



Research Paper

The Effect of Human Resource Management Practices on the Organizational Performance of RDRS in Bangladesh

¹MD. Zahid Hasan

Lecturer, Department of Management

Bangamata Sheikh Fojilatunnesa Mujib Science and Technology University

²Mohammad Azizur Rahman, PhD

Associate Professor, Department of Management Studies

Begum Rokeya University, Rangpur, Bangladesh

³Jannatul Ferdous

Lecturer, Department of Management

Bangamata Sheikh Fojilatunnesa Mujib Science and Technology University

Corresponding Mail: zahidbrur616@gmail.com

ABSTRACT: The purpose of this study is to investigate the general HR practices and programs of the RDRS Bangladesh, to assess employees' perceptions of the RDRS's HR practices and programs, and to determine Human resources management and its effect on the functioning of this RDRS. This survey included 150 respondents from RDRS Bangladesh, including 40 supervisory staff, 2 trainers as well as 108 employees who are not managers. The response rate was 98.66 percent, with 40 managerial employees and 108 non-managerial employees participating. Managers and employees were sampled using both purposeful and convenience sampling techniques. The study's findings revealed that HR processes are inadequately developed, implemented, and managed by non-HR specialists and that RDRS Bangladesh's methods, programs, and policies are poorly perceived by their employees. In addition, the research revealed that RDRS Bangladesh is missing out on the enormous benefits of properly managing human resources. It will make a significant contribution to establishing a positive relationship between HRM practices and organizational performance at RDRS Bangladesh. The study revealed how HRM practices give employees an advantage in their commitment to an organization's goal in a global competitive market. It has been discovered through research that HRM practices have an impact on employees' organizational commitment.

KEYWORDS: Human Resource Management, Organizational performance, Training and Development, HR policy, RDRS in Bangladesh.

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I. INTRODUCTION

Organizations in the twenty-first century must deal with a variety of market changes, insecurity, competition, and rapid transitions (Obeidat et al., 2016). Knowledge-based resources are increasingly being recognized as critical competitive tools that assist organizations in reaching higher levels of performance (Gupta, 2022). RDRS Bangladesh is one of the country's largest non-governmental organizations. Its work is primarily concerned with poverty alleviation and socio economic upliftment of men from the poorer sections of the population. Rural areas are home to ninety percent of our total population. Our village life has contributed to the development of our nation's culture and civilization. Ignoring the fact that many cities and towns have been built in various parts of Bangladesh, the sad state of our rural life has remained unchanged. The well-being of these villages is critical to the development of the entire country. As a result, it is critical to maintain the viability of the villages. In our country, rural development is made up of a number of different aspects. Agriculture, education, communication, sanitary and health, handicraft industries, fisheries, cooperative society's community life, and so on are amongst the most important. Human resources are widely regarded as one of an organization's most valuable assets. However, only a small number of organizations are able to fully

realize its potential. A set of distinct but interconnected activities, functions, and processes that are directed at attracting, developing, and maintaining or disposing of a company's human resources. When it comes to maximizing profits and surviving in a competitive environment, RDRS, like any other business, must convert inputs into outputs at an efficient rate. To put it another way, if the RDRS process necessitates the use of more resources than are technically required, the system is operating below its "efficiency frontier." Human resources, or more specifically, a well-informed and capable citizenry, can improve the overall ability of an organization, a society, a government agency, and virtually a country within a nation.

II. LITERATURE REVIEW

Human resource management procedures and standards A study conducted by Minbaeva (2005) concluded that human resource management practices are a collection of procedures used by an organization to manage human resources by facilitating the development of competencies that are firm specific, producing complex social relationships, and creating organizational knowledge in order to maintain competitive advantage. According to Schuler and Jackson (1987), human resource management practices are a system that attracts, develops, motivates, and retain employees in order to ensure the effective implementation of policies and procedures as well as the long-term survival of the organization and its members, which appears to support this viewpoint. Human resource management practices, according to Huselid (1995), include personnel selection, performance appraisal, incentive compensation, formal grievance procedures, information sharing, labor/management participation, recruiting intensity, and increased training hours. Delaney and Huselid (1996) classified human resource management practices into four categories: recruitment and selection, training and development, participation, and reward. The following human resource management practices are examined for the purposes of this study: recruitment and selection, training and development, career planning, performance appraisals, and employee participation and participation.

