



Daffodil *International* **University**

An Internship report on
“Role of Human Resource Management (HRM)” at Palli Mongal
Karmosuchi- PMK
Zirabo Ashuila, Dhaka



Under the Supervision of

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Letter of Transmittal

Mr. Al Mahmud Rumman

Lecturer (Senior Scale)

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Subject: **Submission of internship report.**

Dear Sir,

I am submitting my internship report on "Role of Human Resource Management (HRM)" at PMK that you assigned me as an essential requirement of my internship program with due respect and great pleasure. It was an incredible chance for me to learn an enormous amount of knowledge and properly understand my internship program. I did my best to include relevant details in the report. I think the study is truly interesting, brightening, and helpful in this context. I pray and hope that you would be gracious enough to accept my internship report and kindly bless me.

I hope you will consider the mistakes that may take place in spite of my best.

Sincerely yours,

Signature



Ikra Albina Hoque

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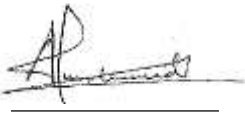
Certificate of Supervisor

This is to endorse that IKRA ALBINA HOQUE, ID: 193-10-470, a student of the Department of English of Daffodil International University has completed her internship report titled “Role of Human Resource Management (HRM)” at Palli Mongal Karmosuchi- PMK under my supervision. I approve the formation and contents of this internship report.

I am glad to state that she has gone through all the necessary and required steps to accomplish the report and the report contains all the data, information, analysis and findings from authentic sources. As a result, the report seems to have completed on a successful note.

I wish her success in every sphere of life.

Signature



Mr. Al Mahmud Rumman

Lecturer (Senior Scale)

Department of English

Daffodil International University.

Acknowledgement

Acknowledgement I want start by thanking Allah for His blessings, which made it possible for me to finish my report. I've learned a lot from writing my internship report and received invaluable experience. Microfinance, technical training, managing human resources, and organizational culture are just a few of the various area in which an NGO intern needs to be experienced. I want to thank my supervisor, Mr. Al Mahmud Rumman, a lecturer (Senior Scale) in the English department of Daffodil International University. I am grateful to PMK's Deputy Director, Mohammad Riyad Mahmud Sir, for helping me in completing this report.

They have continuously helped me with different kinds of facts to help me finish this paper. Without their motivation and support, I would not have been able to complete this research project. Additionally, I wish to thank the accommodating PMK employees who supported me throughout my internship. I enjoyed working with everyone and they all assisted me in developing essential skills. Lastly, I want to express my gratitude to my family and a particular circle of friends that stood by me during this lengthy process and never stopped giving support. Without their support, it was tough to enter the daffodil family. Also, I want to sincerely thank everyone who contributed with the report's creation.

Abstract

A description of a student's internship experience at an NGO is included in the report. In this report paper, I've highlighted some of the most experiences from my three months of internship at PMK. I choose this organization for my internship. For the duration of my internship, I took notes on all the important HRM information. The paper also offers recommendations that can help an NGO reach new levels of success. I focused all I had during my internship to learn as much as I could about this sector. I mentioned my work history in this report paper. In this HRM area, the focus was on improving employee output. I prepared myself for a career in this field. While I'm an intern, I work on that topic and make myself able to get the best production from the employee.

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Lists of Abbreviations	
PMK	Palli Mongal Karmasuchi
NGO	Non-Government Organization
BRAC	Bangladesh Rural Advancement Committee
PKSF	Palli Karma Shahayak Foundation
HRM	Human Resource Management
BA	Bachelor of Arts
CV	Carricum Vita
CDF	Credit Development Former
MRA	Microcredit Regulatory authority
CEO	Chief Executive Officer
DCE	Deputy Chief Executive
DD	Deputy Director
AD	Assistant Director
PM	Program Manager
DPM	Deputy program Manager
APM	Assistant Program Manager
BM	Branch Manager
AO	Accounts Officer
CO	Credit Officer
FO	Field Officer
PTTI	PMK Technical Training Institute

Chapter: 01

Introduction

1.1 Introduction

Non-profit organizations that have no connection with national governments or any international governments are known as non-governmental organizations (NGOs). They usually get supported by contributions, though others operate primarily by volunteers and skip all formal funding. NGOs are extremely diverse groups of organizations that engage in a range of activities and take on many different forms around the world. Others may be registered for tax exemption based on the recognition of social goals, while some may have charity organization. Others might be collaborators for other interests, such as political or religious ones.

A non-governmental organization (NGO) is an organization that is not for profit and runs independently of any government, according to Investopedia. NGOs, also known as non-governmental organizations, are frequently referred to as civil societies. They were put into place at the municipal, international, and advance a social or political cause, such as humanitarian concerns or the environment.

