



An Internship Report on
My Internship Experience in the Human Resources Management Division at Elite
Garments Industry Limited

Submitted To

Md. Delowar Jahan

Lecturer

Department of English

Faculty of Humanities and Social Science

Daffodil International University

Submitted By

Md. Shakibul Islam

ID: 221-10-882

Department of English

Faculty of Humanities and Social Science

Daffodil International University

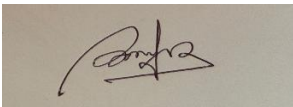
Declaration

I, Md. Shakibul Islam, respectfully declare that the internship report titled “My Internship Experience in the Human Resource Management Division at Elite Garments Industry Limited” has been written entirely by me as part of the requirements for completing the course ENG 431 (Internship) under the Department of English, Faculty of Humanities and Social Sciences, at Daffodil International University.

This report is a reflection of what I personally learned, experienced, and observed during my internship at Elite Garments Industry Ltd. Every section of the report is based on my own understanding of the workplace environment and the professional activities I was involved in. I also confirm that this report has not been used or submitted for any other academic or professional purpose.

I have carefully acknowledged and cited all sources, documents, and information used in preparing this report. The work is original and sincerely prepared, and I take full responsibility for any unintentional mistakes that may appear.

I would also like to express that this report was completed under the guidance of Md. Delowar Jahan, Lecturer, Department of English. His direction, encouraging feedback, and support helped me complete this report smoothly and with confidence.



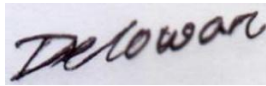
Md. Shakibul Islam
ID: 221-10-882
Department of English
Daffodil International University

Certificate of Academic Supervisor

This is to certify that Md. Shakibul Islam, ID 221-10-882, has completed his internship report under my supervision for the course ENG 431 (Internship). He selected an industry relevant to his interest and has successfully prepared the report based on his experience and observations. The report is now ready for submission and evaluation.

Throughout his internship period, he maintained regular communication with me and sought guidance whenever necessary. I provided support and feedback to help him complete the work effectively. The report reflects his own effort, dedication, and sincerity.

I believe he has gained meaningful practical experience during this internship. I wish him continued success in his academic journey and good health and prosperity in the future.



Md. Delowar Jahan
Lecturer
Department of English

Acknowledgment

First of all, I would like to express my heartfelt gratitude to Elite Garments Industry Ltd. for giving me the opportunity to complete my internship with them. Working in such a large and wellorganized company was truly a wonderful experience. It helped me understand how a professional industry operates every day and gave me real insight into the corporate work environment.

I am especially thankful to my internship supervisor, Delowar Jahan, for his constant guidance, support, and kindness throughout the entire internship period. He explained each task with patience, encouraged me to explore new areas, and motivated me to learn from every situation. His support made my learning journey both meaningful and enjoyable.

I am also grateful to all the members of the HR Department for their cooperation and warm behavior. Whenever I needed help, they were always ready to assist, which made my internship smooth and comfortable.

Lastly, I would like to thank my university and my respected teachers for arranging this internship program. It has given me valuable practical knowledge and helped me prepare for my future professional career.

Abstract

The internship program has played a very critical role in my academic life as I was able to relate to what I was taught in the classroom to the job environment. My three-month internship experience at Elite Garments Industry Ltd. helped me have a clear picture of how a large garment company focuses and how various departments interact to ensure that day to day operations are handled.

I selected this company due to its good reputation within the industry, as well as, the desire to learn how Human Resource Department operates in the real life context. I spent most of my internship time working directly with the HR team and became more familiar with the routine tasks and duties of the staff. I got to know how to organize and check the employee files, how to update the attendance records and the way the HR takes care of leaves, disciplinary matters, employee inquiries, and other administration tasks.

My supervisor was also accommodative and provided me with tasks step by step, and that way, I got to learn at my own pace. I was also able to witness some training sessions, which allowed me to realize the way the HR department helps employees and allows efficient production flow.

This was a learning experience that has made me become a better person and a professional I learned to be confident in my communication, acquire better office manners, and how to do my task in a responsible way. Practical knowledge that I gained in Elite Garments can only be portrayed by none of the textbooks.

Generally, the experience in Elite Garments Industry Ltd. as an intern was very enriching. It allowed me to comprehend the actual responsibilities of the HR job and made me ready to face the challenges of the future career as a professional. In my opinion, the knowledge and skills acquired will be of much help as I strive to establish a great and successful career.

