

A STUDY ON BANGLADESH TELECOM INDUSTRIES

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Abstract:

The study on Bangladesh Telecom Industries is intended to collect in-depth background information. The study will provide corporate dossiers with up to date information, mapping and analyzing worker issues and potential leverage points for organizing and campaigning activities in Grameenphone Ltd, Banglalink, Airtel and Teletalk Bangladesh Ltd. The study is based on both primary and secondary information. A qualitative as well as quantitative approach of study and analysis has been considered to reach the desirable result. While presenting the data a structure was followed. All data are divided in four main parts. They are namely, Grameenphone, Banglalink, Airtel and Teletalk. All data have been presented under the respective headings of these parts and also with some corresponding subheadings like: workers issue, equality, trade union, CSR etc. The analysis is based on the result of a consolidated evaluation of relevant data and empirical information collected accordingly. After investigating the factors or issues relating with the work and workers of Bangladesh telecom industries, it can be conclude that the overall condition of Bangladesh Telecom Industries is satisfactory in the context of available facilities for the employees, health and safety issues and equal opportunity for all at workplace. Almost all the companies have very strong CSR programs. However, there is no chance to have or form any employee association to raise the voice of employees against any kinds of discrimination they face.

Keywords: Bangladesh, Telecom, Mobile, Employee.

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Introduction:

Despite being one of the poorest, most densely populated, least developed countries in the world, Bangladesh has discovered a way to grow its telecommunications sector. Against the odds, this nation of more than 160 million people and comparatively low GDP has been involved in the creation of a highly competitive mobile market. Most noticeable has been the willingness to encourage foreign participation in this endeavor. Following a number of years of strong growth, starting from a very low base, mobile telephone penetration was approaching the 30% milestone in early 2009.

This study is to understand and investigate different mobile telecom sectors regarding their background information, various issues related with the working environment and labor law. Work would provide the handy idea about the official and workers related issues of Grameenphone (GP), Banglalink (BL), Airtel and Teletalk in a south Asian country called Bangladesh.

After a long evaluation and analyzing worker issues of alternative brands and markets a huge gap or difference between public and private company was found. Going through the certain facts it can be conclude that the overall condition of private mobile operators (GP, BL, Airtel) is much better than that of public company (Teletalk).

The Telecom Market in Bangladesh:

The Telecom market in Bangladesh has differentiated characteristics of very low Tele-density, inefficiency and totally controlled by capitalization. BTTB (Bangladesh Telephone and Telegraph Board) is proved to be incapable of providing sufficient interconnections to meet the demand of mobile services providers. The state owned BTTB has been the monopoly telephone service provider. The zest of improving the efficiency and ability of BTTB, the government initiated a restructuring program in telecom sector to corporatize BTTB.

In the telecom sector earth shaking changes cropped up when Bangladesh government allowed private sector participation in telecom sector by granting the permission to operate as a private service provider in 1989. This license was awarded to two operators, BRTA (Bangladesh Rural Telecom Authority) and Sheba Telecom Pvt. Ltd. Opening its mobile phone sector for private and foreign investment in 1989, Bangladesh holds the pioneering figure among LDC's. Pacific

Telecom launched the country's first mobile phone service and subsequently, three more mobile phone licenses were issued, in 1996, 2004 and 2005. From 1993 till 1996 the mobile phone services were monopolized by one company; Pacific Bangladesh Telecom Ltd. which didn't let the customer benefitted, however, with the commissioning of mobile phone service by Grameen Phone Limited and Aktel in 1997, the situation started to improve in terms of price reduction and quality. The later period could be said Grameen phone Ltd. golden period, but the arrival of Banglalink in (2005) the mobile phone market brought immense price competition. The intensity of competition came as a blessing for the customers. This change in trend forced every player to adjust their price policy and quality (Alam and Yusuf 2007b).

The open market for international companies increased the total Tele-density (fixed + mobile phone) which now standing at 16%, which was only 0.30 in 1987 and 0.85 in 2005. The present Tele-density is still very low compared with global average Tele-density of 50 %.

The picture of telecom sector in Bangladesh is clearly described in the following table:

Indicators	2006	2007	2008	2009	2010 (March)
Mobile User (millions)	20.8	34.4	38.9	45.8	54.7
Fixed Phone User (millions)	1	1.2	1.2	1.4	1.7
Total User (millions)	21.8	35.6	42.1	47.2	56.4
Tele Density (%)	15.39	24.71	27.91	31.95	38.05

Table: Telecom sector in Bangladesh

Source: Bangladesh Economic Statistics, 2010, Ministry of Finance, GoB.