Bangladesh is well known for its developing NGO sector, which has been essential to the development and social advancement of the entire country. Nonprofit organizations known as NGOs, or non-governmental organizations, work outside the involvement of the government to address a range of social, economic, and environmental challenges. They are frequently employed in fields including fighting for human rights, healthcare, education, and women's empowerment.

Since Bangladesh's independence in 1971, there have been NGOs operating there. Bangladesh had multiple challenges in the years after the disastrous independence struggle, such as widespread poverty, high rates of lack of education, and a lack of basic infrastructure. In order to effectively address these concerns, the government and international assistance organizations recognized the necessity for grassroots activities.

The Bangladesh Rural Advancement Committee (BRAC), which Sir Fazle Hasan Abed established in 1972, was one of the country's first NGOs. Grameen Bank, founded by Professor Muhammad Yunus in 1983, is a popular NGO in Bangladesh.

Currently, there are 881 NGOs operating in Bangladesh, 747 of which are managing microcredit programs through more than twenty-two thousand branches. NGOs provide 98% more profit. It provides insurance to about 3 crore 52 lakh families countrywide. If there are four persons in each

home, there are approximately 14 crore people, or 75% of the total population, who are directly and indirectly impacted by microfinance. Annual loans of 180,000 or 15,000 crore taka are given out by microcredit organizations or NGOs. NGOs' work involves assisting those in need.

Some NGOs in Bangladesh operate under their own rules and several NGOs are representatives of PKSF. The principal objective of PKSF is to provide funds to various organizations for their microcredit programmed with a view to help the poor who have no land or any credible material possession. Funds enable them to gain access to resources that lead to employment opportunities and enhancement of their livelihood. Palli Mongal Karmosuchi (PMK) is a national level development organization. Listed “A” category Non-Government Organization. Located in Zirabo, Ashuila, Dhaka. It is basically maintaining microfinance programs and also have various program. Is has more than 300 branch and more than 3500 employees.

Bangladeshi NGOs have been expanding their scope and impact in recent years. They have been essential in areas such disaster prevention, adaptation to climate change, support for human rights, organizing for education, and healthcare. Many non-governmental organizations work in combination with the government, foreign funders, and local populations to carry out sustainable development initiatives and manage the nation's emerging issues. It is essential to remember that despite their significant achievements, Bangladeshi NGOs have also had failures and difficulties. Transparency, accountability, and the possibility for responsibility overlap with government agencies are some of the concerns. Though many NGOs continue to enhance the lives of underprivileged populations, the entire impact of NGOs in Bangladesh has remained very significant.

1.2 Literature review

The role of human resource management (HRM) in non-governmental organizations (NGOs) is examined in this overview of the literature. NGOs work in a variety of areas and are essential in tackling social, economic, and environmental problems. Their success and sustainability depend on the efficient management of their human resources. The main purposes, difficulties, and approaches associated to HRM in the context of NGOs are explored in this review, which creates the existing research. The results underline how crucial HRM procedures are to raising company effectiveness, employee engagement, and overall purpose fulfillment.

In this review of the literature, we look at the function and importance of the HR division in Non-Governmental Organizations (NGO) organizations. The review combines academic papers, reports, and case studies to examine different facets of HR administration in NGOs. The findings emphasize the particular challenges and possibilities faced by HR departments in the NGO sector, including talent management, organizational culture, recruitment, and retention. The evaluation highlights the importance that effective human resources procedures are to NGOs' overall effectiveness, mission, and core beliefs. The review of the literature on managing human resources in the NGO sector sheds light on the particular difficulties and chances that HR departments must deal with. It emphasizes the significance of establishing efficient human resources processes to recruit in, maintain, and develop a talented workforce in NGOs. The findings of this review can serve as a foundation for further research and as a guide for HR professionals seeking to enhance their practices within the NGO sector.

1.3 Background of the Study

For students from the last semester, the internship program is necessary. Three months are spent on the program. Students who have finished all of their needed credit courses for their program of study are eligible to apply.

The purpose of this report is to satisfy the requirement for the Daffodil International University's B.A. program. This program has been created to provide students with the fundamental theoretical and practical knowledge needed to participate in job-related activities both locally in Bangladesh and globally. Since the B.A program is an integrated, practical and theoretical method of learning, For the reason this program is required for having practical exposure in any kind of organization. This report has been prepared based on practical orientation.

1.4 Origin of the report

with the first day of my internship, I now have the chance to start my professional and practical life after completing my BA course material at Daffodil International University. Gaining knowledge of service life and how to advance the topics taught throughout BA curricular activities is the primary goal of the internship. The internship's main goals are to:

- Complete the necessary prerequisites.
- To gain experience in the NGOs.
- To become familiar with the organization's culture
- Making a theoretical comparison with the real-world issue.
- Identify the universal traits of real-world issues.