Table of Contents

Chapter 1- Introduction.....	1
Chapter 2 - Background of Human Resource Management.....	2
2.1 Background of Human Resource Management	2
2.2 Overview of the Internship Program.....	2
2.3 Objectives of the Internship	3
2.4 Significance of My Internship Program.....	3
Chapter 3- Methodology	4
Chapter 4 - Organization Details.....	5
4.1 History of Elite Garments Industries Ltd	5
4.2 Overview of Company Activities	5
Chapter 5 - Internship Experience	6
5.1 Employee Documentation and File Management.....	6
5.2 Attendance, Leave, and Employee Records Management.....	6
5.3 Employee Conduct and Harassment Prevention.....	6
5.4 Organizing Meetings, Training, and Safety Programs	6
5.5 Security and Safety Training	6
Chapter 6- Observations and Findings	7
6.1 Observations	7
6.2.1 Strengths	8
6.2.2 Weaknesses	8
6.2.3 Opportunities.....	8
6.2.4 Threats	9
Chapter 7- Limitations.....	10
Chapter 8- Recommendations	11
Chapter 9- Skill Development	11
9.1 Growth in Workplace Confidence	12

9.2 Improved Office Communication	12
9.3 Development of Practical HR Understanding.....	12
9.4 Enhancement of Time and Task Management	12
9.5 Increased Responsibility and Professional Discipline	12
9.6 Problem-Handling Ability	13
9.7 Better Understanding of Workplace Behavior	13
Chapter 10-Conclusion	14
Chapter 11: References.....	15
Chapter 12- Appendices.....	16
1.2 Appendices	17

Chapter 1- Introduction

The internship program is quite a crucial aspect of the study life of a student as it constitutes a critical bridge of the classroom theoretic and the work place practice. I am a student who is pursuing the major course of English major in Daffodil International University and the three months internship in Elite Garments Industry Limited helped me learn how a professional environment operates especially in the Human Resources Department.

The internship provided me with an opportunity to observe how the daily life of the high-profile garment industry works and also took part in the activities that the HR officers are accustomed to performing. I handled employee files, reviewed employee attendance records, familiarized myself with the working discipline procedure and also interacted with the officers and the workers. These activities helped me realize the role of the HR department in facilitating a smooth operation of the activities, provision of support to the employees and maintenance of order in the organization.

The report was purely founded on the personal observations and the responsibilities that I performed at the internship. It was a situation that helped me to practice my communication, writing and organizing skills, in addition to winning confidence in taking up professional tasks. The internship also gave me psychological and practical preparations in the field of my future work, in addition to acquiring new knowledge and skills in my studies.

Chapter 2 - Background of Human Resource Management

2.1 Background of Human Resource Management

The Human Resources (HR) department can be considered as one of the most important units in any organization as it serves as the most valuable asset of any organization people. The HRs are the slaves who are in contact with the staff and the management and as such, they strive to ensure that the organization is functioning in harmony by way of recruitment, training, staff welfare, and the overall coordination of the employees. The modern business has assigned the role of hiring qualified staff, training staff when necessary, taking care of attendance, remunerating and benefits, and rules and discipline in the workplace to the HR. The department also supports the employees by listening to their problems and concerns and making decisions about the conflicts, and a conducive and productive working environment.

HR is not a mere administration position. It also plays a strategic role in designing of organizational goals, workforce planning, and ensuring that the personnel of the staff is motivated and can contribute to the success of the company. The HR department is continuously on the move to help the employees and the company by maintaining the records and files of the employees, and the performance and the law pertaining to the labor. The HR may be regarded as the backbone of the company in the huge company, e.g. the garment sector where thousands of employees work, and where proper organization and fair treatment are counted on.

2.2 Overview of the Internship Program

As an English major student, the internship program is another important experience in my studies since, at least, it will give me an opportunity to apply the theoretically learned information in the practical working environment. The internship provides the students with direct data concerning the functioning of a firm and the interaction between different units of a firm to achieve organizational goals.

I chose to do my internship in Elite Garments Industry Ltd which is a well established and reputable garment company. I wanted to know how a working office is like, how the communication between various employees functions, and how the daily activities and reports are handled. Even though my major was in using English skills, the learning experience that stood out as sixmonth with the HR department might be applicable in any work place setting, which include good communication skills, writing skills, and document organization, and interaction with employees.

The goal of the internship was to receive some practical experience, become more confident, and understand the nature of the work of an HR department. Overall, this experience has not only made me well-prepared in my future professional life but also prepared me to face the issues Of the work place without fear.

