

Human Resource Management Practices in aamra Networks Limited and the Changes During Covid-19

By

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This report is submitted to the School of Business and Economics, United International University as a partial requirement for the degree fulfillment of Bachelor of Business Administration

Internship Report On

Human Resource Management Practices in aamra Networks Limited and the Changes During Covid-19

Submitted To

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January 13, 2021

Letter of Transmittal

Date: 13th January, 2021

To,

Jakowan

Lecturer,

School of Business & Economics,

United International University.

Subject: Internship Report on “Human Resource Management Practices in aamra networks limited and the changes during Covid-19”

Dear Sir:

I am submitting my internship report on “The Human Resource Management Practices in aamra networks limited & the changes during Covid-19.” The report will provide us with an overview of HR operations of this company such as Recruitment & Selection, Training & Development, Performance Appraisal, Payroll & General policies and benefits and Organizational Health & Safety etc. and how they have practiced overall HR functional activities in the pandemic situation. The study I conducted enhanced my knowledge to make an exclusive report.

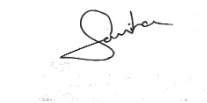
The internship report may contain some mistakes and shortcomings but I am ready to clarify any query you think necessary. I am thankful for your constant support and kind cooperation.

I wish that you would be very pleased to accept my report and oblige thereby.

Sincerely

Samiha Yusuf

ID# 111 161 397



Signature

Certification of Similarity Index

Title of the Report: Overall Human Resource Management Practices of aamra networks limited and the changes during Covid-19

Name of Student: Samiha Yusuf

Supervisor: Mr. Jakowan

Department: BBA

I hereby certify that my internship report is an original research work and It doesn't contain any plagiarized work. I have not used any unethical methods such to prepare this report.

Signature



Samiha Yusuf

ID# 111 161 397

Declaration of the Student

I sincerely declare that my internship report named “Human Resource Management Practices in aamra networks limited and the changes during Covid-19” is a presentation of an original work based on my practical work experience and comprehensive study of existing practices in “Human Resources and Organization Development” department.

This report has been prepared only for academic purpose as a partial requirement for completing the degree of “Bachelor of Business Administration (BBA)”

Signature  _____

Samiha Yusuf

ID# 111 161 397

Program: BBA (Major in Human Resource Management)

School of Business & Economics

United International University

Acknowledgement

In the beginning, I would like to thank my Almighty Allah for giving me the fortune to do my internship in such a big company and the ability to complete the program successfully in good health.

Secondly, I would like to extend my heartiest respect to my academic Supervisor Mr. Jakowan, Lecturer, School of Business and Economics, UIU for his kind support and constant cooperation while preparing this report.

It was my privilege to work as an Intern in Human Resources and Organization Development Department in aamra networks limited from July 1, 2020 to September 30,2020. I am especially thankful to Md. Iftekhar Hossain Sabbir, Senior Executive in Human Resources & Organization Development department for educating me and conducting hands on training regarding the departmental operations.

Hence, I am grateful to Md. Nasimur Rahman, Senior Manager of Human Resources and Organization Development department for offering me the opportunity to do my internship program under his supervision.

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Executive Summary

The internship report has been prepared as a partial requirement for the completion of my degree named “Bachelor of Business Administration (BBA)”. I have written this report based on my practical work experience in aamra networks limited as an Intern in Human Resources and Organization Development department.

I have conducted a study on “Human Resource Management Practices of aamra networks limited and the changes during Covid-19”. The main purpose of writing this paper is to describe departmental operation of HR and what changes they have made in the HRM practices following this global crisis. I have described the HR functions, Organization health & safety initiatives and internship experience in this report and divided the whole write up into five chapters.

The first chapter includes an introduction such as background study, objectives, motivation, Scope of limitations, and methodology of the report.

The Second Chapter deals with the Company profile of aamra networks limited such as Company overview and history, analysis of company Trend & Growth, customer segments, products & services, business operations etc.

In third chapter I have explained the HR functions such as new headcount procedures, Financial & Non-financial benefits, Training & Development programs, Performance Appraisal and Organizational Health & Safety initiatives during Covid-19 and what alterations they have made in these functional activities during Covid-19.

However, my internship experiences such as positions, duties, responsibilities, training, contributions to department, applied skills and application of academic knowledge are elaborated in chapter four.

Finally, I have concluded this report in chapter five and added some key points such as recommendation and key understanding etc.

Chapter I

Introduction

1.1 Background of the Report

In times of crisis such as the one we are currently experiencing; Human Resource department is expected to contribute to a broader response than ever. The work pattern has been changed due to Covid-19. Since I completed my internship program during this pandemic, I have experienced the impact of changed HRM practices in aamra networks limited. So, I requested my respected faculty member to submit my internship report on HRM Practices of aamra networks limited during Covid-19.

