



An Internship Report

On

**“An Evaluation of the Recruitment and Payroll Management of  
Bangladesh Army International University of Science and Technology”**

Supervised by:

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Department: Business Administration

Major in Human Resource Management

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**Topic: “*An Evaluation of the Recruitment and Payroll Management of Bangladesh Army International University of Science and Technology*”**



## Letter of Transmittal

Professor Mohammed Masum Iqbal, PhD

Dean

Faculty of Business and Entrepreneurship

Daffodil International University

Subject: Submission of Internship Report on **“An Evaluation of the Recruitment and Payroll Management of Bangladesh Army International University of Science and Technology”**

Dear Sir,

With great pleasure, I am presenting my internship report on "An Evaluation of the Recruitment and Payroll Management Bangladesh Army International University of Science and Technology " with great pleasure. The report is based on the primary human resource management courses I learned during my MBA program, and also a particular attachment of my internship at Bangladesh Army International University of Science and Technology.

I selected “An Evaluation of the Recruitment and Payroll Management of Bangladesh Army International University of Science and Technology” as a core research focus, along with a few other HR practices that I have come across during my internship program, as a requirement to write an internship report based on practical knowledge in an organization. I did all my research to complete this report, which will cover current issues in the area.

Thanking you.

Sincerely yours,

A handwritten signature in black ink that reads 'Ayesha'.

Ayesha Amin

ID: 211-14-286



## Certificate of the Supervisor

This is to certify that the internship report titled “An Evaluation of the Recruitment and Payroll Management of Bangladesh Army International University of Science and Technology” is prepared by Ms. Ayesha Amin, ID-211-14-286, as a requirement of MBA Program under the Department of Business Administration and the Faculty of Business and Entrepreneurship at Daffodil International University.

The report is recommended for submission.

A handwritten signature in black ink, appearing to read 'M. Masum Iqbal', is positioned above the printed name of the supervisor.

Professor Mohammed Masum Iqbal, PhD  
Faculty of Business and Entrepreneurship  
Daffodil International University



## **Acknowledgment**

First and foremost, I thank Almighty Allah, the omnipresent and almighty, for assisting me in completing my assignment on time. I'm happy and relieved that I finished this research on time. Without the essential practical expertise, as well as the help of several books, articles, websites, and original material, this internship report would not have been possible to complete. It helped me have a better understanding of payroll administration. Thank you to everyone who has helped me by giving me books, articles, and cooperation.

My supervisor, Professor Mohammed Masum Iqbal, PhD, Dean, Faculty of Business and Entrepreneurship, Daffodil International University, deserves special recognition. During my internship and the preparation of this report, for his encouraging inspiration, gentle direction, helpful comments and advice. From October 03, 2021 to December 30, 2021. I was assigned to Bangladesh Army International University of Science and Technology as an intern. Bangladesh Army International University of Science and Technology members and administration were really cooperative and accommodating. They assisted me by giving facts, advice, and direction. I'd want to express my gratitude to Bangladesh Army International University of Science and Technology for allowing me to intern in their HR department.

Finally, I want to thank the Honorable Registrar Sir, the Deputy Assistant Registrar Human Resources, and the team members who helped me finish my three-month internship program. I'm also grateful to all of BAIUST's other staff.



## **Executive Summary**

This is my internship report, which is based on real-world job experience. It is intended for students to gain practical experience while learning about human resource management.

The key aspects of every organization are recruitment and payroll management. Recruitment is the process of seeking people to work for a company or join an organization as a new member. An organization's human resource division operates and organizes its efforts to guarantee that the organization runs smoothly at all levels by ensuring that the proper number of people are available at the right time to accomplish the right job.

Recruitment is the most important part for any organization. Recruiting the right people in the right place at the right time is so important.

Payroll management is the administration of financial records of employees' salaries, wages, bonuses, net pay and deductions.

Payroll is critical to keeping employee morale high and the company's financial health.

Because employees will start looking for better possibilities the moment they become concerned about their company's financial viability, ineffective payroll administration will only result in the loss of top personnel.

Payroll processing that is correct can help you satisfy your tax obligations on schedule and at the lowest possible cost. It will help the organization establish itself as a reliable employer.

Payroll processing isn't required to assess a company's financial situation.

Payroll processing isn't necessary for assessing an organization's financial health.

Payroll management is in charge of all employees. Employees are also given a letter of authorization, a salary certificate, an experience certificate, an identification card, and several budgets and reports.



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# Chapter - 1



## **Introduction**

The title of this report is "An Evaluation of the Recruitment and Payroll Management of Bangladesh Army International University of Science and Technology." I tried to combine my theoretical knowledge of HRM with the practical situations I observed during my internship. Through this project, I have attempted to cover some of the responsibilities of HRM, such as recruitment, selection, compensation and benefits, and performance review management, to express my understanding of the various aspects of HRM. At the conclusion of the paper, I will present my results and analysis on the HRM practice of BAIUST's An Evaluation of Recruitment and Payroll Management, followed by a discussion of key topics. I've also attempted to provide some recommendations based on my understanding, followed by a conclusion drawn from my experience.

The recruiting procedure seeks to give the best candidates with outstanding qualifications and credentials. For the Human Resources Department, the importance of the recruiting process is to avoid employing the wrong individual, who may cost the company a lot of money. Aside from the pay and incentives supplied, the process of hiring an ineffective and effective component may result in more losses as a result of incorrect judgments and actions. As a result, one of the most significant procedures for managing human resources and the firm as a whole is this one.

Payroll management begins after recruitment. From employee onboarding to employee off boarding, payroll takes care of everything.

