

Internship Report on
“Relationship Between Employee Mental Health and
Overall Organizational Performance
in OBAT Helpers BD”



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This Internship Report will be submitted to the School of Business and Economics, United
International University to meet my Bachelor of Business Administration Degree
Requirement

Internship Report on “Relationship Between Employee Mental Health and Overall Organizational Performance in OBAT Helpers BD”

Submitted to:

Jakowan

Assistant Professor

United International University (UIU)

Submitted by:

S.M Habibul Ehssan Barkati

ID: 111 183 038



School of Business and Economics

United International University

Date of Submission:

1st, September 2024

LETTER OF TRANSMITTAL

September 1, 2024

Jakowan

Assistant Professor

United International University

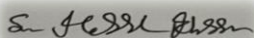
Subject: Submission of Internship Report on “Relationship Between Employee Mental Health and Overall Organizational Performance in OBAT Helpers BD”.

Dear Sir,

With due respect I want to inform you that, I have completed my internship program at OBAT Helpers BD and also prepared an internship report on the topic “Relationship between employee mental health and overall organizational performance in OBAT Helpers BD” by doing appropriate breakdown regarding the Human Resource of OBAT Helpers BD and the roles of expertise in the Human Resource of OBAT Helpers BD. Therefore, I would like to have my report submitted to you. I have acknowledged the use of both primary and secondary data to make my report inimitable. I have provided some findings & recommendations of the organization. I have composed the primary data by communicating with upper representatives of OBAT Helpers BD and have gathered the secondary data from their websites, reports and other materials.

Lastly, I put my all into writing my internship report, which I hope you will find quite satisfying to read. Thus I fervently hope and pray that you would grant me permission to submit my internship report. I sincerely appreciate your thoughtful cooperation

Sincerely yours,



S.M Habibul Ehssan Barkati

ID: 111 183 038

INDEX OF SIMILARITY CERTIFICATION

Title of the report: Relationship between employee mental health and overall organizational performance of OBAT Helpers BD

Student name: S.M Habibul Ehssan Barkati

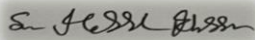
Student id: 111 183 038

Supervisor: Jakowan

Department: BBA

I would like to verify that my internship report is original and inimitable and no similar information will be found or no plagiarized materials will be detected, therefore I have not used any unethical practices to complete this report.

Sincerely Yours



S.M Habibul Ehssan Barkati

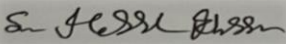
ID: 111 183 038

DECLARATION OF THE STUDENT

I, S.M Habibul Ehssan Barkati, declare that I have organized this internship report to the topic “Relationship between employee mental health and overall organizational performance in OBAT Helpers BD”. During my internship period, I have gained a lot of essential experience. I have made proper investigation regarding the Human Resource of OBAT Helpers BD and the roles of technology in the Human Resource of OBAT Helpers BD. Preparing this report has allowed me to gain great deal of fresh information.

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 me. I also assure that this report is one of the unique reports of BBA program.

Sincerely



S.M Habibul Ehssan Barkati

ID: 111 183 038

ACKNOWLEDGEMENT

I would like to express my sincerest appreciativeness to my supervisor **Mr. Jakowan**, Assistant Professor, Department of Human Resource Management, United International University for assisting me through my internship period and sharing as a mentor who incredibly comprehends. I am thankful for his support, direction, scheduled meetings, and assistance, all of which encouraged me and assisted me greatly in concluding my report. I would not have been able to properly accomplish this report without his constant backing and supervision.

I also want to express my gratitude to the entire OBAT Helpers team, as well as Shakeel Ahmed (Executive Director), Shahana Akther (Chief Accounts & Finance Officer), Afrin Jahan (Accounts and Finance controller) Mohammad Irfan (Admin Officer), Farooq Azeem (MIS and Advocacy and Communication) and Md Mahfuz Alam (Project Lead) for all of their information, reports, and assistance during my internship.

Finally, I would like to appreciate to everyone who has helped, supported, advised and guided me to accurate direction, this wouldn't have been concluded without their contributions. There was a lot to learn from each of the staff and the projects which were assigned to me. These would assist me in a great way in the days to come. It was a great experience working in the organization and given the opportunity, I would love to be a part of it in the future.

EXECUTIVE SUMMARY

This report seeks to find relationship between employee mental health and overall organizational performance in OBAT Helpers BD- a nonprofit, nonpolitical and non-Governmental development organization based in USA, committed to empower unfortunate, displaced forgotten population residing in camps. The report touches briefly about the activities performed by the people in this organization, its history of inception and its management scenario. One of the most important aspects that it touches upon is the people who work for the organization.

Through primary and secondary data analyses, this report seeks to understand the positive/negative correlation between employee mental well-being and its subsequent impact on the organizational performance. It also touches upon the various challenges as well as that people working in these organization continue to face on their day to day work- such as pay structure, workplace environment, interpersonal relationships, personal challenges etc. Furthermore, the various challenges that were faced while working on this topic has been discussed as well.

Finally, upon all the analysis, recommendation have been provided to conclude the findings. Also, this report also discusses about the certain limitations such as unavailability of information in order to complete the findings for this report.

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CHAPTER 1: INTRODUCTION

1.1 Background of the Report

This internship report is essentially prepared on the Relationship between employee mental health and overall organizational performance in OBAT Helpers BD. Human Resource is a very important segment of any business or organization which deeply effects on the value of the organization. HR properties highly influence to work on and managing its human capital for reaching company goals. There are numerous HR responsibilities and duties that must be successfully achieved. A HR manager does have to constantly put efforts to their employees to keep track of their task and whether their inputs are generating anything profitable. Even if it is a HR professionals job to keep nose to its people and push them to get the job done, it is also their duty to keep focus on why he/she is unable to do the task. Therefore, there may be many reasons why an employee is unable to perform 100% for the organization, one of the concerning reasons are the employee's mental health. Therefore, the mental health and employee performance of the OBAT Helpers BD are discussed explicitly in this report.

1.2 Objectives of the Report

1.2.1 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).

1.2.2 Secondary Objective

The specific objectives of this report are given below:

- Determine the present Mental Health Status of Staff Members
- Determine the factors causing Mental Health issues
- Analyze the Effect of Mental Health on work performance
- Propose strategies for promoting mental wellbeing in the workplace

1.3 Scope and Limitations of the Report

1.3.1 Scope

For this study, the use of both qualitative and quantitative data have been utilized with the purpose of distinctly represent the mental health and organizational performance of OBAT Helpers BD. I had personal discussions with few of OBAT Helpers BD representatives. Their websites and yearly annual report serve as the primary sources for secondary data.

1.3.2 Limitations

While preparing this internship report, I had to acknowledge some limitations that resulted in creating a boundary for me to gather various levels of information, because of their numerous organizational privacy concerns. The overview, background, products & services, operations etc. of the NGO are specified in their official website and the annual report of the organization. These were the data that I gathered and included in this report. However, a lot of crucial information about their company is kept private and is not available on their official website, annual report, or other platforms.

1.4 Methodology of the Report

1.4.1 Types of Data

In general, there are two types of data for organizing a report, the primary data and the secondary data.

Primary data are the ones that experts develop through conducting various experiment and studies. Primary data can come from a variety of sources, such as surveys, questionnaires, experiments, observations, and interviews.

Secondary data are the ones which are assembled from different sources which contain 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 personal interview with the officials of OBAT Helpers

BD. The secondary data are taken from the official website, articles and the annual report of OBAT Helpers BD.

1.4.3 Sample Size

In this research paper, 18 employees of OBAT operations from different project in Dhaka were taken as the sample. All of the employees were adults and they were aware of the purpose for the sample.

1.4.4 Sampling Techniques

For this report, the employees of OBAT Helpers working in Dhaka were selected. Considering the organizational ethics, The data was carefully managed to protect employees' privacy.

