

Topic: Perception of RobiAxiata Limited
Employees Regarding Training Effectiveness



Submitted to
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Date of Submission: 26th June, 2013



LETTER OF TRANSMITTAL

Date: 26th June, 2013

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Subject: Submission of Internship Report

Dear Sir,

I am here by submitting my Internship Report, which is a part of the BBA Program curriculum. It is great achievement to work under your active supervision. This report is based on, "Perception of RobiAxiata Limited Employees Regarding Training Effectiveness" at "RobiAxiata Limited". I have got the opportunity to work in RobiAxiata Limited in "Resourcing" under Human Resource Division for twelve weeks, under the supervision of Ms. Nadira Sultan, Manager, Resourcing, Human Resource Division.

This project gave me both academic and practical exposures. First of all I learned about the organizational culture of a prominent Telecommunication organization of the country. Secondly, the project gave me the opportunity to develop a network with the corporate environment.

I shall be highly obliged if you are kind enough to receive this report and provide your valuable judgment. It would be my immense pleasure if you find this report useful and informative to have an apparent perspective on the issue.

Sincerely Yours

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ACKNOWLEDGEMENT

As part of my internship for BUS400 from BRAC University I have been assigned this report to reflect my learning and it is with great pleasure that I express my gratitude to following institutions and individuals. First and foremost I thank BRAC University and the BRAC Business School for enlightening me over the period of my Bachelors in Business Administration. Every faculty of the BRAC Business School receives my greatest accolade because of all their teachings which generated an interest in me to excel. My gratitude goes to ROBI AXIATA Ltd – for selecting me as intern out of a highly competitive environment – consequently allowing me to learn from one of the leading Telecom Company in Bangladesh and from managers who are undoubtedly experts in their fields. The learning has been paramount and immensely enlightening. At ROBI AXIATA Ltd I had the opportunity to learn from Ms. Nadira Sultan, Manager, Resourcing, HR, at ROBI, who was my line manager. My line manager had been extremely cordial, supportive and optimistic with me and my efforts since the day I joined. Along with that I would also like to show my heartfelt gratitude to all the members of the HR department who have always been very supportive towards me and encouraged me to work creatively. Last but not the least I must reserve my heartfelt gratitude for Mr. Md. Tamzidul Islam, Senior Lecturer, BRAC Business School and my Internship Supervisor on behalf of BRAC University. His optimism and faith in me and my abilities gave me massive confidence in myself and my work. Even during times when my work seemed difficult to me, I always received proper direction after a meeting with him. My internship report itself has been analyzed and dissected scrupulously under his supervision.

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EXECUTIVE SUMMARY

As part of my academic requirement and completion of my BBA program, I needed to complete a three month period of Internship program. I chose to do my Internship at ROBI AXIATA Ltd. At ROBI I was assigned to a project named “Training and Operation Management”. It was a new concept for me and I took the opportunity to learn about as much as possible while I was working on the project. RobiAxiata Limited is a dynamic and leading countrywide GSM communication solution provider. It is a joint venture company between Axiata Group Berhad, Malaysia and NTT DOCOMO INC, Japan. RobiAxiata Limited, formerly known as Telecom Malaysia International (Bangladesh), commenced its operation in 1997 under the brand name Aktel among the pioneer GSM mobile telecommunications service providers in Bangladesh. Later, on 28th March 2010 the company started its new journey with the brand name Robi. This report has been presented based on my observation and experience gathered from the company. The organization has many divisions and departments but the focus is given more on how Competence Development Department of Robi is working to develop their employees. This Department is organizing different training program based on the employee needs. This report fairly describes the Company I did my project in, which is, ROBI, and gives an idea of its products/services, culture, beliefs, CSR activities etc. The report then goes on to explain what Training & Operation Management is, in a elaborate manner. The report also gives a clear idea, based on my findings, how ROBI carries out Training & Operation Management and what are the activities that are taken in order to make an efficient employee.

As it is an Internship report of my Internship program at ROBI, the last chapter of the report describes my role during my internship period as well as my responsibility carried out specifically on the ‘Training & Operation Management’ project. The whole purpose of Training & Operation Management is to make Robi people more efficient in their own filed. Based on the findings I have also included a few recommendations that this report holds at the end. Although, it is difficult to come to a conclusion without a proper research or survey, I based my conclusion partially on what I thought from my findings as well as what my interview respondents have shared.

CHAPTER 1

THE ORGANIZATION

1. Introduction: Robi Axiata Limited is a fast growing mobile telecommunication. The basic function of telecommunication is to connect people through voice transfer and via Internet. Apart from this basic function, telecommunication has already started introducing some diversified areas with the help of its mobile network.

Mobile technology is presently providing various cheap solutions in people's daily life. The traditional thinking of connecting people through mobile phone is far behind in comparison with the present scenario. Information technology enables telecom companies to provide economic solutions with a very cheap and easily available access, which was earlier costly and not accessible to some extent.

Today, "The Globe is a village" and telecommunication has become a day-to-day necessity of the people. Nearly 35 million people own and use mobile phones as an important device and depend on these for their ultimate connectivity.

Mobile phone is becoming a very common measure of communication in our country. The number of mobile user is increasing day by day. It is a very attractive market for the mobile connection providers. Presently there are six companies in the market. Each of them is trying to maintain and increase their market share. Among them Robi Axiata Limited is one of the leading companies in this sector.

1.1 Background of the Company: The history of telecommunications in business is one of the great stories of technological progress ever accomplished. It is now possible for an average person to communicate right away with another person in any part of the world. Telecommunications play an increasingly important role in the world economy and the worldwide telecommunications industry revenue is set to reach \$2.1 trillion this year according to market research firm Insight Research Corp. Despite the rocky global economy, industry revenue will grow further at an average annual rate of 5.3% to \$2.7 trillion in 2017. The Asian region is seen as a key market and wireless revenue there is expected to grow 64%. Mobile broadband services and the transition from 3G to 4G will also be key growth drivers. "Despite global economic uncertainty, the telecommunications industry is showing strong revenue growth, which is being driven by consumer Internet usage and business mobility solutions. Mobile phone has become an indispensable part of people's everyday-life. The telecom-revolution and its relentless evolution together have made it possible in developing countries like Bangladesh. Very much like the nature of the technology, the

telecom industry in our country is also changing very rapidly. This is now at its saturation and thus, the subscriber base is increasing at a decreasing rate. Though the first telecom company in Bangladesh, Citycell, was introduced in the early 90s, the device did not become so pervasive until 1997, the year when the largest telecom of the country, GrameenPhone(GP) hit the market with its GSM technology. Since then the industry grew at such an incredible rate in just a decade that anyone could hardly imagine. Now, there are a number of players battling so hard for their respective market share and the consumers as well as the economy are benefitted tremendously from this fierce competition. The mobile phone operators serving the Bangladeshi population include:

- Banglalink (Orascom Telecom Holding S.A.E)
- GrameenPhone (Telenor & Grameen Telecom Corporation)
- ROBI (Axiata Group Berhad & NTT DoCoMo INC)
- Citycell (Singtel, Pacific Group and Far East Telecom)
- Airtel (Bharti Airtel & Warid Telecom International)
- Teletalk (BTCL)

1.2 Objective of the Company: Robi Axiata Limited started its commercial operations as a GSM cellular phone operator with the objective of offering state-of-the-art and modern telecommunication services to the people of Bangladesh at competitive prices.

1.3 Purpose and Principle of the Company: *“Is unique. Our new brand is people-centric. We exist because of them. Anything is now possible. Any new idea is appreciated no matter where it comes from within the organization. It is all in our own hands now.”*

To help people understand the idea mentioned above, the company described the new brand in terms of purpose and principles.

Purpose

The purpose statement is their ambition for future, to set a common direction for new brand, a framework for all their strategic planning.

Robi's purpose is also to empower their customers. They claim that, *"We are there for you, where you want and in the way you want, in order to help you develop, grow and make the most of your lives through our services."*

The new brand is here to help people to empower and enable themselves to make a better life.

They also believe that, *"We will keep our promises and deliver. We will innovate, execute fresh ideas and, as a nationwide organization, we will be respectful of our customers and stakeholders."*

Principles

Principle statements define how people want to behave with each other in the organization. The statements are about how the organization will value customers, suppliers, and the internal community. Robi also believes that no matter what they do to realize their purpose, they hold themselves accountable to the following Guiding Principles that the way for them. They are as follows:

1. Emotional: Passionate, Creative, Respectful and Open

- **Passionate:** "We are Passionate-it's in all of us. Whether visible or hidden within for whatever reason. Everything we do is about doing the best we can. We

are there for each other and we endeavor to help in every way we can."

- **Creative:** “Everything we do we should do in a creative innovative manner. We bring energy to our work. Our communications demonstrates our creative flair. We provide creative and imaginative and services to our customers.”
- **Respectful:** “We are truly respectful to each other, our subordinates, peers, partners and customers. We treat everyone equally and we allow people to express their thoughts opinions in a respectful manner.”
- **Open:** “We have no hidden agendas. We share information freely. We can only be open with our customers, partners, and stakeholders if we are open with ourselves- regardless of hierarchy.”

2. **Functional:** Simple, Ethical, Transparent and Ownership

- **Simple:** “Everything we do and say should be simple and easy to understand. In terms of communications we make sure the messaging is in plain, simple language. Our plains are simple and uncomplicated.”
- **Ethical:** “We are moral, upright, honest, righteous, virtuous, honorable, keeping our promises in all we say and do. We clearly align to our internal and organizational code of ethics and code of honor. We will oppose all forms of corruptions.”
- **Transparent:** “A few key words and phrases sums this up: Honesty, openness, frankness, no lies, no deceit, no games, easily understood. We are transparent with our customers, with each other, with our subordinate and peers.”
- **Ownership:** “Whilst working individually or correctively, we clearly demonstrate individual and collective ownership. Making mistakes is clearly part of daily business as it is part of daily life- as long as we own up to this clear, no culture of fear.”

1.4 Shareholders of the Company

Shareholdings

Robi Axiata Limited is a Joint Venture company between Axiata Group Berhad (70%) and NTT DOCOMO INC. (30%)

Axiata Group Berhad

Axiata is an emerging leader in Asian telecommunications with significant presence in Malaysia, Indonesia, Sri Lanka, Bangladesh and Cambodia. In addition, the Malaysian grown holding company has strategic mobile and non-mobile telecommunications operations and investments in India, Singapore, Iran, Pakistan and Thailand. Axiata Group Berhad, including its subsidiaries and associates, has approximately 50 million mobile subscribers in Asia, and is listed on Malaysia's stock exchange (Bursa Malaysia).

NTT DOCOMO INC

NTT DOCOMO INC is the world's leading mobile communications company and the largest mobile communications company in Japan. DOCOMO serves over 53 million customers, including 44 million people subscribing to FOMA™, launched as the world's first 3G mobile service based on W-CDMA in 2001. DOCOMO also offers a wide variety of leading-edge mobile multimedia services, including i-mode™, the world's most popular mobile e-mail/Internet service, used by 48 million people. With the

addition of credit card and other e-wallet functions, DOCOMO mobile phones have become highly versatile tools for daily life. With cutting edge technology and innovative services, DOCOMO is fast becoming a preferred lifestyle choice, continuously expanding its role in its users' lives, growing globally throughout Asia, Europe and North America. NTT DOCOMO INC is listed on the Tokyo (9437), London (NDCM) and New York (DCM) stock exchanges.

1.5 Logo & Visual Language: At the heart of the new brand is their new logo. It is a symbol of balance, movement and change.