### **The Scope of the Report**

It was a huge plus for me to perform my internship at a reputable university like Bangladesh Army International University of Science and Technology. During my internship, I attempted to use my university-acquired academic knowledge in a practical setting. It's a fantastic chance for me to work here. The primary goal of this research is to get practical information about the human resource department (recruitment and payroll management).

### **The Objectives of the Study**

The objectives of the study are as follows:

- To explain the recruitment process of the Bangladesh Army International University of Science and Technology;
- To illustrate payroll management of Bangladesh Army International University of Science and Technology;
- To identify the problems related to the recruitment and payroll management of the Bangladesh Army International University of Science and Technology;
- I will make some recommendations to solve the problems;



## **Methodology**

All the information incorporated into this report has been collected from primary sources. Primary Data: Bangladesh Army International University of Science and Technology-Human Resource Department provided the primary data for this study. I had a face-to-face conversation with faculty and officers from several departments, which is considered a secondary source of main data. During my internship, I also gathered some fascinating and relevant facts through observation, and of all the ways, my survey questionnaire was the best. It assists me in obtaining specific data that is required for my internship report.

Secondary data

- Office files
- Army Education Rules

Based on my payroll management work, I have made a questionnaire on the liker scale.

The questionnaire survey was distributed among the current employees of the Bangladesh Army International University of Science and Technology. The total number of respondents was 20. The question patterns are on the "Linker scale at 5 points".

Ten questions were asked.

20 people responded.

The pattern of the Questionnaire-Liker scale

## **Limitations**

There are some limitations everywhere. My limitations are:

- Human resource management practices are lacking.
- The human resources department was hesitant to provide information because of difficulties in accessing sensitive data and information.
- Non-availability of some previous statistical data
- The internship period is short, but the Human Resources Department is a large department; after doing typical office work from 8:00 AM to 4:00 PM, it is difficult to go through everything in depth in such a short length of time. Some of the answers from the survey varied between higher-level officers and lower-level employees.
- Confidentiality



# Chapter – 02



## **Organizational profile**

### **Background of Bangladesh Army International University of Science and Technology:**

Bangladesh Army International University of Science and Technology (BAIUST), a pioneer university of the Bangladesh Army, started its journey on February 14, 2015, with the motto of "Knowledge, Wisdom and Technology". It is established temporarily in the serene and secured environment of Cumilla Cantonment with the mission to provide state-of-the-art education and research in science, engineering, business administration and other relevant programs. It expects to run its affairs in permanent location from 2022.

The university aims to provide innovative, multi-disciplinary courses and endeavors to become a hub of knowledge.

### **Vision**

The University aspires to transform into a center of excellence in Science, Engineering, and Technology Arts and Business Administration programs by providing innovative, multi-disciplinary courses to the younger generation of the country and beyond. It endeavors to make the university a hub of knowledge and be recognized as a leading university in the country.

### **Mission**

The mission of the university is to provide state-of-the-art education and research in science, engineering, and other relevant programs to develop human resources for the socio-economic well-being of society.

### **Objectives**

- a. To offer need-based programs and important disciplines of Science, Technology, Social Science and Business for both undergraduate and graduate students.
- b. To strive for excellence by providing quality teaching through wide varieties of instructional approaches.
- c. To produce highly competent and global standard manpower in Science and Technology who will be proficient in communication skill, critical thinking and analytical abilities.
- d. To generate adequate resources to support the University's instructions, research and extension pursuits.
- e. To provide a timely, friendly and accessible support system that promotes partnership and a sense of shared responsibilities between students, faculty, alumni, and other stakeholders.
- f. To strive for the gradual expansion of faculties, departments, and programs in accordance with the needs and in abidance with the Private University Act, 2010 (revised).



- g. To develop joint collaboration with similar universities, institutes, and organizations, both at home and abroad and sign agreements and memorandums of understanding to this effect.
- h. To sensitize and infuse the core values of BAIUST i.e. Integrity, Openness, Intellectual Curiosity, Commitment to Excellence, Self-Discipline, Sense of Responsibility, Diversity and Respect for Others amongst the students.
- i. To carry out other necessary university work to meet the needs of time.

### **Core Values:**

An elaboration of various core values as mentioned in the previous paragraph is as under:

1. Integrity: It is a commitment to uphold the highest standards of moral, ethical and professional conduct.
2. Openness: One should think clearly, study freely with open mind, willing to learn and examine the complex problems with reasoning.
3. Intellectual Curiosity: One must strive to broaden his/her knowledge, stretch intellectual horizon, and push beyond the comfort zones. As one gains knowledge, it will give him/her power, authority and confidence.
4. Commitment to Excellence: The commitment to produce highly competent and global Standard manpower in science and technology who will be proficient in communication skills, critical thinking, and analytical abilities. The aim is to search for the truth and deliver socially relevant, scientific and technological contributions. This is a place where hard work will be rewarded, and talents will be nurtured.
5. Self-Discipline: One must impose self-discipline to abide by the rules, and regulations of the university and beyond.
6. Sense of Responsibility: All must inculcate the sense of responsibility, and discharge the assign duties judiciously.
7. Diversity: In due course of time, the University aims to have students, faculty, and researchers from various discipline, nationalities, and cultural background.
8. Respect for others: As members are from diverse culture, race and religion, all must show respect for others.

### **Department:**

- Department of CSE
- Department of EEE
- Department of CE
- Department of Business Administration
- Department of English
- Department of LAW
- Department of Sc & Hum



# Chapter – 03



## Overview of HR Department

### **Definition of HRM**

HRM is the practice of recruitment, hiring, deploying and managing an organization's employees. HRM is often referred to simply as "human resources" (HR). A company or organization's HR department is usually responsible for creating, putting into effect and overseeing policies governing workers and the relationship between the organization and its employees.

