

Report on
Human Resource Policies and Practices of Lakehead Grammar School

By
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An internship report submitted to
Brac Business School in partial fulfilment of the requirements for the degree of
Masters of Business Administration (MBA)

Brac Business school
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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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Letter of Transmittal

28th March, 2024

Dr. Md. Kausar Alam,

Assistant Professor,

Brac Business School.

Respected Sir,

I am pleased to submit the Internship Report in compliance with the course requirement and your instructions. The topic of the report is “Human Resource Policies and Practices of Lakehead Grammar School”. We would like you to know that working on this project has given me vast experience and knowledge about the topics related to the report, especially about how companies manage its employees in organizations and how they use Human Resource Policies in their advantage. As a teacher, I found making internship report on my working institution both interesting and challenging.

I hope you find this report satisfactory.

Sincerely yours,

Tasnia Taher Riya

Id: 21364101

Acknowledgment

I am really thankful to Dr. Md. Kausar Alam and Dr. Md. Mizanur Rahman, Academic Supervisor and Co-supervisor, BRAC Business School, for the freedom they gave me in choosing my report topic and their continuous guidance henceforth. Their guidance has been of extreme help to me. I am also thankful for all the times, I consulted my supervisor and he answered with the utmost patience and perseverance. Practical knowledge is fundamental for the application of theoretical intelligence. So, his guidelines for the report made it mandatory for me to seek learning in the work environment, which proved to be very gratifying.

I cordially thank my honorable teachers to provide me the opportunity to apply classroom learning in practice. There are always some differences between theories and practice. This report bridges the gap between them.

I am also thankful to Mrs. Fatema Tuz Zohora, Coordinator of Bangladesh Studies Department and my Section Head Roksana Begum for giving me their valuable time, guiding me during internship and answering all my queries so spontaneously. I got adequate support from them while learning my work as a Teacher.

Abstract

This report is structured according to the "HR Policies of Lakehead Grammar School". The first chapter comprises an introduction that provides an overview of the current HR practices being implemented in schools and colleges. It also outlines the specific objectives of the study, the methodologies employed in the research, and the limitations encountered during the report. The Second Chapter presents an overview of the school, presenting a theoretical understanding of Human Resource Management and its various components, along with a concise summary of HR Policy in a methodical manner. In the organization overview, I provided a concise summary of Lakehead Grammar School, including its profile and internal data. Chapter four provides comprehensive information on the school's HR policy, including details on recruitment, selection, and other HR procedures. In the fifth chapter, I have incorporated all the discoveries that I made throughout my investigation. In chapter six, I proposed many measures to address the existing difficulties and foster the development of organizational structure in the future. The following chapter includes a concise conclusion and bibliography. The chapter also provides the potential reference information.

The findings demonstrate that insufficient training of teachers, inadequate cooperation from school authorities, low job satisfaction, less job security, insufficient compensation and salaries, all hinder the ability of school instructors to fully utilize their skills and provide high-quality output. The research findings indicate that the current state of Human Resource practices in education institutions in Bangladesh is unsatisfactory. However, the school administrators are making diligent efforts to implement a HRM policy in their organization.

A training facility employing motivational approaches to improve the quality of education nationwide. Furthermore, additional issues pertaining to the teaching profession that were identified in this study must be addressed.

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Chapter One: Introduction

1.1 Student Information

Name: Tasnia Taher Riya

Id: 21364101

Program: Masters of Business Administration (MBA)

1.2 Internship Information

1.2.1 Period

I am working at Lakehead Grammar School as an employee since 23rd July, 2023. To complete my internship report, I have used my experience working over here as a **‘Teacher’**.

Company Name: Lakehead Grammar School, Dhanmondi Branch.

Department: Bangladesh Studies & Geography

Address: Dhanmondi, Rd no. 11/A, Dhaka-1205

1.2.2 Internship Company Supervisor’s Information

Currently I am working under the supervision of Ms. Fatema Tuz Zohra. She is working with Lakehead Grammar School since 2013. She is the coordinator of Bangladesh Studies & Geography Department and takes classes of class- 5 & 6.

1.2.3 Job Scope

There is much more to a teacher's duties than simply directing classes from the front of the room. A significant amount of time is dedicated to the behind-the-scenes tasks of organising and preparing classes, as well as providing additional assistance to students. Moreover, a proficient educator can exert a positive influence on the students, often acting as a catalyst for motivation and creativity.

