



A Comprehensive Analysis of HR Operations and Employee satisfaction on HR Operations



Inspiring Excellence

Internship Report on

“A Comprehensive Analysis of HR Operations and Employee satisfaction on HR Operations”



Submitted To:

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Letter of Transmittal

December 18, 2017

To

Supervisor

Fazle Mohiuddin

BRAC Business School, BRAC University

Subject: Submission of Internship Report on “**A Comprehensive Analysis of HR Operations and Employee satisfaction on HR Operations**”

Dear Sir,

With due respect, I am submitting my Internship report on the topic titled “**A Comprehensive Analysis of HR Operations and Employee satisfaction on HR Operations**” as a part of my BBA Program.

It is my pleasure to inform you that I have been serving as an Intern in Banglalink under HR Operations from September 12, 2017 to December 12, 2017. It was an excellent opportunity for me to complete my internship in Banglalink. I would like to thank you for giving me the opportunity to work on this assigned topic to enhance my knowledge in the practical field of Human Resource. This report explores the operational activities done by Banglalink HR Operations and employee satisfaction on HR Operation. The Internship report has been prepared based on the practical experience, questionnaire fill up, discussion and interview which have been carried out among the selected employees of HR Operations team of Banglalink. I hope you will find it worthy.

Therefore, I sincerely hope that you will appreciate my effort.

Sincerely yours,

Md. Tanvir Mehedi

ID: 13304040

Acknowledgement

I would like to mention some people with due respect and honor who assisted us, without any hesitation to complete our Internship report within the due time. Therefore I would like to thank them all from the bottom of my hearts.

In this procedure, at first I would like to thank All Mighty Allah for making it possible for us to complete our work properly within the given time. Most importantly I would like to thank my Internship Supervisor Mr. Fazle Mohiuddin, who was always ready to guide me and solved all the difficulties that I faced during preparing my internship of the report.

Most importantly, I would also like to thank Mr. Mohammad Mahbubur Rhman (Head of HR Operations), Mohammad Mahfuz Hasan Bhuiyan (HR Operations Lead Specialist), Ashiq Adnan Khan (HR Operations Lead Specialist), Sharifur Rahman (HR Operation Executive) my line manager in Banglalink and other members of HR operations team who helped me by providing informative instructions. Without their help this project would have been difficult to complete.

Executive summary

In this report I have discussed and define the major activities related with to the HR Operational Activities of Banglalink. Moreover, I tried to discuss the satisfaction level of employees on HR Operation. The key purpose of the report has been to identify overall condition of HR operational Activities and Employee satisfaction on HR Operations of Banglalink. I can relate my theoretical knowledge to practical implications. Banglalink is an organization which is very practitioner by its nature. It is practiced almost every HR related issue to become more competitive in the market. By making effective HR Operation Team Banglalink tries to make their employees more productive.

To conclude, there is no doubt that the world of work is rapidly changing. As part of an organization, HRM must be equipped to deal with the effects of the changing world of work. HR Operations is a significant part of HR activities at Banglalink. So to perform the operations successfully proper planning and formulation are mandatory. Beside this, now management realizes that effectiveness of their HR functions as well as HR Operations have a substantial impact to achieve expected organizational success. Finally HR operations are responsible for ensuring proper employee satisfaction at the organizations. My recommendation is Banglalink needs to focus more on employee satisfaction as the data indicates that the employee satisfaction are quite well in condition but employees wants more support from their HR operations because when the employee satisfaction will be high, the productivity will be high and they will be more concern about the organization as well.

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Company Profile:

Banglalink Digital Communications Ltd. is a public limited company which has been registered under the Companies Act 1994. It is the 2nd largest operator in terms of coverage, subscriber base and revenue. Banglalink Digital Communications Ltd. (Banglalink) is one of the largest mobile operators in Bangladesh offering a wide range of 2G and 3G services. Their network covers more than 99% population of Bangladesh, the world's 9th most populous nation and one of the fastest growing economies in Asia. They had 33* million customers at the end of 2015. They offer their services under the brand names of "Banglalink" and "icon". Banglalink has consistently been ranked as the most recommended operator in Bangladesh in terms of Net Promoters Score (NPS). Banglalink stands for positive change and aims to empower people with affordable communication solutions so that they can start something new in life. They are consistently investing in building an efficient and dependable network. They have more than 3,200 kilometers of optical fiber and above 8,200 microwave links throughout the nation. Banglalink's International roaming agreements cover a number of countries in Europe, Asia, North America, South America, Australia and Africa. As of December 31, 2015, Banglalink had active roaming agreements with 421 GSM networks in 160 countries and provided GPRS roaming with 312 networks in 115 countries, in addition to maritime roaming and in-flight roaming with Emirates Airlines and Malaysian Airlines. In November 1996, Banglalink was awarded a 15-year GSM license to establish, operate and maintain a digital mobile-telephone network for providing 2G services throughout Bangladesh. The license was renewed in November 2011 for a further 15 year term. Following a competitive auction process, Banglalink was awarded a 15-year license to use 5 MHz of 3G spectrum on September 19, 2013. Banglalink issued 5-year USD300 million international bond in May 2014*, Banglalink bond is the first ever international bond offering from Bangladesh (is listed at Singapore Exchange). Banglalink is a public limited company registered in Bangladesh under the Companies Act 1994. Telecom Ventures Limited, a fully owned subsidiary of Global Telecom Holding, owns more than 99% shares of Banglalink. GTH is traded on the Egyptian Stock Exchange under the symbol (GTH.EY), and on the London Stock Exchange its GDR is traded under the symbol (GLTD LI). VimpelCom Ltd. owns majority shares of Global Telecom Holding.

VimpelCom is headquartered in the Netherlands and traded on the NASDAQ Global Select Market.

Vision:

“To be a pioneer; working at the frontier to unlock new opportunities for customers as they navigate the digital world.”

Mission:

- Achieving a leading position in the Bangladesh wireless market.
- Delivering superior benefits in every phase of the customer experience before, during and after sales.
- Creating optimum shareholder value

Values:

- **CUSTOMER-OBSESSED:** We say what we do and we do what we say.
- **COLLABORATIVE:** A promise made, is a promise kept.
- **INNOVATIVE:** We never stop. We are always moving, looking for the next disruptive digital ideas.
- **TRUTHFUL:** We are trustworthy, we keep our promises and admit our mistakes.
- **ENTREPRENEURIAL:** We take smart risks, but only when it's in our customer's best interests.

Strategies:

Banglalink follows the following strategies

- **Functional Level Strategy:** Banglalink focuses on efficiency, quality, innovation, and customer responsiveness.
- **Business Level Strategy:** Banglalink applies both the cost leadership and differentiation strategies as their business level strategies.

