



Internship Report

On

“Training and Development Process of Pathao Ltd.”

Submitted to

Dr. Gouranga Chandra Debnath

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Daffodil International University

Submitted by

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ID: 193-14-3081

Program: MBA

Major in Human Resource Management

Daffodil International University

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Letter of Transmittal

19th October, 2020

To

Dr. Gouranga Chandra Debnath

Associate Professor and Head

Department of Business Administration.

Daffodil International University

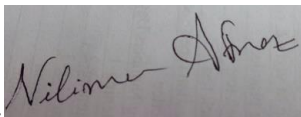
Subject: Submission of Internship Report.

Dear Sir,

With due regard, I might want to illuminate you that, it is an extraordinary satisfaction for me to introduce the report on "Training and Development of Pathao Ltd." as a necessary essential for MBA Program of Daffodil Int. University.

I genuinely trust that you will discover this report helpful and proper according to the necessities. I have attempted to make the report as exhaustive as I could, however I would value you reaching me in the event that you have any further inquiries.

Yours steadfastly,



.....
Nilima Afroz

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Program: MBA

Major in Human Resource Management

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Supervisor's Declaration

This is to notify that, Nilima Afroz, an understudy of MBA Program, ID: 193-14-3081 has finished her internship report on "Training and Development of Pathao Ltd. as an essential for accomplishing MBA degree. She has arranged the report without anyone else under my watch and it keeps up the norm of MBA temporary job report as well,

I wish her all the achievement in her life ahead.



.....
Dr. Gouranga Chandra Debnath

Associate Professor and Head

Department of Business administration

Faculty of Business & Entrepreneurship

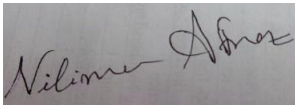
Daffodil International University.

Student's Declaration

I, Nilima Afroz, understudy of MBA program at Daffodil International University announces that, the Internship report on "Training and Development of Pathao Ltd." has been arranged uniquely to meet the academic prerequisite.

I further guarantee that the assessment showed right currently is special and that, for any degree or grant or other explanation, no part or whole of the report has been shipped off some other organization or foundation.

The study I've indicated abuses no copyright made. I likewise uphold the repayment by the University of any mishap or harm coming about because of inability to do as such with no responsibilities.



.....
Nilima Afroz

ID: 193-14-3081

Program: MBA

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Department of Business administration

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Acknowledgement

Working on this project has been a great source of knowledge for me. This report was set up with gigantic measure of work, examination and devotion. It would not have been conceivable to pick up this enormous information without the assistance of numerous people.

First of all, I would like to thank the Almighty Allah for strengthening me the appreciation and to complete the impermanent position report successfully on time.

Secondly, I would like to thank my academic supervisor Dr. Gouranga Chandra Debnath, Associate Professor and Head, Department of Business administration, Faculty of Business & Entrepreneurship, Daffodil International University, for his immense guidance and valuable support concerning report completion.

Thirdly, I am highly obliged and would like to show since gratitude to Mr. Arif Ahmed Sizan (Senior Executive, Talent Acquisition) who has helped me to provide important information regarding the service and overall apprehension of Pathao.

Nevertheless, I am in debated to my families, friends and those people who had helped me in completing this project.

Executive Summary

Founded in 2015, Pathao is among the fastest growing tech startups in Asia which has dedicated itself to create solutions to minimize infrastructural problems. A fast-paced organization, the company gives its employees an immense amount of space to grow professionally as well as take ownership of the initiatives undertaken in the organization.

With a hope to accelerate the establishment of digital Bangladesh, Pathao provides an app-based solution through ride sharing, food delivery and e-commerce logistics services.

By harnessing the power of technology, Pathao aims to provide all services in one platform.

The Internship at Pathao was an unimaginable lifetime experience. Everyone who has worked at Pathao all interns have learned so much and enhanced their knowledge and experience. It is a place where a student will have practical knowledge about real life working experience. The time a student invests in his/her intern life will be utilized fully and will have lifelong experience.

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Chapter 01

Introduction

1.1 Introduction

“My advice for young people is, study what you love and intern in what you want to do. And I think it’s okay to pivot as many times as you need to.” Eva Chen, director of fashion, Instagram. Internship is the chance for a student that he/she can decide what he/she loves to do or want to do in future. The person can learn, make mistakes gain experience through this journey. Also, in workplace this experience will matter a lot. If anyone goes for a job, he/she will be asked if the person had any experience related to the post.