Duties & Responsibilities as a Teacher

Beyond the confines of the classroom, teachers exert significant effort to ensure they assist pupils and cultivate a captivating educational setting. The responsibilities of an educator may vary slightly depending on the specific subject being taught, the academic level being instructed, and the type of educational setting.

However, my primary duties as a Teacher includes-

1. Developing and organising instructional materials and activities for lessons.
2. Promoting student engagement.
3. Conducting research and creating innovative educational resources.
4. Conducting research and applying innovative teaching techniques. Facilitating student tasks and documenting their achievements.
5. Evaluating the student's academic achievement and overseeing their progress during exams.
6. Organising periodic events to showcase the institution.

1.3 Internship Outcomes:

1.3.1 Student’s contribution to the company

The objective of Lakehead Grammar School is to enhance educational excellence throughout all aspects of our students' education by offering a conducive, constructive, and collaborative learning environment. We advocate for the dissemination of the power of optimism, and as such, we envision our students developing a profound comprehension of cultural and intercultural values, as well as fostering respect for different cultures. Lakehead Grammar School is a prestigious institution renowned for providing top-notch education. Their teacher and team are dedicated to provide education to all kids in a shared learning atmosphere. I got the opportunity to be a part of this non-profit organisation as an intern.

The objective of the study is to understand the Human Resources Policies of Lakehead Grammar School.

- The objective is to examine the recruiting, selection, and promotion policies of Lakehead Grammar School.
- The aim is to evaluate the human resource development policies and practices of Lakehead Grammar School.
- To identify issues pertaining to the functions, procedures, policies, and practices of HRD.
- To provide suggestions for resolving issues and facilitating future advancements.

1.3.2 Benefits to the student

I got the opportunity to accomplish my internship which also helps me to enhance my knowledge about teaching and about education industry. After finished my internship I have understood various aspect of teaching and education body like:

- Understanding the curriculum
- Making learning an engaging experience
- Acting as a role model
- Setting performance goals and tracking improvements
- Organizing school events
- Enhance Critical thinking skills

1.3.3 Difficulties during the internship

- During the process of compiling this report, encountering challenges in effectively communicating with the school's staff was evident, as a significant number of them shown hesitancy in providing responses.
- The school has a restriction on disclosing some data and information due to clear and valid grounds, despite their potential usefulness.
- The researcher was unable to allocate sufficient time to conduct a comprehensive investigation due to their commitments to their formal duties.
- There was a lack of study reports in the same field. Hence, the researcher was unable to conduct an in-depth study.

1.3.4 Recommendations

I have suggestions that pinpoint opportunities for enhancing the human resource management policies of Lakehead Grammar School.

1. The institution should have a comprehensive human resource planning strategy as the success or failure of organisations is greatly influenced by effective HR planning.
2. The organization's use of the OMR process is a very efficient instrument for filling potential vacancies. The internal circulars inside the group serve as a valuable tool for identifying the most suitable individual for a specific role.
3. The company's manager training programme is an effective method for developing potential future managers in preparation for potential future vacancies. The organisation should consistently adhere to this approach in order to cultivate an efficient and beneficial personnel. The selection tools and procedures employed in this programme have shown to be highly efficient. In order to adapt to the dynamic and competitive business environment, the organisation should embrace novel concepts and new employees to stimulate innovative approaches and enhance the overall competency of the workforce.
4. The HR Department should thoroughly investigate the issue of excessive time consumption in the process of contacting candidates after their responses. To regulate the number of candidates, the organisation should employ more precise and explicit language in the advertisement regarding the minimum educational degree, preferred universities, and other essential criteria used for the initial screening of applications.

5. Lakehead Grammar School has the opportunity to engage in job fairs to facilitate their recruitment efforts. A significant number of applications are rejected by organisations due to the publicity generated during job fairs. The organisation can enhance its reputation as a prospective employer by effectively engaging in job fairs.
6. The institution may choose for campus recruitment to attract recent graduates for entry-level positions. Additionally, the organisation could organise seminars at renowned business schools in the country. Additionally, the organisation should provide a convenient online CV-posting method, which is widely adopted and proven to be beneficial by leading educational institutions.
7. Prior to conducting a thorough evaluation of employees' performance within the organisation, it is imperative for the HR manager to define a set of criteria or benchmarks. It is evident that the HR manager must evaluate the performance of all employees in the organisation without displaying any type of discrimination.
8. The HR manager's primary responsibility is to set the organization's standard pay scale for staff members in order to lower the high employee turnover rate.