1.4.5 Area and Time of Research

This research is prepared based on the “Employee Well-being and overall organizational performance of OBAT Helpers BD”. The impact of employee wellbeing and result of their performance for the organization is the purpose to be presented in this research. To complete this research, 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 Literature Review

Mental Health of Employee and organizational performance are related in the sense that if employee is not mentally prepared to accept consequences of working for the organization, the organization will encounter gaps in overall organizational productivity and efficiency. It can also lead to make an employee physically unhealthy and sick which can lead to increase costs for reduced efficiency. An encouraging workplace that puts mental health first promotes happier, more contented workers. On the other hand, a polluted or demanding work environment can worsen mental health problems and result in employee disengagement, attrition, and poor performance within the company.

Innovation and creative thinking are closely related to mental health, since a healthy mind produces different, original ideas that expand a business's operations. Since it promotes communication, cooperation, and teamwork that enhances a term as a whole and supports a positive work

environment, it also has an impact on interpersonal interactions and teamwork. The mental health of an executive for organization has a substantial impact on its success. Poor mental health limits the ability to give clear communication, empathy, and support, all of which are necessary components of effective leadership. Executives and managers who put their mental health first are better able to assist their teams and promote organizational success. Businesses/organizations that put a high priority on employee mental health not only attract great talent, but they also establish a solid reputation as caring and socially responsible places to work. This might positively impact customer loyalty and perception, which would eventually boost business performance.

Finding trends and patterns: In pressure stages, burnout, or other mental health concerns inside the company can be facilitated by analyzing employee mental health data. Initiatives and tailored efforts to address certain issues can be informed by this data. To uphold it, promote truthful reporting, protect anonymity and confidentiality when gathering data on mental health. Also, to ensure accuracy and applicability, evaluate and update data collection techniques on regular basis.

Adapting Support Programs: Make use of mental health data to customize resources and support plans to the individual need of staff members. This could entail providing workshops on stress management counseling services, or flexible work schedules. For maintenance, conducting regular outcome evaluations and feedback channels to gauge the success of assistance programs. Some curriculum should be modified in response to evolving top practices and shifting employee needs.

Early Intervention: Recognizing the mental health disorder of an employee earlier can help with quick intervention and assistance, preventing more serious issues afterwards. For maintenance, utilize mental health data to identify at-risk employees and provide support individually. Also, inspiring an environment of open communication so that employees feel free to ask for assistance when they need it.

Promoting Work-life Balance: Assess workload, job demand, and work-related stressors that may affect employees well-being by using mental health data. Modification of organizational procedures and policies to encourage a positive work-life balance. Regularly reviewing workload distribution and monitor job satisfaction levels through surveys or feedback mechanism can be sustainable. Urge supervisors to provide a good example for work-life balance.

Establishing a supportive Work Environment: Promote an environment in which mental health is given priority and stigma is minimized. Utilize mental health information to educate, encourage open communication, and increase understanding of mental health issues. Provide managers and other employees with frequent training sessions on mental health awareness and de-stigmatization.

Tracking organizational progress: Keeping an eye on how employee's mental health evolves over time to gauge the success of initiatives and interventions. Using this information to evaluate organizational development and make data-driven choices. Conduct survey and mental health evaluation on a regular basis to monitor changes in the employee wellbeing. To guarantee ongoing improvement, benchmark against best practices and industry standards.

Depending on their needs, size, and finances, organizations can utilize a variety of methods to maintain records regarding the mental health of their employees. Few of the systems are

Human Resource Information System (HRIS) often includes modules for monitoring performance reviews, personnel demographics, and other relevant data. Some HRIS also have tools for tracking and documenting data about the mental health of employees, including stress levels, evaluations of wellbeing, and requests for accommodations.

Employee Assistance Programs (EAPs) is offered by many companies to provide private counseling, resources, and support to staff members who are dealing with personal or professional obstacles, including mental health concerns. EAP providers typically maintain electronic records of employee interactions, assessment, and outcomes to track progress and ensure continuity of care.

Health and Wellness that some companies make use to encourage employee wellbeing and monitor health-related indicators including mental strength. Features including stress management tools, virtual counseling services, mental health resource access, and mood tracking may be available on these platforms.

Surveys and Assessment Tools that organizations might utilize to collect data on mental health, stress assessment, or psychosocial risk assessment. Survey platforms and data analysis software can be used to store and evaluate the obtained data, even though these tools might not be a part of a certain system.

Confidential reporting Systems that several companies have put in place, such as anonyms feedback channels (such as anonyms google form responses) to enable employees to voice concerns or request support with mental health difficulties.

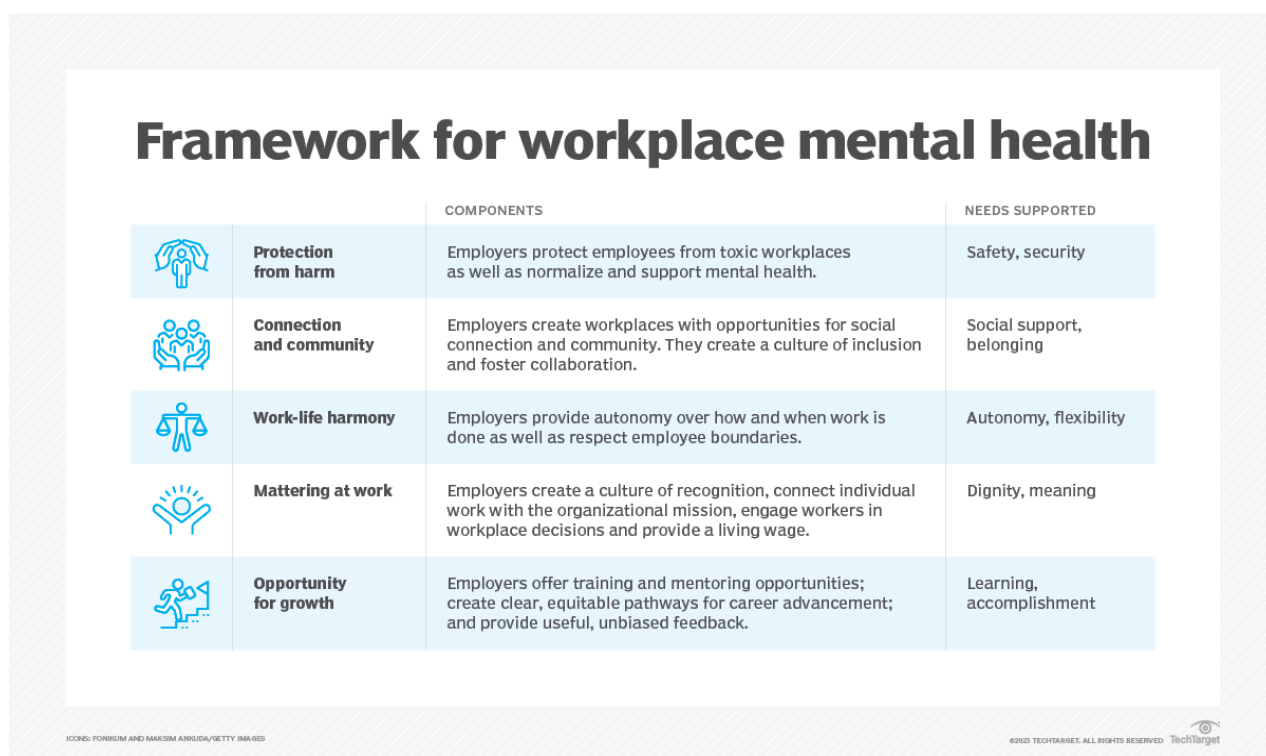


Figure 1: Sample Framework for Workplace Mental Health (Mental health statistics and their impact on the workplace)

The following elements and the requirements they support are outlined in the framework for workplace mental health.