### **Function of Human Resource Management**

- Recruitment & Selection
- Training & Development
- Motivation
- Labor Relations
- Performance Management
- Compensation & Benefits
- Job analysis & Job Design

### **Recruitment**

Recruitment is the process of actively seeking out, finding and hiring candidates for a specific position or job.

In the words of Dale Yoder, recruitment is the process of "discovering the sources of manpower to meet the requirements of the staffing schedule and employing effective measures for attracting that manpower in adequate numbers to facilitate effective selection of an efficient working force."

Kempner writes, "Recruitment forms the first stage in the process which continues with selection and ceases with the placement of the candidates."

Many variables influence an organization's decision to use internal or external resources. Motivating variables have been discussed in the recruitment and selection process in several studies but we discover that there is a great deal of overlap between those elements and variances that may arise depending on the nature of each organization's work and the environment in which they operate.

There are two types of recruitment.

1. Internal Recruitment
2. External Recruitment.





**Internal Recruitment:** Internal recruitment is when an organization looks to fill jobs with its current employees by sourcing talent from other teams, departments, and job functions within the company.

Internal recruitment has the following advantages:

- It can save you a lot of money. Individuals who have a firsthand understanding of how a company functions will require less training and time to 'fit in.'
- Someone who is accustomed to working with others in the company is unlikely to cause significant 'disruption.'
- Internal promotion serves as a motivator for all employees to work harder in the company.
- Insiders' strengths and shortcomings will have been evaluated from the perspective of the company.
- Recruiting is less expensive and faster.
- People who are already familiar with the company's operations.
- Creating prospects for advancement inside the company may be inspiring.
- The strengths and limitations of applicants are already known to business.

The disadvantages of internal recruiting:

- It will have to replace the individual who was promoted, and an insider may be less inclined to offer the necessary comments to improve the company's performance.
- One person's promotion in a corporation may irritate another.
- Limits the number of prospective applicants.
- No fresh ideas from outside may be presented.
- It may engender anger among contenders who are not appointed.
- This creates another position that must be filled.

**External recruitment**

**Advantages**

- New ideas are brought in by outsiders; there is a larger pool of employees from whom to choose the best candidate.
- People have a greater variety of experiences.

**Disadvantages:**

- a longer procedure;
- It is a more expensive process owing to the need for advertising and interviews;



- A more time-consuming method

It's possible that the selection procedure isn't efficient enough to find the best applicant.

### **Preliminary Steps for Recruitment:**

There are some issues that are controlled by the administration of the company during the recruitment process. These are given below:

- 1) Requisition: When a post has to be filled, the appropriate department notifies HR Operations, and HR begins its work.
- 2) Timing: Typically, HR Operations has 60 days to recruit and choose a candidate. The department in which a position has been advertised has not indicated it at this time. The HR Operations department is in charge of the timeframe.
- 3) Contact Types: To make the recruiting process more effective, the relevant department provides the HR operation with the qualifications required to do the position.
- 4) Budget for recruitment: The human resources department sets aside a set amount of money for this purpose.
- 5) Candidate sources: The HR department always wants to recruit online. They offer a webpage where applicants may submit their curriculum vitae.

Steps in the recruitment process that are commonly followed in order:

- 1) Determine whether a vacancy exists or whether there is a need for recruitment.
- 2) Go over the job description, requirements, and profile again.
- 3) Determine the job/recruitment planning's main performance areas.
- 4) Go over the hiring policy and procedures again.
- 5) Think about how you'll find people to work for you (searching)
- 6) Select the best method of recruitment.
- 7) Determine the best mode of recruitment.
- 8) Create a job posting or a recruitment strategy.
- 9) For the advertisement/decision, use the most acceptable and relevant communication channel.
- 10) Ensuring the availability of application blanks, a pool of potentially qualifying applications, and adequate response time.
- 11) Screening/screening reactions
- 12) Control and assessment of the recruitment process



## **Training & Development**

Training and Development is an organizational subsystem that focuses on improving individual and group performance. Training is an educational process that comprises honing skills, ideas, changing attitudes, and learning additional information in order to improve employee performance. Employee training that is both effective and efficient aids in the development of skills and knowledge, which in turn helps a firm improve.

Training is a staff development procedure that aims to enhance an incumbent's performance in a position with specific duties. It encourages people to further their careers.

In service, training is a problem-solving, learner-centered, and time-bound set of activities that allow people to create a sense of purpose, widen their perception, and boost their capacity to learn and master new skills. There are five types of in-service training that may be generally classified as:

- (1) Introduction or orientation training,
- (2) Foundation training,
- (3) On-the-job training,
- (4) Refresher or maintenance training,
- (5) Career development training.

All of these forms of training are required for extension employees to grow properly during their service tenure.

## **Motivation**

Motivation is the process through which an individual determines the intensity, direction, and perseverance of his or her efforts toward achieving a goal.

## **Labor Relation**

Maintaining employee engagement and loyalty to the business is referred to as "labor relations." It is the desire to remain with the firm.

## **Evaluation and management of performance**

Employee performance reviews have been a cornerstone of the HR process. Organizations are now devoting significant resources to making it more realistic, objective, and scientific. In many firms, the assessment process is participatory, with the goal of not just evaluating performance but also determining an employee's potential. With this knowledge, firms may better put workers in roles, places, and functions where they are most likely to contribute. Performance evaluations are still a major deal at larger companies.



