

Report On

An analysis on additional facilities for the women employees in the BRAC International
Human Resource Division unit

By

Nusrat Amir
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An internship report submitted to the BRAC Business School in partial fulfillment of the
requirements for the degree of Bachelor of Business Administration

BRAC Business School
BRAC University
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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.

Student's Full Name & Signature: Nusrat Amir

Student Full Name

18104169

Supervisor's Full Name & Signature: Jubairul Islam Shawon

Supervisor Full Name

Lecturer, BRAC Business School
BRAC University

Letter of Transmittal

Jubairul Islam Shawon
Lecturer,
BRAC Business School
BRAC University
66 Mohakhali, Dhaka-1212

Subject: An analysis on additional facilities for the women employees in the BRAC International Human Resource Division unit.

Respected Sir,

I am glad to inform you that it is my great pleasure to submit my internship report (BUS400) on “An analysis on additional facilities for the women employees in the BRAC International Human Resource Division unit”. It was a great honor that I got a glorious opportunity to work in the world’s largest NGO like BRAC International. This organization showed me the path of success and also taught me about future working life which will be really beneficial for my career development.

I have concentrated my best to fulfill my duties and responsibilities for the organization. I was also sincere and gave full effort to complete this internship report. The practical knowledge and experience that I gained both from working life and report writing will immeasurably play a vital role in my future.

Therefore, I am thankful for getting this great opportunity to prepare the internship report. I hope that you will appreciate my efforts and inspect all inaccuracies in the report.

Sincerely,

Nusrat Amir

18104169

BRAC Business School

BRAC University

Non-Disclosure Agreement

BRAC International and Ms. Nusrat Amir has signed into this agreement. Ms. Nusrat Amir will get training and in office experience from BRAC International Human Resource Division Unit as she is working here as an intern. As a part of this organization, she may work on many confidential and non-disclosable projects and assignments. So, the purpose of the agreement is to keep confidential all the data and information of BRAC International Human Resource Division. Intern may use data and information for academic courses/ credits with the permission of authority

1. The intern will be responsible for her own medical emergencies, safety and security outside BRAC premises.
2. The intern agrees to abide by the rules and regulations of BRAC and the direction of his/ her supervisor and the internship unit regarding professional and personal conduct during the internship.
3. The intern agrees to abide by the code of conduct and the safeguarding policies and guidelines.
4. The intern agrees to keep confidential any and all unpublished information or other information she obtains through the course of the internship that she knows has not been made public, or should not be made public, explicit authorization from BRAC and not to publish any reports or papers on the basis of information obtained during the internship, both during and after the internship without written approval of the internship supervisor and the BRAC communication department.
5. The intern recognizes that any academic credit or agreements for academic credit are solely her responsibilities in her dealings with the sponsoring institution. The BRAC designated supervisor will provide the intern with reasonable documentation as necessary for these purposes.

The intern will return her temporary Identification card upon competition.

Acknowledgement

Getting the opportunity to do an internship in a world's largest NGO like BRAC International is always a desire for me. It is a great matter of honor and pleasure that I have done with this excellent internship journey in BRAC International. Here I was selected to work in the Human Resource Division unit. I have learned how a Human Resource Division (HRD) unit works for the betterment of their whole employees. As I mainly used to work for recruitment, selection and interview process with my supervisor and line managers, I got to know many different tricks and techniques regarding hiring, selecting and recruitment process. I felt very lucky that as a student of Human Resource Management, recruitment and selection is part of my academic education and I got the opportunity to work in this particular field. For this I would like to provide much appreciated to on location BRAC International supervisor Mrs. Farzana Ahmed (Senior Manager, HRD, BRAC International) for continuously directing me and feeding me appropriately which made a big difference in my whole internship journey. Also, Mr. Jubairul Islam Shawon (Lecturer, BRAC Business School, BRAC University) who is my academic supervisor and Mr. Mohammad Atiqul Basher (Lecturer, BRAC Business School, BRAC University) for persistent bolster, devotion and support towards me and my work. Without their direction it would have not been conceivable for me to total this internship report properly.

Finally, I would like to thank each and every part of BRAC International and BRAC University for making me feel pleasant through this whole journey. Their inviting and positive behavior continuously motivated me towards my work.

Executive Summary

The report is the reflection of fulfillment of the internship program at BRAC International Human Resource Division Unit. As an intern my job responsibilities were to help my supervisor and line manager in various ongoing job posts, recruitment, selection, interview session, communication with interviewees, making files and documents etc. All I have done is under my ingenious supervisor Mrs. Farzana Ahmed who is a senior manager of BRAC International HRD and a talented leader who always inspires new interns like us.

The objective of the report is to analyze the extra benefits and other facilities that impact and progress the regular activities of women employees in the BRAC International Human Resource Division unit. The conclusion is provided based on the available qualitative and quantitative data which are already available to the organization. Also, during my period we have taken many feedback and surveys from the women employees of BRAC International who are the main facilitators of the organization. The effectiveness is based on the women employee's satisfaction and the fulfillment of their required advantages.

The research is conducted based on both secondary and primary data provided by BRAC HRD. The data has analysis based on the feedback report where the women staff give their opinion about the additional facilities. Like how they feel about it, the satisfaction level, how much beneficial it is, how it helps them to be more motivated and productive to their work and how it could be more improved. Also, the data available who was there intern previously, women employees who worked here from a long period of time. Based on their data and feedback the BRAC International is still working for the betterment of their women employees.

The results of the report recommend that the facilities provided by BRAC International are really effective for all women employees. After collecting data through feedback form and progressing rate data of employees from HRD we could have come in by introducing that the unit is doing well and because of extra facilities of BRAC International (BI), women employees are experiencing more comfort zone in their regular working life which also helps them to be more productive and active for the betterment of their organization. Here we can detect traceable impact and progress on women employees. Their productivity is increasing, their skills are improving and most importantly here the unit is fulfilling proper human resources development practices.

Key word(s): Women employees, Women empowerment, Additional facilities, Selecting, Hiring, Recruitment, Interview

List of Acronyms

BRAC	Bangladesh Rural Advancement Committee
BRAC	Building Resources Across Communities
HRD	Human Resource Division
HRM	Human Resources Management
CEO	Chief Executive Officer
NGO	Nonprofit Organization
HR	Human Resource
BLC	BRAC Learning Center
BI	BRAC International
SCRUM	Systematic Customer Resolution Unraveling Meeting
SCRM	Supply Chain Risk Management
YP	Young Professional

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Chapter 1: Overview of Internship

1.1 Student Information

Student Name: Nusrat Amir

ID: 18104169

Department: BRAC Business School, BRAC University

Major: Human Resources Management

Minor: Marketing

1.2 Internship Information

Company Information

BRAC Human Resource Division Unit

BRAC Centre, 75 Mohakhali, Dhaka - 1212

1.2.1 Period of Internship

3 months (1 month was extended as performance criteria was fulfilled and showed desire to work more month)

1.2.2 Supervisor's Information

Farzana Ahmed

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1.2.3 Scope of Work

I had to do my fundamental work each day as an intern of BRAC International. My regular task was CV sorting and besides that I also had to make interview files of selected candidates in word file and excel, making attendance sheet of the candidates, communication and invitation with the short listed candidates via phone calls, receiving them and giving instruction them at the time of interview and making hard files for the important documents of HRD unit. In the below table I am going to briefly explain my whole three months which means 12 weeks tasks and experiences.

Table 1: Scope of work

Week	Task
1	My journey started this week as an intern of BRAC International in the HRD unit. My supervisor introduced me to all of my team members and the other senior employees on the floor. She talked a little bit and gave me the idea about the task that I need to do. I also participated in an orientation session where I learned about the rules and regulations which I was bound to maintain and also filled up some forms.
2	This week I got an idea about all the procedures of cv sorting and started to do it on my own. Besides, I also practically learned how to make hard files and put tag lines and pages on it.
3	This whole week I only sorted cv for three to five positions. It was my task to sort it very carefully based on the given instruction and after completing the sorting I had to mail it to my supervisor.
4	This week I learned how to create interview files of the shortlisted candidates by inputting their personal information in the word and excel file. Then I created interview files for the short listed candidates which are candidate summaries, note of declaration and interview outcomes.