Organizational performance is a complex and multidimensional concept. It has many dimensions. The ability of a company to successfully implement strategies in order to achieve institutional objectives is critical to its long-term potential success (Randeree and Al Youha, 2009). Organizational performance, according to Zhang et al. (2008), is defined as the degree to which an organization achieves its objectives with success. Dryer and Reeves (1995) proposed four possible measures of organizational performance: human resource outcomes (turnover, absenteeism, job satisfaction), organizational outcomes (productivity, quality, service), financial accounting outcomes (return on assets, profitability), and capital market outcomes (stock price, growth, returns). Many research findings (Harris and Mongiello, 2001; Atkinson and Brander-Brown, 2001) in the field of performance management advocate placing an emphasis on both financial and nonfinancial dimensions such as competitiveness, service quality, customer satisfaction, organizational flexibility, resource utilization, and technological capabilities. Even though a hotel is traditionally thought of as a service establishment, Harris and Mongiello (2001) argued that it actually encompasses three distinct types of industrial activity (rooms, beverages, and food) with distinctly different business orientations (rooms, beverages, and food). These three orientations necessitate a diverse set of performance indicators to reflect their differences. The following measures were used in the study, which were based on the literature: financial outcome, human resource outcome, organizational outcome, and capital market outcome.

The contribution of human resource management to the performance of an organization In their quest to investigate and establish a synergy between human resource management and organizational performance, several practitioners and academics have advanced theories and concepts (Minbaeva, 2005; Ostroff and Bowen, 2000; Schuler and Jackson, 1987). Ulrich (1997) identified five important approaches to investigating the relationship between human resource management and organizational performance and effectiveness: core competence, intellectual capital, organizational capability, high performance work systems, and high performing teams. Furthermore, several other authors have conceptualized and empirically established a positive relationship between individual or interrelated sets of human resource management practices and organizational performance (Huselid, 1995; Delery and Doty, 1996; Youndt et al., 1996). HRM practices, according to Delaney and Huselid (1996), are associated with improved firm performance through their impact on employee skills, employee motivation, and the structure of the workplace.

Several authors have emphasized the importance of training and development in the enhancement of employee competencies as well as the development of an organization's overall performance (Cho et al., 2006; Thang and Buyens, 2010). According to Mackel prang et al. (2012), training improves employees' abilities, which are critical in improving overall organizational performance and productivity. Others have found similar results, arguing that training and development improves the competencies of a workforce, which in turn contributes to the improvement of overall functioning (Barzegar and Farjad, 2011; Cheng and Brown, 1998; Swanson, 2001).

During the period 1973-74 to 2008-09, Sonia and Kansai Rajeev (2009) investigated the effects of globalization on human resources during the period before and after liberalization. Annual Average Growth

Rate (AAGR) calculation was used to interpret the study results, which were based on four economic parameters: the number of units produced, employment, and export. All selected parameters showed that the AAGR in the pre-liberalization period (1973-74 to 1989-90) was higher than that in the post-liberalization period (1991-92 to 2007-08). They came to the conclusion that the cottage industry had failed to deliver a noteworthy performance in the post-reform era.

By emphasizing the issue of quality employment generation, Bhavani T.A. (2010) draws attention to the RDRS's attitudes toward increasing the volume of employment generation while compromising the quality of employment generation. Employer creation, according to the author, may be high in terms of quantity but extremely poor in terms of quality. Small businesses would benefit from technological advancements because they would be able to create better-paying jobs with longer durations and higher levels of skill. However, in the short run, this structural shift may slow the rate of employment creation, but in the long run; it will ensure that high-income jobs are created for those who want them.

