204092
BRAC Business School
BRAC University

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CHAPTER : 01

Introduction

Human resources management (HRM) is often shortened to Human Resources (HR). The workforce management department of a company or organization is often responsible for creating and executing strategies. Human Resources management (HRM) is the process of attracting, employing, relocating, and overseeing individuals, as well as creating and executing strategies and protocols that govern employees and the company's interactions with its staff. Without competent Human Resources, a firm cannot establish a decent team of working professionals. As a result, it should be approached with caution. Human resources are critical to firms in a variety of ways, from strategy planning to corporate prospectus. HR fosters the organization's primary focus through its understanding of how human capital affects authoritative gaining. HR paymasters build appropriate payment schemes those which align with company wages with other businesses in the region, in a similar sector, or seeking people with equivalent qualities.

The company will never be successful if there is a scarcity of HRM approaches and methodologies. If the company's performance is not outstanding, neither will its. It is crucial for the company to recruit staff members primarily to select the appropriate individual who desires to work for the company, and it is essential for HR responsibilities, the main emphasis should be on enticing suitable workers, and this essential operation is provided by the business's Human Resources Management (HRM) unit.

Human Resources consulting professionals frequently provide guidance on how to manage people as corporate resources in a systematic manner, Recruiting or hiring, employment remuneration, and talent development are all examples of job functions. Hiring, growth, pay, well-being and health as well as labor relations are all part of human resource functions. Human capital is responsible for a variety of tasks in every organization, including job identification, employment generation, hiring, placement, training, advancement, productivity enhancements, remuneration and perks, employee rights, and rapport building.

The employee must be well prepared by the firm, and the employee has evolved into a critical resource for the company. Any institution must possess efficient communication, deliberation, moral conduct, discerning assessment, business proficiency, leadership and guidance, technological aptitude, relationship management, and intercultural comprehension. Staff members will utilize forthcoming human resources. The organization should also conduct a performance evaluation, such as a performance review, improvement of performance, continuous dialogue, or employee assessment. that is a procedure for identifying and gauging an employee's work effectiveness.

Salary and fair incentives are also important components of human resource management since they help to recruit and retain employees. Payment may be divided into two parts: direct pay and indirect pay. Direct compensation consists of directly paying employment money, which is sometimes an average wage and often a pay based on performance. These considerations motivate employees to perform better in the future so that they can receive additional advantages and enhance their wages.

The entire procedure is handled by the company's human capital department. The administration of personnel aims to bridge the divide between job effectiveness and company objectives. Administration of personnel strives to bridge the divide between work attainment and business goals.

Quantanite Bangladesh (formerly recognized as Task eater) is a flourishing and swiftly expanding BPO organization in Bangladesh. Business Process Outsourcing (BPO) pertains to the subcontracting of peripheral business operations to an external provider. It is a substantial worldwide customer care sector. Since rebranding, its main emphasis has been on automating processes through robotics (RPA). Third-party services are also provided by Quantanite Bangladesh. They provide low-cost lead generation solutions and have built offshore data teams. They also offer both comprehensive and customized support. They started their adventure in 2014. In fact, there are almost 700 people employed here. I've been with Quantanite Bangladesh for two months. I attempted to address many areas of Human Resource Management that I encountered throughout my time there in my report. To get further knowledge, I conducted conversations with my colleagues and well-known Quantanite Bangladesh employees.

1.1 Background of the report

Internships are a fantastic way to put academic knowledge into practice. It is critical for BBA students to connect theoretical learning with practical understanding. BPO is the delivery of services enabled by information technology. Progress has also been made in other areas of the BPO sector. I may learn about the vital living condition of a BPO firm by obtaining the necessary knowledge. Business process outsourcing (BPO) company Quantanite Bangladesh provides services to third-party suppliers. To partially satisfy the criteria of the BBA degree, Quantanite Bangladesh's Human Resources Management Activities was produced. I had the amazing opportunity to acquire knowledge about the real-life workplace and all of Quantanite Bangladesh's commercial endeavors while conducting the study.

Objectives

The report's aims are to develop an in-depth assessment of the Outsourcing organization in Bangladesh, as well as an analysis of the firm " Quantanite Bangladesh ". The report also summarizes my internship experience in the HR department of Quantanite Bangladesh. The following are the research analysis which includes an assessment of BPO Quantanite Bangladesh's Human Resources Consulting operations. The purpose of the project is to have a better understanding of the outsourcing sector in Bangladesh based on the highlighted areas of the project. An objective is frequently separated into two sorts:

Broad Objective: In a larger sense, the goal of this study is to learn about many aspects of the outsourcing business and the functioning of the HRM sector.

Specific Objective:

- To determine the effect of human resource management methods on organization's advancements.
- To identify the human resource practices that have the greatest impact on organizational performance.
- To raise awareness among organizations about the need of successful human resource initiatives.
- To suggest useful research directions for future studies
- Grasp the way the company manages its human resource procedures.

- To perceive how Quantanite Bangladesh deals with HR tools.
- It is crucial to assess how they will handle their expenses and the effectiveness procedure.
- Acknowledge their salary ranges, advancement system, and incentive structure to ascertain how they sustain profitability and grow.

1.2 Research Methodology

A suitable methodology is essential for finishing research. It makes the process of performing a study easier and more reasonable, proving to establish the topic of the report. For my research, I employed a few techniques to make my statements clear for the study.

1.3.1 Design of Research

This article serves as the foundation for Quantanite Bangladesh's general Human Resources procedures. It is produced through the gathering of secondary information. The analysis is made by compiling data from multiple sources and using a certain methodology. The research presented in the following piece is factual. In order to get practical experience, I worked as an intern in Quantanite Bangladesh .

1.3.2 Data Sources

All of the data gathered for this report is divided into two categories:

Primary Data:

1. An in-depth conversation and interview with the management and other senior personnel.
2. Meeting with my team mates.
3. Follow up with other department managers
4. Clear information based on my internship training experience.
5. Obtain the full backing of the management, team leader, and so on.

Secondary Data:

1. Information obtained from several BPO business websites
2. Newspapers and internet magazines
3. BPO company digital archive
4. Analysis-related reports and papers.
5. The mail specifications of Quantanite's UK office.
6. Information based on the topics I've studied which includes parts of the theory in my core HRM topics.

1.3.3 Scope of this paper

The scope of the paper refers mainly to those regions that must be studied. This study focuses on the HRM planning process and administration. For my research, I stress the Human Resources department

of the organization. People who work there, their experience, and gone plan reports all assist me produce the research report.

1.3.4 Limitation of the study

I've been given the opportunity to write a report on the "Human Resource Management Process of Quantanite Bangladesh." I gave it my all to write a well-informed report. However, I had several challenges when preparing this paper. I attempted to overcome the obstacles. Despite my best efforts, various issues impede my timetable report task. Human resource information is kept considerably more private. For security considerations, the firm does not want to divulge the facts. The following are the limitations I encountered while writing this study:

Time requirement : There was only so much time to learn about Quantanite Bangladesh's human resource management procedures.