2.3 Objectives of the Internship.

1. To have a glimpse of what the HR department does on a daily basis and how the employees manage to cope with their responsibilities effectively.
2. To gain first-hand experience about the process of recruiting and selection employees in a garment firm.
3. To gain hands-on experience in the planning, interpretation, and administration of the documents of employees, as well as other vital HR data.
4. To observe how the HR personnel and their employees relate, how they discuss issues that arise, and solve them.
5. To enhance such valuable professional skills as effective communication, interpersonal skills, office etiquette, and task handling.

2.4 Significance of My Internship Program

The internship experience has been important in my academic and professional development. It provided me with a rare opportunity to fill the gap between the theory I got in the university and the realities of the workplace. When dealing in Elite Garments Industry Ltd., A close look at the Human Resource department also gave me a personal experience of how various activities are coordinated in the department and the role played by the department in facilitating smooth running of the organization.

It is also this experience that enabled me to acquire some of the key competencies in processing employee records, recording information, interacting with workers and officers, and understanding how to interact with workers. These activities guaranteed that I identified my strengths and areas that I should improve. The internship also provided me with some of the finest professional qualities that involve punctuality, responsibility, time management and conduct in work.

The practice, further, led to improvement of my skills and competencies as an English student, including verbal and written communication, observation, analysis and responsiveness in real-life situations. As a rule, the internship proved to be a very fruitful learning process that not only allowed me to enhance my practical skills, but also made me approach the future career opportunities with more seriousness and confidence since I will be treated as a professional.

Chapter 3- Methodology

By the time I was undertaking the internship at Elite Garments Industry Ltd, the human resource department was pragmatic and observational with the aim of learning the fundamental operations within the human resource (HR) department. I was not only made to study the theoretical knowledge; I had to undergo the daily activities of the office in order to have a first hand experience.

I was involved in part of the routine work which consisted of maintenance of the employee records, updating of the attendance records and leave records and some minor administrative work. These practises provided a great insight into the manner in which the HR operations are undertaken and the department is well coordinated within the organization.

This was accompanied by hands-on assignments, to brainstorm about with my supervisor and other HR employees, to gain a more perspective on the operations of HR. I attended the meetings, training sessions, and interactions in the workplace as well, which provided me with the opportunity to observe how the challenges are addressed, and the decisions are made.

To have an accurate record of the activities, observations, and thoughts, I maintained a personal journal of the same throughout the internship. I also read some of the internal documents to gain knowledge about how the information is organized, communicated and written in the organization.

This exercise, along with the observation, discussions, and documentation, allowed me to be in a wholesome position to know how the HR processes worked in a comprehensive manner, and this formed my foundation of writing this report in a very explicit, well organized and informative manner.

Chapter 4 - Organization Details

4.1 History of Elite Garments Industries Ltd

Elite Garments Industry Ltd. is a well-known company in Bangladesh, which is very successful and has history. It may be dated back to the 1952 when the Late Mr. Serajuddin Ahmed founded the first manufacturing company of paint to be established in the country. He worked hard and with a very little resource at his disposal, he developed his vision, determination and hard work which is now the Elite Group. He has explored other businesses throughout the years and has earned a reputation as a truthful, just and a creative businessman.

It first began its operations in the garments sector in 1981 as one of the first garments producers in Bangladesh and the Bangladesh Garments Manufacturers and Exporters Association (BGMEA). Elite Garments is a well-known part of the history of industrial Gazipur with a working experience that is over 42 years. Currently it has 24 production lines and its yearly turnover is approximately 65 million US dollars.

Elite Garments has a reputation of producing quality woven garments to meet the needs of the international markets in a timely manner, trendy designs, and at a reasonable price. The company started with a small paint company, and it grew to a huge export-oriented garment manufacturing enterprise as it has stayed within the scope of quality, efficiency and the vision of the founder. It is under this that the company has continued to uphold these values because it helps in the growth of the garment industry in Bangladesh.

4.2 Overview of Company Activities

1. Has 24 sewing/production lines that manufacture garments on large scale.
2. The company is a 100 percent export-oriented organization, which manufactures garments to be sold to foreign markets.
3. Produces various types of woven clothing such as formal and casual shirts, washed shirts and light outerwear.
4. Cooperates with foreign customers and brands, and sells products all over the world.
5. Has a high number of employees and employees with thousands of staff.
6. Relying on modern machinery and production technology in order to sustain efficiency and quality.
7. Ensures that it has a quality control regime that would ensure that products are of an international standard.
8. Has a green Leed-certified manufacturing facility, which pays attention to energy use and sustainability.
9. Manufactures male and female clothes in the export markets.
10. Administers HR and workforce management, attendance, leave, records and payroll.