III. THE STUDY'S SCOPE AND LIMITATIONS

The scope of the research has been limited to areas of performance measured in terms of net human resource management performance. This paper examines human resource management (HRM) rules and policies, as well as their application in RDRS. Given that RDRS is a profession that involves both daily routine and non-routine business, its top and mid-level managers are kept extremely busy. Because of the hectic schedules of the concerned managers, proper justice could not be done for all of the variables in any research. In length and through discussion on selected topics is extremely important for any research. As long as the majority of the empowered are preoccupied with their current activities, documents pertaining to previous activities are automatically given a lower priority and are not preserved in a systematic manner. The study was severely hampered by a lack of adequate documentation. Another significant limitation of the research was the inadequacy of the literature.

IV. OBJECTIVES OF THE STUDY

The primary objective of this study is to determine the impact of Human Resource Management Practices on the organizational performance of RDRS in Bangladesh. Some other objectives are:

- ❖ Knowing the issues surrounding human resource management in RDRS is essential.
- ❖ Knowing the productivity of Human Resource Management in RDRS.
- ❖ To make recommendations for effective HRM in the RDRS environment.
- ❖ To determine the effectiveness of RDRS's Human Resource Department.

V. RESEARCH METHOD

In this study both the qualitative and quantitative approaches will be used to collect and analyze data.

5.1 Research Type

This study has been completed by collecting data and information on discussing with officers and workers of RDRS Bangladesh, investigating the previous department, making questionnaire and answering the questions. The collected data has been processed and analyzed by using chats. This study is a qualitative and quantitative both in nature, It has been conducted how the HRM practices of RDRS can influence the productivity efficiency of the staffs by using the correlation table.

5.2 Sample Area and Population: RDRS Head office Rangpur and training institutes area are the sample area of this study. The participants in this study were drawn managers, general staff and trainers of RDRS who are working with them of Rangpur city will be considered as the population of this research.

5.3 Sampling and data collection: In this research random sampling technique was used and collected data from 150 people of RDRS. For the purpose of gathering primary data, a questionnaire form was used to collect information from participants of varying ages who included both male and female staff members. In addition to primary sources, data was gathered from RDRS employees, employers, and trainers in the Rangpur zone, as well as from secondary sources.

5.4 Questionnaire design: In this study a structured 20 item questionnaires are design by the the researcher to gather the primary data. Responses range from vehemently disagreeing to strongly agreeing on a Likert scale for each topic. The participants are also prompted to rank each item on a Likert scale, with responses including strongly disagree, disagree, neither agree nor disagree, agree, and strongly agree.

5.5 Data Analysis

RDRS Rangpur's human resource management practices were investigated using primary data collected from respondents. Data was evaluated and shown in tables, graphs, and other graphical and statistical representations using the SPSS statistical software package. Data collected from the field was processed, and interpretations were provided in order to know the effect of HRM practices on the performance of RDRS's organization.

VI. RESULTS AND FINDINGS

Table: 1 Gender of Managers

Nature	Frequency	Percent
Male	39	97.5
Female	1	2.5
Total	40	100.0

Table: 1 represents the gender of the managers at the RDRS Bangladesh that was chosen for the study. According to the data in the preceding table, 39 respondents (97.5 percent) are males, while 1 respondent (2.5 percent) is female. Clearly, the NGO sector is dominated by men, as evidenced by this data. Another possibility is that the women

people do not advance to top level positions or that the organizational structures do not encourage female to take on leadership roles in these organizations.

Table: 2 Age range of managers

Age	Frequency	Percent
31-40	26	65
41-50	14	35
Total	40	100.0

Table: 2 displays the age range of the RDRS Rangpur branch's management. 65% of all manager respondents are between the ages of 31 and 40 years old, according to the data. The age range of 41 to 50 is represented by 14 respondents, who account for 35% of all managers polled. This indicates that the majority of these managers are between the ages of 31 and 40. As a result, RDRS prefers to hire younger and more exuberant managers today rather than the middle-aged managers who were in place in the past.

