



Internship Report

On

“Human Resource Management Practice of Taskeater Bangladesh”

Prepared For:

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Date of Submission: 09-02-2017

Internship Report on Taskeater Bangladesh

Taskeater

**Human Resource Management Practices of Taskeater
Bangladesh**

Taskeater

Letter of Transmittal

December, 2018

Dr. Mohd Hasanur Raihan Joarder

Professor & Director - Institute of Business & Economic Research

School of Business & Economics

United International University

Subject: Submission of Internship Report.

Dear Sir,

This is to inform you that I have completed internship report on Human Management Practice of Taskeater Bangladesh. This report is a summary of my internship experience in Taskeater Bangladesh. I have found the work experience interesting, beneficial and knowledgeable. I hope that this report will represent the Human resource practice of Taskeater Bangladesh.

I have put my sincere effort to give this report a presentable shape and, make it informative and precise as possible. I want to thank you for assisting me.

Sincerely yours,

Trisha Kundu Twara

ID- 111-142-059

School of Business & Economics

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Letter of Authorization

This is certify that Trisha Kundu Twara is a student of Department of Business Administration, Major in HRM, United International University and her ID NO 111 142 059. She has successfully completed her internship Report entitled “Human Resource of Taskeater Bangladesh” under my supervision.

Taskeater Bangladesh is a rapidly growing BPO company in Bangladesh. She has tried her best to complete this internship report successfully. I think that the Internship Report will be effective for her to enrich a good career in future.

I wish her successful career and prosper in life.

Dr. Mohd Hasanur Raihan Joarder
Professor & Director - Institute of
Business & Economic Research
School of Business & Economics
United International University

Acknowledgement

At first I would like to thank the Almighty for keeping me well enough to complete the report. I would also like to thank “Taskeater Bangladesh” for giving me the opportunity to complete my internship at their organization. I also like to take the opportunity to express my gratitude to my Internship advisor Dr. Mohd Hasanur Raihan Joarder sir. Without his constant guidance, endless effort and endless efforts and joyful encouragement, this study would have not been successful. It is his encouragement and inspiration which pushed me to successfully complete this report.

I also want to thank my line manager Farhan Fardous, and HR admin Nahid Rahman who helped me and gave me advice about how to survive in corporate world. They helped me with the advices and they train me for my responsibilities.

Last but not the least, I am grateful to United international University for giving me the opportunity to make that report to complete my graduation.

Executive Summary

Taskeater Bangladesh is one of the largest BPO center in Bangladesh. They are practicing HR from the beginning of the company. The Human resourch department of Taskeater Bangladesh is working for the development of every employee.

Taskeater Bangladesh is doing their HR practices in some process. They have a structured recruitment and selection process. There are some continuous steps to select the candidate as an employee. That's why they are able to hire the most potential employees. The organization's working environment is in such a way so the employees can trained well with practical experience. The training session is held for 3 or 4 days on the basis of off the job training. The probation period of any employee is for 3 month. Taskeater Bangladesh evaluates the employees' performance on the basis of many things. They monitor the employee's performance by monitoring their job responsibilities. There is also scope of evaluating the peers and the managers as well. The promotion systems of Taskeater Bangladesh are based on the merit and performance of employees. The increment of salary is held according the time being and the performance of the employee. The report focuses on overview of human resources practice of Taskeater Bangladesh Limited. It contains background, mission, strategies, organizational structure, recruitment policy, performance evaluation policy, motivational policy and so on. The second and the core section focuses on my internship experience, my experiences and influence of Taskeater on my career. I also include a section of appendix of literary study on the prospect of outsourcing.

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Chapter 1

Introduction

Human resource management (HRM) is the continuous process of practice of recruiting, hiring, developing and managing an organization's employees. If there are any lacking of the HRM process company will never gain success. When an employee's performance is not good then the organization's performance can never be good as well. So it's very important for an organization to hire skilled employees. And this importance task is done by HRM department of the organization. After the recruitment process, the organization needs to train the employee well. And ultimately the employee becomes an important resource of the company. Then the employees can call Potential human resources. The organization also needs to conduct the performance appraisal of the employees. So that the company can gets the view of contribution from human resource toward the revenue and development also. The whole activities are done by the Human Resources department of the organization. The HRM department also needs to avail the motivation tools and punishment arrangements to influence the employees. So the HRM department is playing a important role for the organizations development.

Taskeater is a promising and rapidly growing BPO company in Bangladesh. I have completed my internship in taskeater as an analyst in Lead generation department which started at October 01, 2018. Business process outsourcing (BPO) is the doing non-primary business activities and tasks to a third-party provider. Taskeater Bangladesh also works as a third-party service provider. They provide cost-effective solutions for lead generation and setting up offshore data teams. They also provide both standardized service as well as custom workflows. They have started their journey in 2014. Currently around 550 employees are working here.

1.0 Reasoning of the study

BPO is the information technology enabled services. Development has started all over everywhere even in BPO sector also. By gaining the practical knowledge, I can able to know the real life situation of a BPO company. Taskeater Bangladesh is a BPO company which provides third party services. This report, “Human Resource Management Practice of Taskeater Bangladesh” has been prepared to fulfill the partial requirement of BBA program. When I was preparing the report I had a great opportunity to have knowledge of practical corporate environment and all the business activities performed by Taskeater Bangladesh.

1.1 Objectives of the Report:

1.1.1 Primary Objectives:

The primary objective of the report is to complete the partial requirement of gaining the graduation from the school of Business & Economics, United International University.

1.1.2 Secondary Objectives:

- The report is making for doing the study in Human Resource Management practice of the BPO Company Taskeater Bangladesh.
- To know how the company operates the human resource activities.
- To know how the Taskeater Bangladesh is fair with the HR appliances.
- To know about their salary ranges, promotion system, incentive procedure.

1.2 Methodology

1.1.3 Research Design

This report is fully a descriptive research. This report carries the overall activities of the Human Resource Management department of Takeater Bangladesh. It is also prepared by collecting the secondary data. The report is made by gathering the information from different sources collected by using specific methodology. The report is analytical report.

1.1.4 Sources of Data

Primary Data:

- Practical knowledge what I have gathered from my internship experience.
- From the other employees of taskeater.

Secondary Data:

- The reports and articles related with the study.
- The mail specification of UK office of taskeater.
- Course elements what I have learn from my major subjects in HRM.
- Web support from Internet.

1.3 Limitations:

Analyzing the whole Human Resource management department's activities of taskeater Bangladesh is not easy. As the human resource information are more confidential. The company doesn't want to disclose the information for security issue. The limitation I have faced to make this report is given below:

Time Limitation: The time was limited to complete the study. The time was very short to know details about the human resources management of Taskeater Bangladesh.

Area Limitation: For the confidential issue I couldn't get touch some areas of human resources management department of Taskeater Bangladesh.

Chapter 2

Industry & Company Overview

2.1 Bangladesh BPO industry:

Business process outsourcing (**BPO**) is a subset of outsourcing that includes doing of the tasks and functions of a specific business process to a third-party service provider. Usually, BPO is executed as a cost-saving option for tasks that a company needs but does not depend on to keep their position in the marketplace. There are two categories of BPO. They are Back office outsourcing & Front office outsourcing services. BPO which is contracted outside a company's country is called offshore outsourcing. BPO which is contracted to a company's neighboring (or nearby) country is called near shore outsourcing.

Business Processing Outsourcing sector is growing very fast in Bangladesh. If Bangladesh wants to join the IT revolution, the very first requirement will be a highly skilled and internationally recognized workforce. Without this, no amount of investment in economic growth activities will have a meaningful impact in this country with a population of 135 million, a population density of 900 people per square kilometer, and more than 50 percent of that population under the age of 30. Bangladesh has the potential to not only “staff” domestic growth in the ICT sector as well as others, increasing exports and creating more jobs, but to also create skilled manpower as an export itself. The introduction of a comprehensive, ICT-focused, educational campaign would make it possible for the country to become a source of high value, skilled ICT workers, boosting the remittance levels, and offering opportunities to untold numbers of Bangladeshi citizens. IT directors in all sectors believe that there is a shortage of IT skills and given the local obstacles to traditional industrial development at a level capable of sustaining such a large population, a focus on the development of a skilled, ICT workforce would allow Bangladesh, both at home and abroad, to literally bank on one of its most underutilized resources – its huge population.

