Internship Report
on

**Evaluation of Administrative Functions of Under Privileged Children's
Education Program (UCEP) Bangladesh**

Submitted to:
Mr. Sheikh Abdur Rahim
Associate Professor
Department of Business Administration
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Daffodil International University
Sobhanbagh, Dhaka, 1207

Submitted by:
Md. Morsheduzzaman Mandol
ID No. 131-12-558
Program: Masters of Business Administration
Daffodil International University

Date of Submission: 03 March 2019

Letter of Transmittal

Date: February 25, 2019

To,

Mr. Sheikh Abdur Rahim
Associate Professor
Department of Business Administration
Faculty of Business and Entrepreneurship
Daffodil International University
Sobhanbagh, Dhaka-1207

Subject: Submission of the Internship Report.

I am submitting my internship report on **"Evaluation of Administration Functions of Under Privileged Children's Education Program (UCEP) Bangladesh"** as it is a partial requirement of the internship course under MBA program.

I would like to thank you for assigning this report as it provided me the opportunity to venture

into the real life scenario and broaden my understanding on the Administration system of a

company. I hope that my work comes up to the level of your expectation.

It will be my pleasure to answer any queries you have.

Sincerely Yours,

…………………………..
Md. Morsheduzzaman Mandol
ID No. 131-12-558
Program: Masters of Business Administration
Daffodil International University

Declaration

I declare that the 'internship report' entitled **"Evaluation of Administration Functions of Under Privilege Children's Education Program (UCEP) Bangladesh"** embodies the results of my own research work, perused under the supervision of **Mr. Sheikh Abdur Rahim,** Associate Professor, Department of Business Administration Internship Supervisor, Daffodil International University, Bangladesh

I further affirm that the work reported in this internship is original and is not part of any other students for the completion of MBA or other degree have submitted whole of the report

……………………………..
(Md. Morsheduzzaman Mandol)
ID No. 131-12-558
Program: MBA
Batch:34
Major in Human Resource Management
Daffodil International University

Letter of Acceptance

This is to certify that the internship report on "Evaluation of Administration Functions of Under Privilege Children's Education Program (UCEP) Bangladesh" has been submitted for the award of the degree of Master of Business Administration (MBA) major in Human Resource Management at Daffodil International University carried out by Md. Morsheduzzaman Mandol of 34th Batch bearing ID: 131-12-558 under my supervision. To the best of my knowledge and as per his declaration, any part of this report has not been submitted for any degree, diploma or certificate elsewhere. He is permitted to submit the internship report for the presentation in the internship defense.

I wish him all success in life

(Mr. Sheikh Abdur Rahim)

Associate Professor

Department of Business Administration

Faculty of Business and Entrepreneurship

Daffodil International University

Acknowledgement

The success of this Internship Report is for the involvement of number of people without whom it would have been tough enough for me to accomplish. It is difficult for me to thank all those people who have some contribution in this report. But there are some special people those are must to be mentioned.

First of all, I would like to thank my honorable academic supervisor Mr. Sheikh Abdur Rahim, Associate Professor, Department of Business Administration, Faculty of Business and Entrepreneurship, Daffodil International University. I am thankful to him for his continuous support, supervision and suggestion and giving me valuable information that was very much needed for me to complete this report.

Then, I express my sincere gratitude to Mr. Md. Iqbal Hossain-Director, People and Operations, UCEP Bangladesh for his sincere support. Without his help it would not be possible for me to complete the internship as well as never be able to complete the report. I was also constantly supported by the Administration team who taught me different aspects of the department. I am highly grateful to all the people who made this report possible.

Lastly, I would like to say that from this internship program I believe the experience that is gathered will definitely help me in the future.

Preface

After the completion of the MBA academic courses I was working with my organization UCEP Bangladesh and was carrying out the internship program for getting practical information and knowledge. This is the last stage to the educational sector and finally study on a particular area of Administration functions and practices by UCEP Bangladesh which helped me a lot to flourish my knowledge and experience.

This internship report is prepared in order to analyze the **"Evaluation of Administration Functions of Under Privilege Children's Education Program (UCEP) Bangladesh".** The primary objective of this report is to get hands –on experience of Administrative functions and practices applying the knowledge learned in theory

As a Non-Government Organization Under Privileged Children's Education Program (UCEP) Bangladesh needs qualified staffs, procedures and practices that would help the organization to run the department smoothly and effectively. UCEP Bangladesh has a independent Administration department which has some key activities to achieve the objective and goal of the organization. Administration is the department who ensures the policy and procedures are well followed, all administrative and logistics support are being provided on time to the programs following the UCEP rules and regulation as well donor regulations. UCEP Bangladesh has many institutional donor and has to follow each donor guidelines strictly and administration department play the most important role in this regard. In the report I will try to emphasis on the most core activities of UCEP Bangladesh Administration Department like Procurement, vehicle management, asset management, office management are the core activities of the admin staff. There are many issues strictly being followed and some areas are also there to be taken care off. There are also some areas which has not been included in the report due to the organizational confidential issues. However, I have tried my best to work with most important activities which will be mentioned in the report.

Table of Content

Chapter- 1: Introduction

1.1 Background of the Study

In the development (NGO) Sector Human resource management and administration department plays a vital role. In this study I would like to share my experience different organizations like CARE Bangladesh, Plan Bangladesh, Islamic Relief Bangladesh, International Committee of the Red Cross (ICRC) and UCEP Bangladesh. Here I will present my presentation on my experience working with Under Privileged Children's Education Program (UCEP) Bangladesh. In my internship project I will describe the fund of Administrative practices and procedures of UCEP Bangladesh. In addition, I also drove to the change management and implemented the international compliance standards in all parameters. I also have tried to find out the admin function of UCEP Bangladesh and how they are functional in all activities in pro-active and efficient way.

1.2 Origin of the Study

Internship is a part of the MBA program under Daffodil International University. The report is originated from the curriculum requirement of MBA Program. The topic of my report is 'Evaluation of Administrative Function of UCEP Bangladesh'. For this purposes, I have observed and played a vital role in the admin department as Manager-Administration. I accommodated my Internship Program with UCEP Bangladesh and as per consultation with my academic supervisor **Mr. Sheikh Abdur Rahim.** I chose the organization UCEP Bangladesh for my study and analysis as I'm already employed here.

1.3 Scope of the Study

The report entirely discusses the current predicament of UCEP Bangladesh and how they perform different administrative procedures and practices. The report will detail the current administrative policies of UCEP Bangladesh at its administrative level employees. Also in this research I have solely focused on Administration department and its policies.

1.4 Objectives of the Study

i.   To explore the administrative functions of UCEP Bangladesh

ii. To evaluate the administrative functions of UCEP Bangladesh

iii. To identify the problems of existing administrative functions of UCEP Bangladesh

iv. To provide some suggestions to overcome the existing problems of the administrative functions of UCEP Bangladesh.