Table: 3 Genders of Employees

Nature	Frequency	Percent
Male	53	49.1
Female	55	50.9
Total	108	100.0

Table: In table 3 Employees of the RDRS Rangpur are classified according to their gender. Of the total 108 questionnaires retrieved, 55 respondents are females, accounting for 50.9 percent of the total, and 53 respondents are males, accounting for 49.1 percent of the total. The fact that women outnumber men in non-profit organizations may imply that women are the majority in the non-management group. The females are more likely than males to find employability through RDRS is also possible.

Table: 4 Employee's Range in Age

Age	Frequency	Percent
20-30	50	46.3
31-40	48	44.4
41-50	9	8.3
51-60	1	.9
Total	108	100

Table: 4 above show the age range of employees in the RDRS Bangladesh. According to the statistics, 46.3 percent of non-managerial employees are between the ages of 20 and 30. Between 31 and 40 is the average age of the 48 responses, or 44.4% of the total. Ages 41 to 50 were represented by 9 respondents, accounting for 8.3% of the total 108 respondents.. This age group has only one respondent (0.9 percent) in total.

6.2 Results of the Statistical Analysis

Table: 5 Items Statistics of Training and Development practices in RDRS Bangladesh

Factors	Mean	Std. Dev.	N
Employees discuss their training requirements.	2.78	.832	40
A training method and a cohesive workshop program are in place.	3.25	.742	40
Training takes into consideration both the interests of the organization and the interests of the individual.	3.65	.533	40
This organization's business plan is in line with the training needs that have been identified.	3.55	.504	40
In a given year, every employee goes through a variety of training programs.	3.68	.888	40
Every year, a budget is set aside specifically for training and development.	4.45	.504	40

Table: The RDRS Bangladesh's training and development procedures should be included in the item statistics. The mean of 2.78 in the above table indicates that Employees discuss their training requirements. The

mean of 3.25 for the item indicates that a training strategy and a cohesive training program are in place. Evidently, the mean of 3.65 indicates that training takes into consideration both the interests of the organization and the interests of the individual. Training and development are prioritized by managers, who all agree that a budget is set aside for this purpose each year. According to the mean of 4.45, this is evident. According to the data, an average of 3.56 suggests that the training requirements stated are reasonable, useful, and aligned with the business goal of the organization. The mean of the lowest and highest values of the items available in this category are also shown in the table, with values of 2.78 and 4.45, respectively. Managers see the lowest level of agreement on whether training requirements are addressed with employees as the minimum mean. The maximum mean, on the other hand, represents the item that has received from the greatest number of agreement from managers, and the issue in question is that there is a amount set aside each year for training and development.

Table: 6 Items Statistics of Employment Security practice in RDRS Bangladesh

Factors	Mean	Std. Deviation	N
Employees are assured of a long-term position with the company.	3.65	.834	40
Employees who do not comply with instructions but still achieve the desired results are subject to disciplinary action.	3.80	.823	40
A formal, fair, and reasonable procedure for handling grievances and complaints has been established.	3.30	1.043	40
Employees would be the last to be laid off if the company were to experience financial problems.	3.08	.888	40
Terminating an employee is a difficult task.	2.88	.883	40

Table:6 shows all five of the items in the above category show that managers either don't want to agree or disagree with the items, or even if they do, they don't give strong support to the items in the employment security practices of their organizations when they do agree or disagree. Managers are most likely to agree with the question about whether employees who don't follow orders but still get the results they want are punished. This is shown by a mean of 3.80. People don't agree with the question about whether it's very hard to fire an employee in these businesses, but they still say that it's not easy. The table has an average mean of 3.34, which means that managers don't agree or disagree with the practices in the HRM category of HRM practices. People who work for managers are usually not very concerned about how long they will be able to stay at their jobs. It is because it is very hard to fire an employee that the minimum mean of 2.88 is caused by this item. They move toward the middle, which is where they don't agree or disagree with the items on the scale. There are penalties for employees who don't follow orders but still get the results they want, so the maximum mean of 3.80 is taken from that. There is a good chance that managers agree with this item, which does nothing but stifle the ideas of employees.