Internship’s importance is very significant in a student’s life. Not only the person will have real life working experience but also it will be added to his/her CURRICULAM VITAE. From his educational life all he/she has learned the person will be able to imply those through internship. It’s a great opportunity for a student.

1.2 Origin of the Report

As a part of the Masters of Business Administration program, a student has to do twelve weeks internship. It is mandatory to learn about real life work culture. I have done my internship at Pathao. It was a great journey for me. I get to learn about real life working experience also got the opportunity to what I have learnt throughout my academic life.

1.3 Scope of the Study

I was assigned to the **Catalogue Management Team** under **Pathao Shop Department**. During my internship journey it was so significant form because I have learnt a lot also contributed to the department through my work. I have learned by observing my seniors also my seniors taught me how to do day to day work which they do.

1.4 Objective of the report

Broad Objective

The Broad objective is to fulfill the part of perusing MBA Program.

Specific Objective:

Also, I tried to find some more objectives through my internship program they are given below-

1. To understand the Training and development program of Pathao Ltd.

2. To examine various techniques for Training and Development Process of Pathao Ltd.
3. To assess various techniques for Training and Development Process of Pathao Limited;
4. To discover the reaction of representatives to the preparation of Pathao Limited;
5. To discover the issues identified with Training and Development of Pathao Ltd.
6. To give some proposal to additional turn of events.

1.5 Methodology of the Study

The methodology of this report is inside and out not quite the same as customary reports. I will weight on the sensible discernment anyway this report containing good data collection. Over the long-haul larger portion of the report will be a social event of data that are open on the web and the reports similarly as my helpful observation. Two sorts of information have been utilized to set up this report, those are-

1. Primary Data:

It was assembled through review which contains appropriate requests that were simply close wrapped up. I have accumulated transcendently the Primary Data for my academic reason by utilizing the questionnaire and coordinated meeting strategies. I have gathered all this confidential information mostly from my line manager and from other employees.

2. Secondary Data:

And for the secondary data, the company websites, magazine and others websites helped me a lot.

1.6 Limitation and Challenges of the Study

For my Internship report I have gathered confidential data generally by primary sources. I have talked with my line manager and different representatives. In any case, as the greater part of them are classified I was unable to share critical measure of data in this report. Although I have a lot of interior data with me due to the organization strategy, I can't uncover those data. I had endorsed in an agreement that I won't do such things and on the off chance that I do I will be charged by the organization strategy. There are some more limitations and challenges are there-

1. The head quarter reliably remains involved as it needs to oversee walk around customers from 9 am to 6pm, in like manner the authorities are in a flood and get going with their own work subsequently had relatively few occasions to banter with them suitably.
2. One of the huge controls is the insufficiency of brief timeframe period. For 3 months isn't sufficient to know it the entirety of the organization, so this report doesn't contain all the extent of it.

Chapter 02

Overview of Pathao Limited

2.1 Introduction of Pathao

Pathao is a Bangladeshi Tech-based company primarily dealing with delivery services. This ranges from Ride Sharing, Food delivery and Package delivery services. They are mostly popular for their ride sharing services as they were the first to introduce this system on Bangladesh. Currently Pathao is being operated in two countries - Bangladesh and Nepal. It also has services like top-up, On-demand parcel delivery from the app and Courier service for e-commerce and f-commerce on a B2B business model. Delivery from the app and delivery logistics service for e-commerce and f-commerce on a B2B business model. In Bangladesh it's being operated in three major city- Dhaka, Sylhet, Chattogram and in Nepal it's being operated in Kathmandu.

Even though Pathao is known famously for their ride sharing service, its maiden service was actually as a courier delivery system. The idea of ride sharing through bike came as most of the parcel was being delivered through motorbike. Pathao did a tremendous job of securing the position of being the first to introduce the idea of sharing bike ride for local customers to travel from place to place while also avoiding the traffic jam of Dhaka. Their execution of this process was seamless and quick.

Pathao is one of the most technologically advanced logistic providers originating from Bangladesh. Through their trained fleet of bicycle-based courier they can ensure efficient order fulfilment. Using up to date proprietary technology they can provide world class service as a low cost and ensure delivery within the same day inside the city. Furthermore, they can also confirm conveyance individual for security. Pathao recognized the booming E-commerce industries need and decided to do provide what the customer demands. After that they focused on transportation. As they knew that spending hours on Transports like car and cng is hard for most people he quickly came to and understanding the efficient method of transport is 2-wheeler like motorbike. Dhaka is a densely populated city. The most common problem for everyone is Traffic. To solve that Pathao has taken the step to introduce Bike sharing service through online application. Pathao is right now hoping to extend its group with industry driving experts. Moved down by worldwide funding, they are a standout amongst the most quickly developing groups in Dhaka and need to remain consistent with the start-up roots.