1.5 Methodology of the Study

The report has been prepared based on both primary and secondary data. Data collected from the organization, its head office, regional level and other sources and used in different part of the report. Based on the collected information this report has been prepared.

1.5.1 Primary Data:

The primary data is collected to prepare this report was obtained through day to day work and personal observation and through performing my assigned duties responsibilities by leading the administration department during the internship period**.**

1.5.2 Secondary Data:

Secondary data is collected from sources like monthly report, annual report, audit findings, published documents, internet and articles, communication with other colleagues and discussion and recommendations from management

1.5.3 Data Analysis Techniques: In the study all the data has been analyzed through Microsoft Office Release®

1.6 Limitations of the Study

- Large scale research was not possible due to time constraint
- Relevant data and documents sharing restriction due to organization confidentiality
- Restriction from management to share many information and recommendation
- Published data, annual report was not up to date and unavailability of enough relevant records and information
- All confidential or negative information is not possible to share otherwise organization might face difficulties from inside and outsiders

Chapter -2 Company Profile

2.1 Brief Introduction

Since 1972, Under Privileged Children's Education Program (UCEP) Bangladesh is working in Bangladesh by providing technical education to the street Children's in Dhaka city. Under Privileged Children's Education Program is a non-profit and non-governmental organization whose aims to uplift the socio-economic conditions of underprivileged communities by helping them to learn skills to earn. UCEP Bangladesh brought drop-out children back to education, provides them vocational skills training and offers job-placement supports to the youth graduates. This organization stands for Educational Programs to the underprivileged children's. However, the management of this organization preferred to use the short form i.e. UCEP. This organization extends its supports to the youth from the underprivileged communities for responding to the changing needs and contexts of the society as well the country

At present UCEP Bangladesh has 32 schools in eight region providing cost free education from grade 5 to 8 which is completed in 3.5 years. Those students can appear for PSC (Primary Education Completion Examination) and JSC (Junior School Completion Examination). UCEP Bangladesh programs also includes a 6 months' remedial course targeting to improve reading-writing capacity of the students. Students who completes Grade 8, have option to study in Grade 9 – 10 in 5 UCEP vocational schools in different places of the country.

Interested students can join free of cost 3 - 6 months training course on various vocational trades such as readymade garments, textile, electrical and electronics, construction, furniture, catering, manufacturing and other sectors. Once any student completes training courses, job-placement supports as well as entrepreneurship development training is provided to the students by UCEP Bangladesh. Not only UCEP youths but also youth from non-UCEP schools can also join the courses that run in three shift including evening courses of the organization. Presently this organization has record of 95% employment of job-seeking graduates within first six months of course completion at UCEP institutes.

Another function of UCEP (community mobilization function) promotes rights of children and women to ensure their education, skills training and access to employment. This unit of the organization works as a breeze between the society and UCEP Bangladesh

UCEP has start a new institute that is UCEP Institute of Science and Technology. Students are offered fee-based 4 year's diploma in Engineering course from this organization. This is a target to save from the revenue and cross-subsidize skills training for the underprivileged. UCEP Bangladesh provides scholarships to those students who cannot afford the cost of education in UIST. UCEP Bangladesh tries to manage sponsor who can support the poor students by providing scholarship

Presently UCEP Bangladesh has 946 staffs with having 35% female staff, among which majority are teachers/instructors. UCEP has total 42 Schools of which 10 are technical schools and the rest 32 are providing general education. UCEP has their own land where most of these schools are situated. UCEP has a strong Financial and Accounting management system who are closely audited by an Internal Audit team that reports to the top management Financial Accounting Committee of Board of Governess (BoG). UCEP Bangladesh also has Monitoring Evaluation & Knowledge Management (MEKM) team to ensure program quality and learning purpose. There is also external audits and evaluations to confirm financial, procurement, program quality and processes. UCEP Bangladesh practice shared-learning that is facilitated through various forums including regular researches, progress reviews and retreats. Asset management system is very strong in UCEP Bangladesh with having regular fixed asset checking practices. There is Strategy, Marketing and Corporate Affairs department to ensure promoting UCEP's and its partners' branding for more mobilizing supports.

2.2 History of UCEP

UCEP Bangladesh has a rich history by working for the poor and distressed people since 1972. Mr. Lindsay Allan Cheyne, a philanthropist from New Zealand came to Bangladesh on 1970 and feel the need to support the under privilege children's in Dhaka University. Mr. Cheyne came to Bangladesh in 1970 to run a mother and child health clinic for the of tornado-affected people from Bangladesh's south-eastern part. In 1970 British relief mission was running and established

a clinic in the Southern part of the country. Soon after the clinic's establishment in 1971, our liberation war broke out in the whole country. The destruction of the tornado paled beside the tragedy of human misery left by the war. Our new nation faced ever-greater crisis than before. Besides the relief operation, Mr. Cheyne worked to outline an educational program for underprivileged, homeless, and poor children

Eventually, the Denmark government extended financial assistance to promote a 3-year project. To establish and run the project Bangladesh government provided a building to UCEP Bangladesh. Here to be noted that a research work was done by Professor Ahmadullah Miah from the Institute of Social Welfare under Dhaka University which influenced the thoughts and initiatives behind establishment of UCEP. Then in 1972 UCEP was created as an international non- governmental organization

At the beginning, UCEP Bangladesh started working with the concept of "community schools" by providing alternative schooling opportunity to street and under privileged children. At the beginning the project was highly encouraging for the outcome of special schooling arrangement. Students from slum and street also responded very well by going to UCEP schools. Since the beginning of UCEP activities the concept of "non-formal education" has been gradually grounded as an effective approach to improve the condition of the poor out-of-school children belonging to the disadvantaged groups'. In order to make more useful and effective of UCEP approach, skills training opportunities were added to general education from 1983 by establishing one Technical School in Dhaka. Since then, UCEP's general education program had expanded to Chittagong and Khulna. In 1986 Mr. Cheyne died and UCEP faced some difficulties. Many initiatives were taken to face the challenges part of the new initiatives UCEP was reorganized in 1988 by getting registration as a national NGO under the Voluntary Social Welfare (Registration and Control) Ordinance, 1961. Since then UCEP has been governed by a group of volunteers who constitute the UCEP Association

2.3 Founder of UCEP Bangladesh

There is history of UCEP Bangladesh for the establishment of the organization which is related to the Independence war of Bangladesh in 1971. This history of UCEP- Bangladesh traces back

to the founder Lindsay Allan Cheyne, a philanthropist from New Zealand. Mr. Cheyne came to Bangladesh in 1970 on a British relief mission to run a mother and child health clinic for the effected people of the south-eastern part of Bangladesh. Soon after the clinic's establishment, the liberation war broke out in Bangladesh. The devastating destruction by the tornado paled beside the tragedy of human misery left by the war. Bangladesh the new nation faced ever-greater crisis than before.