1.5 Scope of the study

Working in a well-known NGO as an intern, this report's primary focus preparing and developing the Palli Mongal Karmasuchi (PMK).

1.6 Objective of the study

- To introduce myself to the HRM sector's internship program.
- To more about the various work environments at Palli Mongal Karmasuchi.
- To introduce the role of an HR manager, his working style, and the proper utilization of human resources.
- To reveal the HRM hidden hiring procedure.
- The human resource management using human resources in the right ways.
- Trend of myself with many forms of training, on the circumstance by Hills my life established training.
- To advance the organization overall development through the HRM division.

1.6.1 Broad objective

The main objective is to prepare this report to introduce the human resource techniques that have been used by the organizations for the development of their employees and customers.

1.7 Methodology

This report is compiled thoroughly and systematically. The report is made using several approaches to examine, recommend data collecting from the internship spot and I also collected all the data from the newly recruited candidate. For those who are interested in working, I collect CVs from all of them. It's my primary duty to collect all the documents from them. And I maintain all the documents regarding the post. After selecting from my higher authority, I ensure the employee card for access to the factory. No one is allowed to get access to the factory. After finishing the recruitment process, we trained them for the benefit they get from the company. The Survey Research Technique is used to collect the necessary data for the report It was challenging to collect information because the employees were preoccupied with their jobs and did not want

to share their main processes and policies. The primary reason is that they do not have any permit to share bank information with anyone outside of the bank. All the information given here are witnessed. They understood they were assisting me with this information. The following technique has been used for the collection of data.

1.8 Limitations of the study

- Three months is not enough time for the internship program to collect data for the report.
- Insufficient data; employees with all personal information.
- Since subordinates do not transgress their policies, knowledge is private and has not been shared.
- Anxiety while requesting information because they withhold it and are perpetually preoccupied with their tasks.

For my internship, time is of the essence. Learning about the entire HRM department is quite difficult.

