Course: MSJ11344

Internal Communication

Section: 1

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Executive Summary:

Effective internal communications are essential for a thriving, engaged company. In this paper we will analyze the internal communication which takes place in the Student Affairs Office (SAO) in ULAB. Later we will understand how the SAO organization maintains its policy and guidelines to maintain a healthy organizational atmosphere.

So, this paper conducted an interview session with two Peer Mentors from MSJ department who are currently working with SAO. We have asked them queries regarding diversity and inclusiveness, employee's behavior, well-being and satisfaction, managing internal conflict, achieving organizational goals, ensuring employee satisfaction, etc. Then from our findings we have recommended some crucial points after our discussions. For example- The SAO should make an effort to advance inclusion and diversity in all facets of its operations. Lastly, we have concluded with some guidelines about organizational policies.

Introduction:

A manuscript that explains an organization's strategy to internal communication with its employees is known as an internal communication policy. The internal policy emphasizes and recognizes what data can and cannot be shared or conveyed, as well as how.

Internal communication policies frame expectations as well as provide guidance for managing the flow of communications within a company and with its stakeholders on an external level. It is critical to establish policies that enable purposeful and essential interaction for worker productivity and future confidence. A strong communication approach minimizes misunderstandings and disagreements and improves security.

As a center of employment, ULAB interacts with several stakeholders when receiving or providing services. One of its most important stakeholders are students. Students are those for whom clear communication is most important. The Student Affairs Office (SAO) collaborates with these students to ensure effective communication.

In the Student Affairs Office there is a Chairman whose name is Rehan Ahmed, a Senior Assistant Advisor whose name is Ferdowsi Ara. Under the Senior Assistant Advisor there are about 19 mentors from each department in ULAB who monitor the newly enrolled freshmen students for

the first two semesters. So, they arranged different advising sessions, mentor-mentee sessions, orientation, SAP day to guide the students, and support the students in every means in their academic life.

Methods:

To find the most effective findings we have conducted two interviews with two Peer Mentors who are currently working with SAO. Their names are- Fariza Ekram and Fairuz Tahasin Anika. They both are from MSJ department. Fariza Ekram is working with SAO for two semesters and Fairuz Tahasin Anika is working for three semesters.

Peer mentors in student affairs offices provide a valuable service to students. They serve as a source of support, guidance, and encouragement for students as they navigate their university experience. That's why Peer mentors can help students adjust to university life, provide advice on academic and social issues, and help students develop the skills necessary to succeed in university. They provide a safe space for students to talk about their experiences and feelings, and can help students to build meaningful relationships with their peers. During the interview sessions we have asked the following questions to them:

1. Does SAO promote diversity and inclusiveness within the organization?
2. How does SAO measure its employee's behavior? Are you satisfied with the well-being policy of SAO?
3. Do you feel that SAO has some internal conflict between them? If yes, then how often does it happen? Share one incident. How do you minimize any type of conflict between yourself?
4. What type of strategy SAO follows to achieve organizational goals?
5. What are the work ethics in SAO and do they have any reward policy or anything to give if you give your inclusiveness in your work?
6. How have you built your positive relationship with others within SAO? Does it have influence or impact to work more productively?
7. How do your organizations measure employee satisfaction? And do your employees feel free to contribute new ideas and opinions in your workplace?
8. Did you feel in SAO that they have a toxic culture and are your surrounding people preventing gossip? If yes then please share one of your experiences and what would be

your suggestion about that so that you can have a better workaholic environment and mental satisfaction in your workplace ?

Findings:

From the two interviews we have found the following findings:

A) Diversity and inclusiveness:

The Student Affairs Office (SAO) ensures the establishment of a clear and consistent communication policy. Because establishing a clear and consistent communication policy is essential for effective internal communication, So, their policy includes guidelines for how communication should be conducted, such as the use of appropriate language, respect for diversity, and the importance of listening to all voices.

