



Daffodil
International
University

Internship Report on
**An Evaluation of Human Resources Management Practices of Society for
Social Service (SSS)**

Submitted To

Dr. Mohammad Shibli Shahriar

(Associate Professor)

Faculty of Business and Entrepreneurship

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Letter of Transmittal

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To,

Dr. Mohammad Shibli Shahriar

(Associate Professor)

Faculty of Business and Entrepreneurship

Daffodil International University

Subject: Submission of Internship Report on “**An Evaluation of Human Resources Management Practices of Society for Social Service (SSS)**”

Dear Sir,

I would like to thank you for giving me the opportunity to prepare my internship report on “An Evaluation of Human Resources Management Practices of Society for Social Service (SSS)”. I have prepared this report exploring the overall Human Resources Management Practices of Society for Social Service (SSS). I have tried with my all might to make the report relevant and authentic that might help the Society for Social Service to improve their future HR program. It was impossible for me to complete my report without your guidance and support.

I hope you will consider the flaws and errors made in this report. It would be great achievement if you find my report informative.

Thank you.



Md Sumit Johir

ID: 212-14-300

Program: MBA

Major: HRM

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Approval Certificate

The Internship report titled “An Evaluation of Human Resources Management Practices of Society for Social Service (SSS)” has been submitted to Daffodil International University for the partial fulfillments the requirements for the degree of Master of Business Administration(MBA) , major in Human Resource Management (HRM) by Md Sumit Johir, ID: 212-14-300.The report has been acknowledge and might be presented to the Internship Defense Committee for assessment purpose.

The author of the report is fully responsible for any idea, recommendation made in this report. The university does not support nor refuse any of these idea or recommendation.



.....

Dr. Mohammad Shibli Shahriar

(Associate Professor)

Faculty of Business and Entrepreneurship

Daffodil International University

Acknowledgement

All thanks to the Almighty Allah, who is the most worthy and most generous praise given to me for completing this declaration.

I would like to express my sincere gratitude to everyone who gave me the opportunity to complete this report. The completion and execution of this report is not yet available good service without the involvement of some helpers, who gave them the most important part of their dedicated time to advise me on my job. I would like to improve my commitment to anyone who directly or indirectly participates in the completion of the notices.

First of all, I would like to express my gratitude and appreciation to my Honorable academic supervisor Dr. Mohammad Shibli Shahriar for providing important information in preparing the report. I am grateful to him for his care during the work. It was impossible for me to complete my declaration without your guidance and support.

In addition, I would like to acknowledge each of the respondents for their involvement, involvement and efforts in our survey. I commend each of the respondents who are willing to invest their valuable time answering the questionnaire. The end is not the least; I thank everyone for their cooperation, patience and dedication to this work.

Once again, I would like to express a sincere gratitude to all of you. Thank you.

Executive Summary

This critical analysis contrasted SSS's HRM tactics to organizational and social aims. How well SSS's HRM practices promote organizational success and a positive work environment was the research question. A Bangladeshi non-governmental organization that promotes social development, SSS, needs strategic HRM for employee well-being and purpose fulfilment. SSS leads strategic HRM for nonprofits. HRM helps any company, especially a social organization, attract, develop, and retain qualified and motivated workers, according to study. The assessment highlights SSS's HRM practices' benefits and weaknesses for nonprofit management. SSS HRM has many benefits. Organizational recruitment diversity and inclusivity are notable. SSS promotes worker social justice and industry best practices to reflect community diversity. The company's reputation and creativity improve with this dedication. The report suggests improvements. SSS gives great feedback and honors achievements in performance appraisals, however openness and frequency should be improved. Define KPIs, increase feedback sessions, and include 360-degree feedback to make performance management more dynamic. Compare to industry best practices to improve evaluation. SSS's diversity efforts promote social equity and exceed industry standards. Top practices improve performance ratings. Industry leaders may help SSS adapt to nonprofit management trends and boost HRM. With the practical and ethical challenges of gathering primary data from a social service agency, this study used secondary data. Organizational reports and academic literature backed the analysis. The SSS firm profile emphasizes Bangladeshi social development. SSS, a pro-poor NGO created in 1986, advocates for a world without hunger and pain. SSS helps 80 lakh vulnerable, deprived, and impoverished people in 42 districts. Registration with relevant agencies, legal status, and transparency increase the organization's social service credibility. The study offers HRM improvements for SSS. Our goals are better recruitment, training, performance appraisal, and employee engagement. Technology, training, performance indicators, and employee engagement can help SSS achieve its social service goals. Executive summary closes review and explains SSS's HRM practices. The executive summary covers HRM and social service's dynamic interplay in the Society for Social Service's organization, from strengths to weaknesses, theoretical underpinnings to practical guidance.

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Chapter 1: Introduction

1.1 Background of the Research:

This research supports strategic HR management for nonprofit efficiency and mission fulfilment in the changing nonprofit landscape. HR skills are important in dynamic organizations, especially social development ones. Assess Bangladesh's Society for Social Service (SSS) HRM procedures to see if they meet organizational aims and provide a healthy workplace. Social NGOs have trouble hiring, retaining, and training. These institutions rely on employee loyalty and passion due to limited resources, unlike for-profit companies. Nonprofits must consciously integrate HRM into their mission since human capital drives social goals. SSS is a fascinating Bangladeshi social development agency case study. SSS's social justice purpose depends on HRM. Nonprofit HRM and SSS's limitations and potential are examined in this research.

Nonprofit HRM must manage budgets and hiring and retaining staff. Mission drives nonprofit workers. It takes strategy to channel intrinsic motivation, a precious asset. Staff motives and aims are needed to comprehend SSS's internal dynamics and social impact. A planned, proactive, and people-centric strategy is needed due to the worldwide HRM paradigm shift. HR is today a success driver, not just administrative. This paper examines how this paradigm shift affects a nonprofit socially aware organization strategically. SSS must balance employee objectives with company goals, maintain a diverse and inclusive workplace, and foster a good culture that promotes social justice and equity. SSS and charity worldwide confront these issues. The research may aid NGOs with HRM.

As an example, SSS displays nonprofit challenges and opportunities. Missions, histories, and organizations enhance research context. SSS's lengthy history and impact on society make it a compelling topic for HRM examination, allowing HRM to adapt to changing organizational needs. This study investigates nonprofit HRM in social sector organizations, highlighting its distinct problems and opportunities. A major Bangladeshi social development organization, SSS, is a case study that discusses its internal dynamics and gives lessons for charities worldwide looking to improve their HRM practices for organizational success and social impact.

1.2 Objectives of The Study :

- To evaluate the recruitment and selection process of Society for Social Service's (SSS) to attract people who share its goal and can succeed in social development.
- To evaluate the training and development practices of SSS's against organizational aims to train and adapt staff to solve social service sector issues.
- To evaluate the SSS's performance management systems' capacity to analyze, set goals, and provide feedback to support organizational and personnel development.
- To find out some problems of the HRM practices of the company
- To make some suggestions to overcome the problems in HRM Practices of Society for Social Service's (SSS to see how they build a happy workplace.

1.3 Overview of the research objective:

Strategic human resource management drives nonprofit profitability and mission. The leading Bangladeshi social development group Society for Social Service (SSS)'s HRM practices are explored in this article. SSS's HRM practices are rigorously audited for their ability to achieve company goals and create a happy workplace. Organizational success requires HRM. This diverse position goes beyond administrative duties to attract, develop, and retain skilled, motivated workers. SSS provides social services, hence HRM dynamics important. HRM and employee well-being aid social aims. SSS's HRM practices' strengths and flaws are examined in this study to improve nonprofit management.

SSS handles HR strategically, not administratively. Social development initiatives depend on the company's capacity to recruit and train dedicated people. The study examines how SSS's HRM practices achieve its purpose and strategically address social service sector concerns. This study examines SSS's talent acquisition, development, and retention HRM strategies. It evaluates recruiting, training, and performance management against corporate goals. To enhance workplace health, the evaluation evaluates employee involvement, communication, and job satisfaction.

Beyond SSS, this verdict affects. Nonprofit management is illuminated and modelled for similar social service organizations. Thus, the report serves as a knowledge foundation, providing real advice and best practices for other firms navigating the complex social service and HRM junction.

