



Daffodil
International
University

**Internship report on "A Study of HR & General Administrative Practices
Under the I2I Program at Skill Jobs"**

Daffodil International University

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Internship Report On
My Internship Experience in Skill. Jobs

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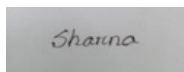
Faculty of Humanities and Social Science

Daffodil International University

This Internship Report is submitted to the Department of English . Daffodil International University for the fulfillment of partial Requirement for the Degree of Bachelor of English.

Declaration of the Intern

I do hereby declare that, the internship report entitled "A Study of HR & General Administrative practices under the I2I program at Skill Jobs submitted to Daffodil International University is a record of an original work done by me under supervision MD. Emran khan Senior Lecturer Daffodil university. I further declare that this internship report has been submitted in partial fulfillment of the requirement for conferring the degree B.A. (Hons) in English.



.....
Signature of the Intern

Certification of Supervisor

This is to certify that Khandakar Sharna Kadir, ID 221-10-1034 has completed his Project Paper as part of the Internship course (ENG 431) under my guidance. She selected Skill for the internship process. Jobs. She can now raise the report for consideration. She has kept me fully in the loop while working on her project. Whenever she wanted help of any kind, I helped her out. This project report is based on her own work in phenomenal way. I wish her the best and hope she does even better in future.



.....
Signature of the Supervisor

Acknowledgment

First, and the most important of all, I thank my creator Almighty Allah for giving me the strength to finish this internship with success and giving me a physical ability, stamina, capacity and a will power through which I was able to do this internship program.. Jobs for giving me an opportunity to do internship in the Study of HR & General Administrative practices during my I2I program and guided and trained well accordingly. Special thanks to MD. Mamunur Rashid sir and Skill. Other authorities for imparting adequate knowledge on HR And General Administration and through their excellent guidance, support I was able to fulfill my theoretical learning into the practical work experience and had a successful completion of internship program.

I would also like to show my gratitude to my honorable supervisor Emran Khan, Senior Lecturer (Daffodil International University) for his well structured guideline and remarkably well planed schedule to complete the report. Lastly, I would like to extend my thanks toward the family, particularly to both of my father and mother for encouragement, extraordinary financial support from them through the internship clearance.

Abstract

This report Unveiling the HR & General Administration Practices under I2I (Intern to Industrialist) program at Skill Jobs is based on an internship of 3 months duration taken up in HR & Admin Department during this program, in Skill. jobs. It provides an insight into the work environment, practical recruitment process, employee management, paper work, office management, internal communication etc. and professionalism of corporate world. Writing the report in clear language for university internship program and using good things that he learnt for three months as an intern later in his corporate life. I worked with the HR officials and administrative staff. I was responsible for CV screening, communication with candidate, Documentation, Data Entry, Scheduling interviews, supporting training programs and also coordinating attendance reporting to Administration as well some other routine Administrative works.

I was the intern and everything in HR and Admin I had to do. The training was over, and I felt that professional work is as tempting as it is hard. A lot of things bring to work, but as supervisors say, they can all bring with effort and work. This internship is teaching me — the students can come in and see the experience that they are getting in an organization and how to transfer that to your professional life. The internship report includes HR activities, administrative functions and my it's related work..

Table of Content

Sl. No	Title	Page number
I.	Introduction	1
II.	Origin of the Report	1
III.	Objective of the Report	2
IV.	General of the objective	2
V.	Specific objective	2
VI.	Scope of the Report	3
VII.	Methodologies	3
VIII.	Primary Data Resources	3
IX.	Secondary Data Resources	3
X.	Limitations	4
XI.	Lack of Time	4
XII.	Lack of Experience	4
XIII.	Limited Data	4
XIV.	Privacy of Information	4
XV.	Overview of Skill Jobs	5
XVI.	Historical Background of Skill.jobs	5
XVII.	Services of Skill.jobs	5
XVIII.	Organizational Goals	6

XIX.	Corporate Strategy	6
XX.	Hierarchy of Skill.jobs	6
XXI.	HR & General Administration Department	7
XXII.	Recruitment and Talent Acquisition	7
XXIII.	Onboarding and Training	7
XXIV.	Performance Management	8
XXV.	Compensation and Benefits	8
XXVI.	Internship Activities	9
XXVII.	Internship Experience	9
XXVIII.	Activities in HR Department	10
XXIX.	Activities in General Administration	10
XXX.	Responsibilities	11
XXXI.	Internship Learning	12
XXXII.	Soft Skills	12
XXXIII.	Hard Skills	12
XXXIV.	Recommendation	13
XXXV.	Conclusion	13
XXXVI.	Reference	14
XXXVII.	Appendices	15