Less availability of resources :Could not utilize a few of important papers and report facts when that information would be employed with the end goal of association.

Lack of information: In many occasions, the authority refused to divulge internal information to me, which made data collection difficult.

KEY TERMS

Human resource planning : include determining the organization's primary Human Resource requirements, as well as strategies and philosophies.

Job Design : Defining how duties, authority, and systems will be arranged and integrated across organizational units and in individual employment.

Selection and staffing :are the processes of matching people and their professional requirements and talents with jobs and career trajectories.

Training and development :include identifying, measuring, and assisting in the development of critical competences that enable workers to perform present or future employment.

Personnel Research and Information System - Maintaining a personnel data base

CHAPTER : 02 INDUSTRY AND COMPANY OVERVIEW

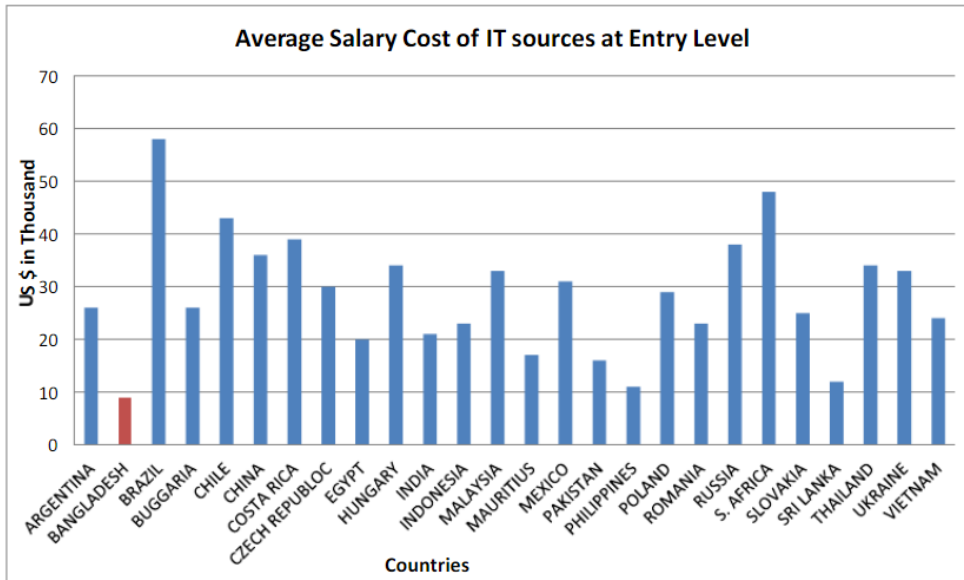
2.1 A brief Introduction of the Industry

Bangladesh saw the birth of the BPO industry about 2007. Many years have passed, and Bangladesh is now regarded as one of the world's major outsourcing marketplaces, with over two hundred – three hundred distinct BPO as well as IT firms providing assistance to international organizations across a wide range of industries.

Bangladesh's outsourcing corporate process market is quickly expanding. If Bangladesh wants to take part in the IT revolution, it first needs to create a workforce that is adequately skilled and recognized on a global basis. This population of approximately 136 million people, with a density of 900 persons per kilometer of surface and more than fifty per cent of the total population under the age of thirty cannot be meaningfully altered by economic investment alone. Many foreign potential clients are now considering outsourcing their duties to Bangladesh as opposed to India, China, or the Philippines due to increasing expenses in those nations and the fact that Bangladesh's BPO sector can provide the same, if not better, excellence than competitors in India or the Philippines.

Bangladesh has experienced fast development in terms of technology and digitalization during the last 10 years. The government has taken many initiatives to ensure that everyone and everywhere has access to the internet. In fact, in recent years, they have been pushing outsourcing to the youth through various free government seminars and functions. All of this culminated in Bangladesh being the world's second largest online labor provider. According to Oxford Internet Institute figures, there are around 500,000 persons associated with outsourcing jobs through BPO organizations. Furthermore, Bangladesh earned around \$100 million each year from the BPO and freelancing industries. There may have been some key variables that prompted the surge in outsourcing in Bangladesh .

Growth of the Industry in Bangladesh : This company has grown by around 150% over the previous two years. By March, which includes its current financial year (FY), revenue from the region had topped US \$30 million, which contrasted with less than 30 thousand and \$20 million within the same order during the comparable period last fiscal year. Around forty thousand local information technology (IT) staff members have been hired for the field up to this point. The hourly base pricing is Bangladesh BPO's key selling point since it is comparatively inexpensive. They aim to deliver the best possible service in the smallest period of time at the most affordable price. Bangladeshi BPO companies may offer the finest quality services at a reasonable price, and they have many suppliers. All emerging nations, including, Singapore, the United States, India, South Africa, the United Kingdom, Canada, , Sweden, and Australia, have committed our regional IT talents to their offline and online professions in recent years. As a result, foreign firms want to work with Bangladeshi IT professionals. The average salary at entry level as opposed to other countries is given below :



Services that are given by BPO companies in Bangladesh:

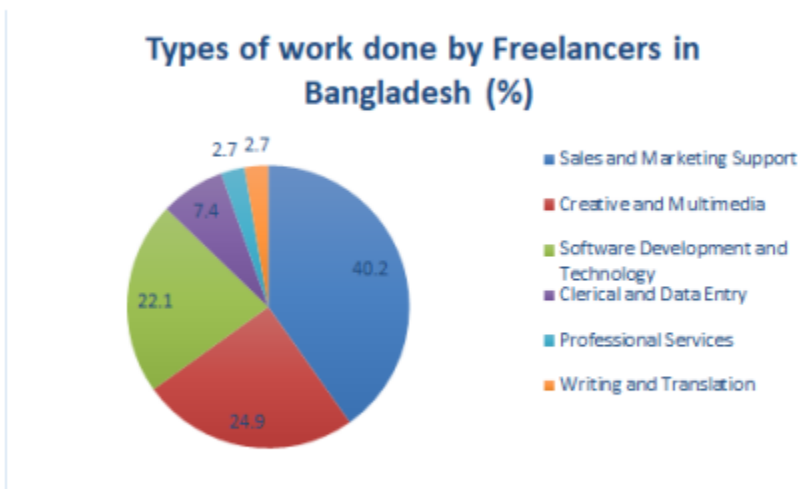


FIGURE: Breakdown of work done by freelancers in Bangladesh, Source: ICT Division, Government of Bangladesh

According to statistics, 40.2% of work done by Bangladeshi freelancers is in the marketing industry. Software and IT development are the second most common services provided by Bangladeshi freelancers. There are still many fields that Bangladeshi freelancers are not exploring, such as programming support and artificial intelligence, because Bangladeshi young are still weak in skills that demand more complex knowledge.

2.2 Company Overview

The world's fastest-growing companies use Quantanite's client experience and Digital Outsourcing solutions. The company offers back-office, digital media, and customer relationship management services through its sister brand Growthonics, in addition to services for sales enablement and demand generation. The company was established in 2014 and has its headquarters in the UK. Its nearly 2,000 employees work in four continents to offer companies a technologically advanced, individualized strategy for delivering outstanding full-lifecycle engagement with clients along with back-office online services more quickly, more effectively, which are more affordable.