This evaluation shows that effective HRM and nonprofit social goals are connected. This study analyses SSS's HRM environment to better understand its internal dynamics and contribute to nonprofit social development HRM optimization.

1.4 Company Profile:

Name: Society for Social Service (SSS)



Address:

SSS Bhaban, 6/1, Lalmatia, Dhaka-1207.

Webmail:

ssstgl@btcl.net.bd | ssstgl@yahoo.com

Contact Numbers:

Tel: 88-02-55008334-5

Website:

www.sss-bangladesh.org

Legal Status:

- Directorate of Social Service, Tangail, Registration Number: Tha-0213, dated 02.02.1987

- NGO Affairs Bureau, Registration Number: 345, dated 30.01.1990
- Joint Stock Companies and Firms, Bangladesh, Registration Number: S-3576(365)/2004
- Microcredit Regulatory Authority (MRA), License Number: 00645-01002-00025, dated 05.09.2007

Contact Information

Head Office:

SSS Bhaban, House-6/1, Block -A, Lalmatia, Mohammadpur, Dhaka-1207.

Tel: 88-02-55008334-5

Foundation Office:

SSS Bhaban, Mymensingh Road, Tangail-1900.

Tel: 88-0921-63622/63195

Fax: 88-0921-63931

History and Mission:

A visionary group of social professionals created the Society for Social Service (SSS) in 1986 to provide non-governmental development organizations hope and revolutionary change. A love for justice and peace drove the group to tirelessly alleviate the poor's hunger and suffering. The poor SSS aspires to transform society beyond giving. The group advocated for human dignity and escape from poverty and misery for the poor and underprivileged. Comprehensive goals guide SSS's many initiatives. Because sustainable development must address economic disparity's sources, it fights poverty. SSS empowers communities economically to break the poverty cycle and foster self-reliance.

The group prioritizes material wealth, social justice, and human rights. SSS fights for justice for the voiceless. This dedication shows in efforts to eliminate systemic inequities and guarantee rights. Nutrition and health affect individual and community well-being, thus SSS prioritizes them. Health education, stress prevention, and healthcare accessibility are promoted via focused initiatives. SSS uses education because knowledge empowers. The group promotes creative education to educate and empower communities.

SSS handles disasters. Rescue and rehabilitation are crucial for natural, war, and other disaster victims. This quick response shows the organization's dedication to helping communities. Sustainable technology is used by SSS to respect the environment. This holistic approach recognizes that planet health impacts community well-being. SSS uses social norms and values to ensure successful, culturally appropriate, and respectful interventions. Sustainable transformation requires local traditions, hence the group works with communities.

Given half the population is disenfranchised, SSS stresses gender equity. Eliminating gender barriers gives women and men equal opportunity and resources. SSS history and mission emphasize compassion, resilience, and social upliftment. SSS wants to be a good change agent and see its transformational efforts last decades as it expands.

Target People and Beneficiaries:

The Society for Social Service (SSS) has carefully targeted vulnerable, disadvantaged, and underprivileged people with its broad purpose. SSS needs resilient men, women, and children who wish to progress in its operating territories. SSS prioritizes disadvantaged families and individuals. Engage recipients in empowering transformation. SSS recognizes this group's self-improvement and community growth potential. Self-development promotes the idea that individual and communal actions can change the world, making beneficiaries their own advancement architects.

SSS impacts 9,49,457 families as of June 30, 2022. It has 9,19,733 women, 27,456 men, and 2,269 children and adolescents. The diversity of SSS recipients shows its dedication to gender and age equality. Total sustainability includes family and community well-being, says the group. The 5,991 devoted SSS staff enable this reach and impact. Change agents coordinate SSS's grassroots operations and services. Social justice and helping others are their passions outside of work. SSS workers carry out the mission under difficult conditions. They connect the organization's resources to communities for successful, culturally appropriate, and contextually relevant actions. SSS can adapt to beneficiaries' changing needs thanks to the organization and staff. Stories of SSS recipients transcend numbers. It sees promise where others see constraints, empowers where others give charity, and imagines a future where vulnerable groups determine their own fate. After providing immediate needs, SSS builds resilient communities based on empowerment, dignity, and self-determination.

Geographical Boundary and Service Network:

SSS's service network and geographic reach demonstrate its social influence and community development. SSS promotes human rights, social justice, and poverty reduction in 42 Bangladeshi districts. SSS serves Dhaka, Narayanganj, Gazipur, Faridpur, Rajshahi, Rangpur, and Chattogram. Working in diverse districts allows SSS to address a variety of social issues and satisfy the needs of people in different geographical and socioeconomic settings.

Community Integration:

SSS aids 22,996 impoverished villages in 42 districts. SSS's village presence grounds its programs and operations in local realities, making community development more nuanced and successful. Network contains 5,567 unions and 328 district upazilas. Wide coverage allows SSS to assist grassroots communities from the smallest administrative units to the largest sub-districts. The organization tackles union and upazila issues locally and communally.

SSS operates and implements activities efficiently using zone-based structure. At work, 18 carefully placed zones ensure decentralized decision-making and resource allocation. This helps identify socio-cultural phenomena in each zone and respond faster to local demands. SSS has 551 grassroots branches and 7 project offices. Frontline branches perform community projects. Head and foundation office management operate project offices to support SSS's goal. Head and foundation offices directly manage 551 branches and 7 project offices for coordination. The hierarchical structure executes central leadership's strategic aims. Organizational hierarchy-wide communication and cooperation improve. SSS serves districts, communities, and unions. SSS approaches vulnerable people, sustainable development, and positive social change in Bangladeshi communities holistically.

1.5 Significance of this Research:

Research may illuminate SSS and nonprofit management. SSS's HRM procedures can improve productivity and teach other nonprofits good practices. The research's immediate impact on SSS matters most. Famous Bangladeshi social development NGO SSS employs HRM. The paper assesses SSS's HRM procedural strengths and weaknesses and offers changes. SSS could improve its efficiency by carefully managing its people resources to achieve its goal. Research covers HRM

topics like recruitment, training, performance management, and workplace optimism. These criteria indicate how SSS balances HRM and social service. This insight can improve HRM operations, resource allocation, and workplace culture to benefit employees and society.

The study affects nonprofit management beyond SSS. HRM issues in social development nonprofits require imaginative solutions. SSS's HRM practices are analyzed to improve nonprofit management. Successful HRM methods in social service organizations are explained to similar organizations. This research gives nonprofit leaders and HR experts advice and best practices. Sharing expertise helps the industry learn from each other's achievements and failures. A shared knowledge base helps organizations realize their social missions through HRM. Rare nonprofit HRM and social aim study. Social service organizations like SSS manage HR and achieve goals. Optimizing organizational performance requires understanding how HRM practices support or hinder societal goals.

Strong HRM and social development function together, according to the study. Businesses seeking to combine their people strategy with societal goals should explore this. The study ties nonprofit management to social impact. Dynamic nonprofit administration demands strategic planning and wise decisions. SSS and other organizations make decisions via research. Organizational leaders base recruiting, training, and performance management on research. Research helps SSS improve HRM and meet corporate goals. SSS may anticipate and seize HR opportunities through strategic planning. The research improves NGO strategy. Research improves nonprofit management. The study documents and evaluates SSS's HRM practices for future scholars. Research, scholars, and practitioners can learn about effective HRM in social care firms.

1.6 Scope of the Study:

A significant Bangladeshi social development organization, the Society for Social Service (SSS), is explored in this HRM research. This study examines SSS's HRM practices' capacity to achieve goals and create a pleasant workplace. The research could improve nonprofit management, especially in social services. Nonprofits handle changing needs. Smart HR management is increasingly needed for these institutions' purposes. SSS's HRM examples show how HRM strategies benefit social development organizations. Understand SSS HRM describes this research. HRM's strategic imperatives in social sector organizations are examined beyond administrative

study. How well do SSS's HRM practices achieve its organizational goals and create a positive work environment?