1. Protection form Harm
 - Components: Employers protects employee mental health and shield workers from hazardous work environments.
 - Needs Supported: Safety, security
2. Connection and Community

- Components: Employers promote inclusivity and teamwork by providing social connection and community building opportunities
 - Needs Supported: Social support, belonging
3. Work-life harmony
- Components: Employers provide autonomy over work schedules and respect employee boundaries.
 - Needs Supported: Autonomy, flexibility.
4. Mattering at work
- Components: Employers foster a culture of recognition, align individual work with organizational mission, engage employees in decisions, and provide a living wage.
 - Needs Supported: Dignity, meaning.
5. Opportunity for Growth
- Components: Employers offer training, mentoring, clear career advancement pathways, and provide unbiased feedback.
 - Needs Supported: Learning, accomplishment.

CHAPTER 2 ORGANIZATION OVERVIEW

2.1 Organization Profile

OBAT Helpers, Bangladesh is a non-profit organization committed to providing aid, support, education and economic empowerment to displaced, stranded and refugee populations residing in camps in Bangladesh along with other disadvantaged community living in different parts of the country. OBAT Helpers was primarily formed as a family creativity to improve the suffering of this community with limited funds raised through friends and family. The founders soon realized that a family initiative like this would be rendered totally ineffective due to the severity and magnitude of the crisis on hand. To address this predicament, OBAT Helpers was incorporated in 2004 as a non-religious, non-political, non-profit organization in the state of Indiana. In Bangladesh too, the organization has requisite affiliation from the Ministry of Social Welfare and the NGO Affairs Bureau of the Government and works at Dhaka, Mymensingh and Chandpur, Khulna, Chitagong, Rangpur, Saidpur and Bogra presently as OBAT Helpers, Bangladesh.

2.2 Mission, Vision and Objectives

2.2.1 Mission

To serve displaced and disadvantaged people by providing them access to education, healthcare, infrastructure & empowerment initiatives while ensuring sustainable community development.

2.2.2 Vision

OBAT Helpers strive for a world where displaced and disadvantaged people can live with dignity and have access to opportunities for self-reliance.

2.2.3 Objectives

The objectives of OBAT Helpers BD encompass

Empowerment: We enable our beneficiaries to live better lives by educating them and building their skills thus empowering them to attain financial independence.

Integrity & Accountability: We uphold the highest ethical values and principles in our everyday operations. We value the trust that has been placed into us by our donors and remain accountable and answerable for our actions to all our stakeholders.

Responsible stewardship: We are committed to cautious stewardship of all our resources - we use responsibly the time and skills of our partners and volunteers, and we spend prudently the funds donated to us. (OBATHELPERS, 2024)

Excellence: We strive to attain excellence in providing services to our beneficiaries and challenge ourselves by setting high operational standards for the organization.

2.3 Programs & offerings

During my internship, I observed that OBAT Helpers doesn't have any tangible products, but instead they focus on providing impactful programs and activities aimed at developing and empowering the community. The followings are the offerings and programs of the NGO:

2.3.1 Education

OBAT recognizes education as the most important tool for creating sustainable change and offers a myriad of programs tailored to the needs of the camp residents. As a result of the education they receive, the camp residents obtain access to employment opportunities and are empowered to live a normal life. Their Key Highlights:

- 14 Schools
- 28 Preschools
- 13 IT Centers
- 10 Tutoring Centers
- 4 Arabic Education Programs
- 2 Digital Learning Centers
- 1 Education for Working Children Program
- Over 2,000 Scholarships

2.3.2 Health

The Health and WASH Project implemented under the Integrated Community Development Project (ICDP) of OBAT Helpers BD is also targeted for the most disadvantaged internally displaced community living in the camp setups all around Bangladesh. The purpose of this project is to contribute to uplift quality of life of the most vulnerable internally displaced community through ensuring quality health, safe drinking water, sanitation, and hygiene. The objectives of the Health and WASH project include but not limited to the following

- To create awareness of the target community on Health, Nutrition, Hygiene, Water and Sanitation.
- To extend medical support to the target chronic, critical patients and children with special needs.
- To ensure providing clean and safe drinking water for the target community by setting-up deep tube well or water pump in the camps.
- Provide nutritious food to the children having problem with malnutrition

2.3.3 Empowerment

In order to help people, become self-sufficient, the group helps them start their own enterprises. For example, they buy sewing machines for women so they can support themselves through stitching and other entrepreneurial endeavors, or buying rickshaw to an individual to earn through completing fare and provide for their family.

2.3.4 Infrastructure Development

Developing or building deep tube well for water supply or toilets for the camp residents who do not have enough capacity toilets or water supply around the camps.

2.3.5 Relief and Family Assistance

The relief and assistance program of OBAT includes everything from food and blanket handouts to providing support to families in need, orphans, disabled people, and severely ill individuals. Families that suffer the most from natural calamities like floods are also given support.

2.4 Programs Details

During my internship period, I learned a portion about the works and programs of OBAT Helpers and their different activities to aid the disadvantage communities.

Program Execution

In order to increase literacy and contribute children and grown-ups living in the camp communities access to high-quality education, OBAT Helpers offers a number of educational advantages. This include setting up and running educational institutions, providing educational resources such as books, note book, school uniforms etc. and development for teacher's training programs etc.

The organization works on projects that ensure people have access to sanitary conditions and clean water. This involves installing water pumps, constructing latrines, and launching efforts to increase public knowledge of hygiene in order to promote health and avoid disease. OBAT Helpers periodically hosts health camps and awareness campaigns with the aim of educating communities about nutrition, hygiene, and preventative healthcare. A number of measures are necessary to improve overall community health and reduce the occurrence of diseases.

OBAT also nurtures economic development by offering vocational training and support to small businesses. Purchasing sewing machines for women, hosting skill-development seminars, and providing microloans to individuals to assist in starting and expanding their businesses are a few of the initiatives.

District Range

OBAT Helpers is present in various important places in Bangladesh, such as Khulna, Chittagong, Rangpur, Saidpur, and Bogra. The organization modifies its activities to match the unique requirements of each city, and there are substantial communities of camp residents in each of these cities. Also, in Cox's Bazaar, the Rohingya refugees are assisted with health services, education, and emergency relief, all specifically designed to meet the requirements of this vulnerable community.

Monitoring and Evaluation

Monitoring and evaluation is a common practice for OBAT Helpers since it helps evaluate the effectiveness of its programs. This involves surveying beneficiaries, their personal details and specific needs. A team of 2 people are sent to the house of the beneficiary followed by a gathering information on the needs of the beneficiary. Afterwards, the team provides the information to the project lead and they make the final report of the overall program to their supervisor that is ED. Apart from beneficiaries' needs and gathering information, program implementation is also improved and refined with the use of Monitoring and Evaluation.

2.5 Team of OBAT Helpers



Anwar Khan (President/Founder)



Shakeel Ahmed (Executive Director)



Mahfuz Alam (Project Lead, Education)



Md Raju (Project Lead, WASH)



MD Farooq Azeem (MIS officer)



Mohammad Hasan (Financial controller)



Mohammad Irfan (Administration)



AFM Saiful Islam (MEAL Coordinator)



Shahana Akther (Chief Accounts & Finance Officer)



Afrin Jahan (Accounts and Finance controller)

CHAPTER 3:

Employee Mental Health and Overall Organizational Performance at OBAT Helpers

3.1 Human Resource Management

Human Resource Management (HRM) is an organizational strategy that centers on the appropriate and effective administration of the workforce inside the organization. The organization's human resources division is essential to obtaining a competitive edge through strategically enhancing employee performance. HR makes that the organization draws in and keeps talented and driven employees by putting in place efficient recruitment, training and development programs. These programs are intended to improve worker's capacities and output while coordinating their efforts with the company's goals. By following the policies and instructions of the company, the HR officers properly maintain the employees of the organization. HR also establishes performance management systems, encourages ongoing learning, and creates a healthy work environment-all of which help to maximize organizational performance and achieve long-term success.