The government is encouraging private sector to invest more in the industry as they think that the industry is playing a vital role in developing the socio-economic structure of the country. The government has taken several attempts in order to ensure it. Giving private sector the license for fixed line telephone is one of those attempts. Many foreign telecom operators are coming to Bangladesh to explore the potentiality of the technology. Some interested international telecom operators who want to start a business in Bangladesh are UK-based Orange Telecom, South Korean SK Telecom and UAE's Etisalat etc.

Mobile Operators in Bangladesh:

Bangladesh has a huge potential in telecom sector in the country and has attracted the foreign telecom operators. At present there are six mobile companies who are operating their business and services in a competitive environment. The names of the mobile companies are the following:

1. Grameenphone Ltd (GP).
2. Orascom Telecom Bangladesh Ltd (Banglalink).
3. Axiata Bangladesh Ltd (Robi).
4. Airtel Bangladesh Ltd (Airtel).
5. Pacific Bangladesh Telecom Ltd (Citycell).
6. Teletalk Bangladesh Ltd (Teletalk).

The mobile companies of Bangladesh are increasing their business day by day, as a result the users' interest on using mobile is upgrading significantly. At present there are 54.6 million users in Bangladesh.

Total users of several mobile companies are described in the following diagram:

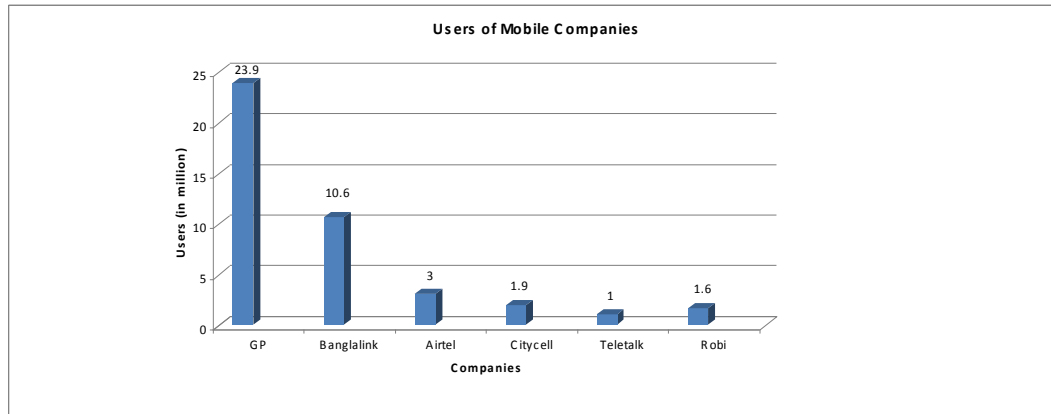


Figure: Total users of several mobile companies.

Source: Bangladesh Economic Statistics, 2010, Ministry of Finance, GoB.

Purpose of the Study:

The study on Bangladesh Telecom Industries is intended to collect in-depth background information and aimed at building a basis for monitoring, organizing and campaigning.

Scope of the Study:

The study will provide corporate dossiers with up to date information, mapping and analyzing worker issues and potential leverage points for organizing and campaigning activities in the following telecommunications companies:

- Grameenphone Ltd
- Banglalink
- Airtel
- Teletalk Bangladesh Ltd.

Limitation of the Study:

The scope of the study is very limited within the organization of mobile operators. The information was very much restrictive within the organizations as the telecommunication business has become very much competitive in the present market. Almost all the organizations' employees are quite sensitive to share any types of information regarding their organization or

jobs; even they don't want to say anything about their salary range and other benefits. Consequently several obstacles and the problems are the following:

- Covers only Head Office.
- Restriction and Access limitations.
- The company does not have sufficient source of secondary data.
- Analysing annual financial data is much more confusing and complicated.
- The respondent of survey is very low and most of the respondents have dropped the worker issues, health and safety issues, trade union issues from quantitative survey.
- Respondents of the quantitative survey have shown a tendency to avoid sharing any information.
- HR issues of all the companies are very secret and employees are not allowed to share any types of information like salary, benefits, job status, discriminations etc with others.

Methodology of the Study:

The choice of methodological approach depends upon the nature of the investigation to be carried out, its purpose and scope.

Some reliable sources are considered for the secondary information. Some of them are; Bangladesh Telecommunication Regulatory Commission BTRC web page, official web page and the latest annual report of Grameenphone, Banglalink, Airtel and Teletalk and company web pages. Some information also has been collected from published online articles regarding Bangladesh Telecom Industries and Internet version of Local news paper.