1.5.1 Usage of Brand Signature (Logo)

Their logo should always appear in Bengali.

Special authorization is required if logo is presented in English

When writing in English (Roman) text, it should be written as "Robi"

1.5.2 Usage of Alpona

The **Alpona** is one the most creative expressions of Bengali graphic arts.

Robi's Alpona motif is uniquely created, especially for them. Taken from a very traditional ceremonial form and tidied up to look more contemporary- the Alpona is vibrant and modern. It has a very organic

soft feel to it whilst providing a forward moving direction- one of positivity and focus. The lack of sharp points and use of large curves provides a feeling of warmth and friendliness.

1.6 Different Division and Department of Robi: Robi Axiata Limited operates with following Divisions and Departments having its establishment in different locations at Dhaka, Chittagong and other regions of Bangladesh.

Offices in Dhaka:

Head Office, other offices and Customer Care centers are situated in Dhaka.

➤ **Corporate Offices:**

• **Divisions:**

- ✓ Finance Division
- ✓ Marketing Division
- ✓ Human Resource Division
- ✓ Information Technology Division
- ✓ Technical Division

• **Departments:**

- ✓ Administration Department
- ✓ Internal Audit Department

- ✓ Coordination Department
- ✓ Corporate Strategy Department
- ✓ Corporate Affairs Department
- ✓ Credit Control Department

➤ **Offices in Chittagong**

There are corporate offices and Customer Care Centers in Chittagong.

➤ **Other Regional Offices:**

There are Customer Care Centres situated in Bogra, Khulna, Sylhet, comilla, Cox's Bazar, feni, Rajshahi and Barisal. Moreover, Regional Technical Offices are in Khulna, Sylhet, Bogra and Cox's bazaar.

1.7 Product & Services: Robi offers an array of different packages. In addition to offering the fundamental pre-paid and post-paid mobile services, it offers a wide range of value- added products and services such as, SMS, GPRS, EDGE, International Roaming SMS banking, Caller Ring Back Tone, MMS, Voice Greetings, Call Blocking on 4 August 2008, which give subscriber to control which call he or she receive or not and Bengali SMS. Robi has got the widest International Roaming coverage among all the operators in Bangladesh.

Robi has 20 Customer Care Centers and 430 Robi Care Points in 64 districts all over the country. Robi has over 25,000 retail selling points along with 100,000-voucher sales point all over Bangladesh.

Prepaid:

Robi Prepaid has everything to offer; a single package that delivers simplicity and flexibility at the same time. Robi Prepaid is continuously adding new features and plans to provide absolute freedom to the customers. Robi has the single prepaid package with the best rates in the market. Moreover, there are different tariff plans in one package to meet different types of needs of customers. There are instant, easy & multiple migration facility from one tariff plan to another. A customer can have 5 FnF to any operator mobile with one Robi partner facility there is full BTCL connectivity with FREE BTCL incoming. There is extended and simplified refill validity for ease and freedom. Moreover, there is nationwide Easy Load facility and high-speed internet connectivity all available Value Added Services (e.g. SMS, MMS, GoonGoon, ringtone, wallpaper, games, and animation download) are available in the service. Customers can recharge their Robi Prepaid by using scratch cards and Easy Load facilities.

ROBI Prepaid has everything to offer; a single package that delivers simplicity and flexibility at the same time. ROBI Prepaid is continuously adding new features and plans to provide absolute freedom to the customers. The prepaid connections are-

- Shorol 21

- Muhurto

- Nobanno

- Goti

- ROBI Club

- ROBI Prothom

- Shasroyee

Postpaid:

There are two basic postpaid connections provided by ROBI. These offers are-

- Professional package 1
- Professional package 2

Corporate: ROBI Corporate is founded on a robust network employing cutting-edge technology providing the ultimate solutions in terms of voice clarity; a continuously expanding nationwide network coverage; abundant international roaming global partners; popular value added services (VAS); quality easy-access corporate customer care; competitive and tailored tariff plans and specific billing.

1.7.1 Special benefits of ROBI Corporate:

- The wide range of Corporate Packages to fulfill your needs
- Zero security deposit with NO monthly line rent
- Convenient bill payment options
- ROBI Corporate Insurance Policy
- Cutting edge value added services like GPRS, EDGE, Personal Assistant, Corporate Messaging Platform with short code, Data and Fax call services, Call Center Solution, Fixed rate group talk plan, Customized SMS based solution

1.7.2 Friends and Family (FnF) Customer may select five numbers of any operators as his/ her Friends and Family (FnF) and enjoy a significant reduction in tariff.

1.7.3 Customized Credit Facility Every single ROBI Corporate 'Family members' may set their individual credit limits and alter it as per their requirement.

1.7.4 Itemized Bill Call details including information such as date, time, duration and charge of any voice calls made can be provided.

1.7.5 Dedicated Corporate Customer Care Corporate Customer Care has dedicated three helpline numbers specifically equipped to serve the corporate family members and they are available. This is an 'industry-first'. They can be reached at 01819210952-4 or email: corporate.help@ROBI.com.bd or fax: (+8802) 8832502.

Roaming:

ROBI International Roaming Services allow ROBI subscribers to make and receive calls while traveling to other countries; provided that ROBI has to have roaming agreements with the respective operators in foreign countries. The services provided by ROBI to its International customers through 600 operators and more than 200 countries are-

- Use of the existing ROBI number for roaming in all partner networks abroad
- Global network coverage with over 573 operators and 207 countries
- Spanning over six continents
- No additional monthly charge for availing the service
- Sending and receiving SMS to and from ROBI
- Internet access and web surfing through GPRS Roaming Services
- Itemized bill without additional charge
- International roaming tariff information through SMS

1.8 Services of ROBI

1.8.1 Value added services:

- Music – ROBI GoonGoon, radio, Song Dedication, Listen & dance

- Entertainment – WAP , MMS, Voice portal, Kid zone, Cricket world
- Downloads – Ringtones, Animations, Wallpaper, Games
- Internet & data service – Browsing pack, Internet pack, Modem
- Messaging – SMS, MMS, Voice SMS, SMS Dedication, International SMS, Greetings
- Community & Chat – Voice chat, SMS Chat
- Information service – Breaking news alert, Instant news, Stock information, Directory, Aroti portal, Ibadat portal, Emergency helpline, Haat- bazar
- Mobile assistance – Call block, Missed Call alert, Phone backup
- Education & Career – BBC Janala, Job portal
- Lifestyle – Bazar, Directory, Women Zone
- Finance – Stock information, M Pay, Bill Payment
- Balance transfer & Request
- Call management – FnF , Conferencing, call waiting, divert, holding, forward
- Facebook
- Job alert

1.9 Corporate Social Responsibilities:

1.9.1 CSR Activities and Campaigns of ROBI

- **English in Schools:** ROBI Axiata Limited and the Daily Star jointly launched the “English in schools” program to facilitate the teaching and learning of English language in secondary level schools in the country. The program titled „Shafollo Ashbēi is being coordinated by the ministry of education. The three-year long program covers about 7 lakh students in 1000 schools in 64 districts across the country. This initiative is designed to engage students, teachers and community for learning English language. There will be movie based competition, vocabulary tests, situation based quizzes in the fair. It is the biggest CSR program of ROBI.

- **Treatment of Clubfoot children:** The disability known as „Club foot is a birth abnormality. There are many children whose feet are in opposite way or their ankle is rotated internally. Every year in Bangladesh an estimated 5000 children are born with a clubfoot deformity. Most of them do not receive any treatment required for this deformation at all. ROBI Axiata Limited arranged a 2-day long pleasure tour for the clubfoot children after their successful treatment. Many children are now free from this deformity. ROBI wants their parents to take the initiative to bring their child for clubfoot treatment.

- **Providing solar electricity at remote areas :** ROBI Axiata Limited under its Corporate Social Responsibility (CSR) program has been supplying solar-electricity to the 150 families of Kaluar Char village of Rajarhat upazila of Kurigram district at free of cost. At

present, more than 1000 people are getting the electricity via this 1.75 kilowatt project named „ROBIr Alo“

- **Safe drinking water plant :** ROBI Axiata Limited has set up a safe drinking water plant titled “Nirapod Pani, Sushtho Jibon” for railway passengers at the Kamalapur railway station. This CSR initiative is being implemented in collaboration with

Bangladesh Railway. Water Aid Bangladesh is providing technical support in the Project. About 34 trains run through this station which carries more than 24 thousands passengers every day. The water tank with the capacity of 5000 liter will supply 4000 liter safe drinking water per hour to meet thirst of more than 24 thousands passengers at the station.

- **Campaign to stimulate social bonding :** Great things happen when people come together, and ROBI believes and salutes this power of communities, where individuals drive growth and development. To commemorate the social bonding and the sense-of-belongingness of common Bangladeshis, ROBI has brought a slew of innovative product and services for the people who want to share their joy of togetherness and also pay tribute to the community that they belong to. The „Ebar Hobei” campaign presents ROBI as a digital platform for building communities, where millions can seamlessly interact and form groups. Through the use of cutting edge technology, ROBI is launching this campaign to inspire the people of Bangladesh to see beyond the traditional use of mobile technology and how it can help unleash the power within individuals to bring about a change. ROBI users will be able to support any initiative within their own locality, which can be diverse or unique in nature.

- **E-traffic services to DMP:** ROBI Axiata Limited signed an agreement with Dhaka Metropolitan Police (DMP) as an exclusive network operator for their e-traffic project, aimed at providing mobile phone service as a tool for traffic management. Under this

agreement ROBI will provide mobile related services to Dhaka Metropolitan Police to automate their internal value chain and offer different value chain services. This will eventually help DMP to improve traffic infrastructure and ensure efficient use of resources to regulate traffic of Dhaka city and enhance ~~DMP~~ accessibility to the general people of the city and the country as a whole. The mass people will now get the opportunity to get up-to-date information of the vehicles, reduce harassment while buying the vehicle & check the proof of ownership, reduce illegal sale of vehicles, reduce vehicle theft, ask for Police assistance as and when required and get convenience through e-payment system and mobile banking.

1.10 Achievements of ROBI 2011 and 2010:

- ROBI Axiata Limited, the leading mobile phone operator of the nation, has received “Star News HR EXCELLENCE AWARDS FOR INNOVATION IN HR”
- Leading mobile phone service provider ROBI has been re-assessed and rewarded with ISO 9001:2008 certification. ROBI received this internationally renowned Management Standard after complying with all requirements
- ROBI has been conferred the prestigious Frost & Sullivan Asia Pacific ICT Award 2010 for "Emerging Market Service Provider of the Year"

Past Achievements:

- Awarded the prestigious fund grant from GSMA MMU (Mobile Money for the Unbanked) in 2009
- Crossing 10 million subscribers mark in 2009
- Ranked within top 6 global comparable telecoms in A.T. Kearney benchmarking exercise in 2009

- Bangladesh Mobile Phone Businessmen Association (BMBA) Award 2008-2009 as the best service provider in Bangladesh
- The Weekly Financial Mirror –Samsung Mobile & ROBINTEX Business Award 2008-2009 as the best telecommunication company.
- “TeleLink Telecommunication Award 2007” for its excellence in service, corporate social responsibilities and dealership management for the year 2006 in commemoration of WORLD Telecommunication Day 2007
- Arthakantha Business Award Given by the national fortnightly business magazine of Bangladesh for its excellence in service in telecom sector
- Financial Mirror Businessmen Award Given by the national weekly tabloid business magazine
- Deshbandhu C. R. Das Gold Medal For contribution to telecom sector in Bangladesh
- Beatification Award for exceptional contribution to the Dhaka Metropolitan city from Prime Minister’s Office on 13th SAARC Summit
- Standard Chartered - Financial Express Corporate Social Responsibility (CSR) Awards 2006 for contribution in education, primary health, poverty alleviation and ecological impact
- Financial Mirror & ROBINTEX Business award 2006 for its excellence in service, corporate social responsibilities activities throughout Bangladesh.

