

Internship Report on

“Exploring the Human Resource Department of Banglalink: Leveraging Technology for Employee Engagement and Productivity”



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Submitted to

Islamic University of Technology

**In partial fulfillment of the requirements for the degree of
BBA in Business and Technology Management (BTM)**

Submitted by:

I understand that my final report will become part of the permanent collection of the Islamic University of Technology BBA in Business and Technology Management Program. My signature below authorizes the release of my final report to any reader upon request.

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Technology for Employee Engagement and Productivity”



banglalink

Letter of Transmittal

Date: May 4, 2023
Farjana Nasrin
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Subject: Submission of internship report at Banglalink Digital Communication ltd.

Dear Ma'am,

With Due respect, I would like to inform you that it gives me pleasure to submit my internship report after working for 3 months at Banglalink as an intern. During this tenure, I have worked in Banglalink's Human Resources department, where I acquired experience with a number of responsibilities and projects. I also had the chance to observe and learn from experts in the field, which helped me gain a deeper comprehension of the sector.

I would like to sincerely thank you for your assistance during my internship. I feel that I have acquired a great deal from this experience as a result of your valuable insights and feedback.

Sincerely,

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Declaration

I, Sumaya Afsana, a Business and Technology Management student at Islamic University of Technology, hereby declare that this internship report, titled "Exploring the Human Resource Department of Banglalink: Leveraging Technology for Employee Engagement and Productivity," is an original work I completed while serving as an intern at Banglalink under, the guidance of Farjana Nasrin, Assistant Professor in the department of Business and Technology Management at the Islamic University of Technology. The report is based on my own insights, observations, and examination of Banglalink's Human Resources division.

Furthermore, I hereby declare that the goal of this report is to complete the academic requirements of the internship programme at the Islamic University of Technology. Islamic University of Technology may use this study as a resource, but the paper's ownership and intellectual property rights belong to me.

I attest that all information sources have been properly cited in the report, and that no portion of this report has been turned in for any other academic project or test.

Kind Regards,

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Acknowledgement

As a human resources intern at Banglalink, I got the opportunity to observe firsthand the company's dedication to fostering a healthy and stimulating work environment. It has been a genuinely wonderful experience to have the chance to work with seasoned experts and contribute to the organization's HR goals. I will always be grateful to the Almighty for providing me with this chance at such a young age in my professional career. The abilities and knowledge I obtained throughout my internship will certainly prove helpful as I begin my career journey.

I would like to express my gratitude to my academic supervisor, Farjana Nasrin, Assistant Professor, Business and Technology Management, Islamic University of Technology, for her guidance, support, and insightful criticism throughout my internship report. I am also grateful for the opportunity to meet so many talented people who guided me during my internship period. Her knowledge and perceptions have significantly influenced how I perceive Banglalink's human resources division.

I also want to express my gratitude to Banglalink for giving me the chance to work as an intern in their human resources division. I was able to learn a lot about the company's HR policies and procedures thanks to the experience, which also gave me first-hand knowledge with how these procedures are put into practice.

Finally, I want to sincerely thank my family for their unwavering support, inspiration, and drive. Their constant support has been important in helping me produce this report.

Executive Summary

This research provides an analysis of the human resource and employee relationship experience of Banglalink, one of the top mobile network providers in Bangladesh, with a focus on the use of technology. The internship started from Jan 16, 2023 and continued until Apr 15, 2023.

This research assesses Banglalink's HR policies and procedures, paying particular attention to employee satisfaction, compensation and benefits, and technologically enhanced HR management techniques. According to the study, Banglalink's employee relations policy fosters a climate of respectful communication. A variety of staff engagement initiatives are offered by Banglalink, including team-building exercises, employee surveys, and incentive schemes.

The human resource and administration department of Banglalink consists of a enthusiast group of people who are knowledgeable and keen about all the latest tools and technologies and implementing them in regular practices. My academic knowledge about technology, communication, event managing was the perfect catalyst to my introduction in the digital world of human resources.

The analysis comes to the conclusion that Banglalink's HR and employee relationships are positive and show a dedication to use technology to enhance HR practices. The business has also developed a number of software tools to automate HR procedures, such as employee communication and engagement, as well as digital platforms to promote cooperation. The organization can further improve the efficacy of its HR policies and practices by following the suggested changes, which will result in a more engaged and effective workforce.

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Chapter 1: Introduction

1.1 Basic Information

Banglalink is a major mobile network operator in Bangladesh. It was introduced in February 2005 as a division of Telecom Ventures Ltd., which is owned by Orascom Telecom, an Egyptian telecom firm. Banglalink's parent business, VEON, a multinational telecom organization based in the Netherlands, bought Orascom Telecom in 2011.

Banglalink has more than 39.8 million members as of 2022, and it held a market share of about 25%. In addition to phone and internet services, the company also provides value-added services including SMS, MMS, and mobile banking. Additionally, it offers 4G internet services to its clients.

With more than 11,000 base stations and more than 200,000 retail locations nationwide, Banglalink is well-represented throughout Bangladesh. For its cutting-edge goods and services, the business has received numerous honors, including the Best Brand Award in the telecom area in 2020 and the Ookla® Speedtest Award™ in 2019, 2020, 2021, and 2022. In order to provide inexpensive access to mobile services in Bangladesh's rural areas, Banglalink has started a number of initiatives as part of its commitment to fostering digital inclusion.



Figure 1: Banglalink's logo

1.2 Purpose of the Study

The goal of an internship report on Banglalink's human resources division can take many different forms. First and foremost, it offers a chance to learn about and comprehend in practice the methods used by a major mobile network operator in Bangladesh to manage their human resources. The report can be used to evaluate Banglalink's HR policies and procedures in comparison to best practices and industry standards. The report can also be used to assess the efficiency of the HR policies and practices in luring, nurturing, and keeping talent inside the company. Additionally, it can point out any weaknesses or potential areas for improvement in the organization's HR policies and practices and offer suggestions for change. The report can also evaluate how HR practices and policies affect the organization's and its workers' overall performance.

1.3 Scope of the Study

This internship report reflects on the overall activity of Human resource department of banglalink. This includes hiring, and onboarding of new employees in banglalink. The department's main responsibility is to oversees employee relations, benefits, and payroll. In recent years, the work of human resource department is shifted to digital activities from manual. It can be necessary to assess HR management software, automate HR procedures, and utilize other technological advancements in order to do this.

Overall, the study's scope may differ depending on the objectives of the internship and the particular area of focus within the HR department. The report can provide a complete analysis of the company's HR policies and procedures and make recommendations for improvements to make HR practices more effective.

1.4 Banglalink's Human Resource Department

One of Bangladesh's top mobile network operators, Banglalink offers telecommunication services to millions of users all over the nation. The company's success can be credited to the efforts of its human resource division, which is essential in luring, nurturing, and keeping top talent inside the company. This research offers a thorough analysis of Banglalink's human resource division, examining its HR practices and policies and highlighting areas for development.

Recruitment and talent management: The hiring and selection procedures at Banglalink are organized and openly disclosed. The business employs a variety of strategies to entice potential recruits, including social networking sites, online job boards, and employee recommendations. There are several stages to the selection process, including interviews, group discussions, and online assessments. However, the business might enhance its employment procedure by increasing diversity to guarantee the participation of underrepresented groups.

Development and Learning: The development of leadership abilities, technical training, and soft skills are just a few of the training and development opportunities that Banglalink provides to its staff. However, by adopting a more structured method for the training process and assessing its effects on employee performance, the organization may increase the efficacy of its training programmes.

Performance and Compensation: The performance management system of Banglalink is well-organized and includes employees' specific goals and objectives. Additionally, the business often gives its workers feedback to encourage ongoing development. However, by adding more objective performance measurements and a more regular feedback mechanism, the organization can increase the efficiency of its performance management system.

Deliveries of Human Resource Services: This department is covered by Banglalink's effective employee relations policy, which encourages a climate of respect and open communication. The business offers a variety of employee engagement initiatives, such as team-building exercises, staff surveys, and rewards schemes. However, the business might strengthen its grievance redressal

process and so enhance its employee relations strategy. With numerous incentives and advantages provided to its employees, Banglalink has a competitive structure for pay and benefits. Medical insurance, paid time off, and other financial incentives are just a few of the health and wellness perks the organization offers. However, by providing more variable pay that is in line with employee performance, the corporation can enhance its compensation and benefits structure.