1.2 Objectives of the Report

The objective behind initiating this study is to provide an overview with overall HRM practices of aamra networks limited during pandemic. The report is complete analysis of functional activities of Human resource department such as Process of Recruitment & Selection, Internal & External Training programs, Performance Assessment, Compensation & Payroll and Organizational Health and Safety and how they have improvised their operational activities following this crisis situation.

1.3 Motivation of the Report

Human Resource Management practices has been changed gradually due to changes of work norms. Employees prefer to work remotely and are concerned more about their health and safety than anything. The main motivation of this report is to gain an overall perspective on how HR professionals are proceeding with these changes of business areas and alteration of work pattern. So, I wished to conducted a study in the Human Resource Department of aamra networks limited to gain an understanding and find out the improvisation of HRM practices during Covid-19

1.4 Scope and Limitations of the Report

Since I have completed my internship in the human resource department, I had comparatively an easy access to the information regarding functional and operational activities of this department. So, I wanted to explore my study in the current human resource management practices and the improvisations they made during the pandemic. However, there is a limitation I have been through while preparing this report and that is confidentiality of information.

1.5 Methodology of the Report

A qualitative research has been conducted in this report to gather information regarding Human Resource Management practices of aamra networks limited. I have used both primary and secondary sources of data while preparing this report. Since the following report is a descriptive type report, I have not included any numerical values. The report is more related with practical scenario. I mainly used verbal analysis to described how Human resources department functions and what kind of practices they have considered to change by following this global pandemic.

The data sources are given below:

- Primary Data: The primary data was collected by Hands on experience through internship, discussion with supervisor, senior colleagues and cross functional teams, Direct observation to the overall functional and operational activities etc.
- Secondary Data: The Secondary data was collected by company website, HR Manual, Annual Report and academic knowledge etc.

1.6 Literature Review

Human Resources Planning (HRP) is the process of analyzing an Organization's human resources needs under changing conditions and developing the activities necessary to satisfy these needs. It helps ensure that the right numbers of the right kinds of people are available at the right times and in the right places to translate Organizational plans into reality. This process becomes strategic when some attempt is made to anticipate long term HR supplies and demands relative to changing conditions facing the Organization and use HR development programs in an effort to meet HR needs.

HRP systematically forecast an Organization's future demand for, and supply of, employees. By estimating the number and types of employees that will be needed, the human resources department can better plan its recruitment, selection, training, career planning and other related activities. HRP - or employment planning, as it is also called – allows the department to staff the Organization at the right time with the right people. Not only can it help companies meet their affirmative action goals; effective HRP improves a department's ability to respond proactively and in a socially responsible manner to the challenges it faces.

Recruitment is the process of “Talent Acquisition” for the Organization. This is done on the basis of recruitment rules, guided by a set of Recruitment Policy. While recruitment of entry level officers helps to strengthen the human resources base, recruitment of experienced personnel helps to acquire new ideas views and resources that are helpful in delivering quality service to the clients. Any Organization believes to attract, retain and motivate qualified and skilled employees within the company. To do this, the company offers competitive compensation package and provides equal opportunity for career development to all employees. It is believed that in order to achieve the company’s goal, there must be efficient and high caliber human resources. Therefore the company pays maximum attention and efforts in recruiting highly qualified and competent employees who are willing to take challenges in achieving organizational goals. The role of HR in respect to attracting, retaining, and motivating qualified and skilled employees is enormous.

In the context of the current volatile condition of the Organization industry, the primary assets of a business are the talents of its people, not the tangible and financial assets that make up balance sheets. The cost of finding key talent and replacing key staff that leave is expensive and time consuming. As a result, the Organization has the following procedure to ensure that they can continually develop and retain the talent that they groom thru proper recognition and career enhancement. At the same time the Organization needs to ensure that their operations do not become jeopardized due to the sudden departure of any key staff, so this policy also allows for some precautionary measures in terms of manpower planning.

Performance appraisal is a process of a communication between the person who assigns the work and the person who performs it in terms of mutually determined performance standards or expectations set at the beginning of a performance year. This essentially an assessment of accomplishments during the specified period, say one year or six months or less, by the employee, the supervisor, or the head of the department/division. Employee’s performance throughout the year or in specified period should be evaluated in fair and systematic manner.

The essence of appraisal process is that when appraisal is done correctly, an individual, supervisor and the company all are benefitted. An individual’s efforts contribute to a great extent to the strategic focus of the company. Performance appraisal lets employee know what and how well they are performing and what level of efforts and task directions are needed in future for self-

development as well as for company effectiveness. Performance evaluation also helps in validating recruitment procedure of the company.

Appropriate forms of training and enabling opportunities contribute to Human Resources Development by the way of upgrading the job skills, existing potentials and growth which benefit employee and the organization. For this purpose, the Organization helps employees to develop their skill and knowledge therefore improving their contribution to the Organization. It is recommended that each employee should have opportunity to upgrade their knowledge and skill through HRD interventions which could include training, workshops, exposures, exchange visits and any other form of development opportunity provided by the Organization. Best officers are given regular internal/ external training to help groom up their leadership quality including skill and knowledge in Organization. Training is indeed an investment and is a continuous process.

