

Report On
HR Activities in Developing Employee Productivity &
Organizational Process

By

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An internship report submitted to the Bachelor of Business Administration in partial fulfilment of
the requirements for the degree of
undergraduate program

Bachelor of Business Administration
Brac University
December, 2019

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Declaration

It is hereby declared that

1. The internship report submitted is my/our own original work while completing degree at Brac University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I/We have acknowledged all main sources of help.

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Date of Submission: 3rd December, 2019

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Letter of Transmittal

3rd December, 2019

To,

Mr. Zaheed Husein Mohammad Al-Din,

BRAC Business School,

BRAC University

Mohakhali, Dhaka- 1212.

Subject: Willing to submit internship report on “HR activities in developing employee productivity and organizational process”

Dear Sir,

Here is the report that we choose the above topic as per discussed. The chosen topic has been completed by the knowledge that we have gathered from the course of all HR courses that we have completed during our undergraduate semester.

We are really thankful to you as you provided us important information and gave us valuable advices. We have tried our best to answer all the questions raised due to writing this paper. If you read this paper carefully we would be very glad.

We have also tried our level best to complete this term paper meaningfully and correctly, as much as possible. We do believe that you will accept our paper and give us your feedback.

Regards,

Nabila Nawshin

ID- 14104190

Non-Disclosure Agreement

[This page is for Non-Disclosure Agreement between SIBL and The Student of BRAC University, Nabila Nawshin]

This agreement is made and entered into by and between Social Islami Bank and the undersigned student at BRAC University student

Acknowledgement

Firstly, I would like to express my deep gratitude to the honourable internship advisor, Zaheed Mohammad Al-Din for his kind cooperation. Because of it, I became capable of writing this research paper in a right way. Thank you so much Sir for providing me such a helpful suggestion throughout the semester. Without your guidance and support, it would not be possible for me to finish this research paper.

I would like to thank my parents from the bottom of my heart for their unconditional support and love. Without them I am nothing. For them I can say that, Yes! I am a graduate. And the last but not the least, I would like to thank my husband who inspire me and, support me in every situation.

Thanks to my respective teachers, my friends and my course mates who helped a lot during my studies and finally for everyone, I am going to complete my undergraduate program. Thank you all and I wish that, you all will be by my side now and after this as well.

Executive summary

I did my intern at SIBL, Social Islami Bank limited. It was a very nice working experience throughout the semester. In this report, HR activities have explained because HR activities are helpful for running a business as well as a company. Without it industrial dispute, employee issue might be occur. Performance appraisal & training and development programs can improve the organization working process. Through this process we can understand the importance of HR activities. Though there is limitation, because of performance appraisal employee get motivated, employee can develop their working process and get promoted. For performance appraisal employee get more effective and efficient towards their work. Thus, employee productivity increased. By training and development program, employee may learn communication skills, computer skills, customer service, human relations, and ethics and so on. Employees can connect with the new world and can keep connected with the other companies as well. Organizational culture improves employee sustainability in organization. Organization can get more secured. Organizational commitment towards organization from employees can improve organizational working process also. There is also compensation package too which is a reason for improving activities of employees and organization. Having quality employees, good communication with other companies, good leaders an organization can make better organizational process. In every organization there is HR department and without it no one think of improving organizational process.

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Introduction:

Every organization has its own rules and regulations. Thus, they continue their organizational working process according to their working rules and regulation. For this, any kind of organizational dispute or issues cannot be occurred. Employees remain satisfied and working process also continues in a good manner. Behind this organizational development, one department work so efficiently to maintain all employees as well as organizational process. And this is the Human Resource management department. In this report, we are going to discuss about HR activities that help to develop employee works and the working process.

Statement of the Problem:

Human Resource (HR) department perform a lot of works to maintain organizational activities. If any organization operates in a systematic way, it can be improved eventually. For this reason, HR department try to develop employee productivity so that production rate can be increased and so profit rate will be higher than before. To prevent any kind of organizational dispute, HR department can solve it in an easier way. They can make rules for employees and organization so that issues can be solved efficient way.