## **Compensation & Benefit**

Salary, allowances, other reimbursements and payments to workers are all part of the talent management role. In the private sector, it is currently common practice to negotiate pay for nearly every new recruit. Organizations analyze their expenses and, as a result, give a financial package that varies depending on the job or position. In many circumstances, salaries are also split into two categories: fixed and variable. The number of increments and their frequency differ from instance to instance. When it comes to work conditions and remuneration, the new-age employee has a distinct set of expectations. As a result, businesses are becoming more flexible in these areas in order to attract and keep the best employees. Providing employees with the option to work from home is a great way to save money.

## **Payroll and Payroll Management**

Payroll is the total amount of wages paid by a company to its employees and other workers.

"Payroll processing is an important function for any business, no matter how small."

Payroll Management is the administration of the financial record of employees' salaries, wages, bonuses, net pay. Payroll is a term that refers to the amount of money that is paid out on a salary. However, payroll management is more than just paying salaries. The team makes use of payroll software to keep track of these details. It has several benefits, including:

- Time savings
- Early report generation.
- Simplify the process.
- Errors should be minimized.

## **Compensation & Benefits**

The most crucial aspect in meeting one's requirements is money. Money also meets the first level of Maslow's fulfillment model's demands. Wages and wages have a big impact on how happy people are at work. Second, the employee frequently believes that money reflects management's interest in them. Third, it is regarded as a sign of accomplishment, as more compensation implies a greater level of commitment to the company. Non-monetary advantages are also significant. Employees, on the whole, are unaware of the crucial benefits package. They simply want a wage structure that is fair and consistent with their expectations.

The wage month in BAIUST runs from 1 to 30.

There are two types of employees.

- Permanent employees: They receive their pay on time. They have no overtime.
- Master Roll Employee: They get their compensation on time. They have overtime hours.



## **Promotion**

Another significant aspect that influences job satisfaction is the following:

- Promotion demonstrates an employee's value to the organization, which boosts morale. In the case of high-level occupations, this is true.
- Employees see promotion as the pinnacle of their careers, and when it comes to fruition, they are overjoyed.
- Promotion entails good transformations.
- Those who have been approved by the managerial director and the head of HR.

## **Employee Onboarding**

I was assigned to the joining procedure and completed the function while working at BAIUST. The procedure begins with the creation of a new employee file and ends with the briefing of an appointment. To do so, I must first gather all the required paperwork, including a checklist, a joining report, a non-disclosure agreement, and a personal information form. The new employee must complete the paperwork prior to starting. I provided them with all of the essential instructions, as well as a brief based on the appointment letter. Then take their punch and give them an ID card.

## **Induction**

Employee induction, also known as orientation, provides new workers with fundamental background knowledge about the organization, including its goal and vision, as well as the information they need to do their jobs properly. Every month, HR will provide an induction event for newly hired workers in that month.

## **Personal File and HR Document**

In the employee's personal file, there are all the documents related to his educational certificate, professional qualification, career summary, and personal records.

## **Transfer**

An official or worker can be relocated to any department or location in Bangladesh depending on the company's needs and the availability of an internal applicant. Companies provide officers and employees with seven days of transfer leave to relocate to a new location.



## Increment

Every employee who has completed one year of service will be granted an annual increase. By the end of December, the evolution process must be finished. Because the increase is based on how well you do.

## Leave

There are various leaves for university employees. These leaves will be approved by authorities on rational grounds.

Types of leaves and their entitlements period are shown as under:

Ser	Types of Leave	Duration
1.	Duty Leave	As the case may be
2.	Casual Leave	20 (Twenty) days in a year
3.	Medical Leave	Up to 15 (fifteen) days in a year
4.	Maternity Leave	Up to 6(six) month in normal situation.
5.	Earned Leave	30 days in year
6.	Study Leave	Up to 2(two) to 4(four) years as the case may be.
7.	Extraordinary Leave	Up to 2(two) years
8.	Quarantine Leave	On full pay up to a limit of 15(fifteen) days in year
9	Sabbatical Leave	Six months for higher research after six years
10	Special Leave	On special case
11	Half pay Leave	On special case
12	Compensatory Leave	Avail for working in Holidays

## Separation

Permanent employees must offer a two-month notice period if they choose to quit. We conduct an exit interview and take over his/her duties.

- Exit interview: The purpose of an exit interview is to find out why he wants to leave this company and whether we can improve his point of view so that he will stay or not.
- Hand over and take over: He delegated all of his responsibilities to us. His employee ID card and stationery are also included.



## **Employee Exit Process Management**

When an employee resigns, he or she provides us with a resignation letter. Following that, we conduct an exit interview and take over.

### **Certificate**

**NOC:** NOC stands for "No Objection Certificate." When an employee wishes to travel outside of the nation, the company grants him or her a letter of authorization (NOC). This makes it apparent that the organization has no objections to the employee traveling outside of the nation.

**Salary Certificate:** Employees require a salary certificate in order to obtain a loan from a bank or financial institution. We do so because of his remuneration.

**Resignation Acceptance Letter:** When an employee resigns from our firm and our company accepts his resignation, we send him this letter.

**Clearance Certificate:** If the employee has no issues with the company after resigning, the company will provide the employee with this certificate.

### **Budget**

We have to send the budget yearly to the accounts and mention that if it increases, why and if it decreases, why.

### **Analysis & Reporting**

VC, Pro-VC, Registrar, Treasurer, Deputy Director, Director, the executive director, the HR Manager - sometimes they want different types of reports. So we have to provide this.

### **Final Settlement**

When an employee resigns from this company that time we do his Final settlement.