Corporate Division/Department:

Chief Executive Officer: Erik Aas
Chief Human Resources & Administration Officer: Monzula Morshed
Chief Financial Officer: Anton Landman
Chief Digital Officer: Sanjay Vaghasia
Chief Legal Officer: Jahrat Adib Chowdhury
Chief Compliance Officer: M Nurul Alam
Chief Corporate And Regulatory Affairs Officer: Taimur Rahman
Chief Sales Officer: Ritesh Kumar Singh
Chief Marketing Officer: Mike Michel
Chief Technology Officer: Pierre Boutros Obeid

Figure: Management Team

Organizational Structure of Banglalink:

Banglalink has top, middle and first level management. It has seven major departments such as Finance & Accounts, Sales, Marketing, IT, Administration, Customer Care and Human Resource. The total numbers of employees are around 2700.

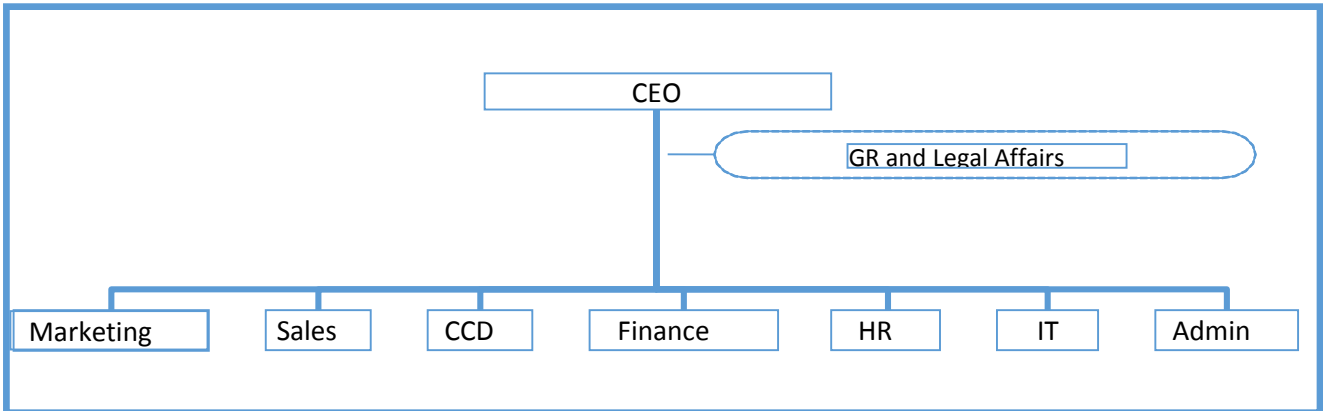


Figure: Banglalink Organizational Chart

Corporate Organogram:

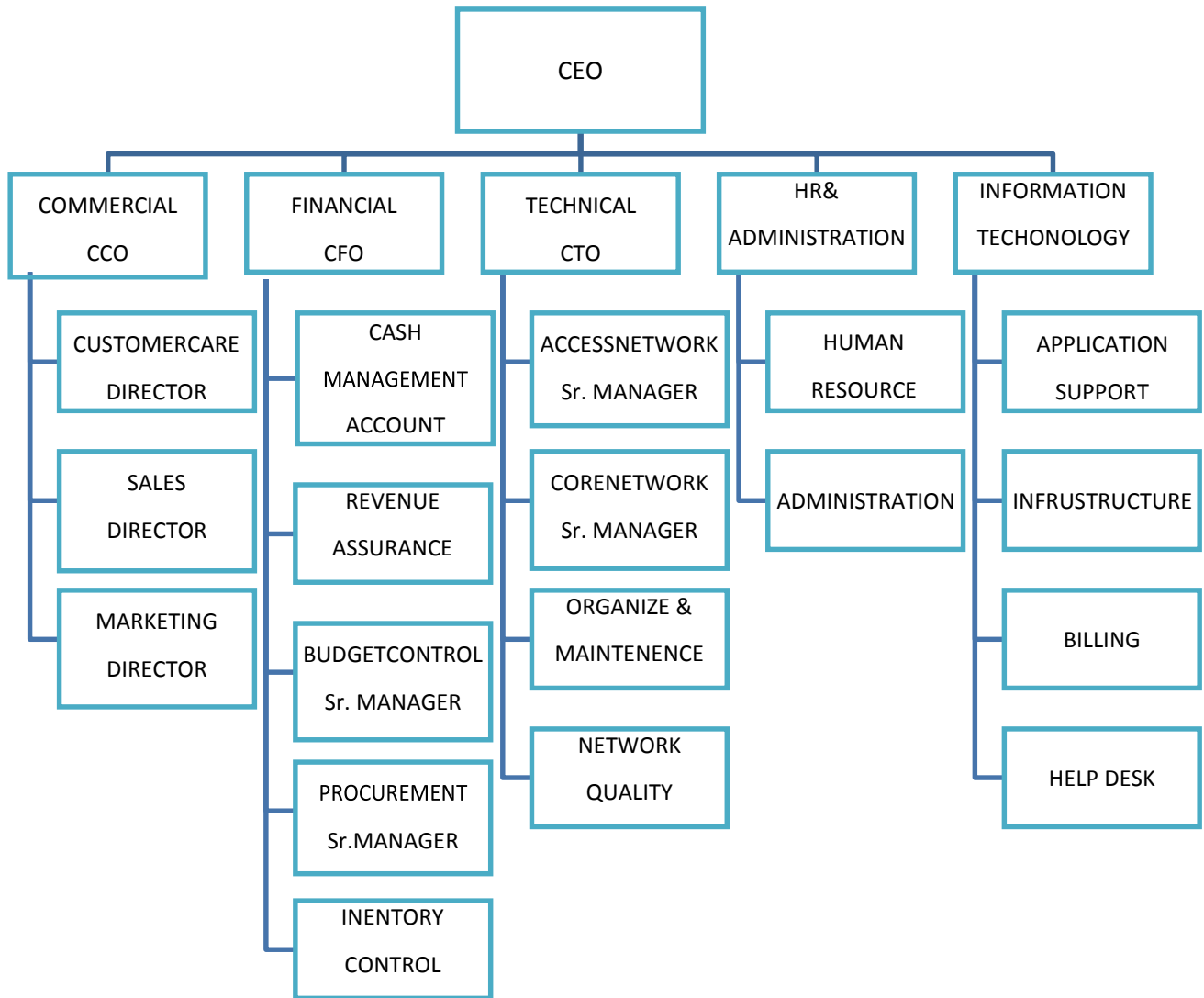


Figure: Corporate Organogram of Banglalink

Products/Services:

Product of Banglalink:

Banglalink offers a wide range of diversified product which has many varieties to fit all types of customer group offering the best possible deals with a strong and promising network constantly focusing on the benefit of the customers. The product line of Banglalink is briefly described below.

