

TACKLING TURBULENCE

A COMPARATIVE STUDY OF CONFLICTS EXPERIENCED BY PROFESSIONALS

SUBMITTED TO:
Dr. Sadia Noor Khan, PhD
Associate Professor
Department of Banking and Insurance
University of Dhaka

SUBMITTED BY:

ORPITA GHOSH
ID: 53
TAHMID AL TAWSHIK
ID: 41

ISHRAK FARHAN BHUIYAN
ID: 149
NAZMUL HUDA REYAD
ID: 69

PARTHO GHOSH
ID: 153
NAFISA MAHJABIN
ID: 45

DATE OF SUBMISSION: 23RD AUGUST 2023



LETTER OF TRANSMITTAL

August 23, 2023

Dr. Hasina Sheykh,

Chairman

Department of Banking of Insurance

University of Dhaka

Dear Ma'am,

Attached herewith is the report as assigned, entitled, '*Tackling Turbulence: A Comparative study of Conflicts Experienced by Professionals*'.

We are delighted to be able to prepare our term report based on the task assigned to us by our honorable course teacher *Sadia Noor Khan*, course, *B-210 (Organization Behavior and Human Resource Management)*. This report gave us an opportunity to practically analyze and take a deep dive on understanding the day-to-day conflicts and issues faced by 8 individual professionals both in their personal and professional lives.

We are thankful to you for your continuous support and patience that you have provided us throughout our course of preparing the report despite your busy schedule. We are submitting our report to you for your kind perusal and assessment. We, once again, thank you for your considerate supervision, direction, communication, and cooperation.

Sincerely yours,

Team 01

Bachelor of Business Administration, BBA

Department of Banking and Insurance

University of Dhaka

DECLARATION

We do hereby solemnly declare that the work presented in this Term Report has been carried out by our group (**Team 01**) and has not been previously submitted to any other University/College/Organization for an academic qualification/certificate/diploma or degree.

The work we have presented does not breach any existing copyright and no portion of this report is copied from any work done earlier for a degree or otherwise.

We further undertake to indemnify the Department against any loss or damage arising from breach of the foregoing obligations.

ISHRAK FARHAN BHUIYAN

.....
Signature of the student (**Team Supervisor**)

ID No: **149**

Batch: **27th BBA**

Date: **23/08/2023**

ACKNOWLEDGEMENT

We would like to express our deepest appreciation to all those who provided us the support to complete this report. A special gratitude we give to our Organization Behavior and Human Resource Management (B-210) course teacher, **Sadia Noor Khan**, whose contribution in stimulating suggestions and encouragement, helped us to coordinate our project especially in writing this report.

Furthermore, We would also like to acknowledge with much appreciation the crucial role of the staff of Department of Banking and Insurance, who gave us the permission to use all required equipment and the necessary materials to complete the task “*Tackling Turbulence: A Comparative study of Conflicts Experienced by Professionals*”. We would hereby heartily appreciate each team member for their effort to assemble the parts and give suggestions regarding the task.

Finally, many thanks go to the chairperson Dr. Hasina Sheykh, Banking and Insurance Department, Faculty of Business studies, University of Dhaka. Who have invested her valuable time and effort to provide us an opportunity to enhance our report creation and presentation. We are obliged to appreciate the guidance given by other supervisors as well as the panels especially in our project presentation that has improved our presentation skills thanks to their comment and advices.

TABLE OF CONTENTS

INTRODUCTION	1
1. ENGINEER	2
ENGINEER (PUBLIC SECTOR)	2
ENGINEER (PRIVATE SECTOR)	5
DISTINCTION BETWEEN PUBLIC AND PRIVATE SECTOR ENGINEER	6
2. BANKER	7
BANKER (PUBLIC SECTOR)	7
BANKER (PRIVATE SECTOR)	10
DISTINCTION BETWEEN PUBLIC AND PRIVATE SECTOR BANKER	11
3. TEACHER	13
TEACHER (PUBLIC SECTOR)	13
TEACHER (PRIVATE SECTOR)	15
DISTINCTION BETWEEN PUBLIC AND PRIVATE SECTOR TEACHER	17
4. DOCTOR	18
DOCTOR (PUBLIC SECTOR)	18
DOCTOR (PRIVATE SECTOR)	20
DISTINCTION BETWEEN PUBLIC AND PRIVATE SECTOR DOCTOR	22
CONCLUSION	23
APPENDIX (QUESTIONNAIRE)	I-II

LIST OF FIGURES

Figure 01: Dhaka WASA Recruitment- Three Consecutive Steps

Figure 02: Recruitment Supervisor Bangladesh University of Engineering and Technology (BUET)

Figure 03: WASA Current Organization Structure

Figure 04: Recruitment- Three Consecutive Steps

Figure 05: Medical Recruitment- Three Steps

INTRODUCTION

In today's diverse and interconnected world, understanding how individuals from various backgrounds and fields approach conflict is paramount. Our study delves into the perspectives of eight individuals, hailing from four distinct cultural and professional backgrounds and engaged in two different professional fields. The purpose of this study is to gain an insight on the day to day conflicts and issues faced by Public and Private sector professionals. Particularly in the domains of banking, healthcare, education, and engineering. The survey gathered insights from practitioners in these fields through questions about work environment, compensation, job security, and satisfaction. Through their responses to eleven conflict-based questions, we aim to unravel the intricate tapestry of human reactions to discord and disagreement. By exploring the insights of these individuals, we hope to shed light on the myriad ways in which culture and profession intersect to shape our understanding and resolution of conflicts. The focus of this report was to gain a holistic understanding of the differing dynamics in public and private sectors. By analyzing responses from professionals actively engaged in these roles, the survey provided valuable insights into the complexities of these sectors and their inherent conflicts. Anchoring our investigation in the narratives of those actively engaged in these job types, we have unraveled the unique challenges and disparities, thus cultivating a heightened understanding of the multifarious facets that define these sectors. The findings contribute to a deeper awareness of the nuances involved in government and private sector employment.