5	This week I learned the procedures and created attendance sheet for the shortlisted candidates who will come for interview. After making the sheet I also needed to print it out and submitted it to the reception center.
6	This week I worked only with some important documents and files. I practically made and arranged some important files for the HRD unit and also for the shortlisted candidates. There at first I had to prepare the hard files then I needed to put various taglines based on the various document files.
7	I was given instructions and showed the way of communicating with the shortlisted candidates. After that I communicated and invited all the selected candidates for the interview session via phone call.
8	There was a written interview for a senior position. For this I had to arrange a room with laptops and other stuff. I received the candidates, took their signs in the attendance sheet and had them in the exam room with proper instructions and guidelines. After finishing the exam I also collected their soft copies and sent it to my co supervisor via mail.
9	New position's CV was sorted where the candidates were from Tanzania and Uganda. After completing the sorting I also sent an invitation mail for viva.
10	I prepared the hard copy of the pre pre-screen and other very personal and secretive files of the finally selected candidate who is going to join the organization. After making a proper file with all of the information of the final candidate I handed over to my supervisor. Besides this task my normal cv sorting task was going on too.
11	This week I learned the procedure of online ticket booking for some foreign visitors. Though this task was completely out of my regular routine but I still enjoyed it and gained knowledge.
12	This last week again I got busy with my regular CV sorting and making interview files of the shortlisted candidates.

1.3 Internship Outcomes

1.3.1 My Contribution to the BRAC International HRD Unit

As an intern of BRAC International, every day I learned and faced new tasks. The BRAC HRD is mainly divided into two sectors which is recruitment and training. I was part of the recruitment sector. So my main task was CV sorting. Everyday some job circular used to open for various positions. The number of the applicants were huge. So I had downloaded all the first then I started to sort them. It was a very time consuming task but with the help of mine the whole recruitment process used to be quite easier for my supervisor and co supervisor. By getting my sorted CVs they could easily send it to the head authority and were easily able to find the qualified candidate.

Another important task was making interview files. Interview files needed to prepare in word and excel sheets. It was related with all important information of the shortlisted candidates, the date and time of the interview, place and position for the interview and also the name of the panel members. So it was a very sensitive and important task. I had to carefully put all the information and data and needed to mail it to my supervisor and co supervisor. By this they would easily get a ready file with all important and secretive information of the upcoming candidates. This work would make their interview session more easy and less time consuming.

My supervisor has to handle lots of important files and documents which are related to secretive HRD documents, upcoming job circular and the personal information of the new joiner candidate. So I helped her by making and arranging various files and attaching them with necessary taglines. This helped her to very easily find out any important files and made her task more comfortable.

It was my other responsibility to receive the interviewees with sincerity and politely communicate with them. This kind of activity and manner of mine helps to create a good impression on the interviewee's mind about the organization.

1.3.2 Benefits of the Internship

As I did my major in HR so it was one of the great opportunities for me to work in a Human Resource Division unit. Here I experienced all the academic theory on practical life. I got a brief idea about the main activities and the importance of the HR in every organization. As my main task was CV sorting so by doing this I got a clear idea of what kinds of CV are more approvable. I learned that in the CV what kinds of necessary information need to be added, which key points make CV more strong and attractive, what kinds of templet is more preferable and the suitable length of a perfect CV. This knowledge will help me in the upcoming future to make my own attractive and strong CV. At the time of sorting I was instructed to focus on some particular parts for shortlisting the candidates. Now I also acknowledge this and must be included and focused when I will write my own CV. If I am able to properly apply this then there is a huge chance to select my CV anywhere.

By observing my own supervisor now I am completely acknowledged about the whole task, the pressure, the working load and also advantages and disadvantages of a HR unit. After knowing all of this now it will be easier for me to choose my career path.

This three months internship program also helps me to adapt with the office environment. It gives me the idea how to communicate with people of various backgrounds, how to work under pressure, how to adapt in a new environment, how to seek help from others and also how to make a friendly bonding with colleagues. This experience and lessons will be kind of blessings for my upcoming office life.

Finally, BRAC International is my beginning organization and I will continuously be thankful to this organization for preparing me like this. The sum of encounters and aptitudes I have assembled that will continuously direct me in my proficient and individual life.

1.3.3 Problems and Challenges

The internship program was the first experience of working in an office in my entire life. So obviously I was quite nervous and worried about my task, performance and adaptation to the office environment. I thought I would be unable to deliver an excellent performance compared to other interns. Within the starting I was confronting an issue whereas talking on the phone

with the interview candidates. They utilized numerous questions which I was incapable of answering. All of a sudden replying to those questions was troublesome for me. On the other hand, I had zero idea about creating interview files. So at first it was a little time consuming and troublesome for me to create it.

My biggest challenge was to complete the task of CV sorting on time. For a particular position there used to be hundreds of applicants. I had to download all the candidates' CVs and needed to sort them on time. Another challenge was to input candidates' information and make interview files. This task was very sensitive and important because if a little mistake happened to input correct information then the whole HR unit had to face trouble. So it was kind of a challenge for me carefully making an interview file without making a single mistake.

There was always a supportive hand of my whole unit above me. Because of their help and support I was always able to tackle all the problems and challenges. They used to provide mental support and encouragement to handle all the difficult tasks. That's why I never go backward from any sorts of problems and challenges.

1.3.4 Recommendation

I will always feel proud to get the chance of doing an internship in the world's largest organization like BRAC International. Besides skilled me in the HR sector it also helped to grow my organization knowledge, potentiality, self-esteem and confidence. In my opinion BRAC International HRD is the best learning platform especially for those who are doing their major in HR. So as a student of HR background it was a glorious experience for me. The HR unit does not only teach about recruitment and the selection process. It is also aware of the opportunities, management process, difficulties and challenges of HR. BRAC is well known for organizational culture. Here everybody appears regard for everybody and any kinds of discrimination I did not observe in my department. Besides getting learning opportunities employees also get chances for field visiting and traveling. As being the world's biggest advancement organization and working for the advantaged community of rustic zones, I think on the off chance that somebody needs to construct his career within the creating sector, BRAC can be the leading choice. So, for future interns I will highly suggest BRAC.

Chapter 2: Organization Part

2.1 Introduction

BRAC is a universal improvement organization based in Bangladesh. In order to get foreign donations, BRAC was hence enrolled beneath the NGO Affairs Bureau of the Government of Bangladesh. BRAC is the largest non-governmental improvement organization within the world, in terms of number of workers as of September 2016. Established by Sir Fazle Hasan Abed in 1972 after the autonomy of Bangladesh, BRAC is displayed in all 64 areas of Bangladesh as well as 11 other nations in Asia, Africa and the Americas which are USA, UK, Netherland, Sierra Leone, South Sudan, Libya, Uganda, Nepal, Afghanistan, Kenya, Tanzania etc.

2.2 Overview of the Company

BRAC started its mission is to lighten destitution and empower financial cooperation by enabling individuals through social and financial programs. Now its vision is of a fair, illuminated, sound and majority rule world free from starvation, destitution, natural corruption and all shapes of misuse. Sir Fazle Hasan Abed helps to begin the operation in a village called Shalla which is located in Sylhet. After its arrangement, BRAC was profoundly committed to developing rustic zones and the life of the destitute people. Within the last 50 years BRAC has done numerous exceptional works for the immature communities and rural advancement. As a nonprofit organization it worked in numerous divisions after 1972 with the mission of poverty alleviation.

BRAC states that it utilizes over 90,000 individuals, generally 70 percent of whom are women, which it comes to more than 126 million individuals with its services. The association is mostly self-funded through a number of social ventures that incorporate a dairy and nourishment extent, a chain of retail craftsmanship stores called Aarong, seed and Agro and chicken. BRAC has operations in 12 nations of the world. It also built up BRAC University to contribute within the field of higher instruction.