Significance of the Study:

Through this study, we can understand about HR activities that are so important for an organization to manage all organizational activities properly. It is not the expectation from a company in any situation, due to inappropriate HR policies, employees are unsatisfied and willing to move out to a different company. Company always want to sustain their employees and try to improve their skills level. HR people help employees as well as help the organization to become more successful. They make rules, maintain and, manage all organizational works. They try to prevent organizational dispute. And these are the significance of how HR people and HR department help the employee activities and organization activities.

Scope of the Study:

From this report, we can learn about HR activities due to employees' productivity and organizational working activities. How HR people help employees to develop their skills.

They arrange training program activity for helping the employee to overcome from their lacking and so that employee can perform their work more effectively than before. Interpersonal skills, emotion can be controlled and developed by training program. HR people make compensation package to fix all kind of employee problems and organizational problems. This point is so important that are not ignorable. HR people execute such an important role that are helpful for us to learn something new.

Overview:

I have worked at SIBL, Social Islami Bank Limited as an intern, that giving me the opportunity to discuss their HR activities. Social Islami Bank Limited is one of the famous bank in Dhaka city. SIBL began its working process on November 22, 1995. It is like Islamic bank and Dr. M.A Mannannad, Dr. Hamid Al-Gabid are the owner of the bank. They are former secretary. Dr. Abdullah Omar Nasseef is a former secretary general of World Muslim League and Mr. Ahmed M. Salah Jajmoom is a former secretary of Saudi Arab kingdom. SIBL registered its name under the company act of 1994 and operated it by the company act of 1991. This bank is for all general people. This bank is willing to help the society by giving donation. It is consistently keeping its position as one of the best bank in Bangladesh.

Methodology:

In this report we execute a primary research on HR activities. We found out some question and answer through primary research. We made questionnaires, survey question and took interviews from group of people. We did not collect the information that was before collected, rather than we collect information from people directly. We did depth analysis by the primary research and found out certain problems and issues. We collect information directly from the employees and customers who are connected with the bank.

We suppose to do our primary research directly. We took information from customer directly about HR activity of the bank. What they think, how the bank can be overcome from the problem and so on. It is better to know from the employees because they are working with the organization directly. Primary research is reliable source from collecting information. We

went to the operation manager and we talked directly with the employees who are working directly with HR department. We asked them many questions and they gave answers according to their perceptions. We got to know the policies, rules, regulations, and facilities they are getting, problems they are facing and most importantly about the improvement of the Bank

Since our target audiences were the employees who are directly working with the customers of the Bank and with the authority of the HR department, it was the best way to know what is actually in their mind about HR activities of this organization. That is how we got the correct and authentic information. We also talked with operation manager, senior manager to know their organizational rules and regulations. We prefer direct question from the people. That helped us to know the real answer about the bank. And the real face of bank came out in front of us. So we focus on primary research.

Limitations:

Employees of the bank have some limitations to reach the information that is required to access the HR activities. We did not get our desired information because of bank security rules. For its personal issues, it cannot declare everything to the public even to employees also. So that, there are some limitations that we face day to day life towards our working places. How they make profit and provide services towards its customers, sometime that are also unknown to us. Thus, limitations occur. Though there are limitations, we try to focus to give more information as much as possible.

HR Activities Regarding Employee Productivity:

In organization there are some HR rules that might help to improve employee productivity. Employees get more effective and efficient towards their work. There are some HR rules and activities described below-

Performance Appraisal:

Performance appraisal defines the character and behaviour of an employee works in a company. The supervisor and line manager test the performance of the employee and

evaluate them. What is the quality of the employee, are employee skilled or not, the interpersonal skills, behaviour with other employees, these are judged through performance. Thus, line manager gives performance appraisal for employee's good work.