Prepaid:

Banglalink divides their prepaid plans into 2 different options. They are “Banglalink Desh” and “Banglalink Play”. Keeping the key factors untouched Banglalink Desh enhances their product line with different offers such as prepaid packages like Desh hello, Desh7 FNFs, Desh 10 FNFs and etc.

Banglalink Desh was launched on 14th September, 2006. Desh offers one of the lowest tariff charges in the country. The charges apply like 10 paisa per 10 second to all Banglalink FNF numbers, 24 hours.

Banglalink Play on the other hand offers 18 FNFs at any number and at the best rate at 0.5 paisa per second. Besides, special FNF SMS is 29 paisa is also an important feature that is significant on Banglalink Play.

Postpaid:

Banglalink presents their offers to the customers keeping the value of their customer under consideration which stands for giving the best deal. As a result, Banglalink is available with 2 postpaid packages. “Banglalink Inspire” and “Banglalink SME”. Inspire package brings special new features for post-paid subscribers with comparatively lower call rates than the competitors, along with 7 FNF numbers and many other services and facilities. No deposit is required for auto-bill pay subscribers. The deposit policy defers the postpaid pack is unique to all the other postpaid there are in the market of the competitors. Moreover, another unique feature of the postpaid pack is that they have a loyalty discount offer for all the INSPIRE users who have been using the connection for at least a year. Besides, INSPIRE offers 42 paisa per minute call rate for two supplementary numbers. Completely on the other hand, “Banglalink SME” package offers are targeted towards the small and medium enterprises which have attractive tariff charges and a complete package specially customized to suit the needs. Banglalink SME also has 2 packages to offer which were designed in 2 different shapes which are, Banglalink SME postpaid and Banglalink SME call & control. It offers 1 second pulse to Banglalink numbers and 10% bonus on incoming calls from other operators.

Banglalink Internet:

Banglalink avails one of the fastest mobile internets in the market of telecommunication. Since the use of internet in mobile devices is increasing Banglalink is constantly fighting to be at the top of the chart when it comes to market competition. They came in the market with the name of “Banglalink 3G” assuring their customers to provide the service of surfing the internet with fastest internet speed even on the move with the superior HSPA+ connection. Banglalink 3G users enjoy excellent download speed, stream free video, high quality video calling, high-speed data transmission and etc. In 2014, Bangladesh Telecommunication Regulatory Commission (BTRC) declared that Banglalink’s 3G data service is the fastest in the country. Not only Banglalink provides fastest 3G internet, it also one of the telecom operators in Bangladesh to cover 64 district out of two companies.

Operation Details (Tele Sales):

The head of Tele Sales department, A.N.M. Atiqur Rahman is responsible for any sort of decision finalizing, strategy planning and application of the strategy; under him there are two senior managers (Masuma Sarmi and Naznin Akhtar) and one associate manager (Abul Barakat MD. Masum); they directly report results and feedback of those strategies. To manage each floor of Tele Callers, three assistant managers are appointed who are responsible to manage leads and take measures to fulfill weekly target of each floor. Each of the Tele Caller is divided among groups with a group leader; group leaders directly contact assistant managers in case of facing any problem. Assistant managers are also responsible for monitor the activities of distributors or Business Development Officers (BDO).

Operation Process:

Telesales is working on over the phone medium to convince the receiver (customer) to take an alternative Banglalink dial duplicate number beside their current telecom operator. The operations are-

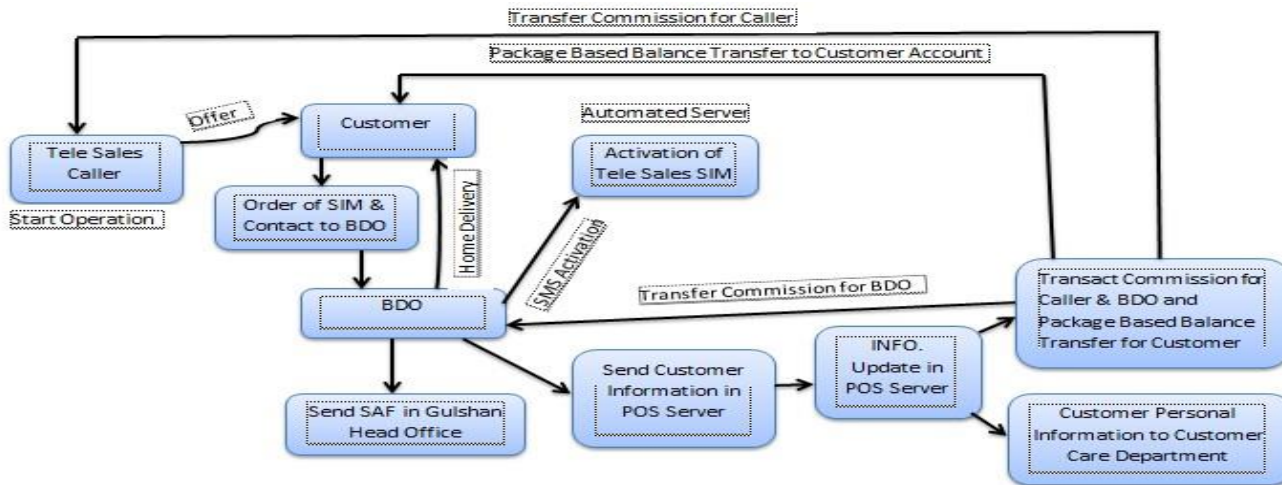


Figure: Tele Sales Operation Plan

Telesales department hire callers on both salary and contractual basis; caller starts to call according to lead given by marketing team and try to convince customer through different offer better than their current operator. Telesales is offering each customer to have a dial duplicate post-paid number which will provide them a credit limit of 600 Taka, opportunity to have 7 FnF numbers, each month loyalty discount of 18% to 20% on 500 Taka over usage, 16% money back on each incoming call from any operator and free home delivery by Business Development Officer (BDO) just by depositing 500 Taka.

After offering, if any customer confirms to buy a SIM card, the caller who made the call will take a booking and note down customer's address where customer wants that delivery. Then the caller contacts a Business Development Officer (BDO) of that particular area where that customer wanted the delivery & confirms the address to give delivery on particular date.