Objectives of the study:

1. Comparison of specific practices in the fields of Public and Private sector,
2. Analysis of conflicts that arise within above mentioned professions,
3. Examining negotiation, personal-professional work life balance of the respondents,
4. Evaluating satisfaction in the lives of eight professionals surveyed.

1. ENGINEER

[ISHRAK FARHAN BHUIYAN]



Engineer (**Public**)
Assistant Engineer
Dhaka Water Supply and Sewerage Authority

1. The recruitment process of Dhaka WASA, like any other government recruitment is conducted in three steps. Initially a person has to sit for the preliminary test, then written test and interview respectively. The recruitment process of WASA is conducted under the supervision of BUET within 2 to 2.5 years of interlude and mostly the students having a Civil engineering B.Sc. background sit



Figure 01: Dhaka WASA Recruitment- Three Consecutive Steps

for the test. On an average about 10,000 students sit for the preliminary exam, From which, roughly 1,000 students are selected, then 13-15 students are recommended after the completion of written and viva tests. finally a police verification is conducted in 3 stages to justify that the person being recruited will work for the best interest of the organization as well as the state.

Recruitment related dissatisfaction or conflict is:

It takes a huge chunk of time for the students who are preparing for the jobs like any other government based job recruitment process. It almost takes about 2-3 years to complete in full. The authorities concerned should be swift in conducting the tests so that students can invest their valuable time on other job recruitment exam preparations as well.



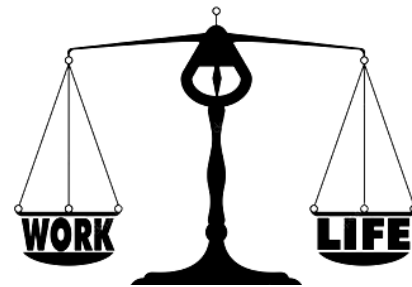
Figure 02: Recruitment Supervisor Bangladesh University of Engineering and Technology (BUET)

2. The person interviewed for this segment is highly satisfied with his job as it offers a pretty good scope to maintain a perfect personal and professional work life balance. In addition, the benefits and salary offered are highly lucrative from the Bangladesh job market context. The person can easily maintain his regular day to day life with the benefits offered and didn't have to compromise his previous living standards.

3. Usually co-workers have a brawl over promotion and transfer issues. Regarding transfer, WASA offers some additional flexibility, as it recruits a small number of candidates every 2 years. Workers enjoy the opportunity to choose his working place nearest to his/her home. Besides, The promotion and rewarding system in govt organizations are basically work experience based. Performance does not have any impact on his/her promotion in the organization usually. Also because of having co workers mostly from BUET, the colleagues are more or less personally related thus having a minimum to no conflict issue arising within the working environment.

4. Co-workers usually don't have any conflict between each other as there is simply no reason to delve into organizational politics, as promotion and reward systems are not performance driven at all. But having a personal relationship, colleagues usually provide assistance to each other which eventually increases the efficiency of the organization.

5. As the performance pressure is minimal, workers enjoy a simple and stress free working environment. The work culture usually complements the lifestyle of engineers thus it is easier for them to strike a precise balance between personal and professional life. So personal conflicts have minimal to no impact over professional life and vice-versa



6. WASA used to provide various quotas in the recruitment process, but after the upliftment of the quota system, all the genders are treated in equal standards. But in general, WASA has less female representation due to the lack of female candidates applying for the job. Nepotism and corruption is hard to find in these kinds of organizations as the recruitment process is conducted in 3 stages under the very supervision of BUET.

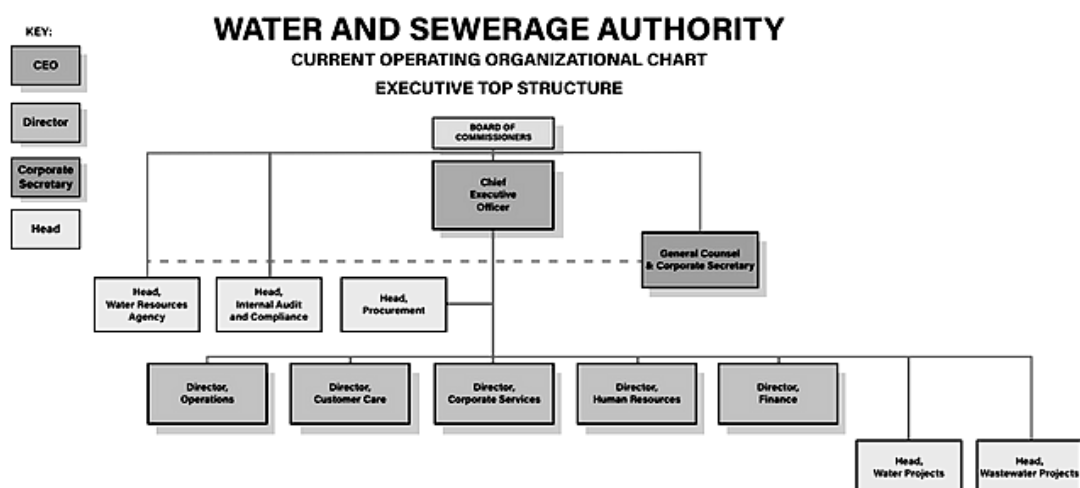
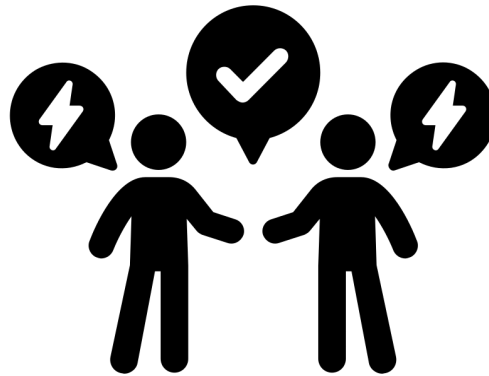


Figure 03: WASA Current Organization Structure

7. As previously stated, co workers have minimal to no brawls or conflicts regarding work with each other, so any kind of abuse has no chance to take place. The working environment is also employee friendly as a result conflict are often averted or never really occur on the first place.