Transformation of human resources: Utilizing a variety of digital technologies to automate HR procedures like hiring, performance evaluation, and employee engagement, Banglalink has improved its HR management practices. Additionally, the business has adopted a number of digital platforms to enhance staff collaboration and communication. However, by adding more training programmes to make sure staff members can use technology to increase their productivity, the corporation may enhance its technology-driven HR management practices.

To sum up, Banglalink's human resource department has established a variety of HR policies and practices to draw top talent to the company and help it grow and keep it. The business can enhance its HR practices by diversifying its hiring process, structuring its training programme, implementing more objective performance metrics, enhancing its grievance redressal mechanism, implementing more variable pay, and providing more training courses to employees on how to use technology to increase productivity. By putting these ideas into practice, the HR department at Banglalink may further improve how well it serves the needs of the company and its staff.

Chapter 2: Company Overview

2.1 Brief history

Banglalink is a telecommunications firm with headquarters in Bangladesh. It debuted in February 2005 as the fifth mobile phone provider in the nation.

Initially, Banglalink was a division of Orascom Telecom Holding, a Dutch business that had been granted a license to run a mobile network in Bangladesh in 2004. Later, in 2011, Orascom Telecom sold the majority of its ownership in Banglalink to the VimpelCom Group, Now VEON, a global telecommunications firm with headquarters in Amsterdam, the Netherlands.

Banglalink continued to grow its network and services in Bangladesh while being owned by VimpelCom. It launched a range of value-added services, including mobile financial services, music streaming, and entertainment content, as well as 3G and 4G internet services. The business also started a variety of social responsibility projects, including programmes to enhance Bangladesh's healthcare, education, and disaster assistance.

VimpelCom became Veon in 2017, and Banglalink joined the newly established VEON group of companies. Banglalink is presently one of Bangladesh's top mobile phone providers, boasting over 35 million users and a range of mobile and internet services.

2.2 Industry it operates

The Bangladeshi telecoms industry is served by Banglalink. Through a vast network of base stations and cell towers, Banglalink performs the role of a mobile network operator by providing its customers with mobile communication services. The company offers a range of mobile plans, internet services, value-added services, and digital services to satisfy the diverse demands of its customers. Additionally, Banglalink conducts research and development to improve its services and extend its reach across the country. Other 3 major competitors of Banglalink in the industry are Grameenphone, Robi, Airtel and Teletalk. Overall, Banglalink occupies a significant position in the Bangladeshi communications industry.



Figure 2: Banglalink and its competitor in the industry

2.3 Departments

Banglalink has 3 major divisions.

1. **Commercial**
2. **Technology**
3. **Enablers**

Under these three divisions we have this departments:

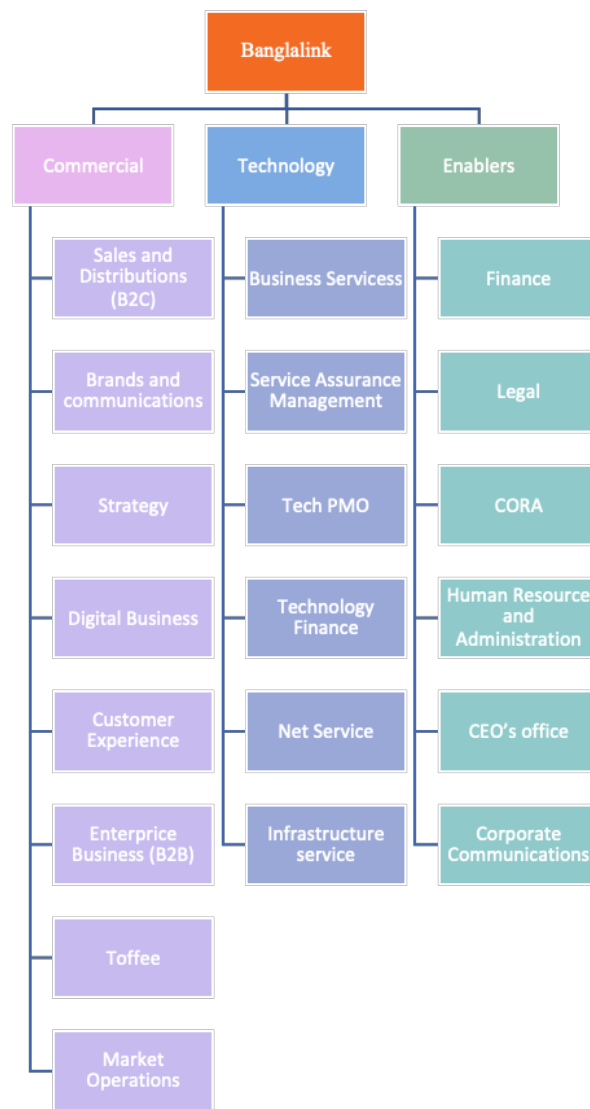


Figure 3: Organizational Structure of Banglalink

2.4 Names and postal addresses

- **Website of official interest:** banglalink.net/en
- **Customer service numbers:** 111 (from a Banglalink number) or 01911304111 (from other operators)
- **Email:** support@banglalink.net
- **Location:** Tiger's Den, House 4 (SWH), Bir Uttam Mir Shawkat Sharak, Gulshan 1, Dhaka 1212, Bangladesh (BD, House 4 (SW, Bir Uttam Mir Shawkat Sarak)
- **Map link:** Banglalink HQ

2.5 The goods and services it provides

In Bangladesh, a mobile network operator by the name of Banglalink provides a number of services to its clients, such as:

- **Prepaid and postpaid mobile plans:** Banglalink provides a range of prepaid and postpaid mobile plans with various features and advantages to meet the demands of its clients.
- **Internet Services:** High-speed 3G and 4G internet services are offered by Banglalink to its clients, enabling them to stay connected and browse the web from their mobile devices.
- **Value-added services:** In order to give its clients more fun and information, Banglalink offers a variety of value-added services, including mobile TV, music streaming, sports updates, and news alerts.
- **International roaming:** Banglalink subscribers can use their mobile phones to make calls, send messages, and access data services while they are traveling overseas.
- **Digital services:** To enable its customers to conduct transactions and manage their accounts online, Banglalink offers a variety of digital services, including online bill payment, e-commerce, and mobile financial services.
- **Toffee:** Since its launch in November 2019, Toffee has rapidly risen to become Bangladesh's most popular video streaming app, claiming the top position for

entertainment apps in Bangladesh's Google Play Store (Entertainment Category) in less than four months. Toffee is open to everyone and completely free, unlike the majority of other video streaming apps in Bangladesh.



Figure 4: Logo of Toffee

The customer base of Banglalink is broad and consists of individuals, families, and companies of all sizes. Millions of clients are served by the operator throughout Bangladesh, and both urban and rural residents can use its services.

2.6 Customer Segmentation

Banglalink considers the users of its mobile communication services to be its clients. These are the people and households who purchase prepaid or postpaid mobile plans from Banglalink in order to use voice calling, text messaging, and mobile internet services. In order to improve their mobile experience, end users can also benefit from Banglalink's value-added services and digital services.

Although they might also use Banglalink's services, manufacturers and retailers aren't often thought of as the company's direct clients. Instead, Banglalink focuses its services on providing them to individuals and small to medium-sized organizations who need dependable mobile communication services to stay in touch with their friends, family, and coworkers.

2.7 Operations of the organization

Banglalink does not have a global reach. It is a mobile network provider with only Bangladeshi operations. Although Banglalink is a division of the international telecommunications giant VEON, which has operations in several nations, Banglalink only serves Bangladesh. Millions of clients in Bangladesh can use mobile communication services thanks to its nationwide network coverage.