Chapter Two: Company Profile

2.1 Introduction

The institution where I completed my internship is named Lakehead Grammar School. I am currently employed as an instructor specializing in Bangladesh Studies and Geography since July 23, 2023. Jennifer Ahmed is the founder of the school. Between 2000 and 2015, she held the positions of founder, principal, and advisor at LGS. LGS has employed innovative and unique instructional approaches since its inception. The goal was to empower students to develop into introspective, astute individuals capable of pondering the essence of existence. Despite initially operating in a cozy setting with a limited number of teachers and pupils, the school rapidly thrived and expanded significantly. In 2010, Dr. Farzana Ahmed assumed the role of principal at LGS. Under the dynamic leadership of Principal Major Md. Zahidul Islam, the school is currently making rapid progress. As an educator, my position in this institution is crucial in guaranteeing the excellence of the school. My role extends beyond teaching classes and covering the material. I am also tasked with ensuring the provision of high-quality education that incorporates religious and ethical instruction. Although I am currently employed as a subject teacher, my keen interest in Human Resource Practices motivates me to gain knowledge about the Policies and Practices that LGS implements.

2.2 Organizational Overview



Dhanmondi Branch



Gulshan Branch

Lakehead Grammar was established in 2000. Jennifer Ahmed founded the school. She served as the Founder Principal and Advisor of LGS from 2000 to 2015. From the outset, the teaching strategies employed in LGS were distinctive and contemporary. The objective was to enable pupils to engage in introspection and contemplate the meaning of life.

The governance of LGS is entrusted to a Managing Committee consisting of 13 members, which includes representation from the Bangladesh Army. The Divisional Commissioner, Dhaka, serves as the chairperson of the committee.

Under the dynamic leadership of Principal Major Md. Zahidul Islam, the school is making rapid progress. Lakehead is specifically intended to foster holistic development in children. It provides an

environment that fosters the development of socially responsible global citizens through the implementation of a comprehensive curriculum. It accommodates learners with varying abilities, interests, and backgrounds.

2.3 Vision

Lakehead Grammar School aspires to give its students an outstanding education with a focus on moral principles, inquiry-based learning, academic challenges of an international caliber, and outstanding performance. Our goal is to enable pupils to think critically and consider the meaning of life.

Mission

The mission of LGS is the creation and development of youngsters who are full of spiritual qualities, extremely intelligent, articulate, and humble.

2.4 Organization's Profile

Name of the Institute	Lakehead Grammar School
Genesis	LGS is governed by a 13-member Managing Committee including representatives from Bangladesh Army. The committee is chaired by the Divisional Commissioner, Dhaka.
Tagline	Together we strive to be better.
School Code	900121
Started in	2000
Phone Number	+8802222282741
Admission Office	Road: 135, House: SEB-6, Gulshan 1, Dhaka, Bangladesh. Road: 11/A, Dhanmondi, Dhaka, Bangladesh.
Website	https://lakeheadgrammar.info/
Email	admin_gb@lakeheadgrammar.info

Why Lakehead Grammar School?

- The institution is funded independently and is not influenced by political or smoking-related factors.
- Each section consists of approximately 20-25 students.
- A classroom that is equipped with high-quality furniture for students.

- Both Bangla and English are used as mediums of instruction.
- Availability of an extensive library and updated computer lab.
- Upgraded scientific laboratory.
- Fulfilment of lessons during scheduled class hours.
- The majority of teachers have received training in the Creative Questions Method, which includes a small number of Master Trainers and Board Examiners.
- Buildings equipped with comprehensive air conditioning systems.
- SMS service designed for tracking student attendance and delivering important notices.
- Automation and dynamic website facilitate the smooth execution of official tasks, account management, and examination activities.
- Meritorious and economically disadvantaged students are eligible for a partial or whole exemption from tuition fees.
- Students with relatively lower academic performance receive extensive support to improve their results.
- Regular study tours are organised.
- Commemoration of the yearly sports, literature, cultural, and sports week.

2.5 Management Practices

Human Resources Management is an integral part of the broader management of a business. It encompasses the development, execution, and improvement of policies in complex aspects of organizational functioning, such as recruitment, selection, training, compensation, labor relations, and occupational health and safety. To accomplish the predetermined objectives of an organization with optimal efficiency and effectiveness.