The main method used in this study for collecting primary information is email with open questions. In addition, personal interview, mail or telephone interview methods were used to conduct this kind of information collection. Some other methods were also used to collect data. These are virtual observations, consultation with experts, informal conversation with officials etc.

Findings/Results:

In this chapter, all empirical information that was gathered to be analyzed is presented. Firstly, the findings are classified into four main headings based on the name of the studied mobile operators.

From the observations and conversation the corporate information, the current status of their human resources divisions, workers issues, health and safety issues, opportunities of work, trade union rights, labour law and lastly the corporate social responsibility etc was came to know, which are described bellow depending on the size and status of companies.

1. Grameenphone Limited

Names and Ownership Details:

Grameenphone Ltd., the largest telecommunications service provider in Bangladesh, received its operating license in November 1996 and started its service from March 26, 1997, the Independence Day of Bangladesh. Grameenphone is private company; its ownership is now divided into 3 parts: Telenor Mobile Communications (TMC) holds 58.80% ownership, Grameen Telecom (GTC) has 34.20% ownership and the rest 10.00% only is owned by general public and institutions.

Total Number of Employees:

Total Number of employees (as of December 20, 2010) is 4999 (four thousand nine hundred ninety nine), the largest number in mobile industries in Bangladesh.

Figures of Employment:

Name of the Category	Percentage
Permanent	85%
Part-time	13%
Others	2%

Table: Figures of Employee.

Source: HR Department

Percentage of Male and Female workers:

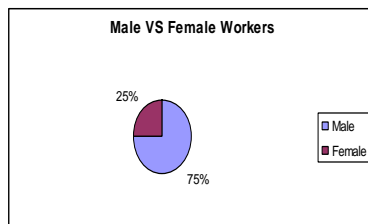


Figure: Male and Female Ratio.

Source: HR Department

Age profile of employees:

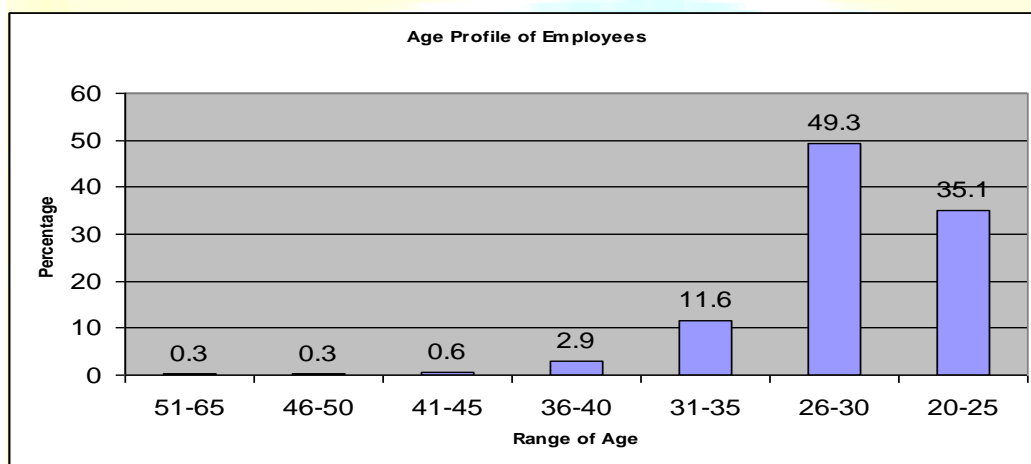


Figure: Age Ratio. Source: HR Department.

Categories and Professional Skills of Employees:

Different skills set are required to take out different roles in the organization. Employees are recruited based on the person-role-organization fit.

Educational or Professional Qualifications of Employees:

The permanent employees are all at least Bachelors passed. The part-time employees are regular students from tertiary level.

Training for Employees:

Grameenphone provides in-house training through the experts available within the organization. There is also scope to take local training providers support. International training programs are also offered based on need and feasibility.

Plan for Human Resource Development:

Upcoming development work in terms of Human Resource Management is;

- Talent Management Process
- Leadership Academy
- Comprehensive Induction Program
- Strategic Workforce Planning
- Improved performance Management

Source: HR Department

Worker/Workplace Issues:

Motivation is the activation or energization of goal-oriented behavior among the employees. It is necessary to encourage the employees work more attentively and sincerely. So there should have some motivating factors like employment facilities available for the workers in any organization to retain them as well as to maintain the quality of work.

