



**Daffodil**  
*International*  
**University**

**Internship Report**  
**On**  
**Human Resource Management Practice in**  
**Daffodil International University**

**Supervised By:**

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**Submission Date: 01<sup>st</sup> December, 2019**

## Letter of Transmittal

Date: 1<sup>st</sup> December, 2019

To,  
Gouranga Chandra Debnath.  
Associate Professor and Head.  
Department of Business Administration  
Faculty of Business and Entrepreneurship  
Daffodil International University


**Subject: Submission of Internship Paper.**

Dear Sir,

I am very much honored to pay the internship paper on “**Human Resource Management practice in Daffodil International University**” which is needed of the hard of my BBA program. This paper is a result of the internship project that I have communicate during specific time. All the jobs nowhere is done with almost ethically. I have try my good to make this paper holistic and informatory enough. Near four months job in this university was worthwhile sense for me as it was in such a reputed club.

I believe that this internship project has fertilize both my sense and experience. However, any purification need, I would be happy giving them as good as I can.

Sincerely,

  
01.12.2019

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**Md. Akib Hassan.**

ID: 153-11-4850

Program: BBA, Major in HRM

Department of Business Administration.

Daffodil International University.

## Declaration

I do deeply announce that the job presented in this internship has been rowed out by me and has not been prior submitted to any other University/ College/ Club for any learning qualification/ certificate/ any degree.

The job does not brilliancy exiting copy legal process and no portion of this paper is copied from any job done early for a degree otherwise.

I further accept to indemnity the department against any damage arising from breach of the forgoing obligation if any.

*Akib*  
*01.12.2019*

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**Md. Akib Hassan.**

ID Number: 153-11-4850

Business Administration Department.

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## Letter of Acceptance

This is to attesting that Md Akib Hassan, ID: 153-11-4850, Program: BBA, Major in HRM is a daily student of Department of Business Administration, Faculty of Business and Economics, Daffodil International University. He has successfully completed his Internship Project at Daffodil International University and ready this paper down my supervisor. His imposed internship topic is "Human resource Management practice in Daffodil International University".

He is very effective, bosom, hard work and process a best moral habit.

I wish him all success at all step of his life.



-----  
**(Gouranga Chandra Debnath)**

Associate Professor and Head.  
Department of Business Administration  
Faculty of Business and Entrepreneurship  
Daffodil International University

## **Acknowledgement:**

The achievement and ultimate result of this task required a great deal of direction and help from numerous individuals and I am very special to have this up and down the fruition of my venture. All that I have done is just because of such supervision and help and I would not neglect to express gratitude toward them.

I regard and express gratitude toward Gouranga Chandra Debnath for giving me a chance to do the undertaking work in Daffodils University and giving me all help and direction which made me complete the venture properly. I am incredibly grateful to him for giving such a decent help and direction, in spite of the fact that he had occupied timetable dealing with the corporate undertakings.

I am appreciative to and lucky enough to get consistent consolation, backing and direction from all Teaching staffs of Department of Business Administration which helped us in effectively finishing our venture work. Likewise, I might want to stretch out our genuine regards to all staff in research center for their convenient help.

Md Akib Hassan.

## **Preface**

In the context of modern days, human resource management is the only criteria that is dealt with and is dealt by a genuine person. Due to the technological advancement of this era, consigning a business nowadays is more or less based on technological aspects. For example, employers would judge his/her employee on the basis of his performance which is forged by a machine basing on said employee's performance. Machine learning has also developed the marketing sector of business. Despite all of this, by close inspection we can see that only HRM in companies all around the world are controlled by humans. Only human understand passion opposing the machines who only understand logics and numbers. That's why I have chosen to make internship report on HRM of my own university.

## **Executive Summary**

Although Daffodil International University is an international university, but it is located in our country Bangladesh.

Daffodil International University was established in 24th January, 2002 by Daffodil group with the permission of The Ministry of Education, Act of private university 1992 but it was legal act of 1998.