8. No, Dhaka WASA provides ample resources to its employees as a mega city like Dhaka demands enough assistance to maintain regular water and sewerage facilities. Government furnishes the organization with enough financial and knowledge provisions required to run the service.



9. The co workers usually never have a conflict with the top management. Diploma engineers sometimes demand better benefits which in case of its legitimacy is taken into consideration by the authority. Engineers usually don't get into any sort of conflict with the top management as promotions are not based on performance analysis basis.

10. WASA working structure is true to its cause, providing better water and sewerage management service to this mega city entitled Dhaka. The working structure even though is pretty decrepit, the current authority has brought about some changes which might complement its cause.

11. The major conflict the person interviewed faced is the reward system, in order to increase the efficiency of the organization, the person believes that there should be a performance indicator or criteria. This simple inclusion of a performance based reward system might bring about a great change in the efficient operation of the organization but it also welcomes organizational politics, hazards and conflicts which has been so far averted through antiquated working structure and archaic management system.



Engineer (Private)
Graphic Designer, Ever After Pvt. Ltd.

1. As a digital firm, the recruitment process was held in a Zoom meeting. They gave her a task to complete before the deadline. After completing the task on time, the firm arranged the interview meeting. She faced no conflict during this session.
2. She is satisfied with her salary, job, and benefits. Though it is a remote job, the salary can meet her expenses nicely.
3. She has not faced any conflicts with her co-workers, but she has experienced them in her previous company. In her previous company, her senior co-workers always wanted to dominate her, which also created a barrier between her and the company owner. Those behaviors obviously reduced trust and respect for the co-workers.
4. She states that she is lucky enough to not be facing any conflicts in her present office, but some of her colleagues are facing these conflicts regularly.
5. She confirms that her personal conflicts do not hamper her professional work. She thinks it is very unprofessional to think about personal conflicts during working hours.
6. The respondent has not faced any types of conflicts like gender discrimination, nepotism, or corruption.
7. She states that she is fortunate, and for that, she has not faced any kind of threat, verbal challenge, or physical challenge.
8. She has faced conflicts because of the scarcity of resources.
9. She has no conflict with the top level management, which will affect her future promotions.
10. She has not faced any conflicts with the working structure. The working structure is very employee friendly and helpful for the workers. Hence, there is no issue with the working structure.
11. She has not faced any major conflicts in this office, but her colleagues often complain about the excessive working pressure of the office and overly demanding duties.

DISTINCTION BETWEEN PUBLIC AND PRIVATE ENGINEER

	Public	Private
Recruitment	The recruitment process in government job consists of three tests- preliminary, written lastly viva. The public engineer recruitment process does not deviate from this system of three-dimensional test. The exams are taken place in different places of country.	The recruitment process of private engineer consists of an exclusive interview. This interview has several dimensions depending on the job type. Recently the viva is taken place through online platforms.
Salary & Benefits	The government engineers are given a fair enough salary and benefits. Since this job is often decentralized from the capital city, the cost beyond capital city is comparatively lower. They get government residence, car facilities and other daily necessities. So, they are satisfied with their job.	Private engineers are offered a handsome salary. Not in the early joining time but day by day the salary increases geometrically. After some years the salary reaches in six-digit. So, they can easily meetup their expenses.
Job Satisfaction	Since the government engineer are given a good salary figure with lots of facilities and allowance and there is a social value and respect of govt. engineers, they are satisfied with their job. Again, sometimes they are sent to abroad for training.	The public engineers are given high pay-out. Thus, they are able to meet the daily expenses side by side they can lead a luxurious life. They can meet any demand of their family and themselves. Therefore, they are given an organized, well decorated office. For all of these they are satisfied.
Work-Life Balance	Public engineers have workload but they are given enough holidays, vacations. So, they can easily balance their life and work. They can pass quality time with their family.	The private engineers go through a huge workload. In addition to the office work they do office work at home. Even sometimes they join in the office meetings from home.

2. BANKER

[NAZMUL HUDA REYAD]



Banker (Public)

Assistant Director, Bangladesh Bank

1. In govt. bank, there are 2 types of recruitment situation these are;

- i. BB (Bangladesh bank)
- ii. Combined Govt. Bank (Govt. 6 banks +NBFI)

The Recruitment process of bb is done by BB and the combined banks recruitment process is done by BSCS. The fee for the BB is totally free and the candidate has to apply online. The exam of combined Banks by BSCS is taken with a fee of 200 BDT. There are many posts in bb and in Combined Banks, these are; In BB bank the posts are;

- a. Assistant Director
- b. Officer (General)
- c. Officer (Cash)

In combined banks;

- a. Senior Officer
- b. Officer (General)
- c. Officer (Cash)

The exam is often taken through MCQ and sometimes by written and sometimes with both MCQ and Written.