- Final settlement
- Get an idea on how to make a successful career in the corporate sector



## **Employee Benefits and policies of like Bangladesh Army International University of Science and Technology**

### **Benefits:**

- Festival Bonus: Two festival bonuses are equal to one month's basic wage (after 180 hours of service).
- Transportation: Pick-up and drop-off at a predetermined location
- Gratuity: After three (3) years of service with BAIUST, an employee is entitled to this benefit.
- Job Confirmation: 180 days (for management staff) and 90 days (for non-management staff) from the date of hire.
- Salary Month: From the first of the month to the thirty-first of the following month
- Office time: 8.00 AM to 4 PM

### **Rules & Regulation-Attendance:**

Automated and manual.

- Automated: Office
- Manual: Contractual base employee, daily base worker

A grace time is 15 minutes for in-time But must be adjusted without time.

For habitual late attendance or unauthorized absence. Absence will be considered misconduct.

### **Professionalism Rules and Regulations:**

- Treating the reporting supervisor as a possible mentor
- Well groomed and appropriate dress-up
- Following the cultural norms of the company,
- Maintaining a positive attitude
- Speaking clearly and speaking up when necessary,
- Avoiding office politics and gossip
- Being pleasant and respectful to co-workers

### **My Specific learning from the internship duty**

During my internship, I was assigned to the HR wing. Since I was an intern there for 3 months, during my internship I monitored the HR Wing.

- Learn about the university, its background, mission and vision.
- Learn about the HR practices of BAIUST





- Observe the work culture at the university.
- Get exposed to real work experience.
- Assisting my supervisor on the job
- Circulate the vacancy news
- CV shorting
- Conducting an Interview
- Help to select an employee
- Employee onboarding
- New Employee orientation/ Induction
- Controlling Master Data Management
- Personal File & Human Resources Document
- Providing Identification Cards
- Employee Life Cycle Management
- Compensation and benefits
- Analysis & Reporting
- Employee Exit Process Management



# Chapter - 04

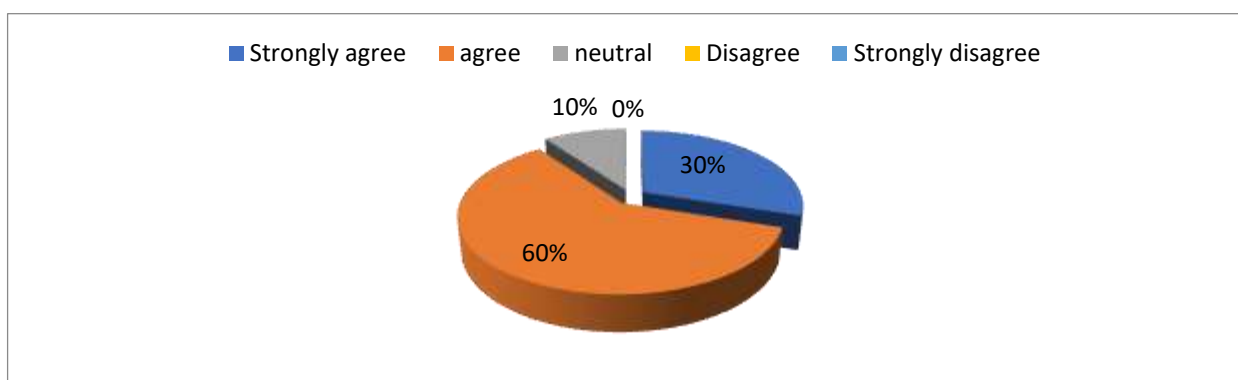


## Findings and Analysis

In this section the findings and analysis has tabulated based on a questionnaire –

### Question 1: Do you like the Recruitment process of BAIUST?

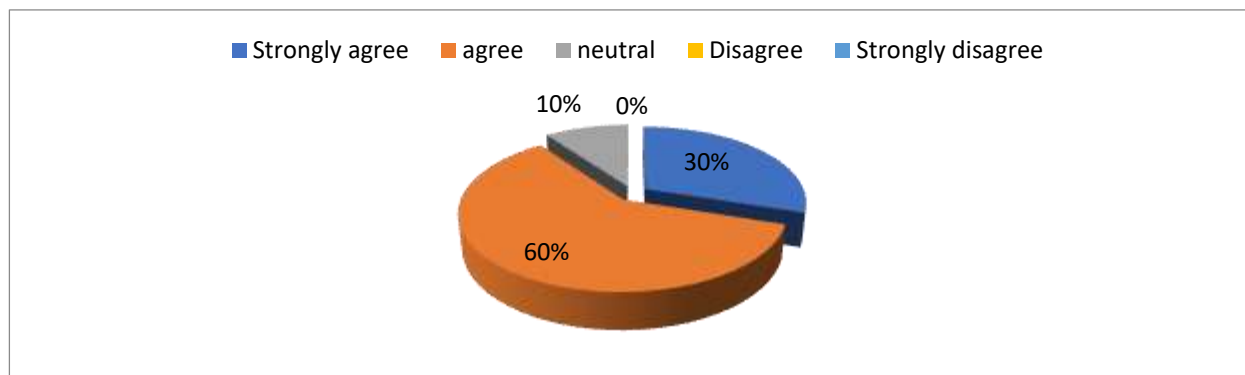
Strongly agree    Agree    Neutral    Disagree    Strongly Disagree



According to the graph above, 60% of employees feel that the hiring process is enjoyable. 30% strongly agree, while 10% are undecided. As a result, the employees are pleased with the recruitment process.

