

Abstract

It was a great opportunity to work under the largest telecommunication company of Bangladesh. The main purpose of the program was to perceive the real life situation. The academic knowledge is not well enough to compete with real world. This internship program was helpful to face the real working environment.

Being the largest cellular phone company in the country, Grameenphone has to have a huge number of human assets. To deal with those gigantic number of employees Grameenphone has a well-established Human Resource Division. They are 54 in number and they are being divided in to four different department. The duties of Human Resource Operation are to ensure the proper employee management after a person joins in the Grameenphone family. Operation has five different units. Among those units, Regular Employee Service ensures the service of regular employee. All the legal aspects also being look after by Regular Employee service unit. Consisting of one deputy manager, one regular employee, one contractual employee and one internee, this unit is working hard to perform their duties and responsibilities.

Externally Grameenphone HR division looks like a very powerful division. But internally there are some dilemmas. Some decisions that were supposed to take by HR, taken by the respective division. Internally Grameenphone most powerful division are Sales & Distribution and Customer Management Division. For the recruitment and selection process GP has a different department under HR division. Recruitment & Selection department. But S&D and CMD run this process of their own. The problem is created by this lots of less qualified employee are recruited and performance is below the standard. These types of employees are hard to handle. HR operation is facing problem to ensure the proper employee service and motivation.

HR Operation has a tool name IVC (Internal value Creation). HR uses this tool to motivate the employee. With this tool some internal values that are parallel with the organizational vision, mission and value. Grameenphone has high salary levels that also motivate the employee a lot. Overall Grameenphone HR division is the most active HR division of Bangladesh among all Local Company.