2. From the perspective of a Bangladeshi government banker, the job offers a mix of advantages and challenges. The pay scales are fixed for each position, and while pay hikes are not as frequent as in private banks, there are other compensatory benefits that cater to different professional roles. For instance, higher-ranked professionals may be entitled to benefits like a home and a car, whereas common benefits for most roles include lower interest rates on loans and higher rates on fixed deposits. It's important to note that these benefits can vary based on the specific institution one is employed with.

3. One major advantage of working in a public bank in Bangladesh is the pension scheme. This feature holds significant value as it ensures a secure financial future for employees after they retire. However, it's worth acknowledging that the impact of inflation can pose a challenge to the real value of pension payments over time.

As a Bangladeshi government banker, when considering job satisfaction, salary, and benefits, the situation is nuanced. While the fixed pay scales and benefits might not be as dynamic as what private banks offer, the stability and security of a government job, along with the pension scheme, are appealing aspects. Regarding the question of whether one is satisfied with the job, salary, and benefits, it might be a mixed sentiment. The job provides stability and the pension scheme, which is highly regarded. However, the salary might not always keep up with rising expenses due to inflation. Therefore, meeting all expenses solely through the salary could be challenging at times. In managing this situation, many government bankers likely adopt prudent financial planning. This might involve budgeting, seeking additional sources of income if feasible, and making careful financial decisions to ensure that their expenses align with their income. In conclusion, working as a government banker in Bangladesh has its own set of advantages and challenges. The stability, pension scheme, and certain benefits make the job appealing, but the fixed pay scales and potential challenges in meeting expenses due to inflation require individuals to adopt effective financial strategies to manage their financial situation.

As a Bangladeshi government banker, I can attest that despite the presence of good co-workers, conflicts related to personal variables such as behavior, nature, attitude, and personality can occasionally arise. While the camaraderie among colleagues is generally strong, individual differences are natural and can lead to disagreements.

In our workplace, the positive relationships we've built mitigate the impact of these conflicts. Our shared commitment to our roles and the organization allows us to address issues through open dialogue and understanding. Although clashes may occur, they seldom escalate, and we prioritize collaboration and mutual respect.

These conflicts, when they do happen, are usually managed swiftly and maturely, thanks to the cohesive team dynamics we've cultivated. It's vital that we uphold effective communication, acknowledge diverse perspectives, and align ourselves with our common objectives. This approach ensures that any conflicts arising from personal variables remain minor blips in our otherwise harmonious work environment.

4. From the perspective of a Bangladeshi government banker, conflicts within the working environment are relatively uncommon, but the challenges posed by the lack of well-equipped facilities and a motivating atmosphere persist. This disparity between public and private banks affects motivation and incentives, leading to a marked difference.

While conflicts are infrequent, it's acknowledged that the subpar working conditions impact motivation and enthusiasm. This can, in turn, strain trust, respect, and cohesiveness among colleagues. To address this, open communication is vital, and management should prioritize improving the working environment through modern equipment and skill-enhancing opportunities. Strengthening team-building activities and training can further bolster unity and mitigate conflicts.

5. It's understood that personal conflicts can detrimentally affect our professional lives, just as professional conflicts can impact our personal lives. According to the banker, personal conflicts at home can hinder their attentiveness and best performance at work. Similarly, professional conflicts

leave them feeling frustrated and anxious, which then affects their personal relationships. The interconnectedness between personal and professional realms underscores the importance of maintaining harmony in both aspects for overall well-being.

6. Certainly. As a Bangladeshi government banker, there are indeed instances of conflict arising from gender discrimination, nepotism, corruption, and the rural-urban divide. In the public bank environment, there are challenges related to corruption and nepotism that can undermine fair practices.

Interestingly, in terms of gender discrimination, there's a positive observation: women often receive more flexibility compared to men. This signifies a progressive approach towards gender equality. In tackling these challenges, proactive steps are taken. Efforts are made to promote transparency and accountability to curb corruption and nepotism. Moreover, recognizing the importance of a balanced workforce, steps are taken to ensure equal opportunities for all genders. While challenges exist, these efforts demonstrate a commitment to addressing and mitigating conflicts that may arise due to these factors.

7. From the perspective of a Bangladeshi government banker, no instances of physical, verbal attacks, threats, or challenging conflicts have been encountered. This individual prefers to steer clear of such confrontations, choosing to avoid any form of conflict.

8. From the standpoint of a Bangladeshi government banker, conflicts stemming from resource scarcity are indeed experienced. The public bank's resource availability, including technological tools like desktops, printers, and internet connections, falls short compared to private banks. This disparity can create challenges in the work process due to limited technological facilities.

9. conflicts with top-level management that could impact future promotions are not common due to the promotion criteria primarily relying on years of work experience rather than merit. However, the presence of nepotism due to political influence has been observed. This can potentially affect fair promotion practices.

In managing such situations, fostering a strong work ethic, maintaining professionalism, and focusing on continuous self-improvement are crucial. While conflicts might not directly arise from promotion disputes, navigating the influence of external factors like nepotism requires a commitment to integrity and consistently delivering quality work.

10. I've encountered conflicts related to how things work, like rules, timing, and the tasks I do. Sometimes, the strict way things are set up clashes with the need to be flexible. To handle these conflicts, I've learned to find a middle ground between following the rules and suggesting changes when needed. Talking openly with my bosses and colleagues helps solve these conflicts. We discuss issues, come up with solutions together, and make things work better. This way, we can have a smoother and more productive work environment.

11. He encountered no conflicts with his work structure. With predefined work hours, absence of target pressures, competition, and overtime, he enjoys ample time with family and friends.



Banker (Private)
Senior Officer , Premier Bank.