The organization focuses on the consolidation of business operations, primarily utilizing computerized management systems, artificial intelligence, and the placement of expert staff in foreign information systems. Quantanite hires extra staff for digital enterprises primarily situated in Europe. The employees at Quantanite assist customers in various domains including data gathering, backend operations, compliance, lead generation, and digital advertising. Quantanite builds forward-thinking, passionate teams that collaborate closely with clients.

Because RPA, or robotic process automation, is the capacity to design a computer to mimic human conduct and use these actions to replace the actions of humans in the operation of business processes, Quantanite was once known as Taskeater. UiPath, automation everywhere, blue prism, and Microsoft Power Automate are RPA platforms that support a number of RPA modules. They provide a flexible combination of help, service, and control packages. They're attempting to make quick adjustments because customers demand a great business, so it's sort of required. They provide constructive RPA arrangements to the board, addressing concerns before they occur. They do the development of assets for RPA advisors as needed. They are at work every day of the week, all day long. Information identifying and explanation, RPA-managed administrations, deal facilitation, the back office BPO, front-desk BPO, and other services are among the many that this company provides.



2.3 Background of the Company

Quantanite Founded in Dhaka, Bangladesh : On March 2014 Mikko Tamminen founded the firm to assist businesses optimize business operations using managed offshore workforce and technology.

United Kingdom Market Entry :On January 2015 ,the first UK-based customer has been signed, assisting with complete market entrance into the UK and driving goals to deliver BPO and CX facilities across the EMEA area.

150+ employees in Bangladesh and the United Kingdom :With sustained quick expansion along with the entrance into the UK market last year, the firm now employs more than 150 people internationally, with plans to surpass 1,000 in the next three years.

Market Entry in the United States- New York, USA : On January 2017 ,Expansion goals and sustained sales growth resulted in complete market entrance into the United States, based on core BPO and CX service offerings.

The Opening of the UK Headquarters London, UK :In December 2017, the Company's global headquarters will open in Waterloo, London, providing executive office space as well as a center for workers and consumers alike.

Globally, 1,000 new employees have been hired. : As of January 2019 ,Quantanite has broken beyond the 1,000-employee barrier, which is a significant milestone.

The company has around 2,000 global employees :As of March 2022 ,The Quantanite Group has reached another significant milestone in its expansion, with another 1000 people hired internationally in the last 2 year.

Leadership Team Expansion London, UK has a new CFO and CCO. : On May 2022 ,established business leaders in the customer experience and outsourcing area were introduced, confirming the company's rapid worldwide expansion.

2.4 Culture and Values :

“Living and breathing our values is key to Quantanite's success, as it is for our clients.”

Values that characterize the employees of Quantanite :

- The workplace serves as a venue for us to advance professionally, Quantanites assist one another in becoming better specialists, and we make advantage of any free time to learn new skills that will advance our careers.
- Quantanite learn and develop our refined expertise by testing or failing to test.
- Employees are accountable. For example, they take individual accountability while providing outstanding help.
- Employee understands the details of the job in order to do the highest quality work.
- Employees are honest, dependable, and have a good attitude toward their job.
- Employees value their coworkers in terms of organizational strategy and norms.
- They put in more effort and time if a work deadline is announced after the meeting.
- Quantanite continually discovers our skill level or features where we deliver our top administrations.
- They offer extra effort and time if there is a time limitation after completing the report.
- Employees have a high level of resilience, so they can withstand increased job pressure.

- Quantanite understand the setting of our conveyance and how it creates esteems for both our clients and Quantanite.

The first value of our current organization is accountability and responsibility. This is the major objective. Local dedication and dependability are the main areas of duty. When they set a goal or deadline for themselves, being viewed as a responsible colleague requires that people paying attention may be certain that they will keep their word. This is a given, and nobody needs to reaffirm whether they hinted at what they concentrated on, whether the aim was mentioned in passing or specified in the meeting minutes. Being accountable entails keeping track of related activities and relieving partners or collaborators of unnecessary worry that a delivery would be delayed and damage the work of others.

Quantanite is viewed as a cordial partnership with areas where we take responsibility for our own growth and dominate in our verifiable expertise by producing esteems for all of our partners. Instead of actually hiding the traits in whatever they do, the list of attributes might quickly devolve into a game of recalling all the virtues by the representatives. The majority of organizations exhibit several attributes one at a time, but via planning as well as interactions with peers. They could think that after revealing four, seven, or fifteen qualities—for example—it will become hard to even consider guaranteeing devotion to each one, at which time we might decide not to reveal any more. The cultural pillars of the Quantanite people represent the spirit, sensation of society as a whole, and sense of fairness of that people.



This alignment acts as the basis for how they approach client collaborations and establish a common culture. They formulate a partnership agreement based on the common purpose, principles, and

outlook to steer all our actions. There is a culture of ongoing enhancement. It utilizes data analysis to propel and augment current offerings, while also exploring fresh concepts to assist clients in scaling expenses more effectively while optimizing value for their customers.

2.5 Objectives :

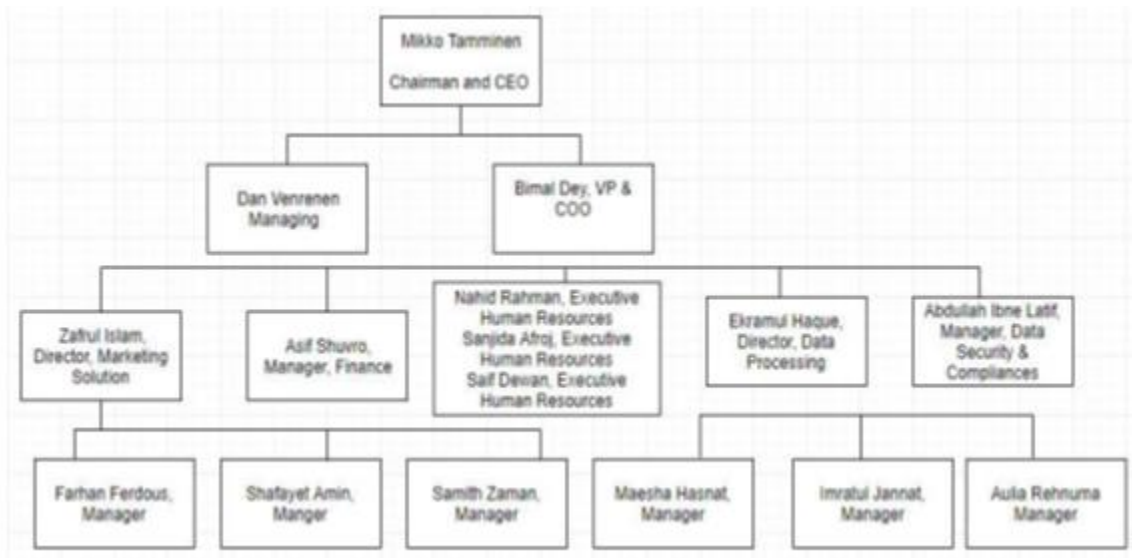
As stated earlier , one of the primary objectives of the organization is responsibility . There is no mission or vision motto for Quantanite. but rather some distinct objectives:

- To re-appropriate a brand of decision for a flourishing development corporation in Europe
- To become the finest BPO firm.
- To provide the greatest service in the least amount of time, with no mistakes.
- An aspiration to become the preferred organization for young professionals in Bangladesh.