Table: 7 Items Training and development statistics for staff RDRS in Bangladesh

Factors	Mean	Std. Dev.	N
Everyone receives extensive on-the-job training.	3.20	1.083	108
There are many possibilities to learn and grow	3.34	1.043	108
Trainers were chosen based on job needs.	3.38	1.142	108
Needs for training are discovered through a formal review of performance.	3.12	1.011	108
Trainers have enhanced their judgment and drawback capabilities.	3.42	1.137	108
Coworker interactions have improved as a result of greater training for developers.	3.43	1.146	108
Having more skills and confidence to deal with things that come up.	3.47	1.036	108

Table: 7 shows there was no strong agreement or disagreement with any of the items under training and development that were put up. As far as training and development techniques were concerned, they remained neutral. A judgment must be made on whether training needs can be determined using a formal performance evaluation system in 3.12, which implies that the least number of people agree. They think this is not the case. More and more employees tend to agree that they are better prepared to handle unforeseen circumstances with expertise and confidence now. According to the data in table 4, 5 and 6, employees have an average view of the issues addressed under training and development procedures at their companies, which is why the average mean is 3.35. This means that employees don't agree or disagree with the things their employers do when it comes to training and developing them. As a result, both the minimum and maximum mean for the items "training needs" are 3.12 and 3.47. This indicates workers don't seem to support or oppose either practice under training and development.

Table: 8 Items Statistics of Employment security of employees in RDRS Bangladesh

Factors	Mean	Std. Dev.	N
When it comes to sacking an employee, many people find it difficult.	2.37	1.204	108
Regardless of their appearance or job duties, everyone at work is treated with respect.	3.01	1.188	108
RDRS will not let you lose your job.	2.95	.990	108
Employees would be the last people to lose their jobs if the company were having problems with the economy.	2.78	1.105	108
People who have problems or grievances can go through a formal process that is fair and reasonable.	2.94	1.105	108

Table: 8 Employees' job security is shown in this table. The table shows the average numbers that employees came up with when they answered this question in groups, so you can see how they all worked out. The question about whether it is very hard to fire an employee had the lowest mean of 2.37. It's not easy to fire someone at RDRS Bangladesh. People, as a whole, don't like or despise the topics covered in discussions on job security. The item with the highest mean of 3.01 on the table is about whether or not every employee is treated with respect at work, no matter what they look like or how they perform. In this case, employees didn't say whether they were in favor or against the question. People don't agree or disagree on all of the things that fall under employment security. The average is 2.81. The figure 2.37 is the minimum mean for the thing that makes it very hard to fire an employee. Employees have found that it is easy to fire someone in their workplaces. An average of 3.01 does not indicate a significant degree of agreement or disagreement. Between the two poles, it's in the middle. This relates to the subject of whether or not all employees are treated with respect at work, regardless of their race or ethnicity. This question stumped everyone. Neither side has a claim on employees.

6.3 Statistical and Quantitative Analysis of Data (Hypothesis Test using Chi-square)

Hypothesis 1: There is no relation between range of ages and organizational performance of RDRS Bangladesh.

Ages	Managers	Employees	Trainers	Total
31-40	30	60	1	91
41-50	10	48	1	59
Total	40	108	2	150

A random sample of 150 members are selected from each of 3 groups with two range of the ages and test the hypothesis of RDRS Bangladesh which range of the age is more preferable to enhance the organizational performance. Here, the null hypothesis is that RDRS equally treat the age groups for enhancing the organizational performance that means RDRS does not depend on the age group. $E_{11}=R_1 \cdot C_1/N=91 \cdot 40/150=24.27$. $E_{12}=91 \cdot 108/150=65.52$. $E_{13}=91 \cdot 2/150=1.21$, $E_{21}=59 \cdot 40/150=15.73$. $E_{22}=59 \cdot 108/150=42.48$. $E_{23}=59 \cdot 2/150=.79$