CHAPTER 02

JOB DESCRIPTION

2. Job Description: In my 12 weeks of work experience I go through different responsibilities, training, one to one conversation, preparing monthly reports, contact with vendors, organizing training program, team meeting etc.

At Robi Axiata Limited I was assigned for a project which is “Competence Development”. It was a new concept for me but I took the opportunity to learn about as much as possible while working on the project. I was an Intern of Mr. Tauhidul Alam who is the Vice President of Competence development. From the very first day he assigned me with a task. I learn about the corporate culture of Robi, the dress code of the company. The rules and regulation and values I learn to operate different types of tools and software which is needed to do daily activities. For the next one week I was assigned with one of our Indian colleague to learn some basic things of SAP. He taught me how to set ‘Training Module’ in SAP. I must say I was a very fortunate intern who got the opportunity to learn some segments of SAP. After

two days of learning I was assigned to set the entire training module in SAP. Competence Development (Human Resource) Robi Organizes lots of training program to develop their employees. Some of the training programs were conducted by internal trainer some of them by the external vendors like HR Kites, British Council, grow n excel, Future Leaders, Sensei Int. I was responsible to organize the training program. On a daily basis I had to contact with the vendors and also with people who are eligible for that training program. I had to prepare monthly report on all training program. It was my main responsibility to update the master file of training program. Moreover I prepared all the payment instruction for the training bill. Most of the time I had to use Microsoft Excel to make my job done.

2.1 Specific Responsibilities of the job:

- Independently assess, design and organize training & development programs (external and internal) for all Division.
- Prepare monthly training report.
- Coordinate with vendors in preparing training modules.
- Conduct training need assessment from the competency gap analysis and prepare development plan for individuals.
- Implement new recruited orientation programs.
- Taking feedback of the training program and prepare a master data.

2.2 Critical Observation and Recommendation: Robi Axiata Limited is the largest telecom service provider in Bangladesh. For all kind of organization training and development is more important. As a telecom service provider, training is more important for Robi. If the employees are not well trained then they will not be able to provide service.

Robi Axiata Limited is a well-established company. Therefore, it is very tough to recommend on any aspect of the company. However, as it is the requirement of the report so I have come up with few recommendations. They are as follows:

- Robi Axiata limited can provide training on the facilities they provide, such as benefits, allowances, medical and other claims so that employees have more idea on utilizing the facilities they are receiving in a proper manner.
- Some employees suggested that if training program maintain its time schedule then it would be more beneficial for them.
- Robi has got a huge budget for training program. When we nominate people for training program the approximate figure is 40 but after taking confirmation the figure stands around 25-27. But in the day of a training program 18-20 people come for the program. As they have to pay their vendor in advance so they pay for 25-27 people's training fees. As a result it is incurring loss. If we ensure the exact figure of participants then Robi management could save huge amount of money yearly.

CHAPTER 03

TRAINING & DEVELOPMENT

3. Training and Development: Is a subsystem of an organization. It ensures that randomness is reduced and learning or behavioral change takes place in structured format

Development of Human Resources

– Training and Development helps to provide an opportunity and broad structure for the development of human resources' technical and behavioral skills in an organization. It also helps the employees in attaining personal growth

–It's not the goal you set, but it's what you need to achieve it. Training is about knowing where you stand (no matter how good or bad the current situation looks) at present, and where you will be after some point of time. Training is about the acquisition of knowledge, skills, and abilities (KSA) through professional development.

3.1 Role of Training:

Importance of Training and Development:

Development of Human Resources

– Training and Development helps to provide an opportunity and broad structure for the development of human resources' technical and behavioral skills in an organization. It also helps the employees in attaining personal growth. •

Development of skills of employees

Development of Human Resources

– Training and Development helps to provide an opportunity and broad structure for the development of human resources' technical and behavioral skills in an organization. It also helps the employees in attaining personal growth.

Development of skills of employees

– Training and Development helps in increasing the job knowledge and skills of employees at each level. It helps to expand the horizons of human intellect and an overall personality of the employees.

Productivity:

– Training and Development helps in increasing the productivity of the employees that helps the organization further to achieve its long-term goal.

Team spirit:

– Training and Development helps in inculcating the sense of team work team spirit, and inter-team collaborations. It helps in inculcating the zeal to learn within the employees.

Organization Climate:

– Training and Development helps building the positive perception and feeling about the organization. The employees get these feelings from leaders, subordinates, and peers

CHAPTER 04

PROJECT: PERCEPTION OF ROBI EMPLOYEES REGARDING TRAINING EFFECTIVENESS

4. Summary: This chapter is all about the research that was conducted to get a clear view about the perception of Robi Axiata Limited employees regarding training effectiveness. This part also includes the findings, analysis of those findings and also some important interpretations. The research is based on training effectiveness. This chapter will reveal the perception of Robi employees regarding training effectiveness. The survey is done 100 employees of Robi. Data were collected through survey. Both the qualitative and quantitative data were collected through the questionnaire. Then the collected data were input in the SPSS to derive finding (tables and diagrams). The purpose of the collection of data was to gain an overall picture of the perception of Robi employees regarding training effectiveness. This was done through a survey with the Employee. The employee was asked for their contribution for a little moment. After deriving output from SPSS the collected data were analyzed which are provided later in the report.

4.1 Description of the Project:

- **Objective of the Project:** The objective of the report can be viewed in two forms:
 - General Objective
 - Specific Objective

General Objective:

This internship report is prepared primarily to fulfill the Bachelor of Business Administration (B.B.A) degree requirement under the Faculty of BRAC Business School, BRAC University.

Specific Objective:

More specifically, this study entails the following aspects:

- To give an overview of Robi Axiata Limited.
- To focus on the products, services, work environment and facilities provided to employees of Robi Axiata Limited.
- To discuss the Perception of Robi Axiata Limited Employees Regarding Training Effectiveness.

4.2 Methodology: The study is conducted in a systematic procedure starting from selection of the topic to final report preparation. The integral part was to identify and collect data; they were classified, analyzed, interpreted and presented in a systematic manner to find the vital points. The overall process of methodology followed in the study is explained further. The data sources can be divided into two parts:

➤ **Primary Sources:**

Primary Data was derived from the practical deskwork. Moreover, the survey also helped me to get information directly from the employees.

➤ **Secondary Sources:**

- **Internal sources-** Different documents provided by concerned officers and different circulars, manuals and files of the organization.
- **External source-** Different websites related to the telecom sector and online resources.

4.3 Limitations: Depending on the feedback from employees of Robi Axiata Limited, this report is prepared. Though the report would be helpful to Robi Axiata Limited a lot, some people were reluctant to provide feedback. Some concerned might think that the information associated with them were confidential enough to disclose to the external world. Main problem was time constraint. In case of research the sample size was quite small as it was not possible to analyze large sample due to time constraint. The duration of my work was only three months. But this period of time is not enough for a complete and clear study. It is because of the limitation of information some assumptions were made. Moreover I got a job opportunity in Robi Axiata Limited as a Specialist, Trade Marketing. I could not get enough to time collect information and analyze it. So there may be some personal mistakes in the report. Although there were many limitations I tried to give my best effort to furnish the report.

4.4 Research Findings:

Reliability Test:

The Cronbach's Alpha is the most popular way of measuring internal consistency (reliability), this is used when there are multiple questions in the questionnaire and the researcher wants to determine whether the scale is reliable or not.

Reliability Statistics

Cronbach's Alpha	N of Items
.766	12

Test Result: The Cronbach's Alpha level for this research is 0.766, which indicates a high level of internal consistency and it also shows excellent reliability. (Above 0.6 represents reliable data)

Independent Variable:

- **Age:** In the survey it was found that 63 employees (62%) are between the age of 21-30 years of age 26 (26 %) of them are between the age of 31-40 years of age. Lastly only 12 (12%) of them are above 40 years of age.
- **Gender:** The survey done on 69 Males (68%) and 32 Female (32%)
- **Marital Status:**

- **Educational Qualification:** In survey it's found 44 employees (44%) were Graduate. 56 people (56%) of them were Post Graduate and 2 (2%) of them have some other qualification like professional degree.

Perception of Robi Axiata Limited Employees Regarding Training Effectiveness

Crosstab1: The table of crosstab is attached in Appendix,

'Age of Respondent * Employee Knowledge about Training Program Crosstabulation'

98.4% people of 21-30, 100% people of 31-40 and 100% people of 40 above age have knowledge about training program.

Crosstab 2: The table of crosstab is attached in Appendix

'Age of Respondent * Training Improves Performance Crosstabulation'

96.8% people of 21-30 age, 100% people of 31-40 age, 100% people of 40 above age think training can improve performance.

Crosstab 3: The table of crosstab is attached in Appendix

'Age of Respondent * Special Training for New Technology Crosstabulation'

74.6% people of 21-30 age, 96.2% people of 30-40 age, 100% people of above 40 age have got special training for new technology

Crosstab 4: The table of crosstab is attached in Appendix

'Age of Respondent * Satisfaction on Duration of Training Crosstabulation'

7.9% people are highly dissatisfied, 1.6% people are dissatisfied, 14.3% people are neutral, 47.6% people are satisfied and 28.6% people are highly satisfied within the age of 21-30.

7.7% people are highly dissatisfied, 0% people are dissatisfied, 11.5% people are neutral, 65.4% people are satisfied and 15.4% people are highly satisfied withing age of 30-40.

8.3% people are highly dissatisfied, 0% people are dissatisfied, 0% people are neutral, 58.3% people are satisfied and 33.3% people are highly satisfied above the age of 40

Crosstab 5: The table of crosstab is attached in Appendix

'Age of Respondent * Perception Regarding Training in Robi Crosstabulation'

73% people's Perception regarding training is good, 27 % has gave no comment where age of respondent is 21-30. 88.5% people's Perception regarding training is good, 11.5% has gave no comment where age of respondent is 30-40. 91.7% people's Perception regarding training is good, 8.3% people have gave no comment where age of respondent is 40 above.

Crosstab 6: The table of crosstab is attached in Appendix

'Age of Respondent * Perception towards Career Development Crosstabulation'

42.9% people of 21-30 age of respondents have very high perception towards career development, 49.2% people of 21-30 age of respondents have high, 57.1% people of 21-30 age of respondents have a medium and 1.6% people of 21-30 age of people have a low perception towards career development.

30.8% people of 31-40 age of respondents have very high perception towards career development, 65.4% people of 31-40 age of respondents have high, 3.8% people of 31-40 age of respondents have a medium and 0% people of 31-40 age of people have a low perception towards career development.

33.3% people of above 40 age of respondents have very high perception towards career development, 50% people of above 40 age of respondents have high, 16.7% people of above 40 age of respondents have a medium and 0% people of above 40 age of people have a low perception towards career development.

Crosstab 7: The table of crosstab is attached in Appendix

'Age of Respondent * Training Changes Skills Crosstabulation'

1.6% people of 21-30 age groups strongly agree with the fact that training changes skills. Moreover 11.1% was neutral, 47.6% people did agree and 39.7% people strongly agree with the fact that training changes skills.

0% people of 31-40 age groups strongly agree with the fact that training changes skills. Moreover 0% was neutral, 88.5% people did agree and 11.5% people strongly agree with the fact that training changes skills.