Most of the interviewed employees in the Grameen Phone Limited said that they are happy and satisfied with the existing working environment in their company. There are a number of extra facilities in the company available for the employees to enrich their motivational level. Though the rate of facilities vary depending on the individual's position in the company every employee is satisfied with the facilities provided against his/her level. A short list of some additional facilities in the company is given here:

- House Rent
- Medical Allowance
- Special offer by various organizations
- Discounts at local and international hospitals
- Transportation service
- Long-service recognition
- Provident fund

- Gratuity Fund
- Company share ownership
- LFA
- Education Fund
- Special Loans
- Day Care Center
- Mobile bill facility etc.

Source: HR Department.

Working Condition; Health and Safety:

There should have friendly and feasible working environment where every employee can work smoothly in the organization without any health hazards or safety problems. So it is imperative to have specific health policy and proper safety measures for the employees in every organization.

Grameen Phone provides extensive preference regarding the health and safety need of its employees. It has very strong commitment to ensure proper and adequate health facilities in order to maintain sound physical and mental ability of its every employee. Accidents and incidents are handled very meticulously in the company and it has specific policies and guideline that enables to facilitate health and safety security for not only its employees but also for the vendors and suppliers. There are lots of health and safety measures taken by the company. Such as:

The health facilities available for employees in the company are:

- Yearly health check-up.
- Full-time medical service through phone.
- Medical outdoor inside office premises.
- Emergency blood arrangement.
- 6-months maternity leave.

Source: HR Department.

Safety measures taken by the company are:

- Separate department responsible for Health, Safety, Security and Environment.
- First-Aid box in all office floors, vehicles, meeting places etc.
- Regular Fire Drill.
- 24 hour stand-by ambulance.
- Observance of special health days and related awareness session.

Source: HR Department

Trade or Labor Union:

In terms of forming or having any employee association, HR department of Grameen Phone Limited argues that: “In our GP WAY philosophy, any employee at any time can raise voice or concern. We also have clear and specific platforms where solutions and conflict are resolved using formal procedures and legal modes are used where necessary”.

They also claim that there is no obstacle created from the part of the company to form any workers’ union, but the employees do not feel the necessity of it as the company is free from any sorts of discrimination and very much responsive to all kinds of demand of its employees. But some interviewed employees report that it is strictly prohibited to have or form any kind of trade or labor union in the company.

Corporate Social Responsibilities (CSRs):

Grameenphone follows the Millennium Development Goals particularly Education, Health and Empowerment in all its CSR activities. Employees are thoroughly engaged in all CSR activities. There are lots of CSR activities where Grameenphone engages in different time in order to response the demand of our society. Some of those are stated here:

- **Every step counts**

Grameenphone, live by the statement "Development is a journey, not a destination". Their work is not just about ensuring connectivity; it is about connecting with people and building relationships, based on trust, with their subscribers, business partners, employees, shareholders, as well as the wider community.

- **“A shared responsibility, for a common future”**

While Grameen Phone maintains its business focus, taking the nation forward remains its top priority. Thus its relationship with Bangladesh is built on a partnership, which strives to achieve common economic and social goals.

The Social investments of Grameen Phone are consolidated in three main focus areas, namely, Healthcare, Education and Environment.

- **Health**

Almost half of the country's population lives below the poverty line and are deprived from basic primary healthcare. In partnership with Pathfinder International and USAID, Grameenphone has been supporting the “Safe Motherhood and Infant Care” program since May 2007. Under the program, free comprehensive primary healthcare services are provided through over 300 Smiling Sun clinics located in 61 districts around the country.

Grameenphone, jointly with Sight Savers International, has been organizing free Eye Camps to ensure eye-care services since 2007.

- **Education**

The main goal of Grameenphone's CSR Education initiative is to provide access to education and information. By Grameen Shikshika they provide scholarship to meritorious but underprivileged students through a scholarship fund at different academic levels. Alokdeep, Non-formal School cum cyclone shelter Grameenphone. Grameenphone, in partnership with CARE Bangladesh, started the “Information Boat” project. Boats are also equipped with digital contents, such as livelihood and agricultural information, suited for the specific areas served by the designated boats. A typical information Boat is equipped with computers, Internet, photocopies, fax machines, printers, webcams and scanners.

- **Environment**

GP Environmental campaign titled “Stay Green, Stay Close,” was launched in June 2009 with an objective to support a healthier environment. As part of this program, over 21,000 free saplings were distributed across the country.

- **Other Initiatives**

I. Sponsoring Special Olympics Bangladesh

Grameenphone became the sole sponsor of Special Olympics Bangladesh in 2007 when it provided necessary support and training for the athletes to participate in the Special Olympics Games 2007 in Beijing, China.