2.1.1 Snapshot of the Industry:

Steadily Bangladesh is recognized by the advanced countries for outsourcing of their IT-enabled products. Bangladesh has lots of advantages. Our freelancers are educated and smart. The main advantage of Bangladesh BPO is our hourly charge is relatively low. Bangladeshi BPO companies can provide best service but in a low price. From the last couple of years all developed countries like USA, UK, Canada, Singapore and Australia are allocating our local IT specialists for doing their online and offline work. For getting this the foreign companies want to work with Bangladeshi IT experts. This sector has achieved a robust growth of about 150 percent year on year basis for the last two years. More than forty thousand local IT personnel have so far been employed in the sector and income from the sector has reached about US\$30 million till March of the current financial year (FY) which was

less than thirty thousand and \$20 million respectively during the corresponding period of the last FY.



Bangladesh is now competitor for India, Pakistan and some eastern European countries in freelance work, which definitely shows the intelligence and expertise of Bangladeshi IT professionals. Bangladesh. Freelancers earn \$15 to \$20 per hour on an average for technical work, and \$5 to \$10 for administrative or non-technical work. A new comer in the sector earns around \$2 to \$5 depending on type of job.

2.2 Company Overview- Taskeater Bangladesh Limited:

Taskeater builds extended teams for internet companies operating primarily in Europe. Taskeater’s teams support clients in areas such as data processing, back-end operations, content moderation, lead generation, and online marketing. Taskeater sets up ongoing dedicated teams that work directly with clients. Clients view Taskeater as a way to outsource certain processes so that they can focus on innovation and the areas that are core to their competitive advantage.

Taskeater’s current and past clients are from around the world, including from Finland, Sweden, Denmark, Holland, United Kingdom, Australia, United States, Lithuania, France, Canada and Germany.

2.2.1 Company Background:

- Taskeater was founded in March 2014 as a Finland-based corporation with its main office in Dhaka, Bangladesh.
- In March 2015, Taskeater Bangladesh Limited was incorporated to support the growing organization in Dhaka.
- In August 2015, Taskeater hired its first Europe-based employee in London to beginning building its international sales organisation.
- In February 2017, Taskeater moved into its first commercial office premises in Mirpur.
- As of July 2017, Taskeater had 220 employees.
- As of January 2019, Taskeater has 520 employees.

2.3 Company Goals

Taskeater does not have a mission or vision statement, but instead two clear goals:

1. To become a brand of choice for high growth companies in Europe for outsourcing.
2. To become an employer of choice for young professionals in Bangladesh.

2.4 Company Culture and Values

Taskeater are perceived as a company with “friendly environment” and a place where we take ownership of our own growth and excel in our professionalism through creating values for all our stakeholders.

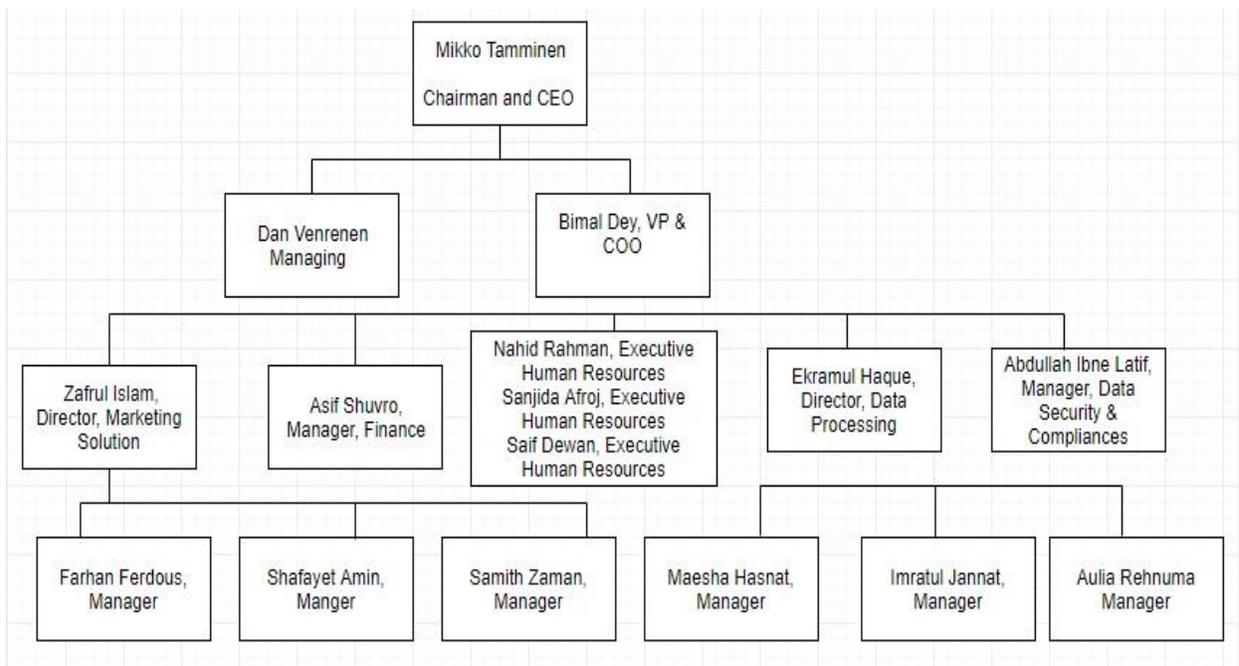
Values that characterize our employees:

- Taskeater help each other grow as professionals
- The office is a place for us to grow professionally and Taskeater use our spare time to learn new things which will help us grow

- Taskeater learn and improve our professionalism through experimenting or failing while experimenting.
- Taskeater understand the context of our delivery and how it's creating values for our clients and Taskeater.

2.5 Company Organization and Management

The current company organization as the following diagram:



2.6 Management Team Responsibilities:

Mikko Tamminen, Chairman & CEO: Responsible for corporate governance, strategy, finance, accounting, corporate development, legal affairs, service expansion and management team.

Bimal Dey, Vice President & COO: Responsible for operations at Dhaka offices, all operations personnel, company growth planning, strategic client management and process management.

Dan Vanrenen, Managing Director: Responsible for sales, marketing, strategic client relationships and managing the London office.

Zafrul Islam, Director, and Marketing Solutions: Responsible for lead generation teams and lead generation client management. Supporting with daily operations of Dhaka office, human resources and legal matters.

Ekramul Haque, Director, Data Processing Solutions: Responsible for data processing teams, training new data processing teams, improving delivery processes and new client communications.

Maesha Hasnat, Manager, Data processing: Responsible for the delivery of data processing client teams, client communications, quality assurance and client communications.

Imratul Jannat, Manager, Data processing: Responsible for the delivery of data processing client teams, client communications, quality assurance and client communications.

Aulia Rehnuma, Manager, Data processing: Responsible for the delivery of data processing client teams, client communications, quality assurance and client communications.

Farhan Ferdous, Manager, Lead services: Responsible for the delivery of lead generation client teams, client communications, quality assurance and client communications.

Shafayet Amin, Manager, Lead services: Responsible for the delivery of lead generation client teams, client communications, quality assurance and client communications.

Samith Zaman, Manager, Lead services: Responsible for the delivery of lead generation client teams, client communications, quality assurance and client communications.

Asif Shuvro, Manager, Finance: Responsible for finance and administrative affairs of Taskeater Bangladesh Limited, as well as managing finance and accounting for European corporate entities.

Nahid Rahman, Executive, Human Resources: Responsible for Employee Relations & Satisfaction and Policies & Compliance

Sanjida Afroj, Executive, Human Resources: Responsible for Recruitment & Staffing

Saif Dewan, Executive, Human Resources: Responsible managing/administering your Attendance Records, Peer Reviews, Performance Reviews and Employee Records.