From our first interviewee the Peer Mentor from SAO mentioned that in this particular department of ULAB they promote Diversity and inclusiveness. This includes creating a safe and welcoming environment for all students, regardless of their race, gender, sexual orientation, religion, or any other factor. The interviewee also mentioned that SAO ensures this through the use of inclusive language, providing resources for students from all backgrounds, and creating a culture of acceptance and understanding.

B) Employee's behavior, well-being and satisfaction:

Employee behavior, well-being, and satisfaction are essential components of effective internal communication within the Student Affairs Office at ULAB. From our interview, we have found that SAO ensures that employees are engaged and productive. We learned from the two interviews that they are happy with their roles and responsibilities as peer mentors. Also, they told us that we have access to resources and support when needed.

However, they are dissatisfied with the competitive salaries and benefits offered. According to them, the payments that they receive are not enough compared to their workloads. Even though they give their office hours every week and find extra time for other volunteer work, the given salaries do not compensate for this.

C) Managing internal conflict:

From the interviews, we have come to know that the Student Affairs Office (SAO) ensures clear communication channels between the different departments within the organization. It is essential for effective internal communication. So, it includes setting up a system for regular meetings, emails, and other forms of communication.

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Two of our interviewees mentioned that they did not see any internal conflict between Sao employees and between mentor and mentees. However, they may have had a conflict before which they don't know. However, Sao always preferred effective communications which naturally doesn't cause any conflict between them, which is also a great way to solve conflicts between themselves if anything arrives. One of the interviewees said that the manager of SAO is capable enough to manage internal conflict between these organizations which is a vital sign of leadership. Few days ago PR4U (Apprenticeship Programme) faced some internal issues where SAO played a significant role. They talked with every executive and general member to identify the origin of their issue and solved it. This is how SAO works to manage internal conflict.

D) Achieving organizational goals:

SAO has only one goal and that is to provide the best service to students of ULAB. The best strategy they take to satisfy the students is the friendly behavior with mentors and their mentees without senior junior relationship. That is why students can easily share their queries and thoughts with their mentors. It is a great initiative and way of handling future goals. They always prioritized the goal all together on how to assist the students and fulfill their queries. Understanding students' mentality and what they want is the basis of achieving goals. They all together plan their goals and work on that beautifully.

E) Ensuring employee satisfaction:

Everyone desires a work that they will not dread doing every day. They want to engage in healthy workplace with pleasant management and coworkers to conduct meaningful work and to be well compensated. A company may profit significant rewards if a company promotes employee work happiness. Employees who are happy with their work would be less likely to leave. The more fulfilled they are at work, the more attached they are to their career, coworkers, and company. When a company appreciates their employees'; sentiments about their jobs and make an attempt to correct issues and boost their contentment, they will be motivated to stay.

SAO organizes different types of award winning programs which helps to motivate employees for their own productivity and satisfaction. Rewards and awards are freely granted based upon the employee's effectiveness and productivity towards the organization. Moreover, numerous appreciation certificates are provided overall to the members based on the participations towards

their assigned tasks, this helps to motivate them a lot towards our organization and maintain a healthy work environment.

The workplace environment in SAO is very encouraging and as well as supportive. The admins and the moderators from the admin panel are marvelous at employee management. Whenever our employees are within any meetings, the administration tries to involve them in the idea generation process. The way of communication for idea mining is very encouraging and accurate within SAO and employees can share any sort of queries and ideas freely within the organization.

F) Managing network dynamics in an organization:

Building positive workplace connections is critical for an organization to succeed. Greater working connections lead to better cooperation, which will make an employee happier, more engaged, more productive. They are the cornerstone for a person's and an organization's success. With many employees working longer at work than any other activity during the day, it is critical that individuals inside any business feel connected and motivated by colleagues, subordinates, and leaders.

Building a positive relationship depends on the workplace environment that someone is working in. And how much soluble your colleagues are when it comes to welcoming a new employee in an organization. Surely it takes up time for a person to be fit with their working place primarily, but from a personal perception it can be stated that the employees are very much easy going and supportive in SAO which is actually a plus point for the new-comers. From the start of my work my employees were very cooperative with me and handled the situation very easily which made my workplace more effective and I could provide full concentration to my work.