Introducing Human Resource Management principles and practices in educational institutions would enhance operational efficiency and create fresh prospects. We support the implementation of this research to evaluate the feasibility of implementing a Human Resource Management policy in educational institutions in Bangladesh. Education involves a diverse array of experiences through which individuals acquire information and skills. It functions as the essential underpinning or basis of a nation. Education is vital for achieving advancement and affluence, whether it pertains to business entities, collectives, or individuals' personal spheres. It functions as an essential form of human capital, playing a pivotal role in improving productivity and promoting economic progress. The primary objective of education systems is to provide pedagogy and training, mostly targeting individuals in their childhood or youth. The education system can

occasionally be employed to propagate policy or ideas, alongside the transmission of knowledge. This method is frequently known as social engineering. This has the capacity to lead to political manipulation of the system, particularly under totalitarian states and governments. Teacher productivity encompasses the proficient and successful imparting of education to students through instructional methods. School instructors play a crucial role in advancing civilization by delivering essential education to society. If teachers initiate the delivery of exemplary teaching, the entire nation will initiate the acquisition of top-notch education. If teachers do not make aggressive efforts, there will be a noticeable decrease in the quality of instruction. Hence, the guidance imparted by educators in schools is of paramount importance in a nation's educational framework. Hence, it is imperative for a nation to provide foremost importance to fostering the teachers' community. The term school is used to refer to all educational institutions having the following characteristics:

- One or more educators to provide guidance;
- A designated administrator;
- Situated within one or many structures;
- Students who have already registered or students who plan to register in the future.

2.6 HR Policy Practices of Lakehead Grammar School

Employment:

In case of employment, Lakehead Grammar School has their own organizational policy which they follow very systematically. A short form of description of this process has been given below:

Recruitment:

Recruitment is the systematic process of recognising the need for hiring a new employee inside an organisation, up until the moment when application forms for the position have been received by the organisation. It involves the identification of the capabilities and skills of candidates for current or future job openings within an organisation. It effectively connects those who are employed with individuals who are actively looking for employment. They are:

- Internal Recruitment
- External Recruitment.

- Internal source:
 - Lakehead Grammar School believes that existing staff members represent a significant pool of potential candidates for all posts except those at the lowest level. Internal candidates, whether for promotions or 'Lateral' job transfers, possess extensive knowledge of both the informal organization and the official regulations and processes.
 - The HR departments are responsible for disseminating information about internal job openings to employees through job placement campaigns. These programmes inform employees about the available roles and the necessary qualifications, and encourage eligible employees to submit their applications. The announcements are frequently exhibited on the bulletin boards of the School. Qualifications and other pertinent information are frequently obtained from the job analysis data.
 - The primary objective of job postings is to motivate employees to pursue promotions and transfers, thereby assisting the HR department in filling internal vacancies and fulfilling employees' personal goals. Not all job vacancies are advertised. In addition to entry-level roles, senior management and top-level positions might be filled based on merit or through external recruitment. Job postings are typically prevalent for opportunities at the lowest echelons of clerical, technical, and supervisory roles.
 - To recruit a teacher Lakehead Grammar School go through the external recruitment system.

- External source:

If there are no suitable candidates available within the organisation, the HR department of Glory School & College is required to seek external applicants to fill the job opportunity. Below, we will explore all the external sources of recruiting.

 Employee referrals:

Employees have the ability to direct job seekers to the HR department. Employee recommendations offer numerous benefits. Employees possessing rare job skills may be acquainted with others who perform similar tasks. Employee recommendations are a highly effective and lawful method of recruitment. However, they have a tendency to perpetuate the existing composition of the workforce in terms of salary, religion, gender, and other attributes, which could potentially result in allegations of discrimination.

Advertising:

Those who are interested in the job are given information on how to apply, as well as information about the business and the advantages of the position. The most common type of employment advertising for highly specialised requirements is through advertisements posted in reputable publications or internet platforms such as bdjobs.com.

Selection

Selection refers to the series of procedures used to identify and choose a qualified candidate from a pool of candidates to fill a specific position. The primary goal of a selection procedure is to ascertain whether an applicant possesses the necessary qualifications for a particular position, and thereafter select the applicant who is most likely to excel in that role..

The following are the necessary steps generally involved in the selection process of Lakehead Grammar School. These are:

- Preliminary Interview
- Written Test
- Employment Interview
- Demo Class
- Final Selection

Preliminary Interview:

It is the initial stage in the selection process that follows the receipt and examination of the application forms. The objective of this interview format is to eliminate individuals who are unsuitable and lacking the necessary qualifications for an educational institution.

Written Test:

Upon identifying the candidates through the preliminary interview, our subsequent course of action is to provide them with the opportunity to take a written examination. The test is administered to candidates to assess their proficiency in specific subjects relevant to their desired teaching field.

Employment Interview:

Following the written test, the next stage is to conduct an interview, which is crucial for selecting a suitable employee for the organisation. This step mostly focuses on job-related questions and is reserved for candidates who have passed the written test exam.