0% people of above 40 age group strongly agree with the fact that training changes skills. 0% was neutral, 41.7% people did agree and 58.3% people strongly agree with the fact that training changes skills.

Crosstab 8: The table of crosstab is attached in Appendix

'Age of Respondent * Training Develops Competencies Crosstabulation'

11.1% age of respondents is neutral, 47.6% people agree and 41.3% people of 21-30 age group strongly agree with the fact that training develops competencies.

7.7% age of respondents is neutral, 73.1% people agree and 19.2% people of 31-40 age groups strongly agree with the fact that training develops competencies.

0% age of respondents is neutral, 58.3% people agree and 41.7% people of above 40 age group strongly agree with the fact that training develops competencies.

Crosstab 9: The table of crosstab is attached in Appendix

'Age of Respondent * Training Develops Position Cross tabulation'

6.3% people of 21-30 age disagree with the fact that training develops position. 17.5% people were neutral, 47.6% people agreed with the statement and 26.8% people of 21-30 strongly agreed with the fact that training develops position.

3.8% people of 31-40 age disagree with the fact that training develops position. 19.2% people were neutral, 53.8% people agreed with the statement and 23.1% people of 31-40 strongly agreed with the fact that training develops position.

0% people of above 40 age disagree with the fact that training develops position. 16.7% people were neutral, 41.7% people agreed with the statement and 41.7% people of above 40 age strongly agreed with the fact that training develops position.

Crosstab 10: The table of crosstab is attached in Appendix

'Age of Respondent * Training Develops Performance Cross tabulation'

6.3% people of 21-30 age was neutral with the fact that training develops performance. 55.6% people agreed and 38.1% people of 21-30 age strongly agreed with the statement that training develops performance.

3.8% people of 31-40 age was neutral with the fact that training develops performance. 53.8% people agreed and 42.3% people of 31-40 age strongly agreed with the statement that training develops performance.

8.3% people of above 40 age was neutral with the fact that training develops performance. 41.7% people agreed and 50% people of above 40 age strongly agreed with the statement that training develops performance.

Crosstab 11: The table of crosstab is attached in Appendix

'Age of Respondent * Effective Training Improves Skills Cross tabulation'

7.9% people of 21-30 ages were neutral with the fact that effective training improves skills. 49.2% people agreed and 42.9% people of 21-30 ages strongly agreed with the statement that effective training improves skills.

0% people of 31-40 ages were neutral with the fact that effective training improves skills. 65.4% people agreed and 34.6% people of 31-40 ages strongly agreed with the statement that effective training improves skills.

0% people of above 40 ages were neutral with the fact that effective training improves skills. 41.7% people agreed and 58.3% people of above 40 ages strongly agreed with the statement that effective training improves skills.

Crosstab 12: The table of crosstab is attached in Appendix

'Age of Respondent * Training helped in Career Development Cross tabulation'

9.5% people of 21-30 age were neutral about the fact that training helped in their career development. 50.8% people agreed and 39.7% people of 21-30 age were strongly agreed with the statement that training helped in their career development.

3.8% people of 31-40 age were neutral about the fact that training helped in their career development. 46.2% people agreed and 50% people of 31-40 age were strongly agreed with the statement that training helped in their career development.

8.3% people of above 40 age were neutral about the fact that training helped in their career development. 33.3% people agreed and 58.3% people of above 40 age were strongly agreed with the statement that training helped in their career development.

Crosstab 13: The table of crosstab is attached in Appendix

'Gender of Respondent * Employee Knowledge about Training Program Cross tabulation'

98.6% male of total male respondents said yes that they have knowledge about training and 1.2% male doesn't have knowledge about the training program.

100% female of total female respondents said yes that they have knowledge about training and 0% female doesn't have knowledge about the training program.

Crosstab 14: The table of crosstab is attached in Appendix

'Gender of Respondent * Training Improves Performance Cross tabulation'

97.1% male respondents of total male respondents believe that training improves performance and 2.9% thinks it does not improve performance.

100% female respondents of total female respondents believe that training improves performance and 0% female respondents thinks it does not improve performance.

Crosstab 15: The table of crosstab is attached in Appendix

'Gender of Respondent * Special Training for New Technology Cross tabulation'

81.2% male respondents of total male respondents have training for new technology and 18.8% male respondents don't have training for new technologies.

87.5% female respondents of total female respondents have training for new technology and 12.5% female respondents doesn't have training for new technologies.

Crosstab 16: The table of crosstab is attached in Appendix

'Gender of Respondent * Satisfaction on Duration of Training Cross tabulation'

7.2% male respondents of total male respondents were highly dissatisfied with duration of training program.1.4% were dissatisfied, 11.6% were neutral, 52.2% male were satisfied and 27.5% male respondents of total male respondents were highly satisfied with the duration of training program.

9.4% female respondents of total female respondents were highly dissatisfied with duration of training program.0% were dissatisfied, 12.5% were neutral, 56.2% male were satisfied and 21.9% female respondents of total female respondents were highly satisfied with the duration of training program.

Crosstab 17: The table of crosstab is attached in Appendix

'Gender of Respondent * Perception Regarding Training in Robi Cross tabulation'

79.7% male respondents of total male respondents have good perception regarding training in Robi. 20.3% male respondents of total male respondents did not comment on the perception regarding training in rob.

78.1% female respondents of total female respondents have good perception regarding training in Robi.
21.9% female respondents of total female respondents did not comment on the perception regarding training in Robi.

Crosstab 18: The table of crosstab is attached in Appendix

'Gender of Respondent * Perception towards Career Development Cross tabulation'

36.2% male respondents of total male respondents have very high perception towards career development. 55.1% have high, 7.2% medium and 1.4% male respondents of total male respondents have low perception towards career development.

43.8% female respondents of total female respondents have very high perception towards career development. 50% have high, 6.2% medium and 0% female respondents of total female respondents have low perception towards career development.

Crosstab 19: The table of crosstab is attached in Appendix

'Gender of Respondent * Training Changes Skills Cross tabulation'

1.4% male respondents strongly disagree that training changes skills. 5.8% male were neutral, 52.2% male agreed and 40.6% strongly agreed that training can change skills.

0% female respondents strongly disagree that training changes skills. 9.4% female were neutral, 68.8% female agreed and 21.9% female strongly agreed that training can change skills.

Crosstab 20: The table of crosstab is attached in Appendix

'Gender of Respondent * Training Develops Competencies Cross tabulation'

10.1% male respondents were neutral about the fact that training develops competencies. 50.7% male agreed and 39.1% strongly agreed that training develops competencies.

6.2% female respondents were neutral about the fact that training develops competencies. 65.6% female agreed and 28.1% female strongly agreed that training develops competencies.

Crosstab 21: The table of crosstab is attached in Appendix

'Gender of Respondent * Training Develops Position Cross tabulation'

7.2% male disagree that training develops position. 17.4% male were neutral, 44.9% agreed and 30.4% male strongly agreed that training develops position.

0% female disagree that training develops position. 18.8% male were neutral, 56.2% agreed and 25% female strongly agreed that training develops position.

Crosstab 22: The table of crosstab is attached in Appendix

'Gender of Respondent * Training Develops Performance Cross tabulation'

5.8% male respondents were neutral about the fact that training develops performance. 53.6% male respondents agreed and 40.6% male respondents strongly agreed that training develops performance.

6.2% female respondents were neutral about the fact that training develops performance. 53.1% female respondents agreed and 40.6% male respondents strongly agreed that training develops performance.

Crosstab 23: The table of crosstab is attached in Appendix

'Gender of Respondent * Effective Training Improves Skills Cross tabulation'

4.3% male respondents were neutral about the fact that effective training improves skills. 52.2% male agreed and 43.5% male strongly agreed that effective training improves skills.

6.2% female respondents were neutral about the fact that effective training improves skills. 53.1% female agreed and 40.6% female strongly agreed that effective training improves skills.

Crosstab 24: The table of crosstab is attached in Appendix

'Gender of Respondent * Training helped in Career Development Cross tabulation'

8.7% male were neutral about the fact that training helped in career development. 50.7% male agreed and 40.6% male strongly agreed that training helped in career development.

6.2% female were neutral about the fact that training helped in career development. 40.6% female agreed and 53.1% female strongly agreed that training helped in career development.

Crosstab 25: The table of crosstab is attached in Appendix

'Educational Qualification of Respondents * Employee Knowledge about Training Program Cross tabulation'

97.7% graduates have knowledge about training program. 2.3% graduates don't have knowledge about training program.

100% post graduates have knowledge about training program. 0% post graduates don't have knowledge about training program.

100% other qualified respondents have knowledge about training program. 0% graduates don't have knowledge about training program.

Crosstab 26: The table of crosstab is attached in Appendix

'Educational Qualification of Respondents * Training Improves Performance Cross tabulation'

97.7% graduate employees believe that training improves performance. 2.3% graduate respondents believe training does not improve performance.

98.2% post graduate employees believe that training improves performance. 1.8% post graduate respondents believe training does not improve performance.

100% respondents of other qualification believe that training improves performance. 0% respondents believe training does not improve performance.

Crosstab 27: The table of crosstab is attached in Appendix

'Educational Qualification of Respondents * Special Training for New Technology Cross tabulation'

77.3% graduate employees have special training for new technologies. 22.7% graduate employees don't have training for new technologies.

89.3% post graduate employees have special training for new technologies. 10.7% post graduate employees don't have training for new technologies.

Crosstab 28: The table of crosstab is attached in Appendix

'Educational Qualification of Respondents * Satisfaction on Duration of Training Cross tabulation'

9.1% graduate employees were highly dissatisfied about the duration of training program. 2.3% were dissatisfied, 11.4% were neutral, 50% were satisfied and 27.3% graduate employees were highly satisfied about the duration of training program.

7.1% post graduate employees were highly dissatisfied about the duration of training program. 0% was dissatisfied, 10.7% were neutral, 57.1% were satisfied and 25% post graduate employees were highly satisfied about the duration of training program.

100% respondents with other qualification were neutral about the duration of training program.

Crosstab 29: The table of crosstab is attached in Appendix

'Educational Qualification of Respondents * Perception Regarding Training in Robi Cross tabulation'

77.3% graduates' employees showed good perception regarding training in Robi. 22.7% did not comment anything about the perception regarding training in Robi.

82.1% post graduates' employees showed good perception regarding training in Robi. 17.9% post graduate employees did not comment anything about the perception regarding training in Robi.

100% respondents having other qualification have said no comments when they asked about their perception regarding training in Robi.

Crosstab 30: The table of crosstab is attached in Appendix

'Educational Qualification of Respondents * Perception towards Career Development Cross tabulation'

43.2% graduate employees have a very high perception towards career development. 45.5% have a high, 9.15% have medium and 2.3% graduate employees have a low perception towards career development.

33.9% post graduate employees have a very high perception towards career development. 60.7% have a high, 5.4% have medium and 0% post graduate employees have a low perception towards career development.

100% Respondents having other qualification have a very high perception towards career development.

Crosstab 31: The table of crosstab is attached in Appendix

'Educational Qualification of Respondents * Training Changes Skills Cross tabulation'

2.3% graduate employees strongly disagree that training changes skills. 11.4% were neutral, 47.7% agreed and 38.6% strongly agree that training changes skills.

0% post graduate employees strongly disagree that training changes skill. 3.6% were neutral, 64.3% agreed and 32.1% strongly agree that training changes skills.

100% Respondents having other qualification agreed that training changes skills.