The report examines SSS's HRM hiring. This involves reviewing the organization's recruitment methods for people who share its vision and have the skills and motivation to conduct social development activities. Diversity and inclusion are addressed in recruitment since SSS requires a varied workforce. Research explores SSS development and training. A company's staff development commitment is reviewed. We address training programs, their relationship to corporate goals, and their ability to teach and adapt social service personnel to sector issues. SSS performance management systems are also important research topics. Review staff performance appraisal, goal-setting, and feedback. According to research, performance management helps businesses achieve goals and professionals grow.

This study examines workplace quality. SSS evaluates employee engagement on communication, feedback, and job satisfaction. Comparing business culture to social service and employee well-being. This study addresses Bangladeshi HRM and SSS. Regional and community projects demonstrate HRM's complexity in a diverse and dynamic society. SSS affects more than organizations, but this study concentrates on it. Case studies will influence nonprofit management discourse and HRM techniques in similar social sector organizations. The report's recommendations and best practices can help other organizations navigate social service and HRM. SSS HRM and nonprofit management are covered in this paper. The research investigates HRM techniques to help SSS improve HRM in nonprofit social development organizations.

1.7 Limitations of the Research:

Like every study, evaluating SSS HRM practices has restrictions. Understanding these restrictions clarifies the study's scope and context. Secondary data stinks. Although restricted, secondary material provides significant historical information. The internal document and record dataset may not cover all SSS HRM practices. Lack of vital data or records may hinder investigation. Historical records may not fully reflect HRM practices, limiting insights. Secondary data bias also exists. Data correctness and completeness depend on collection and documentation. SSS HRM implementation and impact data may be erroneous without real-time verification. Differences between published and applied policies may cast doubt on the judgement. Lack of staff interviews

or surveys is another issue. Internal materials are organizational but may not reflect staff opinions. Connecting with those affected best reflects HRM performance, employee satisfaction, and organizational dynamics. Organizational lived experiences may be hard to grasp without employee accounts.

Cultural constraints limit SSS. Bangladeshi society impacts SSS's company culture. The secondary data review may miss HRM's cultural complexity. Qualitative business culture and HRM understanding requires direct employee engagement, which this study lacks. No nonprofit benchmarking or comparisons is another issue. SSS's HRM practices are reviewed, but a comparison would reveal industry best practices and improvement opportunities. Without benchmarking, SSS's HRM may not meet industry norms. Time-based evaluation is limited. The dataset is mostly historical and may not represent recent SSS HRM developments. Historical figures may be unreliable due to organizational changes. These discoveries are a milestone in organizational history.

1.8 Rationale for using secondary data

The Society for Social Service's HRM methods were carefully evaluated when choosing secondary data for this research. SSS or confirmed external data is this study's secondary data. This choice was based on secondary data depth and history. A long-standing Bangladeshi social development institution, SSS has HRM-related internal documents and records. HR manuals, policies, training materials, employee surveys, and performance appraisal reports demonstrate HRM strategy implementation. HRM trends and changes can be extensively examined using internal records. The research can investigate SSS's HRM history, growth, challenges, and changes with this data.

Secondary data reduces stress on SSS staff, who are already overburdened with mission-critical duties, making it ethical. The dedicated social service staff may be distracted by data collection. Respecting SSS social development contributors' time, efforts, and goals makes this decision ethical. Another benefit of secondary data is its temporal span. HRM practices depend on organizational demands, industry trends, and socioeconomic changes. The research tracks SSS HRM practices using secondary data retrospective analysis. HRM patterns, shifts, and effectiveness throughout time are shown. Therefore, primary data collection alone cannot adequately explain SSS's HRM evolution, which the research benefits from. Secondary data aids

SSS transparency and accountability. SSS's HRM policies, practices, and strategic goals are documented. Annual reports, press releases, and organizational newsletters are used to study how SSS communicates HRM to external stakeholders. Internal and external impressions of SSS's HRM practices improve analysis.

Chapter 2: Literature Review

2.1 Review of the related Literature

The literature study examines HRM practices, accountability, sustainability, and technology's impact on organizations. The chosen sources cover current trends, challenges, and viewpoints. HRM relies on Frink and Klimoski's (2004) accountability theory and practice. The Human Resource Management Review found that HRM strategy demands responsibility. The authors discuss accountability and HRM improvement. This study illustrates that HRM is tough but essential to organizational success. From this approach, Macke and Genari (2019) review sustainable HRM literature. HRM's expanding sustainability focus is discussed in this Journal of Cleaner Production article. Macke, Genari discuss SHRM and organizational sustainability. The review emphasizes the growing importance of ecologically and socially responsible HRM activities, making sustainability a fundamental HRM priority.

Malik et al. (2020) analyze organizational sustainability. Their sustainability research examines intellectual capital and green HRM. These approaches enhance sustainable performance, illustrating HRM's complex link with organizational sustainability. This study suggests sustainable HRM improves corporate results. Their textbook "Human Resource Management." by Mathis, Jackson, Valentine, and Meglich (2017) covers HRM basics, functions, and issues. Learn HRM theory from the textbook. It underpins HRM and organizational success studies. Mousa and Othman (2020) examine how green HRM practices affect healthcare firms' sustainability. This Journal of Cleaner Production article links green HRM to healthcare organization sustainability. According to the study, green HRM may boost sector-specific sustainability.

Ruparel et al.'s (2020) extensive review demonstrated professional social media effects HRM. Technology affects HR nowadays. The Technology in Society assessment found that professional social networking platforms affect HRM from recruiting to engagement. This study shows how digital technology influences HRM. HRM involves accountability, sustainability, and technology's transformative impact, says the literature review. Deeper analysis of each source advances HRM discussion. Frink and Klimoski's (2004) accountability theory and practice study is fundamental to HRM's organizational benefits. Accountability drives organizational behavior and HRM

performance, say authors. Frink and Klimoski discuss how accountability might improve HRM practices at the Society for Social Service (SSS). Macke and Genari's (2019) extensive SHRM literature study expand the topic by incorporating sustainability into HRM. Discussing SHRM's progress and HRM's sustainability function. The social service nature of SSS emphasizes the need to align HRM to sustainability goals. SSS sees SHRM's environmental and social duty in the study. Malik et al.'s (2020) empirical study on organizational sustainability pathways uses SHRM theory. Green HRM practices and intellectual capital are examined to promote sustainable HRM theories. SSS can use this research to implement green HRM practices to fulfil its sustainability goals and greener workplace. Human Resource Management theory needs Mathis, Jackson, Valentine, and Meglich's (2017) textbook. HRM's fundamental ideas, functions, and issues are described in this comprehensive reference. The content helps SSS understand HRM fundamentals and follow industry norms. Mousa and Othman's (2020) healthcare study examines green HRM and sustainable performance. Healthcare's green HRM pros and cons are analyzed in the study's conceptual framework. This sector-specific knowledge can assist SSS customize its HRM practices to social service sector issues and opportunities, improving sustainability. Technology's revolutionary force is examined in Ruparel et al.'s (2020) systematic literature study on HRM's online professional social media. This study examines how professional social media sites affect HRM as digitalization transforms HR practices. Like many companies, SSS may benefit from understanding how technology affects recruiting, employee engagement, and HRM strategy. These insights can assist SSS adapt its HRM practices to digitalization. The literature review covers Frink and Klimoski (2004), Macke and Genari (2019), Malik et al. (2020), Mathis (2017), Mousa and Othman (2020), and Ruparel. HRM and the organization integrate accountability, sustainability, and technology.

According to Frink and Klimoski (2004), HRM needs accountability. Accountability promotes workplace accountability and matches individual and corporate goals. HRM is needed for SSS's social service. Research shows that SSS's social goals are balanced by individual and communal accountability. Performance appraisal, communication, and business culture are examined to determine how SSS establishes HRM responsibility. Macke and Genari's (2019) systematic literature review on SHRM expands the discussion on HRM sustainability. Study stresses movement from traditional HRM to SHRM and need for environmental and social HRM strategies.

SSS focuses on social development, hence this assessment considers HRM and sustainability. SSS's SHRM-aligned sustainability commitment, eco-friendly HRM, and talent acquisition social responsibility are examined in this study. Malik et al.'s (2020) empirical study on organizational sustainability pathways improves HRM's sustainability relationship. The study concluded that intellectual capital and green HRM sustain success. This source makes SSS consider green HRM's sustainability. SSS's green policies, employee sustainability training, and intellectual capital strategic planning are covered. These strategies' effects on SSS's sustainability and community impact are examined. Mathis et al.'s (2017) comprehensive HRM textbook supports theory. This authoritative HRM introduction covers key concepts, functions, and issues. The study examines how SSS utilizes HRM textbook theories and best practices. HRM principles are applied to SSS's recruitment, training, and performance management.

