

INTERNSHIP REPORT

 **রবি** Axiata Limited”



INTERNSHIP REPORT ON

“Standards and effects of Employee Satisfaction
At

ববি **Axiata Limited”**

SUBMITTED TO:

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Subject: Submission of Internship Report

Dear Madam,

I am hereby submitting my Internship Report, which is a part of the BBA Program curriculum. It is great achievement to work under your active supervision.

This report is based on, “Standards And Effects of Employee Satisfcation At Robi Axiata Limited”. I have got the oppotunity to work in Robi Axiata Limited in “Implementation Department” under Technology Division for twelve weeks, under the supervision of Mr. Mahmud Hasan Faruquee, Manager SPI, Technical Division.

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

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

Sincerely Yours

Sabrina Nasser Lya
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ACKNOWLEDGEMENT

First of all, I wish to express my gratitude to the almighty ALLAH for giving me the strength to perform my responsibilities as an intern and complete the report within the stipulated time.

I am deeply indebted to my Faculty Advisor Ms. Syeda Shaharbanu Shahbazi, Senior Lecturer, BRAC Business School, and BRAC University for her whole-hearted supervision during my organizational attachment period. I am also grateful to Mr. Mahmud Hasan Faruquee, as my organizational supervisor. It would have been very difficult to prepare this report up to this mark without their guidance.

My gratitude goes to entire CSO Department, of BRAC University for arranging Internship Program that facilitates integration of theoretical knowledge with real life situation.

Last but not the least, I would like to convey my gratitude to Mr. A.Z.M. Akhlaqur Rahman, Manager, SPI and Md..Shariful Huq, Engineer, SPI, for helping me in furnishing the report. Moreover, I would also like to express my gratitude to my Robi Axiata Ltd fellows, seniors and colleagues who gave me good advice, suggestions, inspiration and support. I must mention the wonderful working environment and group commitment of this organization that has enabled me to deal with a lot of things.

EXECUTIVE SUMMARY

This report is prepared on the basis of my three-month practical experience at Robi Axiata Limited. This internship program helped me to learn about the practical scenario of a Telecommunication Company. Robi Axiata Limited is a dynamic and leading countrywide GSM communication solution provider. It is a joint venture company between Axiata Group Berhad, Malaysia and NTT DOCOMO INC, Japan. Robi Axiata Limited, formerly known as Telecom Malaysia International (Bangladesh), commenced its operation in 1997 under the brand name Aktel among the pioneer GSM mobile telecommunications service providers in Bangladesh. Later, on 28th March 2010 the company started its new journey with the brand name Robi. This report has been presented based on my observation and experience gathered from the company. The organization has many divisions and departments but the focus is given more on the level of employee satisfaction in Technical Division as I only got the opportunity to work in this division.

The report mentions about the facilities and benefits Robi Axiata Limited provides to their employees. A research is conducted to draw a conclusion on the effects of these facilities and benefits. The result that is found is quite considerable. However Robi Axiata Limited should work a lot to convince and sustain their existing employees. The result of the research is described in details in this report in the later chapters.

After knowing the scenario of Robi Axiata Limited in terms of their employee satisfaction a lot of recommendation came up. The report also consists recommendations and conclusion according to my point of view, which I think would improve the environment of the organization if implemented.

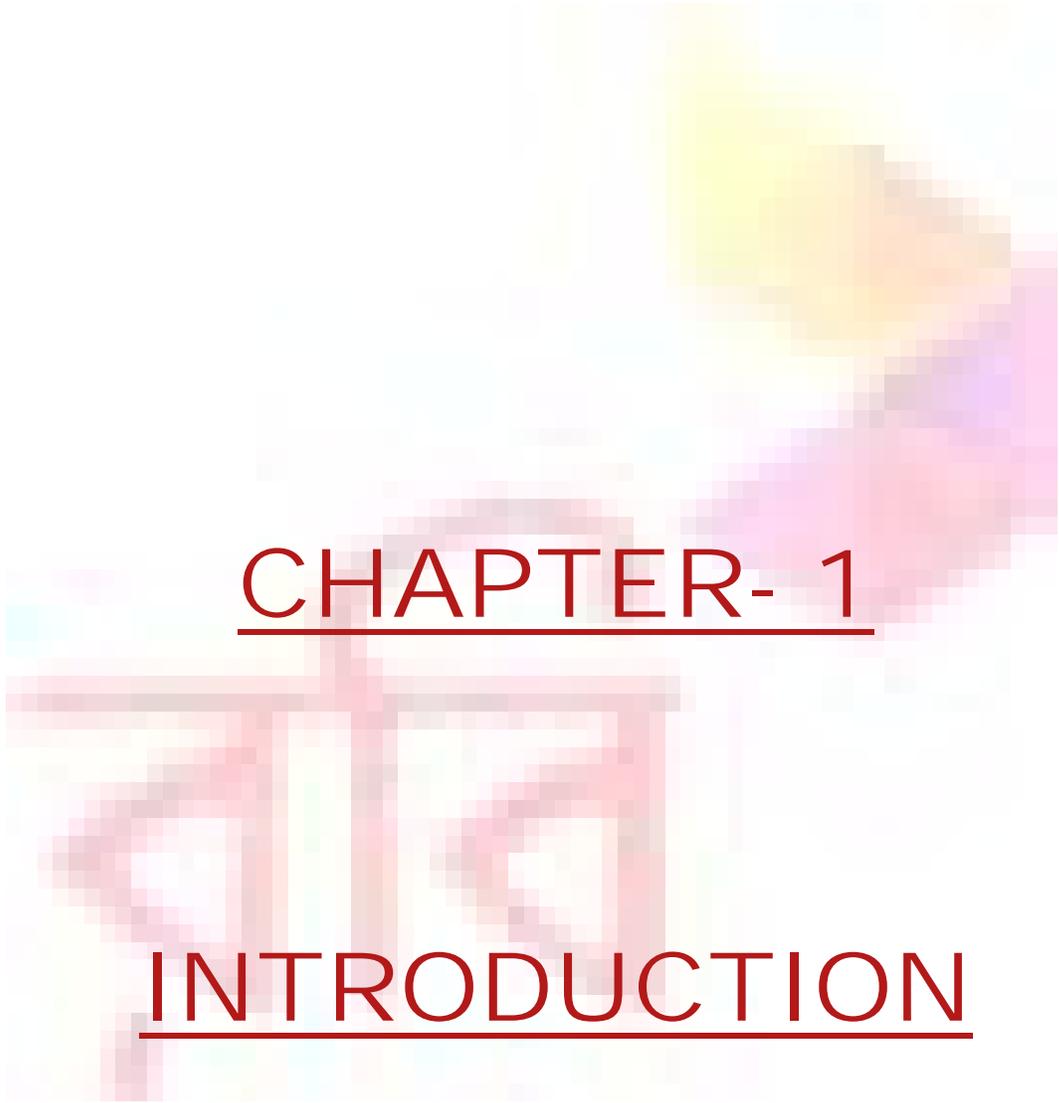
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CHAPTER- 1

INTRODUCTION





CHAPTER- 1

INTRODUCTION



The basic function of telecommunication is to connect people through voice transfer and via Internet. Apart from this basic function, telecommunication has already started introducing some diversified areas with the help of its mobile network.

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

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

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

1.1 ORIGIN OF THE REPORT



Internship Program of BRAC University is a Post-Graduation requirement for the BBA students. This study is a partial requirement of the Internship program of BBA curriculum at the BRAC University. The main purpose of internship is to get the student exposed to the job world. Being an intern the main challenge was to translate the theoretical concepts into real life experience.

The internship program and the study have following purposes:

- ❖ To get and organize detail knowledge on the job responsibility.
- ❖ To experience the real business world.
- ❖ To compare the real scenario with the lessons learned in BRAC University
- ❖ To fulfill the requirement of BBA Program.

This report is the result of three months long internship program conducted in Robi Axiata Limited and is prepared as a requirement for the completion of the BBA program of BRAC University. As a result I need to submit this report based on the “Standards and Effects of Employee Satisfaction At of Robi Axiata Limited”. This report also includes information on the products and services of Robi Axiata Limited, the overview of the organization and also facilities they offer to satisfy their employees.

1.2 OBJECTIVE OF THE REPORT



The objective of the report can be viewed in two forms:

- ❑ General Objective
- ❑ Specific Objective

General Objective:

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

Specific Objective:

More specifically, this study entails the following aspects:

- ❖ To give an overview of Robi Axiata Limited.
- ❖ To focus on the products, services, work environment and facilities provided to employees of Robi Axiata Limited.
- ❖ To discuss the Standards and Effects of Employee Satisfaction on the Technology Division of Robi Axiata Limited.

1.3 SCOPE OF THE REPORT



The main intention of the study is the standards and effects of employee satisfaction to find understand and document the processes and activities carried by Robi Axiata Limited and correlate them to get a clear picture of the level of the overall employee satisfaction. The report covers details about the product and services, overview and also facilities provided by the company to satisfy their employees. The main focus is on the analysis of the standard of facilities provided and their effect on the employee satisfaction. However the study is only related to the Technology Division as I was provided an opportunity to only work in this division.

1.4 METHODOLOGY



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

1.4.1 Selection of the topic:

My supervisor assigned the topic of the study. Before the topic was assigned it was thoroughly discussed so that, a well-organized internship report can be prepared.

1.4.2 Sources of Data:

1.4.2.1 Primary Sources:

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

1.4.2.2 Secondary Sources:

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

1.4.3 Collection of Data:

Conducting a survey of thirty employees helped me to collect primary data. The questionnaire is attached in the report in the Appendix. The survey helped me in both deriving the information and also explaining the condition of satisfaction of the employees of the concerned division. Secondary data was collected from Robi websites and other related websites and documents.

1.4.4 Classification, analysis, interpretations and presentation of data:

Some diagrams and tables were used in this report for analyzing the collected data and to explain certain concepts and findings more clearly. The help of SPSS derived the diagrams and tables. Moreover, collected data were analyzed more precisely. A Hypothesis was also developed to get the accurate situation of the level of employee satisfaction in the organization.

1.4.5 Findings of the study:

The collected data were analyzed well and were pointed out and shown as findings at the end.

1.4.6 Final report preparation:

The final report is prepared after some valuable suggestions and my honorable advisor gave corrections.

1.5 LIMITATION



Depending on the feedback from members of Technology Division, this report is prepared. Though the report would be helpful to Robi Axiata Limited a lot, some people were reluctant to provide feedback. Some concerned might think that the information associated with them were confidential enough to disclose to the external world. I only worked at the Technology division, and it was quite difficult to understand about the procedure and the extent to which employees were satisfied in the other division. Another problem was time constraint. In case of research the sample size was quite small as it was not possible to analyze large sample due to time constraint. The duration of my work was only three months. But this period of time is not enough for a complete and clear study. It is because of the limitation of information some assumptions were made. So there may be some personal mistakes in the report. Although there were many limitations I tried to give my best effort to furnish the report.

CHAPTER- 2

OVERVIEW

OF

THE

COMPANY



CHAPTER-2



OVERVIEW OF THE COMPANY



This chapter emphasizes on the historical background of the company under study, overview of the company, their product and services, customer base and market condition of Robi Axiata Limited

2.1 HISTORICAL BACKGROUND OF THE COMPANY



Robi Axiata Limited is a dynamic and leading countrywide GSM communication solution provider. It is a joint venture company between Axiata Group Berhad, Malaysia and NTT DOCOMO INC, Japan. Robi Axiata Limited, formerly known as Telekom Malaysia International (Bangladesh), commenced its operation in 1997 under the brand name Aktel among the pioneer GSM mobile telecommunications service providers in Bangladesh. Later, on 28th March, 2010 the company started its new journey with the brand name Robi.

Robi is truly a people-oriented brand of Bangladesh. Robi, the people's champion, is there for the people of Bangladesh, where they want and the way they want. Having the local tradition at its core Robi marches ahead with innovation and creativity.

To ensure leading-edge technology, Robi has the international expertise of Axiata and NTT DOCOMO INC. It supports 2G voices, CAMEL Phase II & III and GPRS/EDGE service with high-speed Internet connectivity. Its GSM service is based on a robust network architecture and cutting edge technology such as Intelligent Network (IN), which provides peace-of-mind solutions in terms of voice clarity, extensive nationwide network coverage and multiple global partners for international roaming. It has the widest International Roaming coverage in Bangladesh connecting 550 operators across 205 countries. Its customer centric solution includes value added services (VAS), quality customer care, easy access call centers, digital network security and flexible tariff rates.

With its strengths and competencies developed over the years, Robi aims to provide the best quality service experience in terms of coverage and connectivity to its customers all over Bangladesh. Together with its unique ability to develop local insights, Robi creates distinct services with local flavor to remain close to the hearts of its customer.

2.2 OBJECTIVE OF THE COMPANY



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

2.3 PURPOSE AND PRINCIPLES OF THE COMPANY



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

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

Purpose

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

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

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

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

Principles

Principle statements define how people want to behave with each other in the organization. The statements are about how the organization will value customers, suppliers, and the internal community.

Robi also believes that no matter what they do to realize their purpose, they hold themselves accountable to the following Guiding Principles that the way for them. They are as follows:

1. being **respectful** towards everyone.
2. being trustworthy by action. Being **passionate** and **creative** in all we do.
3. Keeping things **simple** in the way we do things.
4. being **ethical** and **transparent**.
5. Demonstrating individual and collective **ownership**.
6. Practicing an **open** culture in communication and internal

Emotional: Passionate, Creative, Respectful, and Open

Functional: Simple, Ethical, Transparent, and Ownership

2.4 SHAREHOLDERS OF THE COMPANY



Shareholdings

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

Axiata Group Berhad

Axiata is an emerging leader in Asian telecommunications with significant presence in Malaysia, Indonesia, Sri Lanka, Bangladesh and Cambodia. In addition, the Malaysian grown holding company has strategic mobile and non-mobile telecommunications operations and investments in

India, Singapore, Iran, Pakistan and Thailand. Axiata Group Berhad, including its subsidiaries and associates, has approximately 50 million mobile subscribers in Asia, and is listed on Malaysia's stock exchange (Bursa Malaysia).

NTT DOCOMO INC

NTT DOCOMO INC is the world's leading mobile communications company and the largest mobile communications company in Japan. DOCOMO serves over 53 million customers, including 44 million people subscribing to FOMA™, launched as the world's first 3G mobile service based on W-CDMA in 2001. DOCOMO also offers a wide variety of leading-edge mobile multimedia services, including i-mode™, the world's most popular mobile e-mail/Internet service, used by 48 million people. With the addition of credit card and other e-wallet functions, DOCOMO mobile phones have become highly versatile tools for daily life. With cutting edge technology and innovative services, DOCOMO is fast becoming a preferred lifestyle choice, continuously expanding its role in its users' lives, growing globally throughout Asia, Europe and North America. NTT DOCOMO INC is listed on the Tokyo (9437), London (NDCM) and New York (DCM) stock exchanges.

2.5 LOGO AND VISUAL LANGUAGE



At the heart of the new brand is their new logo . It is a symbol of balance, movement and change.

2.5.1 Usage Of Brand Signature (Logo)

- ☛ Their logo should always appear in Bengali.
- ☛ Special authorization is required if logo is presented in English
- ☛ When writing in English (Roman) text, it should be written as “Robi”

2.5.2 Usage of Alpona

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



Robi's Alpona motif is uniquely created, especially for them. Taken from a very traditional ceremonial form and tidied up to look more contemporary- the Alpona is vibrant and modern. It has a very organic soft feel to it whilst providing a forward moving direction- one of positivity and focus. The lack of sharp points and use of large curves provides a feeling of warmth and friendliness.

2.6 DIFFERENT DIVISIONS AND DEPARTMENT OF ROBI



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

❑ **Offices in Dhaka:**

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

➤ **Corporate Offices:**

❖ **Divisions:**

🔗 Finance Division

🔗 Marketing Division

🔗 Human Resource Division

Information Technology Division

Technical Division

❖ **Departments:**

Administration Department

Internal Audit Department

Coordination Department

Corporate Strategy Department

Corporate Affairs Department

Credit Control Department

□ **Offices in Chittagong**

There are corporate offices and Customer Care Centers in Chittagong.

□ **Other Regional Offices:**

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

2.7 PRODUCTS AND SERVICES



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

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

2.7.1 Prepaid:

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

2.7.2 Postpaid:

Robi also offers post-paid service; along with the various packages. **Robi Push Mail** is a secure, reliable and feature rich email solution at a price customers can afford. Now, customers can work as if at their desktop from anywhere. Customers can know their bill information through Web Bill, E-Bill, SMS, **USSD** and Customer Care Center

Customers can pay their bills by following:

- **Scratch Card Auto Debit Easy load Bank**
- **Customer Care Center**

More details about Robi packages and their Value added services you may have a look in the Appendix.

2.8 CORPORATE RESPONSIBILITY



Robi dreams of a prosperous and strong nation and thus Robi's commitment to the society are an integral part of its business. Robi intends to build a better Bangladesh by empowering people and by providing support towards the sustainable development of the community.

In line with Government's development plan as well as its own Corporate Responsibility (CR) philosophy, Robi engages itself in various types of Corporate Responsibility (CR) programs. Through its CR initiatives, Robi intends to contribute towards the development of socio economic and ecological condition of the country through enriching people's lives focusing on their primary needs as well as conserving the unique culture & Heritage of Bangladesh.

Robi endorses its enabling and positive impact on the society, primarily, through its 'core operations' or business footprint and secondly, through its ability to reach out to national development goals by 'Empowering People'.

Renewing its CSR philosophy, Robi is widening its core CSR area with the launching of new brand in 2010. Robi has redefined its CSR drive under five thematic aspects - Education, ICT (information, communication and technology), Health, Environment and Culture & Heritage with prime focus on women empowerment. Among the core areas, education is the major thrust areas of Robi's CSR interventions. In line with Government's 'Digital Bangladesh Vision 2021', Robi will be working towards ICT development across the country especially in the colleges and libraries. With special focus on women, Robi is emphasizing on women health and women entrepreneurship. Thus Robi aspires to be a powerful agent of change through enriching people's lives for a better living.

More detailed information about the Robi's CSR activities are given in the Appendix.

2.9 MARKET POSITION AND CUSTOMER BASE



Robi, formerly known as AKTEL, owned by Axiata (Bangladesh) Ltd, remained in the third position with 11.10 million customers. It added 2.25 million subscribers in last one year raising the total number of its customers to 11.10 millions.