II. Emergency Relief Works

A total of 14,500 blankets were distributed in different regions of the country during the cold wave in December. Grameenphone employees donated warm clothes and actively participated in the distribution of relief materials.

2. Banglalink

Name and Ownership Details:

Sheba Telecom (PVT Ltd) after talking lots finally was granted license in 1989 to operate in the rural areas of 199 upazilas. Later it obtained GSM license in 1996 to extend its business to cellular mobile, radio telephone services. It launched operation in the last quarter of 1997 as a Bangladesh-Malaysia joint venture.

In July, 2004, it was reported that Egypt based Orascom Telecom is set to purchase the Malaysian stakes in Sheba Telecom through a hush-hush deal, as Sheba had failed to tap the business potentials in Bangladesh mainly due to a chronic feud between its Malaysian and Bangladeshi partners.

In September, 2004, Orascom Telecom Holdings purchased 100% of the shares of Sheba Telecom (Pvt.) Limited (“Sheba”). Afterward it was re-branded and launched its services under the “Banglalink” brand on February 10, 2005. Banglalink’s license is a nationwide 15-year GSM license and will expire in November, 2011.

Shareholder structure:

Banglalink is a private company. It is a wholly owned subsidiary of Orascom Telecom.

Total Number of Employees:

Total number of employee working in Banglalink is 2200 person.

Figure of Employment:

Name of the Category	Number	Percentage
Permanent	1200	54.55%
Contractual	1000	45.45%

Source: HR Department

Percentage of Male and Female workers:

Male employee 72 %

Female employee 28 %

Source: HR Department

Age profile of employees:

Most of the employee's age level is from 25 to 40 and the average age is 32.

Educational or Professional Qualifications of Employees:

Entry level employees educational qualification is university degree and mid and higher level has needed some experiences along with degree.

Salary Range:

Minimum salary is BDTK 10,000.00 and maximum is BDTK 2,50,000.00.

Human Resource Development Plan:

1. Training Need Assessment & Performance Development Planning
2. Training Plan
3. Training Design & Development
4. Training Evaluation
5. Management Development Plan
6. Individual Development Plan

Workers/Workplace Issues:

The extra benefits that workers in Banglalink want management to address are Job security, Equal opportunities, Transportation facility, standard working hour, less work load. But the company provides so many facilities which are mentioned below:

1. Gratuity Scheme.
2. Provident Fund.
3. Medical allowance for all Permanent Management Staff.
4. Top-of-The Grade Management Compensation Policy.
5. Annual Payments to Management Staff.
6. Festival Bonus.
7. Policy on Mobile Phone Usage
8. Scholarship Scheme.
9. Meals are provided at a subsidised rate at head office
10. Excursion.
11. Marriage allowance.
12. Child birth allowance.
13. Extra hour working allowance.

Health and Safety:

Office building, support services, machineries and operational practices, each component is properly designed and periodic assessment of risk and hazard are carried out. As a result routine inspection of equipment, safety and fire protection system and proper cleaning and maintenance required for protection are initiated.

Banglalink takes appropriate care to protect the safety and health of all persons involved in the work team. The company complies with the legal requirement and appropriate code of practices to promote safety and health of its employees.

Trade Union Rights:

There are not any employee's organizations or trade union in Banglalink. All employees have to undergo through a contract that they will not take part in any activities against company or will not form any union.

Labour Law:

Banglalink has individual labour law. They don't follow any other labour law.

Corporate Social Responsibility (CSR):

Banglalink is very much aware about their CSR and committed to doing things that make a difference in people's living. The main objective is to contribute Bangladesh society as a responsible corporate citizen and work for country's development and social welfare.

Major CSR platforms of Banglalink are,

- Tourism.
- Post disaster rehabilitation.
- Short term need based activities.

On the contrary these CSR activities are for the society and the main reason behind this is publicity or branding of products, but these CSR are not associated with its workers or branches.

3. Airtel

Name and Ownership Details:

Airtel Bangladesh is the sixth mobile phone carrier to enter the Bangladesh market, and launched commercial operations on May 10, 2007. Warid Telecom International LLC, an Abu Dhabi based consortium, sold a majority 70% stake in the company to India's Bharti Airtel Limited.

On July 19, 2007 Warid Telecom announced in major dailies of having achieved one million subscribers in the first of 70 days of operation. As of December, 2009 Warid has secured 2.99 million subscribers and is ranked fourth among the six operators. At present (November, 2010) Airtel has 3.797 million user.

Shareholder structure:

Shareholders Name	Percentage (%)
Bharti Airtel Limited	70%
Dhabi Group	30%

Source: HR Department.