2.8 Organizational structure

Like most businesses, Banglalink has a hierarchical organizational structure with many levels and divisions, with the CXOs having the most power. An illustration of the various levels and departments that could be present in Banglalink's organizational structure is as follows:

- **Top-level management:** This group consists of the CXOs,
Chief Executive Officer: Erik Aas;
Chief Commercial Officer: Upanga Dutta;
Chief Financial Officer: Cem Velipasaoglu;
Chief Legal Officer: Jahrat Adib Chowdhury;
Chief Technology & Information Officer: Hüseyin Türker;
Chief Corporate & Regulatory Affairs Office: Taimur Rahman;
Chief Ethic and Compliance Officer: Muniruzzaman Sheikh;
Chief Human Resource and Administration Officer: Monzula Morshed;
- **Heads of departments:** There are various departments inside the corporation, and each department would be overseen and coordinated by a top executive. There are department for marketing, a department for sales, a department for finance, a department for human resources, and so forth, and each department has their own department heads.

- **Middle-level management:** This group consists of managers and supervisors who answer to department heads and are in charge of overseeing day-to-day business operations.
- **Operational staff:** This would include all other employees who perform the core duties of the business, including customer service agents, network engineers, marketing executives, sales agents, and other employees who work directly with clients or are involved in the business's daily operations.

Banglalink does not disclose its full employment count, however as of 2018, it was estimated to have 3,500 people working there.

2.9 Company Analysis

2.9.1 SWOT Analysis

A SWOT analysis is a strategic planning tool that aids in determining a company's strengths, weaknesses, opportunities, and threats. A SWOT analysis of Banglalink is given below:

Strengths:

- Strong brand recognition and ranking as one of Bangladesh's top mobile network providers.
- Large customer base and large network of base stations and cell towers that deliver dependable mobile coverage across the nation.
- Strong emphasis on technology innovation and digital innovation to improve network performance and customer experience.
- Strong financial support from global telecoms corporation VEON, which offers access to resources and knowledge.

Weaknesses:

- There is fierce competition in Bangladesh's telecommunications sector, with a number of other significant businesses fighting for market share.
- Limited options in some product categories may hinder the company's capacity to attract a variety of clients.
- Limited international presence, which would restrict its prospects for expansion.

Opportunities:

- As more individuals embrace smartphones and other connected devices, there is an increasing need in Bangladesh for mobile communication services.
- expansion into more adjacent areas, like e-commerce and digital services, to diversify its revenue sources.
- Possibility of utilizing cutting-edge technology like 5G and IoT to offer new services and improve network performance.

Threats:

- Bangladesh's political and economic unrest could have a negative impact on the business climate generally as well as the telecoms sector.
- technological changes that could make obsolete current company methods and technologies.
- fierce rivalry with other top telecom companies in Bangladesh, which can restrict their ability to grow and gain market share.



Figure 5: SWOT analysis of Banglalink

2.9.2 Porter's Five Forces

Porter's Five Forces is a strategic framework that aids in the analysis of an industry's competitive landscape. A Porter's Five Forces study of Banglalink is shown below:

- **Threat of new entrants:** New players find it challenging to compete in Bangladesh's highly regulated and capital-intensive telecoms sector. However, there is still a chance that new competitors, particularly those with significant financial support or well-known brands, could threaten Banglalink's market dominance.
- **Bargaining power of suppliers:** The industry's reliance on a small number of major suppliers for some technologies, such as 5G equipment, could limit the company's

bargaining strength. Banglalink receives network equipment and other technology from a variety of suppliers.

- **Bargaining power of consumers:** There are several big competitors contending for market share in Bangladesh's highly competitive mobile telecoms sector. Given their many options, buyers may have more negotiating power as a result of this competition.
- **Threat of substitutes:** New technologies and services are continually emerging in the telecommunications sector. Customers might decide to use social networking platforms instead of traditional mobile communication services, which could endanger Banglalink's established mobile communication services.
- **Rivalry amongst already-existing rivals:** The Bangladeshi telecommunications sector is extremely competitive, with several big businesses contending for market share. Banglalink's profitability and market share may suffer as a result of pricing wars and other aggressive marketing strategies brought on by the intense competition.

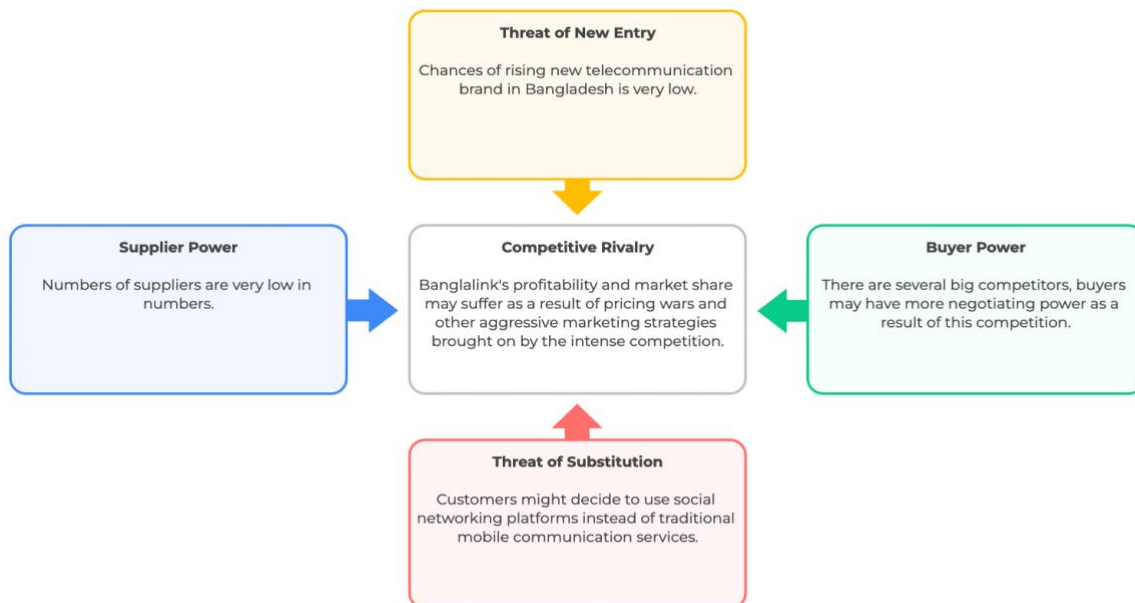


Figure 6: Porter's five forces analysis of Banglalink

2.9.3 PESTLE Analysis

PESTLE analysis is a methodology for examining the potential effects of external macro-environmental factors on a company's operations. A PESTLE study of Banglalink is given below:

- **Political:** Bangladesh's telecommunications sector may be impacted by the country's political climate. Government policies and laws heavily influence the industry's licensing and regulation, therefore Banglalink's operations may be impacted by changes to those policies or rules.
- **Economic:** The business of Banglalink may be impacted by the general state of the Bangladesh economy. Consumer spending and purchasing power may be impacted by economic factors including inflation, exchange rates, and GDP growth, which may therefore affect the demand for Banglalink's services.
- **Sociocultural:** Banglalink's operations are heavily impacted by the socio-cultural climate in Bangladesh. The nation has a sizable and expanding population, with a comparatively young and tech-savvy demographic. Additionally, cultural aspects like language and social customs may affect how the local populace perceives Banglalink's goods and services.
- **Technological:** Rapid technological change could have an influence on Banglalink's operations because the telecommunications sector depends heavily on technology. To remain competitive and satisfy client requests, the business needs to stay current with technology improvements.
- **Legal:** The business of Banglalink is impacted by Bangladesh's legal system. The business abides by regional telecommunications, data privacy, and other related laws and regulations.

- **Environmental:** The telecommunications sector may have an impact on the environment due to the energy use of infrastructure like cell towers. Banglalink must make sure that it operates sustainably and complies with all applicable environmental laws.