Arranging the observed and expected frequencies in the following table

O	E	(O-E) ²	(O-E) ² /E	$\chi^2 = \sum (O-E)^2/E = 4.703$. The Degree of freedom $v=(r-1) \cdot (c-1) = (2-1) \cdot (3-1) = 2$. The value of χ^2 on the table for 2 d.f. at a 5% level of significance is 5.99. This hypothesis is accepted. That means RDRS equally treat the age groups for enhancing the organizational performance that means RDRS does not depend on the age group.
30	24.27	32.83	1.35	
10	15.73	32.83	2.08	
60	65.52	30.47	.456	
48	42.48	30.47	.717	
1	1.21	.044	.036	
1	.79	.044	.055	
			$\sum (O-E)^2/E = 4.703$	

Hypothesis 2: There is a relation between training and organizational performance of RDRS Bangladesh.

A random sample of 150 members are selected from each of 3 groups and test the hypothesis of RDRS

Performance	Training			Total
	Intensive	Good	Average	
Above average	20	15	15	50
Average	15	15	20	50
Poor	15	20	15	50
Total	50	50	50	150

Bangladesh does training can enhance the organizational performance. In this case, the null hypothesis says that Training and Development has a big impact on organizational performance. This means that RDRS relies on Training to improve organizational performance, which is why this is the case. Here, $E_{11}=50*50/150=16.67$, $E_{12}=50*50/150=16.67$, $E_{13}=50*50/150=16.67$, $E_{21}=50*50/150=16.67$, $E_{22}=50*50/150=16.67$, $E_{23}=50*50/150=16.67$, $E_{31}=50*50/150=16.67$, $E_{32}=50*50/150=16.67$, $E_{33}=50*50/150=16.67$

Arranging the observed and expected frequencies in this following table

O	E	(O-E) ²	(O-E) ² /E
20	16.67	11.088	.665
15	16.67	2.788	.167
15	16.67	2.788	.167
15	16.67	2.788	.167
15	16.67	2.788	.167
20	16.67	11.088	.665
15	16.67	2.788	.167
20	16.67	11.088	.665
15	16.67	2.788	.167
			$\sum(O-E)^2/E=2.997$

$\chi^2 = \sum (O-E)^2/E=2.997$. The Degree of freedom $v=(r-1)*(c-1)=(3-1)*(3-1)=4$. The table value of χ^2 for 4 d.f. at a 5% level of significance is 9.49, which is 9.49. Here, the table value is higher than the calculation value, which means that the hypothesis is true, so we can accept it. So, Training and Development has a very important role in the organization's success. This means that RDRS relies on Training for its success.

Hypothesis 3: There is no relationship between the job securities and organizational performance of RDRS Bangladesh.

RDRS Bangladesh picks 130 people from each of three groups and tests their hypothesis

Job Securities	Organizational Performance			Total
	Intensive	Good	Average	
Permanent	10	20	20	50
Performance Base	25	5	10	40
Contractual	5	15	20	40
Total	40	40	50	130

There is no connection between the job security and the performance of RDRS Bangladesh. RDRS Bangladesh picks 130 people from each of three groups and tests their hypothesis: There is no connection between the job security and the performance of RDRS Bangladesh. $E_{11}=50*40/130=15.38$, $E_{12}=50*40/130=15.38$, $E_{13}=50*50/130=19.23$, $E_{21}=40*40/130=12.30$, $E_{22}=40*40/130=12.30$, $E_{23}=40*50/130=15.38$, $E_{31}=40*40/130=12.30$, $E_{32}=40*40/130=12.30$, $E_{33}=40*50/130=15.38$.

Arranging the observed and expected frequencies in the following table:

O	E	(O-E) ²	(O-E) ² /E
10	15.38	28.94	1.88
25	12.30	161.29	13.11
5	12.30	53.29	4.33
20	15.38	21.344	1.38
5	12.30	53.29	4.33
15	12.30	7.29	.592
20	19.23	.5929	.030
10	15.38	28.94	1.88
10	15.38	28.94	1.88
			$\sum(O-E)^2/E=29.41$

$\chi^2 = \sum (O-E)^2/E=29.41$. Degree of freedom $v=(r-1)*(c-1) = (3-1)*(3-1) = 4$. The table value of χ^2 for 4 d.f. at a 5% level of significance is 9.49, which is 9.49. A hypothesis is not true because this table value is less than the calculation value, so it is not true. That means there is a good connection between the job security of RDRS Bangladesh and the success of the group.