In order to properly manage the tasks related to personnel management, the company's board of directors appoints the capable and seasoned official in the HR department. The HR department's executives oversee all employee management responsibilities, including hiring and firing employees. The roles and functions of Human Resource Management (HRM) are given at the following:

- Recruitment and Selection
- Training and Development
- Policy reviewing and updating
- Performance and Behavior Management
- Employee Relations
- Talent management and Employee retention
- Compensation

- Employee Benefits
- Promotion and Appraisal
- Performance Evaluation
- Organizational Development
- Data & Analytics Management
- Survey Management

Apart from employee's skills and educational knowledge, mental health plays a crucial role for an employee in an organization.

- 1) Employee Management
- 2) Employee Engagement
- 3) Performance Management
- 4) Training and Development
- 5) Recruitment
- 6) Employee Scheduling and Tracking
- 7) Documentation
- 8) Integrated Management System

3.2 Human Resource at OBAT Helpers

During my internship period, I was able to understand that OBAT Helpers BD did not have any formal Human Resource practices to their workplace. Regardless of the organizations lacks a professional HR department, OBAT Helpers handles the responsibilities of their employees or HR related activities through casual methods and association with other departments. These procedures and practices are important to ensure that the company draws in, retains, and develop talent with missions and goals.

- 1) **Recruitment and Hiring:** Senior management or designated people (i.e. Executive Director, Secretary, Treasurer) are usually in charge of the recruiting and recruitment procedures. They are in charge of determining the need for personnel, posting job openings, and holding interviews. Those who will be closely collaborating with new personnel can be more flexible and directly involved thanks to this decentralized strategy.

- 2) **Employee Training and development:** Initiatives for training and development are frequently managed by certain executives or on a project basis. Employees often receive on-the-job training through direct participation in a variety of projects and activities such as development of the organization and self-development. On occasion, the organization also hire or invite outside trainers to help with specific skill development.
- 3) **Compensation:** The board members decides on pay and benefits based on the findings OBAT Helpers BD receive. While the organization may not offer many benefits, it ensures fair salaries/wages and gives its employees considerable flexibility to meet their personnel requirement. Such as, if a project employee has to monitor a project outside Dhaka, OBAT provides the benefits of accommodation for travelling and food expenses.
- 4) **Conflict Resolution:** OBAT Helpers has somewhat effective procedure for handling and resolving disputes. A pleasant and effective work environment requires effective conflict resolution, and the company uses a variety of approaches to handle and settle conflicts. The followings are the methods OBAT Helpers resolves conflicts.

OBAT Helpers management encourages employees to speak with supervisors or senior management one to one about issues and concerns, promoting an open door policy. This tactic promotes an environment of transparency and trust among OBAT employees by making them feel valued and acknowledge. Often times, it resolves conflicts and misunderstandings among senior management and other employees and lets the organization course efficiently.

When disagreements emerge at OBAT Helpers, experienced team leaders or senior manager/board members mediate impartially to identify the underlying issue, take into account all points of view, and assist parties in reaching a mutually agreeable conclusion.

To simplify constructive and focused discussions leading to a resolution, OBAT displays structured sessions with a programmed agenda for all parties to share their concerns and solutions regarding problematical condition.

OBAT Helpers occasionally holds workshops and training sessions on conflict resolution techniques in order to proactively handle conflicts. These training workshops foster a culture of self-regulation and proactive problem-solving by giving staff members the skill they need to handle conflicts on their own.

- 5) **Promotion:** This practice of promotion is not ideal at OBAT Helpers as the employee assessment process is absent, however the employees are given the opportunities to take more responsibilities than to what they are already assigned with, but with a little raise in their salaries.
- 6) **Health and safety:** In order to maintain a safe working environment at OBAT, essential health and safety protocols are in place, and regular reminders are sent out by the management. Employees at OBAT Helpers receive enough benefits for their well-beings and required treatments and also leaves for sickness.

OBAT Helpers BD are making efforts to become a professional NGO in Bangladesh, and have been taking assistance from experts from different other entities and improving wherever it is needed. For instance, OBAT Helpers have been developing their policies in every sectors where needed to maintain their management for the upcoming challenges. The policies include:

- Human Resource policy
- Financial policy
- Gender policy
- Sexual Exploitation policy
- Child Protection policy
- Community Feedback Mechanism

Therefore, OBAT Helpers are developing themselves in management level and making approaches to create a proper Human Resource subdivision to their organization.

3.3 Hierarchy of OBAT Helpers

The work hierarchy of OBAT Helpers

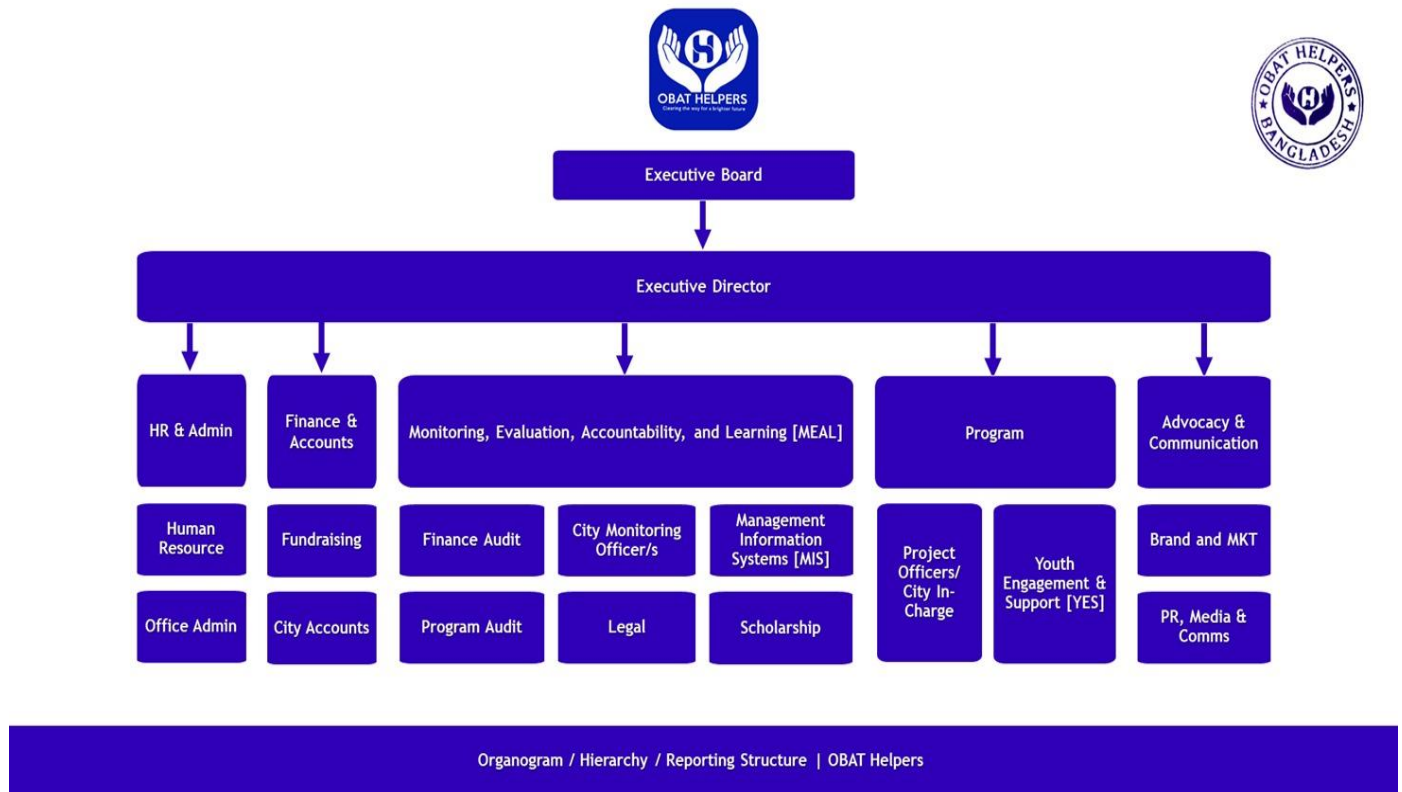


Figure 2: The Hierarchy Model of OBAT Helpers

The Organizational working pattern of OBAT Helpers is portrayed in the hierarchy chart provided. This is the thorough description:

Executive Level

1. Executive Board
2. Executive Director

Departments & Division

1. HR & Admin
 - Human Resource

- Office Admin
- 2. Finance & Accounts
 - Fundraising
 - City Account
 - Finance Audit
 - Program Audit
- 3. Monitoring and Evaluation Accountability, and Learning (MEAL)
 - City Monitoring officer/s
 - Legal
- 4. Program
 - Management Information System (MIS)
 - Scholarship
 - Project Officer/s / City-in-charge
 - Youth Engagement & Support (YES)
- 5. Advocacy & Communication
 - Brand and Marketing (MKT)
 - PR, Media & Communications

3.4 Relation between Mental Well-being and Organizational Performance

Employee well-being is becoming more than a benefit in the challenging workplace and has become a strategic necessity. The fundamental component of a successful organization is healthy, positive, and supportive workforce, much like a solid foundation is essential for a robust building.

