

**An Internship Report on
Logistics and Finance Operations of Bangladesh Red
Crescent Society (BDRCS)**



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This report is submitted to the school of Business and Economics, United International University as a partial requirement for the degree fulfillment of Bachelor of Business Administration

An Internship Report on Logistics and Finance Operations of Bangladesh Red Crescent Society (BDRCS)

Submitted to:

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LETTER OF TRANSMITTAL

October 27, 2022

Dr. Sarker Rafij Ahmed Ratan

Assistant Professor

United International University

Subject: Submission of Internship Report on “Logistics and Finance Operations of Bangladesh Red Crescent Society (BDRCS)”.

Dear Sir,

With due respect I want to inform you that, I have done my internship program at Bangladesh Red Crescent Society (BDRCS) and also prepared an internship report on the topic “Logistics and Finance Operations of Bangladesh Red Crescent Society (BDRCS)” by doing proper analysis regarding the Bangladesh Red Crescent Society (BDRCS) and its logistics and finance operations. So, now I want to submit my internship report. I have used both the primary data and the secondary data for make my report unique. I have provided some findings & recommendations of the organization. I have collected the primary data by conducting interview with the officers of the BDRCS and I have collected the secondary data from the websites, reports and the articles.

Finally, I have successfully prepared my internship report with my greatest effort and I expect that you will be much satisfied to read my report. I, therefore pray and hope that you will be kind enough to accept my internship report. Thank you very much for your kind co-operation.

Sincerely yours,

Imtiaze Shafin Rehad

ID: 111 181 112

DECLARATION OF THE STUDENT

I, Imtiaze Shafin Rehad, declare that I have prepared this internship report on the topic “Logistics and Finance Operations of Bangladesh Red Crescent Society (BDRCS)”. My internship period was a very valuable time for me. I have made proper analysis regarding the Bangladesh Red Crescent Society (BDRCS) and its logistics and finance operations for preparing this report. I have become able to learn a lot of things by preparing this report.

I have collected both the primary data and the secondary data for preparing the report. I am assuring that this internship report is well prepared by myself. I also assure that this report is one of the unique reports of BBA program.

ACKNOWLEDGEMENT

I am very much grateful to the almighty Allah to give me strength to complete this internship report successfully in a particular time.

First of all, I want to thank my honorable internship supervisor Dr. Sarker Rafij Ahmed Ratan to give me this opportunity. I have prepared my internship report on the topic “Logistics and Finance Operations of Bangladesh Red Crescent Society (BDRCS)”. I have made a broad and comprehensive report on this topic.

I also want to thank those people whose collaboration and instructions highly helped me to prepare my internship report.

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EXECUTIVE SUMMARY

Bangladesh Red Crescent Society (BDRCS) is a humanitarian organization which was established on 1973 for the purpose of helping people in the critical and miserable moments. The Bangladesh Red Crescent Society (BDRCS) is basically a non for profit organization which is a part of the world's largest humanitarian non-government organization "The International Red Cross and Red Crescent Movement". The organization Bangladesh Red Crescent Society (BDRCS) actually stays beside the Bangladeshi people and plays a significant role in the relief & rescue of them in the critical moments such as flood, natural disasters. Actually Bangladesh is a poor country. When the natural disaster occurs in the country, the poor people suffer highly. The BDRCS organization used to help those people in those critical situations and make them relief and safe. The overview and history of BDRCS, the vision & mission of the organization, the organizational structure, the partners & the managing board of the organization are specifically discussed in the chapter 3 of the report. The BDRCS is a broad organization with a huge number of activities and operations. The organization has lots of departments including Disaster Risk Management Department, Community Development Department, Health Service Department, Training Department, Planning and Development Department, Human Resource Department, Logistics Department, Finance Department, Internal Audit Department etc. This report is basically on the logistics and the finance operations of the BDRCS. The logistics department and the finance department are elaborately discussed in this report with some figures. The logistics and finance are very important sectors among all the sectors of the organization. These have created more value in the organization. Today, the Bangladesh Red Crescent Society (BDRCS) has a high reputation because of its greater value. Since the launch of its business in 1973, the organization is running very effectively. Now at the present, the organization is on the top level as a humanitarian organization. The board of the organization is planning to invest more money in the organization and extend the business organization by launching new sectors and departments in the business organization for the future development. They are also planning to hire more employees and purchasing more resources in the organization to grow their business in future. Some findings and observations of the organization are given in chapter 5 of the report. Some recommendations are also provided in chapter 5 for the improvement of the organization.