Chapter: 02
Organizational Overview

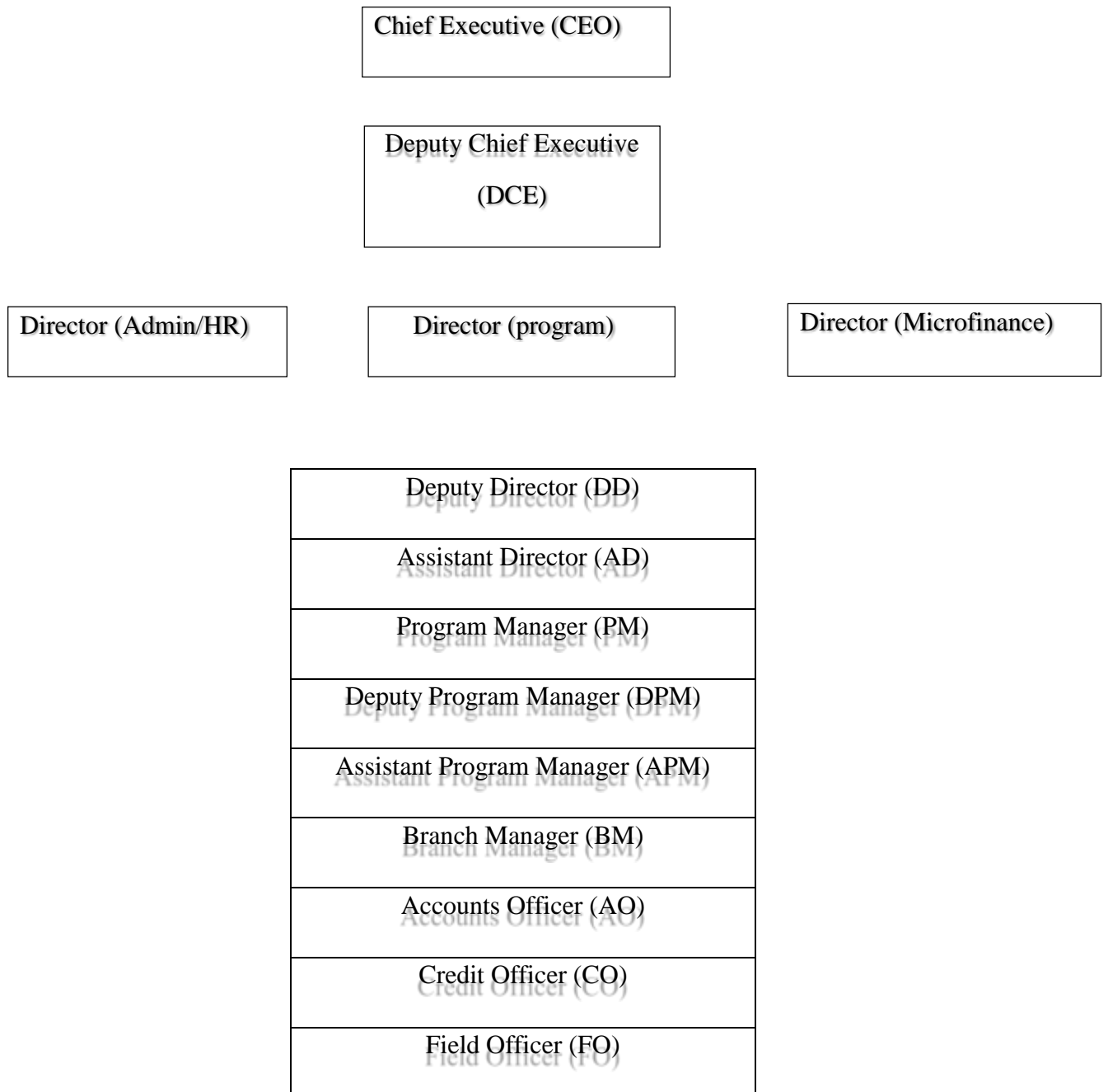
2.1 History

Palli Mongal Kormosuchi is a non-political, non-profit national NGO. It is listed with the following organizations: The Foreign Donations (Voluntary Activities) Regulation Act 1978 with NGO Affairs Bureau, Registration No-709, dated 27-05-1993; the Social Service Department of the People's Republic of Bangladesh, dated 27-11-1988; the Register of Joint Stock Companies, Registration dated 03-09-2007; and the Microcredit Regulatory Authority, Registration. A national-level development organization called Palli Mongal Karmosuchi (PMK) is situated 20 kilometers from the capital city of Dhaka in Zirabo under Ashulia Thana. It was started in 1988 as a voluntary effort by few young people from the area. In order to accept donations from abroad, it was officially registered in 1988 with the Directorate of Social Service and again in 1993 with the NGO Affairs Bureau. It was started under the vision and direction of Ms. Kamrun Nahar, the organization's chief executive.

2.2 About Palli Mongal Karmasuchi (PMK)

Within 34 years long journey has made significant contribution in national level development activities through incorporating the interventions in different sectors. PMK has 311 Branch in 33 District, has 3672 employees. Registered as an NGO with the Department of Social Welfare. In 1993 Enlisted as a partner organization of PKSF. Became a partner of INCOME III Project, CARE Bangladesh. In 2011 Listed as 'A' category organization of PKSF. Also, Cdf organization. MRA recognized Organization.

2.3 Organizational Structure



2.4 Logo



2.5 Vision

Economic productivity is the ultimate vision. We want to see a society is economically productive and equitable. Also, democratic. A society which is environmentally round too.

2.6 Mission

Helping and supporting especially the poor and most importantly women.

2.7 Website

Pmk-bd.org

<https://www.pmk-bd.org>

2.8 Slogan

মানবতার সেবায় এক ধাপ এগিয়ে

(A step forward in the service of humanity)

2.9 Objective

The ultimate objective is to help the poor families to evict their poverty and the women to do something to empower themselves. So that the poor can have a better social and economical situation.

2.10 Microfinance Program

A category of financial services that is known as microfinance caters to people and small enterprises without access to traditional banking and related services. Microfinance covers, among other things, payment systems, savings and checking accounts, microinsurance, and microcredit, which gives small loans to underprivileged people. Microfinance services are intended to assist underserved clients, typically poorer population segments, who may also be socially or geographically marginalized, in becoming self-sufficient.

Microfinance loans given to underprivileged company owners and small companies without access to credit were the first definition of microfinance. The two primary methods for providing financial services to these clients were:

- (1) relationship-based banking for sole proprietors and small enterprises;
- (2) group-based models, in which a number of business owners band together to apply for loans and other services together.

2.11 Technical Training

PMK has different types of development activities. Among them, PMK operates technical training through PMK Technical Training Institute (PTTI). PMK Technical Training Institute (PTTI) is one of the sister concern organizations of Palli Mongal Karmosuchi (PMK).

2.12 Credit and Loans

- House Building Loan
- Yearly Loan
- Short Business Loan
- General Loan
- Entrepreneur Loan
- Hand Loan
- Agriculture Loan
- Machineries Loan
- Water and Sanitation Loan

2.13 Development Programs

PMK has many programs, they are various program. Mainly IT department work for all these various programs, they have tissue culture, Nursing collage around 2000 students and also have Resort (Mamata Palli 1 & 2), Training for women (Hand craft) mainly PMK's goals is to independent women.