From the early stages of its advancement, the Human Resource Division (HRD) of BRAC has been working with an objective to maximize work fulfillment, upgrade straightforwardness and

guarantee procedural equity for all employees. As one of the world's biggest Development Organizations, BRAC contains a wide assortment of multifaceted advancement programs. An expansive number of qualified, potential and committed staff is required to achieve the organization's goal and to function these programs successfully. HRD should give broad exertion to guarantee that the staff are evaluated appropriately and are given due administrations and privileges in time. HRD tries to guarantee an environment where the staff are sustained and considered as outright assets. To this conclusion, HRD is committed to ensure the task of the right individuals within the right place at the proper time, to prosper human possibilities and give a better than average work environment.

2.3 Management Practices

BARC is an equitable organization and it is known for its employee's management and appropriate human resources management practices. In each division of BRAC, able to see the best HR hones and great management forms. Each department head, program lead, line directors, supervisors are continuously inviting with respect to any thought given by any junior representatives or indeed interns. It is observed that the BRAC International HRD unit used to maintain the best HR practice. They always try to follow employee friendly policy. They also have fair and ethical recruiting and selection process, well organized compensation management system and performance appraisal process.

2.3.1 Human Resource Planning of HRD

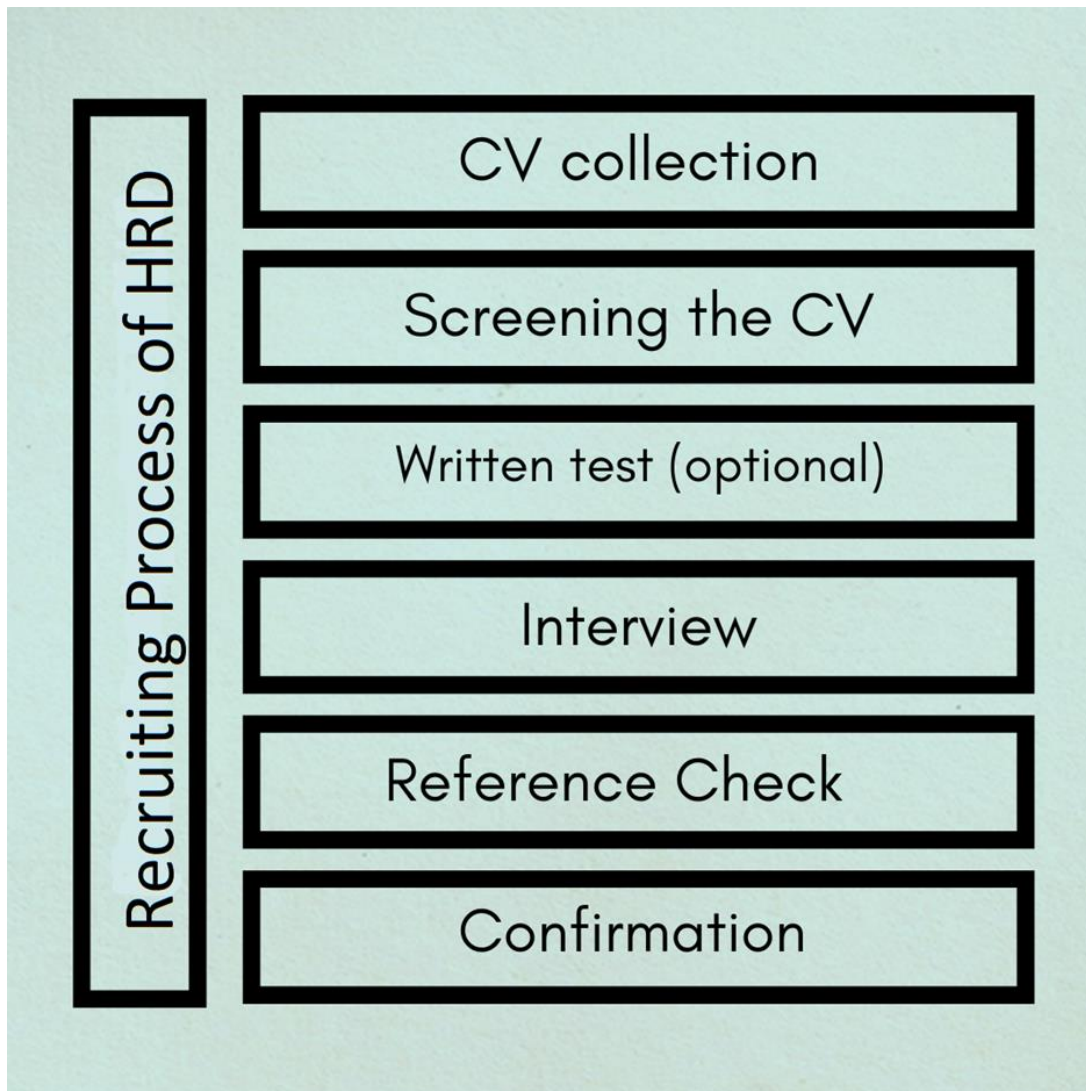
HRD's Human resources planning and strategies are one of the imperative devices that plays critical and imperative part in work fulfillment as well as inspiration of the employees in an organization. Typically utilized to perform the viable and fair-minded in all the portions of HRM for the employees.

The main task of BRAC HRD unit incorporates such openings as necessary training for their employees, their career advancement, execution administration and improvement, coaching, mentoring, progression arranging, key representative recognizable proof and organization advancement. From hiring activities the HR team recognizes the correct employees for each

part to programs that allow workers more ways to collaborate and communicate, the human resources division bolsters worker assurance and helps workers create a more profound commitment to the company and its objectives.

2.3.2 Recruitment and Selection

The HR unit of BRAC International carefully handles and maintains the whole recruitment and selection process. This unit also has to carry on their selection and recruitment procedure for the other nations especially for Uganda, Kenya, Tanzania, Ghana and Afghanistan. At first they open a job circular for a particular position within a limited time bound. Then the candidates started to submit their CVs based on the external and internal email. After downloading all the CVs it started sorting based on the given educational and experience criteria. After completing this procedure the short listed candidates are called for written test and viva. True talents and potentiality are more preferable than others reference. So here the recruitment and selection process are free from all kinds of bias and nepotism. This unit is always looking for a suitable and skilled candidate.



2.3.3 Training and Development

Training and development are the center portion of HR. It is a central quality of an organization to organize appropriate preparation and advancement programs for their workers. Training permits employees to secure new abilities, hone existing ones, perform way better, increment efficiency and be way better pioneers. Since a company is the entirety add up to what employees accomplish separately, organizations should do everything in their control to guarantee that employees perform at their crest. Few sorts of training and workshops used to be organized by BRAC International which are supportive supervision programs, focus bunch talk, workshops with an enormous management consultancy company and also certification courses like SCRUM, SCRUM, YP's preparing program joined with BISD and other divisions of BRAC.

2.3.4 Compensation & Benefits

BRAC International HRD provides an attractive amount of compensation and other facilities to their employees. HRD makes sure promotions and bonuses for the qualified employees. Besides every year employees get festive bonuses. BRAC International is also a flexible working organization. It permits a sufficient amount of leaves and besides it also allows two days home office in every week for all employees. The other additional benefits are transportation service, lunch and snacks, they have a high quality restaurant called “Shuruchi” where by using pin code employees get discounts on food, yearly picnic, recreation and subsidies. It also has child care facilities for their employees. On the other hand, besides field visits here employees also get the opportunities for traveling in many countries like Kenya, Uganda, Afghanistan, Philippine, Sera Lion and others. Its enterprise organization BRAC Bank also distributes car loan, home loan with the minimal rate of interest to the eligible employees. It also provides some educational facilities such as employees can take educational leaves any time and get 10 percent waiver from BRAC University.