Crosstab 32: The table of crosstab is attached in Appendix

'Educational Qualification of Respondents * Training Develops Competencies Cross tabulation'

9.1% graduate employees were neutral about the fact that training develops competencies. 52.3% agreed and 38.6% graduate employees strongly agreed that training develops competencies.

8.9% post graduate employees were neutral about the fact that training develops competencies. 58.9% agreed and 50% post graduate employees strongly agreed that training develops competencies.

100% Respondents having other qualification strongly agreed that training develops competencies.

Crosstab 33: The table of crosstab is attached in Appendix

'Educational Qualification of Respondents * Training Develops Performance Cross tabulation'

6.8% graduate employees were neutral about the fact that training develops performance. 61.4% agreed and 31.8% strongly agreed that training develops performance.

5.4% post graduate employees were neutral about the fact that training develops performance. 48.2% agreed and 46.4% post graduate employees strongly agreed that training develops performance.

100% Respondents having other qualification strongly agreed that training develops performance.

Crosstab 34: The table of crosstab is attached in Appendix

'Educational Qualification of Respondents * Effective Training Improves Skills Cross tabulation'

9.1% graduate employees were neutral about the fact that effective training improves skills. 56.8% agreed and 34.1% graduate employees strongly agreed that effective training improves skills.

1.8% post graduate employees were neutral about the fact that effective training improves skills. 50% agreed and 48.2% post graduate employees strongly agreed that effective training improves skills.

100% Respondents having other qualification strongly agreed that effective training improves skills.

Crosstab 35: The table of crosstab is attached in Appendix

'Educational Qualification of Respondents * Training helped in Career Development Cross tabulation'

9.1% graduate employees were neutral about the fact that training helped in career development. 52.3% agreed and 38.6% strongly agreed that training helped in career development.

7.1% post graduate employees were neutral about the fact that training helped in career development. 44.6% agreed and 48.2% post graduate employees strongly agreed that training helped in career development.

100% Respondents having other qualification strongly agreed that training helped in career development.

4.5 Result and Discussion: Above all the discussion what I get to understand that most of the employees are satisfied with the training program organized by Competence development, HR Division.

CHAPTER 05

RECOMMENDATION &

CONCLUSION

5. Recommendation: There are some recommendations I found as I make this report. These recommendations can be helpful for the training program for the company. These are:

- Top management should focus on increasing the training budget to avoid suffering from “myopia” i.e. increasing the temporary benefit at the cost of long-term organizational goals.

- The training should be more lively and energetic.

- For the development of employee, Robi should provide more motivational works like participation of bottom level of executives.

- One of the main things in Robi is the decision making system from top to bottom. The general executive or general level of agents can't go directly to the main supervisor for feedback. That can be changed.

- There should be more feedback system for training session and also development works.

- In order to increase the effectiveness, Robi should also acquire staff sales trainers who would be responsible to greater extent for sales training programs development, implementation and evaluation.

5.1 Conclusion: HR of Robi is working all the time to sustain and satisfy its employees. According to my own experience the working environment of the organization is very inspiring. However, the organization needs to work a lot to satisfy its experienced and old employees. The organization is always keen to implement new rules and actions for improvement. Team of Competence development is working continuously to develop their employees. Most of the people of the organization are satisfied with all those training program. Hopefully this department will organize more effective training program for the employees.

CHAPTER 06

APPENDIX

6. References:

- <http://www.robi.com.bd/>
- <http://www.robi.com.bd/index.php/page/view/118>
- <http://www.robi.com.bd/page/view/96>
- <http://www.hrmars.com/admin/pics/311.pdf>

6.1 Questionnaire:

A STUDY ON “PERCEPTION OF ROBI EMPLOYEES REGARDING TRAINING EFFECTIVENESS”

Dear Sir/Madam:

I am a student of BRAC University BBA program. I'm conducting a research as a partial fulfillment of my Internship Course (BUS 400). For this reason I have prepared some questions for you. Please mark your best answers. Your precious response will make me successful.

1. Age :
a) Below 20 b) 21 -30 c) 31 – 40 d) above 40

2. Gender:
a) Male b) Female

3. Marital Status:
a) Married b) Unmarried c) Divorced

4. Educational Qualification:
a) Graduates b) Post Graduates
c) Others (Please Specify):

5. Work Experience in Robi Axiata Limited?

- a) Less than 1 year
- b) 1- Less than 3 years
- c) 3- Less 5 years
- d) More than 5 years

6. Do you know the types of training programs available in Robi Axiata Limited?

- a) Yes
- b) No

7. Do you think Training can improve the performance of the employees?

- a) Yes
- b) No

8. Do you have special training programs regarding new technologies?

- a) Yes
- b) No

9. What was the duration of your training?

- a) Less than 1 hour
- b) 1- Less Than 2 hours
- c) 2- Less Than 3 hours
- d) More than 3 hours

10. Are you satisfied with duration of training programs?

- a) Highly Dissatisfied
- b) Dissatisfied
- c) Neutral
- d) Satisfied
- e) Highly Satisfied

11. What is your perception towards the training programs in Robi Axiata Limited?

- a) Good
- b) No Comment
- c) Bad

12. What is your perception towards career development?

- a) Very high
- b) High
- c) Medium

d) Low

e) Very Low

13. What is your perception towards practical training?

a) More useful

b) Useful

c) Not useful

14. Which training method is more useful to you?

a) On the Job training b) Off the Job training c) Both

For the following questions/statements, please **Tick** mark the answer that best describe your level of agreement or disagreement:

SL No.	Statement	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)
15	Training can change the skills of the employees.					
16	Training can develop the competencies of the employees.					
17	Training can develop your position.					
18	Training has developed your performance.					
19	Training is effective to improve your skills.					
20	Training programs have helped in your career development.					

Thank You

6.2 SPSS Analysis:

Reliability Statistics

Cronbach's Alpha	N of Items
.766	12

Test Result: The Cronbach's Alpha level for this research is 0.766, which indicates a high level of internal consistency and it also shows excellent reliability. (Above 0.6 represents reliable data)

Age of Respondent * Employee Knowledge about Training Program Crosstabulation

			Employee Knowledge about Training Program		Total
			Yes	No	
Age of Respondent	21-30	Count	62	1	63
		% within Age of Respondent	98.4%	1.6%	100.0%

	% within Employee Knowledge about Training Program	62.0%	100.0%	62.4%
	% of Total	61.4%	1.0%	62.4%
31-40	Count	26	0	26
	% within Age of Respondent	100.0%	.0%	100.0%
	% within Employee Knowledge about Training Program	26.0%	.0%	25.7%
	% of Total	25.7%	.0%	25.7%
Above 40	Count	12	0	12
	% within Age of Respondent	100.0%	.0%	100.0%
	% within Employee Knowledge about Training Program	12.0%	.0%	11.9%
	% of Total	11.9%	.0%	11.9%
Total	Count	100	1	101
	% within Age of Respondent	99.0%	1.0%	100.0%
	% within Employee Knowledge about Training Program	100.0%	100.0%	100.0%
	% of Total	99.0%	1.0%	100.0%

Age of Respondent * Training Improves Performance Crosstabulation

			Training Improves Performance		Total
			Yes	No	
Age of Respondent	21-30	Count	61	2	63
		% within Age of Respondent	96.8%	3.2%	100.0%
		% within Training Improves Performance	61.6%	100.0%	62.4%
		% of Total	60.4%	2.0%	62.4%
31-40		Count	26	0	26
		% within Age of Respondent	100.0%	.0%	100.0%
		% within Training Improves Performance	26.3%	.0%	25.7%
		% of Total	25.7%	.0%	25.7%
Above 40		Count	12	0	12
		% within Age of Respondent	100.0%	.0%	100.0%
		% within Training Improves Performance	12.1%	.0%	11.9%
		% of Total	11.9%	.0%	11.9%
Total		Count	99	2	101
		% within Age of Respondent	98.0%	2.0%	100.0%
		% within Training Improves Performance	100.0%	100.0%	100.0%
		% of Total	98.0%	2.0%	100.0%

Age of Respondent * Special Training for New Technology Crosstabulation

			Special Training for New Technology		Total
			Yes	No	
Age of Respondent	21-30	Count	47	16	63
		% within Age of Respondent	74.6%	25.4%	100.0%
		% within Special Training for New Technology	56.0%	94.1%	62.4%
		% of Total	46.5%	15.8%	62.4%
31-40		Count	25	1	26
		% within Age of Respondent	96.2%	3.8%	100.0%
		% within Special Training for New Technology	29.8%	5.9%	25.7%
		% of Total	24.8%	1.0%	25.7%
Above 40		Count	12	0	12
		% within Age of Respondent	100.0%	.0%	100.0%

	% within Special Training for New Technology	14.3%	.0%	11.9%
	% of Total	11.9%	.0%	11.9%
Total	Count	84	17	101
	% within Age of Respondent	83.2%	16.8%	100.0%
	% within Special Training for New Technology	100.0%	100.0%	100.0%
	% of Total	83.2%	16.8%	100.0%

Age of Respondent * Satisfaction on Duration of Training Crosstabulation

		Satisfaction on Duration of Training					Total
		Highly Dissatisfied	Dissatisfied	Neutral	Satisfied	Highly Satisfied	
Age of Respondent 21-30	Count	5	1	9	30	18	63
	% within Age of Respondent	7.9%	1.6%	14.3%	47.6%	28.6%	100.0%
	% within Satisfaction on Duration of Training	62.5%	100.0%	75.0%	55.6%	69.2%	62.4%
	% of Total	5.0%	1.0%	8.9%	29.7%	17.8%	62.4%
31-40	Count	2	0	3	17	4	26

	7.9%	1.0%	11.9%	53.5%	25.7%	100.0%
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Age of Respondent * Peception Regarding Training in Robi Crosstabulation

			Peception Regarding Training in Robi		Total
			Good	No Comment	
Age of Respondent	21-30	Count	46	17	63
		% within Age of Respondent	73.0%	27.0%	100.0%
		% within Peception Regarding Training in Robi	57.5%	81.0%	62.4%
		% of Total	45.5%	16.8%	62.4%
31-40	Count	23	3	26	
	% within Age of Respondent	88.5%	11.5%	100.0%	
	% within Peception Regarding Training in Robi	28.8%	14.3%	25.7%	
	% of Total	22.8%	3.0%	25.7%	
Above 40	Count	11	1	12	
	% within Age of Respondent	91.7%	8.3%	100.0%	
	% within Peception Regarding Training in Robi	13.8%	4.8%	11.9%	
	% of Total	10.9%	1.0%	11.9%	
Total		Count	80	21	101

% within Age of Respondent	79.2%	20.8%	100.0%
% within Peception Regarding Training in Robi	100.0%	100.0%	100.0%
% of Total	79.2%	20.8%	100.0%

Age of Respondent * Perception Towards Career Development Crosstabulation

			Perception Towards Career Development				Total
			Very High	High	Medium	Low	
Age of Respondent	21-30	Count	27	31	4	1	63
		% within Age of Respondent	42.9%	49.2%	6.3%	1.6%	100.0%
		% within Perception Towards Career Development	69.2%	57.4%	57.1%	100.0%	62.4%
		% of Total	26.7%	30.7%	4.0%	1.0%	62.4%
31-40		Count	8	17	1	0	26
		% within Age of Respondent	30.8%	65.4%	3.8%	.0%	100.0%
		% within Perception Towards Career Development	20.5%	31.5%	14.3%	.0%	25.7%
		% of Total	7.9%	16.8%	1.0%	.0%	25.7%
Above 40	Count	4	6	2	0	12	