Health, Safety and Environment issues must have high priority and must also be managed by objective. All concerned are encouraged to reduce workplace hazards and to implement new or improve existing health and safety programs. It is an important issue that all concerned employees and officials give importance to HSE. The working environment has to be evaluated as a company issue and all efforts should be given for a good working environment. A good and safe working environment in the company will enable all employees to render a high level of service to customers and ensure high productivity and efficiency.

Chapter II

Company Overview

2.1 Company Analysis

aamra networks limited is one of the successful SBU's of aamra companies (formerly known as Texas Group) over the last decade has consistently provided its customers with state of the art IT communication solutions. Their clients have been able to rely on our ability to provide stable and consistent connectivity solutions. Using the state of the art backbone and infrastructure, aamra have ensured that their clients have had minimal worry when it comes to dependability of their IT Communication. That in turn has ensured them an enviable list of blue-chip customers. When Internet and related value-added services are critical input to business, Corporate Bangladesh has but only one obvious choice-aamra.

Vision

Excellence and innovation unlimited, through the power of "AAMRA"

Mission

To empower our customers, employees, partners and communities by providing the finest products, services and practices.

2.1.1 Overview and History:

Year of Establishment	2001
Formerly Known as	Global Online Limited
Business Type	- Corporate Internet - IT & Communication Infrastructure Service
Company Type	Public Limited Company
Number of Employees	330+
Membership	➤ BASIS ➤ BCS ➤ MCCI ➤ ISPAB

2.1.2 Trend and Growth:

aamra networks limited ANL places due importance on quickly adopting new technology by investing 30% of its budget for R&D. The company also strives to maintain international standard products and services; ANL is upholding ISO9001:2015 certification for the last 8 years. aamra is united nations global compact (UNGC) enlisted company in Bangladesh. aamra is amongst the top Bangladeshi companies as per D&B.

2.1.3 Key Milestones:

- Largest B2B IT Solution Provider of the country
- ISP services since 1998
- In 2001, we installed the first radio-based internet connectivity in Bangladesh
- In 2003, ANL became the first ISO certified ISP of the country
- In 2005, we were the first to connect to submarine cable network
- In 2017, we were the first company to light up SMW5 in Bangladesh
- Caters to 1500+ top companies in Bangladesh sensitive to Quality of Service
- Today 80% of the electronic communication of the exporters are enabled by aamra networks limited
- First ISP to offer 24/7 Contact Center facilities & professional ticketing system for
- customer care
- Partnership with major global IT companies
- Nationwide Infrastructure & Service Centers
- 850+ Wi-Fi Hotspots all over Bangladesh
- 13+ years' experience of handling Video Surveillance solution
- 7+ years of experience in video conferencing solution with 400+ local clients

2.1.4 Customer Mix:

aamra networks has 1500+ clients in all over the Bangladesh. Their clients are mostly multinational companies, Banks, Embassy, Defense, Production Companies, NGOs, Hospitals, Universities, Restaurants, RMG Manufacturing companies & Government organizations etc. The client portfolio of aamra networks limited is given below:





Save the Children

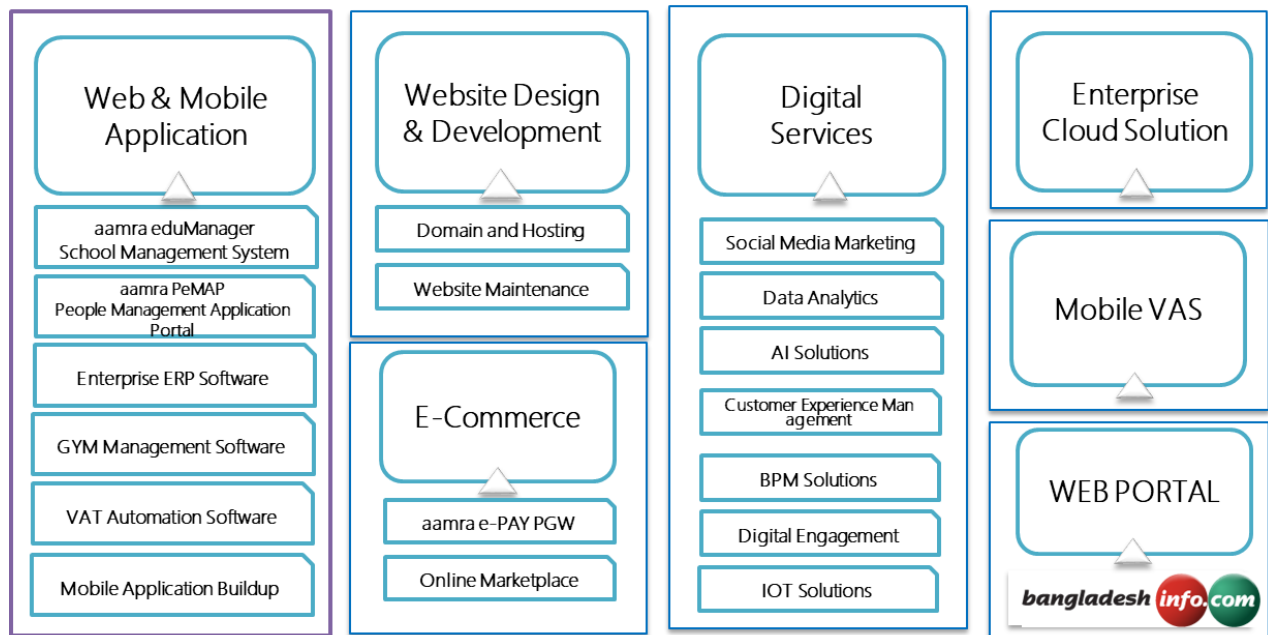


BANGLADESH INTERNATIONAL TUTORIAL

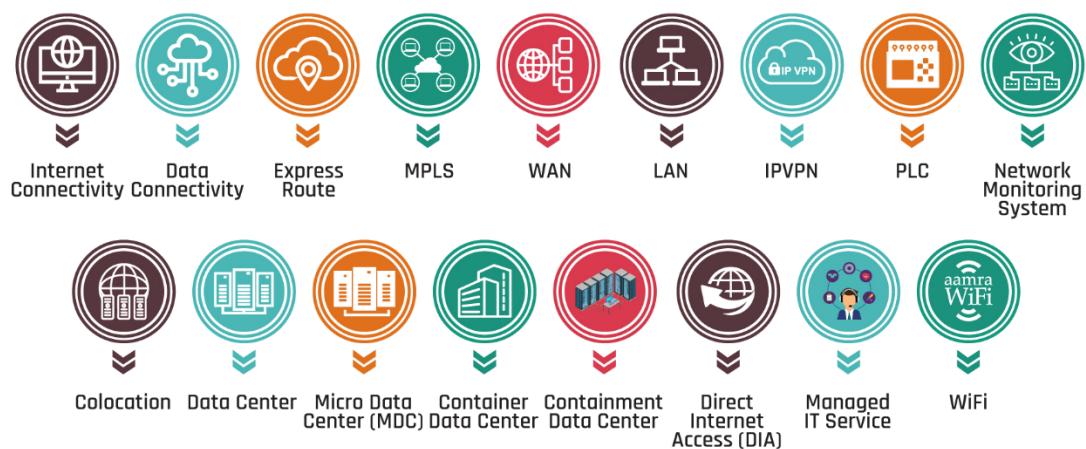


2.1.5 Product/Service Mix:

The wide range of Product & Service Portfolio of aamra networks limited is given below-



Survive Portfolio (Internet & Infrastructure)



Internet of Things (IoT) Solutions



2.1.6 SWOT Analysis:

Strength

- aamra networks limited has 20+ years of experience in IT industry
- They have access to best IIG bandwidth from another SBU ‘aamra technologies limited’ of aamra companies.
- They have a large client base in both private and public sectors
- They have four data centers in total which are strategically located in different places.
- They are maintaining high level of partnership with Microsoft, Polycom, Cisco and many others etc.
- Highly potential Human resource is available in the company.

Weakness

- aamra networks only sell B2B products
- Sometimes, it becomes expensive to deliver premium customer service for them.
- They are yet to expand their business in some Divisions such as Rajshahi, Rangpur & Barisal etc.

Opportunities

- aamra networks limited can launch B2C products
- They can explore in Robotics and Automation
- They can increase business in data centers and other infrastructure products
- They can maintain partnerships with international companies and investors
- They have an advantage of growing national market of ICT products.

Threats

- Other top ranked ISP companies are available in the market
- High TAX/VAT on various products & Services

Chapter III

Overall HRM Practices

3.1 Recruitment & Selection Process

Recruitment and selection is a process of choosing and hiring the right kind of staff for the Organization. There are recruitment rules guided by an approved policy in every company for talent acquisition. This function is considered as one of the most important practices of Human Resource Management. The process of hiring new headcount in aamra networks limited are given below and this process has been conducted remotely during Covid-19-

3.1.1 Requisition & Approval:

Line Manager or department head identifies the need of new employment and shall provide the Requisition using the prescribed Head Count Requisition (HCR) Form along with Justification, Job Description with 3-6 months' deliverables and approximate salary to the HR for the appointment.

Recruitment Committee (RC) validates and recommend the HCR. If majority recommend "Yes" will be forwarded to COO, If "No" will be declined. This step is usually completed using their in house developed software.

3.1.2 Job posting & Advertisement:

After receiving the approved HCR, The RR department usually publishes the job circular in different job portals. They mostly use online platform to give advertisement on the job openings. Sometimes they publish the job openings internally so that internal employees can submit their application.

Job circulars generally contain the following information:

- Job title
- No of vacancies
- Detailed JD & responsibilities (Role Definition)
- Qualification & experience in details.
- Work location
- Educational Requirements

- Required Certifications
- Application Deadline
- Instructions to Apply

3.1.3 Interview & Written Assessment:

Interview & Assessment process contains the following steps.