At the time of selling SIM cards each BDO is required to fill up the Subscriber Agreement Form (SAF) properly to avoid penalty from the government, collect a photocopy of customers' national ID card or driving license or any valid ID with photo, two copy passport size photocopies and 500 Taka deposit. As soon as BDO get these documents; they activate that SIM card through their authorized mobile number. SAF is sent to Telesales office for evaluation & activated SIM information center to Banglalink system which uploaded through POS system software.

Corporate Social Responsibility:

From the very beginning Banglalink is aware about its corporate social responsibilities. Banglalink remained committed to play its role as a responsible corporate citizen to contribute in making a difference in the socio-economic development of Bangladesh. The company undertakes several projects each year for the welfare of community and preservation of the environment. These initiatives united Banglalink's reputation as indication in the corporate social activity. Banglalink social activities include the following initiatives:

- I. International Coastal Cleanup Day:** Banglalink observed the “International Coastal Cleanup Day” on Saturday 19th of September 2015 at Cox's Bazar beach. Many volunteers participated at the event. This is probably one of the biggest voluntary events in Bangladesh where hundreds of young people join hands together to clean the beach, the environment. Attended at the event were many school children. The event was inaugurated by Soumen Mitra, Regional Director of Banglalink. In his speech he quotes “Banglalink have been dedicated in the conservation efforts of our oceans and the International Coastal Clean-up Day for ten years. Through our commitment to this cause, we hope to bring awareness among the mass people to take up such conservation efforts around the year, as we do at the Cox's Bazar beach.”
- II. Blood Donation:** On the 14th of June 2015, Banglalink together with Quantum Foundation organized blood donation campaign for the employees at the Tiger's Den. A lot of employees volunteered and donated blood on this day. This year the theme of the World Blood Donor Day was “Thank you for saving my life”. The main objective to organize this event was to mobilize Banglalink employees and make aware about the importance of donating blood and how one bag of donation can save a life.
- III. Cox's bazar sea beach cleaning project and international coastal cleanup day:** Since 2005, Banglalink has been cleaning world's longest sea beach, Cox's Bazar. Under this project, 26 female workers clean the 3 km long beach 363 days a year in 2 shifts. In addition to that there is another team of 7 male workers who support to move all heavy dirt and rubbish from the beach. To create awareness and hype, especially among youth, Banglalink observes 'International Coastal Cleanup Day' since 2005. Almost 500 volunteers from prominent universities, colleges and different organizations from Dhaka, Chittagong and Cox's Bazaar join hands to clean the beach which makes this the largest voluntary initiative.
- IV. Donating Blankets at Orphanages:** Since 2009, to help underprivileged children, Banglalink

has taken this special initiative to distribute blankets among the orphan children of many orphanages around the country which are in great need for it during winter season.

- V. Special Arrangements for Hajj Travelers at the Hajj Camp:** Since 2009, Banglalink took several initiatives to provide free services to hajj travelers at hajj camp where they gather to depart for hajj. This includes arranging air-conditioned busses for travelers, water distribution zone, phone counter for making free phone calls, free charging units etc. Other than these, to further aid the travelers, Banglalink provided them with trolleys, signage, information through vas & a hajj guide booklet to facilitate quick and easy understanding of hajj rituals.
- VI. Water and Date Distribution and Iftar at Orphanage during Ramadan:** Since 2009, Banglalink distributed free water and dates for the fasting people who got stuck at major traffic points of selected metro cities around iftar time during Ramadan. Banglalink also took initiative of arranging regular iftar & dinner in different orphanages around the country.
- VII. ICT Support for Underprivileged Children:** To remove the curse of illiteracy from society and to enlighten the students who will become the hope of tomorrow, Banglalink has successfully set up computer labs in 270 underprivileged schools at different parts of the country in 2011. The computer labs are equipped with pc, laptop, internet modem, multimedia projector, Speaker and Microphone.

Introduction to the report

Rational of the study

I proposed this study because this is relevant to my course of study and this is as well included in my course structure (BUS 400). Here in my internship program I allowed to work under a supervisor and assist my supervisor at her routine work. I get an opportunity to learn the categories of work and having experience to work with an organization and fortunately able apply my academic knowledge. Whenever I'm working with an organization as a student of BRAC University, the organization gets a preface about the university. As well experience achieved from this 3 months long program I can apply to my real life work place, community and business. The main principle of the program is to expose the students to the professional life.

Scope and limitation of the Study

Since I have to present an Internship report to BRAC University, that's why from the beginning of my internship I have tried to accumulate relevant information for my report. However, I faced some problem because SMC has their own policies for outsiders. According to their policies I had restrictions to access some of the information. So, some information's I got by officers support and sometime I failed to collect whereas the information's are confidential. For preparing this report some problems and limitation have encountered which are as follows-

- I was restricted to go through all the information of the Organization.
- Employees was so busy to cooperate with the information sometime.
- I had to depend on secondary data besides primary data for the repot.
- The time of Internship was very limited.

Objectives of the report

Broad Objective

- To know more about the functions of HR Operations and how does it work in Banglalink Digital Communications Ltd.

General Objectives

- To give an idea about my learning throughout the internship period.
- To know more about the HR Operations activates of Banglalink.

- Finally, to give some recommendation based on my findings.

Methodology:

This study is executed based on the information I collected from various sources using specific methods. Here I used

- ❖ Survey
- ❖ Literature Review

Here I collect information from two sources-

- ❖ Primary data
- ❖ Secondary data

Primary Sources:

- Conducted survey among the employees.
- Short interviews.
- Direct communications with the employees at work place.

Secondary Sources:

- Literature reviews.
- Overview of Banglalink's website.
- Reviewed reports published on related topic.

I conducted this survey on different employee of Banglalink who works on HR Operations and they are asked 15 questions. I could attend more survey from outside the organization but that could make wrong findings of the survey. For that, to have the best result I conducted the survey among Banglalink's employee only. And this was convenient too to me.

HR Operations:

HR Operations is a major part of Banglalink Human Resource and Administration department. HR operations refer to services provided by an HR department to business operations. This HR practices are in place to support management and staff in their day-to-day business activities, and are important to meet an organization's goal. In Banglalink, departments are divided into three groups, they are commercial, technical and support. HR Operation is a part of HR & Administration department, which part of support. There are other teams in department they are Organization development, recruitment and remuneration, and administration. The employees of this team can be considered as core level administrators. Work of this team is visible to others as they have to deal with other employees. So, it can be said that Banglalink's employee satisfaction directly or indirectly very much depends on this teams tasks.

Major Functions of HR Operations in Banglalink:

There are some core functions of HR Operations at Banglalink.