Demo Class:

Selected applicants from the employment interview should undergo a training programme to demonstrate their suitability for the organisation and their ability to perform the assigned tasks effectively.

Final Selection:

If an applicant successfully overcomes all the difficulties in the selection process, the organisation deems them as selected. A letter of appointment is issued to the individual, explicitly stating the terms of their appointment and the corresponding salary ranges. The basic responsibility of an HR manager is to acquaint themselves with the organisation.

2.7 Human Resource Development of Lakehead Grammar School:

Organizations primarily rely on one resource more than any other resource. Human resources play a crucial and essential role in the development, growth, sustainability, and functioning of a business. It serves as a form of social capital for the development of an organization. It serves as a reservoir of capability, expertise, proficiency, understanding, mindset, aptitude, effectiveness, potential, values, and decision-making authority to accomplish strategic goals and objectives. Therefore, Human Resource is regarded as a vital asset and source of strength for any firm.

The components encompassed in this are Human Resource planning, job analysis, job design, acquisition, training and development, performance appraisal, compensation, benefits and rewards, job evaluation, counseling, and employee participation in the management process. It encompasses all managerial choices, policies, and practices that directly impact human resources.

Training and Development:

Training is the systematic acquisition of knowledge and skills through a series of structured activities. It is the practical utilization of acquired knowledge. It provides individuals with an understanding of the regulations and protocols that govern their actions. It aims to enhance their performance in their current role or equip them for a desired position. Development is an interconnected and interdependent process. It encompasses not just activities that enhance professional performance, but also those that foster personal growth, aid individuals in their journey towards maturity, and enable the realization of their full potential, resulting in the development of not just competent employees, but also well-rounded individuals. From an organizational perspective, the purpose is to provide individuals with the necessary skills and knowledge to advance in their careers and take on more significant roles and responsibilities. So the training is provided in two ways. They are:

- On the job training
- Off the job training

On the job training:

On the job training is a training that shows the employee how to perform the job and allows him or her to do it under the trainer's supervision.

- **Class Room Training:** Typically, on-the-job training is provided by an experienced employee or an instructor. The employee is instructed in the proper execution of the work and given the opportunity to carry it out while being closely monitored by the trainer. Due to the organization's policy, this training is compulsory and conducted in a classroom setting.

Off the job training:

Off the job training is training in which employees are given training at a site away from the actual work environment. It often utilizes lectures, case studies, role playing, simulation, etc.

- **Training with a trainer:** We provide training to the employee with another experienced teacher how to create a developed class lecture and how to develop the teaching method.
- **Government Training:** The government has implemented many training programmes for teachers to enhance their teaching abilities. Our organisation provides us with the opportunity to participate in these programmes, enabling us to cultivate a high level of professional expertise in teaching.

In Lakehead Grammar School on the job training is mostly used but when it is necessary then off the job training is provided by a senior lecturer or a highly experienced within the organization.

Employee Relation:

Employee Relations encompasses the activities and efforts aimed at fostering and managing positive connections between employers and employees, which in turn enhance productivity, motivation, and morale. Employee Relations primarily focuses on the prevention and resolution of work-related issues that include or impact individuals.

Supervisors are given guidance on rectifying subpar performance and employee misbehavior. While dealing with such situations, it is important to take into account progressive discipline as well as statutory and other obligations while implementing



disciplinary measures and addressing employee complaints and appeals. Employees are provided with information to enhance their comprehension of management's objectives and policies. Employees are given information to help them rectify subpar performance, misconduct both on and off duty, and personal matters that impact their work environment. Employees are advised about applicable regulations, legislation, and negotiating agreements. Employees are informed about their rights to address grievances and appeals, as well as protections against discrimination and retaliation for reporting misconduct. The organization provides items to its staff.

Safety and Health:

The Occupational Safety and Health Act ensures the safety and well-being of workers by promoting and maintaining safe working conditions. It is both a moral and obligatory responsibility for a business to provide its employees with a suitable working environment. In an organization employee safety and health program are normally under the control of human resource department. Management is legally obligated to guarantee that the workplace is devoid of unnecessary hazards and that the conditions around the workplace do not pose a risk to the physical and emotional well-being of employees.

Program for facilitating communication:

Implementing effective communication initiatives within the firm is crucial for HRM to ensure that employees are well-informed about their surroundings and have a platform to express their frustrations. When effective communication programs are in place, organizations experience advantages.