2.4 Additional Facilities for Women Employees

The BRAC organization is successfully providing all kinds of necessary facilities for their women employees. This organization is completely bullying and harassment free, strongly focuses on gender equity and also discrimination and racism free. Compared to the other departments, the number of women employees is high in the HRD. Floor management, Senior HR Manager, Recruitment Specialist, Head of Finance, Communication Specialist in all these positions are played by skilled women employees. Besides ensuring necessary rights the HRD is also strongly focused on giving additional facilities for their women employees.

2.4.1 Daycare Center

One of the greatest advantages for the women employees of the BRAC International is there are facilities for daycare center. After becoming a mother most of the working women are bound to leave their job to take care of their children. To solve this problem BRAC provides daycare where employees' babies are taken care under experts and mothers can visit there anytime. Because of this advantages the women employees can work with relax and rate of leaving job of women employees are very less here.

2.4.2 Work Facilities for Disable Women

In Bangladesh it is very common to have a men employee in the work place but hiring a female disable employee is very rare. But BRAC International HRD is against this mentality. From the early record I found that the Senior HR manager called Dilara Zaman has physical disability but HRD never creates any kinds of issues with her disability. From hiring to promotion the whole journey for her was quite smooth. She was also selected for field visit and traveling to other countries for working purposes. Because the HRD believes that any kind of physical disabilities and lacking cannot obstruct any capable employee, it does not matter if it is a female or male.

2.4.3 Health Care for Mothers

Recently the BRAC International HRD is planning to have health insurance for women employees especially for pregnant or new mother employees. There will be few doctors who will consult them about their health, food habits, medicine and taking care of babies. Here mothers will also be able to take funds for their hospitalization and medicine.

2.4.4 Flexible Working Hour

HRD gives flexible working hours to their women employees which is really beneficial for them. Because after preparing foods and finishing all house activities it becomes quite difficult to come early every day for working mothers. From this perspective the HRD fixed a total of eight hours for working which is completely flexible.

2.4.5 Emergency Leave

One of the beneficial advantages is that in HRD the women employees can take emergency leave anytime and the authority is bound to give it. Issues like menstrual cramp, pregnancy sickness, and child's sickness in these kinds of situations a women employees are allowed to take emergency leave without going through any kinds of critical process or explanations. By simply talking to their boss they can take leave.

2.4.6 Safeguard Unit

The HRD also has a safeguard to ensure the safety of the women employees. The safeguard is included with emergency contract, complaint section and help line. If any women employees complain here the unit takes quick action. So the unit always gives all kinds of mental support to the women employees.

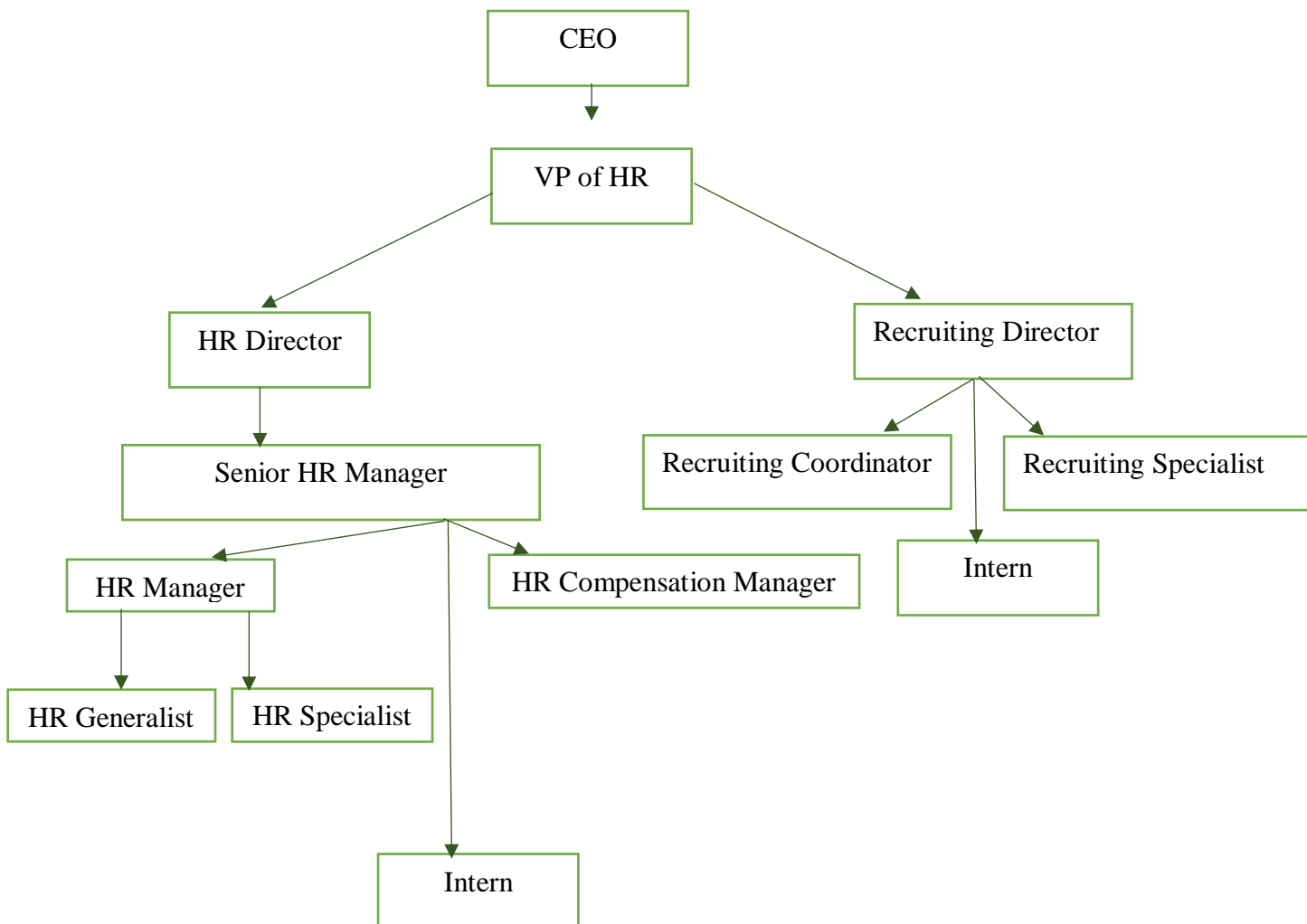
2.5 Marketing Practices

- **Marketing Strategy:** HRD unit post job ads on LinkedIn, website and official Facebook page, share their content on multiple channels, share jobs in relevant groups. For marketing strategy the website plays a valuable role because there is a specific menu bar called career opportunity. Here all kinds of job opportunities arrive and candidates can easily apply.
- **Target customers:** Mainly three groups of customers are considered as their target customers. They are senior managers, line managers and employees. Almost in the all job circular they search for these kinds of people.
- **Marketing Channels:** Digital marketing is the only source of marketing channels for the HRD unit. They post all kinds of job ads in BRAC's website, official Facebook page and in LinkedIn.
- **Development and competitive practices:** For the development of the HRD unit and also for making a strong position compared to the other competitors they are concerned about some specific terms. They are giving more focus on employee's coaching and mentoring, performance management and development and also in succession planning. Besides they also have some supportive programs like Advocacy and Human Rights Division, Administration and Special Projects, Public Affairs and Communications, Research and Evaluation Division, Internal audit and Monitoring.
- **Advertising and promotion strategies:** For promoting the department, the HRD unit is being more concerned in the advertising field. They are planning to build a network with other local businesses. BRAC is already connected with Standard Chartered Bank so the HRD unit is planning to advertise their job post with Standard Chartered as their sponsor. Also they are planning to post their job advertisement on twitter so that people can be more aware about the department and the jobs.

2.6 Operations Management

BRAC International HRD unit starts with the top position of CEO. The VP of HR supports the CEO to continue their task and management. Then the VP of HR is divided into two parts which are human resource director and recruiting director. These two parts are again divided into many units. These whole units work for recruiting and selection, training, maintaining workers records, conducting disciplinary activities and so on. On the other hand, here interns work as a help by doing CV sorting, making interview files and communicating with the candidates via phone and mail.