2.2 History of Pathao Limited

Pathao started its journey in 2015 with Hussain M Elius (CEO) who at that time just graduated North-South University along with two of his friends Shifat Adnan and Fahim Saleh envisioned a venture that would focus on employment opportunities and will provide value to stakeholders instead of profit. Shifat was a Computer Science and Engineering student and a self-taught coder who was thinking of creating a tech-based company. The trios vision aligned and they started 'Pathao' which in Bengali means 'SEND' as a parcel delivery service solution. They provided business-to-business and business-to-customer delivery service across Dhaka and beyond. Their timing was set on as during those time E-commerce was at the verge of surging and there was high demand for fast and reliable delivery services that offers cheap costing. Pathao solved this problem by employing two-wheeler vehicles like cycle and motorbike. Initially their fleet was mainly consisted of cycle but later they also included Motorbike and thus their fleet rapidly expanded. They worked with 500 different merchants including big names like Daraz, Bangladesh's leading E-commerce site till date. As they rapidly created a foothold on Delivery service they also looked for other ventures. The next step of their business came when Uber announced their interest in launching their car sharing services in Dhaka at 2016. Pathao quickly decided to launch their own service but instead of car they focused on Bike as they kept in mind about the current situation of traffic problem in Dhaka. They launched their service bike sharing service in October 2016. Although at that time there was another company was active named SAM but they were almost invisible to public eyes. Pathao's offers made a huge impact on ride sharing market with their 100 motorbike drivers at that time toward the commuters. After that Pathao started employ third party drivers who could register with Pathao and start earning on their own with Pathao providing the technological support. Pathao's current fleet of driver crosses more than 50000 bike drivers combined situated in Dhaka, Chittagong and Sylhet. The service received immense popularity among the customers, who found the relatively lower cost and shorter travel time particularly appealing. Buoyed by the success of the motorbike service, Pathao proceeded to launch Pathao Cars: a car rides sharing service in November 2017. Pathao Cars was in direct competition with Uber's car ride sharing service. In contrast with Uber's separate offerings (UberX and Uber Premier) for regular and premium customers, however, Pathao stuck to a single offering for their customers. The

latest addition to Pathao's portfolio is Pathao foods, a food delivery service launched in January 2018. At a time when food delivery service is on the rise in Bangladesh, and early movers like Foodpanda and HungryNaki enjoyed significant success, Pathao used their huge fleet of bikers and brand recognition to grab a bite of the pie. What is particularly impressive here, is that Pathao Foods, like Pathao Deliveries and Pathao Parcels, also uses bicycles in their fleet. This allowed them to take advantage of the recent popularity of bicycles in cities across Bangladesh. Pathao Foods had an auspicious start and is on the way to becoming the next big name in food delivery industry in the country. The very recent addition in Pathao is Pathao Shop in which all type products can be found.

2.3 Vision, Mission and Objective

A big strength of Pathao lies in identifying appropriate market segment to target their app-based and web-based services. In the rapidly developing Bangladesh, they are transforming themselves to a daily usage app through where users can avail different services on one platform efficiently. At this moment, the available services are Bikes, Cars, Food, Parcel & Courier and Shop.

2.3.1 Mission:

“Building Scalable on demand technology to meet the growing needs of Consumers in Bangladesh & across the border”

Only some startup company can boast they are working to solve two problems at a time in Bangladesh. Pathao is one of them. Being the fastest technologically growing start-ups, is rapidly improving the logistic sector while also tackling the transport sector which are two of the largest infrastructural problem of Bangladesh. Using an immense fleet of motorbikes, Pathao's solutions are harnessing the power of technology to change the logistical side of Bangladesh.

2.3.2 Vision:

“Transforming livelihoods and the society through technology”

‘One app, all solutions’ is the current Pathao objective. The company is currently working hard to make it possible where all of its services will be housed under an integrated smartphone application. Pathao wants to bring services under one hood that solves modern day problem create micro entrepreneurs for betterment of the society.

2.3.3 Objective:

Pathao essentially runs transports product and people on two wheels to beat development. Some fundamental goals of Pathao’s given underneath.