It does have a great impact on the work productivity when it comes to building a positive relation in the organization to some extent. As the situation gets much easier for a person in the workplace, it is easier for the employees to sort out their other works easily. Moreover, additional helps are also been welcomed depending on the friendliness in the workplace.

G) Work ethics and inclusiveness:

SAO has a good reputation for maintaining good work ethics. They uphold moral standards at work. They value the work they do. Also, people receive appreciation awards for being inclusive in their profession. Therefore, we can conclude that they have a positive side in terms of inclusivity in their work and work ethics.

H) Preventing gossip, toxic culture:

After the interview, the interviewer claimed that SAO did not have a toxic work environment for her. However, she lacked sufficient mental satisfaction because the majority of SAO mentors wanted to discontinue the program after a semester. It's not because of a negative culture or for mental pleasure. Because they wish to expand their knowledge in different fields. They work at SAO in order to get a recommendation for their resume. Therefore, it might be said that the mentors work there solely to get experience or get recommendations for their CVs.

I) Formal & Informal Communications:

One of the most fundamental reasons why informal communication is vital in a business or an organization is that it enables the people to provide feedback to their managers. It promotes the activity of an upward interface and allows messaging to flow smoothly both ways. For instance, if we want to talk about any additional course information or anything else with our PR mentors or from SAO, we can casually do this outside of the office. Even in the university tea shop while drinking tea or on the phone. They follow informal communication but with the perfect barrier.

The organizational structure is typically top-down, with senior staff and departmental heads funneling down to lower-level employees. While performing their jobs, employees are required to adhere to formal communication channels. For example, during pre-registration, if a student didn't get a seat in a specific class, they went to the office of student affairs to request a seat in that class. However, the SAO forbade them from sitting in that class directly. They instructed the student to submit a formal application to the faculty and obtain approval from that faculty in order for SAO to add them to their class when the student presented the formal letter of approval to them.

J) Upward & Downward Communications:

Students can communicate with the Student Affairs Office (SAO) in an upward manner. The executives of various clubs or apprenticeship programs are among the means by which ULAB stakeholders provide information to the authority. The students occasionally schedule meetings with the authorities to present their complaints or questions about anything. For example In the canteen of ULAB there is a complaint box where students leave their concerns or problems about ULAB's services or managerial issues. These letters are then transmitted to the authority who can know what the students want, and what loopholes ULAB has in its workplace environment. So,

this upward communication helps ULAB to maintain constant communication with their stakeholders, and ensure that they are heard by the authorities.

A piece of information can be conveyed from top to bottom in this vertical communication. The top administration can communicate with the bottom via mail, notice board, or posters on the university walls to notify the national holiday, pre-registration dates, greetings on special days, essential information regarding the university, and the monthly news of ULAB that is published. The top ULAB officials are primarily responsible for passing along this information. They include the vice principal, department heads, the register office, the information technology office, the co-curricular office, etc. By sending letters to the students, they may connect with them directly.

K) Horizontal Communications:

Horizontal communication takes place among the employees (teachers, staff, admins, and students) that are at the same potential levels. In the Student Affairs Office (SAO), horizontal communication takes place among teachers during transmitting a piece of students regarding any seminars, workshops, or programs. Later, the teachers transfer this particular information to their respective classes where students get to know about the upcoming events taking place in ULAB.

L) Verbal & non-verbal communication:

In the Students Affairs Office (SAO), we can see that when the PR mentors set up a meeting with their mentees they share their thoughts, suggestions etc. Even updating the supervisor is also a good example of verbal communication. Mentees would continuously ask the mentors about what course to take and what not and they are replying to a meeting or one-on-one discussion that is verbal communication.

Nonverbal communication, or the expression of signals through facial movements, gestures, and body language, is vital for successful work organizations. If a student out of respect maintains a distance from the mentor or the supervisor while talking this is one type of communication.