Along with relief operation, Mr. Cheyne started working with the Directorate of Social Welfare and outlined an educational program for underprivileged, homeless, and poor children. At that time, the Danish government came forward and extended generous financial assistance to launch a 3-year project. The Bangladesh government also came forwarded and provide a building to house the program. Here to be noted that a research work was done by Professor Ahmadullah Miah from the Institute of Social Welfare under Dhaka University which influenced the thoughts and initiatives behind establishment of UCEP.

As an international non- governmental organization UCEP was established in 1972. At the beginning, UCEP Bangladesh started working with the concept of "community schools" by providing alternative schooling opportunity to street and under privileged children. At the beginning the project was highly encouraging for the outcome of special schooling arrangement. Students from slum and street also responded very well by going to UCEP schools. Since the beginning of UCEP activities the concept of "non-formal education" has been gradually grounded as an effective approach to improve the condition of the poor out-of-school children belonging to the disadvantaged groups'. In order to make more useful and effective of UCEP approach, skills training opportunities were added to general education from 1983 by establishing one Technical School in Dhaka. Since then, UCEP's general education program had expanded to Chittagong and Khulna.

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2.4 VISION

Bangladesh envisions "a society upholding good governance where all children and youth are able to develop their potentials in a child and youth friendly environment without any discrimination"

2.5 MISSION

UCEP Bangladesh's mission is "to raise the socio-economic conditions of the urban and peri-urban working poor and under-privileged children and youth through education and skills training, awareness and advocacy for ensuring good governance to a level that they can effectively participate in national development with enhanced capacity, dignity and fulfillment of their basic rights."

2.6 UCEP BD Board of Governess

UCEP BD Board of Governess

Parveen Mahmud
Chairperson
UCEP Board of Governors

Mr. Jitendra Lal Bhowmik Vice-Chairperson UCEP Board of Governors	**Mr. A. Q. Siddiqui** Chairperson UCEP Board of Governors	**Ms. Shahamin S. Zaman** Member UCEP Board of Governors
Ms. Sabrina Islam Member UCEP Board of Governors	**Dr. Rubana Ahmed Member** UCEP Board of Governors	**Mr. Moslehuddin Ahmed Member** UCEP Board of Governors

2.7 UCEP BD ASSOCIATION

(AS ON 30 JANUARY 2019)

Prof. M. Hafizul Islam Professor, Institute of Social Welfare & Research, University of Dhaka	Col. Mujib Ur Rahman Khan (Rtd.) Managing Director, Al Kashif Group Former Principal, Jhenaidah and Fouzderhat Cadet Colleges
Prof. M. Anwarul Haq Khan Majlis Former Director, BANBEIS	Mr. Salahuddin Kasem Khan Trustee Secretary, A. K. Khan Foundation and Managing Director A. K. Khan & Company Ltd.
Prof. Dr. K. M. Mohsin Vice Chancellor, DIU, Former Member, UGC, Bangladesh	Dr. Mohammed Alauddin Former Country Representative Pathfinder International
Barrister Abul Mansur Barrister, Supreme Court of Bangladesh	Mr. Chaklader Mansurul Alam FCA Chairman, Kapita Holdings Ltd.
Mrs. Zeba Rasheed Chowdhury Chairman, Rasheed Enterprises Ltd.	Mr. A. G. M. Shamsul Kamal Former MD, Reckitt & Colman Bangladesh Ltd. Chittagong Stock Exchange Ltd.
Mr. A. Matin Chowdhury Managing Director, New Asia Limited	Mr. Iftekharul Alam Chairman and Managing Director, Omnichem Limited
Mr. M. Mokammel Haque Former Secretary to the Government of Bangladesh Chairman, Kabi Mozammel Haque Foundation	Mrs. Husniara Huq Former Associate Professor Dept. of English, University of Dhaka
Mr. A. Q. Siddiqui Former Chairman, Bangladesh Commerce Bank Ltd. Former Managing Director of Sonali Bank, Agrani Bank and PDBF	Mr. Hossain Toufique Imam Adviser to the Prime Minister Govt. of the People's Republic of Bangladesh Former Cabinet Secretary, Government of Bangladesh Chairman, Parthmark Associates Limited
Dr. Ubaidur Rob Country Director, Population Council, Bangladesh	Dr. Mehtab Khanam Professor, Dept. of Psychology University of Dhaka.
Ms. Parveen Mahmud FCA Managing Director, Grameen Telecom Trust	Ms. Laila Rahman Kabir Managing Director, Kedarpur Tea Company Limited
Mr. Jitendra Lal Bhowmik Past Governor, Lions International Managing Director, Shatarupa Group	Mr. Hafiz Ahmed Mazumdar Chairman, Bangladesh Red Cresent Society, Chairman, Pubali Bank Ltd., Brindaban Tea State, Rupantar Ltd., Bichitra Garments ltd.
Ms. Rafia Chowdhury Social Worker	Mr. Shaikh Abdud Daiyan Retd. Managing Director, Grameen Kalyan and Grameen Fund
Mr. Mikhail I. Islam Executive Director, CSDC, Chittagong Managing Director, I - K Foundation	Mr. Syed Shapir Khasru Managing Director, Information Solutions Limited
Ms. Luna Shamsuddoha Chairman, Dohatec New Media	Mr. Syed Afzal Hasan Uddin Barrister at law & Advocate

Ms. Shahamin Shahadat Zaman CEO, CSR Centre	Supreme Court of Bangladesh
Ms. Sabrina Islam Director, Concorde Garments Limited, Dhaka	Mr. Md. Nazrul Islam Khan Retired Secretary to the Government of Bangladesh
Mr. Mosleh Uddin Ahmed, M.A., M.Ph. NGO Management Specialist Chairperson, Population Services and Training Center (PSTC)	Mr. Wahid Malek Managing Editor Dainik Azadi, Chittagong
Ms. Farah Kabir Country Director ActionAid Bangladesh	Ms. Uzma Chowdhury Director, PRAN RFL Group
Dr. Rubana Ahmed Assistant Professor BRAC University	

2.8 Management

2.8.1 Management Function in UCEP Bangladesh

The Board of Governors of UCEP Bangladesh recruits the Executive Director who is the leader of the management of UCEP Bangladesh. The Executive Director along with the Director, Programme and Innovations, Director - People and Operations and Director - Finance and Compliance the SMT (Senior Management Team) of UCEP Bangladesh.

For efficient management function, UCEP Bangladesh has regional management setup under supervision of Regional Managers in each region. This also creates a decentralized management structure where more authority and decision making capacity is allocated

UCEP Bangladesh has a team comprised of different sector Specialists known as Technical Backstopping Team (TBT) at Head office who are continuously working for the development of UCEP program.