Effective communication activities do not occur spontaneously, but rather develop via deliberate planning, execution, and assessment. HRM communications possess the capacity to instigate numerous beneficial transformations within a company. The process, regardless of its nature, should prioritize the task of keeping employees well-informed, thereby creating an opportunity to improve employee satisfaction.

Working Time:

Working time for Lakehead Grammar School is 5 working days in a week. Each of the employees gets government holiday.

Attendance:

Each employee will ensure attendance through attendance book. They should write entry and exist time on attendance book. It will be checked by the authorized person.



□ **Working Hours:**

In Lakehead Grammar School working hour is normally 7.30 am to 2.30 pm from Sunday to Thursday. But in emergency development activities case each person need to their work much more than the working hours.

□ **Dress Code:**

Teachers are not required to adhere to a dress code. However, employees at Lakehead Grammar School should select suitable attire for the workplace that aligns with their professional performance.

Only security guards are required to adhere to the designated dress code.

□ **Leave of office during the office time:**

Without obtaining previous legitimate permission from the competent authorities, no employee is permitted to leave the office premises during working hours. Each employee should maintain a mobility register to document any office-related activities conducted outside of the office premises.

□ **Leave and leave related regulations:**

The accrual of leave will commence from the employee's date of employment and can only be utilised once their employment is officially confirmed. Leave will not be provided during the probationary period. However, in the event of an emergency, casual and medical leave may be granted. Prior to taking a leave, employees are required to obtain consent from their respective department head. The department head has the authority to decrease the amount of leave granted to an employee following a conversation. Every leave application must be submitted to both the personal file and administrative department. Discretionary benefits refer to perks that are provided by the organisation to its employees depending on judgement.

Benefits include:

- Protection programs
- Pay for time not worked
- Other services

Department head will consider the following matter prior to approving the leave:

- It is not permissible to take casual leave for a period longer than three consecutive days.
- Medical leave will only be approved if the leave application is accompanied by a



prescription or certificate from a licenced physician. This leave will be regarded as earned leave.

- It is not possible to combine two different types of leave.

Reward and Compensation Practice in Lakehead Grammar School

The reward and compensation benefits offered by Lakehead Grammar School to its employees can be categorized into two distinct parts: Intrinsic versus extrinsic rewards and financial versus nonfinancial rewards.

The primary inherent incentives that staff at Glory School & College appreciate are pay restructuring, Eid or traditional bonuses. The direct money return is the primary incentive. Typically, employees receive those prizes as part of their job.

Extrinsic rewards are tools used by organizations to retain high-performing personnel and motivate them to fully utilize their abilities. These awards can be either financial or non-financial in nature.

Non-financial rewards encompass a range of benefits and amenities provided to employees by the organization. Their shared characteristic is that they do not contribute to the employees' financial status, but instead focus on enhancing the appeal of the work environment. Lakehead Grammar School provided highly appealing non-monetary incentives, which might involve a one-time financial bonus or salary increase.

Employee Benefits Practice in Lakehead Grammar School

Employee perks and services, previously referred to as fringe benefits, encompass non-monetary compensations provided to employees in addition to their regular salary.

Organizations have a social responsibility to ensure the well-being of their employees and their dependents, in addition to providing them with fair and sufficient compensation for their work efforts.

Employees benefits are usually inherent components of the non-compensation system are made available to employees that provide:

- Protection in case of health & accident
- Income upon retirement & termination

These benefits are components that contribute to the welfare of the employee by filling some kind of demand.



Bonus: Lakehead Grammar School has a very attractive bonus for its employees. Every employee receives a bonus for two Eid celebrations, equivalent to half of their base income.

Performance Appraisal in Lakehead Grammar School:

Lakehead Grammar School does not view Performance Appraisal as a means of punishment. The purpose of this activity is to evaluate the teachers' performance throughout the course of the year and gain a general understanding of their abilities. Lakehead Grammar School employs a combination of official and informal methods to conduct performance evaluations. Performance appraisal is utilised to enhance staff efficiency by attaining individual targets that contribute to the overall performance of the university. Enhancing staff development to increase the organization's skill and capability.

Formal

Lakehead Grammar School utilizes written instruments or paper for several purposes. The teacher evaluation form is a performance appraisal method used by organizations to assess the work of teachers. The school often assesses the professors' lecture plan, instructional techniques, and their promptness and dedication. Each employee is assessed based on their performance and the department they are responsible for.

Informal

Occasionally, Lakehead Grammar School employs an informal method of evaluating its personnel. Each superior provides oral information regarding their subordinates. The management implements Performance Appraisal based on the information provided by the superior.