Total number of employees:

The Total number of employee in Airtel is 1200.

Figures on employment:

Name of the Category	Number	Percentage
Permanent	1000	83.33%
Part-time	200	16.64%

Source: HR Department.

Percentage of Male and Female workers:

Male employee 82%

Female employee 18%

Source: HR Department

Age Profile of Employees:

Most of the employee's age level is from 25 to 40 and the average age is 32.

Educational or Professional Qualifications:

The required educational qualification of entry level employees is university degree, at least Bachelor and mid and higher level officials are needed some experiences along with degree.

Salary Range:

Minimum salary is BDTK 18,000.00 and maximum is BDTK 2,50,000.00.

Human Resource Development Plan:

- Training Need Assessment & Performance Development Planning.
- Training Design & Development.
- Management Development Plan.
- Individual Development Plan.
- Entry level training and on job training.

Worker and workers Issues:

The interviewed workers in Airtel demand some extra benefits that management should ensure for all. Some of these facilities are: Job security, Equal opportunities, Transportation facility, standard working hour, less work load. But the company provides so many facilities which are mentioned below:

- i. Gratuity Scheme (Job age must be minimum 5 years).
- ii. Provident Fund.
- iii. Medical Rules for all Permanent Management Staff.
- iv. Top-of-The Grade Management Compensation Policy.
- v. Annual Payments to Management Staff.
- vi. Festival Bonus and Yearly Bonus.
- vii. Procedure for Staff Canteen.
- viii. Scholarship Scheme.
- ix. Group Term Life Insurance.
- x. Medical Benefits for employees and their spouse, children and parents.
- xi. Excursion.
- xii. Fuel (DGM 200 Ltr and Fresh Manager 140 Ltr) and driver allowance.

Health and Safety:

Airtel office building, support services, machineries and operational practices, each component is properly designed and periodic assessment of risk and hazard are carried out. Airtel also takes appropriate care to protect the safety and health of all persons involved in the work team. The company complies with the legal requirement and appropriate code of practices to promote safety and health of its employees.

On the contrary, the authorities and employees didn't share any health and safety hazard issues. We have tried to find out incidents of health and safety hazard through individual survey but all of the respondents avoided this issue.

Trade/Labour Union Rights:

There are not any employee's organizations or trade union in Airtel. All employees have to undergo through a contract that they will not take part in any activities against company or will not form any union.

Corporate Social Responsibility (CSR):

Airtel (Warid) not only participates in events but also organizes such events and activities that highlights its commitment to have good public relations, create brand awareness, taking social responsibilities programs. Instances of such events include Warid sponsoring OIC IT and Telecom expo and conference 2008, taking part in ITCN 2008.

These events include sponsoring and organizing

- Tournaments.
- Conferences.
- Parties.
- Seminars.

On the contrary these CSR activities are for the society and the main reason behind this is publicity or branding of products, but these CSR are not associated with its workers or branches.

4. Teletalk

Names and Ownership Details:

Teletalk Bangladesh Limited is the Mobile phone operator in Bangladesh which is operating 2G GSM and 2.5G GPRS/EDGE Tele-services in Bangladesh. It's a Public Limited Company and its capital share is 100% owned by the Government of Bangladesh. It has been commercially operating in full fledge since 31 March, 2005. Initially Teletalk has started its journey under the name of BTTB.

Shareholder Structure:

Teletalk Bangladesh Limited (the "Company") was incorporated on 26 December, 2004 as a public limited company under the Companies Act, 1994 with an authorized capital of Tk.20,000,000,000 being the only government sponsored mobile telephone company in the country. It's a Public Limited Company and its capital share is 100% owned by Government of Bangladesh

Number of Employees:

The total number of employees in Teletalk Bangladesh Limited is 396 which are very limited and not enough to run all the activities smoothly.

Figures of Employment:

There are mainly 3 categories of employee in Teletalk Bangladesh Limited. Most of the employees are permanent officials and some are recruited on lien and outsourced based.

Name of the Categories	Number	Percentage
Full Time	310	78.28%
Lien Officer	26	6.57%
Outsourced	60	15.15%
Total	396	100%

Source: HR Department

Percentage of Male and Female workers:

Name of the Categories	Number	Percentage
Male	328	82.83%
Female	68	17.17%
Total	396	100%

Source: HR Department

Age profile of employees:

Median Age of the employees is 26 years and the Median Tenure is 3 years (Source: Internet).