2.14 Hospital and Health care

In order to provide high-quality care at an affordable price for PMK's microfinance recipients, the adjacent population of the garment industry, and the local community, PMK Hospital was founded in 2015. It is a licensed 50-bed secondary care hospital with a multidisciplinary focus that offers indoor, outdoor, laboratory, and modern diagnostic facilities as services. Along with qualified doctors, nurses, and other medical staff, the hospital is furnished with contemporary amenities such hospital beds, a high-quality lab, labor rooms with CTG, well-equipped OT, ECG, X-ray, and ultrasonography, etc. Along with routine physician coverage, the emergency unit is also open twenty-four hours a day, equipped with a monitor, an ECG machine, and other required tools. It

offers a 24-hour ambulance service to take patients to and from the hospital and other recommended facilities.

The option to choose among general beds, air-conditioned cabins, or non-air-conditioned cabins is available with in-patient services, which also include all specialized care. Three distinct operating rooms, two of which are equipped with sophisticated machinery and instrumentation (two General OT and one Eye), are available at the facility. Laparoscopic cholecystectomy, laparoscopic appendectomy, and other procedures are among the most recent ones that are carried out with the aid of cutting-edge technology by skilled surgeons, anesthesiologists, and other support personnel. The hospital has labor rooms for regular deliveries and skilled nurses and paramedics to let people give birth in their own homes while being watched over by doctors.

2.15 Benefits to Women

NGO's play a crucial role in empowering women by offering basic education, vocational training training for selfemployment, legal help, protection for women, and self-awareness initiatives.

2.16 Education Program

Palli Mongal Karmasuchi PMK provides tutoring programs for underprivileged and poor children. In some areas, education is now being offered to older people as well.

2.17 Tissue Culture Lab

New plants are frequently grown in a controlled environment as part of plant research. These plants might be ones that we have genetically modified in some way or ones that we require many identical duplicates of. Small tissue fragments from the target plant can be used in tissue culture to achieve these goals. These tiny fragments may be the product of genetic modification of a single plant cell that is then encouraged to grow and finally develop into a whole plant, or they can

originate from a single mother plant. Both the commercial cultivation of plants and plant research frequently employ tissue culture techniques. Explants, which are tiny fragments of plant tissue, are used in tissue culture to grow cells in sterile environments while being cultivated in nutritional media. Plants can be induced to quickly create new branches and roots by providing the right growing conditions for each type of explant. Additionally, these plantlets can be divided, typically at the shoot stage, to create a significant number of additional plantlets. The new plants can then be planted in the ground and cultivated normally.

2.18 Wash Program

Lack of sanitation in various remote areas of Bangladesh. Sanitation facility is being provided in all those places under the initiative of Palli Mongal Karmasuchi. Building toilets are considering healthcare aspects. The main objective of PMK is to stand by the helpless and poor people.

2.19 Eye program

PMK has started the Eye program saying that it will stand by the poor people. This program is being carried out through camping in different areas, where these are not well organized.

2.20 Strategies of PMK

- PMK always ensures customer service.
- Pays money to the client even at the field level.
- PMK helps in various remote areas of Bangladesh by providing loans.
- Trying to figure out how to support new entrepreneurs
- Education and skill development
- Healthcare services
- Women's empowerment

Chapter: 03

An Admin of Human Resource Management

3.1 Responsibilities of an Admin of HRM

An HRM admin is the main point of contact for all questions relating to HRM and is responsible for the daily record-updating and documentation of the HR department. They have a wealth of professional expertise and a strong foundation in human resource technology.

All of the responsibilities carried out by the human resources department are significant for their parent company. As a result, there must be a position that coordinates smaller but crucial human resources duties and serves as the primary point of contact for any inquiries regarding the HR department's operations.

An HRM admin makes sure that the human resources division is accurately entering data into their records and creating key HR papers. You must be knowledgeable in key human resource areas like record-keeping, internal and external communications, analysis, and reporting for this position of responsibility.

HRM generalists manage all matters relating to people and deal with present personnel. The processing of new employees, maintaining HR data, and utilizing human resource data systems are all daily duties that HR admin assist human resources managers with.

- Hiring and Recruitment

The HR department in an NGO is crucial for recruitment and hiring. The Human Resources (HR) department is in responsible for finding and luring competent people who are in line with the organization's mission and values and who can significantly help it achieve its objectives.

The creation of job descriptions and requirements is usually the first step in the hiring process for an NGO. This involves specifying the abilities, credentials, and work history needed for the position, as well as the precise tasks and obligations that the candidate will be expected to carry out. The HR team can start the hiring process after creating the job descriptions.

- Employee Relation

Communication with staff is also another essential part of what HR does at an NGO. Ensuring that interactions and connections between employees and the organization are constructive, fruitful, and consistent with the organization's mission and values is known as employee relations.