2.6 Founder:

Mikko Tamminen, Chairman and CEO of Quantanite founded the firm to assist businesses optimize business operations using managed offshore human labor and technology. He is in charge of the organization's system, fund, financial management, accounting, corporation sequence of events, legal matters, the development of the administration, and supervision personnel.

2.7 Organization structure:



CHAPTER : 03

An Insight of the HR Procedures of Quantanite Bangladesh.

In Quantanite, the HR department maintains the organization's ground. The HR department is continually called upon to protect the safety of the organization and its employees. Aside from that, HR is in charge of the entire recruitment strategy, including interacting with each department and providing preparation support to staff. Quantanite BD's. Human resource management procedures define duties and processes related to employee recruitment and employment arrangements, employee entitlements, work force management, staff development, and workplace health, safety, and well-being.

An applied approach called human resource management (HRM or HR) identifies scheduled cycles for effective HR administration in a project so that the project can gain a major benefit. HR Management (HRM) is simply a way for a business to choose, hire, assign, and care for its personnel. A key source of competitive advantage is the effective use of HR strategies within firms. HR rehearsals cover essential HR tasks. They should establish the approach to interacting with the organization's personnel in accordance with the principal strategy.

HR Administration includes crucial tasks such as planning, securing, supervising, and managing. Human Resources Administration is accountable for the human aspect of administration. As every organization is made up of individuals, obtaining resources, improving their abilities, motivating them to achieve high levels of success, and ensuring their loyalty to the company are all necessary for attaining organizational goals.

Administrative activities in human resource management include planning, scheduling, supervising, and monitoring. It involves human capital recruiting, production, and management. It seeks to meet personal, corporate, and environmental goals. Human resource management is a critical legal topic. It examines connection, economics, and the sociology of management psychology. It entails team camaraderie as well as collaborative function. HRM aims to enhance the value of employees by enhancing their capacity, opportunity, skills, performance, motivation, capability, involvement, extensive knowledge, and so forth. Consequently, the employees' individualities are acknowledged as crucial individuals. In any organization, managerial process, or demonstration, this is the focus of HRM.

The organization has a six-month probationary term; at the end of this period, if the individual displays the best performance, the employee becomes permanent and therefore receives a boost in pay. Numerous advantages exist for authorities who can reduce the company's turnover-related expenditures by reducing and employing substitute specialists. Leaders are dedicated to promoting safe working conditions. Functional environment protection and the challenge for HR managers to supervise continuity with the US. HR labor relations authorities oversee the image of the company and the restrictions on compensation for off-site company practices. There are multiple benefits. Officials can decrease the company's costs associated with employee turnover by minimizing and utilizing alternative professionals. Leaders are committed to promoting a secure working environment. HR labor relations

authorities govern the appearance of the organization and the boundaries on remuneration for off-site company rehearsals.

I'm undertaking a 4-month internship in the Human Resources department of Quantanite BD. I am in charge of all HR-related tasks such as new hire paperwork, termination paperwork, taking tests and evaluating exam papers, creating employee evaluation forms, and so on. I've been attempting to address the issues and facts I've accumulated. I discovered the following Human Resources Activity in Quantanite Bangladesh:

Recruitment & Selection :

The hiring process consists of multiple stages, as I have provided a concise and clear overview of the process. The organization utilizes advertisements and publishes them in publications after evaluating the feedback received from the job evaluation. This is commonly referred to as recruitment. Once the advertisement is released, a number of applications are received, interviews are conducted, and the most suitable candidate is selected. Therefore, recruitment and selection are also significant components of HRM. The initial phase of the hiring process appears to be the preparation for enrollment, during which the number of vacant positions is assessed and determined. A robust and well-structured recruitment procedure is essential, as it encourages prospective applicants within the field of employment.

During the first screening procedure, the candidate is advised to complete the requirement. The layout incorporates data on sexuality, ethnicity, national root, instructive periods, and incapacity. Past compensation ranges, age, driver's permit information, home data, and credit card numbers are too concerning. When enlisted, more youthful specialists must yield a credit card number, and it may be appropriate for the laborer to do foundation checks, whereas usually not required on the ask, and numerous persons .

The choosing of people or groups for certain roles is the most fundamental definition of the recruiting process. It may also be seen as a meeting place for current and future employees. The gathering of enquiries from job searchers and the choice of the top applicants for the open vacancies are other characteristics of the recruiting process. When hiring new employees, Quantanite Bangladesh looks for candidates that will both deliver excellent work to our clients and make a substantial contribution to the culture of our company. involved with character extortion are unwilling to supply credit card data.

I gathered resumes from a certain online employment source and evaluated them in accordance with my supervisor's guidelines. I compiled a comprehensive list of individuals who had been shortlisted for various positions and then phoned them to notify them about the tests and interviews. In the test hall, I supported the responsible HR official and supervised the interview procedure. I kept a personal file for newly hired employees and granted access to the ERP program. I oversaw a field test of many candidates for the role of Driver.

Quantanite Bangladesh employs a variety of recruiting strategies, including:

Joining Formalities : When a person is chosen, there are various procedures that must be completed by the chosen candidate. The formalities comprised an agreement document, an appointment letter, a police verification form, an employee information form, and many other things. At that moment, the employee must meet some structure, such as:

1. NID copies of the candidates
2. Joining Form
3. Nominee Form
4. Guardian Form
5. Code of Conduct
6. Reference Check

CV Sorting:

CV sorting is a way of dismissing applicants through ever more extensive portfolio examinations . The goal is to discover the most appropriate candidates for a vacant position. Resume screening helps to decrease the cost of interviewing or evaluating a large number of applicants. Resume processing also speeds up the process.

Process of Employee Selection:

Applicants must compete with one another to exhibit their talents during the executive hiring process. Applicants prefer to demonstrate him from their own perspective, which is a superior choice than certain Applicants. Staff selection is a tactic of acquiring the best individual for the suitable company. It is a model for harmonizing organizational requirements with individuals' capabilities and experiences. Only when fitting is successful can efficient filtering be performed. The firm may boost its workers' greatest output by selecting the correct person for the proper role.

The screening procedure for Quantanite Bangladesh employees is divided into three stages. Any individual must attend the three meetings. The initial conversation takes place over the phone. If the applicants are chosen, the HR Manager will conduct the following interview. Everyone must conduct a knowledge assessment on their machine performance during this interview. Then, all of the short-listed applicants must attend another meeting, and the last dialogue is conducted by the project's line manager.

Stage One: Initial Outreach : The initial evaluation was conducted over the phone after assessing the applicant's CV. The evaluation was given by the HR manager, and the candidate was asked the typical questions. They must respond favorably to the questions.