M) Grapevine Communication:

As the Student Affairs Office (SAO) deals with different affairs of the students so they face many untimely incidents or unpleasant matters of the students. So, this informal communication contains the truth and rumors. For this reason, to find out the reason behind any incident the SAO builds a committee and investigates the real truth. Then they give necessary punishments to the students who have broken the code of conduct of ULAB.

Discussion:

From the findings, we know that SAO is concerned with the proper engagement and productivity of all employees working with them. For example, their peer mentors have created an environment that is conducive to open communication and collaboration. Additionally, the office shows disinterest in whether employees are compensated fairly for their work, including overtime and other volunteer work.   After the interview, it may be assumed that SAO employees might not feel completely satisfied with their jobs. Regarding this, SAO must be more transparent and take additional actions to ensure the satisfaction of their employees' job.

From the interview we have come to know that SAO needs to change the office structure for the Peer Mentors, Because separate desks and chairs can help them to work more productively. It also helps them to have more privacy and focus on their work. The Peer Mentors also need to have access to the necessary resources and tools to do their job effectively. The office should also be designed in a way that encourages collaboration and communication between the Peer Mentors. Finally, the office should be comfortable and inviting for the Peer Mentors to work in.

According to the interviewer, SAO did not have a hostile workplace for her. But because the majority of SAO mentors wanted to end the program after a semester, she wasn't getting enough mental gratification. In this regard we can say that the work environment at SAO was not toxic, but it was not ideal either. The lack of commitment from the mentors to continue the program was a major source of dissatisfaction for the interviewer.

Recommendations:

1. **Encourage open dialogue:** Open dialogue should be encouraged in the Student Affairs Office. This means creating an environment where students feel comfortable expressing their opinions and ideas without fear of judgment or criticism. This can be done through regular meetings and events where students can discuss their concerns and ideas.
2. **Promote diversity:** The Student Affairs Office should strive to promote diversity and inclusiveness in all aspects of its operations. This includes hiring a diverse staff, creating an inclusive environment, and providing resources and support for students from all backgrounds.
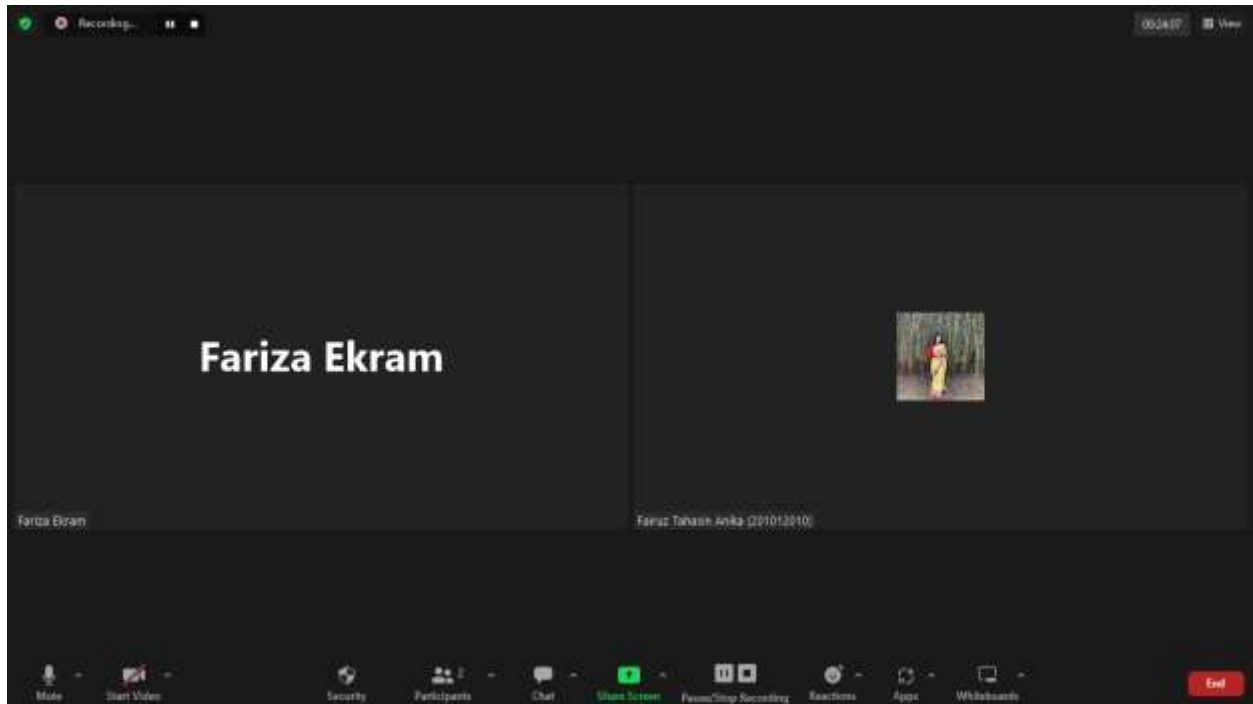
3. **Respect different perspectives:** It is important to respect different perspectives and opinions when communicating within the Student Affairs Office. This means listening to all sides of an issue and considering different points of view.