Different Categories of Employees:

In the following table, different categories of employees along with numbers are given:

Position	Approved Manpower	At Present	TBL	Lien Officers	On Recruitment
MD	1	1	1	0	0
DMD	4	0	0	0	0
GM	12	2	0	2	3
DGM	36	9	3	6	4
Company Secretary	1	0	0	0	1
Manager	72	9	4	5	8
Deputy Manager	144	23	11	12	0
Asst. Manager	288	61	60	1	20
Junior Officer	122	131	131	0	55
Staffs	50	160	160	0	0
Total	730	396	370	26	91

Source: HR Department

The following table provides the information about the professional skills of employees in Teletalk Bangladesh Limited:

Name of Top Schools	Percentage
Bangladesh Univ. of Engineering and Tech.	22%
University of Dhaka	11%
Khulna Univ. of Engineering and Tech.	8%

Source: Internet

Educational or Professional Qualifications:

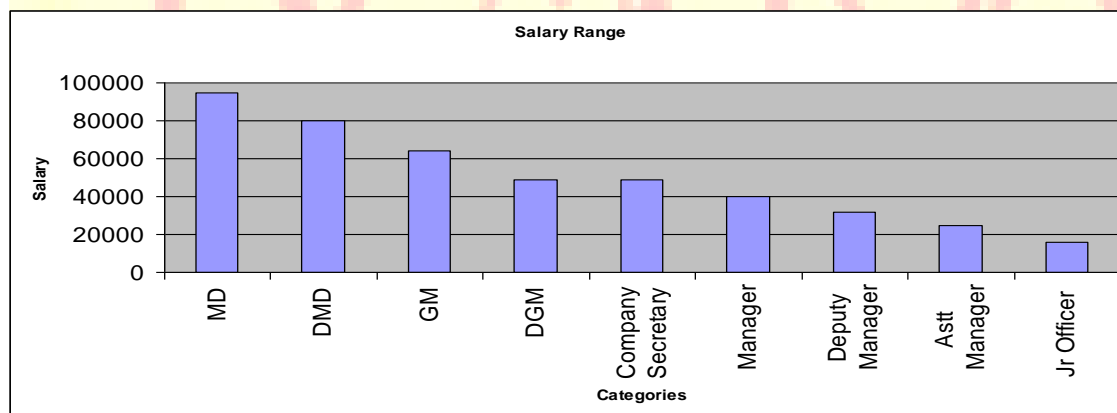
The permanent employees are all at least Bachelors passed. In the technical sector there is the post for diploma and BSc engineering. The lien officials are higher professionals in different sectors in Bangladesh.

Training:

There is no any formal arrangement for the training purpose of the employees in Teletalk Bangladesh Limited.

Income Levels of Different Categories:

The income level of different categories of employees in Teletalk Bangladesh Limited starting from Junior Officer to Managing Director (MD) is given in the following table:



Source: HR Department

Worker/Workplace Issues:

Most of the interviewed employees in the Teletalk Bangladesh Ltd said that they are happy with the existing working environment in their company but they are not satisfied at all with the facilities beside the salary available for them in the company. They said that there are not any mentionable facilities but the salary only provided them. Only for senior level officers, there are, on a very limited extent, transport and mobile bill facility. Junior level official, unfortunately, have to be satisfied with mere a fixed amount of salary which is also very low comparatively with others telecom sectors. All of the employees have a strong demand to be ensured some other facilities by the company.

Working Condition; Health and Safety:

In Teletalk Bangladesh Limited, there are no remarkable health facilities, except a small allowance, available for the employees. No precaution or measures are taken to ensure safety of the employees in the office in the case of emergency. Only pure drinking water is supplied for the officials. In this regard the major problems or lacking, as the employees mentioned, are:

- No medical services
- No fire or emergency exit
- Lack of proper fire fighting equipments
- No emergency power backup
- Ventilation system is not available without air conditioning.

Trade or Labor Union:

It is strictly prohibited to have or form any kind of trade or labor union in the government mobile company, Teletalk Bangladesh Limited. That's why there is no formal association of employees in the company to raise their voice and establish their legal rights in decision making of the management. The employees in the company strongly believe that there should, certainly, have a formal workers' union or employees should be united to secure their rights and protest any forms of discrimination against them.

Corporate Social Responsibilities:

CSR (Corporate Social Responsibility) During the financial year: Teletalk believes in the empowerment of the people as well as the power inherent in all of us to collectively enforce positive change in our own lives. As a company still in its early years, Teletalk Bangladesh Limited still engaged itself in several CSR activities. Notables among them during the financial year have been described below:

Short code SMS Helpline for Children with Disability/Diseases:

The “666 – Helpline for Children” was established with a view to create a specialized fund for children with dire need of financial assistance. All SMS sent to this number will be charged and the amount will be retained in a special fund. This fund will be used for rehabilitation / treatment of the children.