Organogram of BRAC International HRD



2.7 Industry and Competitive Analysis

With the help of SWOT analysis I will explain the industry and competitive analysis

- **Strengths:** The biggest strength of the HRD unit is it involved in recruiting and selection process. So the other units are also dependent on this unit. From hiring to firing, recruitment and selection, talent management and taking interviews these all important activities are nicely organized with the help of the HRD unit.
- **Weakness:** The whole management system of the HRD unit is really time consuming. To finally get a qualified candidate all the members of the unit need to go through many processes. Most of the time the HR employees need to work under pressure and have to attend many meetings and interview sessions. If somehow the unit is unable to get a suitable candidate then they have to re-open the job circular again and have to go through the whole recruitment process again.
- **Opportunities:** The employees of the HRD unit get more opportunities to travel in many countries like Netherland, Tanzania, Uganda, Kenya and so on for meeting purposes. On the other hand, this department plays a vulnerable role for grooming and training their employees. So any new joiner or regular employees achieve soft and core knowledge which helps to grow them in their professional life.
- **Threats:** It is observed that sometimes more skilled and experienced HR employees leave by getting more salaries in other companies or for handling their own business. This is the biggest for the whole unit.

2.8 Summary and Conclusion:

This particular chapter is about the organization part. Here all sorts of business practices of the HRD unit like marketing, management and operational practices, compensation benefits and industrial analysis is explained. BRAC International HRD is generally a recent title for all perspectives of managing individuals in an organization. Thus the department speaks to a wide based understanding of the issues of individuals and their management in an organizational setting for general improvement. Development in organization, competition, estimate of operation driven to the requirement for a skilled worker with the view to reach the organizational destinations. This comes about detailing approaches on HRD planning,

enrollment, determination, training, improvement, performance evaluation and compensation administration. Moreover, HRD plays an important role through their recruitment and selection process to find a skilled candidate who is fit and capable to implement their knowledge for the betterment of the organization.

2.9 Recommendations

In spite of the fact that I think BRAC HRD is already an idealized organization. I have exceptionally little information with respect to giving suggestions to this organization. But from the involvement of these three months, I can provide a few proposals where HRD may progress.

Maintaining a positive image:

The candidates who are disqualified from the selection process may have some negative impact for the organization. In that case the company may make an open connection with those individuals and clarify as to why they were not taken additionally where the candidates have gone. It too advances a positive picture towards the candidates.

Opportunities of career advancement:

The opportunities of career advancement must be communicated during the selection process so that candidates can get how to outline their career path with the organizations' arrangement and program. When organizations set a few career progression openings for the employees and it is communicated during the enlistment process, at that point the employee feels well, which makes them loyal, profitable and proficient.

Person-fit job:

HRD must take after person-job fit technique means selecting based on information and capacities to perform a specific work well without a lot of formal preparation. Because it increases the efficiency as well as decreases the cost.

Preparing position related questions:

They will prepare their questions in a way that must be relatable with the hiring position as well as the job.

Chapter 3: Project Part

3.1 Introduction

In Bangladesh the number of women employees is increasing rapidly. They are playing a valuable role in developing economic growth. There are many reputed organizations which are giving opportunities to women for working in high positions. But most of the time these women employees face gender discrimination, harassment, bullying and sometimes also deprived of rights. Many organizations are not conscious enough to ensure a healthy working environment for women. These are the reasons in Bangladesh the condition of women empowerment is not that strong compared to the other countries.

In terms of women rights and empowerment the BRAC International HRD can be an ideal role for all the organizations of Bangladesh. The HRD is very conscious of providing a healthy working environment for women. The unit is completely free from all kinds of harassment, bullying and gender discrimination. The number of women employees is also high in the unit. Besides providing the necessary rights, the unit is strongly focused to give all sorts of additional rights to the women employees. The unit thinks that these additional facilities will mentally satisfy them and will make them more productive and motivated to work. Here all the women employee are quite satisfied with the working environment and the additional facilities.

3.1.1 Background Information:

BRAC is an organization which is completely discrimination free. It believes in gender equity. Only because of the contribution of Sir Fazle Hasan Abed the organization turned into a gender equity organization. Sir Abed used to believe that the women of our country are one of the most important sources for increasing economic growth. Because there is a high number of women and if they get proper nurture and training then they can turn the country into a glorious success. That is why Sir Abed ensures the proper rights and extra nurture of women employees. He only did not work for Bangladeshi women, he also took this action for women in other poor countries. His main motive was to empower the women.

Sir Fazle Hasan Abed thought that sexual orientation correspondence will be the best commitment. We ought to think how BRAC can play a part in satisfying this commitment and how the issue of setting up correspondence can be fortified in our programs. BRAC works to combat viciousness against ladies. Presently it is pushing ahead and planning modern exercises within the development to set up balance. At BRAC proceed to battle against anything that stands within the way of women's improvement, holds ladies back, denies them of their rights and harms their self-esteem or self-respect. By appearing zero resistance towards any occurrence of badgering of ladies, it protects the dignity of ladies all over. The organization moreover keep in mind that giving ladies break even with openings isn't as it were their obligation as human creatures, finishing the hardship and persecution of ladies is required for the improvement of a sympathetic society.

The HRD is one of the reflections of this mission. From the early stage this department is more concerned and practicing the behavior of women empowerment. They never hesitate to give the proper rights to their female employees. From the beginning HRD is arranging a special training program and session for their women employees. The main motive for this training is women empowerment, concern about rights, raising voice in any kinds of violence. This is the reason the number of female workers are more in this unit from the beginning.

3.1.2 Objective

In Bangladesh, the practice of providing extra facilities and advantages to the women employees are not well followed. There are very well known organizations in Bangladesh which are also unaware about this practice. That's why in our country the number of women empowerment is very poor compared to other countries. In my perspective to change this scenario, at first the women employees need to be more focused and aware about their rights. They have to raise their voice in any kind of working violence, discrimination, harassment and bullying. Here the BRAC International HRD can be a pioneer role as it follows the practice of providing extra facilities and advantages to the women employees and also the other employees of BRAC are highly aware of it. So the main purpose of my report is to describe the wonderful job and valuable concern of the HRD unit that they are doing for their women employees. The bunch of additional facilities that they are providing is really helpful for the women corporate to peacefully continue their job. This type of practice satisfies their women employees and also attracts other women to be a part of this department.

i. Creating an anti-discrimination workplace

Providing of additional facilities to the women employee create an anti-discrimination environment in the workplace. When a woman employee starts to get extra facilities besides her common rights it means that the woman employees are also valuable in the organization. These kinds of activities prove that the organization is completely discrimination free and every gender employee is equally valuable for them.

ii. Motivated women employee in workplace

The benefits of additional facilities can easily attract any woman employees to the particular organization. Because in Bangladesh, providing extra facilities is not that common scenario. Here women have to struggle and face difficulties to get their proper rights. So the benefits of getting additional facilities attracts women to be a part of the organization as well as motivating them to the workplace.

iii. Increase the rate of women empowerment

In our country the rate of women empowerment is very low compared to other developed countries. The main reason behind this is the women employees did not get enough facilities and mental support from their workplace. Gender discrimination, harassment, and bullying used to be the common part of many organizations. Most of the female employees feel unsafe and sometimes also struggle to get promotion. These kinds of unethical behavior defeats many women employees in their workplace. That's why providing additional facilities can be one of the best solutions to remove these problems. By removing these sorts of obstacles HRD can help to increase the rate of women employees in Bangladesh.

iv. Ensure of safety

Nowadays safety is a great issue for female staff in their workplace. Because of lack of safety every year many women employees are bound to leave their job. In this perspective the HRD took a strong step for providing enough safety to their women staff. The unit organized a safeguarding committee to ensure the safety of the women employees. The safeguard is included with emergency contract, complaint section and help line. If any women employees

complain here the unit takes quick action. Overall this activity ensures a strong safety for their female staff and the rate of leaving the job of women employees is also very low.

v. Rise the economic growth

In Bangladesh the number of women is larger than men. When these large numbers of women will implement their skills and energy to the workplace then it will really help our country to earn economic profit. To raise the economic growth it is necessary to increase the number of women' employees in the workplace. For successfully doing this the practice of providing additional facilities can be a best option. Because this activity will encourage many women to be a part of outside activities.