Chapter: 1

INTRODUCTION

Introduction

Human Resource Management is among the most vital divisions of any modern business. HR helps to recruit staff, train and develop them, manage their performance and the admin involved in employing people - and create a productive working environment. The General Administration Division partners with HR for office HELP, documentation, logistics, communication and organisational discipline. An HR & Admin Officer is an individual who provides administrative support for the Human Resources functions. An HR & Admin Officer keeps staff records, updates databases and produces policies and FAQ documents on company regulation. They collect payroll information, create job postings, coordinate with candidates, and generate reports for HR.

Skill.jobs is one of the leading career development and digital recruitment platforms in Bangladesh. The organization connects job seekers with employers and provides professional training, career counseling, and HR services. During my three-month internship in the HR and General Administration at Skill. Jobs. I gained first-hand experience in job sector. This report presents my learning, observations, and work experience.

Origin of the Report

At my university, last phase of the Honors bachelors degree, students are given three months to work with an organization working in various activities. Report is assigned by the Organization Supervisor and the Faculty Head approves the Report. Concise description: This internship is available to gain hands-on experience, sense of responsibility and experience on our corporate life. I was give a chance to do my internship at Skill. Jobs in Shukrabad, Mirpur Road, Dhanmondi, Dhaka-1207,Dhaka,Bangladesh. It was a three-month program. My head said start the work on "HR And General Administration" and he even gave a green signal to write report onit.

Objective of the Report

The ultimate goal of education is to obtain knowledge. The ideas should be driven by application, and not vice versa. I have attempted in submitting this report to be as objective as possible with my practical knowledge.

The general objectives are to-

The primary goal of this internship was to secure practical experience by bridging the gap between theoretical knowledge and real-world application within a professional environment. It was one of the main goals to have an in-depth knowledge for everything related to core HR processes and administrative services that are required for successful everyday operations. In addition, the internship concentrated on learning contemporary recruitment and selection activities from candidate search and application checking to providing support for formal interviews. Lastly, it was also a key goal of this project to gain insight into the organization's culture and professional workplace accountability / ethical conduct by observing how employees interacted with one another, concurrently worked together, and complied with professional expectations.

The specific objectives are to-

The internship at Skill. jobs was really about turning domain knowledge into workable skill. The ultimate objectives were broad knowledge of how the company's HR functions, competence in day-to-day upkeep (i.e. documentation and systems upkeep), and exposure to all-of-what-makes-these-things-work! The internship was designed to provide an experience that involved the ability to critically evaluate work process, and rationally apply recommendations for improvement while gaining relevant skills necessary for a successful career.

Scope of the Report

This article is inspired from my on-field stint at Skill. of HRCentral, Sanofi-aventis - Maintenance Department. This will enable others to see the distinction between factual and inferential knowledge. This account assisted me greatly in understanding an organization's world, tasks and things to do.

Methodologies

The data used to conduct this report has been collected from the following sources. The sources are-

Primary data resources are-

I gathered information by observing daily activities such as attendance monitoring, file management, recruitment support, and employee communication.

Secondary data resources are-

I have collected from the organization's internal documents and published materials. These included HR policy manuals, office circulars, administrative guidelines, previous reports, and official website information. I also reviewed attendance sheets, employee records, and recruitment documents to understand the existing HR and administrative processes. .

Limitations

When collecting data for the preparation of this internship report, I also faced some problems.

The limitations are-

Lack of time

Since the internship was limited to three months, I could not travel all departments of the organization and measure the report in full length.

Lack of experience

First time posting an intern report real-life HR and GA. Well, fear from mockery is bullshit, and my only problem in writing this report was my little experience.

Limited data

I did not have access to all the different types of HR and administrative information in my internship. Certain records, reports and internal data were limited or incomplete. The institution didn't hand me all the facts. Because of this limitation, there are some parts of the analysis that are not fully supported and thus may result in primarily minor personal errors.

Privacy of information

Every institution houses confidential information in the form of employee performance records, salary designations and policy decisions - none of which are available to interns. So, this confidentiality of the information also stood as—created barrier for making the report.