The structure of governance and management in UCEP Bangladesh is shown below:

2.9 UCEP BD Partner's

UCEP's key element of success is its partnership with national and international organizations. These organizations vary from government bodies to bilateral/multilateral donors, private sector, philanthropic organizations, international and national NGOs as well as individuals. In addition to financial support to UCEP's program, such partnerships result as scopes for further expansion of partnership through networking, brand promotions and having credible references. A list of the some of the key partnerships are given below. The nature of such partnerships are highly dynamic and thus information provided below can chance

Category of Organization	Name of the Organization	Category of supports
Government	Department of Women Affairs of the Government of Bangladesh	Skills training to women
	Skills Training Enhancement Program (STEP), Bangladesh Technical Education Board, Government of Bangladesh	Training of industry assessors
Bilateral/Multilateral Donors	UKAID (DFID)	Education, Skills Training, Job Placement & Advocacy
	Australia	Skills training placement

	GIZ	Skills training and job placement
	NUFFIC	SRHR education and skills training
	ILO	Skills training, instructors training.
International Organizations	Save the Children	Education, Skills Training, Job Placement & Advocacy
Private Sector	CITI Bank NA	Education, Skills Training, Job Placement & Advocacy
	National Bank Ltd.	Skills training and Job placement
	RSA Capital	UCEP Institute of Science & Technology (UIST) Dhaka
	Toyota	Skills training
	Robi Axiata Limited	Skills Training
	NRBC Bank Ltd.	Skills Training
	BRAC Bank Limited	UCEP Institute of Science & Technology (UIST) Dhaka
	IPDC Bangladesh	UCEP Institute of Science & Technology (UIST) Dhaka
Private Associations	Australian Bar Association	Skills training and Job placement
	World Bank Staff Association	Skills training and Job placement

2.10 Working Area of UCEP Bangladesh in Map

Geographical Coverage of UCEP Bangladesh Programs

Dhaka North	Dhaka South	Gazipur	Chattogram
6 General School 1 Technical School 2 Outreach Center 1 RPL Center (RTO Registered)	4 General School 1 Technical School 2 Outreach Center 1 RPL Center (RTO) Registered)	2 General School 1 Technical School 2 Outreach Center (Included 01 Govt. Center) 1 RPL Center (RTO Registered)	8 General School 2 Technical School 2 Outreach Center 2 RPL Center (RTO Registered)

Khulna	Rajshahi	Rangpur	Sylhet	Barisal Outreach Center
5 General School 1 Technical School 1 Outreach Center 1 RPL Center (RTO Registered)	3 General School 1 Technical School 2 Outreach Center (Included 01 Govt. Center) 1 RPL Center (RTO Registered) 1 Fee Based School	2 General School 1 Technical School 2 Outreach Center 1 RPL Center (RTO Registered)	2 General School 1 Technical School 2 Outreach Center 1 RPL Center (RTO Registered)	1 Technical School 1 Outreach Center 1 RPL Center (RTO Registered)

Total 32 General School, 10 Technical School, 16 Outreach Centre (Included 02 Govt. Centre) 10 RPL Centre (RTO Registered), 1 Fee Based School

Note: RPL = Recognition of Prior Learning; RTO = Registered Training Organization

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Chapter-3 Analysis

3.1 Activities of UCEP Bangladesh Administration Department

Administration department of UCEP Bangladesh plays very much important role by confirming the policy and procedures in place. The department has some specific roles by providing different sort of support to it's all staffs. Major activities under administration covers procurement, asset management, vehicle management, office management and other logistics support provided as and when required. Among all the activities procurement is the most critical and important role of the department. Procurement is at the heart of delivering value for money and covers everything from ordering stationery through to technical equipment, services and capital expenditure such as buildings and infrastructure. All those undertaking procurements carry an important responsibility.

3.2 List of Activities of Administration Department of UCEP Bangladesh

Administration Department of UCEP Bangladesh has some specific activities to carry out. For the proper function of the organization these activities have very important role over the organization. The activities as follows-

i)   Procurement
ii)   Asset Management
iii)   Vehicle Management
iv)   Office management
v)   Logistics Support and Management

3.2.1 Procurement

Procurement is a purchasing process that controls quantity, quality, sourcing and timing to ensure the best possible total cost of ownership. One of the most important activity under administration department of UCEP Bangladesh is procurement.

3.2.1.1 Definition of Procurement

The act of obtaining or buying goods and services. The process includes preparation and processing of a demand as well as the end receipt and approval of payment. It often involves

(1) purchase planning,

(2) standards determination,

(3) specifications development,

(4) supplier research and selection,

(5) value analysis,

(6) financing,

(7) price negotiation,

(8) making the purchase,

(9) supply contract administration,

(10) inventory control and stores, and

(11) disposals and other related functions.

The process of procurement is often part of a company's strategy because the ability to purchase certain materials will determine if operations will continue.

3.2.1.2 How procurement works within the organization

Procurement may be a simple purchasing arrangement with a supplier. It may also involve a more complex arrangement with the seller or a group of suppliers that ties required quantity, quality, and delivery into a production process.

The stages of procurement include information gathering (i.e. who are potential suppliers), supplier contacts (i.e. gathering information about the potential suppliers, background reviews (i.e. vetting, screening, checking references of potential suppliers), negotiations (i.e. setting the price and terms), fulfillment (i.e. delivery and installation), consumption, maintenance, and disposal (i.e. monitoring the actual delivery and use of the supplies or equipment), and renewal (i.e. reorders and continuing relationship with the supplier).

For example, direct procurement systems involve the integration of purchasing into a company's supply-chain management system, delivering the right supplies at the right time. This procurement method is classified in manufacturing systems as "just-in-time," which minimizes inventory holding costs and ensures the smooth delivery of supplies needed in the manufacturing process.

3.2.1.3 Why procurement matters for the organization:

Primarily, a procurement process ensures that the company's purchasing is competitive, fair, and provides the best possible prices available in the market. Because of the efficiencies gained through a formal procurement process, procurement is an important systems component in a company's overall management structure. Some problems on a company's cash flow and balance sheet can be traced to problems with procurement, including holding supplies and inventory too long and having the terms of payables for supplies not matched to their respective receivables.

As a part of an effort towards improving the overall procedure and more specifically the matters related to procurement, the need to have a complete & updated procurement manual had been a long asking of the time. The management of UCEP is of the view that a well-designed need-based procurement manual requires being developed for the smooth functioning of the activities thus ensuring a full-version of transparency at all levels.

3.2.1.4 General Principles of procurement activities

3.2.1.4.1 Effective procurement planning shall be prepared: (i) for regular/core program - at the beginning stage after the approval of budget of monthly/quarterly/half-yearly/yearly basis as settled by the management; (ii) for new project/program - at the starting stage.