Abdullah Ibne Latif, Manager, Data Security & Compliance: Responsible for overall data security & compliance. Managing and supporting with daily IT-operations and IT-infrastructure of Taskeater Bangladesh Limited.

Chapter 3

Literature Review

3.0 Human Resource Management

Human resource management (HRM or HR) is the strategic approach to describe formal systems for the effective management of people in an organization, so that the organization can gain the competitive advantage. Human resource management (HRM) is basically the practice of recruiting, hiring, deploying and managing an organization's employees.

As Graham, "The purpose of HRM is to ensure that the employees of an organization are used in such a way that the employer obtains the greatest possible benefit from their abilities and the employees obtain both material and psychological rewards from their work."

According to Buchanan and Huczynski, HRM is a managerial perspective which argues the need to establish an integrated series of personnel policies to support organizational strategy.

Human Resource Management involves management functions like planning, organizing, directing and controlling.

- It involves procurement, development, maintenance of human resource
- It helps to achieve individual, organizational and social objectives
- Human Resource Management is a multidisciplinary subject. It includes the study of management, psychology, communication, economics and sociology.
- It involves team spirit and team work.
- It is a continuous process.

HRM involves management functions like planning, organizing, directing and controlling. It involves procurement, development, maintenance of human resource. It helps to achieve individual, organizational and social objectives. HRM is a mighty disciplinary subject. It includes the study of management psychology communication, economics and sociology. It involves team spirit and team work.

HRM is helping in providing human importance to the employees taking into enrich their capacity, potentially, talents, achievement, motivation, skill, commitment, great abilities, and so on. So, that employees personalities are recognized as valuable human beings. This is what the HRM is involved in every business, managerial activity or introduction. Human Resources Management is concerned with the "people" dimension in management. Since every organization is made up of people acquiring their services, developing their skills, motivating them to high level of performance and ensuring that they continue to maintain their commitment to the organization are essential to achieve organizational objectives

3.1 Scope of HRM/functions of HRM:

The scope of HRM includes the all activities of HRM. These activities are -

1. Human resources planning:-

Human resource planning means a process by which the company identifies the number of vacant, whether the company has shortage of staff or excess staff and to deal with this excess or shortage. Human resource planning is the continuous process of systematic planning to achieve optimum use of an organization's most valuable asset — its human resources. The objective of HRP is to ensure the best fit between employees and jobs while avoiding manpower shortages or surpluses. The management of the organization are helped by the HRP process in meeting the future demand of human resource. The strategies and long term goals are aligning with the human resource planning. HR Planning has now become Strategic HR Planning. HR Planning systems sounds an easy process but, the actual activity may involve the HR manager has to face many trouble to the effect of the current workforce in the organization, pressure to meet the business objectives and prevailing workforce market condition. HR Planning helps the organization in many ways like:

- HR managers are relate the workforce requirements with higher management.
- HRP planning always prevent the business from falling into the market trap of shifting workforce market.
- HR manager find the appropriate talents skilled employees which needs in the organization.
- In growth stage of a company HR manager help the most to find the leader who will lead the company toward the success.
- The HR manager always try to arrange the people who will aligning the organization goal with employee's intention.

3. Job analysis design: -

Job analysis is other most important part of HRM process. Job analysis is giving the explanation about the job responsibilities of the employee. The company prepares advertisements according to the job analysis. The process of job analysis involves how the job will performed successfully. Job analysis helps what a particular department requires and what an employee needs to deliver. It also helps to know about the job including job title, job location, job summary, duties involved, working conditions, possible hazards and machines, tools, equipment and materials which is used by employee.

However, job analysis is not about of these factors only. Job analysis also finding out the human qualifications to perform the job. The employee's levels of education, experience,

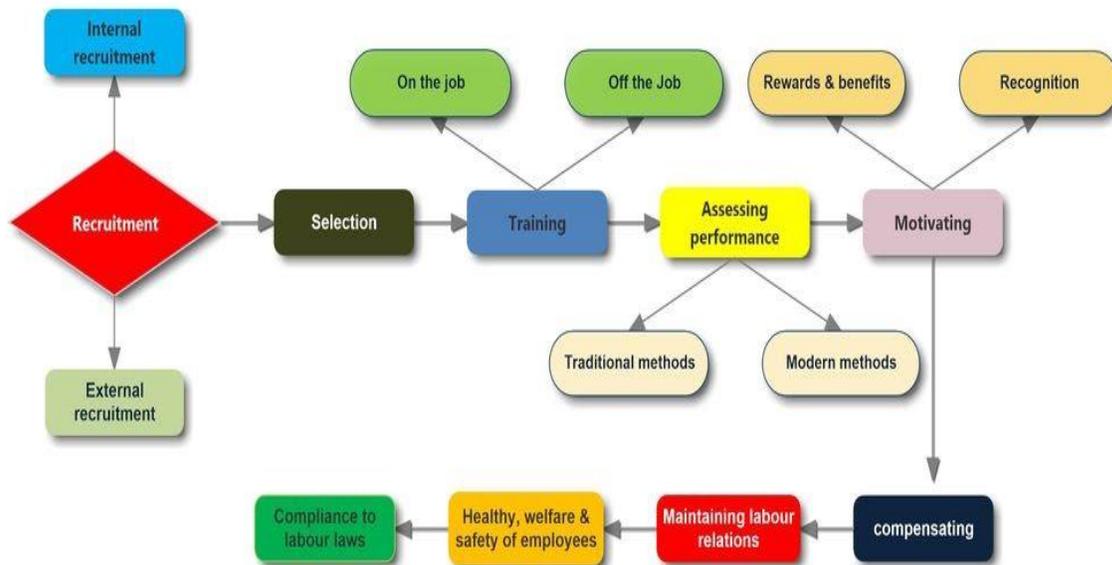
judgment, training, initiative, leadership skills, physical skills, communication skills, responsibility, accountability, emotional characteristics and unusual sensory demands are highly examined in this job analysis sector. These factors change according to the type, seniority level, industry and risk involved in a particular job. Determining the success of job depends on the unbiased, proper and thorough job analysis. By job analysis HR can chose the right people for the particular job. The job analysis establish a perfect fit between the job and the employee. Job analysis also helps HR managers in deciding the compensation package and additional perks and incentives for a particular job position. It helps to set the training process for the existing employees. Job analysis also helps the basis to design and establish the strategies and policies to fulfill organizational goals and objectives.

4. Recruitment and selection:

Based on information collected from job analysis the company prepares advertisements and publishes them in the newspapers. This is recruitment. A number of applications are received after the advertisement is published, interviews are conducted and the right employee is selected thus recruitment and selection are yet another important area of HRM. Planning the recruitment is the very first step of the recruitment process, where how much positions are vacant position that's are analyzed and described.

A good and structured recruitment plan is very important. It attracts the potential candidates toward the job. The recruitment process ensure that the candidates are qualified, experienced with a capability to take the responsibilities required or not. In the selection process at first a candidate is told to complete an application form. The form includes the items those are information on gender, race, national origin, education dates and disabilities. The other questions are past salary levels, age, driver's license information, citizenship information and Social Security numbers. New employees must provide the employer with a Social Security number when hired, and it may be needed for applicant background checks, but it is not necessary on the application, and many people concerned with identity theft are reluctant to give Social Security numbers.

HRM Process



Orientation Process: - When the employees have been selected an orientation program is held. This is another important step of HRM. In orientation the employees are told about the background of the company, explain about the organizational culture and values and work ethics and introduce to the other employees. Orientation process refers to introducing a new comer employee to his employer/ company and work environment. An induction session, conducted on day one for a new joiner, usually through PowerPoint presentation and videos sessions lasts a few hours or day. Orientation on the other hand, is a well-designed program which aims at reorganizing a new employee and making him accustomed to his department, job role and work culture. When the welcome to a company is extended by the executive staff the employee will feel overwhelmed. When executives introduce themselves to the new hire class, it gives the new hires a feeling that the company is friendly. Employees tend to take office layout for granted. In orientation a human resources associate should take the new hire class on a tour of the office. It is a chance for the new employees to learn where to find the break room and emergency exits. It also gives new employees a chance to meet co-workers that they may have otherwise not come into contact with.