Secondary data were collected by official website of Daffodil International University, various books which was published by our management and administrative faculty and various article, magazine, journals and Daffodil International Universities prospectus also.

Daffodil International University is a well-organized, reputed and settled private university which is established by Daffodil Group under The Ministry of Education Act, 1992 and Daffodil International University is legal in 1998 after legalization 24<sup>th</sup> January 2002 it was founded.

In Bangladesh, Daffodil International University is first and only digital international university which maximum functions are IT based.

Nowadays, Daffodil International University provides smart card for their all student and every department has their own digital classroom, and that is an extra opportunity for all students in daffodil International University.

24th January 2002, Daffodil International University has only 01 campus in Bangladesh which is now known as Main Campus of Daffodil International University.

At a glance of this University Name of the University Daffodil International University Chairman Md. Sabur Khan Year of establishment 2002, with the approval of UGC and Ministry of Campus locations buildings Education, Bangladesh. Human Resource Management Practice in Daffodil International University.

To attain their goal of the HRM, they have to do and they try to best possible staff & employees for Daffodil International University's continuous improvement.

Leave policy: There are four types of Leave within Daffodil International University, and these four types Leaves are Casual Leave Daffodil International University maintain private university act for employee's casual leave.

Sick Leave Daffodil International University maintain private university act for employees sick leave.

And finally, the report includes different aspect about Daffodil International University which is very helpful for every reader.

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# **Chapter -1**

## **Introduction**

## 1. Introduction

Daffodil International University (DIU) is a well-reputed non-profitable private university that makes a worldwide education. Because it is currently associated with many educational institutions in many countries of the world. i.e., Kalinga Institute of Industrial Technology (KIIT) in India, etc. Although Daffodil International University (DIU) is an international university, it is located in our country Bangladesh.

Daffodil International University was established on 24th January 2002 by the Daffodil group with the permission of The Ministry of Education, Act of private university 1992 but it was the legal act of 1998. When Daffodil International University started its activities as a beginner then DIU has only a few departments, for example, Computer Science and Engineering, Business Administration, etc. But, nowadays Daffodil International University has almost all departments. Now Daffodil International University (DIU) is one of the largest universities in this country and it has a large campus in Asulia, which is known to us as a permanent green campus.

This time, Daffodil International University (DIU) has three campuses in Bangladesh. The main campus is located in Shukrabad, Mirpur Road, Dhanmondi. The permanent campus is located in Datta para, Asulia, Savar, and Dhaka. And the third one is located in Uttara, Dhaka.

### 1.1 Origin of the Study

- The need of my BBA program, I have carried this report on “Human Resource Management functions practice in Daffodil International University”. Honorable faculty and my supervisor Gouranga Chandra Debnath, Associate Professor and Head Department of Business Administration, Daffodil International University who assigned my topic.

### 1.2 The objective of the Study

- **Objective:** The broad objective of this report is to assess the Human Resource practice at Daffodil International University for its main campus only.
- **the specific objectives are**
  - To identify the HR policy of DIU.
  - To analyze the Recruitment & selection process.
  - To find out different methods of performance appraisals.
  - To evaluate different methods of training & Development.
  - To find out compensation of DIU.
  - To identify different problems of DIU related to Human Resource Management.
  - To make some recommendations on the basis of the Human Resource Practice of DIU.

# **Chapter- 02**

## **Theoretical Analysis**

## **2.1 Definition of the HR Policy**

Human resource policies are the formal rules regulations and guidelines that businesses put in place to hire, train, measure promotions & compensations, and reward the members of organizations. When organized circulated in an easily used form, it can serve to preempt many misunderstandings, the error between employees and employers about their rights and obligations in the organizations.

## **2.2 What Sectors covered by Organization HR policy:**

- a) Equal Employment Opportunity for every staff & employee in the organization.
- b) Classifications of the employee.
- c) Make sure the employee's maintenance.
- d) Maintain the organization's job context.