1. The recruitment process for the bank is based on competitive exams, which are fully fair and merit-based. In this exam, the interviewed person didn't face any conflicts. He doesn't think there any improvement needed in this exam process.
2. The person is dissatisfied with the targets and work pressure of the respective institution, but he is satisfied with the salary and benefits. With the salary, he can meet his expenses nicely.
3. The person states that he faced conflicts with the co-workers in terms of behavior, nature, and personality. It reduced trust and respect for the co-workers. After that, he could not share any of his work-related problems with the co-workers any more.
4. There are some disagreements about the working environment, but not that much to talk about.
5. The person said that his personal conflicts do not hamper his professional life. He always tries to keep his personal life out of his workplace.
6. The person states that these types of conflicts are there, but luckily he didn't face any. Gender discrimination and rural vs. urban differences are the main problems.
7. He states that sometimes some colleagues mention subject matter with him, but he does not want to share that type of bullying.
8. He faced many conflicts because of the scarcity of resources. The automatic record and the manual record were very annoying to merge.
9. There is no conflict with the top level management. They are also very friendly and helpful.
10. The interviewed person said that he faces some conflicts with the working structure, but they are negotiable.
11. The major conflicts are excessive working pressure, unrealistic targets, misbehavior from the manager, and rude behavior from colleagues.

DISTINCTION BETWEEN PUBLIC AND PRIVATE BANKER

	Public	Private
Recruitment	For government bankers, the recruitment process is usually governed by specific guidelines and procedures set by the central bank or the government. This process often involve competitive exams and interviews, focusing on testing candidates' knowledge of financial regulations, banking practices, and general aptitude. Government bankers might also need to meet certain eligibility criteria, such as educational qualifications and age limits, to participate in these recruitment exams.	On the other hand, recruitment in the private banking sector in Bangladesh is often more market-driven and competitive. Private banks may have their own hiring processes that could include multiple rounds of interviews, assessments, and evaluations of candidates' financial knowledge, interpersonal skills, and ability to attract and manage clients.
Salary & Benefits	Government bankers typically receive salaries that are regulated by the government or central bank. These salaries might be standardized based on job positions and experience levels, with limited room for negotiation. While government bankers may benefit from job security and certain perks, their salary increments can be tied to bureaucratic processes and government policies, potentially leading to discontent if they feel their compensation doesn't reflect their contributions.	Private bankers, on the other hand, often have more potential for variable compensation. Their earnings can be influenced by performance-based bonuses, commissions, and incentives tied to their ability to attract and manage clients, meet sales targets, and generate revenue for the bank. This can lead to both higher earning potential and increased competition among private bankers, but it also means that their income can be more volatile depending on market conditions and individual performance.

<p>Job Satisfaction</p>	<p>Government bankers might experience job satisfaction conflicts related to:</p> <ol style="list-style-type: none"> 1. Bureaucratic Processes: Government banks often have rigid hierarchies and bureaucratic procedures that can slow down decision-making and hinder innovation, leading to frustration among employees who seek a more dynamic work environment. 2. Limited Career Growth: Advancement in government banking may be more tied to seniority and tenure rather than performance, potentially leading to dissatisfaction among ambitious employees looking for quicker career progression. 3. Stagnant Work Environment: Due to the stable nature of government jobs, some employees might find the lack of challenges or new opportunities to be monotonous and unfulfilling. 	<p>Private bankers might face job satisfaction conflicts related to:</p> <ol style="list-style-type: none"> 1. High Pressure and Targets: The private banking sector can be highly competitive, with pressure to meet sales targets and revenue goals. This pressure can lead to stress and burnout among employees striving to excel. 2. Client Demands: Serving demanding clients and managing their expectations can be emotionally draining and contribute to job dissatisfaction, particularly when dealing with high-net-worth individuals with complex financial needs. 3. Market Volatility: Private bankers are often exposed to the uncertainties of financial markets, which can impact their clients' investments and their own compensation. This volatility can lead to job insecurity and job satisfaction challenges.
<p>Work-Life Balance</p>	<p>Work Hours: Typically, have more consistent and predictable working hours, contributing to a stable work-life balance.</p> <ul style="list-style-type: none"> • Overtime: Less likely to face extensive overtime since government banks operate on fixed schedules. • Personal Time: Enjoy comparatively more defined personal time due to regulated work hours. 	<p>Work Hours: Often experience variable working hours due to client needs and market demands, potentially impacting work-life balance.</p> <ul style="list-style-type: none"> • Overtime and Pressure: May need to work beyond regular hours to meet targets and handle client requests, potentially affecting personal time. • Balancing Challenge: Struggle to balance personal and professional commitments due to the demands of meeting financial goals and serving clients.

3. TEACHER

[TAHMID-AL-TAWSHIK]



Teacher (**Public**)
Assistant Professor
Bangla, Barisal Govt. Womens` College.

1. As the government college teacher is involved in a particular cadre called general education. So they have to go through the BCS (Bangladesh Civil service) exam. Which is a combination of three particular exams and each has to qualify all of the three stages.

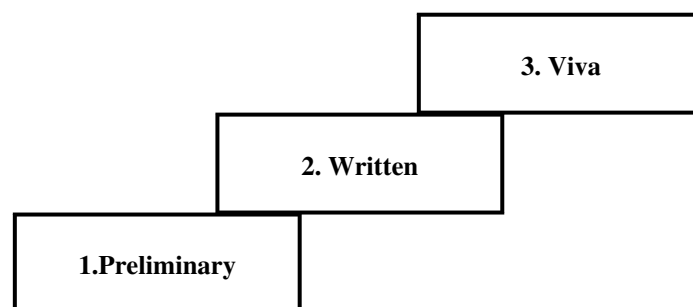


Figure 04: Recruitment- Three Consecutive Steps

The three stages are Preliminary, Written & Viva after that they have to go through police verification. If all of these are ok, they are recommended as a teacher. After that they have to participate in training for three months at NAEM (National Academy for Educational Management).