### Question 2: Do you like the Joining Process of BAIUST?

Strongly agree    Agree    Neutral    Disagree    Strongly Disagree

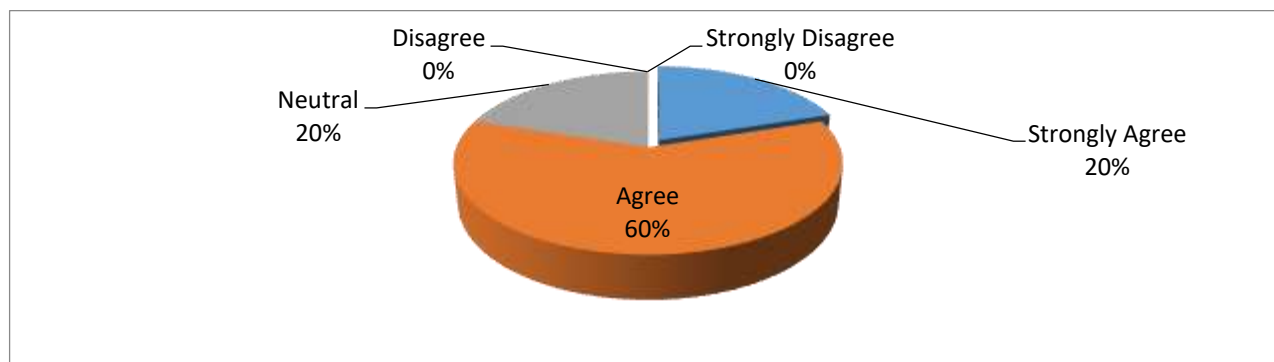


According to the graph above, 60% of employees feel that the hiring process is enjoyable. Thirty percent strongly agree, while ten percent are undecided. As a result, the employees are pleased with the recruitment process.



### Question 3: Do you like induction program BAIUST?

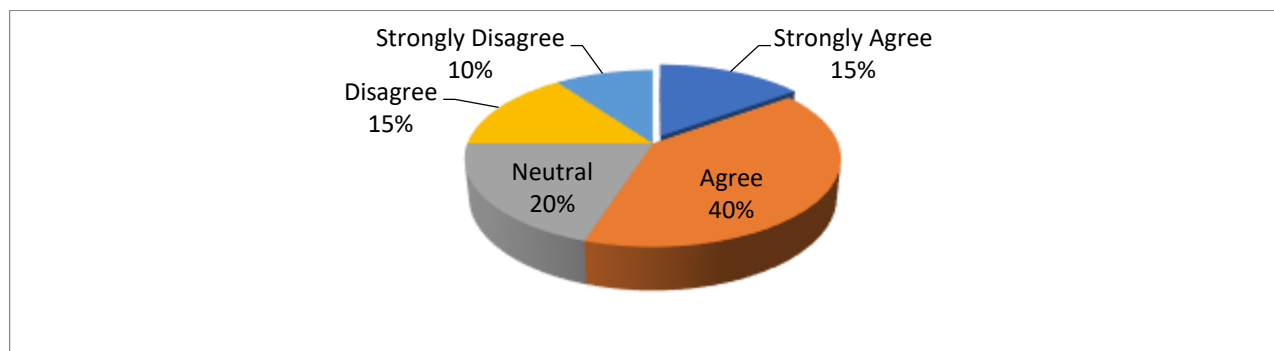
Strongly agree    Agree    Neutral    Disagree    Strongly Disagree



According to the graph above, 60% of employees agree, 20% strongly agree, and 20% are neutral on how much they appreciate the induction program. As a result, the workers are similar to the induction program.

### Question 4: Payroll Management does their work properly?

Strongly agree    Agree    Neutral    Disagree    Strongly Disagree

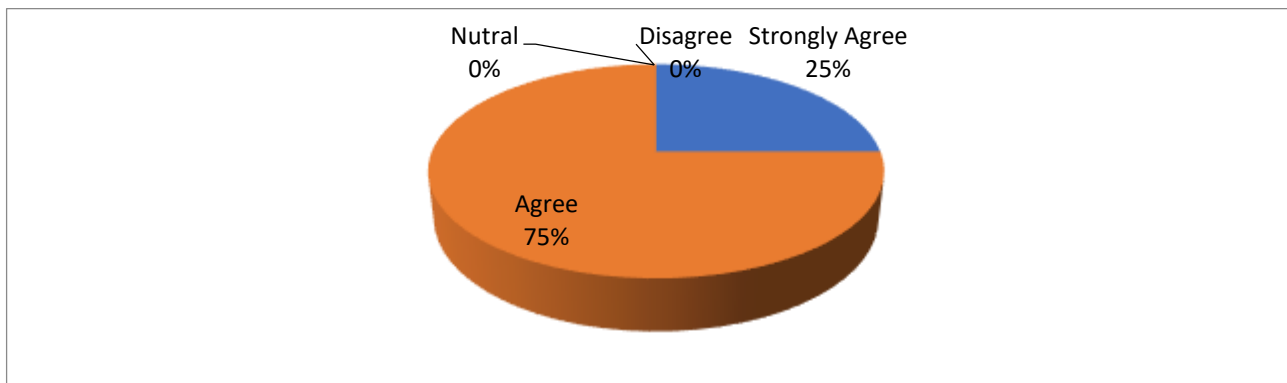


According to the graph above, 40% of employees believe they execute their jobs properly. 15% strongly agree, while the remaining 20% are undecided. 15% of people disagree, with 10% strongly disagreeing. As a result, the employees agree that Payroll Management does a good job.