Initially screen out CV's done by Line Manager & HR considering the criteria mentioned in the approved HCR Form.

A department wise online Core Competency Test (CCT) is conducted by HR of shortlisted candidates before interview and whoever obtains 50% marks shall be considered as passed.

The shortlisted candidates who passes the core competency test are invited to the first interview with the HR & Line manager. HR generates the assessment report (CCT test marks and Viva Result) and forward it to RPC (Recruitment Process Committee) and the Line Manager/Dept. After that, Candidates are invited to a second interview session with recruitment committee members. If the candidate is finalized, he will sit for a final interview with the Chief Operating Officer of aamra networks limited. The interview sessions have been conducting though Google Meet or Microsoft Teams during this pandemic.

3.1.4 Employment Offer:

The HR department offers the opening/replacement position to a potential candidate upon acceptance of the COO. The company considers the Remuneration package based on the qualifications & experience of the selected candidate. The recruiter confirms the selected candidate by Email & Phone call, HR asks to submit the scanned copy of all personal document/credentials. After the reference check, the Appointment letter is issued to the hiring candidate prior to his/her joining in the offered position.

3.1.5 Joining:

The hiring candidate must submit the following documents such as updated CV, Photocopy of all Academic Certificates, Latest colour photograph (PP size-2), Clearance from previous employer

(Applicable only for the experienced candidates), Experience/Release certificate, Certification of Internship, Photocopy of National ID card/Birth Certificate.

Procedure by aamra HR:

- Appointment Letter
- Joining Pack (Joining Form, Code of Conduct, NDA & Employee Information Form)

3.1.6 Probation:

Any selected candidate is placed in probation for six (6) months. After completing the probation period, the employee will be able to receive some benefits as per company policy such as Provident fund, Insurance, Maternity/Paternity Leave, Earned Leave and Pilgrimage Leave etc. If the performance of an Employee is found not up to the mark and he/she is unable to meet the expectation, the probation period is usually extended for additional three months. During this period the line manager helps the employee to understand his/her performance gaps and provides on the job training to fulfil the job responsibilities.

3.2 Compensation & Benefits

Basic Employee Benefits for Permanent Employees are given below

3.2.1 Salary:

All employees of aamra networks limited whether they are temporary or contractual are entitled to a fixed monthly salary. There were some changes in the regular salary structure for few months due to the ups and downs of business following this Covid-19 situation.

3.2.2 Provident Fund:

Every permanent employee is entitled to receive the benefit of provident Fund. The employee usually contributes the 10% of his/her basic salary to the provident and the company also contributes an equal amount at the same time. The provident fund matures at the completion of three years of an employment period. There was no change in this provident fund policy during Covid-19.

3.2.3 Festival Bonus:

All employees of the Organization are entitled to two Festival Bonuses equivalent to One month's "Gross Salary"

One Bonus equal to 50% of one month's (Gross) pay is paid to all the employees of the Organization. On the date of disbursement, the concerned employees must be the payroll of the company. Although there were ups and downs in business, all employees have been given two festival bonuses during this pandemic situation.

3.2.4 Meal Allowance:

The Organization provides meal facilities for the employees at a subsidized rate. Since most of the employees have been working remotely during this pandemic situation, the company didn't provide office lunch for few months.

3.2.5 Travel Allowance:

The organization provides travel allowance based on the designation of employees, if they need to go on a business trip.

3.2.6 Mobile Allowance:

Mobile Allowance is provided to both Permanent & Contractual Employees as per entitlement of their position. The amount of mobile allowance varies based on employees' designation.

3.2.7 Insurance:

Insurance program represents an important part of the employee benefits. This is one type of indirect compensation to the employee. There are two types of Insurance Scheme in the organization such as Medical Insurance and Life Insurance.

In cases where an employee is hospitalized during his service, proportionate costs of treatments are borne by the organization, under coverage of medical insurance policy. During this pandemic, there were some employees who had been infected by this corona virus. The company have

provided their medical treatment cost proportionately under the coverage of medical insurance policy.

3.2.8 Fuel Allowance:

If an employee owns his own vehicle and holds the position of a manager are entitled to fuel allowance. The amount of fuel allowance varies based on the seniority level of the employees. Since most of the employees have been working remotely during this pandemic situation, the company didn't provide fuel allowance for few months.

3.2.9 Financial Assistance:

As per entitlement of the job positions, the company sometimes provide Loan against their provident fund.

The loan is provided considering the following situations:

- Medical Treatment for self or dependents
- death of spouse, children or other dependents
- Own marriage
- Marriage of siblings / children
- Education for children
- Other emergencies (at the discretion of the management)

3.3 Performance Management

Performance Appraisal is a formal process of dining the performance assessment of concerned employees. At the beginning of a performance year, both the line managers and employees discuss about their job deliverables, responsibilities and mutual expectations. After the discussions, Employee develop an action plan to meet the objectives.