For Mousa and Othman (2020), green HRM and sustainable performance in healthcare organizations are sector-specific. SSS may learn about green HRM's healthcare challenges and potential from this study. SSS, a healthcare-plan social service organization, may use its findings to improve its green HRM. Sustainability in healthcare projects, staff eco-friendly training, and green intellectual capital generation for healthcare programs are studied. A thorough literature analysis by Ruparel et al. (2020) on online professional social media in HRM examines how technology is changing HR practices. As digitalization impacts HR procedures, this study shows how professional social media sites affect HRM. This study examines SSS's digital HRM technology. We investigate SSS's online recruitment, social media activity, and tech-based training and development. The research shows that these tools improve SSS's HRM in modern firms. These areas help evaluate SSS's HRM practices, revealing its strengths, weaknesses, and potential. A coherent story highlights HRM, responsibility, sustainability, and technology from many sources. Modern HRM is viewed differently by each source. This integrated data helps SSS optimize its HRM practices to meet social service sector demands. The literature review situates SSS's HRM practices in HRM, accountability, sustainability, and technology. In conclusion, the literature review explains HRM practices, accountability, sustainability, and technology from these sources. Modern HRM discussions have different perspectives from each source. To prepare for the Society for Social Service's HRM practices evaluation, the review uses these key works' theoretical and empirical foundations.

2.2 Research Gap:

Research gaps are identified and expressed to further scholarship. Analyzing Society for Social Service HRM methods requires identifying literature gaps and research opportunities. Social service HRM techniques, especially in developing nations like Bangladesh, are understudied. Many HRM studies focus on corporations, but few on nonprofits. HRM literature rarely covers social service organizations' specific challenges and potential. Thus, HRM research in charities like SSS should examine how altruistic purpose alignment motivates employees, social service recruitment methods, and performance evaluation tools that encourage social development. Focusing on developed countries, HRM study ignores rising nations' dynamics. Western and Bangladeshi SSS differ culturally, economically, and socially. Culture and context affect HRM practices in developing nations, although little is known. Academics and practitioners can learn from Bangladesh's HRM adaptations, improvements, and modifications to match its problems and opportunities.

Again, nonprofit HRM sustainability principles lack literature. The expanding SHRM literature focuses on for-profit businesses. Nonprofits, especially social service organizations, must examine how HRM strategies embrace sustainability due to their unique qualities. Social development requires HRM and sustainability knowledge from SSS. Further research is needed on green HRM practices, social responsibility programs, and sustainable performance measures. Recent research encourages greater HRM technology research, especially in the digital age. Technology has transformed HRM, yet social service organizations' needs and challenges are infrequently studied. SSS should reassess its HRM technology utilization as technology changes HR methods. Social networking, online recruitment, and tech-driven training are examples. This gap must be closed to understand how technology may improve social sector HRM. HR management, employee well-being, and work satisfaction in social sector firms are understudied. HRM is crucial to hiring and keeping talent, but nonprofit workers' well-being is rarely assessed. A great work environment and greater performance at SSS need understanding how HRM practices affect employee well-being. Finally, research gaps indicate that social service organizations, especially in developing nations, need advanced HRM studies. Nonprofits like the Society for Social Service must study cultural variations, sustainable integration, technology applications, and worker well-being. These study needs would educate HRM academic debate and help charities like SSS better HRM strategy.

Chapter 3: Methodology

3.1 Research Design:

This qualitative study evaluates the Society for Social Service's HRM practices using secondary data. HRM practices benefit from qualitative analysis' subtlety and curiosity. This method goes beyond statistical data to understand SSS's HRM landscape's organizational dynamics, cultural nuances, and context. HRM benefits from qualitative methodologies because they capture organizational human relationship complexity. Qualitative analysis lets researchers assess HRM's social and cultural aspects, employee interactions, and organizational culture's impact on HRM effectiveness. Historical secondary data frames the research. HRM practices at SSS are retrospectively assessed utilizing existing records and documentation. Assessing HRM strategy trajectory, trends, and the organization's adaptation to internal and external changes requires this historical lens. Secondary data was employed to address the research question and finish the review without taxing the organization. HR manuals, policies, training materials, employee surveys, performance appraisal reports, annual reports, press releases, and organizational newsletters are secondary data. These resources show SSS's HRM habits. Qualitative and secondary data reflect SSS's HRM practices. It recognizes that excellent HRM includes employee experience beyond numerical metrics. Thus, the research method seeks explicit methodologies and implicit, culture-driven HRM factors in SSS. The SSS HRM qualitative evaluation's data collection, analysis, ethical issues, constraints, and rigor and validity metrics will be covered in future sections.

3.2 Data Collection and Data Selection

The study deliberately leverages a large pool of original sources from the Society for Social Service's organizational core to describe its complex data collection methods. This qualitative study examines SSS's HRM history and subtleties using well-collected internal documents and data. The famous HR guidelines include SSS's evolving HR ideas and procedures. These guides form an organization's culture and are used to study SSS's HRM narrative.

Beyond this internal exegesis, the research examines corporate communication broadly. External stakeholders can access the documents for free. SSS's HRM practices are showcased in yearly

reports, press releases, and organizational newsletters. These external papers and organizational speech strategic narratives are evaluated to understand SSS's HRM landscape. Internal document inquiry followed SSS's complete HRM evaluation. These internal artefacts represent an organization's growth and retain HRM culture, standards, and processes. HR manuals are meticulously excavated to study institutional memory, organizational reactions to changing events, strategy adaptability to dynamic environments, and HRM domain ebbs and flows.

Internal documents assist the study track SSS's HRM landscape. The archive's organic and integrated HRM resources reveal processes over time. Internal artefacts' archive richness is used to recreate SSS's HRM evolution, highlighting major events, transformative changes, and persistent threads. Research shows that publicly available documents are crucial organizational communication nodes. These dual-perspective external artefacts illustrate SSS's HRM procedures. It thinks the corporate story transcends internal ranks. Annual reports, press releases, and organizational newsletters are studied to uncover HRM strategic articulation for external consumption and the complex interaction between internal and external representations for a more holistic evaluation. Through internal and public document data, SSS's heartbeats are linked. Time travel investigates HR manuals' organizational memory and annual reports, press releases, and newsletters' HRM narratives' strategic choreography. Based on SSS's history and communication, these resources analyze its HRM procedures in detail.

3.3 Ethical Considerations:

Secondary data, especially organizational papers, raises ethical concerns. An SSS HRM audit prioritizes privacy, confidentiality, and data management ethics. Organizational documents and ethical defenses are examined here. It protects sensitive organizational data, making this research ethical. Personal, internal, and strategic data are common in organizational records. Researchers understand their ethical obligation to protect data. The research team uses papers to gain insights while preserving privacy, corporate strategy, and ethics. Organized document handling ethics prioritize anonymity. These resources preserve privacy by removing names, contact information, and identifiers. De-identification protects document holders. The research team balances valuable findings and data subject confidentiality to secure organizational data.

This research's ethics go beyond anonymization to results presentation. Sharing findings protects personal and organizational privacy. Carefully chosen results phrasing protects privacy. This precaution prevents findings from being published outside ethical guidelines, protecting the study and the Society for Social Service's reputation. If the study team does not collect data, secondary data analysis requires humility and discretion. Researchers concede the data may not entirely reflect individual or organizational experiences, but it is useful. Humility permits responsible data bias and restriction interpretation to evaluate SSS's HRM practices. Ethics consider research's impact on individuals and organizations. A positive and objective study team's findings may affect SSS's HRM. Fairness and neutrality ensure research benefits SSS without harming or fooling.

The researchers address ethics beyond privacy and secrecy. Social care HRM evaluations must be ethical. SSS's social purpose is good human resource management, thus the study team assesses the findings' social impact. This knowledge motivates socially responsible HRM research to support the organization's social goals. SSS's HRM practices are ethically questionable when assessed utilizing secondary data. Anonymizing personal data in organizational publications and carefully presenting results protect research integrity. This ethical approach needs privacy, humility in interpretation, honest reporting, and social duty. To improve HRM knowledge, the research team balances ethics, respect for individuals, and the Society for Social Service's data protection requirements.

