



**Faculty of Humanities and Social Sciences
Department of English**

**An Internship Report on
the Role of HR in Organizational Efficiency
at
CERES Certifications Ltd.**

Course code: **ENG 431**

**Submitted By
Md. Jayed Ebna Basher Bulbul
ID: 221-10-1045**

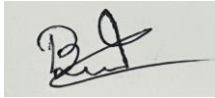
**Supervised By
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Lecturer (Senior Scale)
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A report submitted in partial fulfillment of the requirements for the degree of
Bachelor of Arts (BA) in English

DECLARATION

Hereby I am state that under the guidance of **Emran Khan** (Senior Lecturer), Faculty of Humanities and Social Sciences, Department of English, Daffodil International University, I have done this internship. I will also state that, except where the necessary reference was made in the document, no such industrial attachment and no portion of such internship attachment was presented elsewhere for graduation or certification.

Submitted By



.....

Md. Jayed Ebna Basher Bulbul

ID:221-10-1045

CERTIFICATION OF SUPERVISOR

This is to certify that the student named Jayed Ebna Basher Bulbul, bearing ID 221-10 1045 has finalized his Project Paper with the Internship course (ENG 431) under my supervision. For the internship process, he chose CERES Certifications Ltd. He is now eligible to present the report for evaluation. He has been in constant communication with me during his project work. Whenever he needed assistance of any sort, I assisted him. The content of this project report is him genuine work, for which he worked phenomenally. I pray for him overall well-being and hope he achieves more success in the years to come.



.....

Signature of the Supervisor

ACKNOWLEDGEMENT

Above all, we praise the Almighty Allah who gave me His enabling grace to successfully complete this Internship Project.

With sincerity, I extend my warm and deep appreciation and gratitude to my supervisor, Lecturer **Emran Khan** and **Dr. Ehatasham Ul Hoque Eiten**, Head of the English Department of Daffodil International University for their guidance and support to come up with this Internship. Being working with **Emran Khan**, I have not only earned valuable knowledge but was also inspired by his innovativeness which helped to enrich my experience to a greater extent. His ideas and way of working were truly remarkable. I am believing that this research could not be finished if he did not help me continuously.

I will be thankful to Emran Khan, Senior Lecturer, Department of English, Daffodil International University and some of my friends of DIU for their kind help.

I will be grateful to all my colleagues for their encouragement for this internship.

Finally, I express my sincere gratitude to my parents, brother, sister for their continuous support, ideas and love during my studies.

ABSTRACT

This report investigates the role of Human Resources in enhancing organizational performance efficiency at CERES Certifications Ltd. This is a German-based audit firm, which is operating in Bangladesh garments sector. The report is focused into three major sections, such as (i) HR functions, (ii) Administrative roles, and (iii) Logistics support. It combines theoretical Discussion with practical findings from the internship, offering recommendations for improvement. This report, 'The Role of HR in Organizational Efficiency at CERES Certifications Ltd.', outlines the practical aspects of Human Resource Management coupled with administrative and logistic operations in a professional audit environment. The aim of this report is to understand how HR develops and increases overall organizational efficiency through employee management, performance appraisal, recruitment, training, and organizational culture. It also focuses on how the coordination between the HR, Admin, and Logistic departments works to maintain operational harmony. My understanding of the practices of HR, organizational communication, and leadership dynamics has been enriched to a great extent during the period of internship.

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CHAPTER – 1 : INTRODUCTION

Introduction

CERES Certifications Ltd. is a German-based audit company. This company providing quality, environmental, and social audits in many sectors, especially in the garments sector. The company is always work for the promotion of ethical, sustainable, and responsible business practices. Their main services is OCS, GOTS, RCS, GRS, and ISO certification audits for factories. The Bangladesh branch of CERES has to follow to rigid compliance standards set by the German headquarters. Thus, the sections of HR and Admin are crucial for work force discipline, audit team management, and coordination between clients and auditors. From this company I have learned many things. In my internship I have learned how communicate with others, I have learned how to stay connect with employee. These learning will help me a lot.

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Dhaka-1230, Bangladesh

1.2 Characterization of Work in Human Resources (HR):

The Human Resource Department of CERES Certifications Ltd. is work for employee recruitment, performance evaluation, payroll management, and provide a productive workplace environment. It works to ensure that every employee is follow the organizational vision and its code of ethics.