3.2.1.4.2 All procurement should be initiated according to the procurement planning for enhancing the transparency and predictability of the procurement process.

3.2.1.4.3 Procurement proposal shall be started through PR. And the Procurement needs to be completed through the proper process based on the amount in the approved PR.

3.2.1.4.4 Vendors should be selected through a comparative statement based on evaluation scoring.

3.2.1.4.5 Selected vendors should be well reputed in the required category in the respective area /location. Physical existence has to be ensured before vendor selection.

3.2.1.4.6 The vendors who are going to the services should be evaluated based on performance in a routine every six months. Low ranking vendors based on performance evaluation should not be considered for the following procurements.

3.2.1.4.7 Incomplete vendors' bills and documents shall not be processed for payment. Delay submission of vendor's bill should not be processed without rational clarification that was approved by the authority.

3.2.3 Procurement Planning

3.2.3.1 It should be practiced procurement planning from now. Procurement planning is the process of deciding what to buy, when and from what source. An effective plan saves time and money.

3.2.3.2 The objectives of procurement planning are (i) to enhance the transparency and predictability of the procurement process, (ii) to facilitate competitive procurement by achieving the best quality and (lowest) price available in the market that improves procurement performance, (iii) to provide a framework to guide procurement officers in the achievement of their tasks and duties, (iv) to ensure continuity of supplies and smooth operations and (v) to complete program success.

3.2.3.3 All concerned related staff jointly should prepare the procurement planning at the starting stage of a new project and the beginning of every budget period (quarterly/half yearly/yearly basis approved budget as settled by the management).

3.2.3.4 The procurement plan should be prepared based on the business plan of the project/program so that the products and services are available on time. And the procurement

process shall be completed smoothly according to the policy, not doing by any emergency process or taking extra approval for any deviation.

3.2.3.5 At the time of preparing of the procurement plan, it should be taken consent and sign from the authority of the respective cost center.

3.2.3.6 A copy of the procurement plan should be enclosed with the PR at the time of taking PR approval. The approval authority may ask the plan before approval in the PR. Clarification with sign by the authority should be enclosed with the PR whereas the plan was not prepared, or the plan was not followed.

3.2.4 PROCUREMENT PROCEDURES

3.2.4.1 All purchases must be done by following the purchase processes and other conditions mentioned in this manual. The Senior Management Team (SMT) has the authority to deviate the manual for which a deviation requisition through e-mail/hard copy should be sent to the SMT through CPAO or to the personnel as decided by the SMT. The SMT will review the rationales of deviation request and approve the deviation which must not be more than the amount that the SMT members (individually or jointly) have the authority to approve.

3.2.4.2 The assigned personnel of administration department at Head Office for Head Office level purchases, Regional Managers at Regional Offices for the regional level purchases and head or chief of other UCEP institutes/entities for the other institutes/entities level purchases will be entrusted to administer and control the purchasing function.

3.2.4.3 If it will be found any fraud(s), like – financial benefit, personal interest, monetary /service /reputation related loss in any stage of procurement process/vendor enlistment related activities, then it will be taken administrative action/punishment/penalty against the staff(s) based on the identified fraud(s) that proved by evidence.

3.2.4.4 Internal Audit can audit the procurement process at any stage of procurement and of any amount of purchase as necessary.

3.2.4.5 All the departments and regional offices of UCEP Bangladesh and other institutes of entities of UCEP would calculate their procurement needs during the annual/ quarter/ project budgeting process.

3.2.4.6 The final approval of the budget for capital expenditure and revenue expenditure is a pre-condition of any procurement.

3.2.4.7 Knowing the periodic demand and depending on levels of stock and as per project budget provision, the designated person (as mentioned in clause No. 3.3.3) will prepare and place purchase requisitions.

3.2.4.8 The Purchase Request (PR) must be mentioned the information (i) the exact budget head, (ii) accounting code of the budget head, (iii) source of fund (project's name or UCEP/UIST/UTI's own fund), (iv) last purchase date & quantity of the demand items, (v) available/present stock in quantity, (vi) clarification for requisition, (vii) demand in quantity and amount (in the cases of large amount-it should be attached the document on which the estimated price is mentioned). And the PR with supervisor's sign and comments to be forwarded to the respective accounts department for checking. The PR should be processed through the official PR format.

3.2.4.9 After preparation the PR, the concerned staff who prepared the PR should forward the PR to the accounts department for checking. The estimated price that is mentioned in the PR should be rational.

3.2.4.10 On receipt of the PR, the concerned accounts staff must check all the data as mentioned in the PR according to the approved budget & program guideline and ensure the attachment of all related documents. Accounts staff should ensure the attaching of procurement plan with the PR whereas necessary. Clarification should be provided whereas procurement plan is not attached.

3.2.4.11 After signing by the accounts staff in the PR, the accounts department should forward the PR to the procurement assigned staff for getting approval from the approval authority**.**

3.2.4.12 The approval authority (as mentioned in clause No. 3.3.3) will review and approve the PR in line according to the approved budget (by the SMT/Management Committee/ Chief) applying his /her respective approval limit.

3.2.4.13 The first copy of the approved PR to be forwarded to the admin department at Head Office, Regional Manager's Office at Regional level and concerned department at other UCEP institutes/entities to start the purchase procedure. The second copy (photocopy) will be retained in the respective office. Based on the approved PR, purchase procedures will be initiated.

3.2.5 Purchase Procedure

3.2.5.1 Purchase/ Procurement of any item will be done in four ways i.e. Direct/Cash purchase, Spot/E-mail Quotation, E-mail/Sealed Quotation and Press Tender according to the below-mentioned procedures and conditions. E-tender processes may be used for any of the ways or for procurement of any items or services as decided by the authority.

3.2.5.2 Purchases/procurement may be done from enlisted vendors or outside vendors. But it should be ensured the vendors should be well reputed based on the proper market analysis.

3.2.5.3 Quotations for procurement should be collected from the reputed vendors as available. Quotations shall be collected from the respective vendor. i.e. one vendor's quotation cannot be collected from another vendor.

3.2.5.4 Purchases/procurement may be done from the lowest vendor considering the combination of price and quality. The vendor should be selected based on the Technical Evaluation Scoring sheet

3.2.5.5 Vendors payment should be done through A/C payee checque or Bank transfer to the party Bank account for any amount as possible.

3.2.5.6 E-tender system should be used in all cases as possible for ensuring a fair and transparent environment. E-tender means an Internet-based process wherein the complete tendering process; from advertising to receiving and submitting tender related information is done through online.

This enables to be more efficient as paper-based transactions are reduced or eliminated, facilitating a speedier exchange of information. The E-tender should be processed through the UCEP Bangladesh website. A detailed operation guideline of E-tender process should be prepared and approved by the SMT. The guideline should be amended from time to time for maintaining the transparency and ensuring the updated control and security mechanisms are followed in this regard.