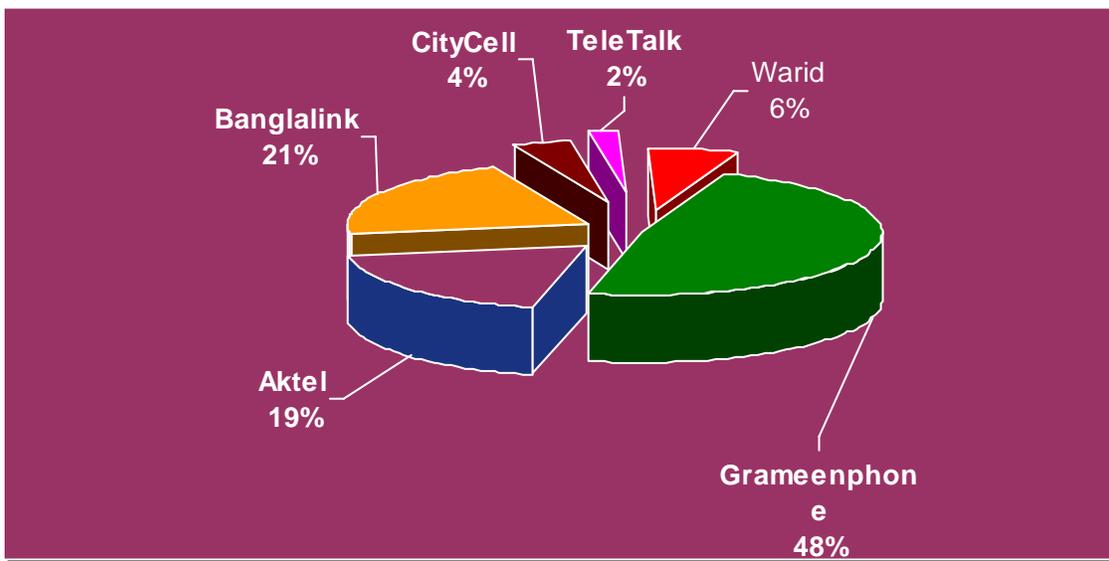


Figure 1: Market Share of Mobile Operators

2.10 KEY SUCCESS FACTORS



Company's key success factors are their means to prosper in the market place. KSF includes product attributes, competencies, and market achievements with the greatest impact on future competitive success in the market.

Key Success factors of Robi are listed in the following figure.

Technology Related KSFs	Technological Innovation: Robi is the 1st Bangla SMS Service Provider in the market.
Distribution Related KSFs	Strong network of dealers/ wholesale retailers, like, Robi Customer Care Centers, Robi Touch Points etc.
Infrastructure and Network Related KSFs	Strong Infrastructure and Wide Network Coverage. Robi provides network coverage in 61 permitted districts of Bangladesh.
Marketing Related KSFs	<ul style="list-style-type: none">➤ Better Product Quality and Broad Product Line. E.g. prepaid, post paid, mobile-to-mobile, International roaming➤ Faster and Efficient Customer Service e.g. 24 hours helps line, customer service centers, etc.
Skills and Capabilities Related KSFs	Expert, motivated and talented workforce to provide professional <ul style="list-style-type: none">➤ Better customer service• Faster Delivery time capability.• Supply Chain Management Capabilities
Financial KSFs	<ul style="list-style-type: none">➤ Strong Balance Sheet to be able to invest in infrastructure and network.➤ Low cost provider to be able to cut price and match competitors

2.11 VALUE CHAIN



The company value chain consists of the value chain of its' own as well as the value chains of its suppliers and its distributions channel allies engaged in getting its products or services to its end users. The competitiveness in end users market requires that the company managers understand the entire value chain system for delivering a product or service to end users of the company's own value chain.

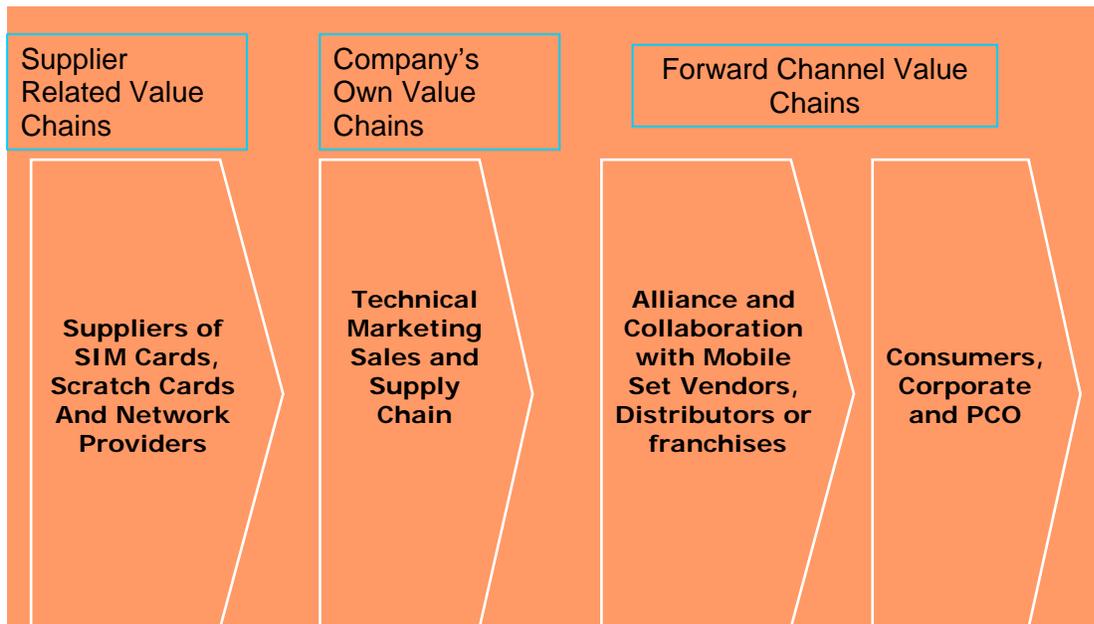


Figure 2: Value Chain of TMIB

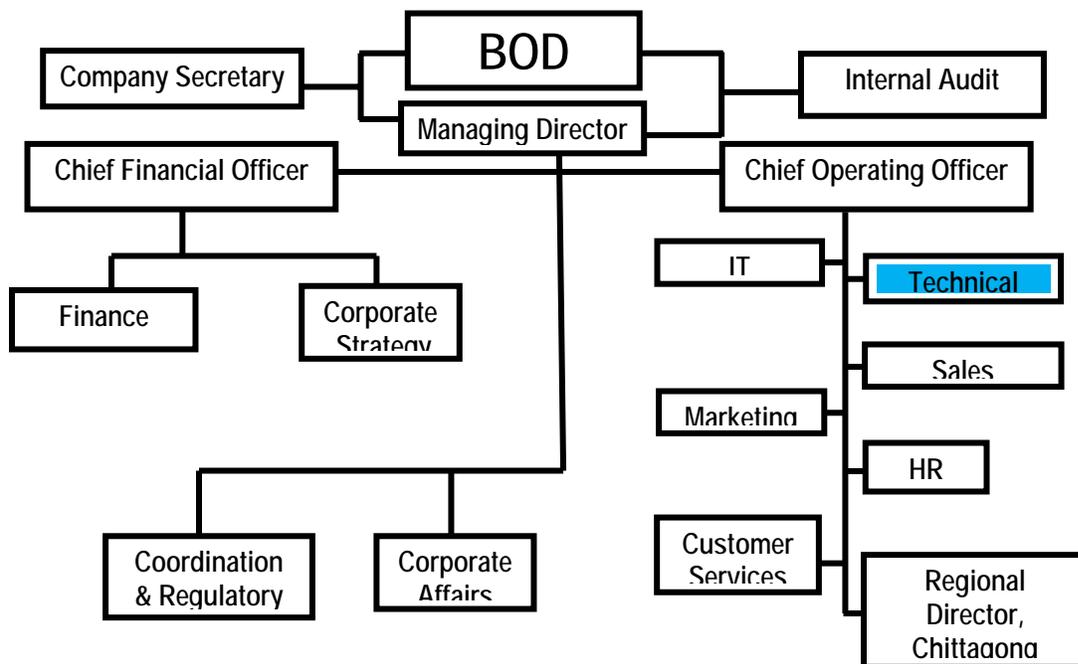
The supplier related value chain is a very critical factor for the success of the telecom companies. The suppliers are mainly the network providers like Nokia, Siemens, Huawei etc, who provide and maintain the network and the infrastructure.

Forward channel of Robi are those allies and collaborating partners like the distributors and dealers who distribute the SIM cards, scratch cards all over the country, the handset providers like Nokia, Siemens, Motorola, Sony Ericsson etc. who jointly work with the mobile operators to provide user friendly and better attribute sets.

2.12 ORGANIZATION STRUCTURE



The organization is headed by its Chief Executive designated as the Managing Director entrusted with overall responsibilities of business direction of the organization and leading dynamically towards the attainment of its purpose and principles. In attaining the purpose and principles, the Chief Financial Officer, General Managers & department Heads assists the MD. Robi has established a strong and formidable sales channel, which consists of direct dealers and its own sales force.



The organization has an executive committee, which includes Chairman, Directors, Managing Director, Chief Financial Officer and other General Managers.

Robi Axiata Limited consists of many departments and divisions. The main focus is on the Technical division because I only got the opportunity to work in the Site Procurement and Infrastructure (SPI) under the Technical Division.

TECHNICAL DIVISION

As I have got the opportunity to work in this division I can provide a slight view of the operation.

The Technical division is mainly concerned with the civil work. They first plan by doing the site research or site survey. Then they build the BTS room or shelter for the safety of necessary machineries, such as Generator. After that the tower is built to develop a network.

Basically, this division works to create the entire necessary infrastructure to create a network around the country. The division operates in four zones. Different zones deal with different districts. Each Zone has a team, with managers, specialist and Engineers. I got the opportunity of working with Zone-4 that deals with some districts in region of Bogra, Rahshahi, Khulna and Barisal.

Job Responsibility I fulfilled:

Initially I had to keep record of the site status (Work in progress, Ready, Flooded or Halt) and also the record of new vendors and kick-off date in a data base. This was done in Excel.

Then I got the opportunity to attend a training program which was on SAP. After the training I was given the responsibility to deal with the bills they maintain.

Types of Payment bill I went through are related to the payment they give to the construction companies after the contracted work is done. The payment can be in advance (20-30% of the Purchase Order (PO)). The payments are 1ST Running Bill, 2nd Running Bill, Final Payment (After the complete work is done, the payment figure is 95% of the Actual amount) and Retention payment (5% of actual work done, it can be claimed by the vendor with 6months to 1year.)

Bills were related to different types of work. They are Civil Infrastructure work, Tower, Prefabrication Shelter, GSM 1800, Generator Room Construction, Pole work, Subsoil Investigation (soil test), and Site acquisition.

I was provided with detailed hardcopy of the bill then I had to enter required data into the software called SAP to get the printout of the Certification of work completed (Partially or Full) and the Request for Payment sheet. I was also responsible to handover these files to concerned Managers and Specialist, to get the files checked and signed.

CHAPTER- 3
EMPLOYMENT
OPPORTUNITIES
AND
FACILITIES
OF ROBI





CHAPTER-3 **EMPLOYMENT OPPORTUNITIES AND** **FACILITIES OF ROBI**



Robi views its people as the prime capital of the company. The company represents a world of opportunity, challenge and fulfillment. This is a performance driven organization, which believes that performance comes from belongingness and ownership and they always reward the performers in all aspects. Functional skills development focuses on developing & sharpening the technical skills of their people that they may be the best-in-class in their areas of expertise - technology, marketing, sales, finance, customer analytics, strategy, human resource, internal audit, regulatory & legal.

Robi cares about their people and their development. Here they will find opportunities for continued education and training. The organization is also working on the process and strategies to empower their people through leadership program. Robi is committed to help their people learn, develop & enhance their functional skills, leadership capabilities & personal effectiveness. Their leadership development focuses developing leaders who think before they act and act according to the values that the organization embraces. Along with that they run Group Accelerated Development Program and Opco (Operating Country) Development Program. They carefully design their training and development activities keeping in mind the industry's best practices. They also offer international career for the employees through Open resourcing policy among the other operating countries of Axiata Ltd.

Robi Offers a market competitive rewards package that is designed to make employee feel as an integral part of the team and directly involved in the company's success. Their asset is their diversified workforce who is making the mark in the industry to create a unique workplace.

Performance

Management System (PMS) helps the employee make the most of their working life at Robi. The process supports the employees in identifying and delivering against challenging goals that impact the organization. It helps the employee to plan how they will develop skills and leadership behaviors for their current position and for the years ahead. The company diversified workforce is the main asset of their organization. Robi believes diversity is one of the key factors for success in any organization and hence they focus in this area consciously.

3.1 THINGS ROBI DOES TO ATTRACT TOP QUALITY EMPLOYEES



It is HR's vision to handhold the company, be its strategic partner, adding value in each step taken towards making Robi Axiata Limited the Employer of Choice. Robi engages their employees and inspire them to achieve excellence.

➡ They provide Exposure To Their Employees

Robi Axiata Limited recognizes the necessity to engage with the educational institutions of the country, as they want to be the "Employer of Choice". They aim to ally themselves with the best

private and public universities of the country. Sponsoring career fairs and counseling sessions with graduating students they impart a flavor of the corporate world and provide the employees with an exposure to best practices. This helps them in procuring the top students by inviting them to their internship program.

➡ **They Enhance Their Employees.**

Robi's policy is to hire the best talents in the job market and groom them to perform even better. The organization robust Performance Management System aids in identifying their talent, assessing their employees' skill set and providing development initiatives in form of training and job rotation. Employees are evaluated which uphold their transparency.

The Performance Management System helps identify areas of improvement for each employee. Their Competence Development Unit does a training need analysis, coming up with a calendar of training sessions that focus on the areas identified for improvement. Thus, they equip their employees with the required skills to achieve and enhance in their career.

They recognize the passion to perform in their employees. The group to be groomed into future leaders nurtures the top performers of the company. The Group Accelerated Development Program serve as a breeding ground for future leaders, giving their managers international exposure and propping them for global challenges where the employees would be given opportunities to serve an Operating Company within the Robi.

Moreover, the company also arranges for job rotations and assigns employees to projects so as to create breath to their careers as well. Such initiatives inspire employees to be creative and take ownership of responsibilities.

➡ **They Empower Their Employees.**

At Robi, they empower to share their voice. Their introduction to CXO chat and blog sites provides the platform for employees to be heard. Moreover, their Employee Satisfaction index survey gauges the opinion in areas, which concern working environment and cultural issues. They respect the opinion of their employees and strive to accommodate their views so as to ensure a conducive work environment that thrives with passion and facilitates performance. Moreover, they are particularly attentive to equipment requirements. Their employees are provided with necessary computers, phones and Internet connection so that the employees are connected to the world for professional needs and personal ease.

➡ **They Enrich Their Employees.**

At Robi Axiata Limited, they aim to enrich the lives of their employees with targeted benefit packages that take off the burden of personal obligations. The benefits are designed in a manner to exemplify their concern for their employees' well being not only in terms of life, but also in

terms of living standard. Child support, determined hospitalization costs, transportation are few examples of benefits they provide.

➡ **They Ensure Their Employees**

Maintaining the highest ethical standards and integrity in their operations is a crucial factor at Robi. Therefore, the company has introduced their Guiding Principles that is they expect their employees to embed in his or her mind and upholds in one's responsibility. Their code of Ethics safeguards their ethical standards by clearly defining their way of working. With such systems in place they ensure that they do business with a conscience and safeguard their employees from exploitation.

It should be noted that all their employees are obliged to sign a Letter of Understanding (LOU) after reading the Code of Ethics. They expect their employees to exemplify the guiding principles in their work and regulate their actions by the stipulations in Code of Conduct.

3.2 SOME TERMS OF EMPLOYMENT AT ROBI



3.2.1 Probation

All employees recruited on a permanent basis have to undergo a period of six months as probationary period to ascertain their capability and suitability for employment and are judged with a performance appraisal at the end of fifth month. On successful completion of the probationary period employee is given a letter of confirmation. During probation period no benefit of provident fund or gratuity are accrued. And employee is entitled to avail 50% of entitled annual leave during this period and seven days for medical leave during the period.

During probation either party upon 24 hours notice may terminate employment and confirmed employees are required to give one-month notice for resignation or should give up one-month basic salary.

3.2.2 Punctuality

Robi is very particular about time. Employees are required to arrive at work before 9:00 am. In case of disregard of this rule the action is treated as late and recorded in the Attendance Register accordingly. Similarly if the employees leave the work without authorized permission before 5:45 pm is treated as indiscipline.

3.3 DURATION AND PROCEDURE OF LEAVES AT ROBI



3.3.1 Annual Leave

Management	Annual Leave Entitlement
General Manager	25 Working Days
DGM & AGM	22 Working Days
Senior Manager	20 Working Days
Manager	18 Working Days
Assistant Manager	16 Working Days
Executive	14 Working Days
Non Executive	14 Working Days

50% of the entitlement of the annual leave can be accumulated or carried forward to the next service year and rest can be lapsed if not availed.

3.3.2 Medical Leave

Employee medical leave is entitled for 14 days for all level of executives. Employee must have to produce medical certificate for medical leave. There is no provision of accumulation of medical leave.

3.3.3 Quarantine Leave

Quarantine Leave is leave of absence from duty necessitated by orders not to attend office in consequence of the presence of infectious diseases in the person, family or household of an employee. The authority up to maximum grants such leave 15 working days. However, the employee concerned has to submit a medical certificate from a registered medical practitioner.

3.3.4 Accident Leave

Employees who get injured by an accident occurred while on duty is allowed Accident Leave with full pay for the period required for full recovery and become fit to join duties. If the accident causes partial or full disablement and the joining to duties is uncertain, then Management is going to decide on accident.

3.3.5 Maternity Leave

A female employee who has been employed for period of not less than ninety days during the nine months immediately preceding her confinement shall be granted ninety consecutive days maternity leave on full pay. Maternity leave shall be granted after twenty-eight weeks of pregnancy and application for maternity leave shall be made not less than two months prior to date on which it is desired that the maternity leave shall commence. Such entitlement applies for two times during her service with the company.

Leave on account of miscarriage prior to the twenty-eight week of pregnancy shall not be considered as maternity leave as medical leave.

3.3.6 Paternity Leave

Male employees are entitled for three working days paternity leave. One employee can avail paternity leave up to two times during his tenure.

3.3.7 Compassionate Leave

Employees are entitled for three working days compassionate leave in case of death of their parents, spouse and children to cope up with the shock.

3.3.8 Hajj Leave

Only permanent employees (service length minimum 2 years) can take Hajj Leave of 20 consecutive days (including holidays) for Holy Hajj with prior approval of the Management. An employee can avail Hajj Leave once in his or her service tenure with Robi.

3.3.9 Leave Without Pay

The company may grant an employee, at its discretion, no pay leave on important personal ground upon approval of the divisional head, provided that the employee has exhausted his or her annual leave. Functional Heads are responsible to approve for such leave depending on the circumstances.