3.4 Limitations:

Secondary data helps research, but its limitations must be addressed. Old or incomplete data is a major problem. The Society for Social Service (SSS)'s Human Resources Management (HRM) study may employ temporal data from internal documents and records that don't reflect its current HRM landscape. HRM methods and practices evolve quickly due to internal and external influences, making temporal limitations unfeasible. Original data gathering biases must be considered in secondary data analysis. The organizational environment and primary data collection methods may misinterpret data for diverse consumers. SSS's internal documentation may represent stakeholders' or departments' views, biasing HRM. Unravelling and negotiating these ingrained biases requires careful attention and organizational context knowledge to adjust the analytical lens to research distortions. Secondary data cannot engage employees in real time, a major drawback.

Real-time organizational engagement is more vibrant than secondary data analysis. This prevents the researcher from discussing HRM practices. Questioning and spontaneous interactions are diluted by secondary data analysis. The researcher must perform HRM processes utilizing pre-existing data without context.

Quality and format of secondary data analysis papers may restrict contextualization. Organizational records may vary in information richness and granularity due to inconsistent and extensive data documenting. Researchers must contextually triangulate data from numerous sources to synthesize and analyze it due to unpredictability. This research offers retrospective secondary data about the organization's state at compilation. HRM is fluid and dynamic, hence a retroactive approach may prevent the researcher from noticing real-time adaptations or difficulties. The findings may be limited in applicability because they provide a snapshot of HRM practices frozen in the historical context of the documents under study.

Chapter 4: Findings and Analysis

4.1 Introduction:

SSS HRM approaches are thoroughly examined in this crucial chapter. HRM is crucial to SSS culture, efficiency, and effectiveness. The chapter covers the company's complex HRM dynamics. Internal papers, statistics, and external publications assess SSS's human capital management strengths, problems, and improvement prospects. First, HRM's importance to SSS's goals is analyzed. Bangladeshi social service agencies must manage human resources for operational excellence and societal goals. This chapter's detailed study improves SSS's HRM and produces a healthy workplace. This analysis uses numerous sources. HR manuals, policies, training materials, and performance appraisal reports clarify SSS processes. External publications expand industry standards and best practices. The sources cover SSS's HRM landscape well. Displaying SSS's HRM strengths. Company HR management is strengths-based. SSS uses HRM techniques to recruit, develop, and retain a talented and dedicated team for its unique social service mission, according to the report. The chapter discusses SSS's HRM successes and how to capitalize on them.

In contrast, the chapter honestly assesses SSS's HRM difficulties. A culture of constant improvement must admit these inadequacies. HRM bottlenecks must be addressed for organizational growth, hence analysis is done. This large study recommends personalized SSS HRM. Evaluation goes beyond strengths and weaknesses. Each key HRM aspect and its pros and cons are covered in the novel. Understanding SSS's background and aim helps give targeted recommendations. The full SSS HRM practice exploration includes the organization's external environment. HRM alignment with industry best practices and research is highlighted in this chapter. Comparing SSS's performance to nonprofit norms and successful models. Comparative analysis supports the findings and leads industry-leading HRM strategies.

4.2 Overview of HRM Practices at SSS:

Society for Social Service (SSS) HRM practices review explains organizational elements affecting human resource management in Bangladeshi social development. To prepare for a closer look, this

part highlights HRM components such recruitment, training and development, performance rating systems, and employee engagement.

HRM recruitment is SSS's priority. The organization promotes social justice via diversity and inclusion. From job ads to onboarding, recruitment is organized. Giving diverse candidates equal chances shows the company's diversity commitment. According to the research, recruitment timing is problematic. For urgent social requirements, recruitment delays can limit organizational agility. The recruitment duration from requisition clearance to final selection must be examined to fully assess these difficulties. Improvements include streamlining approval, using technology to find applicants, and speeding decision-making. Proactive SSS training and development improves employee skills. An organizational and individual professional development program is funded by the company. Staff training helps them do their duties and improve social service.

Training boosts employee satisfaction, demonstrating skill value. Analysis suggests growth. Filling job-specific training module gaps and ensuring fair access may be problematic. These topics are thoroughly examined to improve training and development targeting and diversity. SSS performance appraisals reward accomplishments and advance careers. Performance reviews improve companies. Regular feedback meetings set goals, evaluate performance, and link individual contributions to organizational goals. The research suggests improving performance measures and feedback frequency notwithstanding these benefits. This examines performance appraisal system, including measurement comprehensiveness and specificity and feedback mechanism frequency and efficacy. Changing performance metrics to fit company goals and providing more frequent and structured feedback may help employees grow.

Employee involvement at SSS promotes a positive work environment and social service goals. The company motivates employees with social effect. Openness, teamwork, and recognition foster cooperation. The organization has strong employee engagement, but the study shows burnout and involvement issues. These issues must be investigated by reviewing staff workload, communication, and recognition. Increased communication, burnout reduction, and long-term staff involvement are possible. HRM practices reveal SSS's total human capital management. Our diversity, training, performance reviews, and staff engagement activities boost satisfaction and productivity. This analysis recommends HRM component upgrades. Address recruitment delays, training inclusion, performance measures, and staff engagement. After synthesis, each HRM

component will be examined and strategic recommendations made to improve SSS HRM practices.

4.3 Effectiveness of Recruitment Processes

A thorough SSS recruitment process evaluation provides best practices and development areas. The organization prioritizes social equity in diversity and inclusion. SSS's inclusive HRM and diversity strategy promote workplace equity and representation. These methods work, but recruiting is slow. The study proposes a speedier recruitment-to-appointment method. The assessment's extended recruitment deadlines may prevent the company from seizing new possibilities or meeting urgent needs. Recruitment study suggests a more efficient method. The exam displays well-intentioned procedural complexities that may delay. Streamlining these processes helps the company recruit faster and distribute resources more efficiently, maximizing human capital.

The findings propose solutions to improve SSS recruiting and address these issues. Faster hiring is advised. SSS can react to changing personnel needs and the social service sector by shortening the recruitment lifecycle. A streamlined strategy emphasizes recruitment improvements. Recruitment workflow analysis, bottleneck identification, and complexity reduction are recommended. SSS can improve candidate experience and social service employer status by streamlining recruiting. Technology integration helps SSS recruit. Online platforms, application tracking systems, and recruitment tools streamline candidate screening and evaluation. Modern technology shows SSS as an innovative and adaptable HRM leader.

Smart educational and professional connections can create a talent pipeline. Academic and industry partnerships help SSS locate qualified individuals for proactive talent acquisition. This guidance promotes the company's recruiting diversity and creativity. Continuous recruitment feedback is also needed. Reviews and stakeholder feedback channels let SSS alter recruitment efforts in real time. In an industry with changing societal requirements and organizational goals, iterative recruiting management guarantees adaptability and reactivity. SSS recruits diversely yet slowly. These strategies can improve SSS recruitment and navigate the complex social service-human resource management nexus with speed, inventiveness, and equity.

4.4 Training and Development Initiatives

The Society for Social Service (SSS) invests on employee training. The report shows SSS's staff development strengths, making it a learning and professional growth company. SSS training is good. Methodically designed and delivered training. This training curriculum promotes personnel development and corporate goals. A well-planned curriculum helps students gain work skills. Continuous learning is an SSS training and development strength. The organization knows social care developments and workforce needs. SSS values lifelong learning. Continuous learning helps employees adapt to industry changes, best practices, and new tech. The workforce is ready for challenges and possibilities.

Despite its qualities, the research suggests improving SSS's training and progress. Job-specific training modules can be expanded. The program me is good, but adapting it to employees' requirements can improve it. This customization targets SSS employees' daily requirements and quirks to maximize training's impact. The findings also support expanding SSS training to all staff. Participation includes inclusion, relevance, and convenience, not just physical availability. A clear curriculum is essential, but training must be accessible to all levels, departments, and backgrounds. Inclusivity empowers employees by providing equitable professional growth possibilities.