Chapter 5 - Internship Experience

5.1 Employee Documentation and File Management

My experience with the HR department helped me to observe how the paperwork of the employees is collected, consisting of National ID cards, appointment letters, educational certificates, and other information about the personal data. Each of the workers is provided with files that are updated on a regular basis to make sure that the information is updated and precise. The other aspect which I noted is that the references and character certificates of new employees were also checked very subtly.

5.2 Attendance, Leave, and Employee Records Management

The HR Department tracks the daily attendance, absence, and will take care of the leave requests. The data is critical in determining the computation of the salaries, overtime, and performance reviews. They also update the information of the staffs such as contacts, addresses and job description to enable easy operations.

5.3 Employee Conduct and Harassment Prevention

HR conducts conferences about the necessity to have the safe and respectful workplace. This is to make sure that the employees understand how to treat each other and what to do should they be harassed and this would help in making the working environment conducive and safe at the same time.

5.4 Organizing Meetings, Training, and Safety Programs

The HR conducts workshops, training and meetings to aid in the development of the employees in terms of skills, team work and also in productivity. The health and safety sessions impart hygiene and safe working practices, and emergency response training. The employees were prepared with drills about the evacuation procedures and safety of the employees in the case of fire and earthquake.

5.5 Security and Safety Training

Another provision in the company is safety training to the employees that ensure that they are safe in the factory, do not break the policies of entry/exits, address emergency response, and protect themselves in case of necessity.

Chapter 6- Observations and Findings

6.1 Observations

- In the prime production phases, the teamwork of most workers is extremely high and this enables them to withstand the pressure of work and execute tasks in a relaxed and expedited way.
- As I have noticed, the line supervisors, in turn, broadly instruct the employees whenever they have something wrong to do, as it makes them feel good in a positive atmosphere in which new employees learn faster.
- The knowledge-sharing culture on the production floor is also visible since employees are accustomed to giving each other practical answers concerning how to deal with machines, fabric issues, or how to sew something.
- The HR area also tracks the attendance pattern and the complaints of the workers and fixes the issues in advance- this proactive policy contributes to the reduction of the conflicts and the increase in the satisfaction levels of employees.
- I also realized that workstations are kept clean and hygiene principle of the factory is observed by workers, thereby assisting in offering safe and productive working environment.

6.2 Findings

- The overall circulation of production is excellent because the employees engage each other to organize their tasks and there are no delays and misunderstandings in the workplace.
- Employees are extremely attentive about details when working with fabrics and machines, therefore, there is less waste and less undesirable work is minimized.
- The company has an open system of monitoring performance, which helps in identifying good workers and placing them in a position they can best fit.
- Regular supporting supervisors: supervisors would also brief employees regularly to update them on the daily goals and safety safety measures and production priorities to ensure that they do not feel lost in their work.
- There is also the example of the positive organizational culture in that workers are respectful of each other and their disposition is conducive, and eventually it aids in the strengthening of unity within the working environment and productivity.

6.2.1 Strengths

- The firm has established a good reputation of ensuring that the quality of its products has been maintained over a period of time.
- It possesses good and professional workforce which is knowledgeable on the production process.
- The HR department is also well organized and thereby contributes to facilitation in effective employee management.
- The efficiency is highly enhanced by the use of modern machinery and a newer production technology.
- The company also adheres to safety standards, audit standards and all buyer compliance standards.

6.2.2 Weaknesses

- The company continues to be very manual in its labor which may slow down the production process during the busy seasons.
- Part of the areas lack automation, which means slower general production rate.
- Sometimes, communication barriers are witnessed between the production team and the HR staff, which has implications on coordination.
- Some workspaces are overpopulated and this can result in less comfort and productivity of workers.
- This is due to the constant pressure on the employee turnover and training process.

6.2.3 Opportunities

- The increased global market demand of Bangladeshi ready-made clothes is leading to new opportunities of international markets.
- Implementation of increased automated machineries would significantly enhance productivity and cut down on the time taken to produce.
- Expanding mixed product line like sportswear or outerwear will enable it to appeal to more buyers.
- Training and skill-development programs should be raised to improve the performance and efficiency of the employees.
- Advertising eco-friendly and sustainable practices will attract other brands that are environmentally responsible.