Onboarding and Induction:

After successfully passing the medical test recruitment team provides him/her the joining bunch and informs to come for joining on a specific date. Similarly, recruitment team also informs the HR Operation team to conduct the joining procedure. The joining bunch includes letter of joining, employee particulars form, and application for employee identification card, pool phone requisition form, declaration form, bank account information, post-employment reference check and acknowledgement of the code of conduct. These part also include HR Operations team also give request of Laptop for the newly joining employee, active their cafeteria service, giving new pool SIM, arrange their business card, informing the employee's line manager, arrange their ID card, bank account information for payroll etc. Induction is a process of giving an overview about the organization to new employees. Like other MNCs, HR Operations team of Banglalink also organizes induction program where they provide a brief overview about the organization to newly joined employees for permanent positions. Currently HR operations team arrange the onboarding and induction program in Monday of a week.

HRIS Management

Like every other company Banglalink has its own Human Resource Information System (HRIS). Through HRIS Company maintain its various important activities like employee attendance maintenance, leave verification, employee profile update, prepare reports for different departments. So HRIS management is also very important task for HR Operations team in Banglalink. Banglalink now maintain HRIS through the software called “V People”.

Employee certification:

Another task of HR Operations team is providing employment clarifications to employees regarding different needed situations. For example visa processing or educational purpose, pilgrimage purpose, higher study and other personal reasons of employees. Also checking the educational certificates provided by the new employees to ensure authenticity. Like giving NOC (No Objection Certificate) to the employee who wants to go abroad. Employee who also leave Banglalink get experience letter and release letter from HR Operation.

Personal File Database:

HR Operation team also responsible for keeping the employee documents and information into personal file. Personal database management is also an important task for HR Operations team. Here the team is responsible to create, prepare, arrange and update employee information according to the employee ID number. Each employee file is updated and recognized by the particular employee ID number which is mention on the file and the folder.

Exit Formalities:

Another important task for HR Operations team is exit formalities. This is refer to process of quitting from a position. Completing exit formalities under law code is another major responsibility of HR Operations team in Banglalink. The exit formalities are same for permanent and temporary employees. If any employee wants to quit/ resign from his/her position, they have to give 2 months written notice to HR Operation team through resignation letter. In the day of exit the employee receive clearance from Finance, Customer Care Department, IT department, Security team, Administration team and then come to HR Operation team and get final settlement.

Disciplinary Issue Management:

HR Operations are closely related with implementation of company policy and practices according to Labor law. So maintaining the compliance and non-compliance of company policy as per Labor Law

is counted under disciplinary issue management in HR Operations. This operation is divided into three parts. They are:

- **Explanation:** when an employee conducts any activity regarding non-compliance of Labor Law or regarding misconduct then the HR Operations team send explanation letter to him/her to show the cause why he/she did non-compliance activity such as unauthorized absence, habitual late in or early out, taking leave without approval etc.
- **Investigation:** when convicted employee give reply to HR Operations by showing his cause then the HR Operations investigate on that particular case to find out whether the convicted employee is guilty or not. In the investigation process the line manager of that particular employee, head of that department and the HR business partner of that department are involved.

Action/warning: Based on the outcome of proper investigation the management takes the final decision as disciplinary action against the convicted employee. If the convicted employee find innocent then he/she just receive warning from HR Operations. On the other hand, if he/she find out guilty then the HR Operations take disciplinary action against that employee according to Labor law and company policy. With the concern of the Chief of Human Resource and Administration the written form of action/warning is kept in the employee personal file.

Payroll:

The most important part for HR Operation team is the Payroll process. All the employees of Banglalink get their salaries after the clearance from HR Operations. HR Operations usually from 23-24 of a month prepare the payroll of all the employee of Banglalink. The team deduct and add the bill of any particular employee like cafeteria bill, transportation bill, mobile bill (if any). After payroll process HR Operation team send it to the finance department and after getting approval the employees get monthly salary. Another important part of payroll is to provide Letter of Introduction and Salary / Pay Slip.

Provident Fund and Worker's Profit Participation Fund:

Another important task for HR Operations team is maintain the PF and WPPF according to Bangladesh Labor Law 2006. Any particular employee after compellation of one year of service the employee get eligible for provident fund. That particular employee submit all of his/her required documents to HR Operation team. Whenever any employee need to withdraw money from provident fund or need to take loan against provident fund, they contact with HR Operation team. After that the team take necessary step. Along with that the team at the beginning of the financial year distribute the WPPF cheque to all the current and previous employees of that particular year. The team also responsible to maintain and bring bank drafts when needed. The team also take care of employee's "sanchai patro".

Another Key Responsibilities of HR Operations Team:

- **Transfer:** HR Operations team also handle the issue of employee transitions among different departments. Banglalink views transfers as opportunities to provide professional growth when the employee is exposed to work within various departments/locations. Transfers generally fall into one of two categories: those initiated by management, or those made in response to an employee's request. Transfers initiated by the company may be necessary to meet business needs. A transfer allowance can be applicable in cases where the transfer is from one city to another. Transfers requests can also be initiated by any employee, either as a response to an internal job opening or a change in personal circumstance or interests. This request is subject to available opportunities and management approval. Transfer allowance is not applicable in such cases.
- **Confirmation:** HR Operations team conducts the employee confirmation process. At first the HR Operations informs the line manager about a specific employee to appraise his/her performance. If performance appraisal is reach above 100% expectation then that employee get confirmation as a permanent employee. On the other hand, if the performance appraisal is stay below 100% expectation then HR Operations extend the probation period for that particular employee. In Banglalink all permanent employees will be on probation for the initial 90 days of employment. This probation period may be extended further for another 90 days only. The employee will be notified at least 7 days before the confirmation date regarding his/her confirmation/extension/separation of employment.

Employee satisfaction on HR Operation Team:

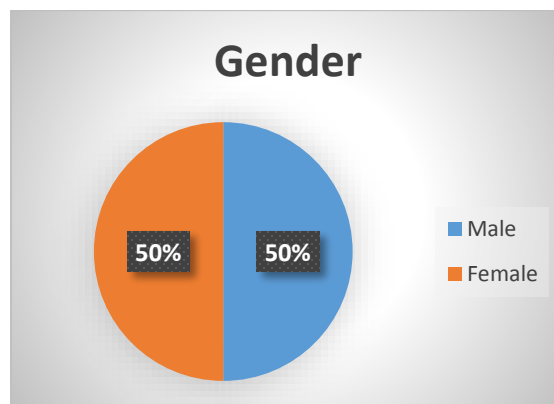
According to Nancy C. Morse (1997) “Satisfaction refers to the level of fulfillment of one’s needs, wants and desire. Satisfaction depends basically upon what an individual wants from the world, and what he gets.” Employee satisfaction is a measure of how happy workers are with their job and working environment.