5. Training and development: - Every employee goes under training program which helps him to put up a better performance on the job. Training program is also conducted for

existing staff that have a lot of experience. This is called refresher training. Training and development is that area where the company spends a huge amount money. The employee who receives the necessary training is more able to perform in their job. The training will teach the employee of their responsibilities within their role, and in turn build their confidence. The training will enhance their overall performance and this can only benefit the company. Employees who are competent and on top of changing industry standards help your company hold a position as a leader and strong competitor within the industry. The investment in training that a company makes shows employees that they are valued. The training creates a supportive workplace. Employees may gain access to training they wouldn't have otherwise known about or sought out themselves. Employees who feel appreciated and challenged through training opportunities may feel more satisfaction toward their jobs. A training program allows to strengthen skills that each employee needs to improve. Productivity usually increases when a company implements training courses. Increased efficiency in processes will ensure project success which in turn will improve the company turnover and potential market share.

6. Performance appraisal: Performance appraisal is conducted the HR department checks the performance of the employee and examine then according the rank. The future promotions, incentives, increments in salary are decided based on these appraisal. Performance appraisal is a systematic process in which employee's job performance is evaluated in relation to the projects on which employee has worked and his contribution to the organization. It is also known as an annual review or performance review. It helps the managers place the right employees for the right jobs, depending on their skills. Often, employees are often curious to know about their performance details and compare it with their fellow colleagues and how they can improve upon it. So every company needs a good performance appraisal system.

7. Compensation planning and remuneration: There are so many rules in compensation. Remuneration and compensation planning is the responsibility of HR department. Employees classified as non-exempt receive what employers usually call wages. Wages are calculated on an hourly basis and require overtime payment for work in excess of 40 hours per week. Overtime is the double payment of the hourly rate. Although there are salaried employees who are classified as non-exempt and, therefore, entitled to overtime pay, the term "salary" generally refers to an annual salary the employee receives or a method of employee compensation that does not require overtime pay. For instance, the reference to a "salaried employee" is generally used to describe a worker who does not receive overtime pay. Compensation levels, for example, the pay tables distributed yearly by the U.S. Office of Personnel Management contain yearly wages, just as increments dependent on step and grade advancements for government representatives paid agreeing the General Services and Senior Executive Service wage scales. The business' execution the board framework is generally what drives a remuneration plan's compensation increments. Workers get yearly

raises dependent on execution positioning and evaluations. For instance, an extraordinary execution examination could result in a 5 percent compensation increment. Test worker reward and impetus plans incorporate money motivators dependent on a level of the representative's gross compensation or a representative's offer dependent on an optional pool of assets assigned for appropriation to workers whose execution added to business achievement. Numerous official rewards and motivating forces are fixing to progress of the primary concern or even increments in the estimation of offers for openly held organizations.

8. Motivation, welfare, health and safety:-

Inspiration winds up essential to support the quantity of workers in the organization. It is the activity of the HR office to investigate the distinctive strategies for inspiration. Aside from this specific wellbeing and security guidelines must be pursued for the advantages of the workers. This is likewise dealt with by the HR office. There are solid monetary, lawful, mental and moral reasons why directors should pay attention to wellbeing and security. Monetary purposes behind guaranteeing safe working environment: decreases mishaps, protection, improves worker relations, and encourages representative promise to quality objectives. Representatives have a lawful appropriate to work in a sheltered and solid condition. A solid working environment and one that advances health can have a solid positive effect on the mental contract. It is indicated out those whom contribute the causation of business related infections and do as such intentionally can be considered to be ethically in charge of their activity.

9. Industrial relations:-

Another essential territory of HRM is keeping up co-ordinal relations with the endorsers. This will assist the association with preventing strikes lockouts and guarantee smooth working in the organization. Mechanical connection is characterized as connection of Individual or gathering of representative and manager for drawing in themselves in an approach to boost the beneficial exercises. In the expressions of Lester, "Mechanical relations include endeavors at landing at arrangements between the clashing targets and qualities; between the benefit thought process and social increase; among order and opportunity, among power and modern popular government; among bartering and co-task; and between clashing interests of the individual, the gathering and the network.

3.2 Challenges for the modern HR

Staff the board which is known as human asset the board has adjusted to the changing workplace, anyway these progressions is as yet occurring and will proceed later on in this manner the difficulties before the HR chief are:

1. Retention of the employees: - A standout amongst the most vital test the HR administrator faces is maintenance of work constrain. Numerous organizations have a high rate of work turnover along these lines HR supervisor are required to make some move to lessen the turnover.

2. Multicultural work force: - With the quantity of multi-social organizations are expanding tasks in various countries. The work drive comprises of individuals from various societies. Managing every one of the necessities which are diverse the test before the HR administrator is combination of multicultural work drive.

3. Women in the work force: - The quantity of ladies who have joined the work constrain has radically expanded over a couple of years. Ladies representative's face very surprising issues. They likewise have duty towards the family. The association needs to consider this angle moreover. The test before the HR administrator lies in making sex affectability and in giving a decent workplace to the ladies representatives.

4. Handicapped employees: - This area of the populace ordinarily faces a great deal of issues at work, not much association have occupations and offices exceptionally intended for incapacitated laborers. Hence the test before the HR supervisor lies in making climate appropriate for such representatives and urging them to work better.

5. Retrenchment for employees: - In various spots associations have diminished the work constrains as a result of changing monetary conditions, laborers or authorities who are evacuated face difficult issues. It also prompts a negative air and aura among the delegates. There is fear and extending scorn against the organization. The test before the HR chief lies in executing the preservation game plan without hurting the ideas of the experts, without culpable the specialist's association and by making elevating aura in the present agents.

6. Change in demand of government: - More often than not government rules continue evolving. While a great deal of opportunity is given to organizations some strict guidelines and guidelines have additionally been passed. The legislature has additionally embraced the disinvestment in specific organizations because of which there is dread among the workers with respect to their activity. The test before the HR director lies in persuading workers that their advantage won't be yielded.

7. Initiating the process of change:- Changing the strategy for working, changing the disposition of individuals and changing the recognition and estimations of association have turned out to be fundamental today. Despite the fact that the organization might need to transform it is in reality hard to influence the laborers to acknowledge the change. The test before the HR chief is to influence individuals to acknowledge change.

3.3 Importance of HRM:

HRM ends up critical for business association because of the accompanying reasons.

1. Objective:- HRM encourages an organization to accomplish its target every now and then by making an uplifting frame of mind among specialists. Lessening wastage and making greatest utilization of assets and so forth.

2. Facilitates professional growth:- Because of legitimate HR arrangements representatives are prepared well and this makes them prepared for future advancements. Their ability can be used not just in the organization in which they are as of now working yet additionally in different organizations which the representatives may participate later on.

3. Better relations between union and management:- Solid HRM practices can assist the association with maintaining co-ordinal association with the associations. Patrons begin understanding that the organization is likewise keen on the laborers and won't conflict with them along these lines odds of picketing are enormously diminished.

4. Helps an individual to work in a team/group:- Compelling HR rehearses train people cooperation and modification. The people are presently truly agreeable while working in group hence cooperation improves.

5. Identifies person for the future:- Compelling HR rehearses instruct people cooperation and modification. The people are presently truly agreeable while working in group in this manner cooperation improves.

6. Allocating the jobs to the right person:- In the event that legitimate enlistment and determination techniques are pursued, the organization will most likely select the opportune individuals for the correct activity. At the point when this happens the quantity of individuals leaving the activity will diminish as the will be happy with their activity prompting decline in labor turnover.