## **2.3 Identifying Recruitment & Selection process**

### **Recruitment:**

Recruitment is the process of examining the applicants for employment positions and imitating them to apply for jobs position in the organization. Recruitment encourages a large number of applicants for a job. The recruitment process is a simple process and approach is a positive approach. And recruitment proceeds selection process. And finally, Recruitment activity is the first thing that creates links the employers and the job seeker.

### **Selections:**

Selection is the process of picking up best and suitable candidates for jobs position in the organization. The selection process attempts at rejecting unsuitable candidates. The selection process is complicated and a selection approach is a negative approach. And the selection process follows recruitment.

### **Recruitment & Selection Process:**

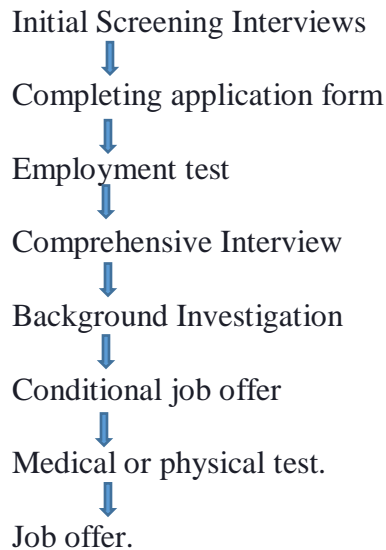
Recruitment & selections are some of the major functions of the Human Resource Management department. Recruitment process creating strategic advantage and competitive strength for any organization. And after the recruitment process organization starts the selection process for suitable employees for organizations. A general recruitment and selection process is as follows:

### **Recruitment Process:**

- First, identify the vacancy
- Second prepare a job description for vacancy.
- After completing the job description advertising vacancy.
- Managing applicants/candidate's responses.
- After managing the response organization create a shortlisting.
- After that organization arranges interviews.
- Conducting interviews and then decision making.

### **Selection Process:**

The selection process typically consists of eight steps and these are given below:



These are the selection process.

### **2.4 Performance Appraisal**

Performance appraisal is the measurement and evaluation of future individuals with respect to performance on the job and individual's potential for improvement in a systematic way.

#### **Performance appraisal objectives:**

- Promotion & Confirmations.
- Training and Development.
- Compensation reviews.
- Competency building
- Development communications.
- Measurement of HR programs.
- And feedback.

### **2.5 Training and Development Methods**

Training and Development is a system of an organization which consists of planned programs designed and emphasize improvement performance at the individuals and groups. And training is one kind of educational process which improves the sharpening of skills, concepts, changing attitudes and gaining extra knowledge to raise the employee's performance.

Training has two (2) types approach, these are,

- **On the job training:** On the job training is the most widely used method of training for taking place on the job, where learners can learn the skills that are required to be performed in actual work conditions. On the job training is learning by doing also.
- **Off the job training:** Off the job training is directed in a location were specifically designated for training. Off the job training may be far away or near the actual work environment. Its method should be, Classroom lectures, Case study, Simulation exercise, Role-playing, Program instructions, etc.

## Training and Development Process



Fig: Training and Development Process

### The importance of training and development is given below:

- For Human Resources optimum utilization.
- For more skills development.
- For improvement of organization culture.
- More productivity and increase employee motivation.
- For more profitability.
- To improve quality and safety issues.

## **Chapter-3**

**Human Resource Management Functions practice in DIU-Functions practice on Office of the Pro-Vice chancellor, Daffodil International University.**



### **3.0 Planning & Policy**

To attain their goal of the HRM, they have to do and they try to best possible staff & employees for Daffodil International University's continuous improvement. Daffodil International University maintains an equal policy for its all staff & employees. Daffodil International University (DIU) doing also extra caress to its employees who have the potential to expose their potential and utilize their knowledge, skill in organization.