Chapter-2

Overview of the Skill. Jobs

Historical Background

The Skill Jobs has been designed by referring to our last 20+ years experience in Global Job Market -Viz our Experiences with the Job industry over a period of time, Trend involved in job arena and skill matrix, technology changes, demand & expectation from modern organization. The company is a spinoff from Jobsbd. com which was first job portal in Bangladesh then later it got changed into skill jobs just to show their organization's own focus and making its service focused more on pattern. The point is to set us apart by being unique and specific while we work! Com now skilljobs has been started at a time in bangladash & malaysia, with in few days happening the same in australia uk uae. Also, view all job advertisements published in Bangladesh on this page.

Services of Skill.jobs

The main services of Skill Jobs is to-

- ✔ Brings solutions to both job seekers and employers fulfilling and guiding their needs from all over the world.
- ✔ Keep track of trends and provide both hands on training and online training to students, fresh graduates and job seekers of all levels to make them ready for future jobs and professions.
- ✔ Provide necessary training to the employees of different organizations and corporate organizations.

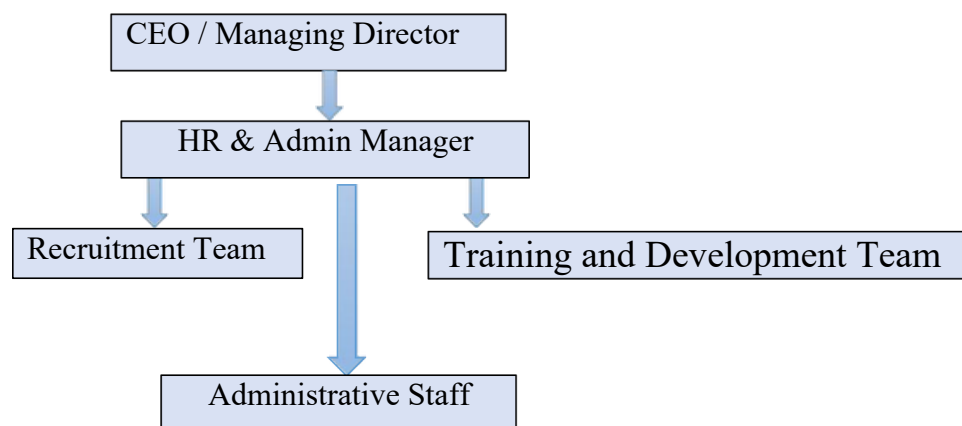
Organizational Goals

Skill.jobs is committed to a dual mission: fostering workforce growth and delivering exceptional HR services. The company actively works to combat unemployment by expertly linking proficient candidates with suitable job opportunities. Furthermore, Skill. jobs builds the pipeline of qualified individuals by training candidates with targeted mentorship and instruction, delivering pertinent programs that prepare job seekers for today's employment landscape. More significantly, the company aspires to be an essential business partner for companies by providing effective and professional Human Resources solutions.

Corporate Strategy

To continue to be a leading career development destination, Skill. jobs uses a forward-looking approach built on modernization and collaboration. This includes leading digital transformation to speed up hiring and promoting lifelong learning and the development of skills in its candidates. The company also strategically engages in strong collaboration with companies to strengthen our mutual recruits and training projects. Ultimately, Skill. jobs seeks to assist its customers by providing tailored, high-quality HR services.

Hierarchy of Skill.jobs



HR & General Administration Department

Human resource management is an indispensable department in any contemporary organization. HR Has a Big Job HR is the department that recruits staff, trains them in necessary skills, oversees their performance, maintains compliance and serves as an advocate for employees to have what they need in order to be successful at work. The General Admin also doubles up with the HR department to look after all office operations, documentation, logistics and communication activities in the building keeping discipline of work. These are-

Recruitment and Talent Acquisition

HR has to come up with a plan of action to bring the right people into the company. This entails writing job descriptions, ads and managing the recruitment process. HR is responsible for the facilitation of the hiring process, including interviews and background checks to making final job offers. They see to it that organization brings on talent that is smart and fits the company culture.

Onboarding and Training

Through HR, they set-up onboarding programs that would allow newbies to perfectly assimilate into the firm. This will include sharing with them company policies, the culture, and what their roles are. HR provides regular training, workshops and certification programs to enhance the knowledge & performance of the employee

Performance Management

HR is also responsible for establishing performance criteria, monitoring employee output and executing performance review at frequent intervals. HR fosters supportive dialogue between managers and employees, and makes plans for improvement if applicable, allows to be created.