7.Improves the economy:- Successful HR rehearses lead to higher benefits and better execution by organizations because of this the organization accomplishes an opportunity to go into new business and begin new wandered hence mechanical advancement increments and the economy improves.

Chapter 4

Human Resource Practice of Taskeater Bangladesh

An organization cannot build a good team of working professionals without good Human Resources. So it shouldn't be taken lightly. Human resources is important to organizations in myriad areas, ranging from strategic planning to company image. HR practitioners in a small business who have well-rounded expertise provide a number of services to employees. HR improves the organization's main concern with its learning of how human capital influences authoritative achievement. HR pay masters create reasonable remuneration structures that set organization compensation focused with different organizations in the zone, in a similar industry or organizations going after workers with comparable abilities. Advantages authorities can diminish the organization's expenses related with turnover, whittling down and contracting substitution specialists. Bosses have a commitment to give safe working conditions. Working environment security and hazard the executives authorities from the HR zone oversee consistence with U.S. HR worker relations authorities limit the association's presentation and obligation identified with charges of out of line business rehearses. Taskeater Bangladesh for its asset and size of the association doesn't have all the territory of human asset the board practice. So I have tried to cover the issues and information I have gathered. Human Resource practice I found in Taskeater Bangladesh are:

1. Recruitment & Selection
2. Training & Development
3. Performance Appraisal
4. Compensation Plan
5. Employee Relationship

4.1 Recruitment & selection:

In simple words Recruitment process indicates hiring of a person or group for a particular position, it can also be said as activity that creates a link between employer and job seeker. Recruitment process can also be identified as bringing together the applications from the job seekers and selecting the best candidate for the role of the job identified. Taskeater Bangladesh aims to hire individuals who will both execute the client work to a high standard Contribute positively to the company culture. They want the candidate who are confident enough to deal their client and satisfy the clients with their work.

Taskeater Bangladesh follows several steps for recruitment:

4.1.1 CV Sorting:

CV sorting is the process to disqualify candidates using successively more detailed examinations of the resumes. The objective is to locate the most qualified candidates for an open job. CV sorting help reduce the cost interview or taking exams of a large number of candidates. CV sorting also make the process simpler.

Taskeater Bangladesh also do CV sorting for selecting the appropriate candidates among bunch of candidates. Taskeater Bangladesh basically give their circular to bdjobs.com. They also post their circular in social media on their Facebook page and LinkedIn page. Tasketer Bangladesh also appreciates employee's references from current employees.

4.1.2 Employee Selection Process:

In Employee selection process the candidates need to fight with each other to show their capability. Candidates need to prove themselves a better option than other candidates. Employee Selection is the process of putting right men on right job. It is a procedure of matching organizational requirements with the skills and qualifications of people. Effective selection can be done only when there is effective matching. By selecting best candidate for the required job, the organization will get quality performance of employees.

In Taskeater Bangladesh employee selection process include 2 steps. Every employees need to go through the 2 interviews. The 1st interview is taken by the HR manager. In this interview everyone has to give a test about their computer efficiency. Then those candidates are short listed they need to give another interview. And that 2nd interview is taken by the line manager of the department for which the candidate is selected.

1st Interview: After sorting the CV the candidates are called for the interview. The interview is taken by the HR manger. The candidate basically faced the basic questions. They have to answer the question confidently. Then a 15 minutes test is taken for understanding the computer efficiency of the candidate. After 1st interview there remain 5 to 10 candidates in the list.

2nd Interview: 2nd Interview is conducted with the line manager of the department for which the candidates are hiring. The candidates are faced some question according the departmental work for which they are applied. If the candidate can satisfy them by his/her answer then the candidate can be a part of the Taskeater family.

Here the full process takes 1 week in average. It may differ according to the situation.



Chart: Recruitment & Selection

4.2 Training & Development:

Preparing is a program that enables representatives to learn explicit information or abilities to improve execution in their jobs. Advancement is progressively sweeping and spotlights on worker development and future execution, as opposed to a prompt employment job Training and improvement is crucial piece of the human asset advancement. It is accepting ever vital job in wake of the headway of innovation which has brought about regularly expanding challenge, ascend in client's desire for quality and administration and an ensuing need to bring down expenses. It is additionally turned out to be increasingly critical all inclusive so as to plan specialists for new occupations. In the current write up, we will focus more on the emerging need of training and development, its implications upon individuals and the employers.

Taskeater Bangladesh recruit the fresh graduate and related experience person. So the training is very important part of the Human resource activities. Taskeater Bangladesh gives the on job training. Every employee has a line manager to whom the employee need to report. The line manger set among the employees who will be the trainer for the new employee. Then the trainer guide the new employees to understand their work and the

expected standard. And the trainer can give the guide to how the new comers will improve the skills.

In the case of succession planning, old position holder inform the way of work to the new comer. That's how they can easily cope up with related position.

Taskeater Bangladesh is using the on job training. The training method they use is mentorship method. In this method one senior or experience employee tries to guide the new employee. And the new employee is trained in the office time. So that it's called on job training. The trainer has the responsibility here to make understand the whole process of work. Taskeater Bangladesh offers representatives an opportunity to utilize a scope of instruments, assets, existing staff and techniques, to all the more likely comprehend their job, and play out their obligations adequately. With the goal that the new representatives can inundate in their way of life and individuals, optimizing their systems administration in your association and installing them in your qualities and practices. In this technique the two representatives and bosses can get advantage from it. This procedure will help guarantee new worker jumps on boarded effectively. It can likewise have an enduring, positive effect on the organization and its notoriety.

On the job Training method:

In this method new employees can learn easily from the peers or manager. Because the best way of learning is practical learning. In this method the employees can learn by performing the job and trying to imitate their behavior. This method is also cost free. Some of the commonly used methods are-

1. Coaching:

Instructing is a decent method to prepare newcomer. It is job explicit and looks to completely prepare new worker on the obligations of their job. It will likewise feature what is expected of them to work productively and effectively in the group and more extensive business. The mentor can be a director, topic master, specialist or colleague, yet the focal piece of these hands on preparing method is that it is led one-on-one, and tries to expand the newcomer's information and work on, improving certainty and ability. Takeater Bangladesh pursues the technique for instructing. The mentor can be the trough or another accomplished representative.

2. Mentoring programs:

Coaching is a commonly gainful preparing strategy in which an increasingly ranking staff part offers help and direction to another staff part. Notwithstanding specialized preparing and backing, tutors likewise will in general give enthusiastic guidance and backing to newcomers. This is critical for onboarding as it serves to adequately create bonds between staff of fluctuating offices, cultivating attachment all through the

business. A solid coaching program has the ability to manufacture an association that feels really bolstered expertly and associated actually. In some division of Takeater Bangladesh utilize this technique.

3. Computer or online-based training modules:

These projects are a simple hands on preparing arrangement, as they are extensive and don't require the nearness or time of other staff. Most projects can be custom fitted explicitly to the requirements of newcomer and the group in which they will work. In taskeater Bangladesh when the preparation is done then the new workers need to give a test in on the web. It additionally gives substantial estimations of their learning and recognizes regions that should be additionally created.

4. Job Rotation:

Occupation turn is the act of moving a newcomer between various jobs in association. This can give them more extensive experience and train them in an assortment of aptitudes. This methodology will improve newcomer's information of the work each group is in charge of regularly. It will likewise assist them with understanding who the best purposes of contact are for each group. In Taskeater Bangladesh following a half year a worker can be turned to another office if it's required. So they additionally utilized the strategy in their preparation procedure.

Off the job Training Method:

Off-the-job preparing is directed in an area explicitly assigned for preparing. It might be close to the work environment or far from work, at an extraordinary instructional hub or a hotel leading the preparation far from the working environment limit diversions and enables students to commit their complete consideration to the material being educated. However, off-the-work preparing projects may not give as much exchange of preparing to the real occupation as do hands on projects. In Taskeater Bangladesh very rarely provides off the job training. When any new process are introduced then some selected employees are taken for off the job training. If they want to introduce are new tools for work or any customized software then they arrange the off the job training.