The BCS exam is a long process. It takes on an average 3 years to complete a session which is very annoying sometimes. Even some of the applicants switch to another profession. So to reduce this the PSC (Public Service Commission) should keep conscience so that the overall procedure goes to the end at a full throttle.

2. Yes, He is satisfied with his job salary and other benefits. Because the living expenses in Barisal are much lower than that of Dhaka. So he can manage with the salary and other benefits and at the end of the month he can save some of the salary since he is a first class officer of the Government of the People's Republic of Bangladesh and he gets a handsome salary.

3. Yes, It happens often in his workplace. Since colleagues are independent in their job. Some of the colleagues behave indifferently sometimes as if they are not bound to do a particular task. Some of the colleagues show an attitude towards the lower ranked colleagues though the number is low. Majority of the teachers behave nicely to all.

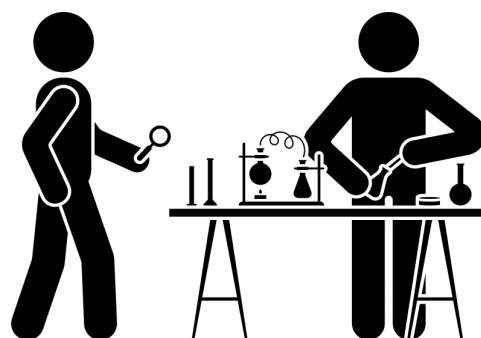
4. Yes, there is conflict he faces in his working environment. Usually the workplace where he teaches, works everyday is slightly obsolete. As a result the classrooms are not well furnished and well equipped. Though we are living in a modern arena, the workplace is not advanced compared to it. Other than that there is a humongous playground, teachers` club and a spacious campus.

5. Personal conflict sometimes hampers his professional life. Teaching is the profession of keeping high concentration in the classroom while teaching the students. But personal conflict sometimes hinders concentration while lecturing to the students. Other than that it hampers while checking exam scripts which leads to a wrong script checking.

6. No, in his college he does not face gender discrimination. In some cases women are discriminated against in some sectors. As I have mentioned, they are recruited by the BCS exam and they are independent in their own sector so there is no scope to discrimination. He also mentioned that he does not face any nepotism and corruption in his workplace. But the regulatory authority does corruption sometimes within the promotion and workplace transfer.

7. No, he was never threatened with physical attack. But he faces verbal attack by his same ranked colleagues and his upper ranked colleagues like principal and vice principal. This verbal attack sometimes happens mistakenly and results from misunderstanding. After all, he is on good terms with his colleagues.

8. The conflict for the scarcity of resources occurs rarely because they have sufficient resources like computers, pens, papers, other stationeries, printing machines, laboratories etc. But they face conflict in their labs since they do not have adequate amounts of lab equipment. For insufficiency of the equipment it is seen that he has to be seated with no work which results in inefficiency



9. No, he has not experienced any major conflict with the top level management like Principal. Even if it happens it does not hamper his promotion because promotion is given by the government authority DG (Director General).

10. The working structure is not as difficult as other jobs. So he did not face any difficulty with the working structure so far. But there are several scopes for working on the working structure. It can be reformed by necessary elements.

11. According to his words he does not face such major conflict in his professional life. But a number of minor conflicts encompass his professional life which are understandable. Sometimes conflict occurs with students. But those are short term. Other than that he has not faced any major conflict so far. He informed me that there is a hygienic relationship between colleagues, Office staff, principal, vice principal and other workers in college.



Teacher (**Private**)

Assistant Professor

Mohammadpur Model School & College

1. The recruitment process of Mohammadpur Model College wasn't different from any other educational institution. The process was divided into 3 steps where applicants who were qualified enough for this position had to apply for the job after their application was granted they had to sit for a "Written Exam" and those who pass the exam get to go to the last step where they had to sit for "Viva" after viva the recruitment board (Ministry of Education) decides who is the perfect candidate for their open post and whom to give the job opportunity.

There weren't that many conflicts although the system needs to be updated. The whole process was lengthy and the applicant number was more than the capacity of the examination center and seating arrangements weren't that good but apart from that, there were no conflicts that the applicant had to face.

2. The person who is in this position is pretty much happy with her job and benefits but she isn't much happy with her salary. The inflation rate is increasing day by day and her salary isn't increasing at a rate where it can compete with the current price hike of day to day products. Covering up her expenses with this amount of salary is so hard for her.

3. In this job sector there isn't much of a way to have conflict with co-workers. The person who is in this position never had any big brawl or conflict with any of her colleagues but here and there some crosstalk happened between her and some other co-workers.

4. In this educational institution the working environment is mostly relaxed but hard days do come where one needs to work multiple jobs at the same time and those times can be stressful. The person in this position is quite happy with the environment.

5. The person in this position keeps her personal life and conflicts apart from her professional life. She handles her professional life completely differently from her personal life and she tries her best not to mix two of these lives together so that both her personal and professional life goes on without any hindrance.

6. In Educational institutions where she works don't have any kind of corruption, gender disparity or nepotism apart from quota. Some people consider quota as a medium of discrimination.

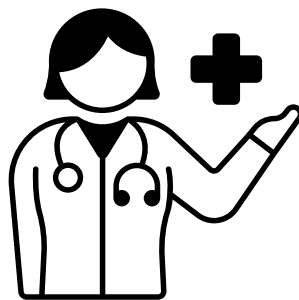
- 7.** As previously said in this sector usually co-workers don't get into quarrel, brawl or any kind of conflict so "No" she hasn't faced any kind of physical, verbal or any kind of abuse.
- 8.** ``No" she didn't face any kind of scarcity of resources. This institution provides enough resources to their employers to work seamlessly.
- 9.** In educational institutions employees usually get promotions according to their degree and experience time although there isn't much of a conflict but sometimes conflicts do happen among batchmates when one gets an earlier promotion than the other.
- 10.** The working structure in the Institution she works in is very planned and organized. Usually there isn't much of a conflict though sometimes the working structure gets stressful to her when she gets extra classes, exam duty etc to take in one particular day.
- 11.** The major conflict she faced in her professional life was when she joined this institution she had a 3 months old baby and she couldn't get maternity leave.