4. **Offering regular feedback and recognition:** One way to foster effective internal communication is to ensure that employees feel comfortable and supported in their roles. This can be done by providing clear expectations and guidelines, as well as offering regular feedback and recognition.

5. **Positive work environment:** To ensure that employees are satisfied with their work and motivated to perform their duties, the office should provide a supportive and positive work environment. This includes providing adequate resources, such as training and development opportunities, and recognizing and rewarding employees for their efforts.

6. **Increasing management skills:** Practice of active listening and communications skills can increase their management skills.

7. **Fair decisions:** It's important to separate your own emotions from the problem. There should be no option of biased decisions.

8. **Track goals:** Tracking goals visibly should be added on their organizations

9. **Track updates:** Sharing updates and Progress with employees should be considered so that their employees can work hard on every goal.

10. **Measuring mental health:** Employees that are happy with their employees are more efficient at work. They will have a feeling of devotion that will motivate them to work hard in order to make a contribution and achieve the company's goals. Employees that are happy are less likely to miss work, thus they will achieve more than those who avoid responsibility because they are anxious. Thus the workplace in SAO could provide necessary steps for measuring the mental health of the employees within the organization.

11. **Ensuring job safety & security:** A numerous number of employees are concerned about their job security. Nobody wants to feel like their career is continually in jeopardy, and delivering clear reporting on your organization's goals and successes may help alleviate that anxiety. It is also critical to praise your employees' efforts when they excel. They will feel more content and safe in their position if you let them realize you cherish their existence in the organization. So SAO could take some relevant measurements to ensure the job safety of their employees.

12. **Conducting multiple Training:** Employees are happier with their work when they feel they are on a defined career path. Providing training courses or subsidizing employees in SAO with outside classes demonstrates that the company values them enough to contribute to their professional development and provide them with the means to advance within the organization.

13. **Various events to cheer the employees:** High employee engagement creates company loyalty. Employees who believe their occupations are meaningful and that their bosses appreciate them will work hard to support the company's purpose. Loyal workers are more likely to appreciate the organization, which improves the company's image and encourages more job applicants and superior personnel. Therefore, SAO could arrange various appreciative loyalty programs only for the long-working members of the organization, where they would provide various increments and crest awarding parties during the event for employee engagement.

Conclusion:

The above analysis from the findings concluded a mixed impressions of the Student Affairs Office. The interviewer respondents had a positive impression of the Student Affairs Office, citing its helpful staff, convenient workplace, and wide range of services. However, some sides expressed dissatisfaction with the office's lack of office structure and proper wages. Additionally, the interviewees somewhat felt that the office was not adequately staffed or equipped to handle the needs of the employee body. Overall, the findings suggest that the Student Affairs Office has room for improvement in order to better serve the student body.

Appendices

Appendix 1: Interview session with the two Peer Mentors from SAO

Appendix 2: Proven Techniques for Promoting Open Communication at Work (Ainomugisha, 2019).

Appendix 3: Diversity and inclusion in the workplace (Duncan, 2020).

Appendix 4: Employee Recognition (Bell, 2020)

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