- Build a solid client spotlight and relationship dependent on unrivaled assistance
- Create an open genuine, and empowering climate.
- To respect and value individuals and settle on choices dependent on legitimacy.
- To take a stab at sound development.
- Creating employment openings across Bangladesh.
- Work as a group to serve the wellbeing.
- Give reward and recognition based on execution.
- Always being mindful, reliable and decent
- Getting free of the traffic issue of Dhaka city.
- Cash on conveyance administration with the fulfillment of trader and clients.

2.4 SWOT Analysis of Pathao

For my report I prepare this SWOT analysis to find out the internal and external factors which is important for any operation of business. The internal factor includes strength & weakness and the external factor includes opportunities and threats by scanning out the external environment. The SWOT analysis of Pathao INC is given below:

2.4.1 Strength-

One of the prominent tech-based transportation network company is Pathao. Their top focus is delivering product as fast as possible. Their Transportation service is still at the top of their game compared, specifically their Bike sharing service. As they have a lot of drivers. We can also track them via GPS which is very convenient nowadays. Their parcel service also provides 'Cash on Delivery' all around Dhaka which is cheaper than other competitor. Pathao food is also gaining traction. Because of their huge number of drivers, they can always deliver quicker than their competitor. To boost sales, they give codes/promo.

2.4.2 Weakness-

Even though Pathao have a lot of pros, they also have some Cons. Because of their reliance on Bike, they are unable to deliver larger or heavier parcels. Their highest weight limit till now is 2kg. They also do not give any insurance for delivering important documents thus if lost they won't refund you for this problem. Pathao driver also does not have any logo's which creates problem.

2.4.3 Opportunities-

Pathao still have not reached their full potential. For their ride sharing app they still haven't touched another demography which is they can female freelancer or biker. This will attract female segment. They can implement intercity transport more strongly. They also do not have permanent contract with an E-commerce business.

2.4.4 Threat-

Their primary threat is their competitor like Uber, Sundarban Courier Service, Food Panda. From their Courier side Sundarban Courier Service is a strong competitor as they do countrywide delivery unlike Pathao. In the food service Food Panda is rapidly gaining momentum so they should also focus on this. They should focus on more remote area.

Chapter 03

Training & Development of Pathao Limited

3.1 Current Scenario of Training & Development of Pathao

Pathao is a group of youthful visionaries and practitioners conveying on-request innovation arrangements through a super application we as a whole love, serving millions and making openings. So, they mostly believe on “On the Job Training”. They always try to work with that type situation or strategy which is not familiar among the general people. They believe that when a person will learn by doing it, he will learn it perfectly. The company follow “Try & Error” Method. Mostly the new employee learns from the Line manager and the colleagues of his team and department.

Pathao Give Training and Development in different ways in various steps.

1. On the Job Training (70%)
2. Formal Training (Shikhao Method 20%)
3. Training from Professionals (10%)

3.1.1 On the Job Training:

On the job training is the most effective training method by which an employee learns the best of his job. He will work on his job again and again and thus he will become the perfectionist on his job role. Here is the process of Pathao on the job Training-

1. When an employee’s join with Pathao, after the induction period the team will welcome him in the department.
2. Then he will get to know about the job procedure and the strategy by the line managers and the peers.
3. In next step, the employee will get some demo work to do by the help of the peers.
4. He may make mistakes a lot. But the line manager will make him understand again and again.
5. He will do the job until he becomes the perfectionist on that.
6. He can find out the easy way for him to do his job and learn the team also the new method. Because Pathao believes all the employees are like family members who helps each other in growing up.

3.1.2 Formal Training- Shikhao Method:

Pathao has their first in-house learning platform at Pathao Limited, where people inside the association with ability in focused hard aptitudes and delicate abilities can elect to encourage showing meetings of representatives who are trying to become familiar with these abilities. This program is coordinated towards expanding validity among the representatives with the goal that insight is effectively utilized in the work environment.



This training has few sectors.

1. **Excel Learning:** They give excel learning in three stage.
 - I. **Basic Excel:** This training is for the beginners who has bare minimum knowledge about excel or doesn't have any knowledge about excel. So, the training is start from the scratch so that the employees will learn the basic excel properly.
 - II. **Intermediate Level:** This Training is for the employee who has minimum basic knowledge about excel and now they want the next level excel. Basically, this level learning is enough for the job of general employees.
 - III. **Advance Level:** This is for higher level employees who are in the top position of the company. And if any mid-level employees want to learn this level, he is always welcome to the learning center.