3.2.5.7 In case of non-compliance of 1st press tender/sealed quotation, no further permits would be required for 2nd press tender/sealed quotation. In case of failure in 2nd bidding, spot quotation may be collected by the respective purchase committee after getting consent from the SMT. During collection of spot quotation, the bidders participated earlier should also be given chance along with other bidders.

3.2.5.8 Participation of bidders through e-tender process would be encouraged.

3.2.5.9 Tender schedule may be sold in various locations but tender to be dropped and opened in respective offices only to encourage greater participation and to ensure a competitive price.

3.2.5.10 It should be officially declared the system of hard copy tender dropping in tender box. Tender (box, e-mail and e-tender) related staff are responsible for ensuring the transparency in this regard.

3.2.5.11 The E-tender system should be operated with maintaining a strong data protection system that might be changed time to time following the update data protection system and that must be approved by the SMT. Detail e-tender handling procedures should be officially declared and the declaration may be changed time to time considering transparency and data protection system. 5.7.12 The purchase must be made within the approved amount as mentioned in the PR. If there is a situation where the additional amount is required, then a revised PR or a revised approval on the previously approved PR must be collected before the procurement.

3.2.5.12 Quotations may not be required for purchasing fixed price items from branding shops as declared or from UCEP other institutes/entities, government agencies, only one authorized dealer/agent of manufactures, etc. Finally, a clarification note sheet in which it must be mentioned

the reasons for which the branding shop was selected should be prepared and taken approval from the approval authority before issuing work order.

3.3 Fixed Assets Management

3.3.1 Definition of Fixed Asset

An asset that is not consumed or sold during the normal course of business, such as land, buildings, equipment, machinery, vehicles, leasehold improvements, and other such items.

In accounting, fixed does not necessarily mean immovable; any asset expected to last, or be in use for, more than one year is considered a fixed asset. On a balance sheet, these assets are shown at their book value (purchase price less depreciation).

3.3.2 Procedures for Purchasing of Fixed Asset and Management at UCEP Bangladesh

3.3.2.1 On Acquisition of Fixed Asset, it has to be marked immediately with Identification Mark and to be recorded in the Fixed Assets register.

3.3.2.2 Fixed Assets are to be recorded in a Fixed Asset Register (FAR) and maintained at Head office, Regional Office and Institutes supported by a list of Fixed Assets at every location. FAR shall have a tie with fixed asset accounts in Ledger. F&A will receive the invoices of assets, do the entry in the FAR, provide the asset number to administration to affix the asset number in the body of each asset.

3.3.3 Periodic Physical Inventory

3.3.3.1 UCEP Administration department will conduct periodic physical inventories of stores and fixed Asset to discover and eliminate discrepancies between actual possession and balances by means of inspecting, counting, weighing, measuring or estimating against recorded balances.

3.3.3.2 Regional Manager for all offices/schools/outreach centers in the region and Administration department for Head Office and the Principal for UIST or other institutes will arrange annual inventory in consultation with Administration. Physical inventory taking should cover all the

locations of UCEP and its institutes. An inventory team for respective component and Finance & Accounts Components and Administration/regional office concerned will be formed. Other staff may be engaged to assist them.

3.3.3.3 A program for inventory taking should be chalked out and all members of inventory team should be informed in writing specifying their duties and methods of inventory taking.

3.3.4 Detailed Procedures for Inventory TRACKING

For keeping inventory tracking administration and finance has some fixed roles and responsibilities to keep all the information updated in the database

3.3.4.1 Finance & Accounts Component shall: –

Prepare Inventory-Taking Sheet (ITS) in 3 copies for each location and for stores and of fixed asset items separately by extracting figures from Stores Register and Fixed Asset Register (FAR) respectively.

Hand over ITS to Inventory Taking Team on the day of inventory taking.

3.3.4.2 Inventory Taking Team (Administration staff) shall: –

- Confirms whether the bin card is updated for all incoming and out-going of assets.

- Confirms balance/quantities of items recorded in ITS with BC list of Fixed Asset maintained at all location.

- Physically check all items in store items and Fixed Asset items at every location by counting, weighing or measuring and record physical finding in space provided in ITS.

- Update the physical findings in Bin Cards for store items and in the list of Fixed Asset for asset items.

- Update physical difference (in excess/short) between quantity found compared to quantity as per records in the specified column of ITS, record remarks, on the physical condition of items in space provided for.

- Ensure signing of all members of the Team on each page of ITS on completion of Inventory Taking task.

3.3.4.3 Respective personnel (Admin Manager /Regional Manager /Head teacher /Head of technical school /principal) shall ensure that responsible manager receives ITS from Inventory-Taking Team. Will analyses reasons and discusses with concerned persons on physical differences, if any, and decide on actions for treatment of such differences.

3.3.4.4 Finance & Accounts departments at Head Office receives 1st copy of ITS, along with observations from the respective component manager for treatment of differences. Confirms the changes in balances of items as per actual findings in Store Register. Prepare Journal Voucher (JV) for shortage/excess in Fixed Asset after approval from the Competent Authority. Confirm the changes in Fixed Asset Register (FAR) with reference to ITS and as per instruction of competent authority. Confirm the posting in General Ledger (GL) on the basis of the JV and file all documents for future reference.

3.3.5 Disposal, Adjustment and Writing Off of the Fixed Asset:

3.3.5.1 Disposal of fixed assets are decided by Administration up to Tk.200,000 (purchase price) with written consent from CFO, and by the Senior Management Team of any amount above Tk.200,000 (purchase price).

3.3.5.2 For assets purchased for any project are checked the donor's requirement for any disposal of items.

3.3.5.3 Disposal of scraps are decided at the regional level by Regional Management Team and by Administration at the head office level. The scraps/wastage/unusable items are certified by the concerned expertise as "Unusable" as well as certified by the disposal committee

3.3.5.4 For sale of the scraps/ wastage/ unusable items, Regional Manager/ UTI officer/ Administration Manager/ Other Institutes decides based on the following principles:

i) The cost of materials used in production/acquisition should be recovered,

ii) Discounted (not more than 50% of the production/acquisition cost) selling to the UCEP Students, Alumni and staff members

iii) Auction sale to outsiders.

3.3.5.5 At least one of the members besides Convener and Member-Secretary attends at the Disposal Committee's Meeting to form the quorum in order to transparent business.

3.3.6 Adjustment and writing-off of the other Assets:

Each cost center submits a proposal to the respective Disposal Committee for disposal, adjustment and writing-off of the other Assets. Following procedures are in place for any adjustment or writing-off or disposal of assets of UCEP Bangladesh

The CEO approves adjustment or writing-off or disposal of the Assets up to the Book value of Tk. 30,000 (thirty thousand) per single issue. For adjustment or writing-off or disposal of the Assets beyond this amount requires approval from the BoG.