**Question 5: Orientation Program given by “Payroll Management Team” is this helpful?**

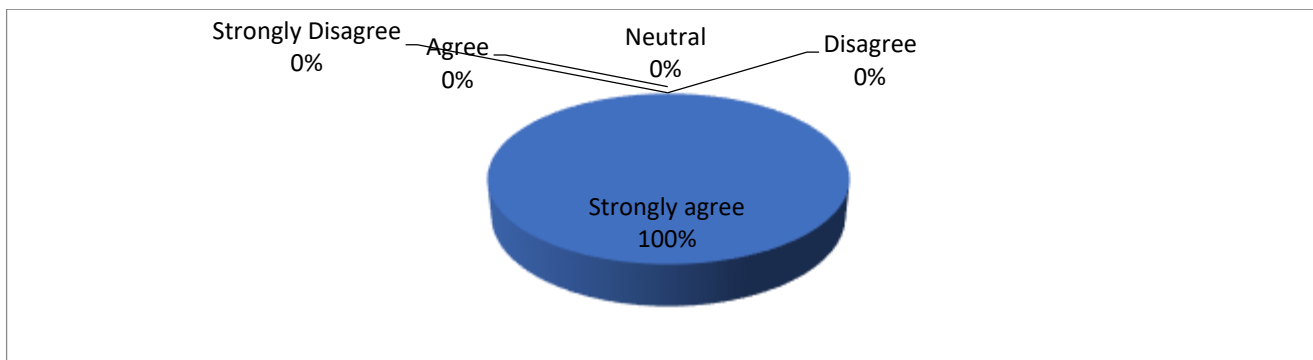
**Strongly agree    Agree    Neutral    Disagree    Strongly Disagree**



According to the graph above, 75% of employees feel that orientation classes are beneficial. This is something that 25% of people firmly agree on. As a result, the staff are pleased with the orientation session.

**Question 6: Payroll Management prepares employee salary on time?**

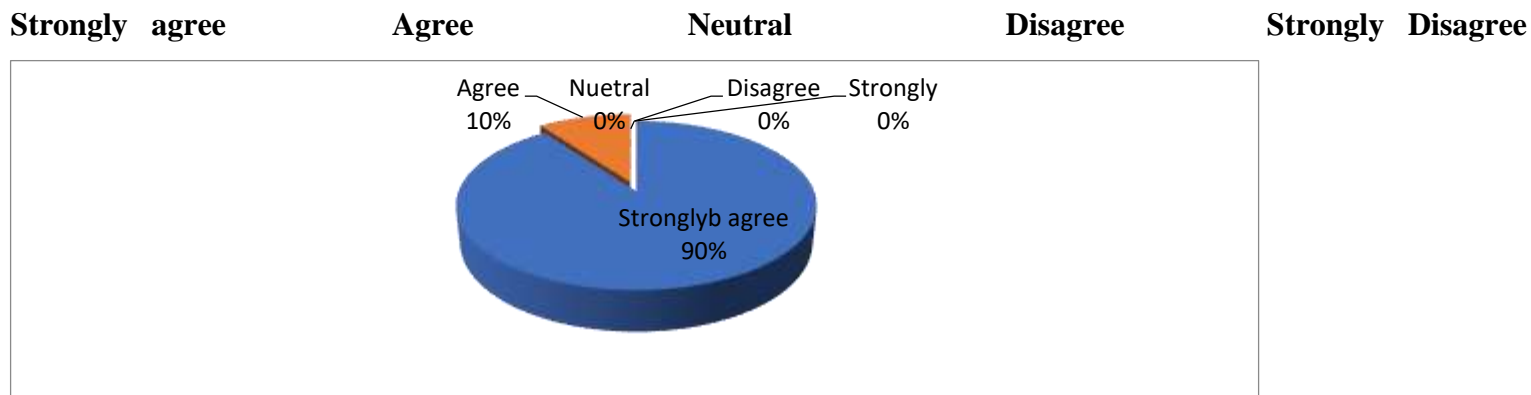
**Strongly agree    Agree    Neutral    Disagree    Strongly Disagree**



The graph above shows that every employee strongly agrees that the team should prepare their compensation on time so that they receive it on time. As a result, all employees are happy with the Payroll Management's timely preparation of employee salaries.

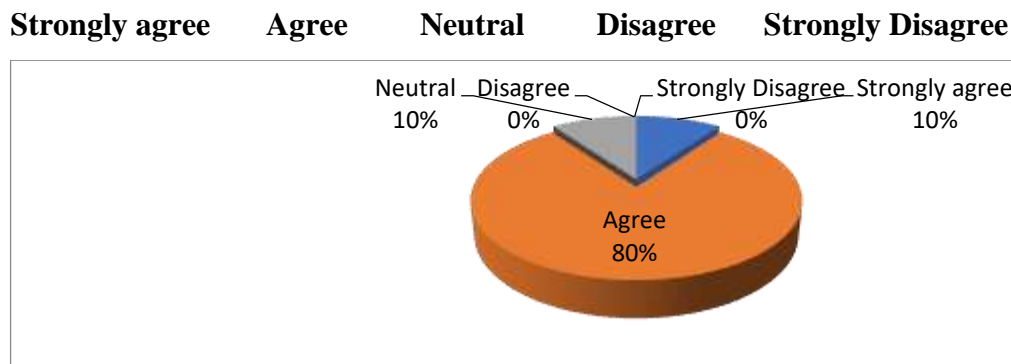


**Question 7: Payroll Management gives overtime, Gratuity other allowance properly?**



According to the graph above, 90% of employees strongly believe that they are paid overtime, gratuities, and other allowances correctly, while 10% disagree. As a result, the employees are unanimous in their belief that Payroll Management correctly distributes overtime, gratuities, and other allowances.