DISTINCTION BETWEEN PUBLIC AND PRIVATE TEACHER

	Public	Private
Recruitment	Public schools typically have more structured and regulated recruitment processes. These may include competitive tests, interviews, and stringent adherence to government laws. Though the steps are nearly identical, the recruitment procedure for public institutional instructor includes a lengthy BCS exam which was not the case for the private sector teacher. The BCS exam takes 3 years, which can be frustrating for applicants and may lead to career changes.	Private educational institution recruitment processes provide flexibility, specialized expertise, and individualized selection through smaller applicant pools. The recruitment process is similar to other educational institutions, consisting of three steps: applying, passing a written exam, and a viva. The Ministry of Education selects the best applicant.
Job Satisfaction & Benefits	Public-sector teachers find fulfillment in the sense of public service and the possibility of more stable employment. The individual we questioned is delighted with his employment and other benefits. He is content with his employment because he is a first-class officer of the Government of the People's Republic of Bangladesh.	Teachers in private may be more satisfied with their jobs having control over their teaching methods and content. The person who works in this position is pleased with her job and benefits.
Compensation	In general, compensation in the public sector is more consistent, with salary ranges based on years of experience and degree level. This individual is completely satisfied with his pay.	Compensation in the private sector can vary greatly and may not necessarily correspond to the compensation levels granted in the public sector. The individual is dissatisfied with her salary and finds it difficult to save after paying all expenses.
Resources and Facilities	There was no lack of resources for the individual here. This institution gives their employers with sufficient resources to ensure a smooth operation.	There was no lack of resources for the individual here. This institution gives their employers with sufficient resources to ensure a smooth operation.

4. DOCTOR

[ORPITA GHOSH]



Doctor (**Public**)

M.B.B.S (Bangladesh Medical College)

HMO (FCPS part 2 trainee) at Dhaka Medical College Hospital

1. The recruitment process was divided into three stages. The first step was clearing the FCPS part 1 test, which was an MCQ-based exam consisting of three papers, each with 100 marks and a pass mark of 70%. After completing the FCPS Part 1 exam, this person was required to submit an application for training at DMCH for the next 6 months, followed by a viva exam. Fortunately, this individual did not encounter any difficulties during the recruitment procedure.

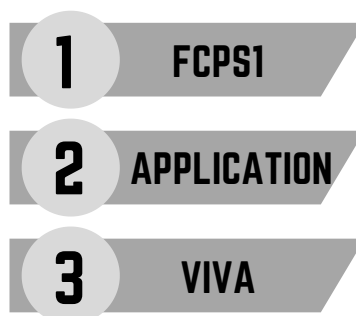


Figure 05: Medical Recruitment- Three Steps

2. Satisfied with job and benefits but not with salary. Considering the salary, the interviewee believes they have a lot of work to do. The salary covers the basics, but the opportunities for significant savings are limited.

3. Although this person has not encountered any serious challenges but believes that some of the instructors' behavior should be altered. Except for this, our interviewee has no major complaints about anyone.

4. The interviewee believes that the work environment should be upgraded. We are all familiar with the environment at Dhaka Medical College Hospital and we feel the same about it. The person in question is not working in a pleasant environment.

5. No, the person we interviewed appears mature enough not to let personal difficulties interfere with professional affairs.

- 6.** According to our interviewee, in our country, issues like nepotism and corruption are greatly favored in this particular sector. Gender discrimination is not prevalent.
- 7.** Our interviewee didn't face anything like that yet.
- 8.** As per our interviewee, they work for mankind; there are times when they wish to deliver the finest service to people, but they're unable to do so due to a lack of resources. This may result in disagreements among people working there. These conflicts can be resolved through proper resource allocation, frequent maintenance, and efficient communication.
- 9.** Differences with top-level management can occasionally hamper advancement in this sector as well. Thus, it is preferable to have a positive relationship with top-level management.
- 10.** The individual has not entirely faced such challenges. However, I believe that in order to avoid disagreements, everyone must make certain compromises.
- 11.** Maintaining a balance between patient care, administrative requirements, and personal well-being is the person's major reason for conflict. For the sake of professional life, the interviewee has had to give up several personal pleasantries.



Doctor (**Private**) [Arpita Ghosh]
M.B.B.S (Bangladesh Medical College)
Medical Officer at Samorita Hospital Ltd.

1. Typically, the recruitment process includes interviews, assessments, evaluations as well. This interviewee had to go through two stages of recruitment. The individual was required to submit a resume before being called in for an interview. Conflicts may arise as a result of selection bias, a lack of transparency, and unequal opportunity. To make improvements, providing neutral review, and clear communication can be helpful.

2. Our interviewee is pleased with their position as a doctor. However, they are dissatisfied with their pay. Salary is insufficient in comparison to the workload. The individual expected more. The remuneration of a public hospital doctor is lower than that of a private hospital doctor. As the salary is not high enough yet, major savings cannot be done .

3. Personal conflicts with co-workers are not uncommon in any workplace. Some of the colleagues of our interviewee, who are working there for a long time, are not friendly with the recruits. Maybe they are suffering from a superiority complex. While on the other some are really helpful and understanding. This person feels it's important to talk about the issues directly and maintain open communication to resolve conflicts.