3.4 Meaning of Office Management

Office management refers to the process of planning, organizing, guiding, communicating, directing, coordinating and controlling the activities of a group of people who are working to achieve business objectives efficiently and economically. Office management is not only necessary to business organization but also essential to non-business organization. In modern internet society also, there is a need of direction to the individual efforts towards common purpose or objective. The direction is given from a place i.e. office.

The process can be treated as office management. A business is carried on by businessman with the help of group of persons. This group of persons has different interest, talent and motto. So, it is the

function of office management to organize, guide and control the activities of such group of persons to achieve business objectives.

3.4.1 Definition of Office Management:

Office management can be defined as the art of guiding, directing coordinating and controlling the salaried people of an organization in order to achieve specified objective within a time schedule.

Elements of office management are termed as pillars of a building. If pillar is strong, certainly, the building is also strong. Hence, efficient functioning of office management is based on the elements of office management. Following are the essential elements of office management.

3.4.1.1. Personnel

Office personnel are actually performing the office work. Generally, the selection and placement of office personnel is carried on by the office manager in small organization. In large organization, staffing is carried on by the human resource management department.

In both the case, the office work is to be performed by allocating the work to each individual according to their efficiency, guide the personnel to do the work with the help of means available in an office within a specified time and control the activities of office personnel. The office manager has to do all these activities.

3.4.1.2. Means

Means refers to tools used to perform the office work. Means include pen, pencil, eraser, paper, ink, office forms, typewriter, computer, printer, calculator and the like. Adequate tools have been supplied in an office and put them to the most efficient and economical use for achieving objectives.

3.4.1.3. Environment

The nature of business determines the environment of an office. The various office works have to be carried on under a particular condition or environment. A working environment is created

and maintained for the smooth performance of office work. It is the duty and responsibility of an office manager to bring suitable environment by adopting various procedures and practice.

3.4.1.4 Purpose

The office personnel must be aware of the purpose for which a particular work is carried on and the impact of such work on others' performance. The office manager teaches the purpose to office personal. If not so, the performance of office work does not bring the most efficient and economical use of office resources and achieve the objectives.

3.5 VEHICLE USAGE GUIDELINE

3.5.1 Head Office

3.5.1.1 The Chief Executive Officer (CEO) is entitled to full time transport facility for herself & her family with unlimited fuel cost, Driver's OT and TA/DA, Toll/Road Tax, vehicle parking cost for official/personal both.

3.5.1.2 The Directors are also entitled to full time transport facility. UCEP BD provides with individual vehicle for themselves & their families with Driver's OT and TA/DA, Toll/Road Tax, vehicle parking cost for official/personal both. The director gets facilities of a. Fuel for transport: i. Unlimited for Official Use. ii. 200 liters of Octane per month or cost of equivalent amount, for personal use, excess liters are paid personally iii. Driver maintains logbooks for using the vehicle b. Use of transport: Individual vehicles are being used within or outside Dhaka city for official/personal purpose. In both cases transport and users have appropriate insurance coverage by UCEP.

3.5.1.3 The Managers/Senior Specialists, Program Officers/Specialists and equivalent are entitled to pick and drop from pick and drop points as approved by Senior Management Team (SMT). The SMT also explores discretionary option (subject to fund availability) of providing office travel allowance for Grade 7 and 8.

3.5.1.4 Pool vehicle service and routing are managed by the Administration staff. Users of the services communicates with Administration staff for any information instead of directly instructing the Drivers (e.g. inclusion, change of route, not using the car during their leave etc.).

3.5.1.5 No Pool vehicle waits for more than 5 minutes at any user's residence. The users are responsible to inform the driver (at least 30 minutes to his/her pick up time) in case of personal delay/ sudden illness etc.

3.5.1.6 During drop time no pool car wait for more than 30 minutes to start. The users always inform the pool driver for any sudden emergency.

3.5.1.7 Deputy Program Officer and above will use office vehicle for official purpose with proper requisition through ERP

3.5.1.8 For the Head Office, Deputy Program Officer and above are allowed to use office vehicle for personal purpose depending on the availability of vehicle as well as Driver also. The requested needs to take approval from Director-People and Operations for such private use in weekend/holidays. If drivers are used in holidays/weekends, the requester pays the overtime to the driver directly

3.5.2 Regional Office

3.5.2.1 The vehicles under the Region are used only for official purposes and for pick and drop from home to office and vice-versa for the staff of Grade VII & above.

3.5.2.2 The Regional Manager (RM) is responsible for proper maintenance and use of the vehicle.

3.5.2.3 During the tour of Head Office members (for grade VII & above), regional vehicles are being used with proper justification for the official use.

3.5.2.4 Grade VII & above staff are allowed to use office vehicle for personal purpose depending on the availability of vehicle as well as Driver also. For such use the approval is taken from either Manager Administration or RM for POMCD

3.5.3 Declaration for vehicles:

3.5.3.1 All the vehicles irrespective of its location is a property of UCEP and thus under the direct supervision of Administration Department or the Department as determine by the SMT. The supervising Department can take any decision in relation to vehicle allocation, reallocation, sharing, merging pick and drop service, change driver, etc.

3.5.3.2 The regular pick and drop service will only be provided within the city area where UCEP HO/RO is situated except in the cases where RO is outside City and in such case limit in terms of KM to be approved by SMT.

3.5.3.3 UCEP Bangladesh encourages more female to join UCEP, the management has openly explored scope for allowing pick and drop service to female staff to go at any location and the waiver is open till further notice.

3.5.3.4 In case of any sort of unrest/accident, safety & security of office vehicle as assets always get second priority whereas staffs live get first priority.

3.5.3.5 Logbooks are always maintained for each and every vehicle timely & properly.

3.5.3.6 Vehicle users always inform the driver regarding his/her tenure of meeting/ time requirement etc. so that the driver can plan his duty time.

3.5.3.7 In case of vehicles off, except for the emergency situation, Administration Department always notify vehicle users at least 4 hours earlier.

3.5.3.9 Drivers always inform Administration for any dispute/breaking the guideline by user/route member. According to the driver's communication, Administration check the comments/complains with other members following the policy and procedures.

3.5.3.10 Vehicle allocation is done by administration followed by, the first come first serve approach.

3.5.3.11 Vehicle are managed and maintained with proper cleanliness, repair and maintenance are done periodically, UCEP logo remain visible with its own state.

3.5.3.12 Administration hire vehicles for additional requirement if the pool vehicle are not enough to provide the required services to fulfill the requirement.