Line managers generally provide constant performance feedback to the employees. The performance appraisal is usually conducted in every performance year and mostly at the end of

probationary period, promotion and increment. This procedure is totally paperless and the performance appraisal process is conducted through an in house developed software named Employee Management system (EMS). The HR department has been practicing this policy successfully during this pandemic situation.

3.3.1 Performance Rating:

There is five points rating scale being used in aamra networks limited for appraisal purpose. They are outstanding, very good, good, fair and poor.

3.3.2 Performance Criteria:

The appraisal system of the company is such that it takes job-related performance criteria into account at the time of completing employees' appraisal. The different types of performance criteria are-

- General criteria: Quality of work, business commitment, job related knowledge, attitude and initiatives etc. that are common criteria that are applicable and used for all employees of the company.
- Technical Criteria: The required skills, competence and expertise are different for different positions. These criteria are determined at the beginning of the performance year in a participatory manner.
- Management Competence: Deputy managers and above employees' performance will be evaluated in respect to performance factors such as leadership, resource management, planning, organizing skills etc.

3.3.3 Performance Appraisal Outcome:

An employee who is rated as outstanding is considered to competent for promotion or increment. An employee who is rated as good may be recommended for confirmation of employment or for issuance of letter of appreciation. An employee who is rated as fair may be recommended for training or extension of probationary period. An employee who is rated as poor may be recommended for discontinuation of employment.

3.4 Training and Employee Development

The training and development program is considered as the most significant function of HR department in aamra networks limited. There are some training programs that are exclusively conducted from HR department. They have successfully conducted those training programs through Microsoft Teams in this Covid-19 situation.

3.4.1 Training Needs:

The departmental heads are initially hold responsible for assessing the employee training needs. HR helps the line managers to conduct this assessment.

3.4.2 Eligibility:

All employees are eligible to job oriented training. However, one year of service is required for long term studies.

3.4.3 Induction and Orientation:

When a new employee joins aamra networks limited, he or she needs to be introduced to his/her job as well as to the company. The objective of orientation is to welcome the new employee, orient him/her about the job to be done, to brief him/her about the company's rules & regulation and general HR Policies and benefits. This orientation is exclusively conducted from HR department. The orientation usually takes place in the conference room and employees are invited through an Email from HR departments. On the date of orientation, new employees are welcomed by flower and gifts. Unfortunately, the HR department couldn't arrange the orientation program in this way during Covid-19. New incumbents have been receiving their orientation through online platform using Microsoft Teams in this pandemic situation.

3.4.4 Departmental Orientation:

Likewise, when an employee joins aamra networks limited, he/she needs to be introduced to all the departments of the company. The objective of this departmental training is to provide new employees with an overview of operational and functional activities of all the departments.

Training Module-

- The departmental orientation is a 5 days training program that consists of 13 sessions based on the number of departments and each session is assigned to a particular department.
- It is conducted by the supervisor/departmental heads of all the concerned departments.
- This orientation session takes place in the conference room following an orientation schedule
- Employees and concerned departmental head shall gather together on their assigned time and discuss about the core tasks of the concerned department.
- New employees receive certificate by the HR department after the orientation ends.

Since they have been maintaining physical distance in the office premise due to Covid-19, the departmental

Orientation have been conducted remotely using Microsoft Teams.

3.4.5 In-house and External Training:

aamra networks limited arranges training program for it's employees. Such training takes place within its own premises or a rented venue arranged by HR in collaboration with concerned department. Senior staff, in house trainers or consultants are hired to provide such training.

HR is also responsible for coordinating with the concerned department and external training institutes in connection with processing need based in-country external training. The line manager nominates employee for a specific training course based on training needs analysis and request HR to confirm the nomination of the participant.

3.4.6 Overseas Training:

Based the organization's need, employees are sent to overseas training in different countries like china, Singapore and India etc. The HR manager assesses the quality and effectiveness of the overseas training programs, through the analysis of feedback provided by trainees and supervisors.

3.4.7 On the job Training Program:

New employees are also given on the job training at the workplace. During this training program, employees are acquainted with the working environments and receives hands-on experience regarding their day to day job deliverables. Employees usually receives this type of training from

a senior colleague or peers through verbal and written demonstrations of work. Since most of the staffs have been working remotely during this pandemic situation, employees are receiving on the job training through online meetings.

3.4.8 Exclusive Training Programs by HR Department:

HR department had conducted two exclusive online training programs during Covid-19. The Training modules are KPI and General Company Policies and benefits of aamra networks limited. These two training sessions was really effective for all the employees of aamra.

3.4.9 Payment of the Training:

The Company mostly prefers the cost-effective training programs and considers for paying all parts of the employee training program such as Course, Food, accommodation and travel etc.

3.4.10 Evaluation of a Training Program:

After returning from any training or workshop, employee must fill up a training evaluation form which is reviewed and commented by the trainee's supervisor. At the time of evaluating a training program, trainee's reaction, learning, immediate behavior and long terms results are evaluated.