4.3 Performance Appraisal:

Performance Appraisal is the systematic evaluation of the performance of employees and to understand the abilities of a person for further growth and development. It's not only evaluates the performance of employees but also the capabilities of them. Performance Appraisal is carried out to identify the abilities and competencies of an employee for future growth and development. It is aimed at ascertaining the worth of the employee to the organization, in which he/she works. Performance appraisal is the systematic evaluation of employees with respect to their performance on their job and their potential for

development. A performance appraisal is an evaluation done on an employee's job performance over a specific period of time

4.3.1 Performance Determiner:

Performance determiner are those factors which should be present in every organization for better performance of employees. Those factors are-

- Required KSA's,
- Good working environment
- Motivation

If any organization don't have any of them the employee's performance will be hampered. So before appraise the performance every company should ensure those factors. In Taskeater Bangladesh those three factors are ensured.

Required KSA: KSA stands for Knowledge, skill, ability. Those are special qualifications and personal attributes that need to have for a particular job. Taskeater Bangladesh tries to identify candidates at the time of recruitment are they knowledgeable, skilled are not. Even after recruitment employees have the guideline from the training session. They can assure how to improve KSA regarding related task.

Good working environment: Every employee needs a suitable environment for performing the job well. Employees need to be given all the facilities required to work. Not only the tools but also good environment required for work.

Taskeater Bangladesh tries to keep good environment for all the employees. The peers have healthy and friendly relationship here. Tasketer Bangladesh offers few facilities which allows employees more time to work with refreshment. There is a two kitchen in office buildings. Tea coffee are all time available there. There is a place for lunch. Also for the space of taking rest. There is a garden where employees can chilling at their break time. There is a prayer room also. That's how they ensure good environment to allow the employee to stay comfortably whole day long in the office with fresh mind.

Motivation:

Inspiration is characterized as the demonstration of motivating the representatives to work or not to endeavor to achieve the foreordained objective. It is the condition of actuating the individual to improve. Inspiration coordinates the demonstrations and practices of individual which drives the general population to act with full exertion to accomplish objectives. Inspiration to the representatives is consequently an administrative undertaking to urge and rouse to pay their penny percent exertion to their activity duty. This depends on the reasoning

that until and except if representatives are roused, the executives can't anticipate incredible execution from the workers.

Taskeater Bangladesh reward the employees in many ways. They always recognize the employee who gives good performance at job. The best performer get promotion and the appreciation from CEO. The company often uses monetary bonuses as a means of encouragement and compensation for extra work. Bonuses will be agreed to upon separately on a case-by-case basis and are often paid out with the monthly salary unless agreed upon otherwise.

4.3.2 Performance Appraisal Tools:

Performance appraisals are a fact of life for employees and supervisors in most companies. When taken seriously and conducted the right way, employee evaluations can help individuals improve and lead to better results for a company overall. Taskeater Bangladesh use several tools for doing performance appraisal. The tools Taskeater Bangladesh use are-

- Goal Review
- Peer Review
- Rank your colleagues
- Client review
- Timesheet review

Goal Review:

Goal Review is assessing the work to the employee to accomplish. Goal review helps to get the idea about the activities of employees. In Taskeater Bangladesh every employee gets a goal to accomplish within a time being. The goal is set by the superior of the employee. The goal has three phase. They are

- Task oriented
- Organization oriented
- Person oriented

Task Oriented:

The line manager of every employee give a target to the employee to do the particular job. These task are the core job responsibilities of the employee. These task are get judged for measuring the quality. Based on this the mark is assigned for employee.

Organizational Oriented:

There are some task which is given to the employee which are organization oriented. Those task will contribute the organization welfare those work are basically different from usual

work. Taskeater Bangladesh basically want to be the ISO - International Organization for Standardization certified company in this year. Which employees are working regarding this they are doing the organizational oriented task.

Person Oriented:

There are some task which are person oriented. Those task are more focus on personal skill and enrichment. In Taskeater Bangladesh those tasks are given to the employee who are eligible for that. Who have that special skill to do the job they work person oriented task.

The goal review need to be specific which will relate the organization goal. The goal need to be set according to the management and employee together. The employee of taskeater Bangladesh tries to reach the goal by specific period.

Peer Review:

Peer review is a type of performance evaluation that is done by one or more people of matching competencies. Peer review is usually done among the members of the same team. This is a method employed to preserve the quality standard at a desired level and improve productivity and performance. In Taskeater Bangladesh last day of every month all employee have to do the peer review. Every employee need to give the review of their team mates. In Taskeater the department of lead generation need to review the employee who works in lead generation. In Taskeater there are also have manger review system. Every employee need to give the review on their line manager. They provide a Google form in which the employee need to mark beside every employees name in their team. There are four option which an employee can select. The review system is anonymous to other employee. No employee can see what others gave review for them. Only HR has the access to know about the review of employees. It provides a broader range of information about the employees. The feedback provided by peers are easier to relate with. This helps the employees to understand their shortcomings and enhance their performance. Peer review is also a part of the 360-degree assessment along with self-review and manager assessment.

The Google form is given below in which the employee have to give the review.

Please mark how you would describe each of your team members. Mark yourself as "Me" in the list.

Please think through your answers carefully as they will have an impact on your team members' reviews and compensation. Your scores will be compared relative to each other and averaged out with other team members' scores.

Your email address (trisha.kundu@taskeater.com) will be recorded when you submit this form. Not you? [Switch account](#)

	Me	This person is relatively less helpful and contributes negatively to the team environment.	This person is a positive team member and helpful when needed.	This person goes out of his/her way to help others and is one of the most positive members on my team.	I don't know this person well enough
Firdaous Dia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wasim Akram	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mushfiqur Rahman	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Imtiaz Sakib	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The peer review form

Client Review:

The client is the ultimate boss for the business. So it's very important to collect the review from the client. As the revenue come from the clients. So it's the main duty to satisfy them with the job responsibilities.

Client review I also conducted in Taskeater Bangladesh. Most of the employees are integrated with the foreign clients. The every employee need to keep regular communication with their clients. Every clients are given a quaternary with question regarding the employees. They have to answer the questions. The company's HR will take the assessment from their clients after employee's end of the quarter.

Client reviews are the foundation of consultative process. They're how reinforce commitment to each client's goals, tailor strategies, and showcase progress.

Timesheet Review:

Timesheet is the sheet where every employee take a document of their current work list. In this timesheet there are information about their work project, which project they have start when. There is also information about how much time they need to finish the project. By this sheet management can know about the reflects of how much time employees was working. For the performance appraisal there need individual contribution. To find the individual contribution the timesheet review is used. Every employee use a time line sheet for how much time they need to do the work. The client also has the access in this sheet. And the HR also need that sheet to measure the performance of the employee.

4.3.3 Performance Appraisal Assessment:

An employee performance appraisal is a process—often combining both written and oral elements—whereby management evaluates and provides feedback on employee job performance, including steps to improve or redirect activities as needed. Documenting performance provides a basis for pay increases and promotions. In taskeater in the performance appraisal report hours attendance carries 20 points, Quality of Work carries 20 point, Company Policy maintain carries 20 point, Client Satisfaction carries 20 points and Peer Review / Culture carries 20. This makes total 100 points which employee need to gain. The HR maintain a sheet where he have all the information. From that they do the performance appraisal. The employee also have access to the sheet.