▪ **Benefits of Performance Appraisal:**

Performance appraisal is an opportunity for getting promotion and higher respect in organization. There are other benefits too. Benefits of performance appraisal are given below-

1. **Getting promoted:** Employees get opportunity to be promoted for their good performance. Line manager can approve the obedient worker through his performance. And he can promote the efficient employee for the betterment of the organization. A frame of future development programs is given below-

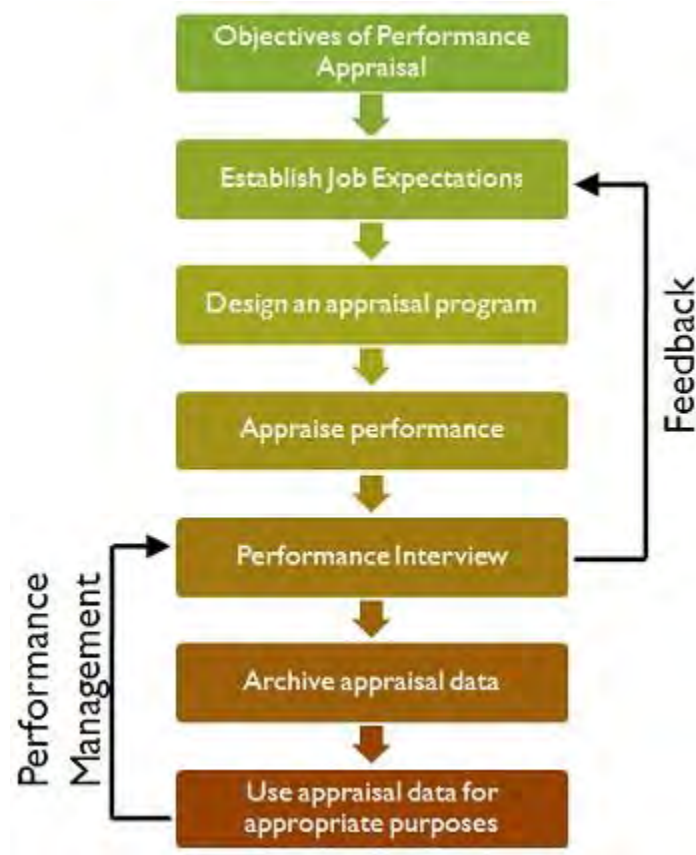


Figure 1: Performance appraisal process

2. **Skills Improvement:** By training program one can evaluate the employees skills. Through training program manager can notice the manner of employee and can help the employee to become more skilled. He can help the employee to find out his lacking points, so that employee can improve it.
3. **Get Motivated:** Performance appraisal motivates the employees to in a company work more actively. Thus, organizational goals can be achieved. Employees get more effective and efficient than before. Performance appraisal help an employee to getting another better job that can be really helpful for an employee.

Thus, Performance appraisal helps the employees to be more efficient towards their work. For promotion, every employee wants to be more active with their own work. Promotional activity encourages an employee and makes an employee hard working one. They work better and work more and more, which is very helpful for organization productivity. If employee productivity gets better, we can say that employee are becoming more skilled than before. And organization is going to a positive way. Again, if an employee get appraisal for his good work in organization, he becomes more motivated and work with more effectively.

Training and Development program:

For increasing employee productivity, there are some advantages of training program. These advantages are given below-

1. **Knowledge about computer:** It is one of the most important skills in company now-a-days. Every company want that employee must know the knowledge about computer.
2. **Communication skills:** Every employee must have the skill of communication. They have to connect with different people every day. Training program helps the employee to build the communication skill.
3. **Connecting with customer:** Employees have to provide service to the customer. Hoe they should be act with the customer, what should be their behaviour towards the customer, these skills are created in the training program.

4. Morality: Every company has its own moral and values. Employees should maintain its values any way. In training program session, managers teach the employees the ethics of the company.

5. Diversity: Employees have to connect with various type people. They have to know the way, how to communicate with the different type of people.

6. Human relationship: Employees have to contact with customers politely. No issues should be occurred. This can be the reason for hampering organizational working environment.