System of Performance Appraisal of Lakehead Grammar School:

Lakehead Grammar School authority sends their performance appraisal form to the principal of the college and he sends it to the different department and then to the class rooms to evaluate the teachers.

- The Research Papering officer measures each teacher's performance like lecture outline, teaching methods and their punctuality and sincerity.
- Then the Research papering officer summarizes the whole performance of that teacher. He identifies teacher's strengths and weakness.
- The Research Papering officer submitted the Research Paper to the Principal, who then forwarded it to the Chairman. Subsequently, an evaluation Research Paper was



officially distributed to the teachers, who are obligated to provide an explanation for the summarised outcome. Furthermore, their research makes them top candidates for the upcoming teaching opportunity.

Apart from these, in short, the following most common policies are maintaining by Lakehead Grammar School:

- Salary Policy
- Provident Fund Policy
- Rules & Regulation Policy
- Leave Policy
- Promotion Policy
- Increment Policy
- Financial Authority Policy
- Grievance Policy
- Disciplinary Actions Policy



Chapter-3: Project Part

3.1.1 Literature Review

Historical Background of HRM:

Human Resource Management include the activities involved in recruiting, developing, evaluating, and remunerating employees, as well as addressing their labor relations, health and safety, and equity issues. Human Resource Management encompasses the activities that assist managers in the recruitment, selection, training, and development of personnel for a business. Human resource management has changed in name various times throughout history. The name change was mainly due to the change in social and economic activities throughout history.

- **Industrial Welfare**

- Industrial welfare arose as the first expression of human resource management (HRM). The 1833 factories act required the inclusion of male industrial inspectors. In 1878, legislation was passed to create limits for the working hours of children and women, imposing a maximum limit of 60 hours per week. Trade unions originated during this era. The first trade union congress occurred in 1868. This signaled the beginning of collective bargaining. In 1913, Seebohm Rowntree organized a symposium in response to the notable rise in the quantity of industrial welfare workers. The social workers association experienced a metamorphosis and was subsequently rebranded as the Chartered Institute of Personnel and Development.

- **Recruitment and Selection**

- The initiation of Mary Wood's involvement in engaging females occurred when she was requested to do so during the First World War. During the First World War, there was a notable rise in personnel development as a result of government programs aimed at promoting optimal utilization of human resources. By 1916, it was mandatory to employ a social worker in explosive plants and strongly recommended in munitions companies. Extensive efforts were undertaken by the military forces in this domain. The military prioritized the assessment of aptitude and intelligence quotient (IQ), as well as conducting research on other aspects of human performance in the workplace. The national institute of psychologists was founded in 1921 and subsequently released findings from research conducted on selection exams, interviewing tactics, and training methods.



- **Acquisition of other Personnel Activities**

In World War II, the main focus was on the recruitment and selection of personnel, which was then followed by training. In addition, endeavors were undertaken to boost morale and motivation, maintain discipline, assure health and safety, encourage collaborative decision-making, and set policies about wages. As a result, it was imperative to establish a personnel department equipped with proficient employees.

- **Industrial Relations**

The disagreement led to an increase in the prevalence of consultations between management and the workers. As a result, personnel departments were responsible for the organization and administration of it. The focus has changed to prioritize health and safety, which now requires the participation of specialists in this area. The acknowledgment of the need for experts in managing industrial relations resulted in the personnel manager taking on the responsibility of representing the organization in discussions with trade unions and shop stewards. The field of industrial relations was of great significance during the 1970s. The heightened climate during this period underscored the importance of a specialist role in negotiating industrial relations. The personnel manager had the authority to participate in talks over remuneration and other issues of collective importance.

- **Legislation**

During the 1970s, there was a rise in employment legislation, leading to the personnel function assuming the responsibility of a specialized advisor. Their purpose was to ensure that managers complied with the law and to prevent cases from being brought to industrial tribunals.

- **Flexibility and Diversity**

- In the 1990s, employers increasingly favored flexible work arrangements due to the growing prevalence of part-time and temporary contracts, as well as the emergence of remote work. The workforce and work patterns are becoming more diverse, making traditional recruitment methods inefficient. In the year 2000, there was a rise in internet usage, resulting in a shift towards a 24/7 culture. This resulted in the introduction of novel employment prospects in the realm of e-commerce, concomitantly leading to job



reductions in well-established industries like traditional retail. As a result, employees' ability to telecommute increased. Organizations must implement a methodical and well-planned approach to tackle the difficulties presented by these breakthroughs. The role of HRM managers will adapt in accordance with changes. Information technology (IT) is involved in several human resource management (HRM) systems, including e-recruitment, online candidate evaluation, online training plan formulation, psychometric training, payroll systems, employment data management, recruitment administration, reference checks, and pre-employment checks. Information technology (IT) aids HR managers in assigning routine tasks, so enabling them to dedicate more time to addressing complex issues.