Key Characteristics of HR Work

1.1.1 Recruitment and Selection

CERES maintains standard recruitment procedures, their policies worldwide. The preparation of job descriptions is prepared and candidates are screened through interviews and testing. They always focus on following labor laws and making the fair hiring process.

1.1.2 Training and Development

During my internship, I saw that every new employee attends an orientation where they know about the company policies. This help a employee to understand that what the company expects from them.

1.1.3 Performance Management

CERES Certifications Ltd. Provide regular training for improve employees skills. New employee learn company rules and audit processes from this orientation session, and ongoing training helps them stay updated with the latest standards.

CERES uses a KPI based Performance Management system, where team leaders review the accuracy, timeliness, and client satisfaction of the performance. HR watches everything and give feedback to everyone for their improvement.

1.1.4 Employee Relations

CERES Certifications Ltd. maintains a good relationship with employees by communication, and HR policy support. The HR department in this company handles employee relation, teamwork spirit, and give them a good atmosphere to create a good environment for work. They doing regular meetings and open discussion for reduce problem.

1.1.5 Compliance and Legal Responsibilities

CERES Certifications Ltd. strictly follow to all national labor laws and workplace safety rules. They maintains proper documentation, employee contracts, and compliance records with full legal transparency. The HR makes sure policies are updated, and the rights of employees are safe. By meeting all compliance and legal requirements, CERES reduces risks and maintains a professional and trustworthy work environment.

Daily Duties of an HR Professional in the CERES Certifications Ltd.

- Maintain employees attendance, leave records, and daily HR documentations.
- HR always helps with recruitment activities such as reviewing CVs, fix the time for interviews, and contact with interviewers.
- Supporting Joining process by preparing necessary documents and guiding new employees through orientation.
- HR works for employee queries, complaints, and routine HR related communication.
- Maintaining all records, employee details, and always update HR documents.
- Arranging with Admin & Logistics for office operations, and resource support. Performance update, HR always collect feedback from supervisors, and employee KPI tracking.
- HR help in training arrangements, preparing training time, and follow participation.
- HR ensuring the HR policies, ethics, and workplace rules are maintained.
- Prepare day to day HR reports and communicate important updates to management.

1.2.1.Attendance Monitoring and Workforce Management

- HR always checks daily attendance.
- Managing to verify absent Employee.
- Managing late entries.
- HR always ensure that the required manpower is available.

Attendance Sheet



CERES Certifications Ltd
Nilufar Villa, House - 12, Road - 1/8, Sector - 09, Uttara, Dhaka-1230

Attendance Report (18-11-2025 To 18-11-2025)