3.3.10 Compensatory day-off

An employee when required to work on any weekly holiday or govt. holiday shall be given a substitute day off which should be taken within one month of that date or will be forfeited. Employees may take day off leave instead of any weekly or Government holiday if he or she works on that day for at least eight hours in one day. The leave must be taken within the following month and necessary documents (attendance register) must be produced for the approval. On the other hand, the employees will not be entitled for day off leave if they take holiday allowance for the day.

3.3.11 Encashment of annual leave

If any employee's leave application is rejected for two times in a year, he or she is eligible for applying for the leave encashment up to a maximum of ten days. The encashment is based only on Basic salary.

3.4 SALARY AND BENEFITS



Monthly salary is transferred to employee individual salary account each month with other allowances less deductions such as income tax, contributory provident fund etc. Each employee receives a monthly pay statement detailed gross pay and deduction. The Gross or Average amount of employees in various Grades are given below:

Position	Grade	Amount (Tk)
MD / CEO	32	Confidential
Chief Officers (CTO, CMO , CFO)	27	Confidential
General Manager	26	Confidential
Assistant General Manager (AGM)	25	250,000
Senior Manger	24	200,000
Manager	23	150,000
Deputy Manager (DM)	22	90,000
Senior Assistant Manager / Senior Engineer	21	60,000
Assistant Manager / Engineer	20	50,000

Senior Executive / Engineer	19	45,000
Executive / Assistant Engineer	18	40,000
Executive/Assistant Technician	17	35,000

3.4.1 Allowance

Allowances are paid with monthly take-home salary, namely house rent, medical conveyance and utility.

3.4.2 Festival Bonus

Robi usually awards two bonuses in a year on occasion of Eid or Christmas as Festival bonus. The amount is normally equals to the basic salary.

3.4.3 Other Variable Bonus

Robi offers other variable bonuses like; performance bonus (related with individual performance) and company performance bonus (special bonus for company performance or success) to the employees.

3.4.5 Soft Furnishing Allowance

This allowance is paid as a part of house maintenance of the staffs. Only executive and above (permanent) are entitled for the allowance. This allowance is paid on yearly basis at the end of the year.

Job Level	Yearly Allowance (Tk)
Top Management	20,000
Senior Management (DGM & AGM)	15,000
Manager	8,000
Assistant Manager	6,000
Executive	4,000

3.4.6 Overtime Allowance

Only Executives (Grade 17,18,19,20 and 21) and Non- Executive (Grade 1,2,3,4 this grade involves Building Assistant) are eligible for overtime. Maximum ceiling for overtime is 48 hours in a month (except Grade 1 and 2).

3.4.7 Shift Duty Allowance

Job Level	Allowance Per Month (Tk)
Assistant Manager	1600
Executives	1400
Non-Executive	500-800

Only those who are entitled to shifting duty are eligible for the allowance.

3.4.8 Holiday Allowance

Job Level	3-5 hours	More than 5 hours
Manager and Senior Manager	Tk- 300 per day	Tk 500 per day

3.4.9 Salary Review

Salary is reviewed periodically with consistent with the living standard and competitive salary package offered by other multinational organizations as Robi claims.

3.4.10 Provident Fund and Gratuity

The contribution in Provident Fund is 10 % of the basic salary from both sides, employee are eligible for company contribution after five years of membership of the fund. Employee is also entitled to a gratuity payment.

3.4.11 Group Life Insurance

Robi management has approved a group life insurance policy under which, death, permanent partial disability and permanent total disability are covered. Moreover, the insured amount for life is 36 times gross salary.

3.4.12 Child Birth Benefit

All regular employees are entitled for Child Birth Allowance as per stated below:

- Manager and above: (Both employee and spouse) Tk 15,000 per delivery
- Assistant Manager and below: (Both employee and spouse) Tk 10,000 per delivery.

3.4.13 Hospital Fund Policy

All employees are entitled for the benefit (all permanent employees and their families, all probationers and their families and all contractual employees and their families including Non Executives) as per the level of placement or Grade. (Family means spouse and children up to 25 years old). An employee can claim for two-hospitalization cost per year. An employee should take prior approval from the Head of Human Resources in writing in advance of any pre-planned hospitalization. In case of emergency the employee is asked to inform the Human Resource. Immediately.

Hospitalization expense includes:

- Consultation fees while admitted
- Investigation expense (ECG, X-Ray, MRI, CT Scan etc) while admitted

- Artificial limbs, eyes, casts, braces and crutches
- Post hospitalization physiotherapy up to two sessions
- Rental or wheel chair or hospital bed, if advised by physician
- Ambulance service to and from the hospital
- Treatment by Radiotherapy or Chemotherapy
- Two follow up visits after discharge from hospital

3.4.14 Subsistence Allowance Or Meal Allowance (Local)

An employee who is required to travel out station on company business beyond a radius of 33 Km. from his office will be entitled to subsistence allowance as follows:

If the work requires a stay of 24 Hours or more inclusive of travel time

Designation	Rates (Tk)
Top Management	4,500
Senior Management (AGM, DGM)	1,200
Management (Manager)	1,000
Assistant Manager	800

Executive	700
Non-Executive	300-400

If the work requires a stay of 8 Hours or more but less than 24 Hours or more inclusive of travel time

Designation	Rates (Tk)
Top Management	800
Senior Management (AGM, DGM)	700
Management (Manager)	600
Assistant Manager	500
Executive	400
Non-Executive	180-250

3.4.15 Accommodation Allowance

An employee who is required to travel out station on company business beyond a radius of 33 Km from his office (within Bangladesh) and requires a stay of 24 hours or more shall be entitled for following claims:

- a) Hotel Rental
- b) Rental Without Receipts

3.4.16 Daily Allowance for Overseas Travel

An employee traveling outside Bangladesh, on company business is paid Daily meal allowance.

An employee traveling outside Bangladesh, on company business is reimbursed on production of receipts for the Airport Charges, Tax and Transportation Expenses. The mode of transport using hired vehicle is approved first by the Managing Director. The airfares for such business trip or courses are as follows:

Designation	Air Fare
Top Management	Business
Senior Management (AGM, DGM)	Economy
Management (Manager)	Economy
Assistant Manager	Economy
Executive	Economy

3.4.17 Accommodation Allowance (Overseas)

An employee traveling outside Bangladesh, on company business is paid accommodation allowance

Hotel Rental with Receipt:

- Actual cost for single deluxe (Top Management)
- Actual cost for single room (Executive to Senior Management)

3.4.18 Transfer Reimbursement

The company pay a transfer allowance of Tk. 15,000/= for a married employee (Executive and above) and Tk. 9,000 /= for a single employee, for the inconvenience caused by such transfer from one station to other. Transfer allowance for non-executive is Tk. 9,000 /= (married) and Tk. 6,000 /= (single) respectively. Traveling allowances, Meal allowances and Accommodation allowances is paid according to company rules.

3.4.19 Transport and Traveling Allowance

Employees authorized to use his or her vehicle in performing the duty, is reimbursed transport expenses:

Description/ Vehicle	Allowance
Motorcar	Tk. 8 per Km
Motorcycle	Tk. 4 per Km
Parking fees and toll charges	Reimbursed upon submission of receipt

3.4.20 Wedding Loan

The company provides Interest free wedding loan for the confirmed permanent employee. Loan amount is three times Gross salary.

3.4.21 Meal Allowance

All confirmed regular employees are entitled for a monthly meal allowance as per their Job Grade which is payable with their salary.

3.4.22 Children Education allowance

All regular employees are entitled for Children Education Allowance up to maximum two children (age should be with in 25 years). Allowance is payable with the monthly salary as per the employee Job Grade.

3.4.23 Gratuity

All confirmed regular employees are entitled for Gratuity as per stated below:

Years of Service	Allowance
After 5 years	1 last drawn basis for each completed year
After 8 years	1.5 last drawn basis for each completed year
After 10 years	2 last drawn basis for each completed year

3.4.24 Long Service Award

For all confirmed regular employees the reward in the form of Gold Medal worth different values relating with time frame.

3.4.25 Leave Fare Assistance

All regular employees are entitled for Leave Fare Assistance on monthly basis as per their Job Grade which is payable with their salary.

3.5 CAREER DEVELOPMENT



In Robi employees' career are developed through appraising their performances and providing with knowledge and skills through proper training and development programs.

3.5.1 Introduction

After joining, new employee is subjected to attend an introduction program. This program provides new employee with basic background information about employer, information about company rules and practices, organization's products and services. HR Division conducts this new employee socialization program.

3.5.2 Performance Appraisal

To achieve the overall organization goal, each employee is assigned with his individual goal. A periodic (normally in the month of December) appraisal is conducted with the view to monitoring the employee performance and to find out the training need and developments of each employee. Good performers are awarded accordingly for their contribution to the organization.

3.5.3 Organizational Development

Robi Axiata Limited management gives immense emphasis on developing its Human Resources by allocating huge money with yearly training programs (both local and overseas training).

Annual training calendar is drawn up consisting with the training need assessment of all

members of the organization. In- house training is also arranged with Robi's own facilitators. Usually trainees are sent to Sweden, Egypt, France, Malaysia, Indonesia and India for various training programs.

3.5.4 Promotion

A systematic promotion policy is followed in terms of promoting the deserving employees in line with the succession plan. Promotion is given to an employee when there is a vacancy in the higher position and the employee has the required skills, experience to undertake the job. Up gradation is also awarded on the basis of performance and capability of the individuals.

3.6 MOTIVATION



As motivation is a prime factor to job satisfaction, Management is willing to take initiative by offering schemes:

➡ Performance Bonus

Performance bonus is given to the good performers with accordance with the company rules and management discretions as recognition of one's performance through out the year.

➡ Reward and recognition

Reward and Recognition policy is introduced to award the outstanding performers, best team performers and the best support staff.

3.7 SAFETY AND SECURITY



For confronting contingency or any possible accident in the work places, Robi offices contains fire extinguishers and first aid box and Robi is working to establish a comprehensive safety and security policy for safeguard of their lives and properties as well.

3.8 SOCIAL AND VOLUNTARY ACTIVITIES



3.8.1 Scholarship program

The scholarship program of Robi is a good will project. The target of the project is to send meritorious but financially insolvent Bangladeshi students for high quality academic programs in Multimedia University (MMU) of Malaysia. Every year, they send three students to study in IT, Engineering and BBA under the scholarship program.

3.8.2 Donations

Robi provides donation to different social organization as a gesture of their recognition and contribution to the society. Robi as Aktel provided charity Mobile Plus connection to the Anjuman Mufidul Islam, Lion Eye Hospital and Shandhani Blood Donation for their outstanding contribution to the society.

Robi stands beside the Government and effected people of Bangladesh during different natural calamity.

3.9 DISCIPLINE



Rob follows systematic methods (show cause, personal hearing, suspension, enquiry and punishment) while taking disciplinary action against any accused employee as per law of the land. The following acts or omissions shall be treated as misconduct for which Management may decide to take disciplinary action against any employee:

- Willful insubordination or disobedience, whether alone or in combination with others, to any lawful or reasonable order of a superior or colleagues
- Habitual absenteeism (unauthorized absent or desertion of duties)
- Habitual late attendance
- Habitual negligence or neglect of work
- Theft, fraud or dishonesty in connection with the organizations business or propret
- Behavior causing severe damage to sutomer relations
- Habitual breach of any law or rule or regulation applicable to the organization
- Resorting to illegal strike or 'go slow' or inciting others to resort to illegal strike or 'go slow'.
- Falsifying, tempering with, damaging or causing loss of official records
- Possession or use of drugs, alcohol or illegal substances and drunkenness or gambling while on duty
- Use of bad language
- Riotous or disorderly behavior in the office premises or any act subversive of discipline
- Frequent repetition of any act or an illegal gratification in connection with oneself or any other employees' employment under the employer.

➔ **Punishment**

The measurement of punishment should be proportionate to the severity of the offence committed. The punishment could be follows:

- a) Written Warning
- b) Suspension without pay for a period not exceeding seven working days
- c) Defer increment for a period not exceeding two years
- d) Degradation to any lower grade
- e) Dismiss the employee without notice
- f) Termination
- g) Impose any other lesser punishment other than (a) to (e)

➔ **Right of Appeal**

An employee on whom any form of punishment is imposed as provided above shall have right of appeal to the Chief Executive Officer of the company within fourteen days from the date of notification of punishment served on the employee.

3.9.1 Retrenchment

An employee whose service is terminated on ground of redundancy is entitled to a) one month salary for each completed years of service b) payment of outstanding annual leave day. The principle of “Last in First Out” is followed. In the event of vacancy arising within twelve months of the retrenchment, the company gives preference to applications from ex-employees declared redundant previously.

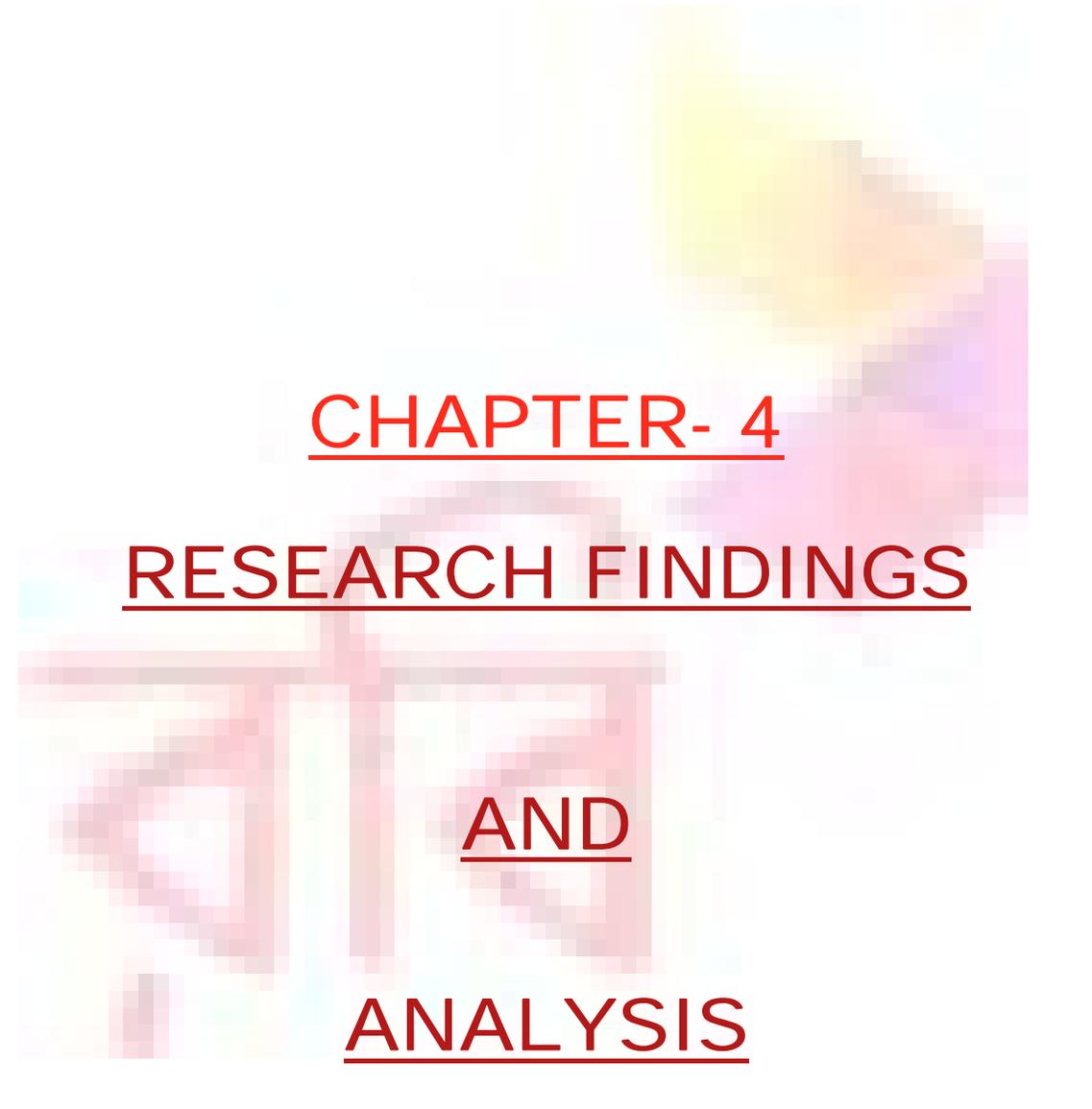
3.9.2 Medically Boarding Out

When an employee is incapable either physically or mentally to under go his or her job, management may discharge him or her from service upon recommendation of the Government Medical Board.

3.9.3 Retirement

	Optional Retirement	Compulsory Retirement
Male	50 Years	58 Years
Female	45 Years	58 Years

Till now, I have discussed about the facilities that Robi Axiata Limited provides to their employees in order to satisfy and sustain their good performing employees. In the farther chapters these data are analyzed in details to get a clear picture of the Level of employee satisfaction at Robi Axiata Limited.



CHAPTER- 4
RESEARCH FINDINGS
AND
ANALYSIS





CHAPTER-4 RESEARCH FINDINGS AND ANALYSIS



This chapter is all about the research that was conducted to get a clear view about the employee satisfaction at Robi Axiata Limited. This part also includes the findings, analysis of those findings and also some important interpretations. The research is based on all facilities and benefits provided by the company (as mentioned in the last chapter). This chapter will reveal the level of employee satisfaction regarding those facilities.

4.1 ABOUT THE RESEARCH



For an in-depth study a research was conducted. Steps followed in the research are illustrated below:



Step 1: Problem Definition

The topic of my internship report is “The Standard And The Effects of Employee Satisfaction At Robi”. Based on the topic the point that highlights are whether the employees at Robi are satisfied or not. Therefore the research problem is “The Level of Satisfaction of Employees At Robi”.

Step 2: Research Design

Based on the research problem my research was designed as follows:

Variables	Information needed	Source of Information/ Respondents	Methods	Researchers	Timing	Place
<p>Dependant Variable:</p> <p>Employee Satisfaction</p> <p>Independent Variables:</p> <ul style="list-style-type: none"> -Employees - Environment -Facilities -Services 	<p>Gender of the respondent</p> <p>Age of the respondent</p> <p>Designation</p> <p>Years of work experience at Robi</p> <p>Division</p> <p>Level of satisfaction regarding:</p> <ul style="list-style-type: none"> - Leaves - Salary and benefits - Safety and Security - Motivation - Safety and security - Discipline - Assessment - Over all 	<p>30 Employees of Technical Division of Robi Axiata Limited</p>	<p>Quantitative:</p> <p>Survey</p>	<p>Sabrina Nasser Lya</p>	<p>During the office hour</p>	<p>Technical Division of Robi Axiata Limited, Uday Tower 15th Floor</p>

Step 3: Collection Form Design

The questionnaire consisted of two parts Part A- The questionnaire asked for some personal information like age, gender, designation, years of experience at Robi and Division they are working in. Part B- The questionnaire was detailed in such a way so that the employee can express their satisfaction level regarding every aspects, such as, leaves, salary and benefits, motivation, safety and security, discipline and employee assessment. Moreover the questionnaire form also included some questions out of which a qualitative conclusion can be drawn. The options are assigned on a Nominal scale. The Questionnaire is attached in the report later in the Appendix.