7. Safety training program: Employees have work with different type of dangerous materials, medicines and other activities. A safety training program can be helpful for employees, how to face the organizational problems.

8. Quality advantage: Training program can define the quality of an employee. What is the standard of an employee, how much they skilled for the works and so on. Employees can also have the guideline for their work through training program.



Figure 2: Training and development program process

Due to training and development program an employee can improve his skills, knowledge. Employees get to know about global world, how to communicate with other working people and customer, can make new relations, can improve their own quality. They can compare with others and what skill they should have to improve they can understand. From this employees can increase their working capacity and because of it, employees become more productive and serious about their work.

HR Activities Regarding Developing Organizational Process:

Organizational Cultures:

Organizational culture is a behaviour by which we can understand the moral and values of a company and how should be the employee's behaviour in the company. Organizational culture defines how employees should behave like, how they should act with other employees, dressing sense, working behaviour in a company. Culture is a unique character for an organization which represents the organization in the market place.

▪ Four Types of Organizational Culture:

There are four type of organizational culture. Robert E. Quinn and Kim S. Cameron categorize the organizational culture in four parts. There are-

1. **Clan:** It is family based culture. It put effort on mentoring and nurturing and “doing things together”.
2. **Adhocracy:** These cultures are modern and trader type. It takes risk. It is one type of innovative culture and “doing things first”.
3. **Market:** These type of cultures prefer the results. The competition, achievements of a company are focused by this culture and focus on “getting job done”.
4. **Hierarchy:** It is structure based and control the timeline and “doing things right”.

There are various type of organizations in market and every organization has its own culture. Sometime, there are some requirements for employee that employee has to adopt with the culture of the organization. If an employee adopt the culture, they can do good in the organization otherwise he cannot. So, employees have to know about the specific culture of the organization that they can understand the strategy and do well in the work place. Adopting the culture, sometime it becomes easier for an employee to do work in better way. Organizational culture helps to make the organization process smooth.

Organizational Commitment:

Employees expect from different things from organization. They expect some extra benefit from their organization. They want fringe benefit, bonus salary and so on. Sometime employees are committed towards their company. There are three type of organizational commitment and those are given below-

1. **Affective commitment:** Employee truly wants to stay in job. He thinks himself as an asset and he really try to achieve company's goals for sake of the company.
2. **Continuance commitment:** Employees do not want to leave the job. They think that if he leaves, there would be a pressure on other employees and for that they feel guilty. So that, they want to stay in job.
3. **Normative commitment:** Employees do not leave the organization because they think that in other organization, they may not have the same fringe benefits and even may other organization do not give any benefit to them. Employees are concern about the lack of work alternatives and remuneration.

Some employees are committed towards their organization. It may help an employee to be serious about his work. For this he cannot leave the organization and there is no doubt that it is helpful for organizational growth. HR people can run the management team more efficiently because of employee commitment. Organizational commitment indirectly help the organization process to be more flexible.