CHAPTER 1: INTRODUCTION OF THE REPORT

1.1 Background

This internship report is basically prepared on the “Logistics and Finance operations of Bangladesh Red Crescent Society (BDRCS)”. Logistics and finance are very important sectors of any business organization which create high value in the organization. Logistics department actually focuses on the management of flow of the goods and services of the organization between the point of origin and the point of consumption. Finance department focuses on the maintenance of the financial transactions of an organization.

1.2 Scope

In this study, quantitative data and qualitative data are used in order to clearly represent the Logistics and Finance operations of Bangladesh Red Crescent Society (BDRCS). The roles and functions of the Logistics and Finance operations of Bangladesh Red Crescent Society (BDRCS) are elaborately discussed here. The interview with the officers of the BDRCS is conducted to collect the primary data. The websites, articles, reports are taken to collect the secondary data.

1.3 Objectives

1.3.1 Primary Objective

The primary objective of this internship report is to complete the Bachelor of Business Administration (BBA) program and to obtain the certificate of BBA program from United International University (UIU).

1.3.2 Secondary Objective

The specific objectives of this report is given below:

- Understanding about the overview and background of the BDRCS.
- Understanding about how the organization is cooperating the people of Bangladesh in the natural disaster and other major problems.
- Representing the history, vision, mission, organizational structure, organizational goals as well as the partners of the organization.

- Identifying the activities & functions of the logistics department and its effects on the human being.
- Identifying the activities & functions of the finance department and its effects on the human being.
- Representing some recommendations for the improvement of the organization in future.

1.4 Methodology

1.4.1 Types of Data

Generally, there are two types of data for preparing a research, the primary data and the secondary data. Primary data are those which are made by the researcher by doing different researches. There are different sources of primary data which include questionnaire, survey, observation, interview, experiment etc. Secondary data are those which are compiled from the different sources. There are different sources of secondary data which include books, newspapers, websites, statements and records, print media etc.

1.4.2 Data Collection Process

In order to prepare the research, both the primary data and the secondary data are collected. The primary data are collected by conducting interview with the officers of the Bangladesh Red Crescent Society (BDRCS). Different types of technical questions were asked to the different employees of the organization. After asking them questions, they provided their valuable opinions. By taking their opinions, finally the primary data have found and those are presented in the study.

1.4.3 Sample Size

In this research paper, 10 employees from the Bangladesh Red Crescent Society (BDRCS) are taken as the sample. Among the sample of the 10 employees, 5 employees are from the superior level and 5 employees are from the subordinate level.

1.4.4 Sampling Techniques

In this research paper, the random sampling method is used for preparing the research. 10 employees are randomly selected. 5 employees from the superior level and 5 employees from the subordinate level are randomly selected for preparing the research paper.

1.4.5 Area and Time of Research

This research is prepared based on the “Logistics and Finance operations of Bangladesh Red Crescent Society (BDRCS)”. The roles and functions of the Logistics and Finance operation of Bangladesh Red Crescent Society (BDRCS) are specifically presented here. It has taken almost 2 months to prepare the internship report by taking the primary data and secondary data from the different sources.

1.5 Limitation

During preparing this internship report, I have to face some limitations. There are many privacies inside the organization for which I could not collect plenty of data and information of the Bangladesh Red Crescent Society (BDRCS). The overview, background and many other data & information of BDRCS are given in the official website and the annual report of the organization. I have collected those data and provided in this report. But many important data & information related to their business are not provided in the official website and the annual report for their privacy. So, I could not get those data & information and provide in this report.