Step 4: Sample size

The survey is done on 30 employees in the Technology Division.

Step 5: Collection of Data

Data were collected through survey. Both the qualitative and quantitative data were collected through the questionnaire. Then the collected data were input in the SPSS to derive finding (tables and diagrams). The purpose of the collection of data was to gain an overall picture of the level of employee satisfaction. This was done through a survey with the Employee. The employee was asked for their contribution for a little moment.

Step 6: Data Analysis

After deriving output from SPSS the collected data were analyzed which are provided later in the report.

Step 7: Writing the Research Report

After analyzing all collected data and following all the mentioned steps, writing this report was possible.

4.2 RESEARCH FINDINGS (COLLECTED DATA)



As I mentioned earlier that data were collected through survey. The questionnaire contained mostly quantitative questionnaire. In the qualitative questions options were assigned on a Nominal Scale, where 1 = Dissatisfaction, 2 = Somewhat Dissatisfaction, 3 = Neutral, 4 = somewhat satisfaction and 5 = Satisfaction. In some questions, 1 = very important, 2 = neutral and 3 = important and in one case 1 = Excellent, 2 = Good, 3 = average and 4 = bad. The options are arranged on a nominal scale so that we can put value on the SPSS. Then the collected quantitative data were put in the SPSS according to the nominated points. Variables are provided in the Appendix.

4.2.1 Quantitative Data:

Gender:

The survey was done on 19 male (63.3%) and 11 female (36.7%).

Age of the Respondents:

In the survey it was found that 20 employees (66.7%) are between the age of 20-30 years of age. 8 (26.7 %) of them are between the age of 31-40 years of age. Lastly only 2 (6.7%) of them are above 40 years of age.

Designation of the Respondent:

In the survey 19 out of 30 (63.3%) respondents are specialists. 6 out 30 (20%) respondents are Managers and 5 out of 30 (16.7%) respondents are Engineers.

Years of Work Experience at Robi

- 2 of the respondents have experience of 1 year, which is 6.7%.
- 2 of the respondents have the experience of 2 years.
- 6 of them have the experience of 3 years, which is 20 %.
- 4 of the respondents have the experience of 4 years, that 13.3%.
- 1 of them has the experience of 5 years, which is 3.3%.
- 4 of them have the experience of 6 years.
- 1 of them has the experience of 7 years.
- 1 of them has the experience of 8 years.
- 1 of them has the experience of less than 1 year.
- 1 of them has the experience of more than 1 year.
- 1 of the respondent has the experience of more than 3 years.
- 2 of them have the experience of more than 4 years.
- 3 of them have the experience of more than 5 years.
- 1 of them has the experience of more than 6 years.

Table 4 (A): Level of Satisfaction of Leaves

		Leaves (No. Of Respondents)						Counts Of Response
		Annual Leave	Medical Leave	Leave Without Pay	Compensatory Day-off	Maternity Leave	Paternity Leave	
Level	Dissatisfactory			1		1	3	4
	Somewhat Dissatisfactory		1	3	2	1	3	10
	Neutral	1	1	11	17		5	35
	Somewhat Satisfactory	10	8	10	6	7	5	46
	Satisfactory	19	20	5	3	2	3	52

Table 4 (B): Level of Satisfaction of Salary and Benefits

Levels (No. Of Respondents)				
Dissatisfactory	Somewhat Dissatisfactory	Neutral	Somewhat Satisfactory	Satisfactory

Salary And Benefits	Allowance		2	1	10	17
	Festival Bonus		1	2	18	9
	Overtime Allowance			7	17	6
	Shifts	1	3	20	4	2
	Holiday Allowance	2	2	10	12	4
	Salary Review	2	1	8	19	
	Provident Fund and Gratuity		2	17	9	2
	Traveling and Accommodation Allowance	4	3	13	8	2
	Timeliness of salary handover		1	2	13	14
	Counts of Response	9	15	80	110	56

Motivation

Table 4 (C): Level of Importance of Motivational Factors

		Levels (No. Of Respondents)		
		Important	Neutral	Very Important
Motivational Factors	Performance Bonus	6	1	23
	Reward And Recognition	5	1	24
	Counts of Responses	11	2	47

Table 4 (D): Level of Satisfaction of Motivational Factors

		Levels (No. Of Respondents)				
		Dissatisfactory	Somewhat Dissatisfactory	Neutral	Somewhat Satisfactory	Satisfactory
Motivational Factors	Performance	4	3	5	10	8
	Bonus					
	Reward And Recognition	3	4	12	10	1
Counts of Responses		7	7	17	20	9

Safety and Security

- 12 respondents (40%) are satisfied with the safety and security of Robi.
- 12 respondents are somewhat satisfied.
- 1 respondent (3.3%) is neutral.
- 4 respondents (13.3%) are somewhat dissatisfied
- 1 respondent is dissatisfied with service.

■ *Necessity of More Safety and Security Facilities*

- 24 respondents (80%) said “yes”
- 6 of them (20%) said “No”

Discipline

■ **Level of fairness of Disciplinary act and Punishment at Robi**

- 13 respondents (43.3%) said it is good
- 17 respondents (56.7%) said it is Average

■ **Improvement of the organization due to disciplinary act and punishment**

- 18 respondents (60%) said that the organization is improving.
- 10 of them (33.3%) are neutral about the case.
- 2 of them (6.7%) do not think that the organization is improving.

■ **Are rules followed by the organization?**

- 10 respondents (33.3%) said “yes”
- 20 respondents (66.7%) are neutral about the case

Assessment

■ Fairness of the Assessment

- 11 respondents (36.7%) are satisfied with the assessment.
- 8 of them (26.7%) are somewhat satisfied.
- 7 respondents (23.3%) are neutral.
- 2 of the respondents (6.7%) are somewhat dissatisfied.
- 2 of the respondents are dissatisfied with the assessment

■ Improvement due to assessment

- 18 respondents (60%) said “Yes”
- 7 respondents (7%) said “No”
- 5 of them (16.7%) are neutral

■ Positive impact of the changes in the organization

- 21 respondents (70%) said “yes” the changes have a positive impact.
- 1 of them (3.3%) said “No”.
- 8 respondents (26.7%) are neutral.

Level of Satisfaction of the Entire Environment in Robi

- 21 respondents (70%) of them are satisfied with the environment of Robi.
- 6 of them (20%) are somewhat satisfied.
- 1 of them (3.3%) is neutral.
- 1 of them is somewhat satisfied.
- 1 of them is dissatisfied.

Factor That Link Mostly To Employee satisfaction

- 22 respondents (73.3%) said that it is salary and benefits
- 4 respondents (13.3%) said that it is motivation.
- 3 of them (10%) said that it is leaves
- 1 of the respondent (3.3%) said that it is employee assessment

To have a look at the sources of data (Figures and tables) please go to the Appendix

4.2.2 Qualitative Data

In the questionnaire there are three questions through which the qualitative are derived.

They are as follows

- According to you do you think any of the leaves provided by the company should have more duration? Please provide reasons if it is convenient for you.
- Do extra facilities such as mobile, ID card and Business Cards play a vital role in satisfying employees or giving employee recognition? Why?
- Mention the requirement of Safety and Security.

6 out of 11 of the female employees want the company to extend the maternity leave and make it 6 months. On the other hand 7 out of 19 male employees want the Paternity leave to be increased. 5 out of 30 employees feel that the Casual leave should be introduced. 6 out of 30 employees want more festival leave. 1 employee wants the annual leave those are not carried forward can be converted to cash. 1 employee wants the compensatory day-off to be emphasized more. However, 5 respondents feel that no leave facilities should be increased.

All employees said that extra facilities like, mobile phone, ID card and Business card play vital role in employee satisfaction. Reasons they provide are that they give identity and recognition make the employee a part of the organization and also work as motivational factors.

8 out of 30 employees feel that the premises should have proper fire exit. 2 of the employees want the area to be more hygienic. 8 employees that are the maximum employees want the organization to be stricter about the entrance of outside people. 4 of them demand for logistic and safety training. 3 employees feel that the area should have CC camera. However, 5 respondents feel that no safety and security facilities should be added.

For more details of the qualitative data please look at the Appendix

4.3 ANALYSIS OF THE COLLECTED DATA



All data collected is analyzed in details in this part. All the diagrams included in this part are derived from SPSS. Some diagrams and tables are provided later in the Appendix. Tables provided in the Part 4.1 are also used in the analysis.

In the survey the maximum respondents were male. The respondents are mostly between the age of 20-30. Moreover, maximum respondents are Specialist. In addition, the maximum work experience respondents have is 8 years, in which the highest number of employees has the work experience of 3 years.

Leaves

From the **Table 4 (A)** an overall picture of the level of employee satisfaction regarding leave can be seen. Digits marked in Red are the total counts of responses, which show that the employees are satisfied with the rules and regulations and duration of all leaves. However, a good amount of employees are somewhat satisfied with the leaves. Fortunately a very few number of employees are dissatisfied with the aspects of leaves.

In case of Annual leave the maximum employees are happy with the rules and durations. However, a wealthy amount of employees are somewhat satisfied, but no one seems to be dissatisfied with the leave.

Most employees seem to be perfectly satisfied with Medical leave. In fact the highest amount of employees responded positively in case of this leave. However one employee seems to be somewhat dissatisfied.

In case of leave without pay and compensatory day-off most of the employees are neutral. The reason behind this is that some of them did not experience these leaves and some of them did not know that the company is offering these leaves.

In case of Maternity leave most female employees are somewhat satisfied, but a very few were dissatisfied because the organization has not yet implemented the maternity leave of 6 months as declared by the Government. But it has been heard that very soon the company will offer maternity leave for duration as declared by the Government (this information is highlighted in the qualitative part of the questionnaire).

The result of paternity leave was very much fluctuating. Most male employees were somewhat satisfactory and neutral. In the quantitative question as mentioned earlier most men said that the paternity leave should be extended so that they can fulfill their responsibility while the baby birth.

Salary And Benefits

The result regarding salary and benefit is quite like the result in case of leave. From the **Table 4 (B)** it can be seen that maximum employees are somewhat satisfied with the rules and regulations of their salary and benefits.

As shown in the table in case of allowance most of the employees are satisfied. Moreover, a healthy amount of employees are somewhat satisfied with the allowance that the company provides. Very few employees expressed their dissatisfaction regarding salary and benefits.

Again in case of Festival bonus the result is similar to the result of allowances. Most employees are somewhat satisfied, as they get the amount equal to their basic salary during Eid and Christmas.

Overtime allowance is given only to some Grades of employees as mentioned earlier. According to the table maximum numbers of employees are somewhat satisfied. A few amounts are satisfied, but more than that employees are neutral about the case.

In case of shifts the highest amount of employees are neutral as they are not use to this benefit. Most of the employees have not done the shift duty. Compared to other benefits a very few employees are satisfied and somewhat satisfied with the benefit. Some of the employees who have done the duty are dissatisfied; they feel that the amount provided is not sufficient.

In case of holiday allowance most of the employees are somewhat satisfied and few of them are satisfied. On the other hand most of the employees are neutral. This is because they have not experienced the benefit of holiday allowance. However, a very few employees are dissatisfied with the facilities provided in the holiday allowance.

The salary review is done so that the amount of salary is set in such way that it gives complete support to the lifestyle of employees. Most of the employees are somewhat satisfied with the facility. Moreover, some are neutral about the facility as they do not have idea about the method of salary review. However, some are dissatisfied as they feel that the organization do not go through this facility accordingly.

Maximum employees are neutral in this case. This may be because their work experience is less than 5 years, as an employee is only eligible to contribute to Provident fund and gratuity after 5

years of membership of the fund. Moreover, a good amount of employees are somewhat satisfied with the facility. Fortunately a very few amount is somewhat dissatisfied with the facility.

Most of the employees are neutral about the traveling and accommodation, as they neither found it impressive nor unbeneficial. A good amount of employees are somewhat satisfied as they find it very motivating to get facilitated during travel.

Most of the employees are satisfied with the timeliness of salary handover, as they feel that they get their monthly salary on time. Then a good amount of employees are somewhat satisfied as they feel sometimes it becomes late in receiving the salary. However, very few of them are neutral and only one employee is dissatisfied.

Motivation

Before deriving the level of satisfaction regarding the motivational factors, it was very essential to find out how much important are these motivational factors to the employees. In **Table 4 (C)** it is shown that most or almost every employee find performance bonus and reward and recognition very important.

In **Table 4 (D)** it is shown that most of the employees are somewhat satisfied with the performance bonus and reward and recognition provided by the company. The employees feel that the company provides bonus based on both individual and group performance. Moreover, they are happy with the rewards and recognition provided by the company. However a very few amount of employees are dissatisfied which can have a negative impact on the company and employee productivity. Some are neutral as they are neither satisfied nor dissatisfied with the motivational factor provided by the company.

Moreover, respondents were asked whether ID card, Business cards and mobile phone play a vital role in employee satisfaction or not. Every one said that these work as a motivational factor, as it gives recognition and mobile phone work as a motivation for employees.

Safety And Security

Most of the employees are satisfied and somewhat satisfied with the facilities provided for the safety and security in the organization. A very few seems to be dissatisfied the reason behind this was found when the employees were asked to specify their requirements for safety and security.

Almost all employees stated that more facilities for safety and security are required. Maximum employees said that there should be more restrictions to outsiders and the fire exit should be improved. However, one of the employees stated a very essential monetary reason, which is the employee feels that festival bonus should be included in contractual sector as well.

Discipline

Disciplinary acts followed by Robi are mention earlier in the report. Most of the employees that are 56.7% find the disciplinary act and rules of punishment averagely fair. Moreover 43.3% find it fair. 60% of the employees stated that the organization is improving due to these disciplinary acts and punishments. However, some of them are neutral as they not sure whether it is having an impact on the organization or not. Therefore most of the employees were neutral when they were asked whether the organization follows these acts accordingly or not.

Assessment (Evaluation of Employees)

At the end of every year mostly in December an employee assessment is done to measure the level of performance of the employees. Most of the employees seem to be satisfied with the employee assessment, as 36.7% said that the assessment is fair and 60% of them said that the environment of the organization is improving due to the assessment, as all employees are striving to perform better every year to have a better evaluation result.

As one of the employees in the organization said that the organization has made some changes in the assessment process five times in last five years. I could not know about the changes as it was confidential, but I wanted to find out whether these changes have positive impact on the

organization. 70% of the respondents stated that the organization is positively affected by these changes.

Level Of Satisfaction Of The Entire Environment In Robi

As the dependent variable of the research is Employee Satisfaction it was very essential to know the level of employee satisfaction regarding the entire environment of Robi. 70% of the employees are satisfied with the environment of Robi. However, this information is not enough to draw conclusion therefore further analysis of data is conducted.

Factor That Link Mostly To Employee satisfaction

It is not enough to know the level of employee satisfaction therefore the respondents were asked to state that on which factor does the employee's level of satisfaction is mostly based. The maximum number of employees that is 73.3% said that salary and benefit boosts up the level of employee satisfaction.

4.4 CORRELATIONS



It is mentioned earlier that the Dependant variable is Employee satisfaction. The variable is correlated with independent variables like gender, age, designation, and work experience at Robi to measure the level of employee satisfaction in the view of these aspects individually. Figures and tables are derived with the help of SPSS by the process of Cross Tabulation.

4.4.1 Correlation between the Level of Employee Satisfaction and Gender

Table 4(E): Level of Satisfaction of the Entire Environment of Robi * Gender (Cross tabulation)

		Gender		Total
		Male	Female	
Level of Satisfaction of The Entire Environment of Robi	Dissatisfactory	1	0	1
	Somewhat Dissatisfactory	0	1	1
	Neutral	1	0	1
	Somewhat satisfactory	5	1	6
	Satisfactory	12	9	21
Total		19	11	30

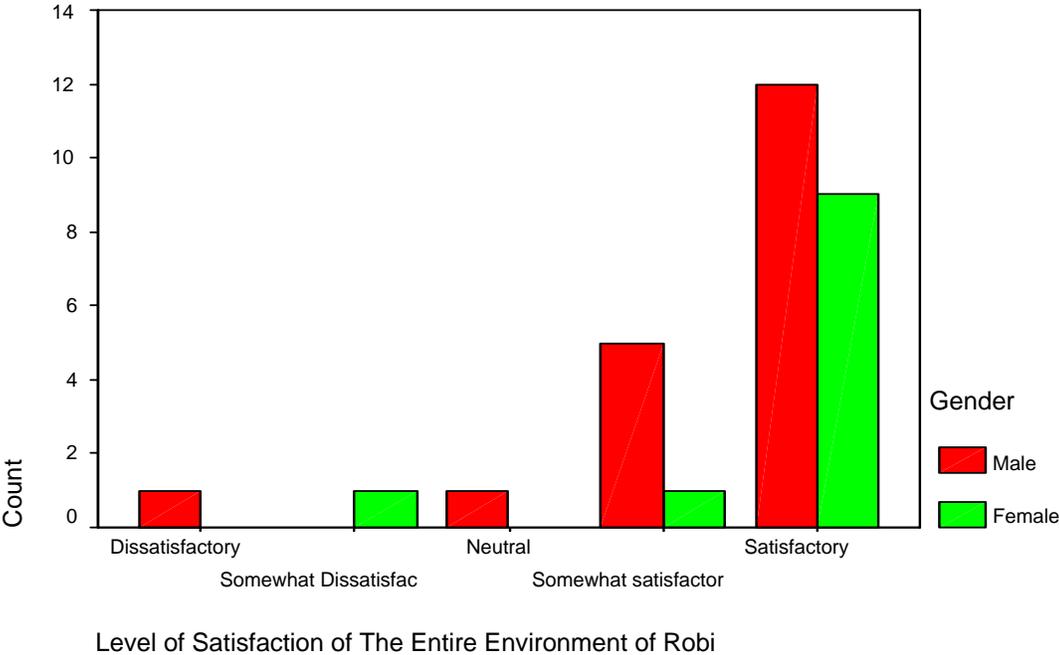


Figure 3: Correlation between the Level of Employee Satisfaction and Gender

The purpose of doing this correlation between the levels of employee is satisfaction and gender is to project that which gender is more satisfied in the organization. As shown in **Table 4 (E)** 12 out of 19 male respondents are satisfied, where as 9 out of 11 female employees are satisfied with the entire environment of Robi Axiata Limited. 1 male employee is dissatisfied, where none of the female employees are completely dissatisfied. Therefore, the female employees are more satisfied than male employees at Robi. In the **Figure 3** the bar of male employees are higher as there were not male respondents in the survey.