2. SQL Training:

Pathao give SQL training to those who work with the data management system. Because it is used to communicate with the database. They give three level SQL training. Which is basically a Query Course.

- I. Basic Level.
- II. Intermediate level.

3. Business Communication 101 Course:

This is the basic communication training. This training includes-

- I. Formal Email writing.
- II. Smartly query reply.
- III. Verbal Communication with peers.
- IV. Meeting minutes writing.

3.1.3 Training from Professionals:

Pathao always help the employees to be the best in their sectors. There is some training which are in advance level and the internal employees cannot give them, if any employee wants to have the knowledge then Pathao Ltd hire professional trainers from the outsides to give training to the employees.

3.2 Training & Development Process of Pathao Ltd

Pathao Limited believes that a real sort of planning advertisements to the ads of HR and HR can be made by technique for upgrading the movement comprehension and ability. Getting ready is on an extremely fundamental level an arranged consistent learning system and try by the chiefs to improve employee's competency levels and thusly to develop the individual ability to perform at work. Pathao follows a step-by-step training and development process.

1. First of all, the company have a query from the line manager or the team leader that which skills they need mostly, which skills will help them to be more efficient on the job.
2. In second stage they give a DOC file through mail to all employees who want to get the training to get the exact time for the training. They select such time for the training so that the employees won't suffer from their regular routine works.
3. The trainer makes 3 shifts of giving training on the basis of employee's advantages.
 - I. Three hours training in one day.
 - II. 30 minutes training through two weeks.
 - III. Online Training.

The HR learns from line managers and the employees about the effective time and set the proper training sessions for the employees.

3.3 Evaluation and Feedback of Training & Development of Pathao Ltd

3.3.1 Evaluation:

After giving the training, the company wants to know the how much the training is effective for the employees. From the employee's performance they can understand that if the training is effective or not. This is how they evaluate the employees-

1. After the training they give Google form to all the line managers to know about the progress and development of the employees.
2. The Google form has both qualitative and quantitative indicator to measure the improvement.
3. If the indicator is high then the HR understand that the training is successful.

3.3.2 Feedback:

From the evaluation part the HR can understand the problems of the trainee and the trainers. If they find any kind of problems then they start to think about the training method. Such as-

- I. If the Training method is appropriate or not.
- II. If the trainer is wrong or not. Can he give proper learning or not? Or has he maintained the quality of training or not?
- III. If the training is going fast or slow?

If the improvement rate is very low then the company starts to rethink about the training method in the next training session.

- I. If the online training method did not work well then, they start to give physical training.
- II. If the training materials is the main reason of the problems, then they bring new training materials. Which the employees prefer.
- III. If the training goes fast then the trainee cannot catch the trainer. And if the training goes slow then the trainee will feel bored. So, they maintain the perfect timing for the training based on the audiences.

Chapter - 04

Problem & Recommendation

4.1 Problem Identified

- Pathao Ltd does not design the training and Development process very strategically.
- Their training period and the materials are not that much improved.
- Their on-the-Job training is kind of stressful to the new employees.
- Their training method is not that much up to the mark as a techno-based organization.
- Pathao Ltd has the lack of labor of maintaining training & Development Program.

4.2 Recommendation

- Pathao Ltd.'s Training & Development should be planned vehemently which includes close comprehension of employee's perspective, their sentiments and so forth.
- The company should hire more trainers to give proper trainings to the employees. And the instructor must be well learned.
- The organization should bring more trainings tools to make the training effective.
- Training instruments and language should be effectively reasonable to the representatives with the goal that they can retain the adapting adequately and acquire improvement their result.
- Their primary goal is to guarantee the security of its clients, they should focus in more on this instead of keeping cheerful its riders.
- If any client has any terrible experience, they could give them a little return it will make them fulfilled on the grounds that a ton of whine come from clients about Pathao.

4.3 Conclusion

It was an incredible delight of doing internship in the market chief for Rides, Food conveyance and other different help giving organization of Bangladesh. Altogether it has been an incredible encounter which has assisted with learning numerous things. This Internship program has helped me to gain useful information that was important to relate with the different academic information and speculations that I have learnt all through my academic life. It was a pleasure itself working in a group that builds group of problem solvers of an organization and adjusting to this weight has unquestionably helped me to set another benchmark for me. I certainly believe this experience of working in Pathao Ltd. will help me to be a successful professional in life and also work as an added advantage for the years to come.

References

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