Stage two : Written examination : a second appointment is lined up after the initial evaluation since the candidate was chosen. This one-hour written examination is intended to acknowledge the applicant's technical performance. Following the second interview, 10 to 15 candidates are still on the list.

Stage Three: In-Person Interview : After the second interview, the candidate asked for a third, simulated interview. The applicant's direct manager from the company they are hiring for will carry out the third

interview. Various inquiries regarding the particular role in the department they are being hired for were asked during this final interview. If they are satisfied with the candidate's answer, the candidate might be accepted into the Quantanite company.

Training & Development:

Quantanite Bangladesh is looking for a fresh graduate with suitable experience. Development is also an essential component of human capital operations . Quantanite Bangladesh offers vocational training. Every employee is responsible to a line manager. The line manager designated one of the employees as the new hire's mentor. The coach additionally helps new employees in understanding their task and the criteria that must be reached, as well as provide input on how new recruits may improve their abilities. Quantanite Bangladesh is taking use of training opportunities. The mentoring tool is used to teach others. During this method, one prominent or experienced worker will seek to guide the new employee, who will be instructed during office hours. As a result, it's known as career preparation .Quantanite Bangladesh allows members to utilize a variety of equipment, assets, current employees, and processes to make their jobs more capable and to perform their duties in an acceptable manner, with the goal of ensuring that new members can improve their lifestyles and personalities while maximizing the effectiveness of their systems in their company.

Getting ready is a program that enables participants to learn basic knowledge or increase the productivity of their jobs. In contrast to rapid job preparation, advancement is becoming more comprehensive and focuses on people growth and prospective success, and transformation is an essential component of the extension of humanity's potential. It includes an ever-increasingly significant duty as a result of the expansion of novelty, which has resulted in a periodic increase in complexity, a rise in the customer's requirement for efficiency and control, and a subsequent desire to reduce costs. It has also been demonstrated to be more crucial, particularly when training professionals for a new career.

Building of career performance: Any of the regularly used ways include –

- **Mentoring systems :** Coaching is a widely effective organizing tactic in which a superior member of the team offers assistance and a point of contact for another team member. While emphasizing organization and assistance, mentors often provide challenging guidance and help to newcomers. This is crucial for onboarding as it enables individuals from various departments to establish suitable connections and foster relationships within the company. A robust coaching program has the potential to create an experience that is genuinely professional and dynamically interconnected. This approach is employed in multiple divisions of Quantanite Bangladesh.
- **Training:** Quantanite Bangladesh is investigating teaching methods. A trough or an experienced delegate can serve as the tutor. Instruction is an acceptable method of preparing newcomers. It is

a defined job that attempts to appropriately train a potential recruit for the responsibilities of their employment. It is going to gradually instill in them what is required of them in order for them to work hard and succeed in the community and broader company. The instructor might be a director, an area of expertise leader, an expert, or a relative, but the primary focus is on personal instruction that aims to increase the novice's understanding and functioning, as well as confidence and skills.

Technology or online learning kits: Because the preparations are thorough and do not require the presence or presence of other workers, this enterprise has clear hands on the construction of them. Obviously, most businesses will be adapted to meet the expectations of the newcomer and the community in which they will operate. When new workers complete their training at Quantanite Bangladesh, they must take a web-based exam. It also offers accurate assessments of their learning and highlights areas that need to be improved.

Code of Conduct :

The following sectors are subject to strict requirements in the business. Failure to follow these policies automatically results in dismissal.

Attendance : If a team member realizes they will be unavailable to work within normal hours of operation, they should notify administration as quickly as possible. Because the firm relies on its employees to fulfill the agency's work, management must plan for anticipated problems caused by absences. Employees can alert the HRMS app or an assigned email address two weeks beforehand of a scheduled absence. Inability to provide appropriate notice puts at risk the employee's ability to be granted leave. Staff employees must alert their immediate supervisor as soon as possible.

Remotely Checking work Email: Employees may check their work email (@quantanite.com accounts) via a personal mobile device or computer, but they are not permitted to access files or data. In accordance to the Bangladesh Material and Communication Technology Act 2006, unlawfully viewing data is a criminal offense, and the business, as well as its law firm, is prepared to accept legal action against employees who have remote access to material without proper authorization.

Working remotely during an unexpected absence: When a colleague is unable to physically be present at the office but is willing to fulfill their full day's responsibilities from home on the same day, their paid sick leave remains intact, but their participation in the performance assessment may be affected. Staff members are required to promptly notify their supervisor or team supervisor either by phone or, if necessary, via a text message to their cell phone on that day. The following regulations apply when a member of the workforce covers jobs at home: Managers find it difficult to do research on a daily basis rather than at sporadic periods.as of unanticipated absence, such as illness or fever.

Drugs and alcohol : The existence, consumption, or management of alcohol or drugs is strictly forbidden during business hours.

Harassment: Irritating laborers, bosses, or superiors is explicitly prohibited and will not be endured. In the event that a part of staff accepts they have been undermined, they ought to take after the forms

laid out within the Problem-Resolution Component segment. Cases including mishandle will be treated genuinely and managed with by VP & COO, Bimal Dey, counting on a case-by-case premise.

Performance Evaluation:

Performance evaluation is a rigorous process in which employee efficiency is rated in relation to the tasks performed and the individual's function in the firm. An annual evaluation or outcomes analysis is another name for it. It enables managers to assign the best people to the best roles depending on their skills. Workers are sometimes quite interested in the minutiae of their achievements, how they compare to their colleagues, and how they might improve. Performance evaluation is a complete evaluation of employees' performance and an individual's ability to develop and progress further. The HR department must monitor the employee's efficiency and then report on the worker's grade. This computation is used to determine future increases, bonuses, and pay increments.

Performance Review and Assessment: A performance assessment is a procedure involving both verbal and written parts in which administration examines and provides feedback on employee performance, including methods to improve or adjust activities as needed. Documenting accomplishment is the foundation for compensation increases and progress. The duration of participation is valued at 20 points in Quantanite's performance assessment survey, the extent of effort is valued at 20 points, the strategic plan is valued at 20 points, customer satisfaction is valued at 20 points, and peer evaluation / organizational culture is valued at 20 points. This allows employees to earn a maximum of 100 points. The HR department has a page with all of the material on it. As a consequence, they do the success assessment. Employees must still have access to the material.