#### **Principle of Employment policy**

- Daffodil International University makes sure every one of his staff & employees honesty, knowledge, and skills and especially makes sure their employee's dignity.
- All staff & employees of the organization are possessed to far wages, their job opportunities, in return for better job skills, loyalty, and their best effort.
- Daffodil International University (DIU) will show its promise to protect the employee's rights and increase employee's self-motivation.
- And another major policy is Daffodil International University is highly committed to improving its Human Resource Management to achieve its all type's goals.

### **3.2 Classification of Employees**

#### **Regular Employees:**

A regular employee is, anyone who has a permanent position within the organization for work is defined as a regular employee. According to organizations rule all regular employees will be appointed with on probation period of some months and after that he/she may be confirmed for his/her employment.

#### **Contractual:**

DIU has many contractual staff & employees one who contracts for a certain period of time. Contractual employees appointed on their contact basis.

#### **Part-time Basis:**

Other employees appointed a part-time basis. They appointed a daily basis for individual tasks and their daily allowances & beliefs are fixed based on their knowledgeable skills.

### **3.3 Appoint policy and Authority**

Human Resource Management department makes a job context, job description, and job responsibilities. After making job context, job description/job responsibilities the Human Resource Department publishes this job circular with the permission of high management and trustee board members who had the right and responsibilities to make decisions and will appoint employees for Daffodil International University (DIU).

After publishing they receive the applicant's application.

#### **3.3.1 Re-appoint policy**

The re-appointing policy is considered only for their, who worked before Daffodil International University based on his previous performance, satisfactory, present qualification and skills.

### **3.4 Recruitment and Selection/Hiring Process**

#### **Common/General/Local Policy:**

Daffodil International University is highly committed to hiring and staffing the best suitable person for the all available position by the way of,

- Appropriate and effective selection and monitoring.
- Daffodil International University's selection or hiring process is relevant to full education qualification, skills, training and workshop, practical knowledge and experience.
- All selection procedures conform to its requirements, policies, and procedures by higher authority.
- And it's all types of appointment shall conform to its specific positions and salary structures also.

For working there, an employee has must 18+ age for any type of work as like regular, part-time or contractual.

### **3.5 Job Description**

Job descriptions are made based on some of the positions in the organizations and also vary the basis on assignment, performance management system, performance appraisal, training & workshop, experience, salary & benefits, promotion, etc. For the employee of the Daffodil International University. This is what is in the job description is,

- Here, they have mentioned about duty functions.
- Mentioned about employee's responsibilities.
- Mentioned about employee's working time.
- Mentioned what types of skills needed.
- Mentioned about training what will be needed after joining.
- Mentioned the employee's probation period.
- Mentioned about qualifications for specific positions.
- Mentioned about the experience, if needed.
- Mentioned employee's salary and bonus.
- Mentioned about promotion and other benefits also.

Job descriptions of this organization usually emphasize these issues mainly.

#### **3.5.1 Short List of Applications**

After receiving the applicant's application, Daffodil International University's HR team's verification works to ensure a complete shortlist. These shortlists are the ones that fulfill all the requirements for job descriptions. After being shortlisted, they submitted the shortlist to the head of the HR department in this organization.

#### **3.5.2 Test and Process of Interview**

After becoming shortlisted may be called for test and then interview. No external is guaranteed an interview in this organization.

Daffodil International University (DIU) may undertake 03 types of tests.

- Written Test
- Practical operation test
- And after that finally an interview.

The HR department will contact all shortlisted candidates by phone calls/messages or letters for appearing in all tests. In the interview, the board will be comprised usually 4 or 5 members which will include high-level management also.

### **3.5.3 Selections**

After all tests, the selection committee selects only suitable candidates who have done all the previous tests and activities correctly.

### **3.6 Approval for appointment**

The appointment and approval of Daffodil International University is staff & employee must be approved by University policy.

### **3.7 Policy for job Confirmation for new employees**

#### **Objective:**

The management of Daffodil International University decided to introduce the employee's department, other colleague and job policy confirmation for every new employee. And the objective is to ensure that a clear better understanding all of staff & employees and others.