The HR team's creation and maintenance of policies and procedures that provide a supportive and productive work environment is one of their primary duties in employee relations. This can include rules for things like performance reviews, promotions, and disciplinary measures as well as policies on things like communication, teamwork, and conflict resolution. The HR staff can ensure that employees understand their duties and responsibilities and have the resources and support they need by developing clear policies and procedures.

- Mission and Goals

The achievement of a non-governmental organizations (NGO) objectives and goals depends on HR's involvement in the organization. HR is in the role of managing employee relations and benefits as well as recruiting, hiring, and retaining staff.

Recruiting and keeping hold of the best employees is one of the major duties of HR in an NGO. This entails creating job descriptions, advertising job openings, and conducting interviews with applicants. Additionally, HR is essential for orienting new hires, ensuring they have the tools and training they need to succeed in their positions, and onboarding new employees.

The administration of employee benefits, like as retirement programs and health insurance, falls within the purview of HR as well. Making sure employees are aware of the advantages that are available to them and assisting them with the enrollment process are just two examples of what this entails.

- Training and Development

The human resources department of an NGO must include important components like training and development. It supports the organization's objective and goals while encouraging individuals in developing the information, skills, and abilities required to execute their jobs successfully.

Finding out what employees need in terms of training and development is one of HR's main duties in this area. This could entail reviewing the organization's goals and objectives, conducting employee surveys and focus groups, and evaluating individual and team performance. Following the identification of the training requirements, HR can create and put into place training plans that are specifically designed to address those requirements.

Providing employees opportunities to learn new skills and knowledge is one of the most essential elements of training and development. In addition to casual learning opportunities, this may involve formal training initiatives like workshops, seminars, and online courses.

Making sure that staff members have access to the tools and assistance they require for learning and growth is another crucial component of training and development.

HR plays an important role in determining how well training and development initiatives are working. This involves evaluating how training affects both employee performance and the general success of the company.

Additionally, HR might help in establishing a culture of continuous improvement within the NGO.

3.2 Basic duties

Depending on the organization and sector, each human resource admin has a particular set of tasks and obligations. Nevertheless, it also relies on how much or how limited they are employed. However, each HR administrator function also includes working with the HR to handle data, evaluate employee interactions, administer corporate regulations, and manage human resources.

The following are some of the main duties a human resources admin must manage:

- Maintain personnel records, add new information, and update information about previous staff members in internal HR systems.
- Examine, update, and alter corporate policies.
- Create a variety of HR documents, such as new hire manuals, employment agreements, pay scale listings, and more.
- Assist with tasks like new hire onboarding for recruiters, talent acquisition teams, and other HR professionals.
- Respond to any question's employees may have regarding colleagues or HR-related concerns, and, if possible, assist them in finding internal solutions.
- Produce recurring reports and presentations on HR indicators, including attrition, retention, and other information.
- By giving the payroll department up-to-date information on every employee, including sick days, leaves of absence, overtime hours, work schedules, and more, you may assist them.
- Participate actively in HR initiatives, including job fairs, interviews, and more.
- Personal file making including (shadow file) and software entry.
- Collecting CV for various post

3.3 Communication among the New Joiners

In order to provide information, tell stories, uphold the reputation of the brand, and engage in discussions that motivate others to join their organization in achieving their objective, new hires in NGO's must be communicated. To ensure that a team knows your expectations and accomplishes common goals, it is crucial to have effective communication with your staff. Good communication has several advantages, including:

- Distributing information to teams
- Avoid misunderstandings and uncertainty
- Finishing tasks effectively and on time
- Preserving employee motivation and engagement; and
- Assisting workers in reaching their full potential
- Increasing mutual respect and trust among your team

Ways to communicate effectively with New joiners:

- Be open and honest

Gaining the trust of employees and making them feel important team members can be managed by representing and promoting open communication. Start by outlining your expectations clearly and honestly. Be confident communicating both successful and unsuccessful strategies with your team.

- Be helpful.

Ensure that your workforce feels free to share ideas or concerns with you. Tell them they are welcome to contact you at any moment. When you don't require privacy, leave your office door open. Maintain a cheerful and upbeat manner throughout, including with your body language and nonverbal cues. Even if you are busy, take your time and acknowledge the workers rather than acting hurried or in a hurry.

- Communicate ideas clearly.

Whether you communicate with the employees in person or by email, your tone, language, and communication style can aid in making your thoughts and goals apparent to them. To avoid confusion, replace simple sentences with technical terms. Plan what you'll say and how you'll say it before meetings.

- Encourage ideas.

Encourage feedback from employees to show them that you value their points of view. You might set up a suggestion box where people can leave anonymous feedback without fear of being judged. Encourage them to offer their opinions on your ideas as well during meetings or group initiatives. When they do, respect their viewpoints.