- **Policy:**

A policy is an official declaration of a fundamental concept or regulation that individuals within an organization are obligated to adhere to. Every policy pertains to a significant matter that is crucial to the organization's mission or operations. Policies are formulated as explicit declarations or regulations.

Human Resource Policy:

Human resource policies are established protocols that outline an organization's intended strategy to managing its workforce. They provide explicit instructions to HR managers regarding employment matters and articulate the organization's objectives in numerous parts of Human Resource management, including recruiting, promotion, compensation, training, and selection. Consequently, they function as a benchmark when formulating human resources management strategies or when making determinations regarding an organization's personnel.

Why policies are important?

Policies serve several important aspects:

- Establish and convey the core principles and anticipated standards for conducting operations inside your organisation.
- Ensure the organization's adherence to legislation and safeguard against employment claims.
- Establish and execute optimal methodologies suitable for the organisation.
- Advocate for the implementation of uniform standards in the treatment of employees, ensuring fairness and openness in all processes.



- Assist management in making decisions that are coherent, standardised, and foreseeable.
- Safeguard individuals and the organisation from the influence of prioritising speed and convenience.

Steps in Policy Development:

A several number of steps has been involved in case of Organizational Policy Development. The possible steps are as follows:

Role of the board of directors in HR policy development

Boards can fulfill many functions in the creation of HR policies. It is beneficial for the board to explicitly establish their desired level of involvement in policy formulation, whether it be actively shaping the content or only participating in the approval process. They may determine that only certain key policies necessitate their evaluation, while other policies can be authorized and overseen by the executive director. Alternatively, a board has the option to establish an HR committee for the purpose of drafting policies and procedures. The board has the option to establish a certain timeframe for the evaluation of HR policy, or they can assign this duty to someone else.

If your company establishes a policy regarding the creation, evaluation, and revision of organizational policies, the responsibilities of the board might be delineated within it.

3.1.2 Objective of the Study

There are some purposes of preparing this report which helps me to learn a lot of things.

Some are given below-

1. to gain understanding of the connection between theoretical concepts and real-world applications
2. To know the HRM policies followed in Lakehead Grammar School.
3. To identify the various avenues for improving the HRM policies of Lakehead Grammar School.
4. Suggesting strategies to improve the HRM policies of Lakehead Grammar School.
5. To fulfil the Academic requirement.

3.2 Methodology of the Study

Both internal and external sources were used to gather the data that is included in the report.

Primary data can be combined with external data to form an internal section that reflects secondary



data. Many events that have occurred in the last few months have been helpful in preparing the report. Sometime I have collected few information orally which can be gathered only through personal experience.

Source of Data

To make the report more meaningful and presentable, I have collected two sources of data and information-

1. Primary Sources: Interview, Observations and work experience as a Teacher and suggestions of my coordinator in different aspects.
2. Secondary sources: Internet, annual report, newsletters have been used to collect other information for completion of the report.

3.3 Summary and Conclusions

The globalization of education is on the rise. The progress of the education system relies on the availability of qualified teachers. Teaching is a highly esteemed job that is regarded favorably in comparison to many other areas of the public sector due to its compassionate nature.

Without adopting a proactive approach towards the growing practices of Human Resources Management policy, we will not be able to drive change, but instead, we will be inundated by the changes. The HR department has a vital role in the recruiting, training, and management of personnel to optimise the performance of both individuals and the business, ensuring a high level of satisfaction.

Many educational institutions organize refresher courses and provide opportunities for individuals to contribute to the learning and training process, which is a fundamental aspect of their operations. The school administration recognizes the importance of utilizing contemporary interactive methods for classroom instruction to ensure effectiveness. As a result, teaching tactics that encourage participation and involve activities are prioritized.

The productivity of teachers in schools, which refers to the level of instruction offered to students in terms of both quality and quantity, is undeniably a crucial factor in ensuring high-quality education. Maximizing the productivity of school teachers is essential for achieving progress and prosperity, as they are responsible for imparting fundamental education to a nation. However, quality education is crucial for the future progress and development of a nation. Therefore, this research aimed to make a small contribution towards finding a method to implement Human Resource Management policies in educational institutions in Bangladesh.



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