CHAPTER 2: LITERATURE REVIEW

Logistics and finance are very important sectors in a business organization. Logistics department actually focuses on the management of flow of the goods and services of the organization between the point of origin and the point of consumption. Finance department focuses on the maintenance of the financial transactions of an organization. The logistics sector and the finance sector are discussed briefly at the below:

Logistics is basically the management of the flow of company's goods and resources between the origin and the consumption in order to fulfill the requirements of the customers as well as the company. The resources those are managed in the logistics include raw materials, equipment, supplies, goods, services. The logistics activities are as follows:

- 1) Inbound transportation.
- 2) Outbound transportation.
- 3) Fleet management.
- 4) Warehousing.
- 5) Materials handling.
- 6) Order fulfillment.
- 7) Inventory management.
- 8) Demand planning.

Finance is a very crucial sector in any organization. It maintains the financial transactions of an organization and provide the financial outcome at the end of a specific period. In a business organization, there are lots of transactions which are occurring in a daily basis. There are lots of revenues and expenses in the organization. The finance department compile all of the financial transactions of the organization and prepare the financial statement of the organization. All of the revenues, expenditures, assets, liabilities of the organization are included in the financial statement. The officers who are at the finance department are well efficient and effective and are able to prepare the financial statements based on the financial data of the organization. After preparing the financial statement, the total profit or loss of the company can be defined from the financial statement.

CHAPTER 3: ORGANIZATIONAL BACKGROUND/ INDUSTRY PERSPECTIVE

3.1 About BDRCS

Bangladesh Red Crescent Society (BDRCS) was established on the year 1973 for the purpose of helping the public in the critical and miserable moments. The Bangladesh Red Crescent Society (BDRCS) is basically a non for profit organization. It is a part of “The International Red Cross and Red Crescent Movement” (the world’s largest humanitarian non-government organization).

The organization Bangladesh Red Crescent Society (BDRCS) actually stays beside the Bangladeshi people and plays a significant role in the relief & rescue of them in the critical moments such as flood, natural disasters.

The operations and activities of the Bangladesh Red Crescent Society (BDRCS) are maintained based on the principles and regulations of the organization.

3.2 History of BDRCS

The Bangladesh Red Cross Society was founded on 1973 when the president of Bangladesh gave order to establish it which was recognized by International Committee of the Red Cross (ICRC) at the same year. The institution took admission into the International Federation of Red Cross and Red Crescent Societies (IFRC) on 1973. The name Bangladesh Red Cross Society was changed to Bangladesh Red Crescent Society on the year of 1988.

National Headquarters of Bangladesh Red Crescent Society (BDRCS) is the Secretariat of the society which is located at Red Crescent Sarak, Mogbazar, Dhaka. The Secretary General of the Secretariat leads the Secretariat. There is also a Deputy Secretary General in the Secretariat who is appointed by the Managing Board. He maintains the operations of the Secretary General at his absence. There are total five divisions in the Secretariat which are Disaster Management, Health Services, Planning & Development, Central Support Services and Finance & Accounts.

The Bangladesh Red Crescent Society (BDRCS) has total of 68 units. There are units of BDRCS in every district of Bangladesh and also in the metropolitan cities of Dhaka, Chittagong, Rajshahi & Khulna.

3.3 Organizational Structure

The structure of the Bangladesh Red Crescent Society (BDRCS) is presented as a figure at the below:

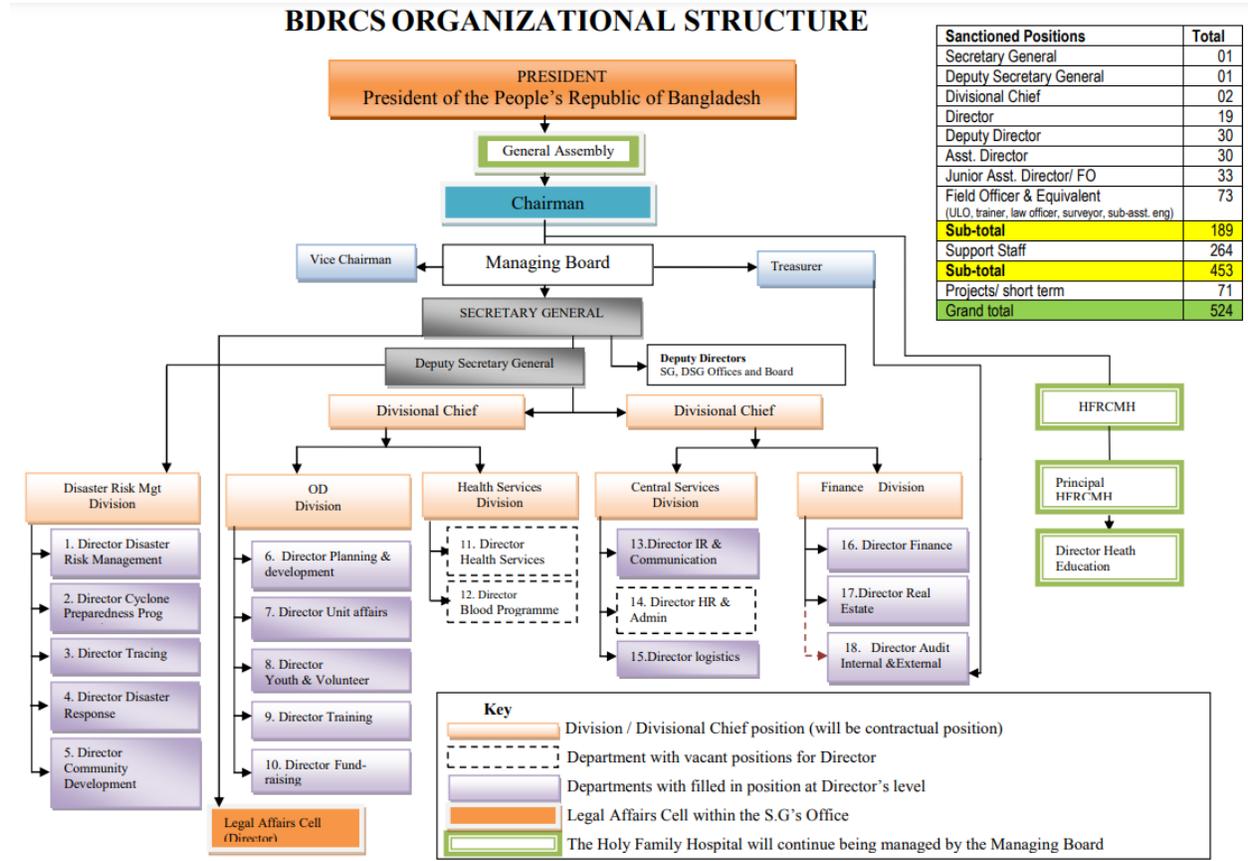


Figure 1: BDRCS organizational structure

3.4 Vision & Mission

3.4.1 Vision

To conduct the leading role positively by combining humanity in the organization.

3.4.2 Mission

Preventing the sufferings of the human beings and saving their lives as a humanitarian organization by providing important and relevant services to them in their miserable times.

3.4.3 Strategic Goal 1

Increasing the capability for helping people from the dangers and the disasters and decreasing their sufferings.

3.4.4 Strategic Goal 2

Improving the quality of the physical condition and living safe and healthy life.

3.4.5 Strategic Goal 3

Transforming the organization into a superior national society.

3.5 Partners of the Organization

a) Movement Partners

The movement partners of the organization are given at the below:





b) Collaborative Partners

The collaborative partners of the organization are given at the below:



c) Corporate Partners

The corporate partners of the organization are given at the below:





3.6 Units or Branches

The units of the Bangladesh Red Crescent Organization (BDRCS) are given specifically at the below:

a) Dhaka Division

1. Dhaka City Unit
2. Dhaka District Unit
3. Narayanganj Unit
4. Gazipur Unit
5. Narsingdi Unit
6. Madaripur Unit
7. Kishoreganj Unit
8. Faridpur Unit
9. Munshiganj Unit
10. Shariatpur Unit
11. Gopalganj Unit
12. Tangail Unit
13. Manikganj Unit
14. Rajbari Unit
15. National Head Quarter

b) Mymensingh Division

1. Mymensingh Unit
2. Netrokona Unit
3. Jamalpur Unit
4. Sherpur Unit

c) Chattogram Division

1. Chattogram Unit

2. Chattogram City Unit
3. Rangamati Unit
4. Comilla Unit
5. Feni Unit
6. Noakhali Unit
7. Khagrachhari Unit
8. Brahmanbaria Unit
9. Lakshmipur Unit
10. Chandpur Unit
11. Bandarban Unit
12. Cox's Bazar Unit

d) Rajshahi Division

1. Rajshahi City Unit
2. Rajshahi District Unit
3. Naogaon Unit
4. Chapai Nawabganj Unit
5. Natore Unit
6. Bogura Unit
7. Pabna Unit
8. Joypurhat Unit
9. Sirajganj Unit

e) Sylhet Division

1. Sylhet Unit
2. Sunamganj Unit
3. Habigonj Unit
4. Moulavi Bazar Unit

f) Rangpur Division

1. Rangpur Unit
2. Panchagarh Unit
3. Gaibandha Unit
4. Dinajpur Unit

5. Lalmonirhat Unit
6. Kurigram Unit
7. Thakurgaon Unit
8. Nilphamari Unit

g) Khulna Division

1. Khulna City Unit
2. Khulna District Unit
3. Jhenaidaha Unit
4. Kushtia Unit
5. Magura Unit
6. Satkhira Unit
7. Norail Unit
8. Meherpur Unit
9. Bagerhat Unit
10. Chuadanga Unit
11. Jashore Unit

h) Barishal Division

1. Barishal Unit
2. Barguna Unit
3. Pirojpur Unit
4. Patuakhali Unit
5. Bhola Unit
6. Jhalakati Unit

3.7 Managing Board



**MAJOR GENERAL (RTD.) ATM ABDUL WAHAB
CHAIRMAN**

Major General ATM Abdul Wahab, the Chairman of the Bangladesh Red Crescent Society (BDRCS) was born in Magura on 29 December, 1946. He completed his master degree from the Bangladesh University of Engineering & Technology (BUET) on the year of 1967. Once, he was a member of the Bangladesh Parliament. He participated in the Bangladesh Liberation war in 1971. After the independence of Bangladesh, he worked in the Bangladesh Army sector for 34 years. He retired from the Bangladesh Army in 2002. He was assigned as the Chairman of the Bangladesh Red Crescent Society (BDRCS) in 2021 for a period of 3 years.



**MD. NUR-UR-RAHMAN
VICE CHAIRMAN**

Md. Nur-Ur-Rahman is the vice-chairman of the Bangladesh Red Crescent Society (BDRCS).



**MOHAMMAD ABDUS SALAM
TREASURER**

Mohammad Abdus Salam is the treasurer of the Bangladesh Red Crescent Society (BDRCS).

CHAPTER 4: LOGISTICS & FINANCE OPERATIONS OF BDRCS

4.1 Logistics Operation

The logistics department of BDRCS provides lots of supports and services to the other sectors and departments of the organization. The administration of ICT, warehouse and transportation is maintained by the logistics department. The procurement of the goods and services of the departments of BDRCS is also maintained by the logistics department.

The maintenance of all departments of BDRCS is maintained by the Standing Procurement Committee and the Procurement Branch.

The computers, air conditioners, printers and other stationery items of the different departments are provided by the logistics department. The poster training module printing, bag manufacturing, car repairing, sale of building at the national headquarters are also maintained by the logistics department. The activities of the logistics department for various purposes are below:

- a) **COVID-19 Operation:** Purchase of food and furniture for Bahasanchar is maintained by the logistics department of BDRCS according to their department.
- b) **Cold Wave:** Purchase of 32,000 pcs blanket.
- c) **PMO/MRRO:** 359 Mid Tram Shelters, Shelter Items for 2000 Families, Mini Solar System 109 Households, 50 Latrines, Crockery Items, CGI Sheets, Primary Health Care Center Building, Group Life Insurance, 6 Visibility Items.