Employees are more loyal and productive when they are satisfied Hunter & Tietjen, (1997), and these satisfied employees affect the customer satisfaction and organizational productivity, Potterfield, (1999).

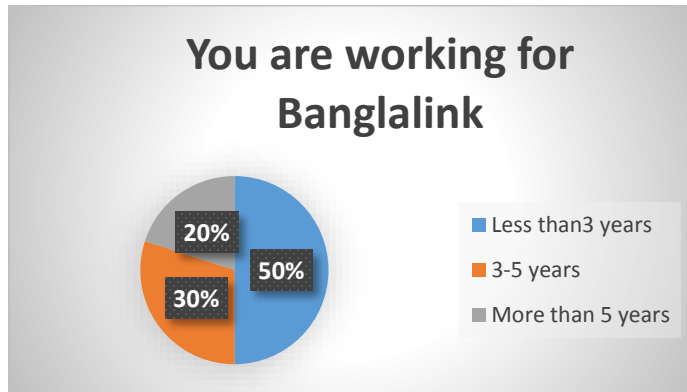
In Banglalink, employee satisfaction is much more depend on HR Operation team. Because after joining at Banglalink, employee gets all of his/her service from HR Operation. Like his/her IT service, salary, certification etc. So it can be said that employee satisfaction directly depend on HR Operation Team.

Graphical Implementation:

For this research purpose, I made a questionnaire which include 16 question in total. I have conducted the survey by 10 Banglalink employees. Among them 4 are entry level employee including Talent and Acquisition Executive, Territory Officer, Network Infrastructure Engineer, Corporate Account Manager. 3 mid-level employees including Requirement Senior Specialist, Senior Administration Officer, Security Specialist Senior Executive. 3 top level employee including Head of Administration, HR Business Partner, IT Lead Specialist.



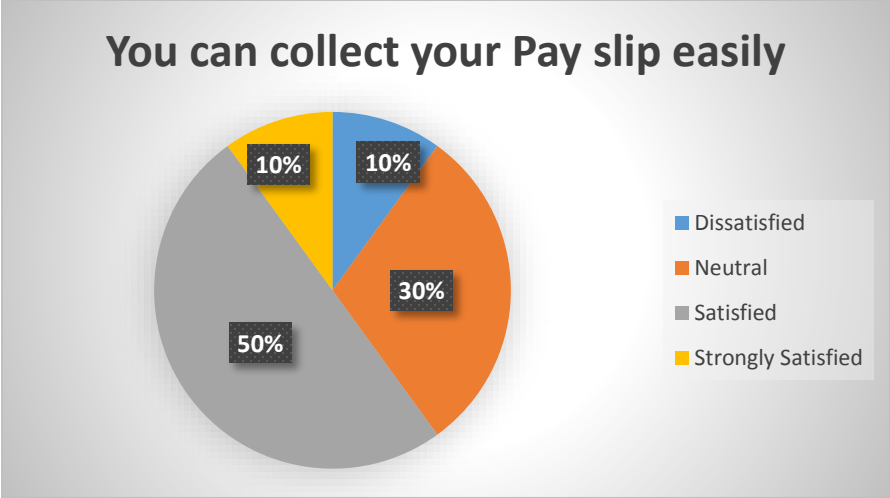
Among 10 respondents 50% is male and 50% is female.



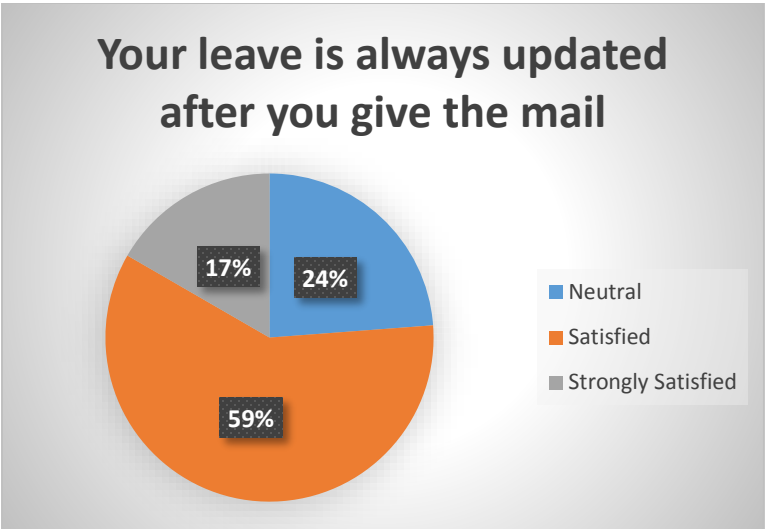
Among 10 respondent 50% working in the company for less than 3 years, 30% for between 3-5 years and rest 20% working for more than 5 years.



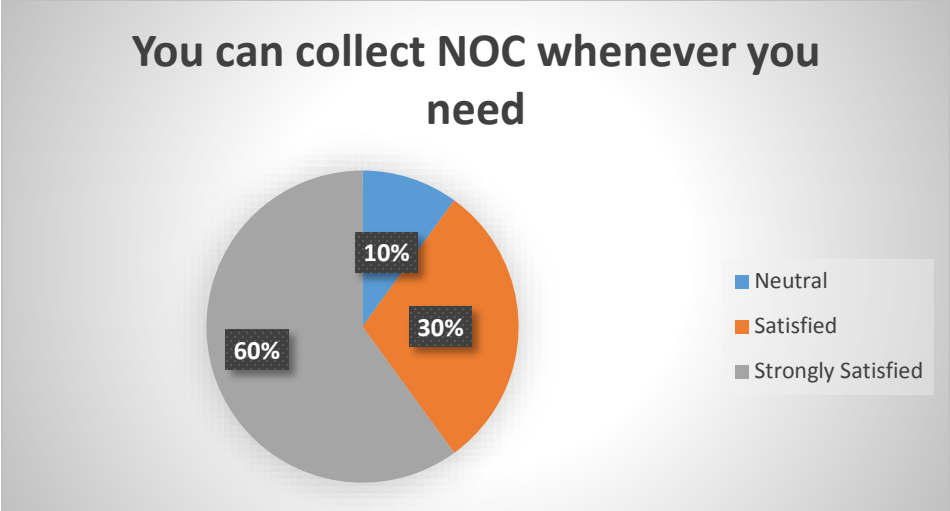
Around in total 80% employees believe that HR Operations team is always active. That indicate that HR Operation team always try to satisfy the employee.