6.4 Findings

Human Resource Management practices were looked at in this study to find out how they affect the organizational performance of RDRS in Bangladesh. In some cases, the views of RDRS managers and non-managers in Bangladesh are similar and different. People who work for RDRS in Bangladesh don't seem to be taking advantage of good HRM practices, and when they do, it's only a little. This is based on what we've seen from the evidence. RDRS Bangladesh's organizational performance is significantly influenced by HRM practices, and there is a positive relationship between HRM practices and organizational performance at RDRS Bangladesh, according to the findings. Evidently, RDRS recruits from two different sources, both internal and external, as revealed by the findings of the research. Despite this, recruitment from external sources is frequently done with little or no advertisement. Personal recommendations from top management are used to fill external positions. Candidates are typically chosen because they are friends with or have blood ties with the company. However, the research revealed that managers do not, in fact, reward employees for their performance as a

matter of course. Some RDRS Bangladesh companies, according to research findings, have incorporated this into their profit sharing and bonus payment structures. According to the findings of this study, the training practices of RDRS Bangladesh reduce the benefits of training and instead have negative effects on employee performance, resulting in decreased organizational performance. There is a positive relationship between training and development and improving organizational performance, which means that RDRS is reliant on training to improve organizational performance. There is also a positive relationship between job security and improving organizational performance at RDRS Bangladesh.

6.5 Recommendations

For solving the problems that found in the study some measures can be taken for the surveyed factors. These can help in developing the performance of employees and can also enhance organizational performance.

- People with HR expertise and the assistance of line managers should begin with recruitment and selection to ensure that people with the right skills, attitudes and knowledge are employed. Professionalism and institutionalism will be maintained in RDRS activities as a result of this.
- In the end, this study concluded that training and development should be planned to meet the needs of both individuals and organizations.
- This should be the main focus of training and development expenditure. To get the most out of training and development programs, management should implement proper monitoring and management of employee performance.
- There should be an even huge emphasis on involving workers in decision-making that has a direct bearing on their jobs. Giving employees the opportunity to voice their concerns, seek counseling, and file grievances will help ease tension.
- Another thing to keep in mind is that people should talk more about how important it is for people to be a part of decisions that affect their jobs. Another thing to keep in mind is that if you give people feedback, counseling, and ways to deal with problems, you can lessen conflicts and tension.
- In research, it has been found that 360-degree appraising can help people improve their performance right away. In this type of appraisal, employees learn about their strengths and weaknesses and what they need to improve on in order to be the best they can be.
- Every worker wants a job that is safe. It boosts the morale of employees, which makes them do better work for the company.

Finally, an improved system's performance isn't the only factor contributing to it. Human resource tactics that are successful in attracting and retaining a motivated workforce are also essential. It is critical for RDRS to stop talking and start performing these HR responsibilities the right manner in order to improve their organizations' performance.

Conclusion

This study has given an overview and talked about HR practices at RDRS Bangladesh. It was mostly about how employees thought about HR practices, policies, and programs, and how those practices made their workplaces better. The study's purpose was to assess how employees see HRM practices and what effect they have on the organization's success when done correctly. A seven-step HR process was laid bare for the scrutiny of managers and employees. Results from this process indicated that RDRS needed to focus more on the proper management of their human resources in order to realize their full potential and gain competitive advantage through them. The researchers at RDRS came to the conclusion that effective human resource management has a major impact on the success of a business. It is imperative that the management of these non-profit organizations begin to incorporate human resource management ideas into their business objectives and establish an HR function. Creating and sustaining a competitive advantage and enhancing organizational performance will be made possible through the efficient management of this NGO's human resources. The RDRS must ensure that their investment in human resources and human resource management strategies is effective in attracting and retaining talented personnel for the organization's benefit.

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