Metrics	How is it decided?	“Requires progress” Score: 1	“Meets desires” Score: 2	“Exceeds desires” Score: 3
Customer Satisfaction	Account Manager (Sales Team) questions the consumer how happy they are generally.	The customer has difficulties with the worker and wants to see change.	The customer is satisfied with the delivery and believes that the employee satisfies the standards.	Consumer assumes that workers meet goals, perform above what they might do in-house, and proactively improve procedures.
Standard of Job	The accountable QA is searching for examples of good and bad performing at work.	The customer or QA has established repetitive consistency problems in the work of the employee.	Employee works constructively with quality problems even though others are exist.	The worker depicts a high degree of attention to detail and there are no consistency problems.
Presence	Regular presence shall be measured as a proportion of planned days of work at the workplace over the last three months, except scheduled vacations. Hourly presence shall be measured as a	Regular presence is less than 94.00 per cent. The hourly percentage of attendance is less than 100 percent.	Regular presence is equivalent to or between 94.0096.99 per cent. The hourly percentage of attendance is 100 percent or above.	Regular enrollment rate is equivalent to or greater than 97.00 per cent. The hourly percentage of presence is 100 percent or above.

	proportion of planned hours of work performed on days attended in the last three months.			
Company System	HR Accountable is searching for concrete examples of adherence to business policy. Arrival at the workplace on schedule is included in these requirements.	Concrete cases of consistently violating business rules.	Worker responsible to company policies most of the time.	Employees completely compliant to business policy are quick to handle and respect corporate laws.
Mate Evaluation	A normal of the representative's colleagues' latest mate surveys.	Mate evaluation performance overview dropped to the bottom 20% of group ranking.	Mate evaluation score overview dropped to the middle 60 percent of group Score.	Mate analysis performance percentage slips to the top 20% of group results.

Performance Determinants: Performance determinants are certain characteristics that should be present in each company to improve employee efficiency. These are the factors:

A good working environment is important to every employee because it allows them to accomplish their jobs well. Employees should be provided with the necessary equipment. Not only does the equipment need to be in good working order, but so does the pleasant environment.

KSA: KSA stands for knowledge, skill, and ability. A distinctive characteristic and personal qualities must be given to a certain work. Quantanite Bangladesh is attempting to categorize applicants as competent

or ineligible throughout the employment process. After that, the recruitment staff might use the training session as a reference. They should indicate how to improve KSA on certain tasks.

Appraisal Tools: Performance reviews are a fact of life for most employees and supervisors. Employee surveys, when taken seriously and carried out correctly, will help employees develop and contribute to positive outcomes for the firm as a whole. Quantanite Bangladesh evaluates output using a variety of approaches. Quantanite Bangladesh employs the following techniques:

1. The target analysis must be matched to the company's objective. Management and labor must work together to develop the goal. Quantanite Bangladesh employees are aiming to meet the deadline in an acceptable period of time.
2. Peer Evaluation: Peer assessment is a method of evaluating performance that is conducted by one or more individuals who possess complementary abilities and knowledge. Generally, team members are responsible for conducting peer evaluation. This is the approach used to maintain the desired level of quality standards while also enhancing effectiveness and productivity. All employees at Quantanite Bangladesh are required to perform peer evaluations on the last day of every month. Every staff member should undergo a background check of their colleagues. The Lead Generation Department of Quantanite wishes to evaluate their lead generation staff. Quantanite also utilizes a managerial evaluation method. A duplicate must be provided to the immediate superior of each employee. They have a Google form where the employee needs to input the name of another staff member within their team. No staff member is familiar with the assessment procedure. No employee will know if others gave them with a summary. Only HR has access to information on worker examinations.
3. Review of Timesheet :A timesheet is a document from which every worker receives a report of their ongoing task list. The timesheet includes details about their job allocation, which project they commence before starting. It also includes an estimate of the duration they anticipate for completing the task. The management of the sheets will track the amount of time employees have worked. The performance evaluation requires participant engagement. To establish the distinctive contributions, time sheet analysis is employed. Each employee gets a schedule sheet on which he or she can work. This sheet is also accessible to the consumer, and HR utilizes it to evaluate the employee's efficiency.
4. Client Evaluation: The client is the true company leader. It is critical to obtain a recommendation from the consumer. Clients generate revenue. As a result, it is their primary responsibility to fulfill their employment commitments. Client examination I performed at Quantanite Bangladesh. Many employees work with overseas clients. Any employee must maintain daily touch with their consumers. Each client is given a paper with a question about workers. They must confront the questions. At the conclusion of the year, the firm's human resources department will collect the feedback from its clients. The consultative method is built on client reviews.

Encouragement is described as the success of encouraging members to work or not work in order to reach a predetermined objective. It is the condition of doing in order to enhance one's personality. Encouragement creates particular actions and techniques that motivate the general public to act with

zeal in order to attain their aims. However, it is the responsibility of the organization to motivate and incentivize its members to fulfill their obligation to the company. This is because managers cannot predict the exceptional performance of their employees until they are given the opportunity to showcase their abilities.

Compensation Procedures:

Worker stipend could be an essential angle of board capacity and worker maintenance. There are numerous rules for rewards. Compensation and remuneration planning are the duty of the human assets' office. Representatives recorded as non-exempt will gain what bosses ordinarily call compensation. Compensation are prorated hourly and incorporate extra installment for work over 40 hours per week

Extra payment is the hourly rate multiplied by two. Since non-exempt personnel are not qualified for extra payment, the term salary usually denotes the employee's yearly earnings or the type of employee remuneration that excludes overtime wages. For instance, the phrase "employee" is commonly used to describe workers who do not receive extra payment. Remuneration guidelines, like the yearly compensation charts released by the United States Office of Personnel Management, must include yearly remuneration as well as raises based on rank and level advancements for government employees who are compensated according to the General Services and Senior Executive Service pay structures.

Numerous public incentives and motivating powers are promoting the principal concern or even expanding the number of proposals for independently owned businesses. It capitalizes on the financial and non-monetary benefits of employing volunteers, decreasing attrition, executing goods, and increasing employee devotion. It is in charge of ensuring that compensation and benefits stay concentrated and that benefit systems grow in response to employee expectations. The usual populace in this employment is detail-oriented, but also quick to comprehend the complexities of the institution's assets.

Jobs are adjusted on a regular basis depending on location and execution evaluation. Employee success also determined their compensation, bonuses, and promotions. If there are any recent adjustments or whatever in their system, they notify their team so that they may work intelligently with their current news and avoid making silly blunders. They continue to advise workers on how to perform best by offering them guidance, particularly on how to demonstrate outstanding performance by exhibiting productivity. They assess worker productivity as if they were taking their time to do their work, or as if they were completing correct tasks with perfection in less time. They keep track of everything and seek to enhance worker pay. They are frequently awarded when employees perform well or outperform expectations. They understand their employees' competence and the areas or roles they can best perform in by offering them employment. They certainly want to provide the best possible service to their consumers. So, the less time they have to give quality assurance to their task, the higher the person or group's performance. A 5% increase in payment may arise from an extraordinary execution evaluation. Money motivators that rely on the quantity of the employer's gross compensation or the

employer's bid that depends on the available pool of candidates are used in test job incentives and stimulation programs.

Legitimacy remuneration conveys a powerful message about how important it is to the boss to see employees thrive. Making the pay-available validity spectrum visible helps stakeholders to evaluate where their development fits within the legal compensation levels specified by the corporation's salary timetable. As a result, the following steps for refund payment are followed:

Remuneration Approach: Quantanite frequently encourages and stimulates employees to enhance their individual and technical proficiencies. If the employee can prove to themselves that they can attain sufficient compensation in this setting. Consequently, they adhere to the performance-based remuneration system. The structure enables HR to monitor the advancement of staff members. By utilizing this motivating approach, HR can calculate the employee's individual objective. Each staff member must achieve their objectives in order to obtain an increase.