In addition, provide feedback to your staff while striking a balance between constructive criticism and encouraging words. Inform them of their current performance, areas for improvement, and achievements. Recognize both modest and significant achievements in private and in front of the team at meetings.

- Choose the best strategy

There are several ways to communicate with the employees, including meetings, video conferencing, and emails. Make sure you select the appropriate communication strategy for the situation and the employee in order to convey your message clearly. For example, some workers prefer using email for all of their communications. When you discuss something in person, others comprehend it more clearly. However, generally speaking, you should state the following in person:

- Instructions or training
- Important news,
- like a promotion
- Need-to-know information
- Tasks or inquiries that need to be completed right away

- Meet individually and regularly

Arrange regular one-on-one meetings with each team member in addition to team meetings. In a private atmosphere as opposed to in front of a group, they might be more receptive to discussing ideas and providing and receiving opposition. Individual meetings also demonstrate to the employees how much you respect their ideas and efforts. You might plan one-on-one meetings once a month, and these might be brief and informal.

Arrange regular team meetings that encourage communication and information sharing among personnel. Weekly meetings offer the chance to:

- Offer updates.
- Review the project's progress
- Discuss difficulties
- Work together to find solutions to issues.
- Ensure that employees are aware of their responsibilities.
- Set objectives.
- Share ideas
- Respond to queries

In order for employees to perceive meetings as helpful rather than time-consuming, prepare an agenda and keep them brief. Meetings can be held in person or virtually through group chat or video conferencing software.

- Listen

Active listening is an important communication skill that improves employee morale. Pay attention to what the employees say and try to comprehend what they are saying in full.

- Appreciate the employees

Learn about employees so you can understand their needs, preferred methods of communication, and preferred types of feedback. Ask them questions to find out more about them, and be understanding when they need support or are having difficulties. Make sure you understand each other's communication preferences so you can help each team member reach their full potential.

3.4 HRM Admin skills

Due to the importance of their position to an organization's achievement, HR admin require an extensive list of abilities and expertise. Among the necessary abilities are:

- Attention to detail
- Organization
- Customer focus.
- Effective communication abilities
- Ability to solve issues
- Negotiation abilities
- Skills for cooperation and teamwork
- Soft skill

An HR admin should possess the technical skills specified above in addition to a competent personality and a focus on the needs of the client. The following are additional essential soft skills for an HR admin:

- The capacity to efficiently manage employees in accordance to organizational policies and procedures.
- The capacity to create relations both inside and beyond the organization.
- Enduring moral convictions that are consistent with the goals of the organization.

Chapter: 04
Observation and Findings

4.1 Observation

During my internship, I looked at every aspect of the HRM department. The HRM department is an area of weakness for them. The anti-harassment sector is lacking. sometimes they are didn't treat the victims equally and failed to press charges against the culprit harassment, and making judgments too slowly

Transfers of money can at times require a very lengthy duration, especially in the NGO sector. Additionally, NGOs provide significant assistance to the poor and those in need because banks never loan to those in need.

4.2 Findings HRM in NGO

Certainly, here are some key findings regarding HRM in NGOs:

- **Mission-driven HRM:** NGOs put a high priority on connecting human resources management processes with their goals and basic values. This involves recruiting employees who are passionate about the organization's cause and making sure that HR regulations and procedures reflect those objectives.
- **Employee involvement:** NGOs are aware of the importance that employee engagement is to achieving their goals. They put approaches into effect to encourage a sense of purpose, provide opportunities for involvement in decision-making, and create a welcoming workplace. Initiatives to increase employee engagement increase employee commitment, motivation, and productivity.
- **Networking and Collaboration:** NGOs actively engage in networking and collaboration to address HRM difficulties. They could take part in forums, networks, and conferences to etchant.
- **Ethical Considerations:** HRM in NGOs is controlled by ethical standards including equity, transparency, and honesty. NGOs frequently follow ethical guidelines and code of conduct to guarantee that hiring processes promote diversity, respect equal opportunities, and maintain honesty in all facets of employment.

4.2.1 Strengths

To figure out your strengths, consider the following questions: What are our advantages in a situation? What do we do well? What is distinctive about our organization? A strength is a resource or a capacity that may help accomplish a communications goal in HRM in NGO sector.

- I can utilize the human resource in this organization in the proper way.
- I can guarantee that the organization's employees will provide the best services.
- The employer can decide whether the new hires are professionals or not.
- We provided them with training to ensure their health and safety.

4.2.2 Weakness

A weakness or limitations within an organization that could affect communications is referred to as a weakness. To identify a weakness, consider what we could do better. What faults do we make? What should to be avoided? You may strategically arrange your communications to reduce or avoid these issues by identifying your weaknesses.