Numerous data exploration has suggested the importance of employee job performance for organizational results and success, which has prompted experts to investigate the reasons that influence employee performance. It has been determined that organizational features, work circumstances, personality attributes, worthy paychecks are all important antecedents of employee job performance.

A multifaceted strategy is needed to ensure employee well-being, with a focus on creating a safe and-high quality physical environment as well as a good work atmosphere.

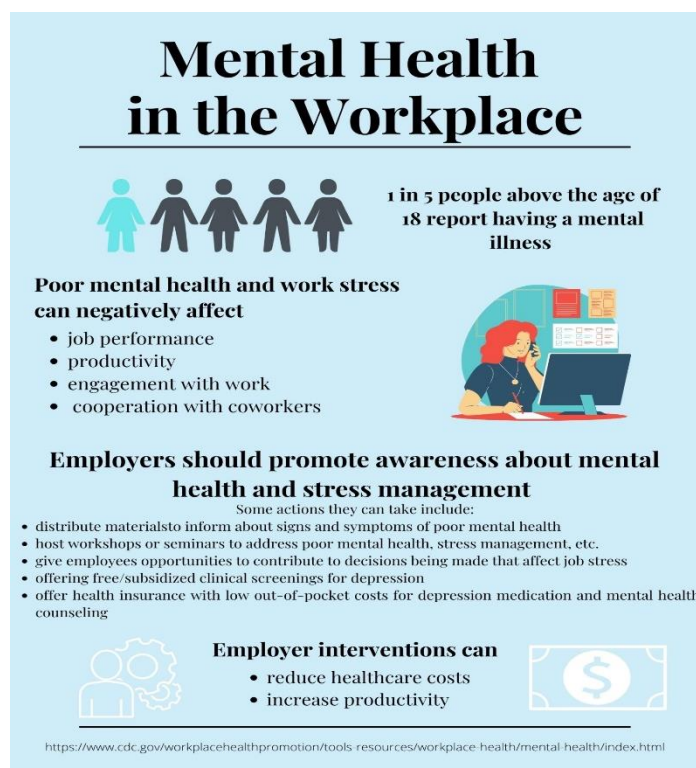


Figure 3: Mental health in the workplace (Workplace Health Promotion, 2023)

Nonetheless, there are considerable data of how mental well-being affects job performance in the ground of job performance. Although many results have shown that employees with jolly mindset are more productive than employees with lesser motivation or positivity, there have been other results where the theory is different. It is essential to understand the connection employee’s worker mental health and organizational performance in order to cultivate a positive, productive work environment. This section describes the ways in which different dimensions of organizational performance are impacted by mental health:

Productivity: Employees who are in good mental health typically produce more. They are able to concentrate better, work faster, and generate superior output. On the other hand, low mental health can result in lesser productivity, actions, and presence in the environment.

Engagement: Employee engagement is improved by mental health. Employees that are engaged are more dedicated, driven, and eager to go above and beyond. Better performance, inventiveness, and originality within the company are the results of this increased degree of participation.

Withholding: Organization that promote mental health tend to have lower employee turnover. An organization that prioritizes its employees' mental health will see less expenses and disruptions from high employee turnover.

Client Interaction: Higher mental health among employee/staff members increases the likelihood of superior interaction with clients. Their enthusiasm and upbeat demeanor improves client interaction, which increases client happiness.

Resilience: Employees who are in positive mental well-being are more adaptable and have greater capacity to deal with change and stress. For an organization to function well, resilience is key point, specifically when an organization is change ready.

- Quality and safety physical environment, climate at work
- Safe, healthy, satisfied and engaged at work
- Mental health
- Psychological safety
- Social emotional needs are met or not

3.4.1 Job performance at OBAT

OBAT has special job engagement, with employees who are passionate about their purpose and completely devoted to their roles, despite not having a formal HR department. Even though there are occasional faults in job performance, such as employees being late to their jobs, unable to meet the deadlines for a task, they provide their 100% effort to fill those gaps. This high degree of engagement encourages creative behavior and pushes team members to continuously look for new improved methods to serve the community.

3.4.2 Adapting to Innovation

OBAT Helpers understands that its ability to innovate is crucial to its sustained success and expansion. OBAT Helpers makes sure that employees feel encouraged to experiment a grow by fostering a culture that honors creativity and adaptability. For example, after some discussions with some old employees of OBAT, I learned that in the past any OBAT Helpers employee were afraid to give out presentation in English because of them being not very confident about their speaking ability and grammars. However, as they got lessons and practices, they adapted them with these sort of culture of speaking in English during presentation, and now their employees are confident whenever they are to present anything.

3.4.3 Engagement to Job

The jobs and roles at OBAT Helpers is diversified, meaning all employees including seniors or juniors are engaged or connected to each other's roles and responsibilities. This is due to absence of a structured work culture. This pretty common with NGOs because of tight financial resources, and their primary focus on to development and social goals, rather than building a workplace and its culture. While it may look benefitted saving financial resources, some limitation can also be seen such as role confusion creates inefficiency, when career roots are unidentified, it might be harder for employees to recognize chances of growth. Therefore, this causes OBAT Helpers employees to take responsibilities and roles more than what they can handle, creating a pressure on to themselves and their mental well-being.

3.4.4 Work Culture

Given its minimal resources and emphasis, on community, involvement, OBAT Helpers may have an office culture that values adaptability, and teamwork over strict procedures. At many cases, there isn't any question raised why an office staff isn't present at a meeting or any activity at workplace because of their field visit or any other work that is related to wandering to different areas. Mostly, the employees of OBAT Helpers work directly for improving the community which could be great source of motivation and enhance employee well-being, making them feel their works are directly impacting on the disadvantage people's life. Therefore, the work culture is not very structured at OBAT Helpers.

3.4.5 Volunteer Management

Since their early days, OBAT Helpers required a substantial workforce for community service. Managing group volunteer was challenging so instead of seeking people from privileged background, OBAT Helpers took the initiative to gather people residing in camps. Subsequently, OBAT Helpers encouraged the camp residents to join and be a part of OBAT's volunteer. Since then, OBAT has had an enormous number of volunteers willing to participate on any OBAT Helpers events and programs. These volunteers are not compensated monetarily because of tight financial funding, however, all the volunteers are provided with refreshments and any necessary transportation support.

3.4.6 Mental Health and Productivity at OBAT Helpers

As mentioned earlier, an employee's positive mental well-being provides a boost on organization's overall performance. It is difficult for an employee to balance their performance with mental well-being, mostly due to overlapping of professional and personal life. To record the level of stress, a survey had been done maintaining the confidential reporting system on employee mental well-being and how it affects overall performance.

3.4.7 Survey questions and results

The question of survey was about

- **Awareness of Mental Health and Well-being and amount of sleep:** The questionnaire asked on the respondent's knowledge of general well-being knowledge and mental health.