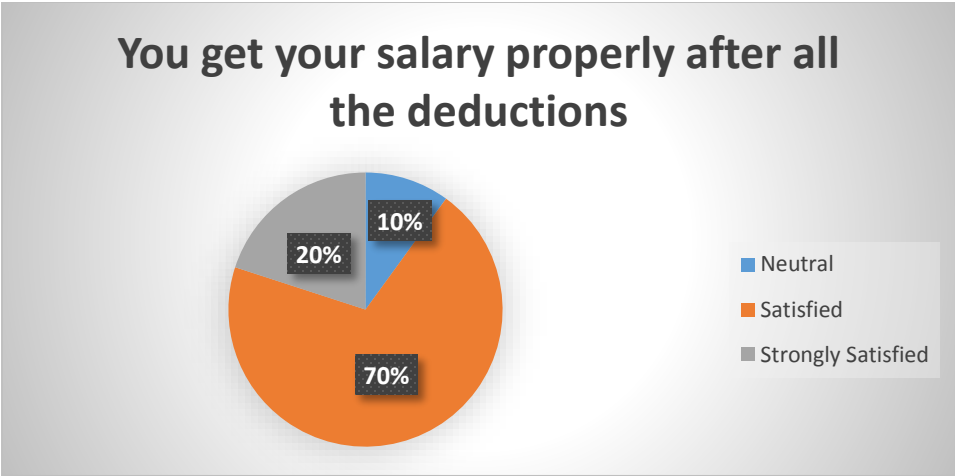
This graph shows that employees can get their pay slip when they needed. They can give the requisition through e-mail and collect it later. The percentage shows that they are happy with this service.



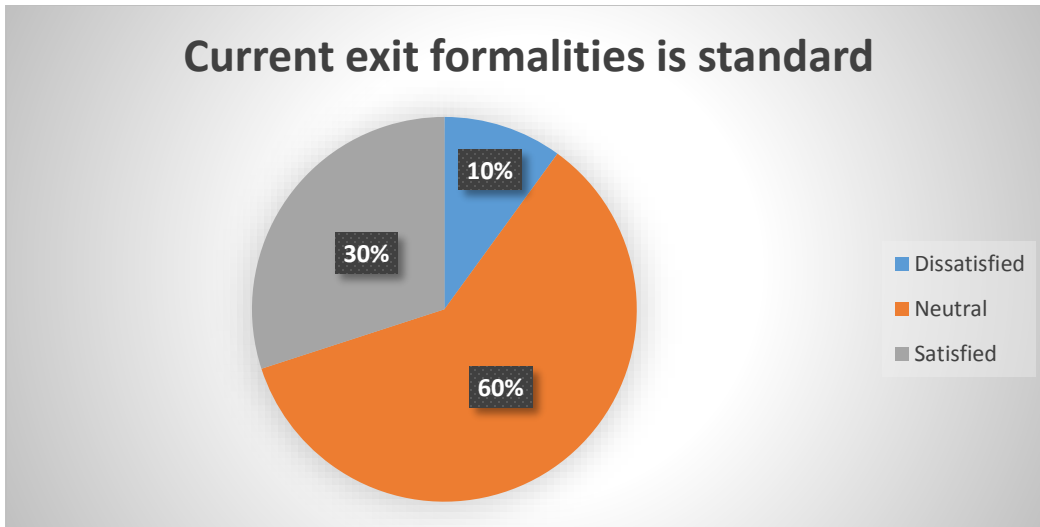
This graph shows that overall most of the employee are happy about their leave status and they can see their total leave and remaining leave in the official software.



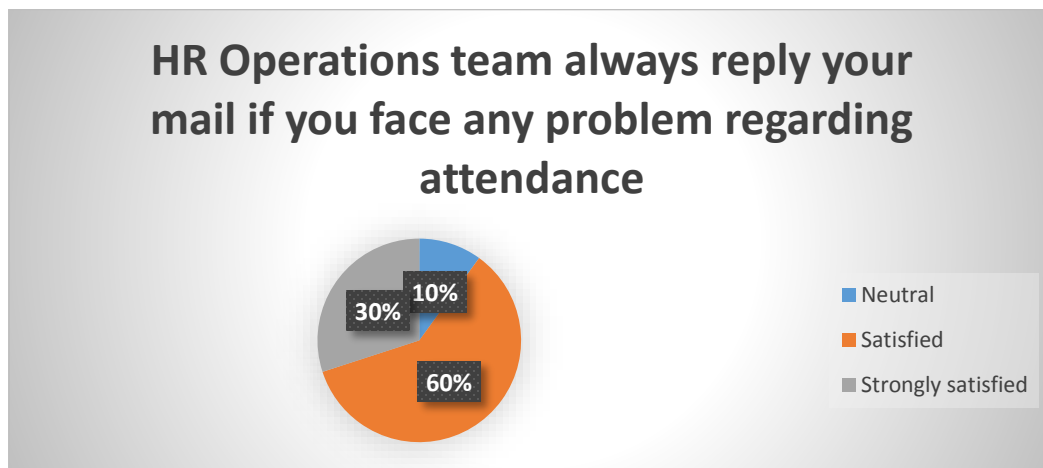
Any particular employee need the NOC when the go abroad. Around 60% employee strong satisfied that they are getting the NOC without any hassle.



7 out of 10 employee said that they are getting their salaries after all the deduction properly.



The employees are not satisfied about the current exit procedure. Only 30% employees are satisfied about this procedure. So there is a big scope for improvement here.



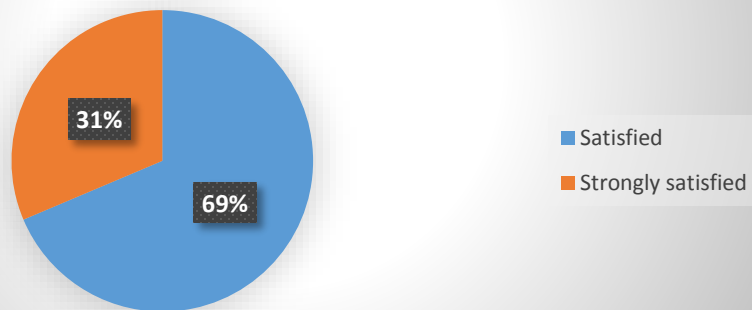
Sometimes employees face some problem regarding their attendance. Around 90% people satisfied about this service. It indicate that HR Operation team help other employee regarding attendance.

HR Operations team help the new joiners to get all the access like IT, Tigers Lounge, V People



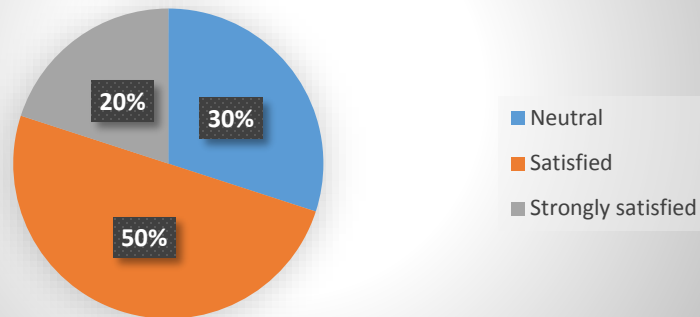
This graph indicates that HR Operation Team always help the new joiners to get all the facilities properly.