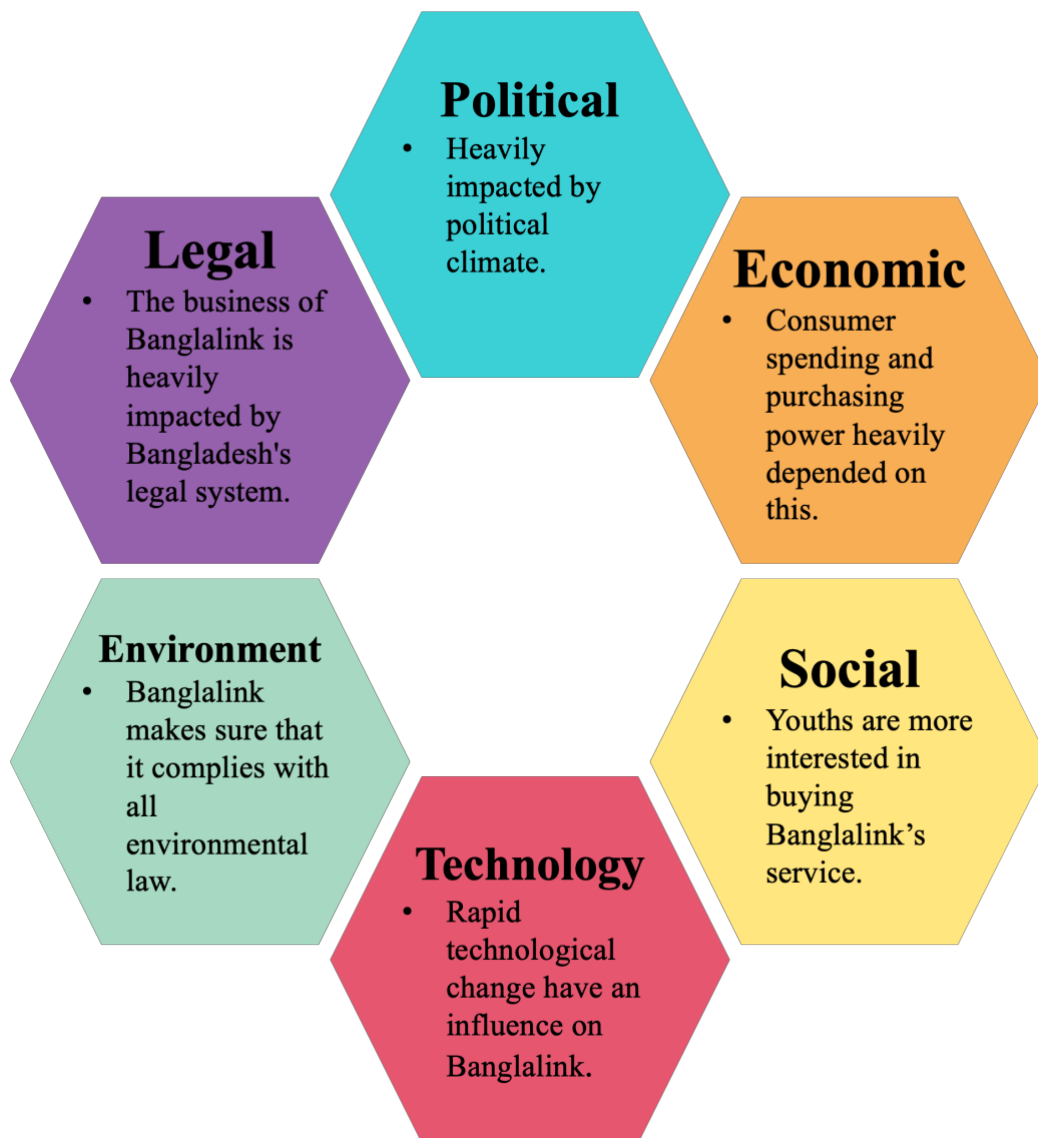


Figure 7: PESTEL Analysis of Banglalink

Chapter 3: Industry Analysis

There are many significant players engaged in Bangladesh's extremely competitive telecommunications market. One of the top mobile network providers in Bangladesh, Banglalink Digital Communications Ltd., competes with other well-known companies like Grameenphone, Robi, and Teletalk.

3.1 Telecommunication Industry size and growth trends

One of Bangladesh's fastest-growing industries is telecommunications, which is fueled by rising cell penetration, a sizable and expanding population, and a move towards digital technologies. Following are some significant size and expansion trends in the Bangladeshi telecoms sector:

- **Market size:** In Bangladesh, the telecommunications sector was estimated to be worth \$13.5 billion USD as of 2022. In the upcoming years, it is anticipated to keep expanding quickly because of rising demand for mobile and data services.
- **Mobile Penetration:** With more than 39.8 million mobile customers as of 2022, Bangladesh had a mobile penetration rate of over 95%, having developed quickly during the previous ten years. The industry has grown as a result of the high rate of mobile use.
- **Data usage:** Data usage has significantly increased in Bangladesh as a result of the rise of mobile internet, the popularity of social media, and other online services. Over 100 million people in the country had access to mobile internet as of 2021, which corresponds to a penetration rate of close to 60%.
- **Market share:** There are four significant competitors on Bangladesh's fiercely competitive telecommunications market: Grameenphone, Robi Axiata, Banglalink, and Teletalk. With

a 45% market share as of 2021, Grameenphone led the market, followed by Robi Axiata (27%), Banglalink (25%), and Teletalk (3%).

- **Regulatory environment:** The Bangladeshi government has made efforts to support the expansion of the telecommunications sector, including enacting laws to expand internet access and encouraging foreign investment in the business. There have, however, also been regulatory difficulties, including problems with licensing and spectrum distribution.

3.2 Industry maturity

Bangladesh's telecommunications industry is still quite new and dynamic, and it is anticipated to keep growing significantly. However, it has recently made significant progress, and it is now thought to be developing. Here are some indicators of the growth of the telecom industry in Bangladesh:

- **Strong market penetration:** Bangladesh has a strong market penetration for mobile devices with over 95% of the population having access to mobile services. This high penetration rate suggests a mature industry.
- **Large subscriber base:** In Bangladesh, there were over 160 million mobile customers as of 2021, and this figure is projected to climb. This demonstrates that the sector has a substantial consumer base and caters to a significant portion of the population.
- **Intense Competition:** In Bangladesh's telecommunications business, which is characterized by strong competition, four major rivals are vying for market supremacy. When a market is developed and competitive to this degree, businesses are working hard to differentiate themselves from rivals and offer customers value.

- **Technological advancement:** The industry continues to invest in cutting-edge networks and technology, including fiber optic cables and 5G networks. This is a sign of a mature industry making an effort to advance and innovate.
- **Regulatory framework:** The Bangladeshi government has placed laws and regulations in place to promote the growth and stability of the telecommunications sector. This reflects a robust industry supported by a strong legal framework.

3.3 External economic factors

- **GDP growth:** Telecommunications services are frequently in higher demand as Bangladesh's economy grows. This might boost sales and profits for telecom companies.
- **Inflation:** High inflation rates can raise operational costs for telecommunications companies, which can reduce profitability.
- **Exchange rates:** For Bangladesh's telecoms industry to thrive, machinery and technology imports are essential. The cost of these imports may alter as a result of variations in currency exchange rates, which could impact the profitability of the industry.
- **Trade policy:** Modifications to trade policies, such as new tariffs and regulations, may have an effect on the availability and cost of imported machinery and technology, which may have an effect on the sector.
- **Competition:** The Bangladeshi telecommunications sector is extremely competitive, and adjustments to the competitive environment may have an effect on the profitability and market share of specific businesses.
- **Government policies:** The cost and viability of the telecommunications business can be impacted by government policies such as taxation, restrictions, and licensing requirements.

3.4 Seasonality in the Telecom Sector

- **Increased demand during holidays and festivals:** There is often a rise in the use of telecommunications services during holidays and festivals like Eid, Durga Puja, and Christmas. As consumers phone and message their friends and families, there may be an increase in voice and data usage as well as an increase in mobile money transactions.
- **Reduced demand during the monsoon season:** Bangladesh's monsoon season, which normally lasts from June to September, can cause telecommunications service interruptions because of power outages and damaged infrastructure. This may lead to a decline in the need for services at this time.
- **Demand spikes during important events:** People tend to share media and updates during major events like sporting events and concerts, which might result in higher demand for telecommunications services.

3.5 Technological Innovation in the telecom sector in Bangladesh

- **Network coverage and quality:** Quality and availability of the network coverage are important technical factors for the Bangladeshi telecommunications sector. Customers demand dependable, high-quality services, so businesses must make infrastructure and technological investments to provide them.
- **Spectrum availability:** The availability of radio spectrum for telecommunications services is crucial for the sector, and in order for businesses to function in the market, they must acquire and manage the necessary spectrum licenses.
- **Technological Upgrade:** Companies in Bangladesh's telecommunications sector must make investments in new technologies and update existing infrastructure in order to remain competitive. To accomplish this, it may be essential to upgrade to 4G or 5G networks, use

cutting-edge data management and analysis tools, and make financial investments in the Internet of Things and other cutting-edge technology.