4.4.2 Correlation between the Level of Employee Satisfaction and Age

Table 4 (F) Level of Satisfaction of the Entire Environment of Robi * Age (Cross tabulation)

		Age			Total
		20-30	31-40	> 40	
Level of Satisfaction of The Entire Environment of Robi	Dissatisfactory	0	1	0	1
	Somewhat Dissatisfactory	1	0	0	1
	Neutral	1	0	0	1
	Somewhat satisfactory	4	2	0	6
	Satisfactory	14	5	2	21
Total		20	8	2	30

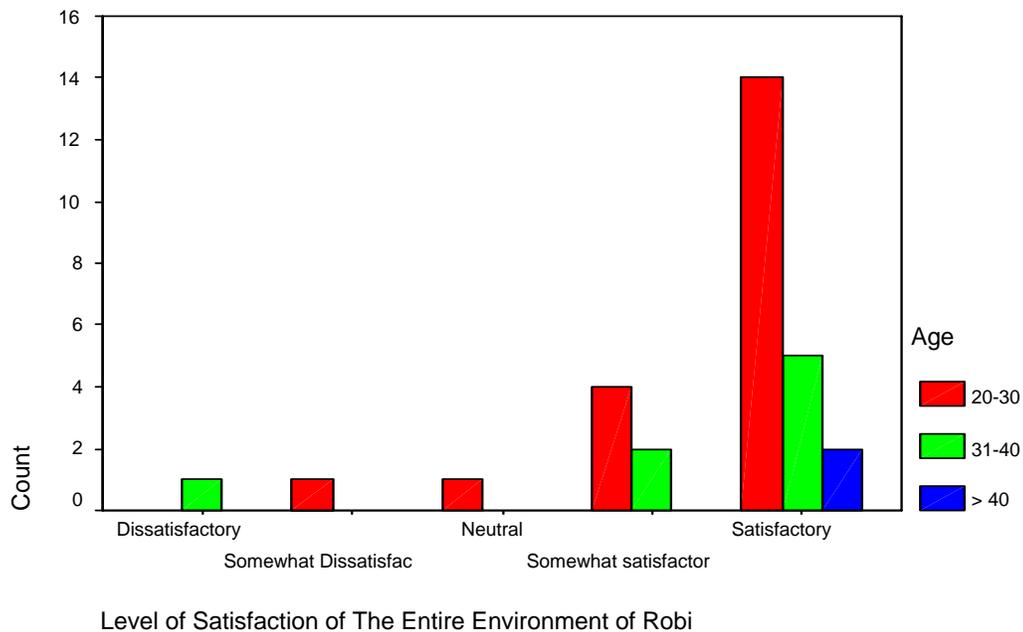


Figure 4: Correlation between the Level of Employee Satisfaction and Age

As shown in the **Table 4 (F)** the employees between the ages of 20-30 years of age are mostly satisfied. This may be because the facilities they provide finely coincide with the employee's life style and needs.

4.4.3 Correlation between the Level of Employee Satisfaction and Designation

Table 4(G): Level of Satisfaction of the Entire Environment of Robi * Designation (Cross tabulation)

		Designation			Total
		Engineer	Manager	Specialist	
Level of Satisfaction of The Entire Environment of Robi	Dissatisfactory	0	0	1	1
	Somewhat Dissatisfactory	0	0	1	1
	Neutral	0	0	1	1
	Somewhat satisfactory	2	2	2	6
	Satisfactory	3	4	14	21
Total		5	6	19	30

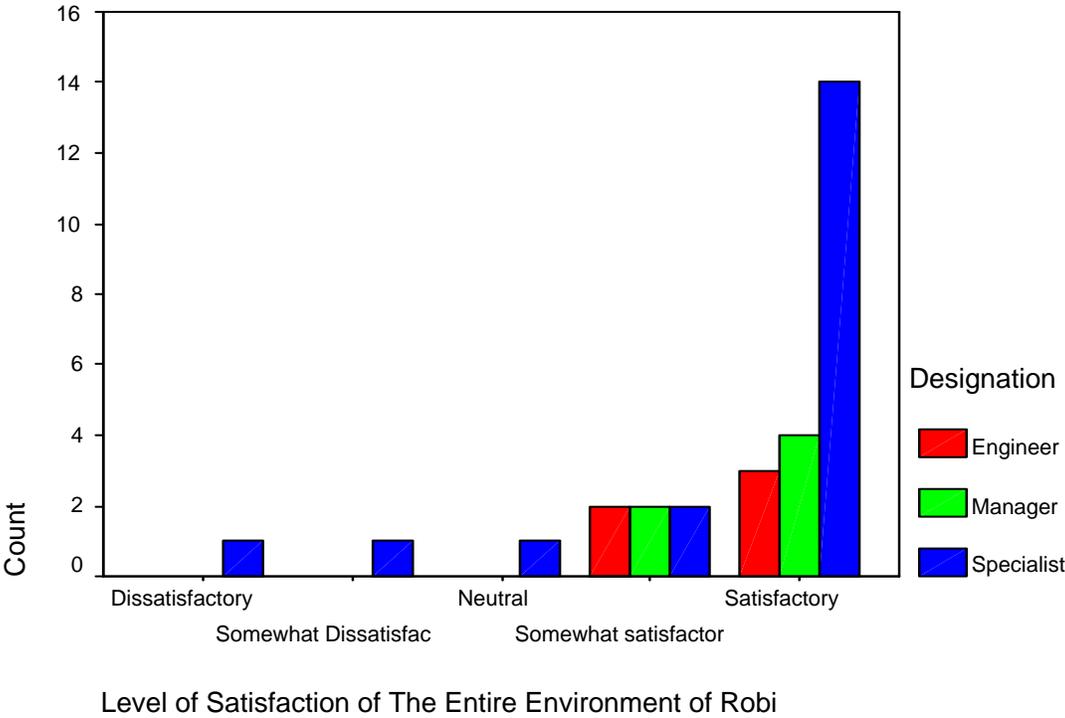


Figure 5: Correlation between the Level of Employee Satisfaction and Designation

As shown in the **Table 4(G)**, most Engineers (3 out of 5 respondents) and Managers (4 out of 6 respondents) are satisfied. On the other hand 14 out of 19 Specialists are satisfied. Therefore, it can be stated that Engineers and Managers are mostly satisfied in the Technology Division of Robi. However, in the **Figure 5** the bar of Specialist is highest because most of the respondents were specialist

4.4.4 Correlation between the Level of Employee Satisfaction and Years of Experience

**Table 4(H): Years of Experience at the Organization * Level of Satisfaction of the Entire Environment of Robi
(Cross tabulation)**

		Count					Total
		Level of Satisfaction of The Entire Environment of Robi					
		Dissatisfac tory	Somewhat Dissatisfact ory	Neutral	Somewhat satisfactory	Satisfactory	
Years of Experience at the Organization	1	0	0	0	0	2	2
	2	0	0	0	0	2	2
	3	1	0	0	1	4	6
	4	0	0	0	2	2	4
	5	0	0	0	0	1	1
	6	0	0	0	2	2	4
	7	0	0	0	1	0	1
	8	0	0	0	0	1	1
	Less than 1	0	0	0	0	1	1
	More than 1	0	0	0	0	1	1
	More than 3	0	1	0	0	0	1
	More than 4	0	0	1	0	1	2
	More than 5	0	0	0	0	3	3
	More than 6	0	0	0	0	1	1
Total		1	1	1	6	21	30

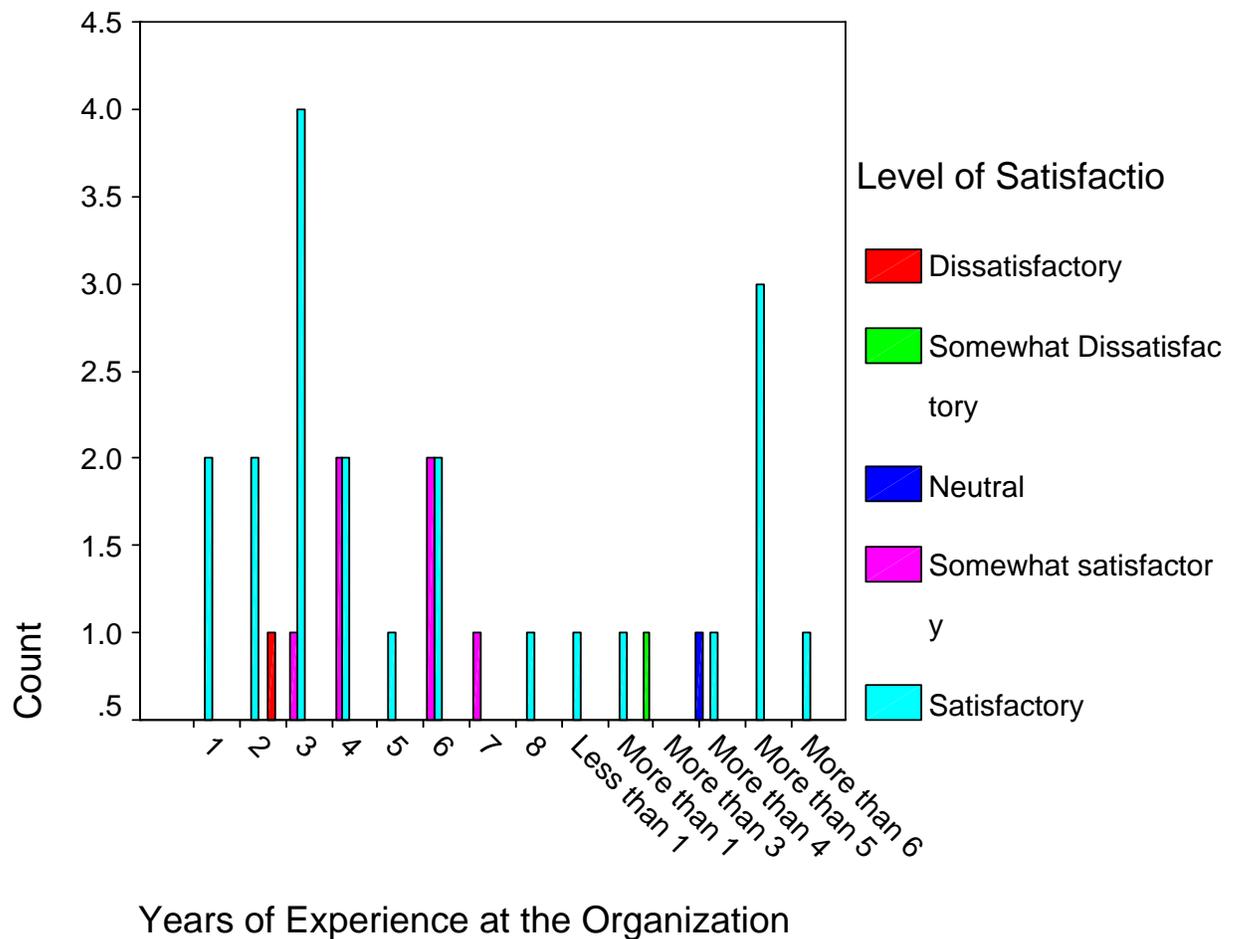


Figure 6: Correlation between the Level of Employee Satisfaction and Years Of Experience

In the **Table 4(H)** and the **Figure 6** it is shown that employees with the work experience of 1 year, 5 years, 8 years, less than 1 year, more than 1 year, more than 5 years and more than 6 years are completely satisfied with the environment of the company. However, Employees with the work experience of 2-7 years and more than 3 years to less than 5 years have slight dissatisfaction with the environment. The reason behind this is that new employees are eager to perform better and old employees are more committed to the organization. It is normally in between the period of continuous service when the employee's satisfaction level deteriorates. This is the period when they try to switch jobs and search for other options. Moreover as you can see in the diagram it is during 5 years time the satisfaction starts rising, this can also be due to rewards and recognition. I have mentioned earlier that Robi gives gold medals for continuous

service of 5 years. Therefore employees are overwhelmed due to the reward and their satisfaction level rises.

4.4.5 Correlation between the Level of Employee Satisfaction and Factor Mostly Linked To Employee Satisfaction

Table 4(I): Level of Satisfaction of the Entire Environment of Robi * Factor That Link Mostly to Employee Satisfaction (Cross tabulation)

		Count				Total
		Factor That Link Mostly to Employee Satisfaction				
		Leaves	Salary and Benefits	Motivation	Assessment	
Level of Satisfaction of The Entire Environment of Robi	Dissatisfactory	0	1	0	0	1
	Somewhat Dissatisfactory	0	0	0	1	1
	Neutral	0	1	0	0	1
	Somewhat satisfactory	2	4	0	0	6
	Satisfactory	1	16	4	0	21
Total		3	22	4	1	30

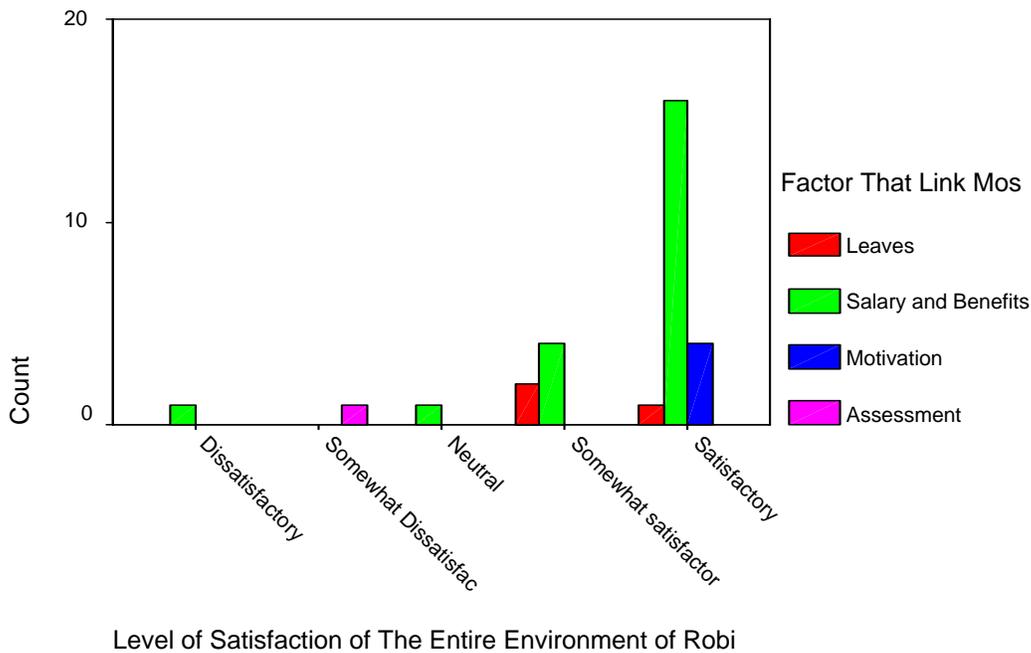


Figure 7: Correlation between the Level of Employee Satisfaction and Years of Experience

In the **Table 4 (I)** and **Figure 7** it is shown that most satisfied employees finds salary and benefits as the most important factor that effect the level of employee satisfaction. The second most important factor is motivation. However, leaves and assessment are not that effective factor. Therefore, it is clear that Robi should work more on Salary and Benefits in order to keep their employees satisfied.

4.5 HYPOTHESIS



Table 4(J): One-Sample Statistics

	N	Mean	Std. Deviation	Std. Error Mean
Level of Satisfaction of The Entire Environment of Robi	30	4.50	.974	.178

Table 4 (K): One-Sample Test

	Test Value = 4.5					
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
Level of Satisfaction of The Entire Environment of Robi	.000	29	1.000	.00	-.36	.36

After analyzing the data a hypothesis was developed based on the dependent variable, which is employee satisfaction.

Null Hypothesis: Ho= Employees at Robi Axiata Limited are satisfied

Alternative Hypothesis: H1 = Employees at Robi Axiata Limited are not satisfied

The dependent variable was tested with the help of SPSS and **Table 4(J)** and **Table4 (K)** were derived. As shown in **Table 4(K)**, the Significant Value (sig.) is 1. According to the Theory Of

Hypothesis if the Significant Value is greater than 0.05 then we accept the Null Hypothesis and if the value is less than 0.05 then we accept the Alternative Hypothesis. Here the Significant Value is greater than 0.05, which is 1. Therefore, we accept the Null Hypothesis and can conclude that employees at Robi Axiata Limited are satisfied.

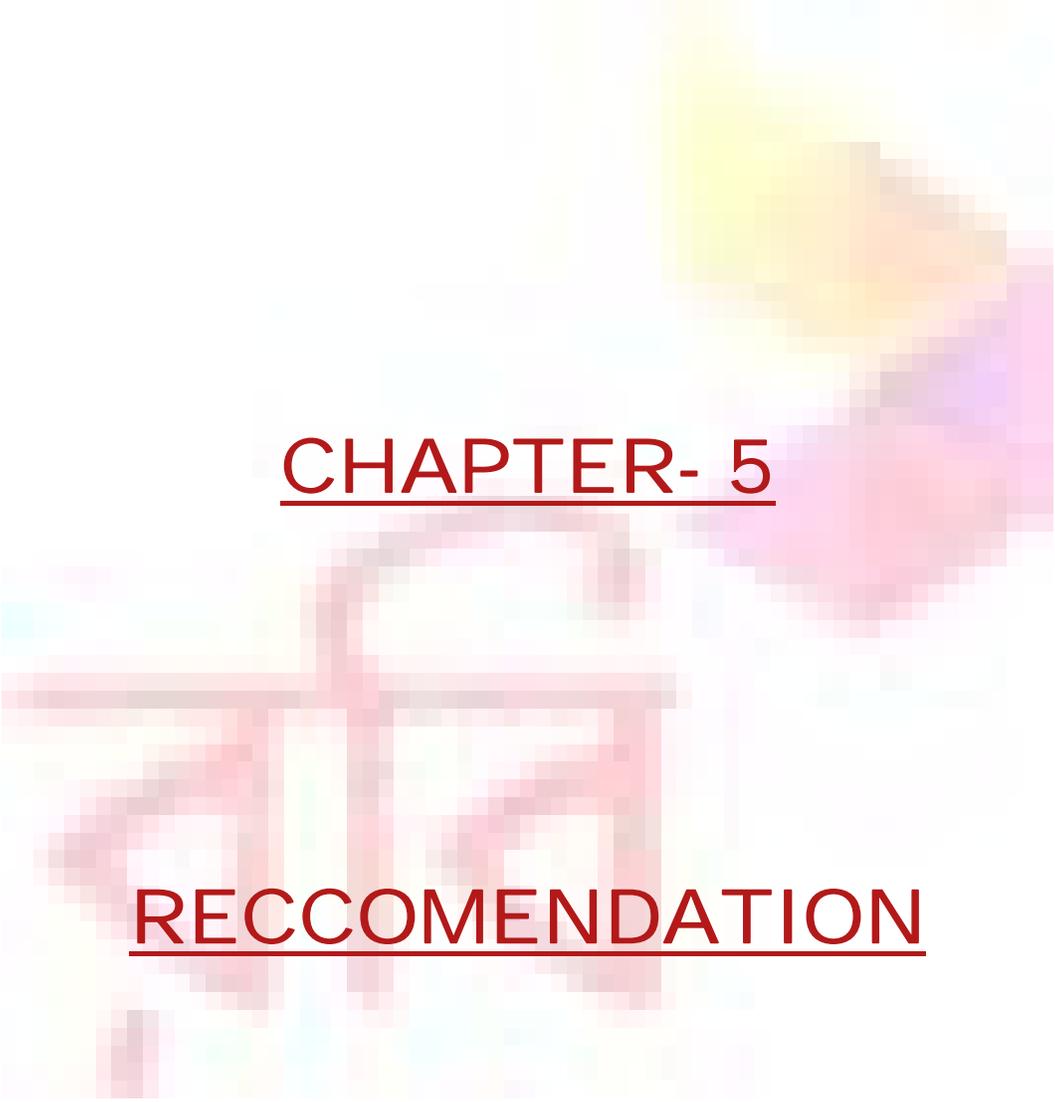
4.6 SOME IMPORTANT INTERPRETATIONS



- Female employees are most satisfied than male employees. This may be because males are mostly the earning member of the family, so their expectation is higher than that of female.
- New employees and old employees are more satisfied as they are more committed to their work.
- Salary and benefits and motivational factors play avital role in satisfying employees.
- Employees at Robi are eagered to have some training ragarding safety and security.
- Most male employees feels that paternity leave has to be extended.
- According to some employees Casual leave should be introduced at Robi.