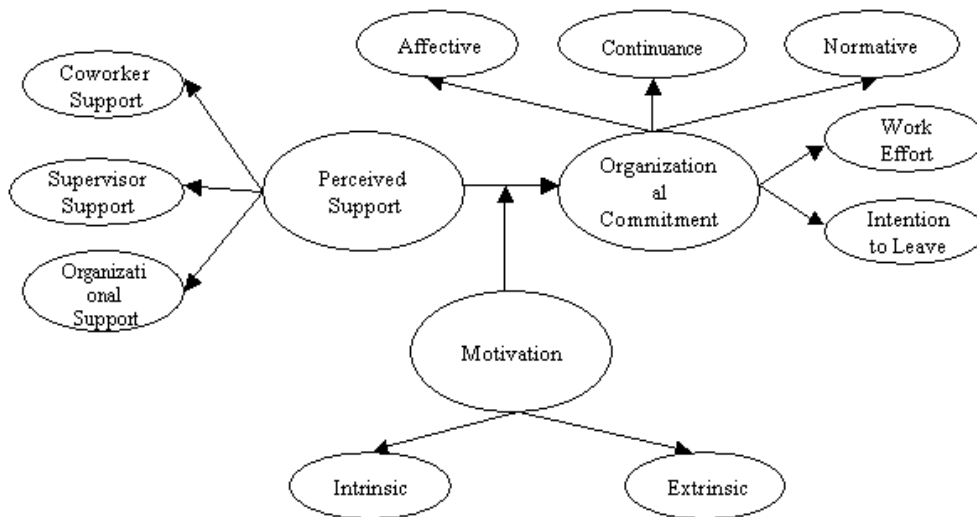


Figure 3: Structures of organizational commitment

Compensation package:

In every organization there are specific compensation package rules. For example, insurance plan, pension, bonus salary and so on. The compensation package that can be occur in company are described below-

1. Fitness security:

This is one of the major benefits for an employee. Company gives the opportunity to the employee so that, employee can be secured with their health. Employee may be benefitted with this security plan.

2. Over time paid system:

Sometime employees work for overtime. There are opportunities for working overtime. They are paid more for overtime work. This is beneficial for both employees and employers. In holidays, vacation days, in sickness if any employees work for more time, they are rewarded by extra payment. This can be compensation package for a company.

3. Short-Term Disability Insurance:

Short-term disability insurance means, if any employee cannot work for a while for minor reason, he can be paid even though also. This an opportunity for employees because sometime employees cannot work for personal reason

4. Long-Term sickness security:

If any employee gets injured for long time, he cannot work effectively in organization. An employee can be sick for years and cannot work anymore. For his disability company can terminate him. But there is a benefit option for those employees. For compensation package employee can get opportunity for having long time period of holidays due to sickness. This is called long-term disability insurance.

5. Teeth security:

There is teeth security service benefit too. Employee can get the benefit of the treatment cost. Company provide the employees necessary help for preventing sickness of dental issues and get the emergency treatment cost.



Figure 4: Compensation packages

6. Eye preventive security:

Eye security cost is another compensation package. Company pays the cost of the treatment for the employees. There is a fixed percentage for this benefit. So that, employee can check their eye sight regularly.

7. Life security:

Life security plan is common compensation plan in organization. Every employee expect this benefit from company where they work.

8. Other Retirement Plan:

Employees expect that there should be a pension benefit in company. After their retirement, if they get pension, that would be most beneficial for them. They can afford their monthly cost with the pension.

Recommendation:

For developing employee productivity-

1. Employees have to know themselves what they have lack. They have to improve their skills according to the organization. Thus, employee productivity can be increased.
2. Employees should avoid multitasking at a time. This can be a reason foe mess up. They have to have a proper plan for each and every work.
3. Employees should have to go with the flow, with the modern world. They have to be updated with new information going around the world.
4. Every employee should have knowledge with modern technology.

For improving organizational process-

1. Organization should recruit full quality employee. This might be helpful for organization growth.
2. Build leaders in organization. Training and development program might be helpful for making leaders in organization.

3. Company has to create new relations with other companies as well to make smooth the organization process.
4. For making the organization better, management team have to understand the necessity for being change immediately. What organizations need to grow, for that how an organization can change their strategies to make organizational process better than before.
5. If a company become top in market, company should celebrate for it. Company should appreciate the employees for this achievement. Thus, organizational process ca be improved than before.

Conclusion:

So, we can say finally that, HR activities are so important and without this no organization can run properly. Without systematic HR process, there could be happen industrial dispute, lack of employee collaboration and so on. As a result, employee became tired and might be turned off. That is so severe situation for a company. No one can ignore this issue any way. For lack of employee in a company, company productivity level might be down and profit level may be down too. So, systematic HR activity is very important for company and also for company working process. For example, if any industrial dispute occur then company will liable to the customer. This is serious issue. HR activity must be performed in a well manner.

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