General Employees

Branch: Head Office

Sl	Emp. Code	Employee Name	Designation	Department	Status	In Time	Out Time	Break Time	Location	Remarks
18-11-2025										
1	CERES-CERT-01	K. M. IMTIAZ SULTAN	Managing Director	MANAGEMENT	P	09:00 AM		00 hr 00 min		
2	CERES-CERT-03	MD. MOINUDDIN	ASST. MANAGER	CERTIFICATION TEAM	A			-		
3	CERES-CERT-04	MD. IFTEKHARUL ISLAM	SR. SUPERVISOR, COORDINATION	CERTIFICATION TEAM	D	09:02 AM		00 hr 00 min	Ghoroa Khobar Hotel, House 14, Road 4, Sector 9, Uttara, Uttara West, Dhaka, Bangladesh (In)	
4	CERES-CERT-05	ABDULLAH AL MAMUN	ASST. SUPERVISOR	TECHNICAL TEAM	P	09:00 AM		00 hr 00 min	Rural Power Company Limited, House 19, Road 1b, Sector 9, Uttara, Uttara West, Dhaka, Bangladesh (In)	
5	CERES-CERT-06	MD SHOYEB UDDIN MAHMUD	SUPERVISOR	TECHNICAL TEAM	A			-		
6	CERES-CERT-07	MD. ASHRAFUL ISLAM	INSPECTOR	CERTIFICATION TEAM	D	09:44 AM		00 hr 00 min	রাজসন, সাহর উপজেলা, ঢাকা জেলা, ঢাকা বিভাগ, 1340, বাংলাদেশ (In)	
7	CERES-CERT-08	MD. SABBIR HOSSAIN	SENIOR INSPECTOR	CERTIFICATION TEAM	D	09:50 AM		00 hr 00 min	ফতুল্লা, নারায়ণপুর, নারায়ণপুর সদর উপজেলা, নারায়ণপুর জেলা, ঢাকা বিভাগ, 1401, বাংলাদেশ (In)	
8	CERES-CERT-09	RAIHAN MAHMUD	SENIOR INSPECTOR	CERTIFICATION TEAM	D	09:03 AM		00 hr 00 min	Ghoroa Khobar Hotel, House 14, Road 4, Sector 9, Uttara, Uttara West, Dhaka, Bangladesh (In)	
9	CERES-CERT-11	MD. JUNAADUL ISLAM	TRAINEE INSPECTOR	CERTIFICATION TEAM	D	09:37 AM		00 hr 00 min		Global outwear ltd (In Time)
10	CERES-CERT-12	MD. SALAH AHMED KHAN	SR. QUALITY OFFICER, TC OPERATION	TECHNICAL TEAM	P	09:00 AM		00 hr 00 min	Ghoroa Khobar Hotel, House 14, Road 4, Sector 9, Uttara, Uttara West, Dhaka, Bangladesh (In)	
11	CERES-CERT-13	FATIHA NURIN	JUNIOR INSPECTOR	CERTIFICATION TEAM	D	09:01 AM		00 hr 00 min		
12	CERES-CERT-14	SHAHRIAR NASIM	OFFICER CREDIT & BUSINESS DEVELOPMENT	ACCOUNTS	P	08:52 AM		00 hr 00 min	Ghoroa Khobar Hotel, House 14, Road 4, Sector 9, Uttara, Uttara West, Dhaka, Bangladesh (In)	
13	CERES-CERT-15	MARUF HOSEN	SR. QUALITY OFFICER, TC OPERATION	TECHNICAL TEAM	P	08:59 AM		00 hr 00 min	Ghoroa Khobar Hotel, House 14, Road 4, Sector 9, Uttara, Uttara West, Dhaka, Bangladesh (In)	
14	CERES-CERT-16	MD. SHARIFUL ISLAM	SR. QUALITY OFFICER, TC OPERATION	TECHNICAL TEAM	P	08:54 AM		00 hr 00 min	Ghoroa Khobar Hotel, House 14, Road 4, Sector 9, Uttara, Uttara West, Dhaka, Bangladesh (In)	attendance (In Time)

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1.2.2 Recruitment and activities

- Finding manpower shortages with all section.
- Taking interviews and skill tests for new workers.
- After Completing the joining formalities then HR assigning workers to departments.

Recruitment



CERES

**WE ARE
LOOKING FOR YOU**
Join Our Team

Position :

**Management Trainee
Officer (MTO)**

Probation :
2 Months

Vacancy :
04

QUALIFICATION:

- Educational background - A bachelor's degree from a recognized university (B.Sc. in textile engineering will get preference)
- Technical skills - Basic microsoft office program (word, excel & powerpoint).
- Communication skills - Fluent in Bangla & English, basic email writing ability.

JOB RESPONSIBILITIES:

- * Transaction certificate review.
- * Data entry in software.
- * Communication with client (email & verbal).

SALARY & BENEFITS:

Attractive salary.
Lunch allowance.
Mobile Bill.
Yearly two festival bonus.
Monthly 6 days holidays.

Last Date to Apply:
03 July 2025

Send Here >

hr@ceres-bd.com
shoyeb.uddin@ceres-cert.de

1.2.3. Employee Onboarding and Orientation

- Helping new workers through company policies and rules.
- Providing ID cards to new employee.
- Ensuring medical checkups (if required).

1.2.4 Ensuring Compliance & Legal Documentation

- Maintaining HR files and all documents.
- Managing car for audits.
- Ensuring that all HR processes follow Bangladesh Labor Act & ILO standards.

1.2.5 Payroll Coordination

- Updating attendance for salary processing
- Checking salary sheets and solve salary-related issues

1.2.6 Disciplinary Management

- Handling problems.
- Giving warnings, show-cause letters, and arranging hearings
- Making sure disciplinary actions are fair.