#### **Probationary period:**

When a new employee confirmed by his appointment letter after his/her successful tests then they have some month probationary period as stipulated in the appointment letter. The probation period depends on job positions, nature and mutual agreement between the employer and employee & staff.

### **3.8 Confirmations for new employees**

After a successful probationary period, a new employee is eligible & permanent in this organization. And the probationary period evaluation format sends by the HR department. And then the employee gets a permanent ID number for his/her position within the organization.

### **3.9 Salary & other benefits**

After confirmation, the employee will get salary & benefits as a regular employee according to his/her appointment letter but before this organization pays probationary period salary for his/her probationary period. The remuneration consists of

- Basic salary
- House rent
- Transportation
- Medical allowance and
- Life insurance etc.

#### **Festival Bonus:**

Daffodil International University provides two-time festivals Bonus in a year for its all regular's staff & Employee.

### 3.10 Terms & Conditions

And obviously, all employee must comply with all the terms and conditions of the organization which mentioned in his/her appointment letter, as like maintain proper timing, performance management system, provident fund, etc. All terms & conditions.

### 3.11 Leave policy

There are four types of Leave within Daffodil International University (DIU), and these four types of Leaves are-

- **Casual Leave:** International University maintains a private university act for employee's casual leave.
- **Earned Leave:** International University maintains a private university act for employees earned leave.
- **Sick Leave:** International University maintains a private university act for employee's sick leave.
- **Maternity Leave:** International University maintains a private university act for employee's maternity leave. And it is most probably three months.

## **Chapter-4**

### **Problem Statement**

In this study, I have found some problems and these are-

**4.1 Broad Statement:** The broad problem statement is sometimes the HR team delayed organizations' HR function.

**4.2 Specific Objectives:**

The specific objectives of the study areas under,

1. Sometimes HR team does not have any alternative HR planning.
2. HR team's response time against contractual employee's problems not very fast.
3. Occasionally accepting applications late without showing any reason.
4. For contractual employees, the problem HR team does not give any statement i.e. why create this problem?
5. And it has a confidential area where only top management is allowed only and for these reasons, the study was not fully complete.

# **Chapter-5**

## **Methodology**

**5.1** The study was not conclusive there. This report has been carried out only experience basis which is gathering my 04-month internship program at Daffodil International University under the Pro-Vice-Chancellor office on the main campus. To prepare this report used both primary and secondary data also. No formal questionnaire was used to generate this report, but the staff and employees have had to talk for collecting some information.

## **5.2 Data Sources**

1. I. Primary sources.
2. I. Secondary Sources.

- **Primary Sources:**

- Own observation.
- Discussion with the office staff and employees also.
- Desk oriented work.
- Helping HR activities work etc.
- Gathering some information from the HR meeting and office supervisor.

And finally, in primary sources, my target population is HR staff & employees. I used random samples there. Because I didn't have anything to do in a sequence. When it comes to works, I have to work randomly.

- **Secondary Sources:**

- HR practice related files and documents of DIU, main campus.
- Official website of DIU
- Different books, magazines, articles, journals, prospectus, etc. Which are related to HR practices

## **5.3) Methods of Data Collection**

In methodology, I mentioned no formal questionnaire was used for my data collection. But for primary data collection, I had to discuss much time with office staff & employees and my office colleague also. And Secondary data were collected by the official website of Daffodil International University, various books which were published by our management and administrative faculty and various article, magazine, journals and Daffodil International Universities prospectus also.

## **5.4) Data Analysis**

Used for statistical analysis and other all data processing was graphical content& chart, was Microsoft office and net browsing also.



## **Chapter-6**

### **Limitation of the study**

## **6.1) Limitation of the study**

Human Resource Management Department is the most mysterious department for any type of organization. Daffodil International University is a well-reputed private organization so it has some confidential task which is not allowed for everyone. As an intern position, I am permitted to get some tasks & information only for my better study. For maintaining University's privacy I am not permitted for all tasks and that is very mysterious. So, in this report only some information which I have learned from Daffodil International University's HR department.