- **Cybersecurity:** Given the telecommunications industry's growing reliance on digital and internet services, cybersecurity is a crucial technical issue. To safeguard against online attacks and preserve client confidence, businesses must invest in reliable cybersecurity solutions.
- **Rules and regulations:** The Bangladeshi telecommunications sector is subject to a number of laws and standards that deal with technical matters including network performance, spectrum management, and data security. In order for businesses to engage in the market, they must make sure they adhere to certain rules and guidelines.

3.6 political, legal and regulatory concerns

- **Regulatory frameworks:** The Bangladeshi government and regulatory bodies like the Bangladesh Telecommunication Regulatory Commission (BTRC) enforce regulations and guidelines on the country's telecommunications industry. Businesses must abide by these regulations, which may impact their operations, pricing, and investment decisions.
- **Spectrum allotments and licensing:** Telecommunications businesses must get licenses and spectrum allotments from the BTRC in order to participate in the market. These licenses and allocations may be impacted by political and legislative changes, which may also have an impact on the market's competitive dynamics.
- **Taxes and levies:** The Bangladeshi telecommunications industry is subject to a number of taxes and levies, including value-added tax (VAT) and spectrum fees. These fees might have an effect on how profitable the enterprises in the sector are.
- **Political upheaval:** By creating uncertainty and dampening consumer demand for services, political disturbance may have an impact on Bangladesh's telecommunications industry. Political unrest and adjustments to governmental policy can also have an effect on the regulatory and legal framework for the company.
- **Legal issues:** The Bangladesh telecom industry may be impacted by legal issues, such as disputes over spectrum allotment, licensing, or intellectual property. These challenges could make things unpredictable and have an effect on the development and prosperity of sector firms.

3.7 Competitive industry and shifting market conditions

Bangladesh's telecommunication industry is highly saturated with 4 leading brands Grameenphone, Robi, Banglalink and Teletalk. To entice and keep clients, these businesses compete on elements including network coverage, cost, service quality, and technological innovation. The market is additionally characterized by the entrance of new competitors and the use of cutting-edge technologies, which are fueling industry competition and innovation. The political and regulatory climate in Bangladesh may have an effect on the industry's competitive dynamics. The Bangladeshi telecommunications market, as a whole, is extremely competitive and dynamic, with firms vying to satisfy the shifting demands of customers and enterprises.

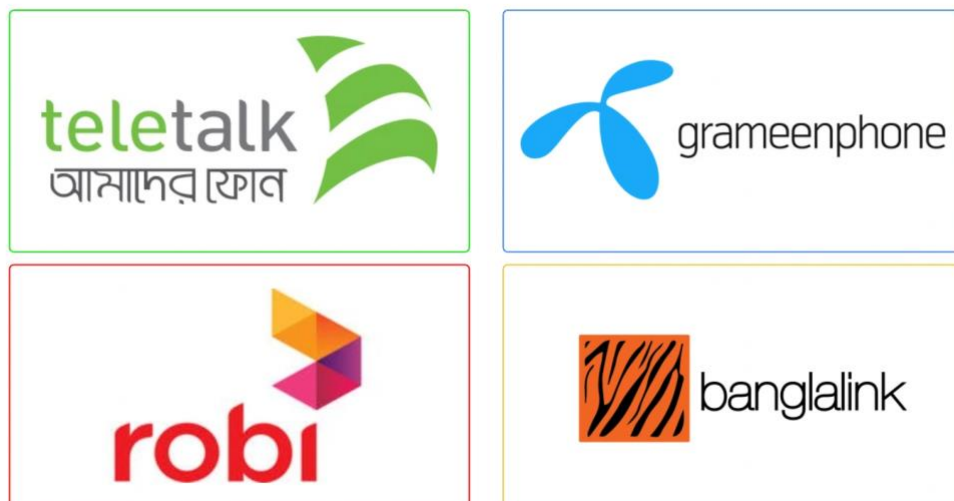


Figure 8: Bangladesh's telecommunication brands

Chapter 4: Activity Breakdown

4.1. Employing Period

This report summarizes my time working as an intern at banglalink. The number of working days, the timetable, the workweek, and the hours worked are all included in the working period. I started my internship with the company on January 16 and worked there for three months, from 2023-01-16 to 2023-04-15, doing anything the corporation asked of me. A typical internship involves five days of work each week. Sunday through Thursday are typically the working days, with Friday and Saturday off. All of the workers here typically work from 9:00 am to 6:00 pm. The median workweek for office workers in this location is 45 hours, or 9 hours a day plus a 2-hour lunch break. However, the corporation can demand longer hours from its staff, which might result in overtime pay.

4.2. Internship topic covered

I was exposed to a variety of issues throughout my internship and learnt a lot about the company's numerous facets. All the portfolio that I have work with, I have always been very enthusiast to work and learn from them. This helped me learn how to plan, carry out, execute and manage each portfolio and deliver them on time. I have also learned how to use software that I never had a chance to work with before. I also learned more about the idea of managing employee relationships and how it affects corporate success. I gained knowledge on how to effectively maintain crucial employee files, determine their needs, and offer answers to their issues. Throughout my internship, I also developed skills in collaboration, chatbot training, and event planning. Overall, my internship gave me a well-rounded experience because it allowed me to learn and use a range of talents.

4.3 Systems for managing human capital of Banglalink

As a new intern, I was introduced to a variety of software tools utilized by Banglalink to facilitate internal communication and cooperation. This essay describes my interactions with VPeople, Vlounge, and Oracle HCM, among other software applications.

- **VPeople**

Using the web-based VPeople human resources administration system, Banglalink manages employee data such as personal details, pay stubs, PF balances, investment notifications, income tax certificates, dependents, day care registration, insurance claim management, and business cards. When I was shown VPeople, I thought the interface was easy to use and user-friendly. I also got access to information about the wages and benefits of the employees as well as the rules and practices of the business.

- **Vlounge**

To promote cooperation and communication among staff members, Banglalink makes use of the internal communication technology Vlounge. All of our internal platforms, including Vpeople, BL Workplace, LinkedIn Learning, Vfleet, and My Idea Platform, are quickly accessible through this link. A wide range of services are also available, including instant messaging, video conferencing, file sharing, updates on current and forthcoming events, an executive health exam, an IT service request form, a staff handbook, Chatbot Arvi, and a history of all of our policies. I was given a tour of Vlounge as part of my introduction. I like how the website made it easy for me to connect with my coworkers from different locations and departments because it was user-friendly and intuitive.

- **Oracle HCM**

Banglalink uses Oracle HCM, an enterprise-level human resources management system, to manage personnel information and procedures. Oracle HCM was explained to me during

my introduction, and I was shown how to use all of the system's features, including Personal Details, All Documents Report, Attendance and Leave, Performance management, L&D, Oracle Recruitment Cloud, All Pending Approval and Applied Request, Organizational Chart, etc. I discovered the system to be reliable and thorough, and I valued how it gave me a single location to view all of my HR-related data.

Overall, learning about these software programmes was beneficial because it gave me a better understanding of Banglalink's internal communication and human resources procedures. I discovered that each of these programmes was simple to use and efficient in encouraging staff collaboration and communication. I'm looking forward to using these tools at my new job.

4.4 Chatbot Arvi

Artificial intelligence-powered conversational chatbot Arvi was developed to provide employees with specialized support via instant messaging software. Natural language processing and machine learning techniques are used by Arvi to comprehend user inquiries and deliver pertinent answers in a conversational style. The chatbot is designed to reply to a range of employee queries, such as those about administrative, HR, and technical support policies. Arvi's main objective is to deliver efficient and effective employee assistance, eliminating the need for staff members to wait in queue for hours to speak with a person or leaf through policy manuals. Arvi gives the business the option to respond quickly and individually to several employee inquiries at once, increasing overall employee happiness. Additionally, the chatbot is designed to learn from user interactions, constantly increasing its responses and improving the user experience. Overall, Chatbot Arvi is a useful and unique solution for businesses trying to enhance employee service. It offers 24/7 seamless and individualized support to users.