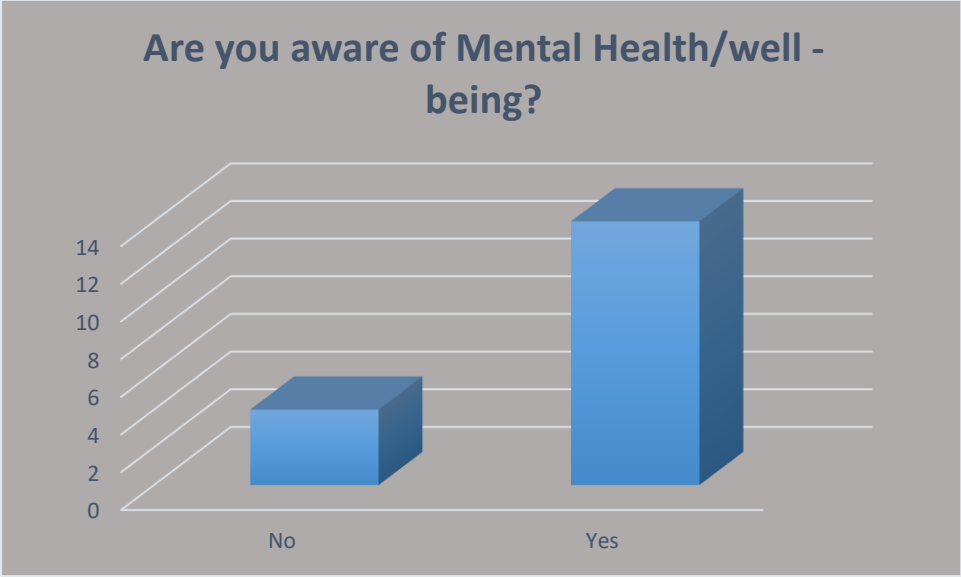


Table 1: Result of the question “Are you aware of Mental Health/well -being?”

The Chart suggests that more than 75% of people working at OBAT Helpers are aware of Mental Health.

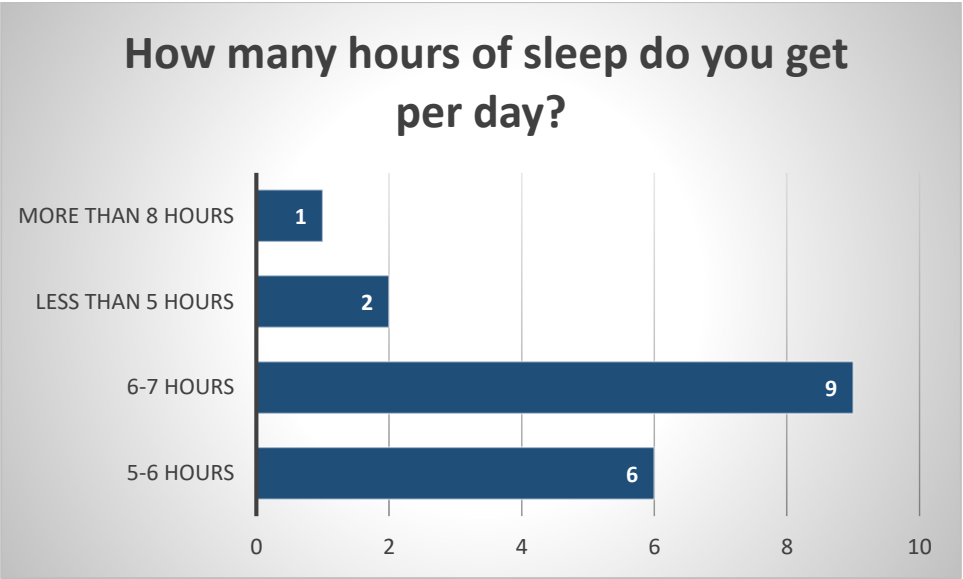


Table 2: Result of the question “How many hours of sleep do you get per day”

This chart shows the results of how many hours of sleep the employees get. It shows majority of the people sleep for at least 6-7 hours, others sleep for less than 6 hours. While some people

may find that 6-7 hours of sleep is sufficient, most individuals benefit most from 7-9 hours of sleep per night to support both their physical and mental well-being. Only 5-6 hours of sleep every night is consistently less than the recommended amount and over time may lead to mental exhaustion, stress, and a reduction in general mental health. Some percentage shows less than 5 hours of sleep which may be concerning as it may likely be inadequate as chronic sleep deficiency can lead to substantial mental health challenges, including anxiety, depression, and cognitive impairments.

- **Current Concerns About Mental Health:** It inquired as to whether respondents were worried about their mental health at the moment, and if so, what worries they had in particulars. From the responses, it was found that almost 90% of the respondents had concerns about their mental health. The responses were diverse, with some people voicing worries about financial security, others about future plans, and still others saying they were having trouble concentrating at work because of things like sleep deprivation, personal difficulties, or the workplace setting.

Recognition of Mental Well-being by Organization: The purpose was to find out if respondents thought their company understood the value of offering appropriate counsel on mental health. The findings imply that, given that the majority of employees have not gotten any such advice, OBAT Helpers believe the company does not understand the significance of offering appropriate mental health care. Employee burnout, decreased productivity, and a decline in the caliber of their work might result from trying to maintain a balance between work and health.

- **Handling Workplace stress:** Respondents were questioned how they personally manage tension in the work place.

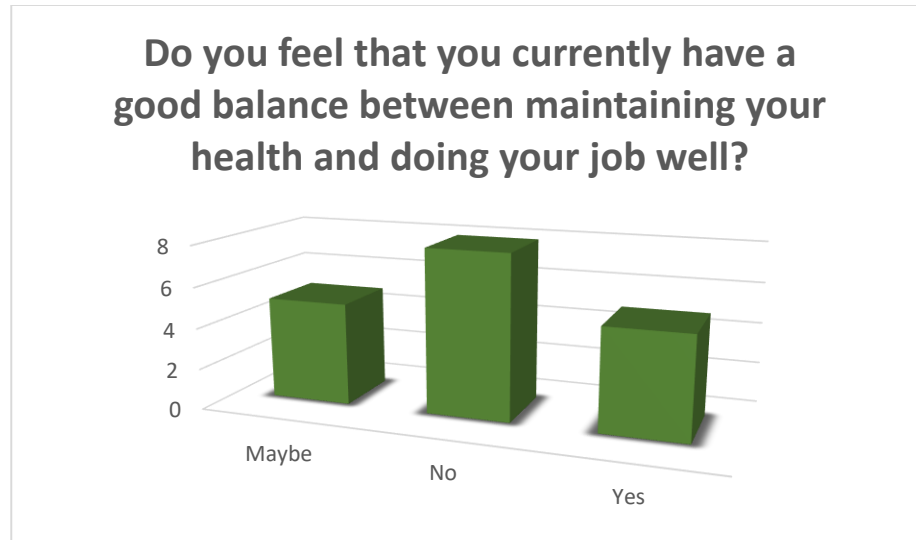


Table 3: Result of the question “Do you feel that you currently have a good balance between maintaining your health and doing your job well?”

According to the data, a significant portion of employees that is about 44% think they do not have healthy work-life balance, while another 28% are unaware. This raises the potential that there is a problem at work where an employee/employees are finding it difficult to balance their personal and professional obligation.

- **The impact of mental health on performance positive/negative:** It was asked that whether there have been incidents where employees had to struggle with their work because of mental health. The responses here were diversified. The majority of employees have stated that their job has suffered as a result of their mental health. Some blame it on sleep deprivation, some blamed office environment some on financial stress-induced over analysis, and some on a host of other health problems.
- **Supportive working environment:** Concerning the amount of encouraging support they get at work, employees were questioned. According to the findings, 60% of respondents feel sufficiently supported, however 40% report not receiving the same degree of assistance for a positive work environment. The respondents have mentioned their conflicts coworkers which is often common within any organization, others feel there should be more support provided by others in the organization.