3.6 SWOT Analysis of UCEP Bangladesh Administration Department

Now I will discuss a little about the administration departments of UCEP Bangladesh's strengths, weaknesses, threats and opportunities. Since my joining with UCEP Bangladesh, I'm leading the department and has been dealing with all the policy and procedures of administration and has been able to find out the areas of strengths and areas of development where it is must to take further initiatives to cover the gap otherwise the organization is to suffer a lot in the long run. The department is well designed and has been specified with some specific jobs to carry on where they need improvement and has some threats for the organization well. Here I'm presenting the SWOT in details of UCEP Bangladesh Administration department

Strengths	Weaknesses
- Specific job function for individual staff to carry out - Staffs are very much dedicated to carry out individual responsibilities - Fair competition among the staffs and they are result oriented - As UCEP BD has its own premises, investment on capital management is long term investment with less risk	- The Administration Manager position was vacant for long time and thus proper supervision was absent for long time and there are some gaps in document management - There is no administration management manual and thus staffs are struggling a lot on decision making - Lack of ownership due to recent big turn over due to fund crisis
Opportunities	**Threats**
- Young team and staffs are willing to take pressure to re-organize the department	- As the Administration Manger position was vacant for long time, there are many gaps on

- As there is no administration management manual, it is a chance for admin staff to prove their efficiency to senior management by developing a new manual in very short time - As the staffs are young, it's an opportunity for the department as well for the organization to keep these staffs for long time and utilize the young energy	documentation and as a result there is high possibility audit findings on the processing - Recently Admin Manager has join in the team and a lot of expectation from management and other staffs to the manager which might create huge pressure on the shoulder of the admin manager - Assets management was not properly done and asset register is not updated thus there is big chance of missing assets of UCEP Bangladesh

Chapter – 4

Findings, Recommendations and Conclusions

4.1 Findings of the Study

Findings on Procurement functions of UCEP Bangladesh

4.1.1 UCEP Bangladesh has procurement manual which was prepared on 2010 and amended on 2014 which has become back dated and procurement process are being facing lot of difficulties due to this old version of manual

4.1.2 There is no store under administration and thus every time they are rush on procurement activities even for small purchases which is also consuming many of their working hours

Findings on Asset Management of UCEP Bangladesh

4.1.3 There is policy of asset management but proper record keeping and asset register has not been managed properly. Thus there is clear gap and high risk for management of UCEP BD assets

Findings on Vehicle Management UCEP Bangladesh

4.1.4 UCEP Bangladesh has 33 vehicles under administration department but against these vehicles they have only 13 drivers. As a result, most of the vehicles are kept idle and are paying un-necessary maintenance expenses to keep the idle vehicles engines in running condition

4.1.5 Most of the vehicles are very old and maintenance cost is very high. As the organization is suffering on fund crisis these vehicles has become a burden for the organization and at the end it shows high maintenance cost under administration department

4.1.6 There is no parking area for keeping the vehicles and thus the vehicles are being kept under open sky and thus maintenance has become a burden for the drivers as they have to clean the vehicles every day

Findings on Office management /Administration Management of UCEP Bangladesh

4.1.7 Administration Manager position was vacant for long time thus many activities were not properly done due to lack of supervision

4.1.8 Vehicle management of UCEP Bangladesh is not up to mark. The responsible person who managed the vehicle doesn't have relevant experience thus she was struggling much on her responsibilities

4.1.9 There is no Administration Management manual for UCEP Bangladesh and thus clear guideline is not in place where the department and staffs are struggling for taking decision or they don't have idea to manage things properly

4.1.10 There are four separate unit of UCEP Bangladesh are using the same compound. This is a big compound but due to lack of coordination between the units, premises maintenance is not done with standard procedures.

4.1.11 Most of the staffs of administration department are new to the organization who are still learning about the policy and procedures of the organization and are taking more time than expected to deliver required services thus program staffs are suffering a lot to implement activities in the field

4.2 Recommendations:

During this survey of the internship period, it was clearly find out some findings which are needed to be addressed immediately otherwise the whole organization might face difficulties in the long run. Management of UCEP Bangladesh needs to take further initiative immediately to resolve the findings followed by the below recommendations:

Procurement

4.2.1 An updated version of procurement management manual should be developed ASAP to get proper service for procurement staffs

4.2.2 A new storage facility should be in place and procurement activities should be done according to annual plan. Quarterly procurement could be take place for some items like cleaning items, stationeries, promotional and publication items and can be disburse from stock as per the need which will save valuable time of the staff and efficiency might increase

Vehicle Management

4.2.3 Either more drivers should recruit immediately or some vehicles might be write off immediately to avoid maintenance cost

4.2.4 All the old model vehicles should be release from the pool as soon as possible and some new vehicle can be added as per the need. A proper performance evaluation should be done for all the vehicles and action taken accordingly

4.2.5 A specific parking area with shed should be developed and vehicles management and maintenance should be done from there to release the pressure of the drivers

Asset Management

4.2.6 Manager Administration needs to take immediate action for proper management, record keeping of all assets. All old/damaged and non-functional assets should sell immediately followed by UCEP disposal procedures

Administration

4.2.7 As the Administration Manager has joined recently, he has to be proactive to catch everything quickly and make sure initiatives are being taken on time and service are provided as per the requirement.

4.2.8 The responsibility of admin staff can be rotate and staffs should have relevant experience for vehicle management issues to confirm the vehicle management activities are done properly and cost efficiently

4.2.9 Immediately Administration Management manual for UCEP Bangladesh needs to develop and share with staffs so that they can get proper guideline for any sort of administrative activities.

4.2.10 Specific job segregation should be done and Administration department should take lead on premises management issue of the head office ASAP to avoid any misunderstandings

4.2.11 As most of the staffs of administration department are new, the HR department should arrange proper training for all admin staffs and brief them properly.

4.3 Conclusion

All in all, it is a great experience for me and an absolute privilege to work with UCEP Bangladesh. The experience has given me a chance to be aware to find out the strengths, weaknesses, opportunities and possible threat to the department. It has also given me a chance to evaluate the department as a manager and some specific points to take immediate action to keep the work of the department up to mark. I hope this experience and knowledge will help me a lot to manage the team more professionally and efficient way. This evaluation of the department will give me a chance to discuss further with senior management and seek help from them to send my staffs for specific trainings administrative activities.

It was an excellent opportunity go for this internship report and select UCEP Bangladesh Administration department which gave a chance to learn many things about the organization, its core activities, function of different entities, inter relationship between departments as well colleagues. This has also provided me an opportunity to analyze the gap/weaknesses where I can take initiatives for taking further action for the development to make the department strong, to be functional and effective to provide smooth support to all.

With this assessment I can also discuss with my management to give them the detail picture of the present status strong sides, weaknesses of the team and further support from management to overcome the weaknesses.

I'm also grateful to my course teacher Mr. Sheikh Abdur Rahim who also helped me a lot to go deeper of the part of my analysis, where I can take further steps to get more information and enhance my knowledge.

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