3.1.3 Significance

Bangladesh is still unable to ensure a better and healthy working life for women employees. In many well-known organization, the women employees are facing gender discrimination, sexual harassment, bullying and molest. Even the women employees who used to work in a high position are also facing harassment and discrimination in some points of their working life. Even there are some organizations which are not willing to allow pregnancy allowance for their women employees. Women also face deprive from getting promotion, equal pay, racial discrimination, grooming gap, work-life imbalance, lack of child care support, exclusion from field visit and going abroad, being talked over and Sexual orientation inclination and segregation in interview board. That's why BRAC works and fights against all of these problems and ensures a quality environment for their female employees. In BRAC International HRD department there we can see a huge number of employees and most of them are included in high positions. Besides that they all are getting additional benefits like work from home any time for their personal issues, flexible work schedule, child care support and opportunities for field visit and going abroad for meeting or training purposes.

3.2 Methodology

Both primary and secondary data were used to conduct the report. An exploratory research has been conducted to analyze the impact of additional facilities for the women employees of the Human Resource Division unit of BRAC International. Through the help of exploratory research, the result has come out and we got to know the insight of the additional facilities for women employees that impacts BRAC HRD.

Primary Sources

- Direct Observation
- Practical experiences and observations
- Seminar and meeting
- Foreign women employees experience
- Visitor's opinion
- Q & A sessions with women employees who always experience the facilities
- Survey forms

Secondary Sources

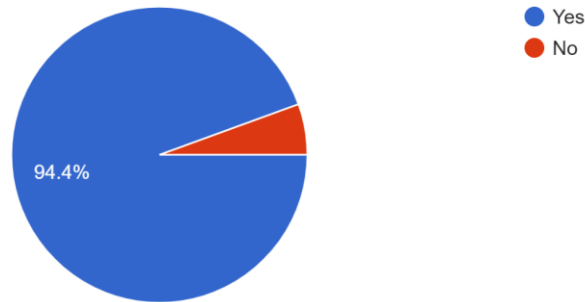
- Annual report of HRD
- Official job circular
- Website of BRAC
- Different journal & articles
- Published materials from BRAC like journal, magazine, books etc.
- The Internet

3.3 Findings and Analysis

BRAC International HRD unit is very much secretive regarding sharing their data and statics. Upon request the unit agreed to provide me their data. As my report is only based on the women employees of BRAC International HRD. So I collected the data only from the internal employees of BRAC International. Not any kinds of external sources and data are used here.

Are you satisfied with the HRD's additional facilities as being a women employee?

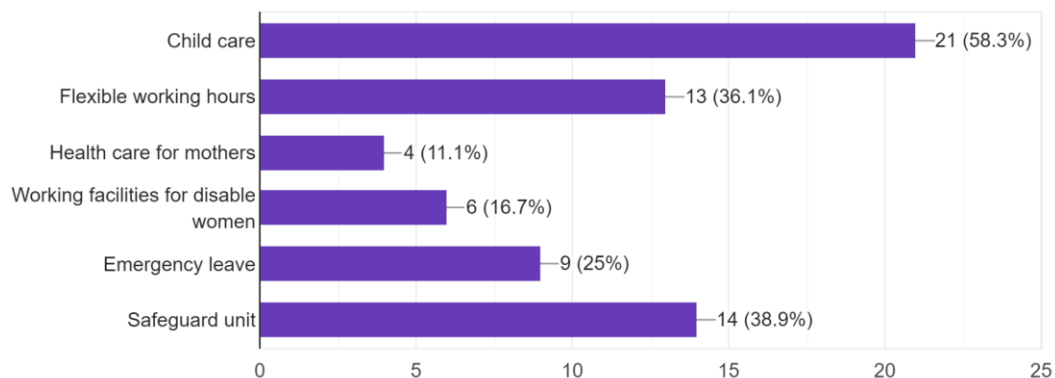
36 responses



From this above pie chart, we can see that almost all of the women employees are quite satisfied with the additional facilities that are provided by the HRD. They claimed that these additional facilities are really satisfying and makes their life easier compared to the other companies. There are very few women employees like 2% who are not quite happy with these facilities. Because in their opinion it could be more satisfying if the number of the facilities would increase.

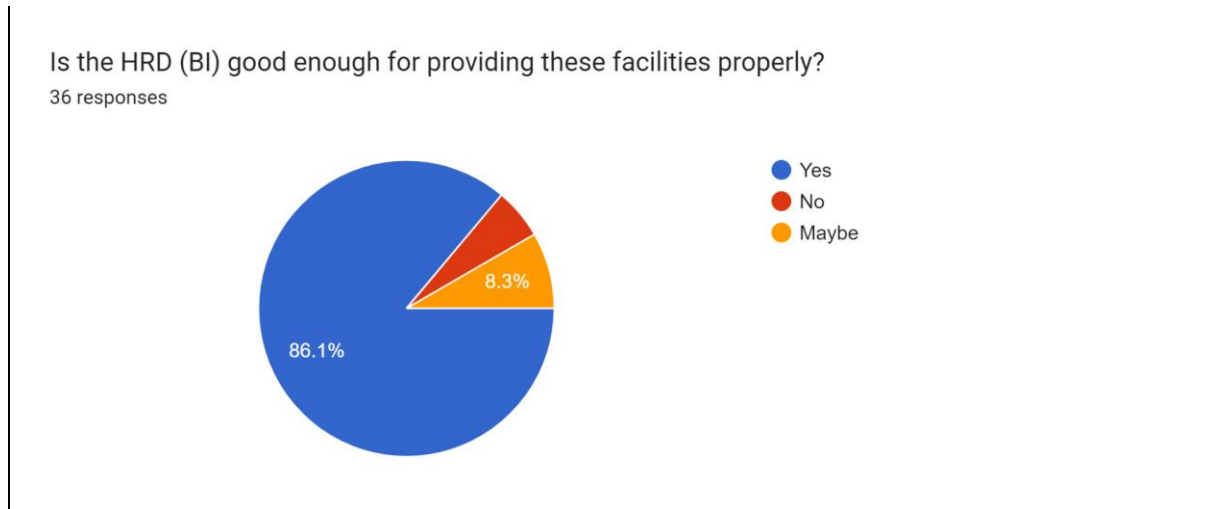
Which facility is the best according to your preference that is provided by HRD?

36 responses

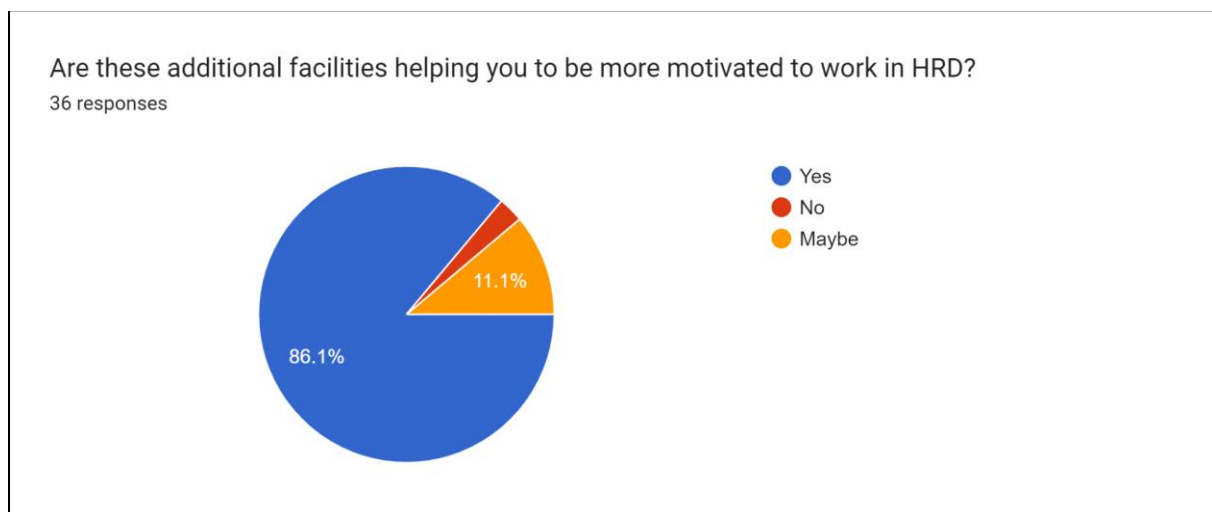


From this above figure it is quite clear that the advantages of child care are more preferable for the women employees. Because after becoming a mother it is a common scenario for a woman employee to take a long break from work. It happens only because of the uncertainty of how

to properly take care of their child. But BRAC solved this big problem by providing child care facilities. After that the safeguard unit took the second position according to the preference of the female workers because this always gives them mental support and strength. After that flexible working hours, emergency leave, working facilities for disable women and health care for mothers took the position serially.