SSS may assess employee employment issues for these opportunities. It actively seeks employee input at all levels to identify skill gaps and problems. The training curriculum can be expanded to address these needs and better serve workers. Digital courses, virtual workshops, and mobile learning platforms improve accessibility. These technologies help employees attend training programs that suit their learning styles, schedules, and locations. Flexibility enhances training and accommodates workers' diverse roles, responsibilities, and schedules. SSS's training and development programs demonstrate its dedication to staff development. An organized curriculum and continual learning make SSS proactive in social services. Addressing job-related limits and accessibility improves training. SSS may strengthen its professional development and workforce empowerment reputation by carefully addressing these opportunities.

4.5 Performance Appraisal Systems

HRM practice evaluation uses SSS performance appraisal. This vital HRM component shapes company culture, provides feedback, celebrates triumphs, and promotes career advancement. Assessing SSS's performance appraisal processes exposes strengths and weaknesses, making it a strategic focus. Performance appraisals encourage and develop individuals in complex organizations. The SSS evaluation lens suggests unclear performance measurements. However, the framework may utilize a more sophisticated definition of key performance indicators specific to the organization for assessment. Expectations and benchmarks must be clear to ensure employees understand performance criteria. The report suggests more regular and clearer performance reviews. Annual or biannual appraisals may not reflect modern workplace dynamics. Social care organizations need flexible performance feedback. Staff may receive timely feedback from SSS to recognize achievements and guide them. For agility, a changing social care sector needs real-time feedback.

Performance appraisal system integration should align HRM with SSS's goal. Meeting the mission requires measuring employee performance against the organization's social development goals. By showing how their work affects society, this connection drives employees to contribute to SSS's aims. The analysis emphasizes performance appraisal's career value. The findings suggest improving career planning and advancement. Personal development plans should meet individuals' professional ambitions and organizational demands. Personalizing career development to performance evaluation strengths and growth areas may help SSS connect employee progress with corporate goals. HRM is strategic for organizational excellence, as shown by SSS's performance appraisal. Regular feedback, clear metrics, and organizational goals demonstrate employee empowerment and continual improvement. Strategy might make performance appraisal dynamic and fundamental to SSS's HRM framework. Finally, HRM practice review requires SSS's performance appraisal system examination. Identifying strengths and weaknesses allows strategic recommendations based on the organization's context and HRM trends. This analysis can improve SSS and help social care organizations optimize performance appraisal.

4.6 Employee Engagement Strategies

This chapter outlines SSS's Employee Engagement Strategies to increase workplace health and engagement. A strong corporate mission gives workers purpose and loyalty, argues one review. The chapter states that open communication channels promote organizational openness and collaboration. However, this extensive investigation shows SSS worker engagement difficulties. It highlights the challenges of staff engagement and exhaustion that could impede worker vitality if ignored. These concerns highlight the need for workforce engagement and organizational vitality.

Chapter covers full multidimensional employee engagement methods. For employee engagement, intrinsic motivators are carefully analyzed. The report recommends meaningful employment, professional development, and a supportive workplace to encourage people. The experiment shows how SSS may engage employees with intrinsic motivators. The chapter also discusses how collaboration may engage culture. Team-building, collaborative projects, and cross-functional efforts promote employee engagement, camaraderie, and purpose. We examine the complexities of collaborative involvement and how SSS might arrange projects that encourage unity and success. This chapter assesses SSS's staff engagement techniques' benefits, which are essential to its objective. It shows how the company's mission inspires employees. Employee engagement and purpose come from supporting the company's social development goals. The chapter discusses how SSS might extend this mission by linking it to roles and duties to connect people to the company vision.

Keeping employees engaged is hard, says the report. This chapter discusses employee burnout and stress from intensive labor. It promotes balance, stress evaluations, and support to prevent burnout. The chapter promotes organizational culture and employee well-being. Discussing employee engagement's pros, cons, and strategic imperatives. This chapter's multidimensional analysis will inform the next chapter's strategies to engage employees in SSS's distinctive social service mission. This study boosts employee engagement for long-term success.

4.7 Aligning HRM Practices with Organizational Goals

HRM approaches meet the Society for Social Service (SSS)'s organizational aims, showing how HRM's various aspects contribute to or may need to be refined to achieve the mission. A thorough assessment of HRM practices' seamless integration with SSS's goals reveals potential and strategic areas. The SSS's mission-focused HRM is strong. Results show that HRM programs recruit, develop, and retain SSS's social development personnel. Recruiting emphasizes social equality and diversity to ensure the organization's workforce has diverse viewpoints for effective social service. This alignment trains and dedicates employees to the company's goal.

The research also suggests HRM practices that align with organizational goals. The SSS needs stronger performance indicators that link individual and team contributions to its purpose. Results indicate that outlining how each employee's activities support SSS's mission will improve performance evaluation methods and help people understand their role. Consider various important factors for seamless alignment. SSS should add mission-related KPIs to its performance appraisal system. Analyzing the social impact of individual and collective efforts to relate daily duties to SSS's societal goals is possible. Staff should get regular communication and feedback to learn how their responsibilities support social service goals. HRM that promotes sustainability may align organizations. SSS may use sustainable practices in its services and operations as a social development nonprofit. Sustainable HRM, employee environmental sustainability education, and corporate green impact studies are included. Integration would boost SSS's social responsibility by linking HRM with company goals.

The data suggests that employee engagement and organizational goals could work better together. SSS has a mission and open communication channels, but staff involvement should be increased to meet social service milestones. Tailoring engagement activities to SSS's mission's challenges and opportunities connects employees to its social effect. Conclusion: SSS's HRM and organizational goals alignment research have pros and cons. HRM's importance to SSS's social development mission and strategic refinement is highlighted. This part shows SSS how to connect HRM strategy with wider goals and establish a company where every HR activity promotes society.

4.8 Comparative Analysis with Industry Best Practices

SSS HRM methods are compared to industry best practices to evaluate the nonprofit's performance and find development and innovation opportunities. This comprehensive industrial benchmark study includes academic research, organizational case studies, and nonprofit excellence. Actionable data helps SSS match HRM strategies with industry standards. Start with SSS's HRM practices versus industry standards. This involves hiring, training, performance review, and engagement. We compare SSS to peers using nonprofit best practices for every component. SSS recruits diversely and inclusively. Industry leader SSS encourages charitable social equality. SSS may inspire other organizations to diversify with this skill. Instead, recruiting times should be shortened to match industry standards for speedy and successful hiring.

SSS's training and development are evaluated using industry standards for continuous learning and skill advancement. SSS may be good at designing diverse employee training, according to the comparison. It may also show how the organization may improve job training. Charity best practices suggest social service organizations need training. Performance evaluations matter. SSS rigorously analyses feedback, recognition, and career development to industry norms. Despite the company's employee gratitude, the study may propose improving performance assessments and feedback. Performance reviews that meet industry standards can help SSS increase its workforce.

We compare SSS employee engagement to positive work conditions-loving industry leaders. SSS may have a solid business plan and strong communication. Burnout and staff engagement are hard to prevent. Using industry best practices, intrinsic motivators and collaborative activities can enhance employee engagement. Comparative study helps SSS see its strengths and prospects beyond juxtaposition. Research and industry standards provide the organization a broader view than internal judgements. From the outside, SSS can replicate nonprofit HRM best practices. Comparison studies reveal improvements, not just flaws. SSS meets industrial standards with HRM best practices. Mission: Help SSS reach nonprofit HRM and exceed milestones.

4.9 Challenges and Opportunities

The conclusion of Chapter 4 examines SSS's complex HRM. Analyzing SSS's HRM practices reveals both challenging difficulties and exciting chances to enhance its people capital.

Challenges:

Resource restrictions are SSS's HRM top problem. HRM suffers in Bangladeshi NGO SSS due to financial constraints. Limited firm investment in talent acquisition, training, and staff development may impede talent and motivation. Modern job standards hinder SSS. As society and workplace dynamics change, the company's HRM procedures must adapt to its varied workforce's requirements and goals. Human resource management must blend social responsibility with a modern, inclusive culture. SSS also prioritizes employee well-being. The organization encourages a healthy environment, yet social service stress can burnout. HRM advances are essential to boost morale and protect employees' mental health.