1.2.7 Cooperation with Departments

- Communicating with admin, compliance, and Audit team.
- Supporting management during meetings and planning sessions.
- Reporting daily HR updates to MD.

CHAPTER – 2 : IMPORTANCE OF THE PROJECT

IMPORTANCE

This project is important because it deals with practical work of an HR, Admin, and Logistics departments. It helps to understand how practical Training & Development, Performance Management, and Employee Relations are implemented in a professional workplace. This project upgrades learning with observation to organizational processes, improves professional skills, and links the gap between academic knowledge and real world of an HR practice. After all this project shows how proper HR strategies contribute to ensuring the satisfaction of employees, operational efficiency, and organizational success.

2.1 Enhances Understanding of HR Operations

This project provides a clear understanding of how HR activities work such as recruitment, attendance management, payroll management, and issues handling, support factories operations and contribute to organizational goals.

2.2 Identifies Strengths and Areas for Improvement

Through the experience HR practices, the project helps me to identify operational strengths as well as gaps or inefficiencies in workforce management, communication, training, and documentation.

2.3 Supports Decision-Making and Organizational Development

From this project I learned how can guide management in making informed decisions related to manpower planning, employee engagement, skill development, and policy improvement.

CHAPTER – 3 : METHODOLOGY

METHODOLOGY

My learning of this internship at CERES Certifications Ltd. was to understand how the HR, Admin, and Logistics departments work in a real office environment. This chapter explains how I followed methods to collect information, observe activities, and explain my practical experiences. My overall approach was qualitative since learning in HR mostly depends on direct observation, participation, and communication with employees.

Primary Data: My direct experience

Primary data has been collected by me from day to day participation in office activities. The major activities are:

3.1 Observation on daily basis

I learned how HR managed the attendance of employees, how HR take interview sessions, and exercised discipline among them. I also learned how Admin and Logistics would coordinate the schedule of audits and how they managed car for audits. I faced the real challenges from such observations: sudden absences, pressure due to workload, or last minute audit changes.

3.2 Practical Tasks Carried Out by Me

I participated in some practical work:

- Updating the Attendance sheets, late absents verification.
- Sorting CV and took interviews.
- Preparation of HR files, document checking.
- Learned Printing, scanning, and documentation ready for admin.
- Helped the logistics team with transport arrangements and audit schedules.

These activities gives me real experience of HR operations.

3.3 Informal Discussions

I always tried to talk about the processes with the HR executives, Admin officers, and auditors. Their direction allowed me to understand the workflow very easily, interdepartmental communication, and compliance practices.

Secondary data

I tried to collect some secondary information. Secondary information was collected from:

- Information was taken from CERES official website.
- Information was taken from company policy sheets and employee handbook.
- Information was taken from audit guidelines and HR manuals.
- Information was taken from online HR management articles and lecture notes.
- Information was taken from previous reports and documents which is shared in the office.

These sources helped me to compare the practical tasks with HR theories within academic studies.

Overall, the combination of primary and secondary data help me to understand how HR, Admin, and Logistics work together and support each other. The methodology displays my real experiences and learning throughout the internship.

CHAPTER – 4: ORGANIZATIONAL SNAPSHOT

Concept of Human Resources (HR)

It includes all strategic ways by which people are managed in the company to realize maximum performance, employee satisfaction, and organizational objectives. Literature material explains that HR always implies recruitment, training and developments for new employees, performance management, employee relationships and observation of labor laws. Many researchers have indicated that HR is not an administrative function but also a strategic partner in aligning workforce competencies and resources with organizational goals. A good HR practices improve productivity, ensure a good working place, and guarantee long term growth. Regarding this, for international certification companies such as CERES, HR plays a important role in ensuring that the employees are motivated, and compliant to meet global standards.

Objectives of Human Resources (HR)

The objectives of HR are the broad goals that guide the management of people within an organization. These objectives ensure that employees are successfully hired, developed, motivated, and retained to support organizational goals. HR objectives focus on both organizational needs and employee happiness.

4.1 Organizational Objectives

These objectives ensure the Human Resource (HR) function supports the overall strategic goals of the company.

- Ensuring the right number of expert employees are available
- Improving productivity and performance
- Creating a positive and legally compliant work environment

4.2 Functional Objectives

These objectives ensure that the HR department runs effectively and provides necessary support.