3.5 Organizational Health & Safety

aamra networks limited believes that a good and safe working environment may enable the employees to be more to be productive and efficient in the workplace. Organizational health & safety issues have been given high priority during Covid-19. At first, they have introduced home office policy so that employees don't have to come office and they can do their regular office works remotely.

3.5.1 Health and Safety Measures:

HR departments have taken health & safety measures collaborating with Admin & Logistics department in the workplace following this global pandemic. Such as-

- There were hand sanitizer & soap readily available to all employees.
- There were thermal cameras in office for checking temperatures at the door.
- They clean and disinfect at least two times a day of objects and surfaces such as cubicles, floors and bathrooms etc.
- They have kept a wet floor mat to disinfect the shoes while entering to the office.

3.5.2 Health & Safety Guidelines:

On behalf of the management of aamra companies, HR department have set several guidelines for all the employees to be adjusted with the new normal.

- Employees were strictly instructed to wear face masks and hand gloves in the office.
- Employees were not allowed to invite any visitors and clients in the office premises.
- Events, conferences and meetings should be arranged remotely using Microsoft Teams.
- 3 meters of physical distance should be minted by the employees in the workplace.
- Employees should avoid physical greetings like handshaking and social gathering in the workplace
- Employees must not enter the office if they are suffering from fever or cold.
- Line managers have been advised to introduce roaster duty for their departments to reduce the physical presence of employees in the workplace.
- If any employee gets infected with corona virus, he has to be self-isolated for at least 14 days and show the medical test report which shows negative result prior rejoining to the work.

Chapter IV

Internship Experience

4.1 Position, Duties and Responsibilities

I was appointed as an Intern under human Resources & Organizational Development Department in aamra networks limited on July 01, 2020. The duration of my internship period was 3 months. In the beginning of my internship I have only assisted my senior colleagues to do basic operational & Functional activities of HR department. Later on I was given the responsibility of recruitment & Selection process. The summary of my duties and responsibilities are given below-

- CV sorting
- Interview call
- Interview co-ordination
- Documents print (Code of Conducts, Employee Info Collection Form, Non Disclosure Agreement Joining Letter, Office Rules, Welcome Note)
- Ensuring proper paperwork for new joining and other documentation
- Introductory presentation Regarding company's rule, leave & other benefits
- Personal filing
- Scan joining documents related to HR
- Maintaining different employee databases and prepare time to time reports
- Issuing different kind of internal or external letters (Invitation, employment certificates etc.)
- Maintain regular internal communications (Birthday mail, Obituary mail, HROD mail, office circulars etc.)
- Custodian of employee insurance facility and claims.

4.2 Training

As a fresher I didn't have any professional experience in Human Resource Management field. So, the whole internship period was actually a training phase for me. In the very first day of my Internship, I was given orientation on Company overview of aamra networks limited and general HR Policies & Benefits.

I have also received a subjective knowledge regarding the overall Human Resource Management Practices of the company within 1st week. I was gradually acquainted with all the documents related to recruitment & Selection and employee separation. I was given training on Microsoft

Excel so that I can prepare or maintain employee database. I have received hands on training on recruitment & selection process of the company, employee separation procedure and writing different kind of Email for internal communication with other departments.

4.3 Contribution to Departmental Functions

Apart from the regular job responsibilities, I have been involved in different course of works. I have assisted in developing contents for a Training session regarding occupational health & safety. HR department wanted to upgrade their existing Training Requisition Form and upload it to employee management system (EMS) software. So, I have prepared some samples of Training Requisition Form and submitted it to my supervisor. Once The company wished to arrange a senior management training on Leadership Skills. So, I have communicated with several HR Consultancy firms (Grow n Excel, Enroute- Centre for development, Talent Centric & Future Leaders) and requested them to provide us a training proposal regarding Leadership skills. After getting a feedback, I have made a comparison among all the training proposals in excel sheet and submitted it to our Chief operating officer.

4.4 Evaluation

My performance has been evaluated by my supervisor before completing my internship program. Since I couldn't see the performance assessment form, I have no idea about my scores or the performance measurement criterions. In the last month of my Internship program, I have got the job offer to work as an Executive under Human Resource & Organization Development department in aamra networks limited. I have commenced my work as an Executive in this very department from October 01, 2020 just after completing my Internship period. Now I can say that I might be evaluated as a good intern and identified as a potential full time employee for the company.

4.5 Skills Applied

As a fresher in this field, I have applied my positive attitude, professional approach, sincerity, Punctuality and dedication to my work. Apart from that, I have applied my software knowledge such as Microsoft word, PowerPoint, Excel to prepare monthly reports, presentation slides, Survey Questionnaires and forms etc.