	% within Age of Respondent	33.3%	50.0%	16.7%	.0%	100.0%
	% within Perception Towards Career Development	10.3%	11.1%	28.6%	.0%	11.9%
	% of Total	4.0%	5.9%	2.0%	.0%	11.9%
Total	Count	39	54	7	1	101
	% within Age of Respondent	38.6%	53.5%	6.9%	1.0%	100.0%
	% within Perception Towards Career Development	100.0%	100.0%	100.0%	100.0%	100.0%
	% of Total	38.6%	53.5%	6.9%	1.0%	100.0%

Age of Respondent * Training Changes Skills Cross tabulation

			Training Changes Skills				Total
			Strongly Disagree	Neutral	Agree	Strongly Agree	
Age of Respondent 21-30	Count		1	7	30	25	63
	% within Age of Respondent		1.6%	11.1%	47.6%	39.7%	100.0%
	% within Training Changes Skills		100.0%	100.0%	51.7%	71.4%	62.4%
	% of Total		1.0%	6.9%	29.7%	24.8%	62.4%
31-40	Count		0	0	23	3	26
	% within Age of Respondent		.0%	.0%	88.5%	11.5%	100.0%
	% within Training Changes Skills		.0%	.0%	39.7%	8.6%	25.7%
	% of Total		.0%	.0%	22.8%	3.0%	25.7%
Above 40	Count		0	0	5	7	12
	% within Age of Respondent		.0%	.0%	41.7%	58.3%	100.0%
	% within Training Changes Skills		.0%	.0%	8.6%	20.0%	11.9%
	% of Total		.0%	.0%	5.0%	6.9%	11.9%
Total	Count		1	7	58	35	101
	% within Age of Respondent		1.0%	6.9%	57.4%	34.7%	100.0%
	% within Training Changes Skills		100.0%	100.0%	100.0%	100.0%	100.0%

% of Total	1.0%	6.9%	57.4%	34.7%	100.0%
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Age of Respondent * Training Develops Competencies Crosstabulation

			Training Develops Competencies			Total
			Neutral	Agree	Strongly Agree	
Age of Respondent	21-30	Count	7	30	26	63
		% within Age of Respondent	11.1%	47.6%	41.3%	100.0%
		% within Training Develops Competencies	77.8%	53.6%	72.2%	62.4%
		% of Total	6.9%	29.7%	25.7%	62.4%
	31-40	Count	2	19	5	26
		% within Age of Respondent	7.7%	73.1%	19.2%	100.0%
		% within Training Develops Competencies	22.2%	33.9%	13.9%	25.7%
		% of Total	2.0%	18.8%	5.0%	25.7%
Above 40		Count	0	7	5	12
		% within Age of Respondent	.0%	58.3%	41.7%	100.0%
		% within Training Develops Competencies	.0%	12.5%	13.9%	11.9%

	% of Total	.0%	6.9%	5.0%	11.9%
Total	Count	9	56	36	101
	% within Age of Respondent	8.9%	55.4%	35.6%	100.0%
	% within Training Develops Competencies	100.0%	100.0%	100.0%	100.0%
	% of Total	8.9%	55.4%	35.6%	100.0%

Age of Respondent * Training Develops Position Cross tabulation

			Training Develops Position				Total
			Disagree	Neutral	Agree	Strongly Agree	
Age of Respondent	21-30	Count	4	11	30	18	63
		% within Age of Respondent	6.3%	17.5%	47.6%	28.6%	100.0%
		% within Training Develops Position	80.0%	61.1%	61.2%	62.1%	62.4%
		% of Total	4.0%	10.9%	29.7%	17.8%	62.4%
31-40		Count	1	5	14	6	26
		% within Age of Respondent	3.8%	19.2%	53.8%	23.1%	100.0%
		% within Training Develops Position	20.0%	27.8%	28.6%	20.7%	25.7%
		% of Total	1.0%	5.0%	13.9%	5.9%	25.7%

Above 40	Count	0	2	5	5	12
	% within Age of Respondent	.0%	16.7%	41.7%	41.7%	100.0%
	% within Training Develops Position	.0%	11.1%	10.2%	17.2%	11.9%
	% of Total	.0%	2.0%	5.0%	5.0%	11.9%
Total	Count	5	18	49	29	101
	% within Age of Respondent	5.0%	17.8%	48.5%	28.7%	100.0%
	% within Training Develops Position	100.0%	100.0%	100.0%	100.0%	100.0%
	% of Total	5.0%	17.8%	48.5%	28.7%	100.0%

Age of Respondent * Training Develops Performance Crosstabulation

			Training Develops Performance			Total
			Neutral	Agree	Strongly Agree	
Age of Respondent	21-30	Count	4	35	24	63
		% within Age of Respondent	6.3%	55.6%	38.1%	100.0%
		% within Training Develops Performance	66.7%	64.8%	58.5%	62.4%
		% of Total	4.0%	34.7%	23.8%	62.4%
	31-40	Count	1	14	11	26

	% within Age of Respondent	3.8%	53.8%	42.3%	100.0%
	% within Training Develops Performance	16.7%	25.9%	26.8%	25.7%
	% of Total	1.0%	13.9%	10.9%	25.7%
Above 40	Count	1	5	6	12
	% within Age of Respondent	8.3%	41.7%	50.0%	100.0%
	% within Training Develops Performance	16.7%	9.3%	14.6%	11.9%
	% of Total	1.0%	5.0%	5.9%	11.9%
Total	Count	6	54	41	101
	% within Age of Respondent	5.9%	53.5%	40.6%	100.0%
	% within Training Develops Performance	100.0%	100.0%	100.0%	100.0%
	% of Total	5.9%	53.5%	40.6%	100.0%

Age of Respondent * Effective Training Improves Skills Crosstabulation

			Effective Training Improves Skills			Total
			Neutral	Agree	Strongly Agree	
Age of Respondent	21-30	Count	5	31	27	63
		% within Age of Respondent	7.9%	49.2%	42.9%	100.0%
		% within Effective Training Improves Skills	100.0%	58.5%	62.8%	62.4%

	% of Total	5.0%	30.7%	26.7%	62.4%
31-40	Count	0	17	9	26
	% within Age of Respondent	.0%	65.4%	34.6%	100.0%
	% within Effective Training Improves Skills	.0%	32.1%	20.9%	25.7%
	% of Total	.0%	16.8%	8.9%	25.7%
Above 40	Count	0	5	7	12
	% within Age of Respondent	.0%	41.7%	58.3%	100.0%
	% within Effective Training Improves Skills	.0%	9.4%	16.3%	11.9%
	% of Total	.0%	5.0%	6.9%	11.9%
Total	Count	5	53	43	101
	% within Age of Respondent	5.0%	52.5%	42.6%	100.0%
	% within Effective Training Improves Skills	100.0%	100.0%	100.0%	100.0%
	% of Total	5.0%	52.5%	42.6%	100.0%

Age of Respondent * Training helped in Career Development Crosstabulation

			Training helped in Career Development			
			Neutral	Agree	Strongly Agree	Total
Age of Respondent	21-30	Count	6	32	25	63

	% within Age of Respondent	9.5%	50.8%	39.7%	100.0%
	% within Training helped in Career Development	75.0%	66.7%	55.6%	62.4%
	% of Total	5.9%	31.7%	24.8%	62.4%
31-40	Count	1	12	13	26
	% within Age of Respondent	3.8%	46.2%	50.0%	100.0%
	% within Training helped in Career Development	12.5%	25.0%	28.9%	25.7%
	% of Total	1.0%	11.9%	12.9%	25.7%
Above 40	Count	1	4	7	12
	% within Age of Respondent	8.3%	33.3%	58.3%	100.0%
	% within Training helped in Career Development	12.5%	8.3%	15.6%	11.9%
	% of Total	1.0%	4.0%	6.9%	11.9%
Total	Count	8	48	45	101
	% within Age of Respondent	7.9%	47.5%	44.6%	100.0%
	% within Training helped in Career Development	100.0%	100.0%	100.0%	100.0%
	% of Total	7.9%	47.5%	44.6%	100.0%

Gender of Respondent * Employee Knowledge about Training Program Crosstabulation

			Employee Knowledge about Training Program		Total
			Yes	No	
Gender of Respondent	Male	Count	68	1	69
		% within Gender of Respondent	98.6%	1.4%	100.0%
		% within Employee Knowledge about Training Program	68.0%	100.0%	68.3%
		% of Total	67.3%	1.0%	68.3%
	Female	Count	32	0	32
		% within Gender of Respondent	100.0%	.0%	100.0%
		% within Employee Knowledge about Training Program	32.0%	.0%	31.7%
		% of Total	31.7%	.0%	31.7%
Total		Count	100	1	101
		% within Gender of Respondent	99.0%	1.0%	100.0%
		% within Employee Knowledge about Training Program	100.0%	100.0%	100.0%
		% of Total	99.0%	1.0%	100.0%

Gender of Respondent * Training Improves Performance Crosstabulation

			Training Improves Performance		Total
			Yes	No	
Gender of Respondent	Male	Count	67	2	69
		% within Gender of Respondent	97.1%	2.9%	100.0%
		% within Training Improves Performance	67.7%	100.0%	68.3%
		% of Total	66.3%	2.0%	68.3%
	Female	Count	32	0	32
		% within Gender of Respondent	100.0%	.0%	100.0%
		% within Training Improves Performance	32.3%	.0%	31.7%
		% of Total	31.7%	.0%	31.7%
Total		Count	99	2	101
		% within Gender of Respondent	98.0%	2.0%	100.0%
		% within Training Improves Performance	100.0%	100.0%	100.0%
		% of Total	98.0%	2.0%	100.0%

Gender of Respondent * Special Training for New Technology Crosstabulation

			Special Training for New Technology		Total
			Yes	No	
Gender of Respondent	Male	Count	56	13	69
		% within Gender of Respondent	81.2%	18.8%	100.0%
		% within Special Training for New Technology	66.7%	76.5%	68.3%
		% of Total	55.4%	12.9%	68.3%
	Female	Count	28	4	32
		% within Gender of Respondent	87.5%	12.5%	100.0%
		% within Special Training for New Technology	33.3%	23.5%	31.7%
		% of Total	27.7%	4.0%	31.7%
Total		Count	84	17	101
		% within Gender of Respondent	83.2%	16.8%	100.0%
		% within Special Training for New Technology	100.0%	100.0%	100.0%
		% of Total	83.2%	16.8%	100.0%

Gender of Respondent * Satisfaction on Duration of Training Crosstabulation

			Satisfaction on Duration of Training					Total
			Highly Dissatisfied	Dissatisfied	Neutral	Satisfied	Highly Satisfied	
Gender of Respondent	Male	Count	5	1	8	36	19	69
		% within Gender of Respondent	7.2%	1.4%	11.6%	52.2%	27.5%	100.0%
		% within Satisfaction on Duration of Training	62.5%	100.0%	66.7%	66.7%	73.1%	68.3%
		% of Total	5.0%	1.0%	7.9%	35.6%	18.8%	68.3%
Gender of Respondent	Female	Count	3	0	4	18	7	32
		% within Gender of Respondent	9.4%	.0%	12.5%	56.2%	21.9%	100.0%
		% within Satisfaction on Duration of Training	37.5%	.0%	33.3%	33.3%	26.9%	31.7%
		% of Total	3.0%	.0%	4.0%	17.8%	6.9%	31.7%
Total		Count	8	1	12	54	26	101
		% within Gender of Respondent	7.9%	1.0%	11.9%	53.5%	25.7%	100.0%
		% within Satisfaction on Duration of Training	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
		% of Total	7.9%	1.0%	11.9%	53.5%	25.7%	100.0%