The contribution of the logistics department to the different departments is presented at the below:

Department/Project	Purchased Items
Disaster Response Dept.	Flip chart, flip card, handwash material, video documentary, dignity kits for wash project, printing of guideline and poster, 50,000 pcs master roll, 32,000 pcs blanket, ramadan food package, 01 ambulance.
Youth and Volunteers Dept.	11,000 pcs mask, 1,750 pcs bags, 1,250 pcs water bottle, 1,000 pcs red jacket, 200 pair safety shoes, 15 bicycles, ID card machine
Fund Raising Dept.	Different type of souvenir item and 1000 pcs red jacket, 300 pcs red caps, 3,250 pcs Polo T shirts, 15,000 pcs boll pens, 5,750 pcs umbrellas, 1,600 pcs bags, 15,000 pcs note pads
Health Dept.	1,000 pcs cholera saline, 500 set saline set, 3,000 pcs eye protection glasses, 4,000 pcs red jackets, 3,340 pcs Polo T shirts, medicine items, red caps, cloth masks, aprons, umbrellas, raincoats, hand sanitizers, nebulizer doppler, medical equipment, apart from this purchased air conditioner for Shahid Mayez Uddin Hospital
Disaster Risk Management Dept.	Assistive devise for disabled people, office furniture, 34,000 pcs hand sanitizers, 10,000 pcs pocket security guidelines, 2,000 pcs security guideline purchased
Costal DRR Project	03 motorcycles, 21,800 pcs hand sanitizers, 38,000 pcs soaps, office furniture, stationery items, 03 pcs ceramic item purchased
Restoring Family Links Dept.	300 pcs red jackets and red caps, 600 pcs Polo T shirts, 09 ICT materials
Vulnerability to Resilience project	Prepared billboard, 538 household latrines, 01 lady's washroom
Community Development Dept.	1,430 household number plates, office furniture, purchased IT equipment
Planning and Development Dept.	Furniture for units, renovation work, first aid items, search and rescue item purchased

Figure 2: Logistics Department contribution to the different departments

Different sections of the logistics department are discussed below:

4.1.1 Warehouse

Many relief items were received at the National Headquarters Warehouse during from 10th November 2020 to 10th November 2021. Those relief items were then sent to the different units for allocating among the people those are affected by the disaster.

Besides the general warehouse of the BDRCS, the Chittagong warehouse is also used by the ICRC and IFRC for storing and providing the relief items to the people affected by the disaster.

The BDRCS also provides the daily necessary things to the different departments from the general warehouse according to the demand. The relief items with the current stock of the warehouse is given briefly at the below:

Name of relief item	Current stock	Name of relief item	Current stock
Blanket	3,659 pcs	Backtroll soap	17,900 pcs
Shari	71 pcs	Mega phone	17 pcs
Lungi	100 pcs	Mask	99,828 pcs
Tarpaulin	12809 pcs	Goggles	90 pcs
Jerrican	11,023 pcs	Dead body bags	1850 pcs
Hygiene kits	2124 boxes	Tent	06 pcs
Dignity kits	2084 packets	Oximeter	02 pcs
Shelter tool kits	1,976 packets	Sleeping mat	1029 pcs
Water purification tablet	2,49,280 pcs	Backpack	560 pcs
Bucket	76 pcs	Water bottle	190 pcs
Tin	769 pcs	Gumboot	04 pairs
Container	6 pcs	Empty sack (big)	2,157 pcs
Hand sanitizer	13,304 pcs	Empty sack (small)	3,125 pcs

Figure 3: Warehouse items with the stock number

4.1.2 Transport Section

For implementing the transport section of the logistics department, different measures came in 2021 for decreasing the use, storage and operation of the vehicles of the logistics department.

Lots of efforts have been made for keeping the vehicles with the limited resources. The BDRCS meets the demand for the vehicles needed for different activities.