**Question 8: When you face any problem is “Payroll Management Team” there to help you properly?**

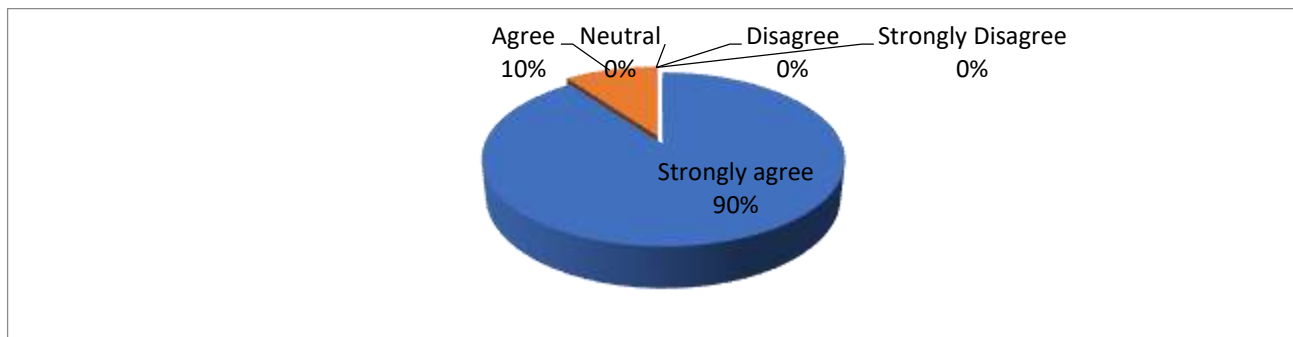


According to the graph above, 80% of employees believe that they get aid when they need it, with 10% strongly agreeing and 10% indifferent. As a result, the employees agree that Payroll Management will assist them adequately in the event of a crisis.



**Question 9: Dose Payroll Management Team explains everything clearly from their side?**

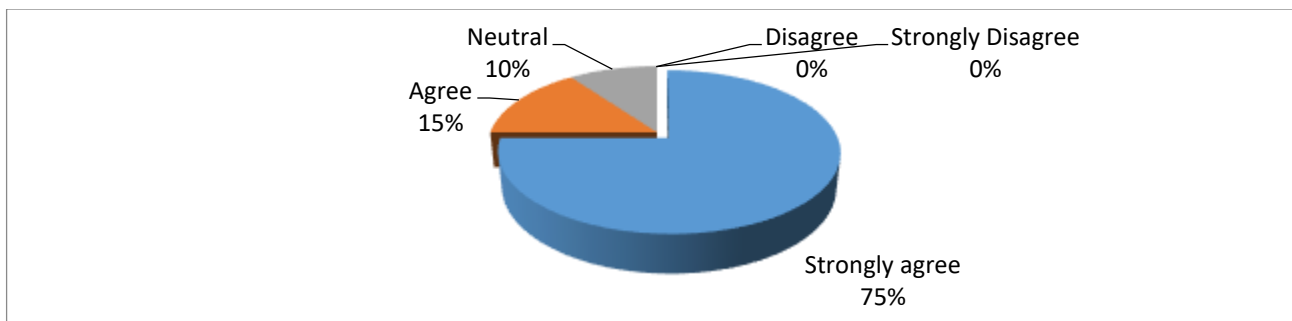
**Strongly agree    Agree    Neutral    Disagree    Strongly Disagree**



According to the graph above, 90% of employees strongly believe that the team explains things well. Only 10% of people agree. As a result, the employees highly believe that Payroll Management makes everything transparent.

**Question 10: Dose Payroll Management Team member are small for total number of employee?**

**Strongly agree    Agree    Neutral    Disagree    Strongly Disagree**



The graph above shows that 75% of employees strongly agree and 15% agree that the team is tiny. As a result, the employees unanimously believe that the Payroll Management staff is tiny.



# Chapter – 05





## Problem

### **Problems identified:**

- **Unclear recruitment process-** Ineffective communication, a lack of briefing and debriefing throughout the interview process, and poor candidate management are all common issues. This might have a detrimental influence on your whole recruitment approach.
- **Lack of on time communication with candidates: team members do** not communicate with employees properly on time. That's why employees and candidates feel demotivated.
- **The advertisement of each position is not ensured regularly;** when they give the circular, they don't give the proper guidelines.
- **There is a sudden deduction of salary that is not shared with employees. This** salary deduction is very demotivating for employees. Without informing them, this is also a very bad sin.
- **Small Team:** The employees unanimously believe that the Payroll Management staff is tiny. Giving proper service at the right time is not possible.

### **Recommendation:**

The human resource management team is the most important team for any organization. They work for the total organization's employees. They looked after their problems and benefited.

This report contains Based on the identified problems, the following recommendation can be placed:

- Clear communication with the candidates: candidates who get clear and unambiguous communication throughout the hiring process have a favorable impression of the organization even if they do not win the job. The firm, its culture, and the employee experience are all important factors to consider. The work itself, as well as further information about what is required of them, The recruitment process should be made easier and more transparent. So employees can get a clear view of the organization.
- A selection board should be formed so that there is no bias. When they select any candidate, they should be transparent.
- The benefits should be clearly discussed with selected candidates while the job is offered. Sudden things do not happen. Any salary reductions should be communicated to employees as soon as possible.
- HR team is small then total employee. They should recruit more employee in their team.so that they can give service to their employee on time.



- In comparison to the total number of employees, the HR team is small. They should recruit more employees for their team. So that they can give service to their employees on time.

## **Conclusion**

Bangladesh Army International University of Science and Technology is an educational-based institute. As a result, their practice and policy differ from those of any other organization or company are the main customers and products. The faculty and the full university team are always ready to serve the students, making them capable of developing their world. The HR department is always looking for ways to help faculty and employees who work with students .It's an army university, so they have many rules and regulations. Everyone has to maintain those. Beyond all those things, HR does their work properly.



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