Gender of Respondent * Perception Regarding Training in Robi Crosstabulation

			Perception Regarding Training in Robi		Total
			Good	No Comment	
Gender of Respondent	Male	Count	55	14	69
		% within Gender of Respondent	79.7%	20.3%	100.0%
		% within Peception Regarding Training in Robi	68.8%	66.7%	68.3%
		% of Total	54.5%	13.9%	68.3%
	Female	Count	25	7	32
		% within Gender of Respondent	78.1%	21.9%	100.0%
		% within Peception Regarding Training in Robi	31.2%	33.3%	31.7%
		% of Total	24.8%	6.9%	31.7%
Total		Count	80	21	101
		% within Gender of Respondent	79.2%	20.8%	100.0%
		% within Peception Regarding Training in Robi	100.0%	100.0%	100.0%
		% of Total	79.2%	20.8%	100.0%

Gender of Respondent * Perception Towards Career Development Crosstabulation

			Perception Towards Career Development				Total
			Very High	High	Medium	Low	
Gender of Respondent	Male	Count	25	38	5	1	69
		% within Gender of Respondent	36.2%	55.1%	7.2%	1.4%	100.0%
		% within Perception Towards Career Development	64.1%	70.4%	71.4%	100.0%	68.3%
		% of Total	24.8%	37.6%	5.0%	1.0%	68.3%
Gender of Respondent	Female	Count	14	16	2	0	32
		% within Gender of Respondent	43.8%	50.0%	6.2%	.0%	100.0%
		% within Perception Towards Career Development	35.9%	29.6%	28.6%	.0%	31.7%
		% of Total	13.9%	15.8%	2.0%	.0%	31.7%
Total		Count	39	54	7	1	101
		% within Gender of Respondent	38.6%	53.5%	6.9%	1.0%	100.0%
		% within Perception Towards Career Development	100.0%	100.0%	100.0%	100.0%	100.0%
		% of Total	38.6%	53.5%	6.9%	1.0%	100.0%

Gender of Respondent * Training Changes Skills Crosstabulation

			Training Changes Skills				Total
			Strongly Disagree	Neutral	Agree	Strongly Agree	
Gender of Respondent Male	Count		1	4	36	28	69
	% within Gender of Respondent		1.4%	5.8%	52.2%	40.6%	100.0%
	% within Training Changes Skills		100.0%	57.1%	62.1%	80.0%	68.3%
	% of Total		1.0%	4.0%	35.6%	27.7%	68.3%
Female	Count		0	3	22	7	32
	% within Gender of Respondent		.0%	9.4%	68.8%	21.9%	100.0%
	% within Training Changes Skills		.0%	42.9%	37.9%	20.0%	31.7%
	% of Total		.0%	3.0%	21.8%	6.9%	31.7%
Total	Count		1	7	58	35	101
	% within Gender of Respondent		1.0%	6.9%	57.4%	34.7%	100.0%
	% within Training Changes Skills		100.0%	100.0%	100.0%	100.0%	100.0%
	% of Total		1.0%	6.9%	57.4%	34.7%	100.0%

Gender of Respondent * Training Develops Competencies Crosstabulation

			Training Develops Competencies			Total
			Neutral	Agree	Strongly Agree	
Gender of Respondent	Male	Count	7	35	27	69
		% within Gender of Respondent	10.1%	50.7%	39.1%	100.0%
		% within Training Develops Competencies	77.8%	62.5%	75.0%	68.3%
		% of Total	6.9%	34.7%	26.7%	68.3%
Gender of Respondent	Female	Count	2	21	9	32
		% within Gender of Respondent	6.2%	65.6%	28.1%	100.0%
		% within Training Develops Competencies	22.2%	37.5%	25.0%	31.7%
		% of Total	2.0%	20.8%	8.9%	31.7%
Total		Count	9	56	36	101
		% within Gender of Respondent	8.9%	55.4%	35.6%	100.0%
		% within Training Develops Competencies	100.0%	100.0%	100.0%	100.0%
		% of Total	8.9%	55.4%	35.6%	100.0%

Gender of Respondent * Training Develops Position Crosstabulation

			Training Develops Position				Total
			Disagree	Neutral	Agree	Strongly Agree	
Gender of Respondent	Male	Count	5	12	31	21	69
		% within Gender of Respondent	7.2%	17.4%	44.9%	30.4%	100.0%
		% within Training Develops Position	100.0%	66.7%	63.3%	72.4%	68.3%
		% of Total	5.0%	11.9%	30.7%	20.8%	68.3%
Gender of Respondent	Female	Count	0	6	18	8	32
		% within Gender of Respondent	.0%	18.8%	56.2%	25.0%	100.0%
		% within Training Develops Position	.0%	33.3%	36.7%	27.6%	31.7%
		% of Total	.0%	5.9%	17.8%	7.9%	31.7%
Total		Count	5	18	49	29	101
		% within Gender of Respondent	5.0%	17.8%	48.5%	28.7%	100.0%
		% within Training Develops Position	100.0%	100.0%	100.0%	100.0%	100.0%
		% of Total	5.0%	17.8%	48.5%	28.7%	100.0%

Gender of Respondent * Training Develops Performance Crosstabulation

			Training Develops Performance			Total
			Neutral	Agree	Strongly Agree	
Gender of Respondent	Male	Count	4	37	28	69
		% within Gender of Respondent	5.8%	53.6%	40.6%	100.0%
		% within Training Develops Performance	66.7%	68.5%	68.3%	68.3%
		% of Total	4.0%	36.6%	27.7%	68.3%
	Female	Count	2	17	13	32
		% within Gender of Respondent	6.2%	53.1%	40.6%	100.0%
		% within Training Develops Performance	33.3%	31.5%	31.7%	31.7%
		% of Total	2.0%	16.8%	12.9%	31.7%
Total		Count	6	54	41	101
		% within Gender of Respondent	5.9%	53.5%	40.6%	100.0%
		% within Training Develops Performance	100.0%	100.0%	100.0%	100.0%
		% of Total	5.9%	53.5%	40.6%	100.0%

Gender of Respondent * Effective Training Improves Skills Crosstabulation

	Effective Training Improves Skills	Total
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			Neutral	Agree	Strongly Agree	
Gender of Respondent	Male	Count	3	36	30	69
		% within Gender of Respondent	4.3%	52.2%	43.5%	100.0%
		% within Effective Training Improves Skills	60.0%	67.9%	69.8%	68.3%
		% of Total	3.0%	35.6%	29.7%	68.3%
	Female	Count	2	17	13	32
		% within Gender of Respondent	6.2%	53.1%	40.6%	100.0%
		% within Effective Training Improves Skills	40.0%	32.1%	30.2%	31.7%
		% of Total	2.0%	16.8%	12.9%	31.7%
Total		Count	5	53	43	101
		% within Gender of Respondent	5.0%	52.5%	42.6%	100.0%
		% within Effective Training Improves Skills	100.0%	100.0%	100.0%	100.0%
		% of Total	5.0%	52.5%	42.6%	100.0%

Gender of Respondent * Training helped in Career Development Crosstabulation

	Training helped in Career Development	Total
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			Neutral	Agree	Strongly Agree	
Gender of Respondent	Male	Count	6	35	28	69
		% within Gender of Respondent	8.7%	50.7%	40.6%	100.0%
		% within Training helped in Career Development	75.0%	72.9%	62.2%	68.3%
		% of Total	5.9%	34.7%	27.7%	68.3%
Gender of Respondent	Female	Count	2	13	17	32
		% within Gender of Respondent	6.2%	40.6%	53.1%	100.0%
		% within Training helped in Career Development	25.0%	27.1%	37.8%	31.7%
		% of Total	2.0%	12.9%	16.8%	31.7%
Total		Count	8	48	45	101
		% within Gender of Respondent	7.9%	47.5%	44.6%	100.0%
		% within Training helped in Career Development	100.0%	100.0%	100.0%	100.0%
		% of Total	7.9%	47.5%	44.6%	100.0%

Educational Qualification of Respondents * Employee Knowledge about Training Program Cross tabulation

	Employee Knowledge about Training Program	Total

		Yes	No	
Educational Qualification of Graduates Respondents	Count	43	1	44
	% within Educational Qualification of Respondents	97.7%	2.3%	100.0%
	% within Employee Knowledge about Training Program	43.0%	100.0%	43.6%
	% of Total	42.6%	1.0%	43.6%
Post Graduates	Count	56	0	56
	% within Educational Qualification of Respondents	100.0%	.0%	100.0%
	% within Employee Knowledge about Training Program	56.0%	.0%	55.4%
	% of Total	55.4%	.0%	55.4%
Others	Count	1	0	1
	% within Educational Qualification of Respondents	100.0%	.0%	100.0%
	% within Employee Knowledge about Training Program	1.0%	.0%	1.0%
	% of Total	1.0%	.0%	1.0%
Total	Count	100	1	101

% within Educational Qualification of Respondents	99.0%	1.0%	100.0%
% within Employee Knowledge about Training Program	100.0%	100.0%	100.0%
% of Total	99.0%	1.0%	100.0%

Educational Qualification of Respondents * Training Improves Performance Cross tabulation

		Training Improves Performance		Total
		Yes	No	
Educational Qualification of Respondents	Graduates Count	43	1	44
	% within Educational Qualification of Respondents	97.7%	2.3%	100.0%
	% within Training Improves Performance	43.4%	50.0%	43.6%
	% of Total	42.6%	1.0%	43.6%
Post Graduates	Count	55	1	56
	% within Educational Qualification of Respondents	98.2%	1.8%	100.0%
	% within Training Improves Performance	55.6%	50.0%	55.4%

	% of Total	54.5%	1.0%	55.4%
Others	Count	1	0	1
	% within Educational Qualification of Respondents	100.0%	.0%	100.0%
	% within Training Improves Performance	1.0%	.0%	1.0%
	% of Total	1.0%	.0%	1.0%
Total	Count	99	2	101
	% within Educational Qualification of Respondents	98.0%	2.0%	100.0%
	% within Training Improves Performance	100.0%	100.0%	100.0%
	% of Total	98.0%	2.0%	100.0%

Educational Qualification of Respondents * Special Training for New Technology Cross tabulation

		Special Training for New Technology		Total
		Yes	No	
Educational Qualification of Graduates Respondents	Count	34	10	44
	% within Educational Qualification of Respondents	77.3%	22.7%	100.0%

	% within Special Training for New Technology	40.5%	58.8%	43.6%
	% of Total	33.7%	9.9%	43.6%
Post Graduates	Count	50	6	56
	% within Educational Qualification of Respondents	89.3%	10.7%	100.0%
	% within Special Training for New Technology	59.5%	35.3%	55.4%
	% of Total	49.5%	5.9%	55.4%
Others	Count	0	1	1
	% within Educational Qualification of Respondents	.0%	100.0%	100.0%
	% within Special Training for New Technology	.0%	5.9%	1.0%
	% of Total	.0%	1.0%	1.0%
Total	Count	84	17	101
	% within Educational Qualification of Respondents	83.2%	16.8%	100.0%
	% within Special Training for New Technology	100.0%	100.0%	100.0%
	% of Total	83.2%	16.8%	100.0%

Educational Qualification of Respondents * Satisfaction on Duration of Training Cross tabulation