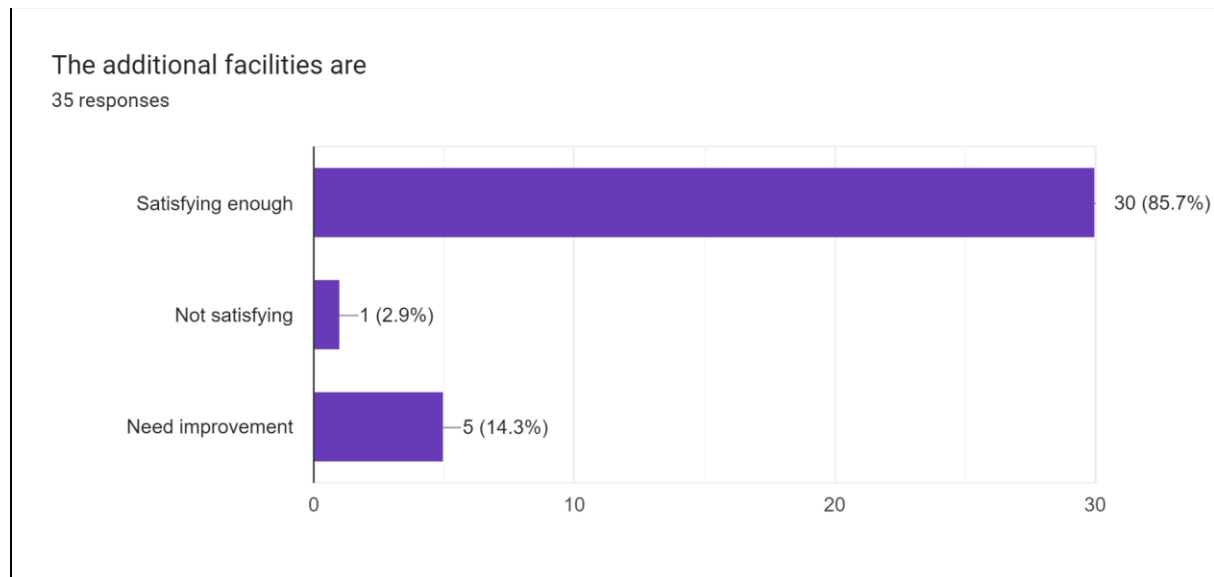


From the above pie chart it is very clear that the majority of the women employees agree that the HRD (BI) is good enough for successfully providing them these additional facilities. But only very few employees could not agree with them and the other 8.3% still have uncertainty about the ability of the HRD in terms of providing the facilities.



The main motive of providing these facilities is to motivate female employees to work in BRAC International HRD. So from the above pie chart it proved that the HRD is able to do

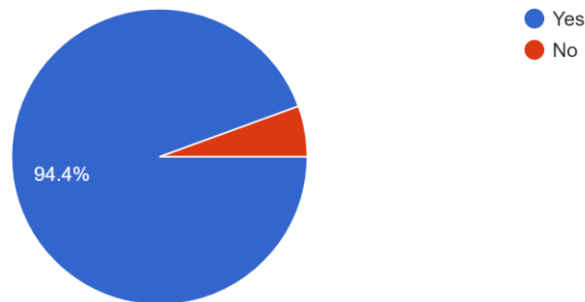
that. Most of the women employees of HRD claimed that now they are more focused and motivated because of providing facilities. It motivates them to concentrate more and to successfully do their job. Here almost 86.1% of employees agreed that these additional facilities motivate them. Another 11.1% are still confused about that and very few of them are totally disagree with them.



From the above figure we can notice that the providing facilities are actually doing well and it is quite satisfying according to women employees. The majority of the women employees which is almost 85.7% assert that the facilities are satisfying and good enough for them. But very few employees, like 2.9%, claimed the condition of the facilities are not satisfying at all and 14.3% of employees think that HRD needs to give more focus to improve these facilities.

Do you think the HRD (BI) is one of the best units for practicing these additional facilities?

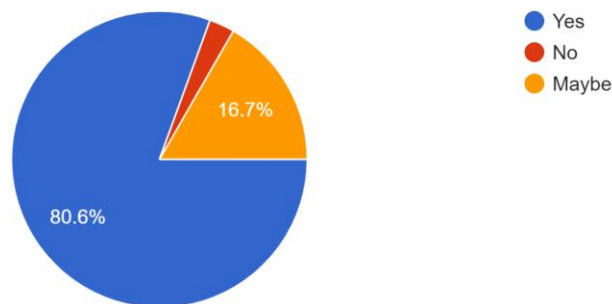
36 responses



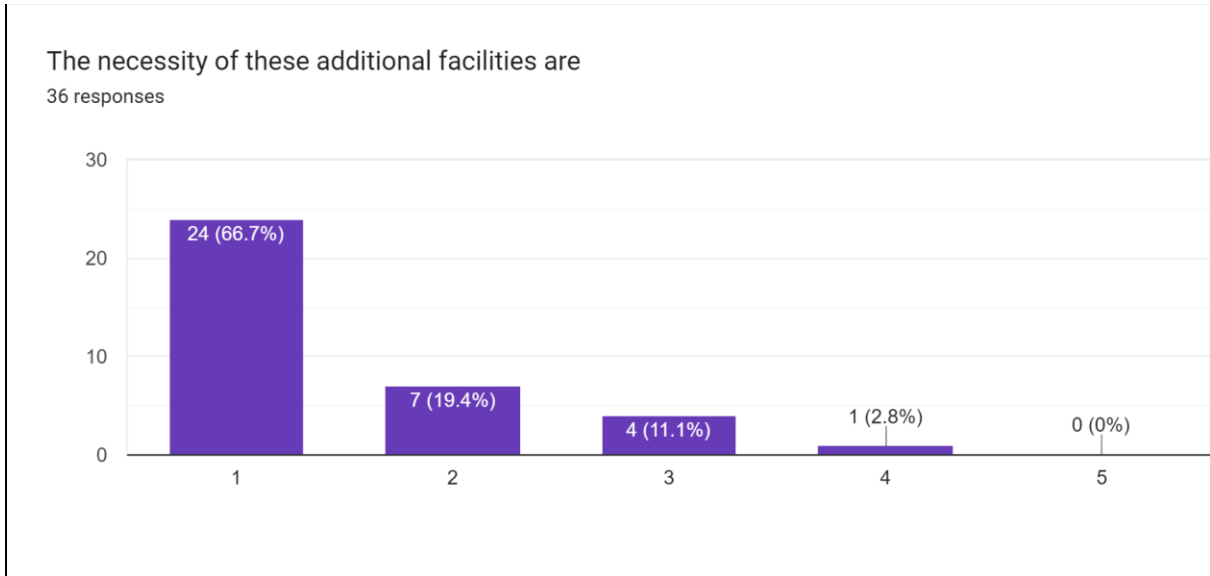
It is already mentioned that HRD is one of the best units to practice these sorts of additional facilities. So the majority of the employees, 94.4 % agreed that HRD (BI) is one of the best units for practicing these additional facilities. But very few employees showed the opposite reaction to it.