4.6 New Skills Developed

During my Internship, I have developed my write up skills and Interpersonal skills the most. I have improved my communication skills to deal with cross fictional teams and senior colleagues. As I said earlier, I was given training on Microsoft excel to prepare and maintain employee database, budgets, Proposal comparisons using graphs, HR forms etc. I have learned to write office circulars, formal internal and external emails, invitation letters etc.

4.7 Application of Academic Knowledge

Since my job responsibilities were mostly related to Recruitment & Selection process, I couldn't have the opportunity to apply that much of academic knowledge to my work. But in some cases, I have tried to demonstrate my academic knowledge. Once my supervisor asked me to make a report on Performance management tools that are being practiced by the local business conglomerates in Bangladesh. So, I have followed his instructions and submitted a written report regarding the performance assessment tools using my academic knowledge. I have also assisted in developing contents for a Training program on occupational health & safety utilizing my knowledge about industrial & labor law.

Chapter V

Conclusion & Key Facts

5.1 Recommendations for Improving Departmental Operations

In aamra networks limited, there are separate departments for Human Resource Management and Admin & Logistics. So the HR department is not involved in much clerical work and they are sincerely practicing Human Resource Management in the company. They constantly develop and improvise the functional and operational activities.

The Recommendations for improving departmental operations are as follows-

- They can create a separate Email ID like carrer@aamra.com.bd to communicate with candidates and collect CVs and avoid using employee Email IDs.
- Candidates should always be communicated via Email for interview.
- They can use social media like Facebook and LinkedIn to collect CVs from potential candidates.
- They should use a job offer letter to confirm the candidates for joining in the offered position.
- They can make the joining documentation more paperless to minimize the clerical work.
- They should preserve a soft copy of employee files to minimize the risk of paper damages.
- Birthday Emails should be auto generated.
- Performance Assessment should be done yearly so that employees become sincerer to their work.

5.2 Key Understanding

My key understanding is that the HR department can always ensure good and safe work environment to its employees. They may contribute to the company's success by acquainting the best talents from the job market. They do the Training need assessments and arrange several training programs for the employees so that the employees understand their job description and can develop themselves accordingly. They want to ensure that the performance appraisal is done correctly so that the efficient employees could be rewarded with promotions and increments and the inefficient employees get the opportunity to improve themselves and become sincerer to their work. Apart from the direct financial benefits, HR department always work for introducing different non-financial benefits like Celebration of Employee Work anniversary, Employee Farewell ceremony, Birthday Assembly etc for employee wellbeing. During Covid-19, They had

to make some changes in the regular human resource management practices of the company to be adjusted with new normal such as the whole recruitment and selection process was conducted remotely; the newly hired employees were given online orientation and the departmental training programs were also arranged in online platform; monthly assembly & birthday assembly are being suspended; no cultural programs or office ceremonies or annual picnics have been arranged. Hence, the company were not able to provide some non-financial benefits to it's employees but the employees were not deprived from direct financial benefit. There were no drastic changes in the functional activities of the HR department and the HR department were required to introduce some new policies like home office, roaster duties etc.

5.3 Conclusion

We all know that aamra networks limited is considered as one of the most successful SBU's of amra companies which is consistently providing IT enabled services and Internet services to it's clients. They have currently more than 340 employees and the company doesn't discriminate any employee on the basis of gender or religion.

On behalf of the management of aamra companies, The HR department always ensure a safe and friendly environment in the company. They want their employees to work in an environment where they feel recognized, valued, and supported by their line managers and their colleagues. They intend to take safety measures and precautions to avoid occupational hazards situations in the workplace.

The HR department may contribute to the company's success by acquiring the best talent for the organization. They are continuously working for the betterment of employees in the workplace. Their main focus always remains in employee turnover. They intend to retain qualified and proficient employees within the company by offering lucrative compensation package and provides opportunities for their career development. aamra networks limited has some exclusive employee retention programs such as lucrative remuneration package, equal opportunity for promotion and Increment, recognition and reward system like work anniversary celebration, birthday assembly, effective teamwork & employee orientation program etc. They also have the best practices in developing the culture of workplace.

aamra acknowledges that Performance appraisal is a formal process to assess the employee competency and performance gaps. It helps the employees to understand how well they are performing and what level of efforts are needed to reduce these performance gaps and to improve their competency. The performance appraisal is usually conducted in every performance year and mostly at the end of probationary period, promotion and increment.

The company also believes that effective employee training program may enable the opportunities for employees to contribute to company's success by upgrading their core competency, job skills, proficiency. There are some existing internal and external training programs in the company. HR department facilitates employee orientation programs for new incumbents in each month.

Apart from the complete compensation package, HR department on behalf of aamra companies takes some good initiatives on employee willing. They arrange annual picnic, employee, cultural program various inter and intra-company sports events etc. to strengthen the team building and interpersonal bonding of employees.

I sincerely hope the report has been able to provide us an overview of functional and operational activities of Human resource department such as Talent Acquisition Process, Employee Training & Development Program, Performance Assessment, Compensation & Payroll and Organizational Health and Safety and the initiated taken by HR department to be adjusted in new normal.

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