### **The limitation which I found is given below:**

- Lack of sufficient practical knowledge about modern Human Resource Management practice.
- Many times, many employees have to deal with various kinds of issues.
- Occasionally accepting applications late without showing any reason.
- Not available sufficient documents for better practical Human Resource Management study.
- University policy should not open confidential matters for many reasons.
- And they have only limited access to HR policies where only top management's personnel are allowed.

**Chapter-7**  
**Findings, Recommendation & Conclusion**

## 7.1 Findings of the study

- a) **Lack of Proper/ advance Human Resource Strategy:** Daffodil International University is making a Human Resource Strategy and planning that time the Human Resource Management team of DIU does not take any option toward their contractual employee. So, Daffodil International University (DIU) has some lacking to prepare a proper HR Strategy & Planning.
- b) **Lack of proper Job analysis program:** Daffodil International University's HR department is unconscious to prepare a high standard of job analysis before recruitment & hiring. As a result, sometimes it will be affected.
- c) **Lack of making proper job description:** If any organization does not make a proper job description than the organization has a chance mistake.
- d) **Lack of Ideal Recruitment & Hiring process:** Daffodil International University (DIU) mainly prefers internal recruitment but it is a lengthy process. And the hiring process makes to find the reference to higher-level authorities.
- e) **Lack of proper effective training & workshop for better results:** Daffodil International University has continued some training & workshop program but these are not essential for employee's best performance.
- f) **Lack of sufficient benefits and Services for contractual, and part-time basis employee:** Daffodil International University has continued some benefits and services but those are not enough for contractual and part-time basis employees. As an example, wages, increment, transportation, and other benefits are not enough.
- g) **Lack of conducting an Error-free performance Appraisal program.**

## 7.2 Recommendation & Conclusions.

**In light of the findings, the recommendation are as follows:**

- a) To prepare a proper Human Resource Planning for employee's better result. Without proper planning, no one can bring success. For a successful organization, every organization has to be proper planning.
- b) To conduct a proper job analysis. Because, if an organization does not conduct proper job analysis then the organization cannot measure the proper job value of this market. For any organization's best outcome, proper job analysis is a must. Without a proper job analysis, the organization does not get the best result.
- c) Conduct a proper job description. A job description is another necessary part of HRM policy and organization. If any organization does not make proper job description than organization selections wrong staff for an organization which is harmful to any organization. So, the organization needs to conduct a proper job description.
- d) To conduct an ideal Recruitment & Hiring. For best result organizations should be ideal recruitment and Hiring. If organizations recruitment & hiring process should not be ideal then organization hiring unworthy employee's, that is why ideal Recruitment & Hiring is another recommendation.
- e) To conduct a proper effective training & workshop program. For every employee and staff training and workshop is a process to gain potential knowledge. Training and workshop motivated and make confident every employee for his/her best work and for that effective training & workshop is another recommendation.
- f) To increase the benefits and services for all staff & employees. If an employee will give the highest pay then the employee doing his/her work properly without any hesitation and it will bring employees the best performance so it is one recommendation.
- g) Have to make sure of the error-free performance appraisal program. For the organization's development, organizations doing make sure without an error appraisal program. An error-free appraisal program is one kind of security for staff & employee's work. So the organization has to make sure of the error-free appraisal program.

## **Conclusion:**

Human Resource Management is very essential for running properly an organization. All academic courses will be a failure if the employee does not have any advance Human Resource Management functions knowledge. For running an organization, employees should have very practical knowledge about modern Human Resource Management functions.

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- D) Human Resource Management book by Gary Dessler & Biju Varakkey, 14<sup>th</sup> Edition.
- E) Pro-VC office of Daffodil International University.
- F) Employees of the Daffodil International University.