- **Dealing with workplace stress:** It was inquired what employee like to do if they are dealing with stress during working hours.

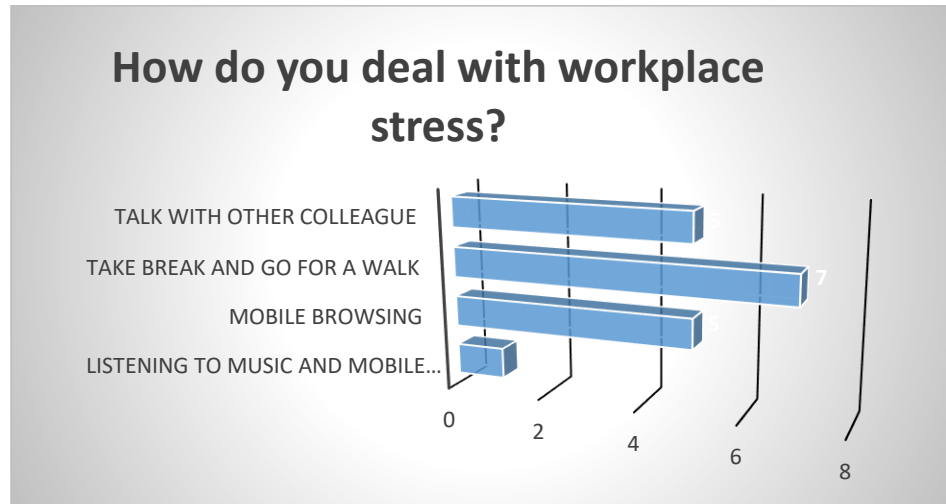


Table 4: Result of the question “How do you deal with workplace stress”

The responses here suggest that all the employees of OBAT does have stress in workplace and they choose to take break and go for walk, some browse mobile phones, some talk to other colleagues. Walking promotes mental and physical well-being by improving energy, mood, and mental clarity. In addition to fostering community and enhancing teamwork, social engagement provides emotional support. Also, mobile browsing offers a momentary mental relief that endorses relaxation and focus reset.

- **Organizational events for stress relief:** In order to reduce workplace stress and revitalize the workplace, the poll asked if the company hosts day-long tours or other events.



Table 5: Result of the question “Does your organization organize day-long tours or other events to help release workplace stress and refresh the work environment”

The graph explains it very clearly that OBAT does not organize any sort of day-long tours or other events to help release workplace stress and refresh the work environment. This is mostly common practice with corporate companies to organize such events, however NGOs sometimes face budgeting issues for which they hesitate to organize such events. Such events do boost up an employee’s morale/motivation, productivity, loyalty for the organization etc. It also helps to build enhanced team bonding, recognition and appreciation.

- **Importance of Positive Mental Well-being for Performance:** When asked if they believed that improved performance within the organization depended on maintaining positive mental health, respondents gave their opinions.

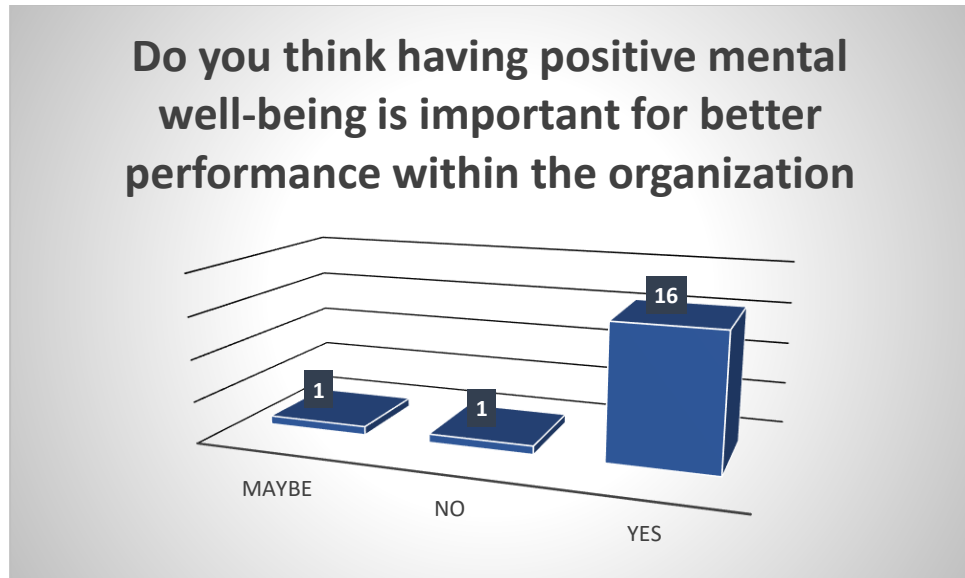


Table 6: Result of the question “Do you think having positive mental well-being is important for better performance within the organization”

The results are clearly defining that majority of the employees do agree upon that having a positive mental health is important for better performance within the organization. Having positive mental health for ourselves and our co-workers provides many advantages for in a working environment such as, asking assistance from a colleague to complete a task, clearing out conflicts in a positive manner without creating nuisance for others, also increases motivation for the whole organization to achieve its goals.

- **Desired Changes for Improved Well-being:** It looked into the one adjustment that respondents would do to improve their well-being at work and the possible benefits to their work experience. There were diversified answers to that but there was something in common where employees have expressed that there must be changes to work environment such as having a bigger office space, having spaces for employees to take break from work load including something for entertainment. Having something for entertainment does helps to release stress, boosts morale, fosters team building, and enhances creativity.
- **Initiatives for Supporting Mental Health:** Lastly, the survey asked for recommendations on the programs the company ought to launch in order to better assist staff member’s mental health. The respondents have provided various sorts of suggestions and initiatives to take

to make a support employee mental health. Providing better salary, open discussion opportunity, health programs for employee to release stress and maintain well-being, having recreational events such as picnics and outings, and selection of more professional co-workers were mostly suggested by the employees of OBAT Helpers. Their responses suggest that these changes could help them improve or adjust their working patterns to become more professional.

Therefore, If the organization had introduced any sort of employee mental well-being exercises, managed to open discussions with board members, and offered corporate social events, there would have been more increased productivity, employee engagement, and work-life balance for the employees. So, I think the relation of employees mental well-being is related with overall organizational performance.

CHAPTER 4:

INTERNSHIP EXPERIENCE

I was appointed in OBAT Helpers BD as a social media coordinator and content writer back in 2022. This was a part time job for a year. By the end of 2023, as my final year was around, I thought of completing my internship on the same place and as there was absence of HR department at OBAT Helpers, I initially began to work on HR related jobs. OBAT Helpers provided me enough flexibility while I was working as an intern. During my internship at OBAT Helpers, I gracefully appreciated the flexibility they provided with office hour and the option to work from home. This allowed me to manage my responsibilities competently and dive into meaningful work. Among my duties were designing policies such as child protection, sexual harassment, and HR policies as well as managing the personnel database and drafting an employee handbook. I oversaw further responsibilities in addition to this such as keeping track of scholarship recipient's payment and updating their data sheets. Also, I coordinated several interviews, wrote interview questions, communicated with applicants, conducted interviews for various positions, and maintained interview logs. My understanding of HR-related positions has greatly increased as a result of this experience, which has also given me insightful knowledge about the difficulties

It was a new and a painful experience for me when I was able to visit beneficiaries' and seeing firsthand how they lived with so much less. I also had the chance to work on scholarship applications, helping to determine which candidates were eligible for support.

The team at OBAT Helpers was very openhearted and treated me with genuine esteem. They respected my inputs, that made me feel like my opinions could genuinely contribute to improving the workplace. Overall, I gained a deeper understanding of how NGOs operate, especially in their mission to help disadvantaged communities while navigating financial constraints. It also provided help to me psychologically and I got the experience to adapt to situations if ever there are This experience gave me new perspective on the challenges and impact of working in the nonprofit sector.