Will these additional facilities impress any women to be a part of HRD (BI) ?

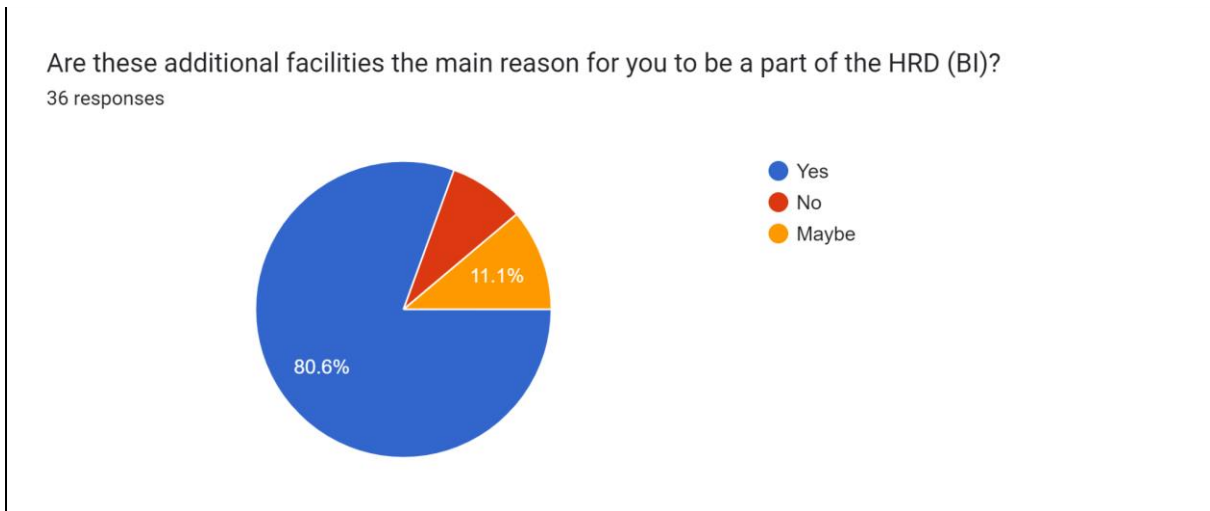
36 responses



HRD's most of the women employees are quite happy with the providing facilities. Here 80.6% of them think that these additional facilities will also impress other women staff to be a part of the HRD. On the other hand, 16.7% are not that much sure with this statement and very few employees are quietly disagree with this statement.

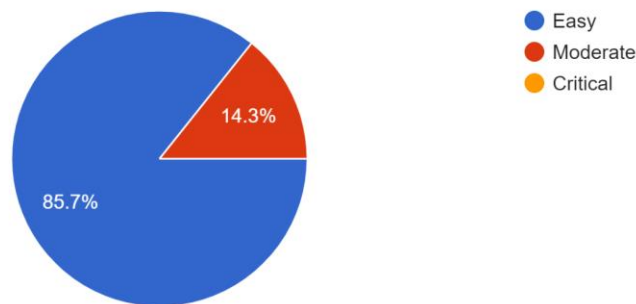


The graph shows the rating of the necessity for the additional facilities. The majority said that the need for these additional facilities is very high. Then a big portion claimed the demand is high and the other few showed a neutral reaction and very few go with low demand. But no one said that the necessary is very few.



From this above pie chart we can see that the majority of the women staff which is 80.6% agreed that they joined here because of the facilities of these additional facilities. Another few claimed that maybe this was a reason for them and very few straightly said no to this statement.

The process of getting these additional facilities are
35 responses



A large number of women staff clarify that the process of getting and using these facilities is easy. This above pie chart proves that. It shows that almost 85.7% of the employees claimed that it is easy. It is moderate for very few staff but no one feels that the process is critical.

After analyzing all the data, it is sure that HRD is actually good enough for providing all kinds of additional facilities to their women employees of BRAC International. Because most of the data show positive outcomes and in favor of HRD. So, here analysis says HRD is successful in terms of executing their duties towards women employees. Because of this, women employees are satisfied and motivated to work. The practicing behavior of these additional facilities of the HRD unit will create an impression and desire for women to work here. This HRD of BRAC International can also be a leading role for the other organizations of Bangladesh.

3.4 Recommendation

According to the collected data and the other surveys, it can be said that the HRD unit is successful in its activity. The women employees of this unit are quite satisfied with the performance of HRD. After receiving the feedback the unit also improved and tried to develop its activities in many sectors. HRD is a unit which needs to handle and organize many activities of other departments. So the unit has a high level of workload and every day passes a hectic day. Besides these heavy workloads the unit is also trying to do their best for the betterment of their women employees. By giving more focus in some particular areas the HRD can improve their activities.

Taking Opinions of Female Staff:

Before implementing any ideas they can take the opinion of every individual woman employee. The unit can share their ideas and need to take suggestions and opinions from the women employees. After sharing the idea the unit will be able to know that the idea will be really preferable or not for them, in which particular point the implemented ideas can be more improved. By taking opinion from the women staff, the unit can improve their ideas more.

Arranging a Meeting:

The unit also can arrange a meeting monthly once or twice where they will give the opportunity to speak up about the activities, try to know the needs of the employees, will take feedback from them and will ask for suggestions for the betterment of their work.

Doing a Survey:

The HRD unit can do surveys online. They can arrange a google form where they will try to get to know the satisfaction level of the employees, benefits of the facilities in their work life, where the unit needs to give more focus, the unit really good enough or not. The HRD unit can do better and be praised through arranging this kind of survey.

Moreover, HRD is one of the best and productive departments of BRAC International and it should work more to continue this legacy for women empowerment.

3.5 Conclusion

BRAC is always doing its best in terms of all kinds of activities. Its main focus is in women empowerment. This little reflection we can see in the HRD unit's activities. As a female intern I also benefited from these additional advantages. For me the flexible working hours makes my whole journey more comfortable and relaxing. On the other hand, this unit also concerned me about my basic rights and needs as a woman. The unit aware me when and how I need to take action and raise my voice against any kinds of injustice. I think as a couscous woman I must have to adopt this kind of behavior in my nature. Because besides my academic knowledge these sorts of knowledge will also create a good impact in my future job life. I am so glad to the whole HRD unit that they gave me an opportunity to be a part of their department and experience these additional facilities. Also HRD shows that besides focusing on organizational activities a good organization is also concerned about the betterment of their employees. HRD

is one of the most secretive departments in the organization as they are not always disclosable about their activities and employee data. I was not allowed to have access to all of the material as an intern. All of the information used in this report came from the annual report, magazine and my communication with other employees.

References:

Ahmed, R. (2013). Employee recruitment and selection procedures of NGOs in Bangladesh: a study on BRAC. *Asian Business Review*, 2(1), 24-30.

4. Appendix

Feedback questions collected from HRD

Are you satisfied with the HRD's additional facilities as being a women employee?

- Yes
- No

Which facility is the best according to your preference that is provided by HRD?

- Day care
- Flexible working hours
- Health care for mothers
- Working facilities for disable women
- Emergency leave
- Safeguard unit

Is the HRD (BI) good enough for providing these facilities properly?

- Yes
- No
- Maybe

Are these additional facilities helping you to be more motivated to work in HRD?

- Yes
- No
- Maybe

The additional facilities are

- Satisfying enough
- Not satisfying
- Need improvement

Do you think the HRD (BI) is one of the best units for practicing these additional facilities?

- Yes
- No

Will these additional facilities impress any women to be a part of HRD (BI)?

- Yes
- No
- Maybe

The necessity of these additional facilities are

- Very high
- High

- Neutral
- Low
- Very low

Rate the additional facilities (Linear scale)

Very high 1 2 3 4 5 Very low

Are these additional facilities the main reason for you to be a part of the HRD (BI)?

- Yes
- No
- Maybe

The process of getting these additional facilities are

- Easy
- Moderate
- Critical