Compensation and Benefits

HR mande and maintains the compensation of organization that should be competitive with current market. HR handles employee benefits like health plans, retirement policies, pay time off and bonuses. HR deals with any employee-employee or employee-management disputes to maintain a peaceful working environment. HR ensures that the organization complies with labor laws and regulations, such as those related to working hours, anti-discrimination policies, and workplace safety. HR creates, updates, and enforces company policies and procedures to maintain a fair and compliant workplace.

Chapter 3

Internship Activities

Internship Experience

The internship at Skill. jobs was my any untuosy corporate experience. I joined Skill. Jobs' on 15 September becoming an intern. When I joined it on the first day, I had a mixed bag of feelings as is my way in to corporate life. Fortunately I met a few guys who were very helpful throughout my internship. On the 15th, we had an orientation. Then, over the next two months, they gave us an online education. Where we were taught concepts like corporate lifestyle, management, communication and many more. We began doing field work from November. We began with our effort to structure the i2i safe program. There we worked together and we got it. We also did all sorts of other work. I couldn't have really learned the above without my Skill's firm lead, good behaviour and teamwork! Jobs employees. The swans were once again there to assist me when I needed them. I couldn't understand some of the work many times and they never really wanted to explain the work to me. It also taught me to keep my ear to the ground, and some of the staff thought my site a cause for rudeness. But there were so few of them, and I had no desire to remember. Three months is really not a sufficient period to understand everything about HR and Administration, but still, I tried my level best at its maximum to make a blend of theoretical knowledge with the practical aspect as well. I think my experience in this field so far, is certainly going to help me further in achieving a better career. I just would like to say that I have been very lucky because during this intership, I've met some awesome people and they are going to be the best memories in my life.

Activities in HR Department

Human Resources functions as a strategic partner dedicated to navigating the full employee journey within an organization. It starts with Talent Acquisition – finding and acquiring the right fit for company needs. After hiring, HR supports integration with Onboarding and Training, for professional growth of all employees. Performance is managed through Performance Management that defines objectives and assesses progress regularly according to company's aims.

5.4 Introduce Performance Dragons Methodology: The HR function plays a critical role in attracting and retaining key employees through setting an equitable reward structure by managing the Compensation and Benefits of which he is responsible for. Beyond that, the department maintains an ethical and encouraging workplace by appropriately addressing Employee Relations (including conflict resolution & policy application on a consistent basis).

Activities in General Administration

The General Administration is the fundamental structure that ensures the effective and smooth running of an organization. Its role is a wide one from the Management of Security safeguarding assets, information and people. This is supported by Safety Management – addressing regulatory requirements and risk-free working environment. It also promotes the health of employees through Health & Hygiene Management, the implementation of clean site policies and general nurturing. Logistical functions involve the planning and directing Transport Management (fleet & travel) together with Logistic & Inventory Management that is in charge of sourcing, storing and on time delivery all required operational materials. At the end of the day, General Administration is the underlying prerequisite for creating a neat, safe and resource- endowed base to make core business work.

Responsibilities

My three-month engagement at Skill. jobs provided a unique and mutually reinforcing hands-on induction experience in strategic & operational practices both in HR & GA, that successfully convert my theoretical learnings into practical knowledges which reportedly essential to myself during my corporate career. I took a hands-on approach to enable the pipeline through deep assistance with writing detailed and compliant job descriptions and posting strategic recruitment advertising using clear, concise communication and analytical skills. I was responsible for the fundamental administrative procedure, which involved rigorous authenticity check of candidates' documents and processed the candidate's data into HR system in a very organized way. Furthermore, I gained direct exposure to performance oversight by assisting with the process of verifying performance standards, tracking employee progress, and coordinating regular performance appraisals. Finally, I utilized strong presentation skills to personally conduct orientation sessions for new hires, ensuring their smooth and effective integration into the organization's culture.

Chapter 4

From My Internship Learning

I have done my internship in HR And General Administration with Skill. Jobs. It has been a good experience and a great thing to learn too do a company report work for real. It adds to my comprehension, it contributes to what I know and how well I learn.

Soft Skill

Here is what I learn at Soft Skills in a three month internship-

I learned that the office environment of corporate life has been teaching me how much responsibility is snapping me into place and dexterity in every corporate (the same responsibility, I learnt during this internship). I learned all about the official schedule, how to know what to do when you were in the office. The responsibility that we get to hold in the office and this which I have is putting me more on toes. The most valuable thing I took away from the internship was the skill of adaptability. All the things in our office were new and very hard for me but after I have to learn all works easily. In these three months Internship I learned a loads of thing.