You can withdraw money from your Provident Fund and take loan whenever you wish



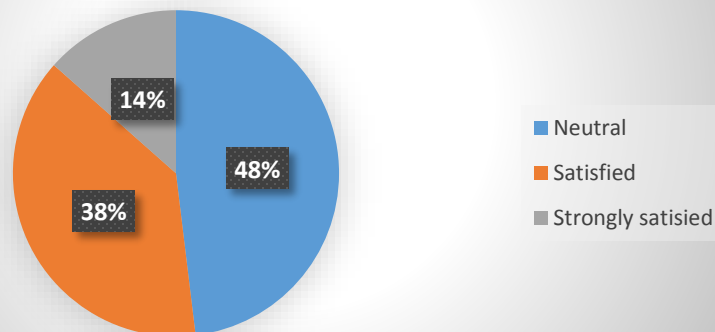
Provident Fund is an important part for any organization. Here all the 10 employees said that they get fully support from HR Operation team regarding provident fund and worker's profit participation fund.

You can get letter of Introduction/ employment certificate easily

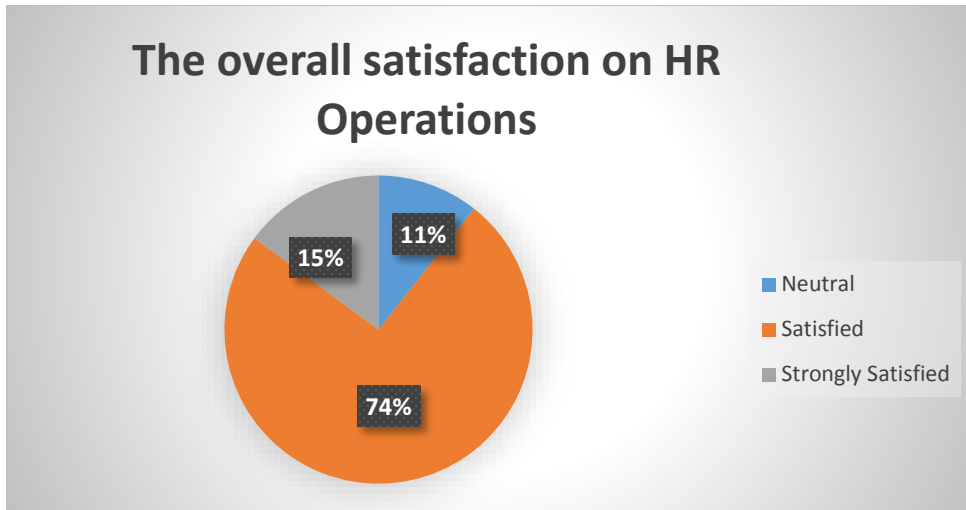


Sometimes employee need the letter of introduction to open new bank account and experience letter. Here 70% people agree that they are satisfied with this service. But 30% neutral indicate the opportunity for further improvement.

The disciplinary issue is always solved properly



Disciplinary issue is a critical issue for every company. Here 48% neutral indicate that there is a huge scope for further improvement. And 52% satisfied with that service s they understand that this issue is based on company law/policy.



89% satisfaction level indicate that overall satisfaction on HR Operation Team is really good. They need to keep this level of service.

Hypothesis Test:

Before doing the survey and set the questionnaire one of my major hypothesis was “Overall satisfaction on HR Operation Team is good”. So, I make the questionnaire according to that.

Here I make a one sample hypothesis test.

One-Sample Test

	Test Value = 5					
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
The overall satisfaction on HR Operations	-5.014	9	.01	-.900	-1.31	-.49

Here my significance value is .01 that means 1% which is less than 5%. So my hypothesis is accepted.

Recommendations:

From the foundation of Banglalink, maintained good human resource practice. Their leave policy is an example of their remarkable human resource practice. From our survey we have found that employees have no objection with the current HR Operation Team. But in some cases they have shown dissatisfaction and a neutral position. So in that particular area they need more improvement to fulfil the employment satisfaction.

- ❖ HR Operation Team should revise and modify their current exit procedure as most of the employees are not satisfied with the current exit procedure.
- ❖ They should be more careful about updating the leave policy. Because sometimes it takes 2-3 days to update the leave procedure.
- ❖ Sometimes an employee has to come to the HR Operations Team 2-3 times to collect the pay slip. So it has to be modified.
- ❖ Moreover, the HR Operation Team has to be more active regarding employee service.

Conclusion:

Effective HR policy is one of the most demanding issues of the modern HRM. To survive in the competitive era of globalization, an organization like Banglalink needs to be more focused on creating innovative ways to ensure effective use of the HR Operations Team. From the survey, it is found that Banglalink is maintaining a sound HR Operations policy. Furthermore, HR Operations activities are very significant for an organization to manage their employees in a well-organized way. As I have made this report on Banglalink's HR Operations, that is why I got the chance to know how they perform their HR activities and how they implement those in their organization. Moreover, HR Operations is more responsible to create and manage leave policy, thus ensuring employee satisfaction.

At the end of this report, it can be said that the HR Operations team of Banglalink have created an efficient and effective way of giving service to the employees, which keeps in mind the betterment of employees.

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Appendix:

Questionnaire on “A Comprehensive Analysis of HR Operations and Employee satisfaction on HR Operations”

Designation:.....

Gender: Male Female

Level of employment:

- Entry level
- Mid-level
- Top level

You are working for Banglalink:

- Less than 3 years
- 3 – 5 years
- More than 5 years

On a 5 point scale rate the following question where 5 is strongly satisfied and 1 is strongly dissatisfied

SL	Name	1	2	3	4	5
1	HR Operations team is always active					
2	You can collect your Pay slip easily					
3	Your leave is always updated after you give the mail					
4	You can collect NOC whenever you need					
5	You get your salary properly after all the deductions					
6	Current exit formalities is standard					
7	HR Operations team always reply your mail if you face any problem regarding attendance					
8	HR Operations team help the new joiners to get all the access like IT, Tigers Lounge, V People					
9	You can withdraw money from your Provident Fund and take loan whenever you wish					
10	You can get letter of Introduction/ employment certificate easily					
11	The disciplinary issue is always solved properly					
12	The overall satisfaction on HR Operations					