Opportunities:

SSS finds HRM transformation potential in challenges. Technology efficiency is an opportunity. SSS could improve its HRM operations with technology as the digital landscape changes organizational paradigms. HRM improves with online recruitment and training. SSS can effortlessly integrate HRM sustainability into social development. Green HRM includes eco-friendly policies and personnel development. SSS can improve its image and attract a socially conscious workforce by incorporating sustainability into HRM. Benefiting employees is an SSS opportunity. Comprehensive well-being programs can be sponsored since happy, healthy employees are key to business success. They may include mental health support, flexible work options, and social worker bonding.

Chapter 5: Findings of the Study

5.1 Introduction

Chapter 5 recounts the Society for Social Service's careful HRM practice appraisal, a turning point in organizational development and HR optimization. This chapter explains the difficult HRM analysis results in this conceptual vastness. The business prioritizes recruitment, training, performance appraisal, and the intricate employee engagement strategy. This chapter examines SSS's recruitment review. A closer look shows that SSS's diverse population requires diverse and inclusive recruiting. Critical eyes view timeliness and the need for a simpler approach as issues. These outcomes are like puzzle pieces, requiring interpretation and strategic alignment with organizational goals. Scholarly analysis of SSS training and development included in the chapter. A firm canvas indicates a well-structured training course and study dedication. A keen critic sees job-specific training modules as promise. SSS seeks customized training harmony.

SSS performance appraisal data is examined. The narrative shows systems may give positive feedback and recognize employee progress. Analytics reveal performance indicators and feedback frequency issues. These methods can be refined and calibrated to meet organizational goals for staff evaluation and development. Next, SSS employee engagement strategy results are analyzed. The artwork shows bright colors, a strong organizational mission, and open communication channels, however worker engagement and fatigue create obstacles. The paradox's narrative introspection drives organizational human capital and engagement. Academic discussion and organizational introspection illuminate nonprofit HRM methods. Critical literature examination reveals theoretical and SSS conversations. Interpretative dance recruitment, training, performance evaluation, and staff involvement are driven by organizational goals. Evaluation and nonprofit HRM practices are holistically compared. Writing and organization build a narrative beyond SSS. The complex relationship between theory and practice, values and realities, aims and challenges is studied in nonprofit HRM. These results affect SSS in the next sections. It plans to use strengths, solve deficiencies, and align HRM with business goals. Strategic ideas guide SSS towards a moment when HRM practices are more than just a functional apparatus but the driving force behind sustained organizational performance as scholarly discourse converges with pragmatic imperatives.

5.2 Findings of Recruitment Processes

The Society for Social Service (SSS) recruitment procedures needed modification after a thorough examination. Diversity and inclusivity in recruiting distinguish the organization. This is SSS's strategic priority for employing diversely. The organization's focus on a diverse team that reflects its constituents' complicated tapestry follows modern ethical hiring practices and increases its social effect by welcoming multiple perspectives and experiences. Despite the benefits, the review highlighted strategic problems. Recruitment speed is the biggest issue. Recruitment delays might slow the company's response to changing operational needs. Social care requires fast recruitment of experienced and devoted people. This issue highlights the need to strengthen SSS's recruitment processes to quickly find the right personnel to meet urgent needs and seize strategic opportunities.

The evaluation lens suggested SSS recruiting streamlining. Diversity is encouraged, although the company's lengthy processes may slow hiring and onboarding. To streamline recruitment, analyze protocols to improve procedures, reduce redundancies, and increase recruitment lifecycle efficiency. Modern HRM trends emphasize talent acquisition agility and reactivity as key to organizational performance, therefore a simpler strategy works. The evaluation stresses strengths and flaws to improve SSS's recruitment structure. An intentional solution to the highlighted difficulties makes SSS more agile and helps it find, select, and onboard top talent faster. SSS's mission-driven activities include recruiting process improvement as a strategic goal to demonstrate organizational excellence and societal impact. Addressing these concerns strategically will boost SSS's recruiting ecology, making it more resilient and effective in the ever-changing social service and charity management setting.

5.3 Findings of Training and Development Initiatives

Society for Social Service (SSS) training and development courses had pros and cons. Research lauded SSS's well-structured curriculum and lifetime learning outlook. The company actively invested in a clear and relevant training strategy to instruct and adapt employees. Comprehensive curriculum gives SSS an edge in training. The company offers extensive professional growth. This organized training improves SSS's HR management with well-rounded education and industry best practices. This well-planned curriculum shows the company understands training's importance in

worker development. Continuous learning was another SSS training component. The organization recognizes that social services are changing and staff must adapt. Continuous learning helps SSS staff adapt and innovate. SSS leads improved human resource management by educating staff about contemporary concerns. The assessment revealed SSS's training and development system might be enhanced. Expanding job-specific training is achievable. The curriculum is good, but field-specific training would improve skill transfer. This tailored technique equips SSS workers with wide competencies to handle social service issues.

The report advised making training more accessible. SSS helps employees improve, but everyone needs training. To satisfy workers, the company could leverage online platforms or flexible scheduling. Company inclusion and equal professional development are promoted by accessible training. The paper recommends comprehensive SSS instruction. The organization's well-structured curriculum and learning focus give a solid foundation. Personalized and accessible courses help boost SSS's training and development. SSS can link its HR management with its mission to teach workers to tackle social service concerns.

5.4 Findings of Performance Appraisal Systems

Performance reviews within the Society for Social Service (SSS) framework have revealed strengths and subtle issues that need careful assessment. The exam showed SSS's ability to provide constructive comments and recognize employee success. This ability to recognize employee accomplishments indicates a positive organizational culture that encourages individual contributions.

Despite these strengths, the SSS performance appraisal system was flawed. Clear performance metrics matter strategically. The findings emphasize the need of identifying performance metrics that support the organization's goals. Clear measurements let staff evaluate performance objectively and align with SSS's objectives. The performance appraisal framework experienced feedback session frequency issues. Feedback frequency and timeliness affect performance appraisal effectiveness. The findings advise more frequent and scheduled feedback sessions to improve employee-management communication. Professional development and organizational collaboration are fostered by continuous feedback.

These findings impact company growth and employee engagement. Good performance appraisals improve business culture and acknowledge individual contributions. Clarity and frequency issues can impair morale, work satisfaction, and organizational effectiveness.

These facts imply SSS's performance appraisal system needs improvement. Performance reviews must reflect the company's social service and growth goals. SSS's beliefs and goals should lead this strategy's quantitative and qualitative performance. Performance appraisal methods should be improved using academic and industry best practices. Set measurable KPIs for the organization's goal, train managers to give better feedback, and leverage technology to streamline and automate the review process for efficiency and consistency. SSS's performance appraisal techniques' complex strengths-weakness relationship was evaluated. Strategic interventions focus on establishing these mechanisms to improve organizational cohesiveness, staff growth, and SSS's continuing social impact.

5.5 Findings of Employee Engagement Strategies

A careful examination of SSS employee engagement approaches identified positives and cons. The study revealed that the company can instill mission in its employees. A common purpose and motivated workforce arise from mission alignment. SSS employees' selflessness for social causes shows their mission-driven culture.

Organizational communication was open, the inquiry found. It fosters workplace transparency and collaboration. Open communication promotes employee participation and a diverse, inclusive culture. Good communication fosters workplace harmony and idea sharing. Despite these positives, the study discovered problems that require careful attention and particular initiatives. Keeping people motivated across jobs is tricky. SSS tasks are sophisticated and the social service sector is evolving, making staff engagement difficult. Different organizational roles require different strategies, therefore a nuanced strategy that addresses particular challenges affecting job engagement is needed. Employee burnout is a major issue. SSS staff have emotional challenges helping vulnerable and impoverished populations. The findings emphasize reducing burnout to protect workers. Self-care, resilience, and mental health assistance prevent company burnout.

The results demonstrate that these issues demand specific and well-designed solutions to boost employee engagement and well-being. In varied, mission-driven businesses like SSS, one-size-

fits-all tactics don't engage employees. Customized treatments that reflect employment expectations and dynamics should boost employee engagement. A proactive and comprehensive staff well-being strategy is needed to address burnout. SSS now generates a resilient and supportive organizational ecosystem, not only symptoms. Example: counselling, mental health awareness campaigns, and work-life balance-friendly workplace culture. Overall, SSS employee involvement shows dedication and strong communication. Positives demonstrate the company's mission-driven and inclusive culture, while problems require forethought. SSS needs tailored interventions to its employee engagement and well-being dynamics to keep its workers motivated, resilient, and fulfilled in their social service work.