With the expansion of the BDRCS society, the use of vehicles is increasing gradually. According to the census of 2021, the society has total 36 vehicles including car, microbus, jeep, ambulance, pick-up, truck and minibus. A description of the vehicle is given below briefly:

Jeep	Car	Micro bus	Ambulance	Pickup/ carry boy	Track	Mini bus	Total
11	02	04	04	11	04	01	37

Figure 4: Vehicles of the transport section

The BDRCS society has planned to take significant steps for keeping the vehicles active through enhancing the efficiency of the vehicle branch of the logistics department and also reducing the costs of fuel and maintenance.

4.1.3 ICT Section

The ICT section of the Bangladesh Red Crescent Society (BDRCS) was established in 2011 in order to facilitate the information and communication technology of the BDRCS. The contribution of the ICT Section is below:

- The ICT Section of the BDRCS basically makes the network, database, website, e-mail and internet connections of the employees active all the time so that they can work properly. The ICT Section also provides support in the purchase of equipment, Enterprise Resource Planning (ERP), file archive etc.
- When the COVID-19 pandemic started in 2020, many activities of the BDRCS were being digitized. The office meetings were held on Zoom and other sources. The ICT Section used to support in all of those issues.
- The ICT Section of the BDRCS provides support in the various activities including advance information management information systems and databases, mobile based data collection and analysis, data management, data collection and analysis, use of information technology in different workshops.
- The ICT Section overlooks the digital transformation process of the Planning and Development Department of BDRCS.

4.2 Finance Operation

The Finance Department of the Bangladesh Red Crescent Society (BDRCS) is a very crucial department of the organization. It actually maintains the finance and accounting activities of the organization. The department has been working hard for improving the finance and accounting management system and implementing better accountability in the transactions. The finance department of the BDRCS has expected to make the finance and accounting management system of the organization very strong. By taking support from International Committee of the Red Cross (ICRC), the BDRCS has conducted training of financial development in three districts of the Chittagong division. Besides, different significant actions have been taken for maintaining the financial activities of different units in order to conduct the overall financial management system of the BDRCS. All of the units and projects have brought into the financial accounting software for maintaining the accounting activities of those units and projects. Since the International

Federation of Red Cross and Red Crescent Societies (IFRC) has recommended for improving the financial management system of the BDRCS, so the activity of “Working with Program Partners” has completed for implementing the improvement of the financial management system of the BDRCS.

In the reporting year, the BDRCS has received a huge amount of money under different sources. It has received almost 30 crores tk under the Myanmar Refugee Relief Operation, almost 58 crores tk under Population Movement Operation, almost 16 crores tk under COVID-19 vaccination program. The BDRCS has received more than 156 crores tk under these sources. The Bangladesh Government allocated 4 crores tk to the organization for the construction of the Academic Building of Holly Family Red Crescent Medical College which has reached at almost 15 crores tk. The Pre-Fabricated Building Construction is running with the total estimated cost of 5 crores tk.

The income and expenses statement of the BDRCS at the year 2021 is presented specifically at the below:

Expenditure head	Amount in Taka	Income Head	Amount in Taka
Establishment cost	205,197,996	Building and warehouse rent collection	150,220,864
Health and welfare function	11,603,477	The interest from fixed deposit	9,017,769
Expenditure for relief item	16,345,066	Government and other donation	17,701,500
Expenditure in the capital sector	48,406,756	Donations for relief distribution	15,941,852
Other expenditure	53,235,651	Other income	183,003,681
Total Expenditure	334,788,946		
Variance (income vs expenditure)	41,096,720		
Grand total	375,885,666	Total	375,885,666

Figure 5: Income & expense statement of 2021

CHAPTER 5: FINDINGS, RECOMMENDATIONS & CONCLUSION

5.1 Findings

The findings of the Bangladesh Red Crescent Society (BDRCS) are given at the below:

- There is a lack of proper management in the organization. The management policies, laws, rules, regulations of the organization are not appropriate. The head of the organization has failed to publish standard management in the organization for the organizational operations and the employees. For the reason, the organizational operations are not maintaining in an effective way.
- The work environment of the organization is not good. There are so many employees inside the organization but the space of the organization is not much broad according to the number of employees. So, the work environment of the organization becomes too noisy. The staffs of the organization are not much friendly. That's why the employees can't frankly talk to each other for the operational issues.
- There is a lack of proper resources in the organization. Actually, an organization needs many resources in order to maintain their operations effectively toward the organizational goal. But, there is lack of sufficient resources in the organization according to the number of employees. As a result, the employees of the organization suffer much in the organizational activities and tasks.
- The Human Resource (HR) of the organization is not much effective as it needs to be. The head of the HR department along with the other officers of the HR department are not much efficient and expert to perform their operations and activities. They are unable to manage the employee management activities effectively.
- The leadership quality of the organization is not good. The superiors of the organization always dominate the subordinates about how to maintain the organizational operations and activities. The superiors of the organization are not much proficient and skilled to perform the leadership. Their leading management is not good enough to monitor the subordinates. So, it affects the organization highly.

- There is insufficient labor in the organization. Actually BDRCS is a humanitarian organization which focuses on cooperating people in the disasters and the critical moments. Being a highly valuable organization, it needs excessive employees to perform the organizational operations and activities. But because of insufficient labor, the organization can't maintain the operations effectively.

5.2 Recommendations

The recommendations of the Bangladesh Red Crescent Society (BDRCS) are given at the following:

- The organization should implement proper management in their organization. The head of the organization should need to establish standard rules, laws, policies in their organization by communicating with the other employees of the organization. The board of the organization should organize meeting with the staffs of the organization and make appropriate decision regarding the policies, laws and regulations.
- The organization needs to create a good work environment in the organization in order to motivate the employees into the organizational tasks. The office environment needs to be wide and massive. The managers of the organization need to be friendly & helpful to their subordinates so that the employees feel free to ask them anything related to the official activities.
- The head of the organization needs to bring more resources into the organization for operating the organizational tasks and activities. As there are lack of sufficient resources in the organization, the organization needs to invest more money and buy more resources for the organization. Then, it will become easier for the employees to operate the tasks and activities effectively.
- The organization needs to make the HR division strong by hiring some effective people in that division. The HR division of the organization is weak and they are unable to maintain their tasks effectively. The organization should assign some expert employees for the HR division and provide them proper training so that they can conduct the employee management activities effectively.
- The organization should improve the leading management of the organization. The pioneers of the organization are not skilled enough to administrate the employees of the organization.

So, the organization needs to keep those members in the leading positions who are expert and will be able to perform the leadership task in the organization.

- The BDRCS needs to increase the number of employees in the organization. Being a highly valuable organization, it needs huge number of employees to maintain the organizational operations effectively.

5.3 Conclusion

Bangladesh Red Crescent Society (BDRCS) is maintaining standard systems and policies in their organization for implementing business growth and gaining the business goal. The officers and employees of the organization are well skilled and they are able to conduct the business operations properly. Though there are limited number of resources in the organization, the staffs of the organization can perfectly operate the business tasks and activities with those resources. The employees of the BDRCS are provided well training while joining in the organization. So, they are able to show well performances while cooperating the people those are affected in the natural disasters and other critical problems. The officers are not only good at work performance but also good in humanity. They are very helpful to the public and they nicely cooperate them in their critical moments and disasters. Their behaviour, attitude are very positive. They always make attitude positively with the organizational members and the people they serve. As there are different negative aspects in the organization which are discussed in the findings part, the BDRCS is able to maintain the organizational works effectively with its labor and resources. The organization needs to take many necessary steps for the improvement of the organization which are given in the recommendation part. The owners of the organization need to invest more money in the organization and make the office environment more wide and massive to create a good work environment, purchase more resources in the organization for operating the organizational tasks effectively in a short time. The organization should hire more employees for their organization toward the achievement of the business goal. The board of the organization are planning to develop many strategies in the organization for the future growth. Being a humanitarian and a valuable organization, it needs to be properly operated for the customer satisfaction. At present, the organization is running very effectively with its employees and resources. The board of the organization expects that the organization will accomplish potential growth in future.

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