Hard Skill

This is what I learned in a three-month internship at Hard Skills:- New and Better Skills. How to get exposure by learning to put yourself out there/Professional Communication Networking Importance Taking criticisms you agree. Working hard no matter what in whatever you're doing, Independence, understanding the workplace environment and Making connections." "I was taught how to fill, maintain and retain files like joining file, attendance register leave applications and orientation materials. This enlightened me on HR compliance and record keeping norms. I learned by practice to put in an accurate and efficient way employee information, attendance data and candidates detail into HR databases and spreadsheets. I thought that I could learn a lot about this by doing internship on i.

Chapter 5

Recommendation and Conclusion

Recommendations

Here are some of my suggestions and recommendations for Skill. Jobs. Let's break –

To further strengthen its operational capabilities and improve leadership talent development, Skill. and jobs are recommended a coterie of strategic changes. Amongst the most important actions to advance in rapid digital integration are: the implementation of state-of-the-art HR software (for example, ATS and LMS) that allow both recruitment and training management to be automated and optimised. Invest a little more in training on interns The organization should consider giving more training support to the budding talent which includes structured internship program covering basic software and core professional competencies. In addition, the update digital attendance system to increase accountability and more accurate reporting are a contribution that can be improve upon by reliable upgrade of the digital attendance system using things such as mobile or biometric technology. Last but not the least, to create a cohesive environment: Skill. jobs has to actively enhancing oven department communication with regular cross-functional meetings and by standardizing platforms all across the board in order to open up for more transparency and collaboration.

Conclusion

The internship at Skill. jobs were quite informative as far as practical exposure in H.R. and general administration is concerned. During the internship, I could see real life HR at work, engage in recruitment, perform miscellaneous admin work as well as get to know professionals and a working environment. They provide everything from recruitment to retention, performance management to compliance and operates with a productive, motivated, and hard working workforce that is legally compliant. Its work has a direct impact on employee happiness, efficiency, and long-term financial success.

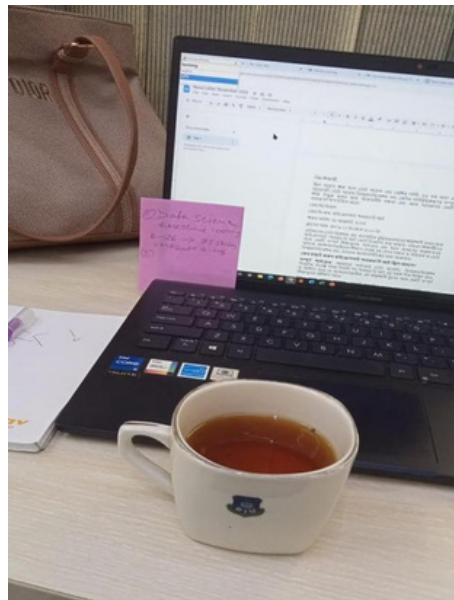
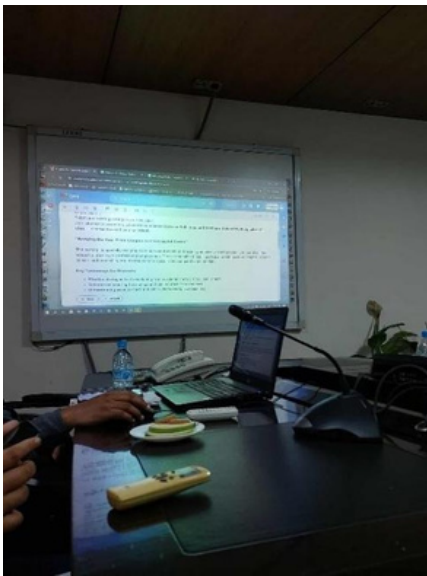
Reference

1. <http://www.skill.jobs/>
2. <https://bd.linkedin.com/company/skilljobsbd>
3. <https://www.facebook.com/skilljobs.bd/>
4. <https://daffodil.group/business-ventures/ict-ventures/skill-jobs>
5. Supervisor's Designation: Md. Mamunur Rashid
Head, Training and Development
Skill Jobs
Cell: 01847-334766
E-mail: td@skill.jobs

Chapter 6

Appendices

I have taken some pictures of my work with permission from the Skill. Jobs HR and Administration department -



221-10-1034

ORIGINALITY REPORT

8%

SIMILARITY INDEX

7%

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