Children’s Art Initiative:

Teletalk has created a unique outlet to acknowledge and encourage children’s art. With association from “Talent Promotion Initiative” Teletalk has arranged a children’s art competition, where children have engaged in a day long painting competition with Bangladeshi seasonal themes. Teletalk Bangladesh Limited then published a special “Billboard Calendar” based on selected pictures from the competitions.

Blanket Distribution Program:

In Rangpur district Teletalk distributed 500 (Five Hundred) pieces of Blankets to the distressed people in the winter through Anjuman Mofidul Islam.

Medical Treatment for Bushra:

Teletalk initiated a helping program for Bushra – a patient of blood cancer. One can send SMS for Bushra to help raise fund for medical treatment. For a girl of 3 year old needing bone marrow transplantation, Teletalk’s unique way of extending help as well as including the community at large was appreciated.

Blood Donation Program:

Teletalk has sponsored and directly participated in voluntary blood donation program. ORCA (Old Rajshahi Cadet Association) had organized a blood donation program which was sponsored by Teletalk.

5. Analysis of Data:

In this chapter, all the findings will be interpreted and analyzed:

Basic Information:

The basic information that we have collected about the four mobile operators can be analyzed through the following table:

Operators	Shareholders (%)	Total Employees	Figures of Employment (%)	Male : Female (%)
Grameenphone	Telenor- 55.8 Grameen-34.2 General Public & Institutions- 10	4999	Full Time-85 Part Time-13 Others-2	75:25
Banglalink	Orascom- 100	2200	Full Time-55.45 Contractual-45.45	72:28
Airtel	Bharati Airtel- 70 Dubai Group-30	1200	Full Time- 83.33 Part Time- 16.64	82:18
Teletalk	Government- 100	396	Full Time- 78.28 Lien Officer- 6.57 Outsourced- 15.15	83:17

The table shows that Grameenphone and Airtel have the share partner but Banglalink and Teletalk are solely owned by Orascom Telecom and government of People's Republic of Bangladesh respectively. In terms of employee number Grameenphone has the highest number of employees (4999) whereas Teletalk has the very limited number of employees, 396 only. There are different

types of employees in the companies like full time, part time, contractual, outsourced and so on, but as a government company Teletalk has a different form of official namely Lien Officers. The scenario of male female ratio in all the four companies is very frustrating. Only in Banglalink the female percentage (38%) is good but in other three companies the number of female workers is very low.

Employment Facilities:

In all the private mobile operators, employees are more or less satisfied with the existing facilities other than salary. But the employees in Teletalk Bangladesh Limited have to be satisfied with a very limited number of facilities.

Health & Safety:

Like the employment benefits, health and safety issues of the employees are also ignored in Teletalk Bangladesh Limited. The other three private companies take care of the issues providing different health policies and safety measures.

Trade/Labor Union:

It is strictly prohibited to have or form any kind of trade or labor union in all the four companies. That's why there is no formal association of employees in the companies to raise their voice and establish their legal rights in decision making of the management. The employees in all the companies strongly believe that there should, certainly, be a formal workers' union or employees should be united to secure their rights and protest any forms of discrimination against them.

Corporate Social Responsibility (CSR):

All the four mobile companies have lots of CSR activities in order to respond to the demand of the society where they run their business. The social investments of the companies are consolidated in different focuses like: health, education, environment, relief and rehabilitation and so on. In this respect Grameenphone plays a significant role as it has a very strong CSR program. However, it is claimed that all the companies carry out the CSR activities only to spread out their publicity or branding the products.

Conclusion:

In this section, a summary of the study and also conclusion will be drawn based on the analysis done.

It has been realized that the overall condition of Bangladesh Telecom Industries is satisfactory in the context of available facilities for the employees, health and safety issues and equal opportunity for all at workplace. Almost all the companies have very strong CSR programs. However, there is no chance to have or form any employee association to raise the voice of employees against any kinds of discrimination they face. It is claimed on the part of each company that there is no evidence of widespread practice of discrimination within the organization, even in the working environment there is no option for any employee to be discriminated. Quite frustrating figure was found in the male female percentage among the employees; the women are very low in number in all the companies. The overall condition of Teletalk Bangladesh Limited, the only government owned mobile operator, is quite shocking compare to other operators.

The most significant issue that was discovered during the study is the secrecy of information. Each of the company was totally reluctant to share any kind of information. All the employees were found very much scared due to the lack of job security and different forms of complexities from the company higher authority.

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