I was in charge of using Microsoft Excel to manage and analyze policies while I was employed by the organization. Working with a dataset of 7,500 queries and 752 outputs was necessary for this. To make the supplied dataset more efficient and manageable, my first goal was to analyze it. To

do this, I reorganized the dataset by removing redundant and pointless questions and grouping related inquiries into a single category. In addition, I eliminated unnecessary data from the output data and concentrated on the most important KPIs for the company.

I found regions where new queries could be added to the dataset once it had been cleaned up in order to give the chatbot more useful information. To comprehend the needs and find new areas for data analysis, this entailed dealing with 30 Administration regulations and 70 HR policies. The dataset's total inputs reached 9096 after I added more queries to it.

The output data was also enlarged as a result of my team's and my work, with 880 new outputs being added to the dataset. The user could now make more informed judgments because of these new outputs, which offered more in-depth insights into policies.

4.5 Orienting new employees

I participated in Banglalink's onboarding of new employees during my tenure there. As one of my main responsibilities, I had to make sure that the new hires' first day at work went well and without incident. I closely collaborated with the HR staff to create and carry out an efficient onboarding procedure in order to accomplish this.

The new hires were greeted and given a joiners' packet during the onboarding process, which took place in the Tiger's Den conference room on the first or fifteenth of the month. Important papers like the appointment letter, declaration form, nomination form, personal information aid, passport, marriage certificate form, and other pertinent paperwork were included in the bundle.

Making sure the new hires felt valued and appreciated was a crucial part of the onboarding process. To do this, we sent them gift baskets filled with office supplies including laptops, wireless headphones, smart watches, notepads, and pens that bore the company's logo. We also give them a brief rundown of the company's culture and values and introduce them to their coworkers and team leaders.

As part of my job, I also assisted in running a quick induction programme for new hires to provide them an insight of the operations, policies, and procedures of the organization. The new hires were given the tools they needed to succeed in their new responsibilities as well as assistance in understanding the company's objectives, vision, and mission.

4.6 Sorting and filing

I was part of overseeing the paperwork procedure for new hires as part of my job at the company. Receiving all the pertinent paperwork from the new hires, sorting it, and then putting it in the proper file in the file room were the steps required.

My first responsibility after getting the documentation from the new hires was to ensure that all necessary documents were there and in good order. The letter of appointment, the declaration form, the nominee form, the personal information aid, the passport, and any other pertinent documentation were included.

I sorted the documents by kind and put them in the correct file section after making sure that all of the documents were there. For instance, appointment letters and declaration forms were put in one section of the file, and passport copies and personal information aids were put in another.

I carefully labeled each file with the name and ID of the new joiner, the sort of documents it included, and other information to make sure they were simple to locate and access. Additionally, I organized the files in numerical order to make it simpler to find particular files quickly.

I put the files in a designated spot in the file room once they were properly arranged and labeled. This made sure the files were safely stored and were simple to access when necessary. By scanning the files, I also contributed to keeping an electronic record of them, allowing me to keep track of the documents and make sure they were current.

Overall, I was able to ensure that the new joiners' paperwork were properly filed and stored so that they could be easily accessed when needed by handling the documentation process in an orderly and effective manner. As a result, the onboarding procedure was streamlined and the new hires were able to begin working right away.

4.7 Event Management

I had the chance to plan and lend a hand with a variety of activities that brought staff together and improved their overall experience during my time with Banglalink. I'd like to call attention to a few of the events that I had the pleasure of planning and directing:

- **Banglalink Family Carnival:** I helped with the planning of the Banglalink Family Carnival as a member of the Employee Engagement team. The event's goal was to bring employees and their families together for a day of entertainment. I took on a number of duties, including producing invitation packs with food vouchers, automobile stickers, and IDs and calling and double-checking the number of family members who had registered. Employees and their families thoroughly loved the event's varied games, music, and food-related activities.
- **Distribution of Gift Packages and Gift Cards:** Within a week, I helped in the efficient distribution of Gift Packages and Gift Cards to 1200 Employees. To guarantee that the gift packages were made, distributed, and all required documentation was finished, it was necessary to coordinate with several departments. Without any delays, we were able to complete this assignment, and the staff were grateful for the gifts.
- **Self-Defense Training for Female Workers:** In observance of International Women's Day, I assisted in setting up a self-defense training session for female workers. Promoting the safety and empowerment of female coworkers required the organization of a self-defense training session for them. The common hall of our office building served as the venue for the self-defense training. More than 30 female coworkers, from interns to senior

executives, attended. A trained self-defense instructor with years of expertise in the field guided the class. They gained useful knowledge and skills from the seminar, and it helped them feel more confident and prepared. They thought the seminar was enlightening, empowering, and useful. After the training, many of them remarked that they felt more assured and equipped to defend themselves.

- **Panel Discussion on Sexual Harassment:** I helped with the planning of a panel discussion on sexual harassment and methods for dealing with it in the workplace. The purpose of the event was to increase knowledge about sexual harassment and give staff the skills and tools they need to deal with it. I communicated with the panellists, took care of the seating plans, made sure all the female interns showed there, and took photos of the programme.
- **Prize giving ceremony for photography Contest:** I helped plan the award presentation for the photographic competition that took place at the Banglalink Family Carnival. The purpose of the event was to thank and honor the staff members who participated in the photo contest by awarding prizes in four categories: Champion, My FNF, Banglalink Family, and Carnival Moments. I set up the meeting space in close collaboration with the organizer and made sure that all the required supplies and tools were on hand.

Finally, the experience I gained from planning and executing these events allowed me to hone my project management abilities, communication abilities, and capacity to function well under pressure. Seeing the events come together smoothly and observe their beneficial effects on the business and its employees was a fulfilling experience.

4.8 User acceptance testing (UAT)

End users test the software during the crucial user acceptance testing (UAT) phase of the software development life cycle to make sure it satisfies their needs and is prepared for release into production. End users evaluate a variety of scenarios that mirror real-life events during UAT to find problems that would not have been found during the development or testing phases.

I have evaluated the system's accuracy in tracking employee attendance and calculating overtime pay for Oracle HCM's overtime attendance. I was granted access to a user ID, and by inputting it, I completed the following tasks:

- Checking the system's accuracy in recording employee attendance, as well as the number of hours they worked during regular business hours and overtime.
- Testing the system's capability to correctly determine overtime compensation based on the employee's hourly rate and the quantity of overtime hours performed.
- testing the system's capacity to manage various forms of overtime, including daily, weekly, and monthly overtime.
- Testing the system's capacity to manage various overtime regulations according to the work category (regular or roster) of the employee.

I have recorded all problems and defects I've run into during UAT and submitted them to the development team. After addressing these problems, the development team would update the software with the patches.

4.9 Employee engagement (Career description)

I was given the assignment of writing a career description for new hires based on their CVs, which would then be put to Facebook Workplace for Banglalink for viewing by other employees. To learn more about the new employee's talents, credentials, and job experience, I first looked over their CV. This made it easier for me to write a summary that appropriately portrayed their professional accomplishments and emphasized their strong points. I sent the summary to my task manager through email once I had finished writing it. She previously uploaded it on Facebook Workplace along with the job title and new hire's photo. This made it quick and simple for other

workers to meet their new coworkers and learn more about their qualifications. By introducing new employees to their coworkers and providing them with a stage on which to present their abilities and achievements, the summaries contributed to the development of a sense of community and connection inside the organization.

4.10 FGD For BL Digital Distribution Team

The Banglalink distribution team invited me to a Focus Group Discussion (FGD), which I was able to attend. The FGD's goal was to collect suggestions on how to develop a net package for the impending "Pohela Falgun" event and "Valentine's Day". We were also requested to come up with suggestions on how we could use Banglalink's SIM card on specific days to engage customers. The FGD was carried out in a cooperative and interesting way. The participants' diversity and range of viewpoints and thoughts contributed to the discussion. We kicked off the conversation by exchanging our personal perspectives on how attendees of these festivals normally utilize the internet. We also talked about the different internet bundles that other Bangladeshi telecom carriers were currently providing. We developed a number of concepts for net packages that could be provided at these festivals as the discussion went on. For young people's favorite social networking sites like Facebook and Instagram, we recommended offering additional data. In order to draw in and keep clients, we also suggested providing subsidized data for video streaming services like Netflix and YouTube.