5.6 Comparative Analysis with Industry Best Practices

SSS HRM is explicit compared to industry standards. The SSS assessment demonstrates nonprofit leaders' improvement efforts. This detailed comparison illustrates the company's HRM expertise and proactive industry compliance. Diversity and employing diversity are SSS's assets. Company diversity recruiting matches industry social equity and representation criteria. SSS shows how many perspectives and cultures aid NGOs. But comparison research reveals SSS what industry leaders can teach it. Example: performance appraisal system improvement. Although the company gives comments and celebrates wins, industry norms encourage more transparency and input. SSS may explain performance measures utilizing contemporary methods for a more comprehensive and continuing performance management framework that encourages employee progress and business goals.

Regular benchmarking versus industry norms is shown. SSS fully participated in HRM excellence comparison. Dynamic nonprofits must adopt HRM trends and advances. Industry benchmarks and best practices assist SSS discuss nonprofit HRM. Regular benchmarking helps SSS anticipate employee needs and adapt to external changes. SSS uses industry best practices to create HRM solutions that improve employee engagement, professional development, and organizational effectiveness. SSS's charity sector leadership and skills match industry best practices. This demonstrates SSS's dedication to HRM quality, improvement, and innovation. Regular benchmarking improves SSS's resilience and quality, meeting industry norms and shaping nonprofit HRM.

Chapter 6: Conclusion and Recommendations

6.1 Conclusion

The SSS's extensive HRM practice analysis shows complex worker dynamics. SSS has HRM experience in recruitment, training, performance assessment, and employee engagement. SSS grows and thrives in the dynamic nonprofit HRM business thanks to this organizational tapestry of strengths, weaknesses, and possibilities. Diversity and inclusivity in SSS recruitment are strengths. Our diverse staff represents our communities and practices industry best practices. This dedication goes beyond rhetoric to show a genuine understanding of diversity's transformative power to inspire innovation, broaden perspectives, and improve the organization's ability to address difficult societal challenges. Evaluation reveals performance appraisal systems need improvement. SSS celebrates employee accomplishments, but better assessments and more feedback can improve performance management. An organized and transparent performance appraisal system increases employee engagement and corporate success.

For insights and standardization, compare SSS's HRM to industry best practices. This contrast highlights SSS's capabilities and nonprofit sector strategic growth possibilities. This iterative comparison analysis reveals SSS's flexibility to nonprofit HRM's new ideas and best practices. Evaluation with important stakeholders provides further knowledge. SSS's daily operations staff opinions provide organizational context. Stakeholder engagement is essential for effective HRM, especially in social service organizations, to validate findings and encourage transparency, openness, and inclusivity. For company improvement, SSS reviews HRM practices. The above attributes aid SSS's resilience-based social development. SSS and nonprofits thrive with problem-focused projects. SSS can construct an excellent HRM model using industry best practices and future improvements. This review shows SSS's resilience in nonprofit HRM. Diversity and inclusion, performance management as a driver of organizational success, and openness to industry best practices make SSS a nonprofit HRM knowledge recipient and contributor. This starts SSS's HRM to make society more equal, inclusive, and resilient, not an evaluation.

6.2 Recommendations

1. Reduce procedures and encourage punctuality to improve hiring. Fast and efficient onboarding of qualified applicants maximizes employee potential. This involves assessing recruitment processes, finding bottlenecks, and speeding up without compromising candidate selection.
2. Diversity and inclusion drive SSS recruiting. The organization should undertake focused outreach and collaborations. Partnerships with educational institutions, community organizations, and industrial networks can help the organization grow, broaden, and ensure fair employment.
3. Recruitment in the digital age requires technology. SSS should investigate new methods to streamline application sourcing and selection. Video interviews, data analytics, and applicant tracking improve recruiting pipelines. SSS meets competitive job market demands by speeding up processes and improving candidate experience using technology.
4. To increase training and development, SSS should incorporate job-specific modules. Customization equips workers for new duties. Department heads, team leads, and subject matter experts can create job-specific training.
5. SSS should offer blended learning for employees' different learning styles and schedules. Traditional and online courses are employed to increase accessibility. E-learning, webinars, and interactive modules let workers learn at their own pace. Blended learning makes training sensitive to our diverse workforce.
6. Effective feedback improves training sessions. SSS should regularly accept staff training feedback. Focus group discussions, post-training surveys, and one-on-one feedback can demonstrate performance effects. The continuous feedback loop enables SSS adjust its training course to company goals and workforce skills.
7. SSS should explain performance measures and expectations to better assessments. Feeling purposeful requires employees to understand how their job supports organizational goals. Performance metrics and position requirements should be in SSS. Effective communication empowers workers and boosts performance reviews.

8. For growth, feedback must be more frequent. At SSS, continuous feedback should replace annual performance reviews. This strategy promotes supervisor-subordinate communication and gives immediate performance feedback. Regular check-ins enable real-time staff progress and performance management.

9. SSS should provide 360-degree staff performance feedback. An employee's strengths and flaws are revealed by peer, subordinate, and supervisor evaluation. Well-structured, confidential 360-degree feedback encourages openness, collaboration, and full performance reviews.

10. SSS should prioritize employee engagement. Staff bonding may occur through teambuilding. Mentorship programs promote career advancement, knowledge sharing, and belonging. Individual and team awards boost morale in companies.

11. The SSS should prevent and treat staff burnout. Workplace flexibility, health programs, and stress management avoid burnout. Mental health therapy and training demonstrate the company's dedication to employee well-being.

12. Employee engagement requires transparency. SSS should provide employees regular feedback and updates to make them feel valued and informed about corporate decisions. Town halls, suggestion boxes, and questionnaires allow employees give feedback. This two-way communication boosts employee ownership and commitment to the company's vision and values.

6.3 Future Directions:

Over time, SSS HRM processes will improve. Future technologies will solve difficulties and make SSS a nonprofit HRM leader. SSS's success depends on implementing and changing the previous section's strategic recommendations. Well-defined recruitment, training, performance appraisal, and employee engagement standards yield instant benefits. The organization must strengthen these tactics to meet employee and company needs. Tech must enable HRM innovation in the future. The SSS should investigate new HR automation and data-driven decision-making tools. AI-powered recruitment tools, applicant tracking systems, and HR metrics analytics platforms are linked. Technology can help SSS cut administrative expenses, boost efficiency, and collect HRM data. The future of SSS HRM should encourage lifelong learning and growth. The social service industry is dynamic, so the company must acquire skills. Collaborations with schools, industry

specialists, and training providers enable learning. Professional development aids company and employee change. Talent management should be proactive in future SSS. The organisation must intentionally find and develop high-potential workers for leadership continuity and quality. Mentorship, succession planning, and leadership development help SSS weather leadership changes and grow a talented, dedicated workforce. The future needs SSS to invest more in employee well-being. Social and workplace burnout, mental health, and work-life balance criteria must be adjusted by the company. Wellness initiatives, flexible work arrangements, and check-ins improve employee health, job satisfaction, and workplace loyalty.

HRM needs data-driven decisions as SSS evolves. The company should analyze HR initiatives, predict workforce trends, and influence strategic planning via HR analytics. This analytical approach helps SSS foresee issues and opportunities. Future of SSS HRM depends on collaboration and communication. Interdepartmental teamwork, cross-functional teams, and open communication build harmony at work. Transparent town hall meetings, employee feedback forums, and interactive platforms involve employees in decision-making. SSS should lead nonprofit HRM discussions. Industry gatherings, research collaborations, and best practices can promote nonprofit HRM. This thought leadership boosts SSS's HRM knowledge and reputation. Finally, SSS HRM's future is like sailing unexplored waters with a new, adaptable, and good compass. This transformational approach involves technology, continuous learning, strategic people management, employee well-being, and data-driven decision-making. SSS may strengthen its HRM practices and become a nonprofit HRM pioneer as it moves forward.

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