4. The working environment can occasionally be a source of conflict, particularly when it comes to resource distribution or variations in working methods. Our respondent thinks their working environment is fairly pleasant except the accommodations. The rest of the area is not satisfactory.



5. Our interviewee believes that it is preferable not to blend personal and professional lives. Personal conflicts can spill over into the job, affecting concentration and overall well-being. Setting strong boundaries between one's personal and professional lives can help one deal with it.

6. There was no gender discrimination, nepotism, corruption, or urban-rural inequities for this individual. According to our interviewee, the medical field has less ethical difficulties than other occupations in Bangladesh.

7. This person did not have to deal with such an inconvenience. Physical or verbal assaults are uncommon in this area. The majority of healthcare organizations prioritize safety.

8. Scarcity of resources, such as inadequate medical equipment or supplies, can indeed cause conflict. Our respondent did not experience a lack of resources because she works at a good private medical hospital.

9. As a doctor, the individual believes that conflict with top management may hinder future advancement. Top management is responsible for making many important decisions, and if they have an unfavorable impression of one, it may cause problems in the future.

10. According to our respondent, differences in treatments or schedules can lead to working structure conflicts. These conflicts can be resolved by open conversations and cooperative decision-making.

11. The individual is facing difficulties because of uncooperative coworkers. In their professional lives, doctors experience multiple conflicts, including arguments with patients, colleagues, administration, and medical care. Patients may have unreasonable expectations, and colleagues may have personality clashes, which can be harmful to the individual's personal health.



DISTINCTION BETWEEN PUBLIC AND PRIVATE DOCTOR

	Public	Private
Recruitment	To ensure fairness and merit-based selection, recruitment in the public sector may include competitive exams and standardized processes. Our interviewee's recruiting procedure consists of three stages: passing the FCPS part 1 test, applying for six months of training at DMCH, and passing a viva exam after passing the exam.	Private sector doctors are hired by private hospitals, clinics, or healthcare groups through recruitment processes that focus on specialized medical competencies, such as interviews, examinations, and evaluations, as well as the submission of a resume.
Salary & Benefits	Doctors in the public sector typically receive a fixed compensation structure based on government pay rates. The interviewee is extremely disappointed with his or her salary.	Private sector doctors may receive higher compensation because of competition for talent, performance-based bonuses, flexible work arrangements. The respondent expresses dissatisfaction with the doctor's pay, claiming that it is insufficient to allow for significant savings yet is getting higher than the public sector salary
Job satisfaction	The individual is satisfied with the position they hold and is delighted to serve others.	Our interviewee is proud of their job as a doctor.
Work Environment	Our respondent considers their workplace to be quite pleasant. To attract well off patients seeking premium healthcare services, private sector doctors may work in luxury facilities with modern technology.	Our respondent considers their workplace to be quite pleasant. To attract well off patients seeking premium healthcare services, private sector doctors may work in luxury facilities with modern technology.

<p>Resources & Facilities</p>	<p>Interviewee discusses challenges in providing excellent service due to limited resources, resulting in disagreements among employees. Addressing conflicts through proper resource allocation, maintenance, and efficient communication is crucial.</p>	<p>Private hospitals usually have the financial resources to invest in new medical technology, and our respondent, who works in a good private medical hospital, reported no shortage of resources.</p>
<p>Work-Life Balance</p>	<p>Because of the professional obligations, the interviewee has had to forego some personal pleasures. Maintaining a work-life balance is a difficult task for this person.</p>	<p>The doctor in the private sector has not yet experienced any difficulties with work-life balance.</p>

CONCLUSION

In conclusion it is suffice to say that the importance of personal compatibility was emphasized as the main effect that these credentials had on organizational requirements. Doctor, engineer, teacher, and banker these four professions were chosen for the study because of their extreme differences in hiring practices, areas of conflicts and agreements. Interviewing these employees from both the public and private sectors allowed us to explore each sector in an extensive fashion.

We wanted to understand the factors affecting their work lives in full description. Thus, we managed to know that there are variations in the hiring practices among professions indicating the distinct methods and standards used in each sector. While there were often competitive tests The employment process for employees in the private sector is different from that of the public. Public sector professionals often emphasize standardized and competitive exams, while the private sector places more value on skills and experience.

Conflict is a logical manifestation of opposing convictions and objectives. The interviews conducted demonstrate to the obvious that there are substantial disparities in the conflicts involving the public and private sectors within each profession. The sorts of issues that occur varies drastically when it comes to confrontations. Professionals in the public sector typically struggle with resource constraints and bureaucracy, while individuals working in the private sector may encounter difficulty attaining work-life balance and managing goals within deadlines.

APPENDIX

Questionnaire

Name:

Profession (Put tick mark)

- ☐ Banker
- ☐ Teacher
- ☐ Doctor
- ☐ Others

Job specification: ☐ Private ☐ Public

Designation

Organization/Institution`s name

1. What is the recruitment process? What type of conflict you face in it and how to improve it?

2. Are you satisfied with your job, salary, benefit? Can you meet up your expenses with your salary?

3. Did you face any conflict with your co-workers for the personal variables (behavior, nature, attitude, personality) Does conflict reduce trust, respect and cohesion with co-workers?

4. Is there any conflict in the working environment?

5. Does your personal conflict hamper your professional life? If so, how do you handle it?

6. Do you feel any conflict for the gender discrimination, nepotism, corruption, rural vs urban?

7. Do you face any conflict like physical, verbal attack or threatening, challenging?

8. Do you feel any conflict for the scarcity of a resources?

9. Is any conflict with top level management which will affect your future promotion?

10. Did you face any conflict for the working structure?

11. What is the major conflict you face in the professional life?