The whole score system are given below:

Metric	How is it determined?	“Requires improvement” Score: 1	“Meets expectations” Score: 2	“Exceeds expectations” Score: 3
Client Satisfaction	Account manager (sales team) asks client how satisfied they are overall.	Client has had challenges with employee and would like to see improvement.	Client is happy with delivery and feels employee meets expectations.	Client feels that the employee exceeds expectations, delivers beyond what they could achieve in-house and proactively improves processes.
Quality of Work	The QA responsible looks for examples of good and poor quality in work.	Client or QA has noticed repetitive quality issues in the employee’s work.	Employee deals with quality issues proactively even if some are present.	The employee portrays high attention to detail and no quality issues are present.
Attendance	Daily attendance calculated as percentage of scheduled days attended in the office over the past three months, excluding planned holidays. Hourly attendance calculated as percentage of scheduled working hours completed on days attended over	Daily attendance percentage is below 94.00%. Hourly attendance percentage is under 100%.	Daily attendance percentage is equal to or between 94.00-96.99%. Hourly attendance percentage is 100% or more.	Daily attendance percentage is equal to or over 97.00%. Hourly attendance percentage is 100% or more.

	the past three months.			
Company Policy	HR responsible looks for specific examples of adherence to company policies. Arrival to the office on time is included in this criteria.	Concrete examples of repeatedly breaking company policies.	Employee adheres to company rules most of the time.	Employee fully adheres to company policies, is easy to manage and shows appreciation for company rules.
Peer Review	An average of the employee's team members' most recent peer reviews.	Peer review score sum falls into bottom 20% of team scores.	Peer review score sum falls into middle 60% of team scores	Peer review score sum falls into top 20% of team scores.

4. 4 Compensation Management:

Pay the executives is a basic piece of ability the board and worker maintenance. It utilizes budgetary and nonmonetary advantages to pull in volunteers, decrease turnover, goad execution and lift worker commitment. It is in charge of guaranteeing that pay and rewards stay focused and advantage programs change with the necessities of the workforce. The general population in this job work with information, but at the same time is quick to understanding the intricacy of advantages organization.

In taskater Bangladesh the merit pay system is using. Legitimacy pay is a way to deal with pay that rewards higher performing representatives with extra pay, once in a while called motivating force pay. A legitimacy framework is most pertinent when there is nitty gritty information accessible to quantify the execution of representatives. Legitimacy pay sends an amazing message about how representative need to see workers perform and what boss need to see them contribute. Making the scope of the accessible legitimacy pay open enables representatives to see where their expansion falls in the legitimacy pay ranges built up by the organization pay plan.

4.4.1 Compensation Method:

Taskeater always push hard and encourage employee for personal and professional improvement. If an employee can proof himself he can get the proper reward here. Therefore they follow the merit based compensation system. The system helps the HR to track the employee and employee's performance. The HR can measure the employee's personal goal by this merit system. To get the better salary every employee need to fulfill their goal.

4.4.2 Pay scaling:

Salaries will be agreed to between future staff and management prior to a new a staff member's start date. The company aims to pay all salaries always on the last day of each calendar month. If the last day falls on a weekend or holiday on a particular month, salaries will be dispersed on the first subsequent business day. Salaries will be paid through the official salary account. New employees who will be joining after 25th of a month will have their first salary on the following month. Employees have a salary cap of 32,000 BDT. Further increment is only applicable if employees take additional responsibilities which require extra hours of engagement besides his/her usual full shift. Payments of extra hours, performance review increments and lateness/incomplete shift deductions accumulated in the current month, will be adjusted with the following month's salary.

4.4.3 Bonus Policy:

Taskeater also provides some benefit and bonus to their employee like other companies. This bonus are handled by the HR management. There are two type of bonus there.

Individual Bonuses:

The company often uses monetary bonuses as a means of encouragement and compensation for extra work. Bonuses will be agreed to upon separately on a case-by-case basis and are often paid out with the monthly salary unless agreed upon otherwise. It only eligible if employee reach the goal and the employees evaluation mark are as below.

Score	Level	Raise
13-15	Exceeds expectations	2 000 BDT
9-12	Meets expectations	1 000 BDT
5-8	Requires improvement	500 BDT

Other promotions and salary raises will be agreed to separately between staff and management.

Festival Bonuses:

The company has adopted the following Festival Bonus policy:

- Staff members are eligible for Festival bonus if they have been employed by the company for 6 months or more to date.
- Festival bonus policy is outlined in each staff member’s contract with the Company.

Festival bonuses are fully at the discretion of management and are meant to signify an appreciation for ongoing and long-term commitment to the company. Staff members who have given notice of resignation prior to the payment of festival bonuses will not be entitled to festival bonuses.

4.4.3 Tax Deduction:

In Bangladesh the corporate income tax is rate is a tax collected from companies. The tax deduction amount is based on the net income of the company. In taskeater Bangladesh also deducted tax in every year in total amount of accumulated months from gross salary.

4.5 Admin and Discipline Management:

In Taskteer Bangladesh the rules and regulation are strict and all are responsible for all administrative. The following activities are perform under admin and discipline management.

4.5.1 Code of Conduct

The company has strict rules regarding the following areas. Failing to comply with these policies provides immediate grounds for dismissal.

Alcohol and drugs: The possession, use or being under the influence of alcohol or drugs during company business hours is strictly forbidden.

Harassment: Harassing staff, colleagues or managers is strictly forbidden and there is zero tolerance for it. If a staff member feels that they have been subjected to harassment, they should follow the steps described in the Problem-Resolution Process section. Cases regarding harassment will be taken seriously and will be dealt with by the company VP & COO, Bimal Dey, and each time on a case-by-case basis.

Attendance: Once a staff member knows that they will be unable to work during planned company office hours, they should inform management as soon as possible. The company relies on its staff to deliver on client work and therefore it is of utmost importance that management can deal with possible issues arising from absences.

In cases of planned absence, staff members should email the designated team email address two weeks in advance. Failure to give ample notice jeopardizes the staff member's chance of being granted leave. In cases of unplanned absence, such as due to illness or weather, staff members must call their line manager as soon as possible. Staff members planning to cover day's work from home are requested to follow the policy "Working from home during unplanned absence" section below.

Dress Code: There is no specific dress code for the employees but the employees are encouraged to dress decently and it is mandatory for the male employees to wear shoes and not sandals. On Fridays, the male employees can wear sandals only when wearing Punjabis.

Lateness and Incomplete Shift

In case of lateness, staff members are required to inform their line manager or team leader at least one hour prior to the start of their shift by call. Unless otherwise specified, staff members are required to clock out after a minimum of 8 hours of being present at their designated location of work. For example, if a staff member arrives one hour late for work and starts at 11AM, they can leave at 7PM. Even if work is completed in under 8 hours, staff

members are still obliged to stay in the office for a minimum of 8 hours by contract unless otherwise agreed with their line manager or team leader. If a staff member is late by over 30 minutes or do not complete their full work shift hours, 1/3 of a day's salary will be deducted i.e. if one day's salary is 900 BDT, deducted amount would be 300 BDT and it will also negatively affect their Company Policy score in their next performance review. On the 4th lateness over 30 minutes or not fulfilling the full work shift, HR will take disciplinary action in accordance with process described under "Disciplinary action" later in this handbook.

Working from Home during Unplanned Absence:

If a staff member is unable to come to the office and can cover the day's work from home on the same day, their paid vacation days will not be deducted however their Attendance score in performance review will be affected negatively. On such a day, staff members must inform their line manager or team leader in the morning as soon as possible by calling or as a second resort by sending a text message to his/her cellphone. The following policies apply when a staff member is covering work from home: The work must be submitted in regular office time and not at odd hours which makes it difficult for supervisors to manage. If the delivery is under the normal target with 100% quality, staff members must inform their line manager or team leader as early as possible and not wait until the end their shift. The client is expecting regular work delivery and line managers need to either cover for the loss of work or provide an explanation to clients. Internet speed or outage or power outage will not be acceptable as a reason, as it was the staff member's own decision in the morning to cover work from home instead of taking the day off. Staff members are therefore responsible for their own backup internet (Mobile Data/Dongle) and laptop charge if deciding to work from home.

Checking Company Email Remotely

Staff members may check their company email (@taskeater.com accounts) remotely from their own mobile device or laptop, however accessing files and documents will not be allowed. As per the Bangladesh Information Communication Technology Act 2006, accessing data in an unauthorized manner is a crime and the company along with its law firm are prepared to take legal action against staff members who access data remotely without written authorization.