4.11 Resources used during internship

During my internship, I used the following resources: Office laptop, provided by the company, which I used for all work-related tasks like accessing company software, coordinating with coworkers, and finishing projects.

- **Office SIM:** A sim card provided by the company, which allowed me to make calls, send messages, and use the internet for work-related purposes on my company laptop. Office email, which I was given, was provided by the company.
- **Email:** All correspondence pertaining to my job was sent to this email address.
- **Excel sheet:** I utilized an Excel sheet to deal with 7,500 inputs and 752 outputs. During my internship, I was given a project to work on, and this sheet was used to analyze data and do calculations.
- **Software:** I have closely worked with other softwares utilized and owned by Banglalink, including Oracle HCM, Vlounge, and Vpeople.

Chapter 5: Analysis

5.1 Company level analysis

Given that Banglalink is one of the top telecommunications service providers in Bangladesh, it is crucial to conduct a high-level analysis of the business to comprehend its current standing and potential for growth. A company-level analysis of Banglalink is provided below:

Banglalink, which has the third-largest market share among mobile network operators in Bangladesh, was the top gainer in 2022 after growing its user base by 26 lakh to 3.98 crore. Its subscriber base increased by around 7%. Despite fierce competition from well-known companies like Grameenphone and Robi, Banglalink has been able to hold onto its position as a major participant in the Bangladeshi telecom industry. **Income:** Banglalink's income has been gradually increasing over the years. The business generated BDT 101.1 billion in revenue in 2022, a 4.6% rise from the prior year. The company's efforts to broaden its network coverage and grow its subscriber base can be credited for this growth. As of 2023, 330,000 new subscribers joined Banglalink, bringing the company's subscriber base total to approximately 41.4 million at the end of the month of January. Which represents a considerable improvement over the previous year. This growth can be attributed to the company's effective marketing campaigns and alluring data packages. **Network Coverage:** Banglalink has one of the biggest 4G networks in Bangladesh, covering more than 80% of the population. **Corporate Social Responsibility:** Banglalink gives corporate social responsibility a high priority and has started a variety of programmes targeted at improving people's lives in Bangladesh. The company has made significant investments to increase the area covered by its network, which has helped it retain and acquire new clients. To educate people about the benefits of using digital tools and services, the company, for instance, has launched a digital literacy project.

5.2 Market-level analysis

Here are some important factors to take into account while conducting a market-level study of Banglalink's Competition, Banglalink competes fiercely with other significant competitors in the Bangladeshi telecommunications industry, including Grameenphone and Robi. By concentrating on expanding its network coverage, enhancing service quality, and providing alluring data plans, the company has been able to compete in this cutthroat market. Market Share: Banglalink holds a sizable market share in the Bangladeshi telecommunications industry, accounting for roughly 25% of the market as of 2021. The company's expansion efforts and emphasis on customer satisfaction have contributed to this market share's steady growth throughout the years. Banglalink's revenue has also been consistently rising over the years, driven by the rising demand for telecommunications services in Bangladesh. Revenue: In 2020, Banglalink reported BDT 101.1 billion in revenue, a 4.6% rise from the prior year. By providing alluring data plans and broadening its network coverage, Banglalink has been able to take advantage of this trend. Regulatory climate: The regulatory climate in Bangladesh is always changing, with changes in legislation and policies affecting the telecommunications industry. Banglalink has been able to successfully operate in this climate by keeping abreast of regulatory developments and modifying its corporate strategy as necessary.

5.3 Professional level analysis

Banglalink Digital Communication Limited's internal operations and business strategy can be examined at a professional level. Here are some important factors to take into account while conducting a thorough study of Banglalink's organizational structure, Employees at Banglalink are assigned tasks and duties that are clearly defined within the company's organizational structure. A head of department oversees each of the company's departments, including marketing, sales, customer service, and technology. In terms of human resource management, Banglalink places a lot of emphasis on the growth and engagement of its employees. The organization offers prospects for career progression as well as ongoing training and development programmes for its staff. To entice and keep people, the organization also provides attractive compensation and benefits packages. Technological Infrastructure: Banglalink has a robust technological foundation to support its operations. To support its network operations, customer service, and billing systems, the business has invested in cutting-edge systems and technologies. Customer service is very important to Banglalink, and to better serve its customers, it has established a customer service center. In order to comprehend client wants and preferences, the organization regularly undertakes market research. Financial Performance: Over the years, Banglalink has consistently displayed strong financial performance, with consistent revenue growth and profitability. The company has also launched several programmes to enhance the client experience, including the "Banglalink Experience Centre" and "Banglalink Tower." The business has also managed to keep a sound balance sheet and receive funding for its activities.

In general, Banglalink is a well-run business with a significant emphasis on technology infrastructure, customer service, and employee development. The company's effective business strategy and emphasis on customer satisfaction are demonstrated by its good financial performance and market position.

Chapter 6: Conclusion and Recommendations

6.1 recommendation

Being a market leader, Banglalink's procedures are already regarded as the industry norm for companies who provide telecommunications services in Bangladesh. However, I think that there are some flaws in Banglalink's overall corporate environment that need to be addressed for the organization's overall improvement.

- **Improve Internship introduction:** Give interns a thorough introduction that includes a rundown of Banglalink's culture, values, and mission. These are some of my suggestions in this regard. This will enable them to comprehend the objectives and standards of the organization.
- **Assign Mentors:** Assign a mentor to each intern in order to offer assistance and direction throughout their internship. Offer Cross-Functional Training: Give interns cross-functional training so they may learn about various departments and roles within the organization. Doing so will ensure that they have someone to turn to for assistance and feedback.
- **Giving Regular Feedback:** Give interns regular feedback on their performance and constructive criticism to help them develop. This will give them a wider understanding of the company and enable them to make more educated decisions.
- **Conduct Exit Interviews:** Hold exit interviews with interns to get feedback on their experience and to learn what they are doing well and where they can improve. This will assist the business in enhancing its internship programme and pinpointing opportunities for development.

6.2 Conclusion

I had the privilege of completing my internship at Banglalink, and it was a revealing experience. There, I had the opportunity to work on a variety of projects and put the skills and information I had learned in the classroom to practice.

Additionally, I was able to pick up new abilities and gain in-depth knowledge of the telecom industry. I appreciate the guidance and assistance I received from the Banglalink personnel throughout my internship. They provided me with constructive feedback on my work and were available to me at all times. I was pleased by their dedication to improving the lives of their clients and delivering excellent customer service.

Despite some challenges I faced during my internship, such as the overwhelming workload and the need for better departmental communication, I think these were valuable teaching moments. My capacity to work well under pressure, as well as my time management and communication skills, were all improved.

I believe my internship with Banglalink was both rewarding and instructive overall. I am grateful for the opportunity to work for such an exceptional company, and I am confident that the knowledge and abilities I have gained will be helpful to me in the future.

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Weekly report in Annexure

WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: Inauguration week

Date: From 16th January 2023 to 19th January 2023

List of activities with brief description:

1. An induction was given by the HR talent management team about the complete overview of AIP (Advanced Internship Program) and Banglalink's code of conducts and other values.
2. Got introduced with team members.
3. Got introduced with the workplace. An office tour was given by the employee.
4. Got to know about how my internship department (HR Service Deliveries) Functions.
5. Got to know about our project portfolio and work areas for the next 12 week (Including this one) of my internship tenure.



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WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 1st week

Date: From 22th January 2023 to 26th January 2023

List of activities with brief description:

1. Learned how the onboarding process is done in Banglalink.
2. Got introduced with Banglalink's internal Human capital management system and their functions :
 - Vpeople (Payslip, PF balance, Investment notification, Income tax certificate, Dependent, Day care registration, Insurance claim management, Business card).
 - Vlounge (Quick link to all our internal platform which includes Vpeople, BL Workplace, LinkedIn learning, Vfleet, My idea Platform; updates on ongoing and upcoming events; Executive health checkup; All policy archive; IT Service request form; Employee handbook; Chatbot Arvi; All of our policies archive).
 - Oracle HCM (Personal Details; all documents report; Attendance and leave; Performance management; L&D; Oracle recruitment cloud, All pending approval and applied request, Organizational chart; ETC).
3. Supported the internal communication for Banglalink's Family Carnival event (Banglalink's all employee biggest event which will be held on Feb 3rd, 2023).
4. Worked with organizing team of Banglalink Family Carnival in selecting gift items and dealing with vendors.
5. Got introduced with Oracle HCM, how the chatbot Arvi works using query and intends.