			Satisfaction on Duration of Training					Total
			Highly Dissatisfied	Dissatisfied	Neutral	Satisfied	Highly Satisfied	
Educational Qualification of Respondents	Graduates	Count	4	1	5	22	12	
		% within Educational Qualification of Respondents	9.1%	2.3%	11.4%	50.0%	27.3%	100.0%
		% within Satisfaction on Duration of Training	50.0%	100.0%	41.7%	40.7%	46.2%	43.8%
		% of Total	4.0%	1.0%	5.0%	21.8%	11.9%	43.8%
Post Graduates		Count	4	0	6	32	14	
		% within Educational Qualification of Respondents	7.1%	.0%	10.7%	57.1%	25.0%	100.0%
		% within Satisfaction on Duration of Training	50.0%	.0%	50.0%	59.3%	53.8%	55.6%
		% of Total	4.0%	.0%	5.9%	31.7%	13.9%	55.6%
Others		Count	0	0	1	0	0	
		% within Educational Qualification of Respondents	.0%	.0%	100.0%	.0%	.0%	100.0%
		% within Satisfaction on Duration of Training	.0%	.0%	8.3%	.0%	.0%	1.0%
		% of Total	.0%	.0%	1.0%	.0%	.0%	1.0%

Total	Count	8	1	12	54	26	1
	% within Educational Qualification of Respondents	7.9%	1.0%	11.9%	53.5%	25.7%	100.0%
	% within Satisfaction on Duration of Training	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	% of Total	7.9%	1.0%	11.9%	53.5%	25.7%	100.0%

Educational Qualification of Respondents * Perception Regarding Training in Robi Cross tabulation

			Perception Regarding Training in Robi		Total
			Good	No Comment	
Educational Qualification of Respondents	Graduates	Count	34	10	44
		% within Educational Qualification of Respondents	77.3%	22.7%	100.0%
		% within Perception Regarding Training in Robi	42.5%	47.6%	43.6%
		% of Total	33.7%	9.9%	43.6%
	Post Graduates	Count	46	10	56

	% within Educational Qualification of Respondents	82.1%	17.9%	100.0%
	% within Peception Regarding Training in Robi	57.5%	47.6%	55.4%
	% of Total	45.5%	9.9%	55.4%
Others	Count	0	1	1
	% within Educational Qualification of Respondents	.0%	100.0%	100.0%
	% within Peception Regarding Training in Robi	.0%	4.8%	1.0%
	% of Total	.0%	1.0%	1.0%
Total	Count	80	21	101
	% within Educational Qualification of Respondents	79.2%	20.8%	100.0%
	% within Peception Regarding Training in Robi	100.0%	100.0%	100.0%
	% of Total	79.2%	20.8%	100.0%

Educational Qualification of Respondents * Perception Towards Career Development Cross tabulation

			Perception Towards Career Development				Total
			Very High	High	Medium	Low	
Educational Qualification	Graduates	Count	19	20	4	1	44

of Respondents	% within Educational Qualification of Respondents	43.2%	45.5%	9.1%	2.3%	100.0%
	% within Perception Towards Career Development	48.7%	37.0%	57.1%	100.0%	43.6%
	% of Total	18.8%	19.8%	4.0%	1.0%	43.6%
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Post Graduates	Count	19	34	3	0	56
	% within Educational Qualification of Respondents	33.9%	60.7%	5.4%	.0%	100.0%
	% within Perception Towards Career Development	48.7%	63.0%	42.9%	.0%	55.4%
	% of Total	18.8%	33.7%	3.0%	.0%	55.4%
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Others	Count	1	0	0	0	1
	% within Educational Qualification of Respondents	100.0%	.0%	.0%	.0%	100.0%
	% within Perception Towards Career Development	2.6%	.0%	.0%	.0%	1.0%
	% of Total	1.0%	.0%	.0%	.0%	1.0%
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Total	Count	39	54	7	1	101
	% within Educational Qualification of Respondents	38.6%	53.5%	6.9%	1.0%	100.0%

	% within Perception Towards Career Development	100.0%	100.0%	100.0%	100.0%	100.0%
	% of Total	38.6%	53.5%	6.9%	1.0%	100.0%

Educational Qualification of Respondents * Training Changes Skills Cross tabulation

			Training Changes Skills				Total
			Strongly Disagree	Neutral	Agree	Strongly Agree	
Educational Qualification of Respondents	Graduates	Count	1	5	21	17	44
		% within Educational Qualification of Respondents	2.3%	11.4%	47.7%	38.6%	100.0%
		% within Training Changes Skills	100.0%	71.4%	36.2%	48.6%	43.6%
		% of Total	1.0%	5.0%	20.8%	16.8%	43.6%
Post Graduates		Count	0	2	36	18	56
		% within Educational Qualification of Respondents	.0%	3.6%	64.3%	32.1%	100.0%
		% within Training Changes Skills	.0%	28.6%	62.1%	51.4%	55.4%
		% of Total	.0%	2.0%	35.6%	17.8%	55.4%
Others		Count	0	0	1	0	1

	% within Educational Qualification of Respondents	.0%	.0%	100.0%	.0%	100.0%
	% within Training Changes Skills	.0%	.0%	1.7%	.0%	1.0%
	% of Total	.0%	.0%	1.0%	.0%	1.0%
Total	Count	1	7	58	35	101
	% within Educational Qualification of Respondents	1.0%	6.9%	57.4%	34.7%	100.0%
	% within Training Changes Skills	100.0%	100.0%	100.0%	100.0%	100.0%
	% of Total	1.0%	6.9%	57.4%	34.7%	100.0%

Educational Qualification of Respondents * Training Develops Competencies Cross tabulation

			Training Develops Competencies			Total
			Neutral	Agree	Strongly Agree	
Educational Qualification of Respondents	Graduates	Count	4	23	17	44
		% within Educational Qualification of Respondents	9.1%	52.3%	38.6%	100.0%
		% within Training Develops Competencies	44.4%	41.1%	47.2%	43.6%
		% of Total	4.0%	22.8%	16.8%	43.6%

Post Graduates	Count	5	33	18	56
	% within Educational Qualification of Respondents	8.9%	58.9%	32.1%	100.0%
	% within Training Develops Competencies	55.6%	58.9%	50.0%	55.4%
	% of Total	5.0%	32.7%	17.8%	55.4%
Others	Count	0	0	1	1
	% within Educational Qualification of Respondents	.0%	.0%	100.0%	100.0%
	% within Training Develops Competencies	.0%	.0%	2.8%	1.0%
	% of Total	.0%	.0%	1.0%	1.0%
Total	Count	9	56	36	101
	% within Educational Qualification of Respondents	8.9%	55.4%	35.6%	100.0%
	% within Training Develops Competencies	100.0%	100.0%	100.0%	100.0%
	% of Total	8.9%	55.4%	35.6%	100.0%

Educational Qualification of Respondents * Training Develops Position Cross tabulation

	Training Develops Position	Total
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			Disagree	Neutral	Agree	Strongly Agree	
Educational Qualification of Respondents	Graduates	Count	3	7	24	10	44
		% within Educational Qualification of Respondents	6.8%	15.9%	54.5%	22.7%	100.0%
		% within Training Develops Position	60.0%	38.9%	49.0%	34.5%	43.6%
		% of Total	3.0%	6.9%	23.8%	9.9%	43.6%
	Post Graduates	Count	2	11	24	19	56
		% within Educational Qualification of Respondents	3.6%	19.6%	42.9%	33.9%	100.0%
		% within Training Develops Position	40.0%	61.1%	49.0%	65.5%	55.4%
		% of Total	2.0%	10.9%	23.8%	18.8%	55.4%
	Others	Count	0	0	1	0	1
		% within Educational Qualification of Respondents	.0%	.0%	100.0%	.0%	100.0%
		% within Training Develops Position	.0%	.0%	2.0%	.0%	1.0%
		% of Total	.0%	.0%	1.0%	.0%	1.0%
Total		Count	5	18	49	29	101

% within Educational Qualification of Respondents	5.0%	17.8%	48.5%	28.7%	100.0%
% within Training Develops Position	100.0%	100.0%	100.0%	100.0%	100.0%
% of Total	5.0%	17.8%	48.5%	28.7%	100.0%

Educational Qualification of Respondents * Training Develops Performance Cross tabulation

			Training Develops Performance			Total
			Neutral	Agree	Strongly Agree	
Educational Qualification of Respondents	Graduates	Count	3	27	14	44
		% within Educational Qualification of Respondents	6.8%	61.4%	31.8%	100.0%
		% within Training Develops Performance	50.0%	50.0%	34.1%	43.6%
		% of Total	3.0%	26.7%	13.9%	43.6%
	Post Graduates	Count	3	27	26	56
		% within Educational Qualification of Respondents	5.4%	48.2%	46.4%	100.0%
		% within Training Develops Performance	50.0%	50.0%	63.4%	55.4%
		% of Total	3.0%	26.7%	25.7%	55.4%

Others	Count	0	0	1	1
	% within Educational Qualification of Respondents	.0%	.0%	100.0%	100.0%
	% within Training Develops Performance	.0%	.0%	2.4%	1.0%
	% of Total	.0%	.0%	1.0%	1.0%
Total	Count	6	54	41	101
	% within Educational Qualification of Respondents	5.9%	53.5%	40.6%	100.0%
	% within Training Develops Performance	100.0%	100.0%	100.0%	100.0%
	% of Total	5.9%	53.5%	40.6%	100.0%

Educational Qualification of Respondents * Effective Training Improves Skills Cross tabulation

		Effective Training Improves Skills			Total
		Neutral	Agree	Strongly Agree	
Educational Qualification of Graduates Respondents	Count	4	25	15	44
	% within Educational Qualification of Respondents	9.1%	56.8%	34.1%	100.0%
	% within Effective Training Improves Skills	80.0%	47.2%	34.9%	43.6%

	% of Total	4.0%	24.8%	14.9%	43.6%
Post Graduates	Count	1	28	27	56
	% within Educational Qualification of Respondents	1.8%	50.0%	48.2%	100.0%
	% within Effective Training Improves Skills	20.0%	52.8%	62.8%	55.4%
	% of Total	1.0%	27.7%	26.7%	55.4%
Others	Count	0	0	1	1
	% within Educational Qualification of Respondents	.0%	.0%	100.0%	100.0%
	% within Effective Training Improves Skills	.0%	.0%	2.3%	1.0%
	% of Total	.0%	.0%	1.0%	1.0%
Total	Count	5	53	43	101
	% within Educational Qualification of Respondents	5.0%	52.5%	42.6%	100.0%
	% within Effective Training Improves Skills	100.0%	100.0%	100.0%	100.0%
	% of Total	5.0%	52.5%	42.6%	100.0%

Educational Qualification of Respondents * Training helped in Career Development Cross tabulation

			Training helped in Career Development			Total
			Neutral	Agree	Strongly Agree	
Educational Qualification of Respondents	Graduates	Count	4	23	17	44
		% within Educational Qualification of Respondents	9.1%	52.3%	38.6%	100.0%
		% within Training helped in Career Development	50.0%	47.9%	37.8%	43.6%
		% of Total	4.0%	22.8%	16.8%	43.6%
	Post Graduates	Count	4	25	27	56
		% within Educational Qualification of Respondents	7.1%	44.6%	48.2%	100.0%
		% within Training helped in Career Development	50.0%	52.1%	60.0%	55.4%
		% of Total	4.0%	24.8%	26.7%	55.4%
	Others	Count	0	0	1	1
		% within Educational Qualification of Respondents	.0%	.0%	100.0%	100.0%
		% within Training helped in Career Development	.0%	.0%	2.2%	1.0%
		% of Total	.0%	.0%	1.0%	1.0%
Total		Count	8	48	45	101

% within Educational Qualification of Respondents	7.9%	47.5%	44.6%	100.0%
% within Training helped in Career Development	100.0%	100.0%	100.0%	100.0%
% of Total	7.9%	47.5%	44.6%	100.0%