Figure 4: An interview session for a new recruit



Figure 5: A picture with OBAT Helpers Bangladesh team after a training session on **Team-Building**

CHAPTER 5:

FINDINGS & RECOMMENDATIONS

5.1 Findings

During my internship period with OBAT Helpers BD, I observed diverse problems and issues. Below are my findings & observations:

Based on the survey results and my work experience at OBAT Helpers, I believe there is a significant relationship between employees' mental well-being and overall organizational performance. Several factors support this assumption, and I can provide a strong rationale for these observations.

- 1) While working at OBAT Helpers, I had observed there is no specific HR department that could take control of employee database and work on management related tasks. One has to directly reach out to the ED for any sort of employee related issues. Because of this, it is frequently necessary to consult the Executive Director, who ought to be concentrating on more strategic issues. Lack of managerial authority causes communication problems for OBAT Helpers employees. Employees are not given a clear chain of command to follow. For example, it is unclear to whom to notify or request permission when an employee needs to see a beneficiary. The employee assessment is also missing because of not having a proper HR manager guidance, therefore employee's productivity and effectiveness cannot be measured. However, when I joined, the initiatives were taken to build a department for HR and Administration at OBAT Helpers, the task have been deployed and soon the HR department will be in control of employee management.
- 2) At OBAT Helpers, there are problems with the office schedule, which causes many employees to disregard office policies. This is mostly because of the requirement for continuous communication with the OBAT team in the USA, since business hours in Bangladesh stop at the end of the due to the time difference. Employees usually need to leave late from the workplace for that reasons and show up late the day after.

- 3) From the survey results I have also found out that there are no routines or exercises available to OBAT Helpers employees to handle mental health crises during business hours. By boosting employee retention and general satisfaction, such programs will not only improve worker's mental health but also open up prospects for the company. Also, employees have suggested to create opportunities where they can express their ideas and thoughts with higher authorities. This gives a robust boost to the employee's morale and motivation to get more engaged with the organizations decision making, giving a vigorous boost to the mental health too.
- 4) The location of OBAT Helpers' office is ideal for their line of work. However, to better serve the beneficiaries who come for a variety of purposes, the office space can stand to be expanded. There are moments when employees working at their desks become distracted by the existing insufficient area, causing the difficulties to focus on their tasks or important discussions. Hence, This impacts on the productivity to the employee's work.
- 5) OBAT Helpers have limited man power to manage beneficiary's interaction at the work place, such as students participating in the scholarship program frequently get in touch with the project lead directly for questions or suggestions. As a result, the project leader can have trouble finishing things like writing reports for sponsors.
- 6) Another, employees at OBAT Helpers doesn't seem to have enough bonding among other coworkers, which also effects to their productivity. There are many reasons to address this issue, one of them being limited time employees spend with each other outside the organization. The organization does not provide its employees with leisure activities like picnics, full-day tours, or formal dinners. This issue does create a lasting impact for the organization. If the organization could organize any outside the job related activities, such as day long tours, picnic, refreshment parties, or formal dinners etc. these matter could easily be defended, and chances of conflicts could be limited and an opportunity to team building could easily be visible.
- 7) The employees of OBAT Helpers receive an average amount of rest, but their sleep duration is often insufficient. It is well-documented that a minimum of 7 hours of sleep is important for upholding positive mental well-being, therefore the survey results have suggested that the current sleep map may not be favorable to finest health and performance as mostly the sleep hours are 5-6 hours. Hence, there are significant flaws on the employee performances at OBAT Helpers and this may be a reason.

I am confident for the fact that, following extensive conversations and interviews, staff members' mental health is a critical factor in the overall functioning of the organization. It is clear that at OBAT Helpers, there is a significant relationship between the overall performance of the organization and the mental health of its employees.

5.2 Recommendations

For a sustainable growth in the future, OBAT Helpers should enhance in some areas and strengthen their ability to achieve goals for community development.

- 1) First and foremost, the OBAT Helpers board members ought to concentrate on hiring people with an extensive amount of NGO sector experience—that is, people who are aware of the difficulties involved in building a successful International NGO. Even though OBAT Helpers now hires people with less/no experience, running an organization this length and pursuing the mission of giving underprivileged people opportunity calls for a workforce with more experience.
- 2) OBAT should enhance digital presence through more robust website and active social media engagement to reach wider audience. The websites and social media pages should be eye catching and attract individuals and provide them with valid details on their work. This shall make a page visitor to potential donor for OBAT. The page should give advantage to facilitate better communication with beneficiaries and contact with them frequently and persuade them on the benefits their contributions will be for the disadvantage people.
- 3) At OBAT Helpers, the HR manager or the program head should carry out employee assessments to measure each employee's productivity and effectiveness. The organization would be able to analyze the results and decide on raises, promotions, necessary training, and possible layoffs with the help of these evaluations."
- 4) Providing staff and volunteers with opportunities for professional development and training on a regular basis. The employee should be updated about various culture around the society and how the work culture changes from time to time. This would create opportunity for the onboard employees and they can improve their effectiveness and abilities, they can pass that knowledge along the employees that would be recruited in the future or they can utilize and apply them if

they choose to move to better job opportunity. This would include training on the most recent developments in community development best practices as well as workshops on project management, cultural sensitivity, donor relations, and fundraising.

- 5) Along with professional development training, the employees should also be provided with psychological balance trainings. These events should at least once be organized in a year; as mental health is important for overall organizational performance. These training lasts longer and could be applied further in one's career.
- 6) The employees could be given flexible timing as the issue of conflicting office hours between OBAT Helpers in Bangladesh and the OBAT team in USA. Some other initiatives can also be taken such as dividing team or rotation for handling the USA team, or establishing core hours where teams could overlap with USA team which may be from 5pm to 7pm when its early morning in the US.
- 7) OBAT Helpers can manage and optimize a range of HR tasks by implementing a software solution called HRIS. HR staff may handle their responsibilities more effectively as it acts as a combined store for employee data and automates a number of HR procedures.
- 8) OBAT Helpers should provide opportunities for employees to provide their thoughts to the board members and ask them for some changes they want for better productivity. This could be decorating the workplace, providing some features for relaxation, also making some personnel changes (as per survey responses). This could include access to counseling services, fitness activities, mental health support services, and wellness seminars.
- 9) OBAT Helpers should arrange refreshment programs such as long day tours, picnics, sports events or grand dinners for their employees. This type of events limits the chances of growing conflicts or reduces the ongoing conflicts among employees and refreshes one's minds. This also creates opportunity for team-building and teamwork.

CHAPTER 6:

CONCLUSION

My Internship report with OBAT Helpers has been a heartening and transformative experience. Throughout my time with the organization, I gained valuable insights into the complications and challenges of community development work. By enthusiastically participating in various programs and activities, I witnessed direct weighty impact that dedicated efforts can have on improving the lives of individuals and communities. The people who have been living as a liability in the society have now being able to make themselves as valuable assets for the society because of the required assistance provided by OBAT Helpers.

The opportunity to work alongside passionate professionals and volunteer has deepened my understanding of the importance of grassroots initiatives and sustainable development practices. The thoughts of making a community a valuable property for the society has given me a motivational push that if initiatives are taken, anything is possible to achieve.

I have developed essential skills in project management, community engagement, advocacy, and consultancy which I believe will be a great valuable gain for my future endeavors. This whole project on measuring employee's mental health and the overall effect on organizational performance has also given me the confidence to talk and take information of an individual's personal or professional life. In future, if I become the manager for any organization, I can make these assessments and take the right initiatives for my employees to have positive mental well-being and so that provide the right amount of efficiency and productivity for my company.

Overall, this internship has not only enhanced my professional competencies, but also reinforced my commitment to contributing to meaningful social change. I am grateful for the guidance, support, and inspiration provided by the entire team at OBAT Helpers BD, and I look forward to applying knowledge and experience gained during this internship to future roles in the field of community development.

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