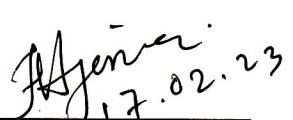


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WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 2nd week

Date: From 29th January 2023 to 2nd February 2023

List of activities with brief description:

1. Assisted onboarding 2 new joiners in Banglalink.
2. Supervised and helped the organizing team in Office Olympiad.
3. Supported in internal communication for Banglalink's Family Carnival event (Banglalink's all employee biggest event which will be held on Feb 3rd, 2023). Continued ...
4. Worked with the organizing team of Banglalink Family Carnival in making the invitation gift pack.
5. Was in charge of the family carnival's booth for collecting invitation pack. Made sure all the employee received their invitation pack with all the items in it.
5. Went through HR Policies, created queries for oracle HCM chatbot Arvi based on the policies.
6. Simplified output in excel sheet for oracle HCM chatbot Arvi.

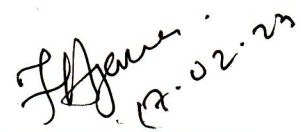


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WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES**Week:** 3rd week**Date:** From 5th February 2023 to 9th February 2023**List of activities with brief description:**

1. Attended Focus group discussion with Banglalink's digital distribution team.
2. Supervised the gift package handover process. (Around 800 packages were distributed).
3. Learned how the joining document is sorted for the new joiners.
4. Simplified the output for ODA Chatbot Arvi.
 - Revamped,
 - Cleaned,
 - Simplified,
 - Completed 350 outputs
5. Went through HR Policies, created queries for oracle HCM chatbot Arvi based on the policies. Continued ...
6. Applied for Strategic Assistant Program in Banglalink.

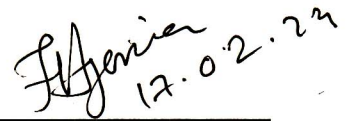


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WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES**Week:** 4th week**Date:** From 12th February 2023 to 16th February 2023**List of activities with brief description:**

1. Entered new queries for the ODA Chatbot Arvi's input.
2. Performed User acceptance testing on ORACLE HCM on overtime request.
3. Assisted on the onboarding of 4 new joiners.
4. Made joining packages for the new joiners.
5. Attended assessment for Strategic Assistant Program.

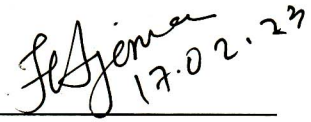


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17.02.23

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WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 5th week

Date: From 19th February 2023 to 23rd February 2023

List of activities with brief description:

1. Entered new queries for the ODA Chatbot Arvi's input. (Continued...)
2. Attended ODA Update meeting and delivered updates.
3. Worked in the file room –
 - Updated documents in employees' personal file.
 - Keeping track of the updated documents that needs to be added.
 - Keeping archive of the entire organizational employee database.



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WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 6th week

Date: From 26th February 2023 to 2nd March 2023

List of activities with brief description:

1. Entered new queries for the ODA Chatbot Arvi's input. (Continued...)
2. Attended ODA Update meeting and delivered updates.
3. Worked in the file room –
 - Updated documents in employees' personal file.
 - Keeping track of the updated documents that needs to be added.
 - Keeping archive of the entire organizational employee database.
4. Wrote career summary of 6 new joiners.

(A career summary is a brief statement that summarizes a person's career achievements, experiences, and skills. It provides a snapshot of a person's career and highlights their key strengths and accomplishments.)

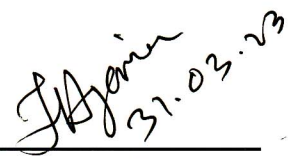


Company Supervisor

Khwaja Sabree Huda

HR Service Deliver Lead Specialist (Manager)

Banglalink Digital Communication Ltd.



Academic Supervisor

Farjana Nasrin

Assistant Professor
Business and Technology Management

Islamic University of Technology

WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 7th week

Date: From 5th March 2023 to 9th March 2023

List of activities with brief description:

1. Rechecking and correcting output for the ODA Chatbot Arvi.
2. Attended ODA Update meeting and delivered updates to line manager and team.
3. Attended a call conference with EY Technology team where ODA's User and Admin views were demonstrated.

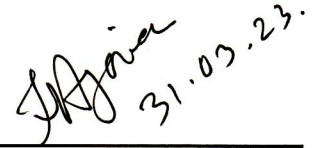


Company Supervisor

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HR Service Deliver Lead Specialist (Manager)

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Business and Technology Management

Islamic University of Technology

WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 8th week

Date: From 12th March 2023 to 16th March 2023

List of activities with brief description:

1. Rechecking and correcting output for the ODA Chatbot Arvi. (Continued...)
2. Attended meeting with team regarding updates.
3. Helped making new joiner's pack.
4. Helped in the onboarding process of new joiners.

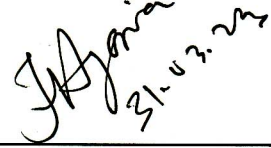


Company Supervisor

Khwaja Sabree Huda

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Business and Technology Management

Islamic University of Technology

WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 9th week

Date: From 19th March 2023 to 23rd March 2023

List of activities with brief description:

1. Rechecking and correcting output for the ODA Chatbot Arvi. (Continued...)
2. Attended meeting with team regarding updates.
3. Helped organizing successful session on self-defense which was open for all female employee of Banglalink.

(Organizing a self-defense session for female colleagues was an important step towards promoting their safety and empowerment. The self-defense session was conducted in the community hall of our office building. It was attended by more than 30 female colleagues, ranging from interns to senior executives. The session was led by a certified self-defense instructor who had years of experience in teaching self-defense. The session was successful in providing them with valuable knowledge and skills, as well as boosting their confidence and preparedness. They found the session informative, empowering, and practical. Many of them commented that they felt more confident and prepared to protect themselves after the session.)

4. Helped preparing the documentation of the on boarded new joiners.

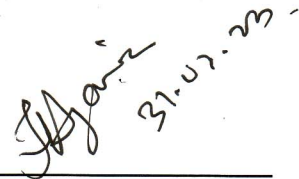


Company Supervisor

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Business and Technology Management

Islamic University of Technology

WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 10th week

Date: From 27th March 2023 to 30th March 2023

List of activities with brief description:

1. Completed my part of ODA Chatbot Arvi's training.
2. Attended meeting with team regarding updates.
3. Helped preparing the documentation of the on boarded new joiners.
4. Wrote career summary of 3 new joiners.
5. Helped the organizing team in arranging a panel discussion on "Sexual Harrasment and how to address this".
6. Helped the organizing team in arranging the prize giving ceremony of the photography contest of Family Carnival.

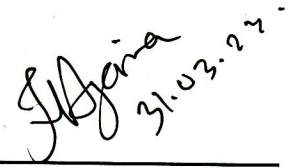


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WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 11th week

Date: From 2nd April 2023 to 6th April 2023

List of activities with brief description:

1. Helped preparing the documentation of the on boarded new joiners.
2. Attended meeting with team regarding updates.

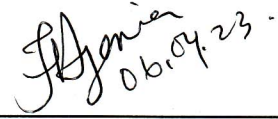


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Farjana Nasrin

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Islamic University of Technology

INTERNSHIP CERTIFICATE OF COMPLETION

(To be filled by the internship provider after completion of internship)

This is to certify that **Sumaya Afsana**, ID- **180061144**, a student of BBA in Technology Management, Islamic University of Technology, Gazipur, Bangladesh has successfully completed 03 months (from 16 January, 2023 to 15 April, 2023) long internship program at this branch/company.

Title of Internship: Human Resource Intern



Khawja Sabree Huda

Signature of the Branch Manager/ Supervisor

Date. 10 April, 2023



Official Stamp

Notes: Certificate need to be written in company official pad

PAPER NAME

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Afsana

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