- Most employees are very neutral about the Disciplinary act and Punishments of the organization.
- Changes in the employee assessment system have a positive impact on Robi.

Employees satisfactory level at Robi Axiata Limited seems to be considerable. However, the company needs to work a lot to retain their old employees or sustain the existing good performers. Looking at the interpretations some recommendation and conclusions are possible to be provided. These are going to be discussed in the next chapter.



CHAPTER- 5

RECCOMENDATION

AND

CONCLUSION





CHAPTER-5 RECOMMENDATION AND CONCLUSION



After analysis the data the scenario became quite clear and understandable. Although information collected were not sufficient to comment on the employee satisfaction level of the entire organization some useful and essential factors were revealed during study. In this chapter I tried to explain those facts influencing them with my point of view.

5.1 RECOMMENDATIONS



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

Robi Axiata limited can provide training on the facilities they provide, such as benefits, allowances etc so that employees have more idea on utilizing the facilities they are receiving in a proper manner.

Some employees suggested that they should be provided with more training on safety and security. Therefore Robi could organize training on safety and security for the welfare and safe guard of employees.

Robi could promote their disciplinary acts and rules of punishment more to their employees so that they have complete idea about the effects of these measures.

Robi could work more on making the salary and benefits they provide to make them more attracting as employees find this factor very important to boost their satisfaction level.

Robi could work more on their premises to protect against natural calamities, so that employees feel safe as it is a very essential in employee satisfaction.

Robi could introduce Casual leave as many employees referred to do so. They could increase paternity leave. Robi could also increase compassionate leave, as 3 days are not enough for someone to recover from shock of death of close people. The company could conduct salary review more often as some employees are not satisfied with the salary review. This will help the company satisfy their employees. Other than providing benefits and facilities more often, that rise the cost of the company, Robi could work more on conducting some Employee Involvement Programs to sustain their employees. Getting employees' ideas and getting their involvement is critical in rapidly changing world. If the company is going to be competitive, it's mandatory to involve not just hands, but the ideas from everyone in your organization.

The company can also provide recognition to their employees through a lot of activities at minimum cost. A recognition program does not have to be expensive. The structure of a recognition program is limited only by your imagination. An effective program has the following components:

- Fairness
- High visibility and consistency.

To be fair, a program must not favor one employee over another, merely because of his or her position within the organization, or his relationship with his supervisor. There must be an effective means of identifying employees who should be recognized. In many programs, there is an easy means by which employees can nominate others for recognition. As a supplement to a nomination program, supervisors can keep lists of notable employee achievements.

According to my opinion there is a slight discrimination among departments at Robi Axiata Limited. This may be a critical point for the organization. Therefore, Robi could work to diminish the sense of discrimination among employees, to keep them satisfied.

Robi Axiata Limited is a great place to work in which I can say from my personal experience of 3 months period internship. However, to sustain their existing good performers Robi could implement a bit more facilities. As a result it will also bring the level of employee satisfaction in an impressive level.

5.2 CONCLUSION



HR of Robi is working all the time to sustain and satisfy its employees. According to my own experience the working environment of the organization is very inspiring. However, the organization needs to work a lot to satisfy its experienced and old employees. The organization is always keen to implement new rules and actions for improvement.

For starters, the process of Employee Involvement Programs may improve individual motivation and morale. Involvement programs help capture the creativity, energy, and ideas many people have. They also allow departments and individuals to work cross-functionally, and create an environment of learning and constant renewal. This may improve work methods and processes continually, reduce the costs of doing business, improve safety, and reduce accidents. Exchanging ideas always improves communication and the knowledge that top management is open and willing to act on the ideas improves trust.

Recognition can be achieved by employees having the reward given at a gathering of employees, and by recognizing the award in corporate communications, such as the corporate newsletter or Intranet site.

According to the result of the research and my practical observation the employees seem quite satisfied and fulfilled working in the organization. Still it is not worth less to work towards perfection. Therefore the organization is all the time moving towards making the work environment the 'employee choice.' The result of the research can be coinciding with the practical situation of the organization. Hopefully the standards and effects of employee satisfaction will be even better in the near future

CHAPTER-6

APPENDIX



6.1 QUESTIONNAIRE



QUESTIONNAIRE

Dear Respondent,

I, Sabrina Nasser Lya, student of BRAC University (BBA Department) is conducting a survey to measure the level of employee satisfaction in the Technology Department of Robi. This survey is done to derive information that would help me to furnish my internship report. It would be very kind of you if you accurately respond to the questionnaire. I assure you that information is going to be used for academic purpose only.

Part-A

PERSONAL INFORMATION:

Gender: Male Female

Age: 20-30 31-40 above 40

Designation: _____

Years of work in the organization: _____

Division: _____

Part- B

LEAVES

Please rank the level of satisfaction regarding the duration and rules and regulations of the following:

The measurement is done on a nominal scale of five points, where, 5 = Satisfactory, 4 = Somewhat Satisfactory, 3 = Neutral, 2 = Somewhat Dissatisfactory and 1 = Dissatisfactory.

- | | | | | |
|-------------------------|-----------------|-----------------------|---------|----------|
| ➤ Annual Leave: | Satisfactory | Somewhat Satisfactory | Neutral | Somewhat |
| | Dissatisfactory | Dissatisfactory | | |
| ➤ Medical Leave: | Satisfactory | Somewhat Satisfactory | Neutral | Somewhat |
| | Dissatisfactory | Dissatisfactory | | |

- **Leave without pay:** Satisfactory Somewhat Satisfactory Neutral
 Somewhat Dissatisfactory Dissatisfactory
- **Compensatory day-off:** Satisfactory Somewhat Satisfactory Neutral
 Somewhat Dissatisfactory Dissatisfactory

Female Employees only:

- **Maternity Leave:** Satisfactory Somewhat Satisfactory Neutral Somewhat
 Dissatisfactory Dissatisfactory

Male Employees only:

- **Paternity Leave:** Satisfactory Somewhat Satisfactory Neutral
 Somewhat Dissatisfactory Dissatisfactory

According to you do you think any of the leaves provided by the company should have more duration? (It can also be other leaves then mentioned in the questionnaire). Please provide reasons if it is convenient for you.

SALARY AND BENEFITS:

Please rank the level of satisfaction regarding the duration and rules and regulations of the following:

- **Allowance:** Satisfactory Somewhat Satisfactory Neutral Somewhat
 Dissatisfactory Dissatisfactory
- **Festival Bonus :** Satisfactory Somewhat Satisfactory Neutral Somewhat
 Dissatisfactory Dissatisfactory
- **Overtime Allowances:** Satisfactory Somewhat Satisfactory Neutral
 Somewhat Dissatisfactory Dissatisfactory

- **Shifts:** Satisfactory Somewhat Satisfactory Neutral Somewhat Dissatisfactory
Dissatisfactory
- **Holiday Allowance:** Satisfactory Somewhat Satisfactory Neutral
Somewhat Dissatisfactory Dissatisfactory
- **Salary Review:** Satisfactory Somewhat Satisfactory Neutral Somewhat
Dissatisfactory Dissatisfactory
- **Provident Fund and Gratuity:** Satisfactory Somewhat Satisfactory Neutral
Somewhat Dissatisfactory Dissatisfactory
- **Traveling and Accommodation allowance:** Satisfactory Somewhat Satisfactory
Neutral Somewhat Dissatisfactory Dissatisfactory
- **The Timeliness of salary handover:** Satisfactory Somewhat Satisfactory
Neutral Somewhat Dissatisfactory Dissatisfactory
-

MOTIVATION

Please rank the level of importance of the following

- **Performance Bonus:** Important Neutral Very Important
- **Reward And Recognition:** Important Neutral Very Important

Please rank the level of satisfaction regarding the duration and rules and regulations of the following:

- **Performance Bonus:** Satisfactory Somewhat Satisfactory Neutral
Somewhat Dissatisfactory Dissatisfactory
- **Reward And Recognition:** Satisfactory Somewhat Satisfactory Neutral
Somewhat Dissatisfactory Dissatisfactory
- **Do extra facilities such as mobile, ID card and Business Cards play a vital role in satisfying employees or giving employee recognition? Why?**

SAFETY AND SECURITY

- **Please rank the level of satisfaction regarding Safety and Security**

Satisfactory Somewhat Satisfactory Neutral Somewhat Dissatisfactory
Dissatisfactory

- **Do you feel that Robi should introduce more facilities regarding Safety and Security?**

Yes No Please mention: _____

DISCIPLINE

- **Level the fairness incase of punishment and disciplinary act**

Bad Average Good Excellent

- **Do you think that these measures are improving the environment of the organization?**

Yes No Neutral

- **Are these regulations followed by the organization as per rule?**

Yes No Neutral

ASSESSMENT

- **The organization conducts employee assessment every year, please mention the level of fairness of the performance evaluation**

Satisfactory Somewhat Satisfactory Neutral Somewhat Dissatisfactory
Dissatisfactory

- **Is this improving the level of performance of the employees?**

Yes No Neutral

- **Are the changes in the employee assessment proving a positive impact?**

Yes No Neutral

- **The level of your Satisfaction regarding the environment of Robi**
Satisfactory Somewhat Satisfactory Neutral Somewhat Dissatisfactory
Dissatisfactory

- **Please mention which factor can be linked mostly with your level of Satisfaction.**
Leaves Salary and Benefits Motivation Discipline Assessment

6.2 TABLES AND FIGURES FROM SPSS



Tables and figures derived by the help of SPSS

TABLES:

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	19	63.3	63.3	63.3
	Female	11	36.7	36.7	100.0
	Total	30	100.0	100.0	

Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20-30	20	66.7	66.7	66.7
	31-40	8	26.7	26.7	93.3
	> 40	2	6.7	6.7	100.0
	Total	30	100.0	100.0	

Designation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Engineer	5	16.7	16.7	16.7
	Manager	6	20.0	20.0	36.7
	Specialist	19	63.3	63.3	100.0
	Total	30	100.0	100.0	

Years of Experience at the Organization

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	2	6.7	6.7	6.7
	2	2	6.7	6.7	13.3
	3	6	20.0	20.0	33.3
	4	4	13.3	13.3	46.7
	5	1	3.3	3.3	50.0
	6	4	13.3	13.3	63.3
	7	1	3.3	3.3	66.7
	8	1	3.3	3.3	70.0
	Less than 1	1	3.3	3.3	73.3
	More than 1	1	3.3	3.3	76.7
	More than 3	1	3.3	3.3	80.0
	More than 4	2	6.7	6.7	86.7
	More than 5	3	10.0	10.0	96.7
	More than 6	1	3.3	3.3	100.0
	Total	30	100.0	100.0	

Level of Satisfaction of Annual Leave

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	1	3.3	3.3	3.3
	Somewhat satisfactory	10	33.3	33.3	36.7
	Satisfactory	19	63.3	63.3	100.0
	Total	30	100.0	100.0	

Level of Satisfaction of Medical Leave

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Somewhat Dissatisfactory	1	3.3	3.3	3.3
	Neutral	1	3.3	3.3	6.7
	Somewhat satisfactory	8	26.7	26.7	33.3
	Satisfactory	20	66.7	66.7	100.0
	Total	30	100.0	100.0	

Level of Satisfaction of Paternity Leave

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfactory	3	10.0	15.8	15.8
	Somewhat Dissatisfactory	3	10.0	15.8	31.6
	Neutral	5	16.7	26.3	57.9
	Somewhat satisfactory	5	16.7	26.3	84.2
	Satisfactory	3	10.0	15.8	100.0
	Total	19	63.3	100.0	
Missing	System	11	36.7		
Total		30	100.0		

Level of satisfaction of Allowance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Somewhat Dissatisfactory	2	6.7	6.7	6.7
	Neutral	1	3.3	3.3	10.0
	Somewhat satisfactory	10	33.3	33.3	43.3
	Satisfactory	17	56.7	56.7	100.0
	Total	30	100.0	100.0	

Level of satisfaction of Festival allowance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Somewhat Dissatisfactory	1	3.3	3.3	3.3
	Neutral	2	6.7	6.7	10.0
	Somewhat satisfactory	18	60.0	60.0	70.0
	Satisfactory	9	30.0	30.0	100.0
	Total	30	100.0	100.0	

Level of satisfaction of Overtime Allowance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	7	23.3	23.3	23.3
	Somewhat satisfactory	17	56.7	56.7	80.0
	Satisfactory	6	20.0	20.0	100.0
	Total	30	100.0	100.0	

Level of satisfaction of Shifts

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfactory	1	3.3	3.3	3.3
	Somewhat Dissatisfactory	3	10.0	10.0	13.3
	Neutral	20	66.7	66.7	80.0
	Somewhat satisfactory	4	13.3	13.3	93.3
	Satisfactory	2	6.7	6.7	100.0
	Total	30	100.0	100.0	

Level of satisfaction of Holiday Allowance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfactory	2	6.7	6.7	6.7
	Somewhat Dissatisfactory	2	6.7	6.7	13.3
	Neutral	10	33.3	33.3	46.7
	Somewhat satisfactory	12	40.0	40.0	86.7
	Satisfactory	4	13.3	13.3	100.0
	Total	30	100.0	100.0	

Level of satisfaction of Salary Review

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfactory	2	6.7	6.7	6.7
	Somewhat Dissatisfactory	1	3.3	3.3	10.0
	Neutral	8	26.7	26.7	36.7
	Somewhat satisfactory	19	63.3	63.3	100.0
	Total	30	100.0	100.0	

Level of Satisfaction of Provident Fund and Gratuity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Somewhat Dissatisfactory	2	6.7	6.7	6.7
	Neutral	17	56.7	56.7	63.3
	Somewhat satisfactory	9	30.0	30.0	93.3
	Satisfactory	2	6.7	6.7	100.0
	Total	30	100.0	100.0	

Level of Satisfaction of Travelling and accommodation Allowance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfactory	4	13.3	13.3	13.3
	Somewhat Dissatisfactory	3	10.0	10.0	23.3
	Neutral	13	43.3	43.3	66.7
	Somewhat satisfactory	8	26.7	26.7	93.3
	Satisfactory	2	6.7	6.7	100.0
	Total	30	100.0	100.0	

Level of Satisfaction of Timeliness of Salary handover

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Somewhat Dissatisfactory	1	3.3	3.3	3.3
	Neutral	2	6.7	6.7	10.0
	Somewhat satisfactory	13	43.3	43.3	53.3
	Satisfactory	14	46.7	46.7	100.0
	Total	30	100.0	100.0	

Level of Importance of Performance Bonus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very Important	23	76.7	76.7	76.7
	Neutral	1	3.3	3.3	80.0
	Important	6	20.0	20.0	100.0
	Total	30	100.0	100.0	

Level of Importance Reward and recognition

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	very Important	24	80.0	80.0	80.0
	Neutral	1	3.3	3.3	83.3
	Important	5	16.7	16.7	100.0
	Total	30	100.0	100.0	

Level of Satisfaction of Performance Bonus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfactory	4	13.3	13.3	13.3
	Somewhat Dissatisfactory	3	10.0	10.0	23.3
	Neutral	5	16.7	16.7	40.0
	Somewhat satisfactory	10	33.3	33.3	73.3
	Satisfactory	8	26.7	26.7	100.0
	Total	30	100.0	100.0	

Level of Satisfaction of Reward and recognition

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfactory	3	10.0	10.0	10.0
	Somewhat Dissatisfactory	4	13.3	13.3	23.3
	Neutral	12	40.0	40.0	63.3
	Somewhat satisfactory	10	33.3	33.3	96.7
	Satisfactory	1	3.3	3.3	100.0
	Total	30	100.0	100.0	

Level of Satisfaction of Safety and security

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfactory	1	3.3	3.3	3.3
	Somewhat Dissatisfactory	4	13.3	13.3	16.7
	Neutral	1	3.3	3.3	20.0
	Somewhat satisfactory	12	40.0	40.0	60.0
	Satisfactory	12	40.0	40.0	100.0
	Total	30	100.0	100.0	

More Requirements of Safety and Security

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	24	80.0	80.0	80.0
	No	6	20.0	20.0	100.0
	Total	30	100.0	100.0	

Fairness of Punishment and Disciplinary Act

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Good	13	43.3	43.3	43.3
	Average	17	56.7	56.7	100.0
	Total	30	100.0	100.0	

Improvement of the Organization Due to Disciplinary Act and punishment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	18	60.0	60.0	60.0
	No	2	6.7	6.7	66.7
	Neutral	10	33.3	33.3	100.0
	Total	30	100.0	100.0	

Are Regulation Followed By the Organization?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	10	33.3	33.3	33.3
	Neutral	20	66.7	66.7	100.0
	Total	30	100.0	100.0	

Fairness of the Assessment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfactory	2	6.7	6.7	6.7
	Somewhat Dissatisfactory	2	6.7	6.7	13.3
	Neutral	7	23.3	23.3	36.7
	Somewhat satisfactory	8	26.7	26.7	63.3
	Satisfactory	11	36.7	36.7	100.0
	Total	30	100.0	100.0	

Improvement Due to Organization

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	18	60.0	60.0	60.0
	No	7	23.3	23.3	83.3
	Neutral	5	16.7	16.7	100.0
	Total	30	100.0	100.0	

Positive Impact of Changes in the Organization

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	21	70.0	70.0	70.0
	No	1	3.3	3.3	73.3
	Neutral	8	26.7	26.7	100.0
	Total	30	100.0	100.0	