- The HR representative is not completely in charge of selecting and recruiting candidates.
- HR lacks an organized approach to hiring since they regularly overestimate the requirement for employees.
- The organization established objectives for an employee's growth and development, but HR failed to observe them.
- The organization does not have a formal appraisal system in place.
- HR needs to try to implement this within the organization. Otherwise, employees would get
- Unmotivated, which would increase the rate of employee turnover at the organization.

4.2.3 Opportunity

In this organization, an opportunity is a useful situation, such as contacts, networks, or events you could utilize to advertise the Ngo.

- The magnificent opportunity for career advancement will be in this HRM department in the future.
- Every organization has a different HRM department.
- This sector is expanding every day. Unemployed people everywhere now have access to a new sector.
- Some farms provide HRM services to various sectors. In certain cases, the organization hired those farms for their HRM department and improved it to increase production.

4.2.4 Threats

Threats is a danger to every Organization.

- The biggest threat is having to compete with so many other people for a strong position in this HRM department. Most graduate students have focused on the HRM department and are interested in working with it.
- The HRM sector sometimes skips some employee offenses that are punished in order to get better work from the employee. This will be the cause of the HRM department of the sector's downfall.

Chapter: 05

Recommendations and Conclusion

5.1 Recommendations

There are multiple recommendations which undoubtedly help the PMK in the long run, improve their basic services, and ultimately improve their contribution to the overall country.

There are various important tips to consider when it comes to human resource management (HRM) in NGOs (Non-Governmental Organizations). NGOs often possess specific characteristics and difficulties that call for particular HRM strategies. Here are some tips for managing an NGO's human resources department successfully.

- The seating area in the head office should be increased.
- According to senior officers, they didn't get any transport facility. As PMK is a "A" category organization, they can do this arrangement.
- Despite being such a big organization, they could not start software base activities properly.
- Lack of communication with field workers. The main work of this organization is microfinance. Bridging communication gaps with those involved in fieldwork and microfinance work.
- Appropriate person should be promoted in due course.
- Due respect and facilities should be given during recruitment.
- Still the people of the Bangladesh are not aware about the NGO so 'Palli Mongal Karmasuchi' this NGO should inform the people through marketing.

5.2 Conclusion

The role of HRM in NGOs is vital for their success, sustainability, and impact. Effective HRM practices help NGOs attract, develop, and retain talented individuals, enhance organizational performance, and achieve their mission. However, challenges such as limited resources and talent retention must be addressed through strategic workforce planning, employee engagement initiatives, and capacity-building efforts. Future research should continue to explore.

Employees are always important for the operation of any organization since they contribute to helping it achieve its goals. Control Union, one of the leading companies in the certification sector, has access to the most modern human resources processes globally. The Control Union in Bangladesh is also seeking to incorporate the most common HR procedures. Recent graduates are continuously prioritized for recruiting in order to provide them a chance to improve their careers. Additionally, they put a high priority on training domestic as well as international employees' sources so that employees will be ready to face challenges. HR makes this program possible through the media.

5.3 Reference

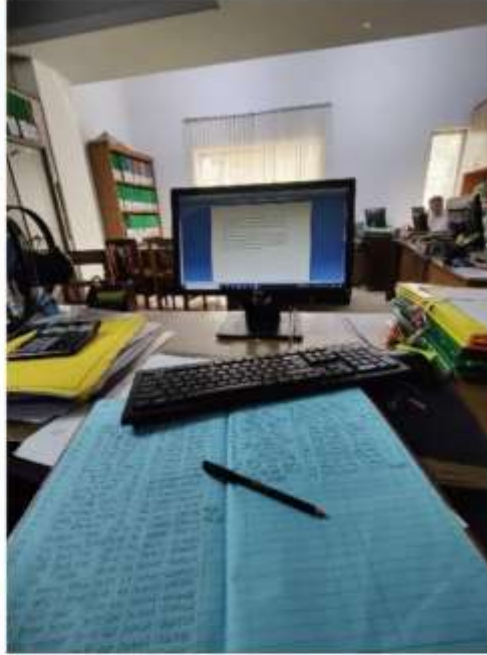
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5.4 List of Abbreviations



5.5 Appendices

 **PALLI MONGAL KARMOSUCHI (PMK)**

Ref: PMK/Internship/2023 Date: 18.05.2023

TO WHOM IT MAY CONCERN

This is to certify that **Ibra Albina Hoque** daughter of Md. Anwarul Hoque & Hosneara Khanam, ID Number: 193-10-470 student of Daffodil International University, Ashulia, Dhaka, has successfully completed 03(Three) months (from 15th February 2023 to 14th May 2023) long internship program at "**Palli Mongal Karmosuchi (PMK)**". During the period her internship program with us, she was found punctual, hardworking and inquisitive.

We wish her every success in life.

Thankfully

Md. Akhtar Ali
Director
Admin & HR.

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