Bonus Policy: Quantanite, like most companies, provides bonuses and incentives to its employees. This bonus is handled by the HR administration. There are two types of incentives included.

Individual Incentives: The company also utilizes financial rewards to inspire and acknowledge employees for their hard work. Unless stated otherwise, bonuses will be determined on a one-on-one basis and billed on a monthly basis.

The salary is agreed between the prospective employee and the supervisor prior to the current employee's hire date. The Corporation will provide boundless remuneration to all staff members at the conclusion of every planned month. If the final day of the month occurs on a Sunday or a day of observance, you will receive payment on the subsequent operational day. Wages are disbursed via an authorized payroll account. Newly hired personnel who join the organization after the 25th day of each month will receive payment for their initial salary in the ensuing month. Additionally, Increments are only accessible when employees assume new roles that require additional attention on top of their normal full shift.

Yearly festive bonuses :

- The Festival Incentive concept is specified in each employee's contract with the organization.
- Employees are eligible for the festival benefit if they have been with the firm for 6 months or longer.

Disciplinary Action:

Administrative involvement may be considered on a case-by-case basis, generally following the process outlined below:

Verbal warning: A manager's statement to a group member that he or she has violated a law or policy and that such a violation should never occur again. It is up to the direct manager to notify HR or his VP and COO, Bimal Dey.

Written Notice : A written notice of violation should be sent to the employee who has broken the guidelines or laws. Official notifications are transmitted via electronic mail, and both the HR department and the Vice President and Chief Operating Officer, Bimal Dey, must be included in the recipients list.

Termination: The professional connection with the employee has ended. It is important to keep in mind that, as previously indicated, the foregoing is a generic approach that may vary based on the circumstances. In situations of sexual misconduct, including but not limited to the following conditions, immediate dismissal, proper legal action, and a warning may be addressed:

- Violation of the deal's withholding and confidentiality conditions • Misuse of corporate property, particularly if it contributes to harm
- Using drugs or drinking alcohol during work hours; • inappropriate interaction with customers; and
- verbal or physical abuse of staff.
- To be destructive to society or the company's actions

Information Confidentiality: Because the company controls sensitive data for its clients, its employees must exercise extreme caution while handling customer information. Furthermore, without the specific permission of the board, corporate data cannot be shared with others. The company has implemented measures with its legal department in Bangladesh to guarantee that employees who handle sensitive customer or corporate data are adequately trained and prepared to deal with legal repercussions. If an employee is uncertain about the confidentiality of certain information, they can seek guidance from their supervisor. In the event that a team member suspects that the secrecy has been breached, whether deliberately or inadvertently, they must promptly notify the management.

Employee Performance Appraisal

Employee appraisal is the evaluation and review of an employee's job performance. Most companies conduct performance reviews on a regular basis, usually once or twice a year. Quantanite is no exception. Regular performance review and evaluation can assist employees gain clarity about their activities. It will also point them in the direction of areas where they need to improve. In summary, good evaluation words can assist an individual enhance their performance and advance. The performance of the employee is evaluated using a well-planned rating system and this rating is used to provide increment in salary of the employee. The employees are rated in a scale of 1-7 where 1 is considered to be poor performance and 7 is when the performance exceeds the expectations. 1 to 7 and "unsatisfactory" to "excellent" are typical terms used in the performance rating systems. The rating system along with the salary increments is provided in the following table :

RATING	LEVEL	SALARY RAISE
1-2	UNSATISFACTORY	500 BDT
3-4	REQUIRES IMPROVEMENT	1000-1500 BDT
5-6	MEETS EXPECTATIONS	2000-2500 BDT
7	EXCELLENT PERFORMANCE	>2500 BDT

CHAPTER : 04 COMPANY ANALYSIS

Quantanite focuses on supporting firms who are looking for the finest possible mix of robots and human expertise in their company processes. The Quantanite Blog focuses on emerging patterns, viewpoints

from the industry, and information repositories in automated process robotics, product classification, streamlining business processes, and various other domains. Assistance for staff members, thorough recruitment processes, self-governance and effective teams, fair and merit-based recognition, guidance on specialized skills, and easily accessible knowledge generation for individuals requiring it are all instances of this .

This corporation is an international technical services institution dedicated to enhancing business process efficiency through RPA. It partners with both rapidly expanding enterprises and sizable corporations to enhance business operations by utilizing the optimal blend of digital technologies and human intellect. BCG has designated Quantanite as the "Supreme Leader" in Business Process Outsourcing (BPO) services, citing proof of unwavering quality output, exceptional customer effectiveness, and a commitment to cultivating tactical expertise to counteract the trend towards automation.

SWOT Analysis

SWOT analysis stands for strengths, weaknesses, opportunities, and threats .The SWOT analysis is the evaluation and assessment of an organization's positive attributes, drawbacks, potential advantages, and potential disadvantages . The primary goal of this assessment is to identify the tactics required for a company to prosper in a rivalrous market and establish a business framework that is ideally tailored to the overall milieu and conditions in which the company functions. It also enables a company to distribute its valuable assets to the suitable avenues and, if needed, modify its business strategy in reaction to changes in its market context. The following is an assessment of Quantanite's positive attributes, potential advantages, limitations, and potential disadvantages:

Strength:

- Solid organizational culture : Quantanite has a strong employer subculture. They foster a culture of assistance and collaboration in which everyone works together to research and build skills.
- Quality and operational control: Quantanite have strong organizational formation. Manager continually assigns duties with a reviewer and supervisor. Though every venture is committed with detailed attention and below the consultancy of the supervisor.
- A large number of young, motivated employees : the employees help out each other building an aspiring and progressive team.
- Enough funding : With funding from the government the organization is solidifying its existence.

Weakness :

Entry Barriers :To join this market, a significant technical guidance of competent individuals and large cash are required to develop such an IT-based organization.

Lack of practical knowledge: People who operate in the outsourcing business are unable to build on realistic facts about discipline work. Because outsourcing is predominantly a PC-based profession. This enjoyment in outsourcing labor will only serve as a motivation for future outsourcing jobs. As a result, staff of consultants quit the job for future opportunities to work in a more practical field in company.

- Inadequate internet connectivity : with all the work based on internet connection , the internet service in the company is slow and thus hinders work progression .
- Cultural differences : As people from around the world is working together ,the cultural difference is quite significant and this affects the quality of life of the individuals.

Lack of English knowledge: Although we claim to have competent labor in our nation in terms of freelancing, there is still a large deficit in appropriate English-speaking workers, and as a result, many prospective talented people are not getting the opportunity that they deserve.

Opportunities:

Market for high-quality IT education :The increased usage of technology in businesses has created a large market for IT personnel. People wish to explore the age in their commercial operation rather than stick to the previous manner of doing business. As a result, IT professionals may have a large name. This technique requires a team of experts who can outsource any job involving generating. There is a significant chance for professional personnel who can begin working in this field right now.