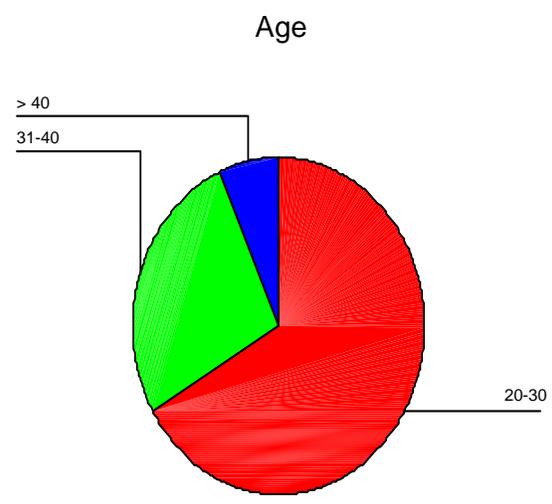
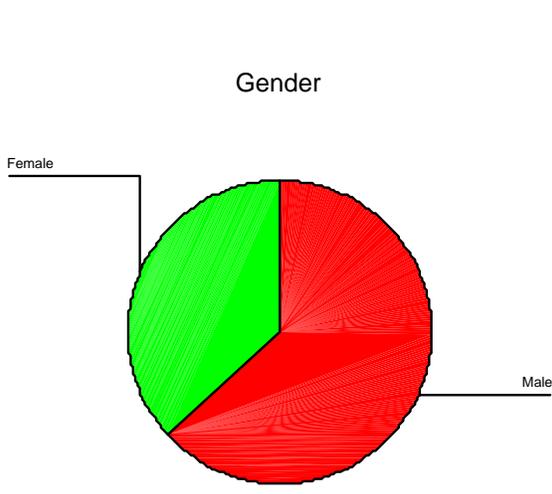
Level of Satisfaction of the Entire Environment of Robi

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfactory	1	3.3	3.3	3.3
	Somewhat Dissatisfactory	1	3.3	3.3	6.7
	Neutral	1	3.3	3.3	10.0
	Somewhat satisfactory	6	20.0	20.0	30.0
	Satisfactory	21	70.0	70.0	100.0
	Total	30	100.0	100.0	

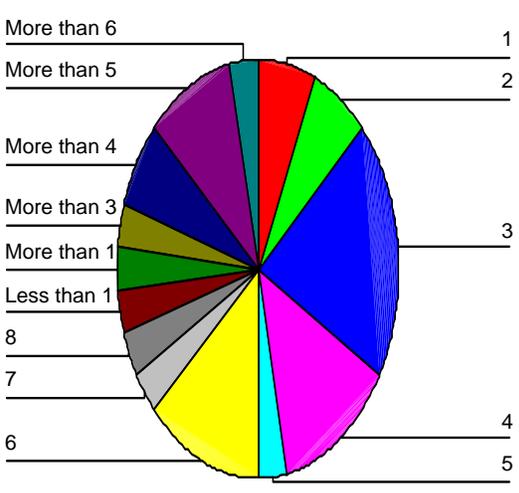
Factor That Link Mostly to Employee Satisfaction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Leaves	3	10.0	10.0	10.0
	Salary and Benefits	22	73.3	73.3	83.3
	Motivation	4	13.3	13.3	96.7
	Assessment	1	3.3	3.3	100.0
	Total	30	100.0	100.0	

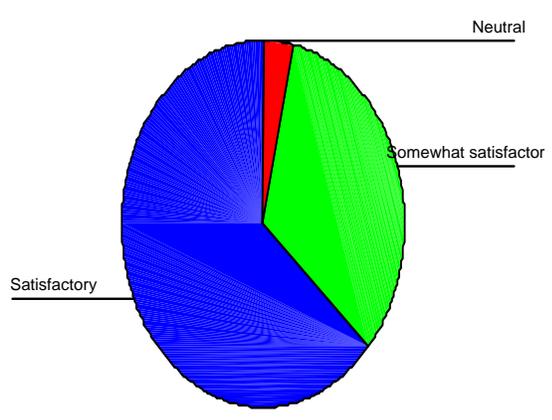
FIGURES:



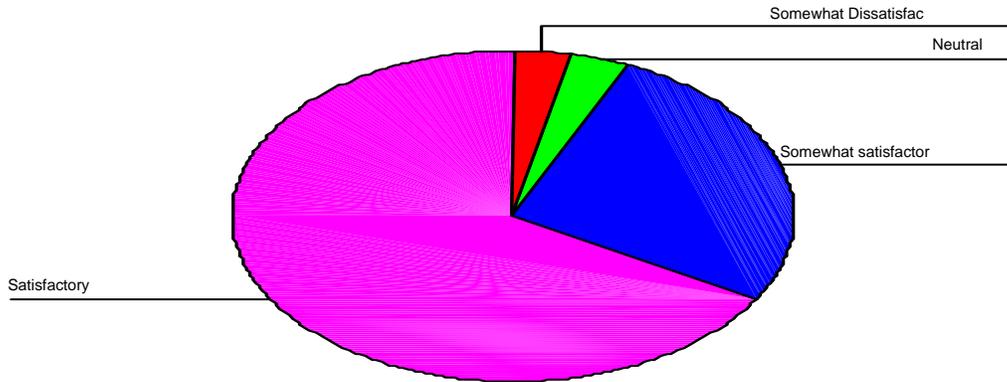
Years of Experience at the Orga



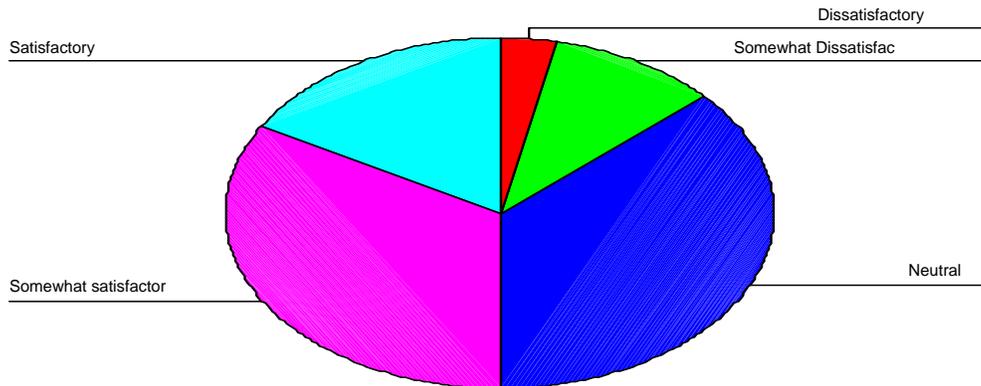
Level of Satisfaction of Annual Lea



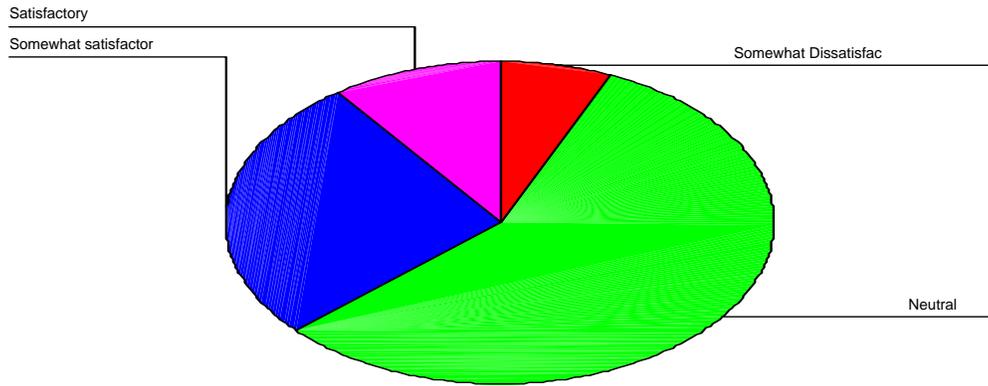
Level of Satisfaction of Medical Leave



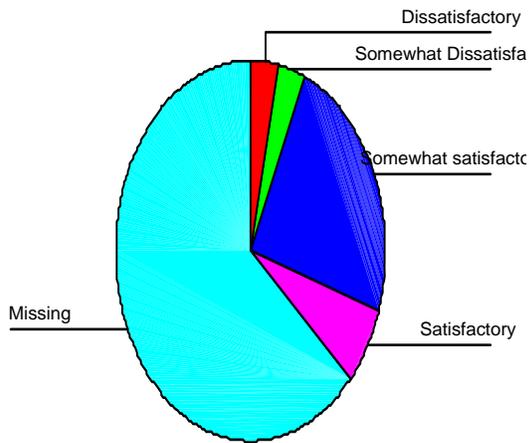
Level of satisfaction of Leave without pay



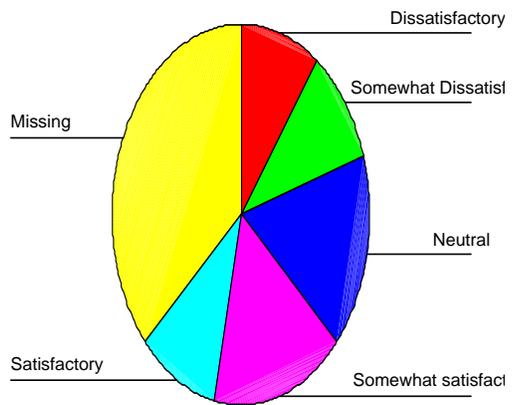
Level of satisfaction of Compensatory day-off



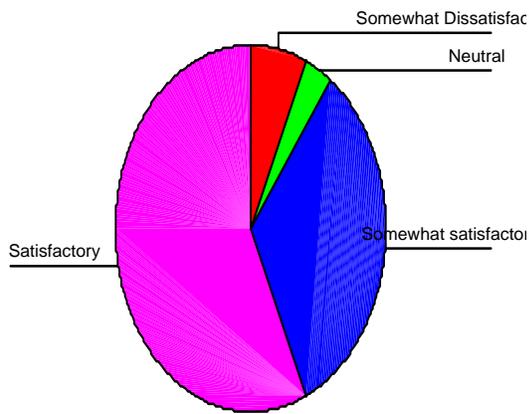
Level of satisfaction of Maternity L



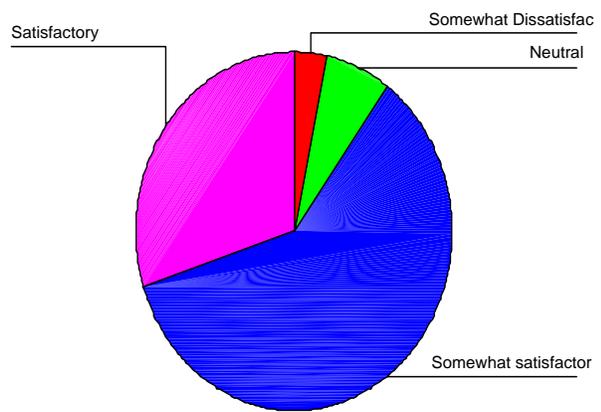
Level of Satisfaction of Paternity



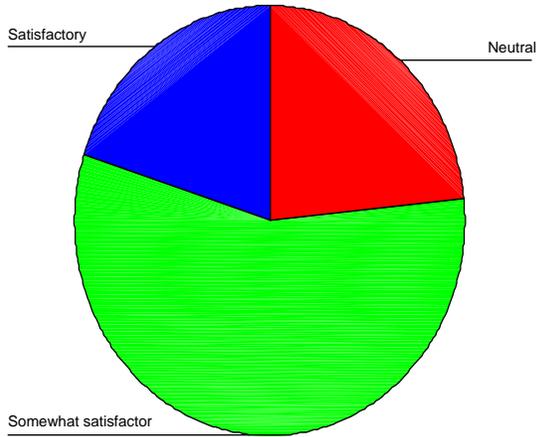
Level of satisfaction of Allowance



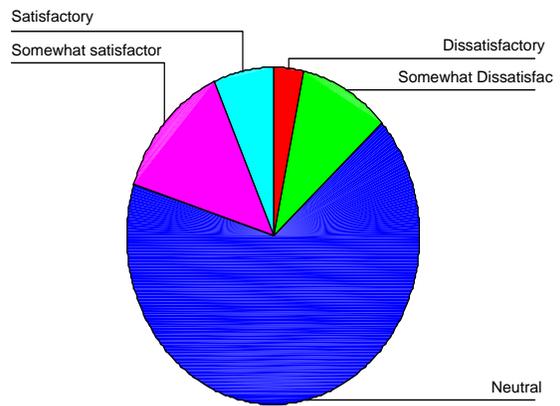
Level of satisfaction of Festival allowance



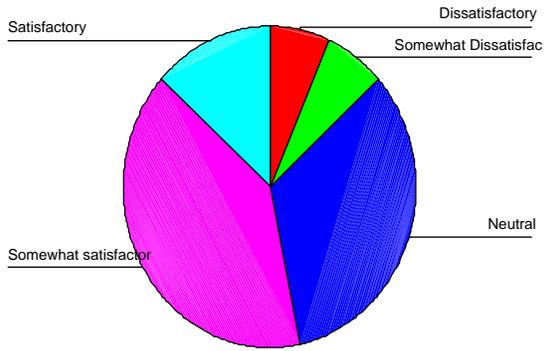
Level of satisfaction of Overtime Allowance



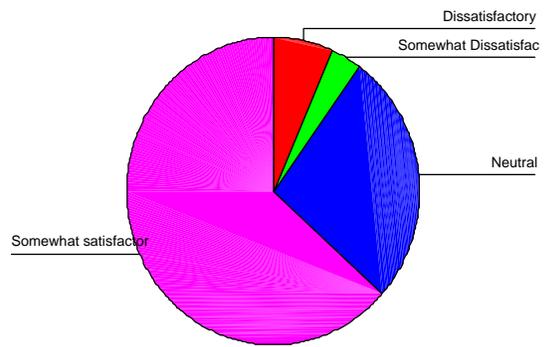
Level of satisfaction of Shifts



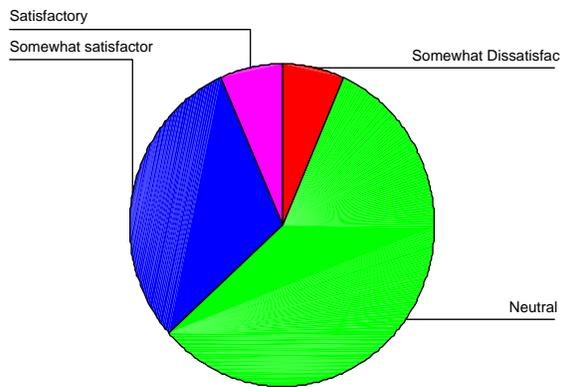
Level of satisfaction of Holiday Allowance



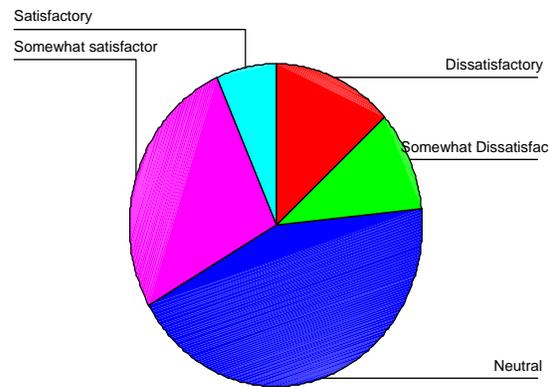
Level of satisfaction of Salary Review



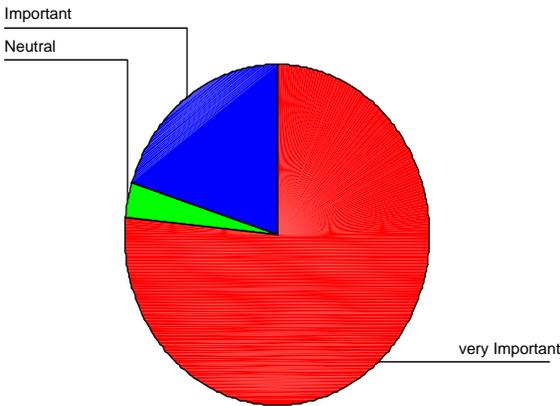
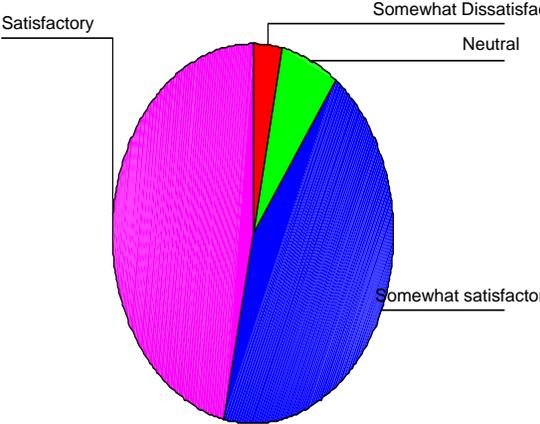
Provident fund and Gratuity



Traveling and Accommodation



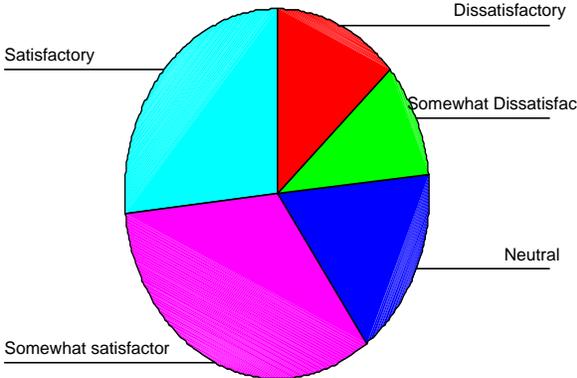
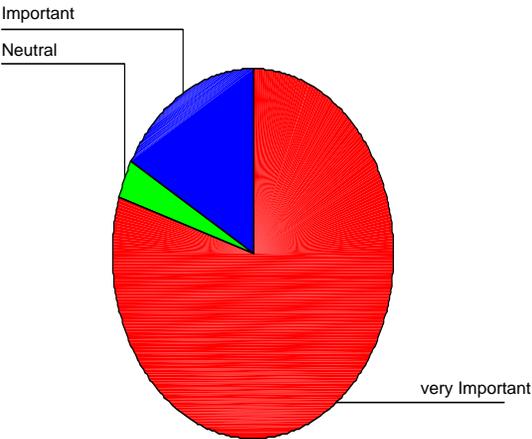
Level of Importance of Performance Bonus



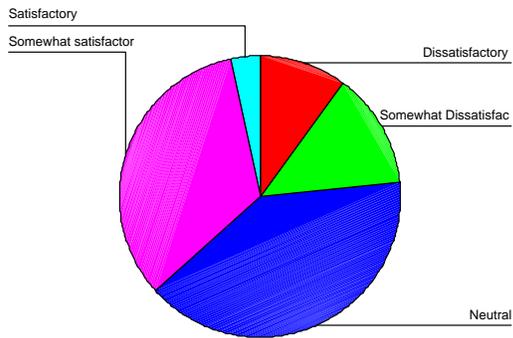
Level of Satisfaction of Timeliness of Salary Handover