Disciplinary Action

Disciplinary action will be determined on a case-by-case basis usually following the following procedure:

Verbal warning. Verbal statement to staff member by line manager that he/she has violated a rule and/or regulation and that such violation may not continue. It is up to the line manager's discretion if they feel Human Resources or the VP & COO, Bimal Dey, should be notified.

Written warning. Formal notification in writing to staff member that he/she has violated a rule and/or regulation. The formal notifications are sent via email and Human Resources as well as VP & COO, Bimal Dey, must be copied.

Termination. The working relationship with the staff member is severed. Please note, that as mentioned earlier the above is a general process and may vary depending on the circumstance.

Immediate dismissal, possible legal action and notifying officials will be considered in cases of gross misconduct, including but not limited to situations described here:

- Breaking the nondisclosure and confidentiality clauses in one's contract
- Harassment of colleagues, whether verbal or physical
- Being under the influence of drugs or alcohol during work hours
- Being disruptive to the company's culture or operations
- Inappropriate communication with clients
- Misuse of company property, especially if it leads to damage

Situations resulting in poor delivery of work can also result in termination of employment, for example in the following situations:

- Consistently failing to deliver on targets deemed reasonable in spite of continued support
- Performing work carelessly leading to poor quality
- Notifying of personal leave absences at the last minute repeatedly
- Failure to follow company guidelines, for example regarding vacations
- Absence that greatly exceeds the company norms to the extent that it is disruptive

Problem-Resolution Procedure

The company has a process for dealing with problem resolution, including personal and work related worries. Please follow the following process:

- Contact your line manager by email or verbally. They will respond to you at the earliest possible moment with a plan of action for solving the issue, which typically begins with a one-on-one meeting to further discuss the initial issue.
- If still unsatisfied with the resolution provided or if the matter concerns a staff member's line manager, please contact via email Bimal Dey, VP & COO, who will look into the issue. Bimal Dey's decision on the matter is final.

During the problem-resolution process, the staff member should in no way express his/her views publicly nor take steps to disrupt the company's business.

4.5.2 Confidentiality of Information

The company handles confidential data for its clients and therefore staff must exercise the highest level of discretion with client data. Also company data should not be shared with outsiders without the prior consent of management. The company has taken steps with its law office in Bangladesh to be fully prepared and willing to take legal action against individuals who divulge client or company confidential information. If a staff member is not clear on whether certain information is confidential, they may ask their line manager. If a staff member feels confidentiality may have been breached intentionally or accidentally, they must make this aware to management immediately.

Chapter 5

Suggestion Conclusion

5. My internship Experience:

I am working in Lead Generation Department in Taskeater Bangladesh. I have to generate the contact of person who are required by client. The client have given some criteria. I have to identify the contact information of the employee of required company. I have to search the company in LinkedIn then search the employee of the company. Then the mail tester software help us to identify the email address of the employee. That is the task I have to do in taskeater. The office environment is so friendly that I have cope up there so easily. The employees are so close to their superior so that they can easily learn from the management person. I have learned how to take decision under pressure. In a crisis situation now I can stay calm and take the challenge to fulfill my mission. It will help us in my further carrier. I have learned that how to finish the work within the deadline. Now I know how to finish work on time and be correct at the same time. In Taskeater I have to do the whole work in an effective new software. So I have learn to be technology friendly. As we maintain a daily basic communication with our client, my communication skills are getting better. My English speaking skill get better when I have to take the calls with client regarding my work issues. In different situations I have to use my own creativity and improvise given solutions. Most of the times I have to give prompt as well as accurate decision. This is helping me developing my analytical skills. My experience in Taskeater helped me demonstrating and to understand professional customs and practices. As I have work in a team, there I get to exercise leadership. More than that management here ensures that employees are getting the ownership in their teams.

5.1 Findings:

After analyzing the whole organization activities and HR function and the employee job Satisfaction I have found some positive and negative things about the Taskeater Bangladesh.

- Taskeater follows a flat organizational Hierarchy, each member get to work very closely with their managers. It helps employee to directly learn from the manager.

- The employee relationship of Taskeater is very good. There are some loyal employees who are founder employee of the Taskeater and they don't leave.
- Every department linkage is very smooth and transparent In Taskeater.
- The organization grab the change so easily and make employee comfortable with it.
- In Taskeater our dedicated teams and managers try their best to satisfy our clients. Undoubtedly, this is a good practice. But sometimes management does not pay enough attention to employees. I think Employees are as important as clients.
- They are more dependent in on the job training. Where few employees want to get off the job training.
- The company follow team basis work system but some of employee want to be recognized as individual.
- Sometimes management cannot give proper attention to individuals, especially new ones.

5.2 Recommendation & Conclusion:

Taskeater has a 500 plus employee now. The limited resource of company doesn't allow to practice all the Human Resource Management practice. There can be some solution I think. They are-

Independency:

The employee of Taskeater need some more independency in work I think. If the employee allow to do something willingly then some positive changes can be brought in the organization. As the CEO of the company is not always present in this country so some task are stopped for the CEO coming. If the available MD or VP can have the right to do this then the work will be easy.

Salary Structure:

Salary structure of Taskeater is not so much organized. Some employees are want that it should be changed. The fresher are not getting the fare salary. The Taskeater should balance the inconsistency of salary among their department.

Responsibilities:

Tasketer also assigned the management responsibility to the HR. So the HR department remain busy always. That's why they can't emphasize on Human Resource Development.

5.3 Recommendations:

In the organization when I talk with the employee I have found the actual problem there. The employee want some solution like given below-

- **Better Workplace:**

The Tasketer has their work station in Mirpur 14 CRP Building. The 9th and 10th floor are the tasketer workplace. The building is a commercial building. So the rush for the lift is unbearable. The employees get disturb by standing the line of the lift. As the Tasketer are growing day by day so I think there need a better workplace for the employees.

- **More Employee Engagement:**

There are need more employee engagement for the betterment of the organization. It's difficult to ensure the employee satisfaction without employee engagement. HR leader can develop and implement engagement initiative and management strategies that take into account not only employees' present perception but also their past and future expectation.

- **Proper Performance Appraisal:**

Tasketer use peer evaluation to evaluate their employees. But in this system there can be come some personal issues with one employee to another. As they are working as team so what they think about each other it gets back to the other. Then it's very easy to identify who thinks what about them. So it can creates the corporate politics in the organization. So I think they should follow the 360 degree performance appraisal system.

- **Match Market Compensation Policy:**

The company has an unorganized salary system. They don't pay enough to the fresher. And the salary structure is not so clear to the employees. The salary cap system is also here. In a certain amount the salary will be cap. It is not fare to some employee. So the salary system should be as the market and it need to be clear to employees.

- **Training and Education:**

The company follow the on the job training system. But some employee want some off the job training also. As they are giving customize task to the client so it's needed to give some off the job training who is needed. The company should focus on training and assessment. And the company should give the pressure to employee for their post graduate. They can make a new criteria for promotion to require the post-graduation. That's how employee will feel the necessity of the further studies.

- **Introducing new HR policy:**

As in Bangladesh the HR activities are not use properly so being a company of out of the country Taskeater should use the HR policy properly for being an example. The new and updated HR tools need to be used here. The reward system need to be more organized. There need to be more steps should take for the deals with employee turnover. The workforce should be structured.

5.5 Conclusion:

Taskeater Bangladesh has a pioneer organization in the BPO industry of Bangladesh. The last few years they have grown themselves massively. The number of employees are growing day by day. For its diversity and customized service it gets a wide publicity to the foreign clients. Taskeater has started earning profit from the very first to still now. Now they are one of the highest profit making company in BPO industry. The report is aimed in Human Resource management practice of Taskeater Bangladesh. The taskeater has the ambition of making their benchmark high. Takeater is now focusing on the client satisfaction and the employee satisfaction as well. Human Resource Department of the company is under massive reconstruction program ensure the future benefit and high corporate culture and the secured place of contribute and dedicate the experience of high professionalism.

Appendix

Reference:

Personal Interview:

Nahidur Rahman, HR manager of Taskeater Bangladesh.

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