Technology advancement: Outsourcing work is heavily reliant on technology, which is always evolving and making the task more effective and efficient.

Threats:

Data security: it is now easier for hackers to target servers using phish emails, and most outsourced work is done on domains. As a result, it is extremely vulnerable to hackers.

Industry rivalry: The total competitiveness in the outsourced industry is not uncommon to potential. Subsist specialized enterprises are attempting to expand their kind of carrier, and newcomers are attempting to enter the market in order to survive. Buyers in this business retain a strong position to compete with other rivals and superior services.



PROS AND CONS OF THE PROCEDURES OF HR DEPARTMENT OF QUANTANITE

While reviewing all operational procedures, HR features, and employee job satisfaction, I discovered some positive and bad aspects of Quantanite Bangladesh. I was allocated to the human resources department throughout my internship time, and as a consequence, I was able to obtain experience with every stage of the enrollment and hiring process. It was tough for me to discover nearly all of Quantanite's human resource exercises during the 4-month timeframe. Regardless, I was sufficiently honored, and my senior colleagues were kind enough to tour me around the HR department. Apart than that, I've been studying from watching exchange exercises. However , I have come across with both the positive as well as negative aspects of the company . These favorable and negative outcomes are listed below:

Favorable findings [Pros] :

- **Amiable work environment** : Quantanite differs from other BPO firms in that they consider their company, listen closely, exchange ideas, and collaborate. Firstly, they place significant emphasis on the employee's perception of success, their concepts, their cognitive utilization, and their application of these ideas to achieve success. These admirable characteristic places a high value on the workers' notions, perspectives, and similar aspects.
- **Dedicated employees** : There is a lot of interaction between Quantanites employees. The Quantanite is created by certain dedicated employees who refuse to give up. They always give the firm their best effort. They are dedicated to the cause.
- **Supportive crew** : In this firm, the connections between departments are quite clear. They are quite nice to one another. When someone needs assistance, they step up and assist one another. This firm is like a second home for the employees .

• **Improved skills** :During my brief occupation stay, I have increased a remarkable number of my talents, including the facts of finishing a job and my intended occupation route. I have improved my present skills while also learning new ones that will benefit me in my career, such as critical thinking in severe situations.

• **Appealing Pay** :They provide performance-related incentives to their employees, such as vacation time payment, additional day payout on an hourly basis, redundancy compensation, increments, and so on.

• **Fun environment** : With this increase in touch with other departmental staff, they are attempting to celebrate various occasions with their personnel. When they are happy, they allow them show off their talents such as playing guitar, singing, anchoring, and so on.

Unfavorable findings [Cons] :

• Workers are often terminated unexpectedly or with just a single caution, and subsequently the employee becomes deeply engaged. It is imperative to update the communication and inform individuals beforehand. When employees do not meet their optimum performance or operate at full capacity, the client's access to the employee's wages is limited. It is necessary to strive to alter this framework so that the company's staff is not under excessive pressure.

• At Quantanite, our dedicated staff and administrators work tirelessly to gratify our clients. Without a doubt, this is an excellent habit. However, management does not always pay attention to employees. I believe that employees are just as important as customers.

• If a fresh individual joins the training program, it will pose a challenge for them to grasp everything immediately, and it will be exceedingly arduous for all to acquire knowledge, thus requiring their undivided attention.

• They are more concerned with vocational education. Whereas few workers would want to attend a school that would be more helpful to them.

• Administration is frequently unable to offer individuals, particularly new ones, the attention they need.

• From the commencement of employment, when a staff member is hired, their wage limit system restricts a minimum salary, and this sum is reimbursed upon the completion of an employee's journey, thus making this an unfavorable system from the employee's point of view. They ought to remunerate the entire initial month's salary.

• Few businesses do not generate allocation reports. It makes comparing and evaluating highly compensated and key employees more difficult. The employer does not always indicate whether the matching contribution will be a basic or enhanced match. The employer does not indicate whether the match should be performed at the end of the fiscal year or at the end of each payment period.

RECOMMENDATION

Internet connectivity: While the internet connection is generally strong, it might impede productivity when linked to a VPN for work in the United States and UK . If the internet is quicker, the entire organization will be more efficient.

Office space : Many senior personnel are increasingly working from home due to a lack of available seating arrangements, which may slow down the operating process. As a result, the company should enhance its spaciness by transferring or taking another level.

Make the training procedure simpler for you: Data-path provides two weeks of instruction; however, their work is really difficult to grasp. It would be preferable if Data-path divided the training phase throughout the whole four-month internship duration, making it much simpler for interns to grasp the knowledge. This will boost intern understanding, which will lead to increased production.

Outlining a new HR plan: Because HR practices are not being used effectively in Bangladesh, Quantanite, as a corporation outside the region, should use the HR plan as an example. HR materials that have been updated or amended must be put here. The reward strategy has to be improved. More effort should be done to deal with employee turnover. The worker desires to be managed.

Increased Employee Engagement: To enhance the company, more employee participation is essential. Employee loyalty is difficult to develop in the absence of the employee. The person in charge of human resources should develop and implement participation programs and management plans that take into consideration not only the existing experience of employees, but also their historical and future objectives.

Appropriate Performance evaluation: Quantanite tests its employees through squint analysis. However, there may be some personal issues amongst staff members under this framework. When they work together, everything they say about one other will be reflected back to them. It's extremely clear who looks after them. In order to build corporate organizational plan. However, I believe they should use the 360-degree success evaluation methodology.

Faster internet availability :Quantanite is an outsourcing firm that does all of its operations on the internet. Loading issues and sluggish downloads impede the efficient completion of each job. Even though the Quantanite has a highly dependable internet connection, the speed is not always acceptable. As a result, Quantanite may take use of quicker internet connections to accelerate the flow of work.

CONCLUSION

Quantanite Bangladesh is a dominant player in Bangladesh's BPO sector. They have experienced significant growth in recent years. The workforce is expanding on a daily basis. It provides a wide range of advertising options to global customers as part of its assortment and tailored initiatives. From inception until now, Quantanite has been profitable. They are currently one of the most profitable enterprises in the BPO industry. The study recommends examining Quantanite Bangladesh's strategy for managing its human resources. Quantanite is in charge of raising their level. Quantanite is also concerned with both customer and employee loyalty.

The company's Human Resources division is undergoing significant restructuring to guarantee future earnings and a revered corporate culture, as well as a strong stance to engage and nurture the wisdom of exceptional skills.

Clients perceive Quantanite as a means to distribute specific cycles, enabling them to focus on growth and, consequently, the areas that are crucial to their benefit. This organization provides a range of services, such as data identification and interpretation, RPA-managed services, sales facilitation, back office BPO, front office BPO, and so forth. Clients of Quantanite hail from various parts of the globe, including Finland, Sweden, Denmark, South Africa, India, the Netherlands, the United Kingdom, Australia, the United States, Lithuania, France, Canada, and Germany. Quantanite is a profitable and rapidly expanding BPO company in Bangladesh.

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