- Maintaining an effective HR system
- Managing all employee records, attendance, and payroll correctly
- Coordinating between management and Employee

4.3. Personnel Objectives

These objectives goal to meet employee needs and promote satisfaction.

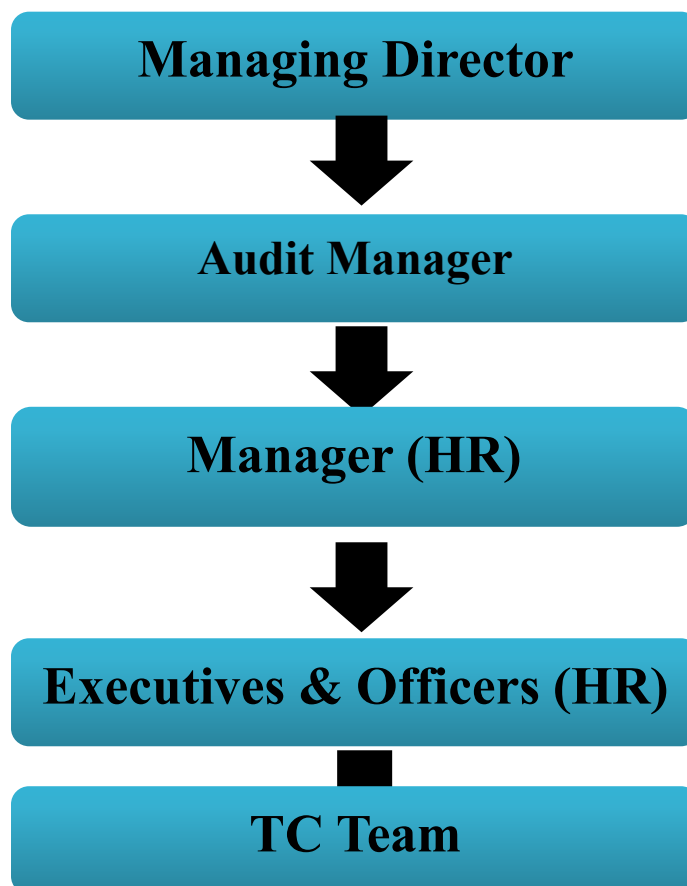
- Ensuring job security and safe working conditions
- Offering learning, training, and development opportunities
- Promoting good communication and addressing grievances

4.4 Societal Objectives

These objectives ensure that the organization acts responsibly to society and follows ethical standards.

- Observing with labor laws, safety standards, and regulations
- Confirming that ethical employment practices
- Paying to social well-being and community development

Organizational HR Department Structure



CHAPTER – 5: RECOMMENDATIONS & CONCLUSION

5.1 RECOMMENDATIONS

1.If CERES wants, they can add a digital human resource management system which is wireless. This includes the working of a digital HRMS for managing HR files, maintains attendance system and payroll management, and evaluating performance. This procedure reduces manual work, reduces errors, and saves time, so as a result improving the overall efficiency of the departments involved.

1.CERES can arrange more training sessions. Because it helps to improve employee skills. Maintain regular training programs helps employees update their knowledge and learn something new. It helps develop new skills, and adapt industry standards. After all, these things would improve employee performance, make confidence and ensure that the workforce remains competent in handling audit and administrative tasks effectively.

2.CERES don't have enough AC. They can add more AC for a good environment where employees work peacefully.

5.2 Conclusion

In my internship with CERES Certifications Ltd., I experienced practical work on the interrelated functions of Human Resources, Administration, and Logistics. From this experience understand me understand how effective HR policies, proper administrative management, and efficient logistic planning work together with the smooth execution of audit projects. In my internship, I observed that how employee motivation, clear communication, and leadership styles does impact productivity, during timely logistics ensure that audit tasks are completed within deadlines. My responsibilities in HR department included helping in recruitment, maintaining employee records, and always supporting performance management. In Administration sector, I worked for office operations and prepared the documentation, and in Logistics, I also helped coordinate resources and schedules for audit. Finally, this internship improved my practical skills, my understanding of how organizations work, and reinforced the importance of interdepartmental coordination. It has provided me with valuable insight into how HR, Admin, and Logistics work together to achieve organizational efficiency.

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CHAPTER – 6: APPENDICES

6.1 Appendices

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