Importance of Reward and Recognition

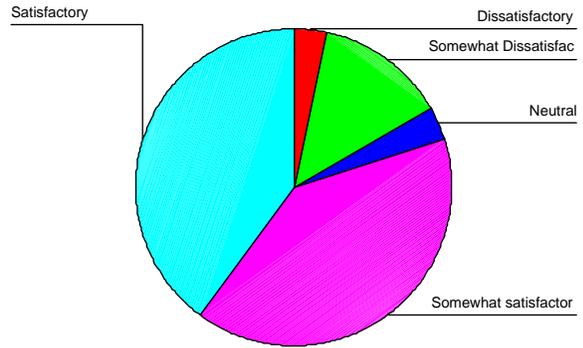
Level of satisfaction of performance bonus



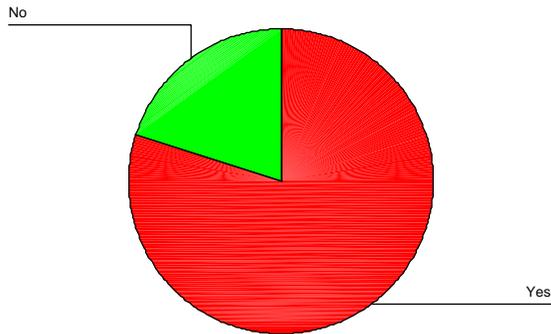
Level of Satisfaction of Reward and recognition



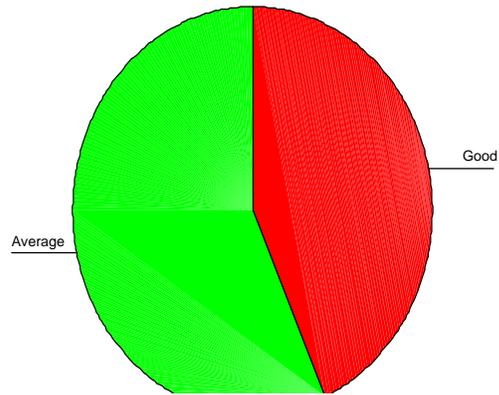
Level of Satisfaction of Safety and security



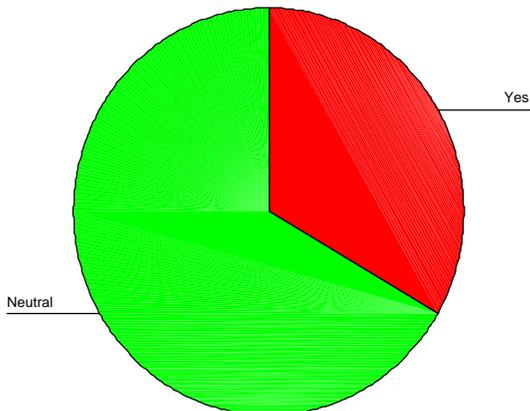
More Requirement of Safety and Security



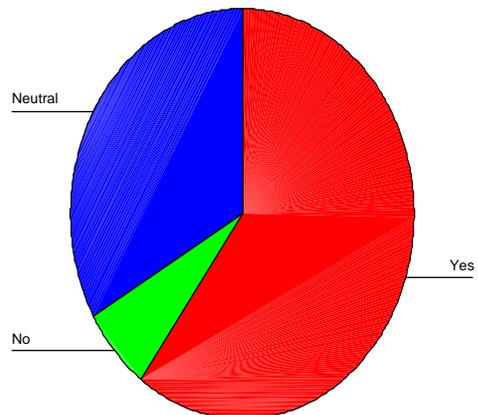
Fairness of Punishment and Disciplinary Act



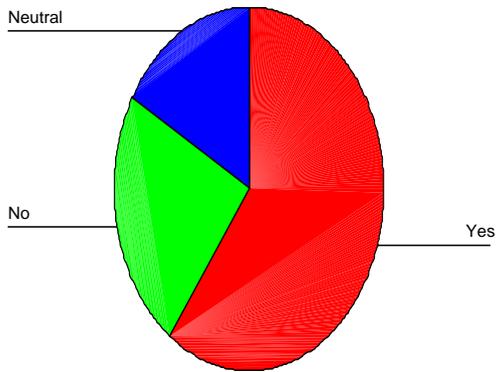
Are Regulation Followed By the Organization?



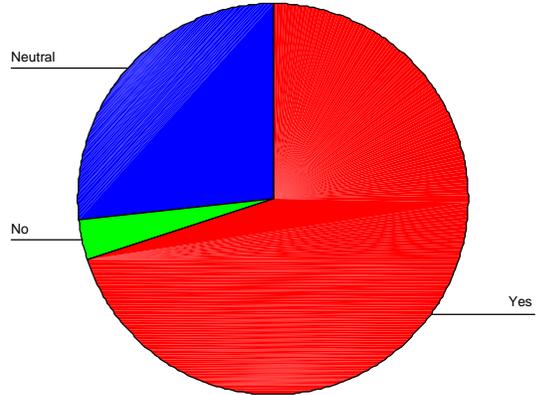
Improvement due to punishment and disciplinary act



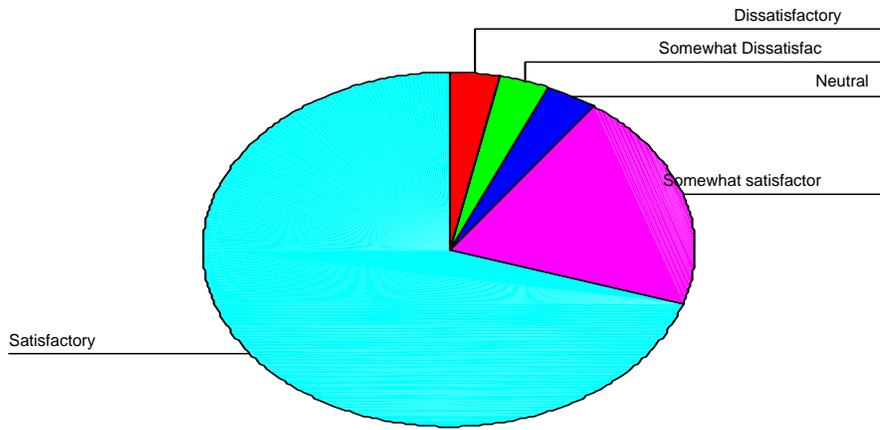
Improvement Due to Organization



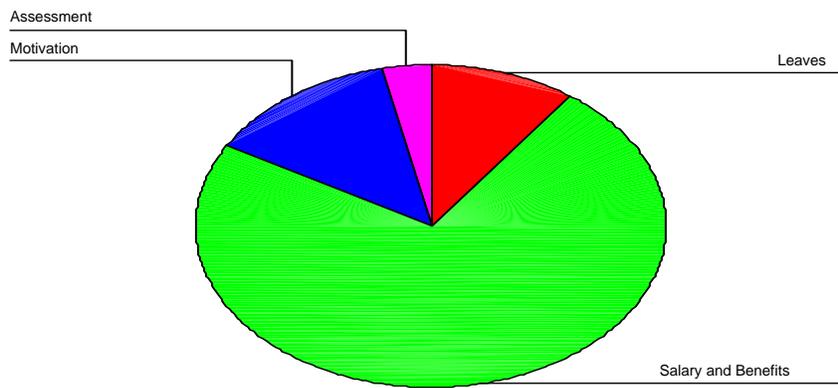
Positive Impact of Changes in the Organization



Level of Satisfaction of The Entire Environment of Robi



Factor That Link Mostly to Employee Satisfaction



6.3 OTHER PRODUCTS AND SERVICES



Other Packages:

🌸 SHASROYEE Plan

🌸 Prepaid SHASROYEE- (previously known as NORMAL) customers can now talk and SMS to a Robi Priyo (partner) number at new rate (24 hours)–

🌸 Robi Prothom Package for YOUTH-Robi introduces a new Prepaid package for youth, which has market lowest tariff and other benefits to meet their needs.

🌸 Prepaid **Shorol** package- (previous Super Simple) customers can now talk and SMS to a Robi Priyo (partner) number at a special rate (24 hours)–

🌸 Lifetime Validity for Prepaid

🌸 Ek Second Tariff Plan

🌸 Lifetime Validity for Prepaid

🌸 Robi Corporate

🌸 International Roaming

🌸 Robi club facility.

🌸 Prepaid Service in Same postpaid Number

Value Added Services

 **Robi GoonGoon**

 **Robi Radio**

 **Unlimited Song Dedication**

 **Other Value-Added-Services**

- Entertainment
- Downloads
- Internet & Data Services
- Messaging
- Community and Chat
- Information Service
- Mobile assistance
- Education & Career
- Lifestyle
- Finance
- m- ticket- Robi has taken the lead in introducing the m-ticketing service in Bangladesh for the welfare of the people, contributing yet again to the establishment of a “Digital Bangladesh”.
- Balance Transfer and Request
- Call Management

Customer Services

 **24- Hours Helpline**

 **Customer Care Center**

 Robi Care Point

 Customer Feedback Forms

6.4 CORPORATE RESPONSIBILITY IN DETAILS



English in Schools (EIS):

Reaching 1000 schools, 64 Districts, .7 million students, 10,000 teachers

EIS, the biggest ever CSR project in AXB's history, is a language-learning program in partnership with The Daily Star to promote English language learning at secondary schools across the country. The ground of this huge project lies on the extremely low English literacy rate (not more than 1%). The major reason behind a huge number of 'drop out' from schools is also poor performance in English. Under this 3 years (initially) long project, 1,000 secondary level schools are being covered. In the first phase, all these schools are being delivered 3 copies of The Daily Star for 5 days every week free of cost along with a supplementary 'EIS Content Page' as English learning tool both for the students and the teachers.

Robi's pledge for 'Healthy Women, Healthy Family':

Free health camp for the underprivileged women of the society

With the pledge - 'Healthy Women, Healthy Family', Robi is providing support to the underprivileged women of the society to improve their health and living and thus contribute towards building a healthy nation. Robi is running Free Health Camp under the banner 'Shustho Nari, Shustho Paribar' throughout the year to help the underprivileged women of the society who are deprived of the basic health facilities, Along with free health service, Robi is also providing the women with the information in basic health and hygiene to help them stay healthy as well as take care of their family in a healthy way.

Robi Polli:

Illuminating 500 homes in 50 hard-to-reach villages with solar energy

As the sun shines across every part of Bangladesh, Robi is working closely to ensure that the farthest corner of our motherland is also illuminated with light. To contribute towards minimizing the ongoing energy crisis in Bangladesh, Robi, in partnership with Rahimafrooz, is illuminating 500 homes in 50 hard-to-reach villages with solar energy all over the country. Under this initiative, Robi is providing with 20WP solar panels for each of the homes and thus spreading the light of Robi across the country.

Robi Shishu:

Birth sponsor for all the babies at Marie Stopes Clinic born on March 28, 2010

Robi believes that the newborns of today will be the torchbearers of the future... building a brighter, better and safer tomorrow for our nation. On the 28th of March, Robi, our new brand, was born. On this auspicious occasion, Robi celebrated life with others born on the same day and stood by all mothers who gave birth on this date at Marie Stopes Clinic facilities across Bangladesh, and sponsor all their medical fees.

Konthe O Tulite Bangladesh:

Know Bangladesh better' program for the students

'Konthe O Tulite Bangladesh' is a district level monthly drawing and singing competition among the students. Here, Robi also awards a memento containing brief info on the rules and regulations to use our National Flag and the correct lyrics, notation and the guidelines to be followed while playing the National Anthem.

Robi Computer Corner:

Access to ICT for the students of rural colleges

In line with Government's 'Digital Bangladesh vision 2021', Robi is working towards increasing IT literacy as well as access to information highway. For mass people, along with providing Internet connectivity for the mass education, Robi is facilitating the rural and suburban colleges with computers. While running the program for the rural colleges across the country, Robi has mapped this program into a 2 years plan to reach 64 districts of Bangladesh focusing mainly on the Women's colleges to increase the rate of IT literacy among the female students.

6.5 RESPONSES OF THE QUALITATIVE PART OF THE QUESTIONNAIRE



In the questionnaire there are three qualitative questions they are as follows:

● **According to you do you think any of the leaves provided by the company should have more duration? Please provide reasons if it is convenient for you.**

Respondents replied to the question as follows:

Respondent 1: Paternity leave should be extended.

Respondent 2: Paternity leave should be offered more.

Respondent 3: Festival leave should be extended so that employees can enjoy the occasion with their families.

Respondent 4: Yes, I agree that the leaves should be more duration specially during festival leave.

Respondent 5: Need more vacation leave.

Respondent 6: Festival leave should be more.

Respondent 7: Paternity leave should be more.

Respondent 8: Casual leave should be introduced.

Respondent 9: Maternity leave should be 6 months.

Respondent 10: Festival leave should be more.

Respondent 11: Compensatory day-off could be added.

Respondent 12: No leave needs to be extended.

Respondent 13: No leave needs to be extended.

Respondent 14: Maternity leave should be 6 months as Government has already declared.

Respondent 15: Maternity leave should be of more duration.

Respondent 16: Paternity leave should be extended.

Respondent 17: Only Paternity leave should have more duration as at present it gives me more emphasize to the father while doing all formalities during baby birth.

Respondent 18: We do not have any Casual leave so the company needs to introduce the Casual leave.

Respondent 19: Casual leave can be introduced.

Respondent 20: Maternity leave should be at least 6 months.

Respondent 21: Festival leave should be extended.

Respondent 22: Festival times leave need may be added.

Respondent 23: Casual leave should be introduced.

Respondent 24: Festival leave needs to be added.

Respondent 25: Festival leave should be of more duration.

Respondent 26: 50% annual leave is carried over to the next year but leaved that is not availed cannot be corrected into cash.

Respondent 27: Paternity leave can be adjusted considering responsibility.

However, 3 respondents do not feel that any of the leave offers by the company should be extended.

■ **Do extra facilities such as mobile, ID card and Business Cards play a vital role in satisfying employees or giving employee recognition? Why?**

Respondents replied to the question as follows:

Respondent 1: Yes it is a part of employee satisfaction.

Respondent 2: Yes, ID card and Business Cards play some role in some sectors like- Bank loan etc.

Respondent 3: Yes, it gives you identity in the organization.

Respondent 4: Yes, it boosts up satisfaction level.

Respondent 5: Yes, it is a part of employee satisfaction.

Respondent 6: Yes, it gives you identity.

Respondent 7: Yes, it gives identity or recognition to an employee.

Respondent 8: Yes, it gives identity to an employee.

Respondent 9: Definitely these give an extra ordinary value or impression to other people and for employee they got additional value.

Respondent 10: “Yes, it makes you part of the company.

Respondent 11: Yes, as these things i.e. ID card, Business Cards gives a person some part of recognition that he or she is a part of the company.

Respondent 12: Yes, these represent the identity of a Robi entity which gives dignity, courage and glory to communicate with the external people

Respondent 13: Yes, it makes us part of the organization.

Respondent 14: Yes, it gives employee recognition.

Respondent 15: Yes, it is very important for your recognition.

Respondent 16: Obviously because of Brand name.

Respondent 17: Yes, because they give a person identity or status in the society.

Respondent 18: Yes, for corporate value of Brand Company.

Respondent 19: Yes, it gives us identity.

Respondent 20: Yes, it gives us identity.

Respondent 21: Yes, it makes us part of the organization.

Respondent 22: Yes, it makes us part of the organization, and gives us recognition.

Respondent 23: Yes, it gives us recognition.

Respondent 24: Yes, this is because ID card makes me feel part of Robi as well as the business card.

Respondent 25: Yes, Mobile phones can motivate employees as they will be able to contact in free of cost.

Respondent 26: Yes, it gives identity and recognition.

Respondent 27: Yes, it gives identity and recognition.

Respondent 28: Yes, it gives identity.

Respondent 29: Yes, every employee deserved these items for self-recognition and company welfare.

Respondent 30: ID card and Business Cards are needed for the organization. Mobile phone set is not important but motivational. Airtime and other VAS is own product.

- Mention the requirement of Safety and Security.

Respondents replied to the question as follows:

Respondent 1: Safety and safety drill.

Respondent 2: More secured access

Respondent 3: More restrictions to outside people.

Respondent 4: Restriction to outside people.

Respondent 5: Proper fire exit

Respondent 6: Proper fire exit

Respondent 7: Properly built fire exit.

Respondent 8: Logistic support and training.

Respondent 9: Fire fighting trial

Respondent 10: More restrictions to outside people.

Respondent 11: More restrictions to outsiders and more protection to safeguard from natural calamities.

Respondent 12: Proper fire exit.

Respondent 13: More restrictions to outside people.

Respondent 14: More restriction on outsider's entry and CC camera.

Respondent 15: CC camera

Respondent 16: Training based on earthquake, fire and other hazards should arrange for employees.

Respondent 17: Outsiders should be restricted or asked for identity properly.

Respondent 18: Proper fire exit.

Respondent 19: CC camera.

Respondent 20: More restrictions to outside people.

Respondent 21: CC Camera

Respondent 22: Cleanliness should improve.

Respondent 23: Premises should be more hygienic.

Respondent 24: Festival allowance should be included in the contractual sector.

Respondent 25: Safety training.

6.6 VARIABLES IN SPSS



Variables those were put in the SPSS are as follows (these are the labels from the SPSS):

- ② Gender
- ② Age
- ② Designation
- ② Years of work in the organization
- ② Level of satisfaction of Annual Leave
- ② Level of satisfaction of Medical Leave

- ② Level of satisfaction of Leave without pay
- ② Level of satisfaction of Compensatory day-off
- ② Level of satisfaction of Maternity Leave
- ② Level of satisfaction of Paternity leave
- ② Level of satisfaction of Allowance
- ② Level of satisfaction of Festival leave
- ② Level of satisfaction of overtime allowance
- ② Level of satisfaction of shifts
- ② Level of satisfaction of Holiday allowance
- ② Level of satisfaction of provident fund and gratuity
- ② Level of satisfaction of traveling and accommodation allowance
- ② Level of satisfaction of timeliness of salary handover
- ② Level of importance of Performance bonus
- ② Level of importance of reward and recognition
- ② Level of satisfaction of Performance bonus
- ② Level of satisfaction of reward and recognition
- ② Level of satisfaction of safety and security
- ② More requirements of Safety and security
- ② Fairness of punishment and disciplinary act

- ② Improvement of the organization due to disciplinary act and punishment
- ② Are rules followed by the organization?
- ② Fairness of the assessment
- ② Improvement due to assessment
- ② Positive impact of the changes in the organization
- ② Level of satisfaction of the entire environment in Robi
- ② Factor that link mostly to Employee satisfaction

6.7 REFERENCE



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