6.2.4 Threats

- Garment orders and even pricing are usually influenced by the world economic ups and downs.
- There is growing competition by other nations such as Vietnam and India.
- New or altered buyer compliance requirements are capable of increasing production costs.
- Transportation issues or political matters may result in delay in shipments and disturb the supply chain.

Chapter 7- Limitations

At Elite Garments Industry Ltd., during my internship I realized that, I had a number of constraints that influenced the scope of my learning. Among the primary difficulties was the fact that most of the high-level HR operations were managed by senior officials only, and I was not exposed to the strategic or secret side of the department. Due to the strict security and privacy policy of the firm, I was not able to view sensitive files, internal reports and salary related documents. Because of that, I had limited knowledge on the actual HR decision-making process. The other challenge was that the internship was very short and it was hard to trace the long term activities such as the recruitment process, performance appraisal or the results of training programmes. The peak working hours of the HR team did not always align with my schedule thus some of the things that were important occurred when I was not around. I also observed that in general the working environment could be very hectic because of deadlines in production. This implied that supervisors were not always available and could not give comprehensive explanation of each task. Nevertheless, it is not all negative, as the experience was an excellent source of learning. I was also not interacting with other departments much, and I did not get the full picture of how HR works with the production, compliance, merchandising, and admin departments. Moreover, I did not have a lot of experience in accessing these digital tools in spite of the fact that I saw the use of HR software. Such restrictions are quite typical of industrial internships, but even despite them, the experience still brought useful information on how the HR works practically.

Chapter 8: Recommendations

There are several practical skills that are important to effective performance in the case of students who work in my department and want to work in the factory setting or HR. Firstly, it should be possible to build proper interpersonal skills, since the HRs need to deal with workers, supervisors, and the management on a daily basis. The ability to listen will make you gain some trust since you will be able to listen, become respectful, and clear in the conversation and reduce conflict in the workplace. Besides interpersonal skills, one must be organized because the HR job would involve dealing with a high number of files, reports, and employee files. The transfer of the data to an orderly, up to date and conveniently located format will ensure a smooth working procedure and prevent administrative errors.

Low level of technological skills is also highly implied. The modern HR procedures depend on online applications regarding attendance management, data input, remuneration and employee database. The skills on how to use office software and the skills on the applications concerning HR will render the work effective and accurate. The analytical and decision-making abilities will be trained, and the HR professional will frequently need to deal with the unforeseen issues, such as the dissatisfaction of the employees, the interdepartmental conflicts, or the operation interruptions. There is a need to be able to evaluate a situation without being influenced and respond rationally.

The other important recommendation is that one must be familiar with work policies, labor rights and safety regulations. The compliance is an important role of the HR officers since he or she should be aware of the law and ethical requirements. Finally, the students would be supposed to make an effort to be patient, flexible, and professional. HR and factory environment may be challenging and demanding and, thus, it is crucial to be disciplined and adapt to the new environment.

With such skills acquired, the students in my department will be better prepared to be part of the working environments in the industries without any fear to be confident, efficient and well informed about what is expected of them in the profession.

Chapter 9- Skill Development

9.1 Growth in Workplace Confidence

Through my time at the internship, I was able to slowly gain a sense of confidence in completing official tasks independently. The experience of frequent communication with the HR officers in addition to the workers enabled me to break the ice and express myself more easily within the professional environment.

9.2 Improved Office Communication

The classes and university studies taught me to speak well and use a formal tone as well as how to listen. These communication practices helped me a lot in responding to employee enquiries and communicating to the supervisors.

9.3 Development of Practical HR Understanding

Coupled with the theoretical understanding of the same, I was also able to learn about the real-life application of the HR activities, e.g., file maintenance, updating of the employee records, and assisting administration. This practice learning boosted my general knowledge.

9.4 Enhancement of Time and Task Management

The combination of internship and academic assignment also enhanced my time management skills, task prioritization, and deadlines completion. This practice is fundamental to the HR work where precision and promptness are critical.

9.5 Increased Responsibility and Professional Discipline

The life in the university taught me the importance of being disciplined, sincere and responsible, which I used during the internship. Attending to office directives on time, being respectful and behaving in an improved way helped in enhancing my professional attitude.

9.6 Problem-Handling Ability

The internship also taught me how to react to situations where employees had approached me with problems. I got to know how to get to the point, direct them, and consult with HR officers whenever needed to do so.

9.7 Better Understanding of Workplace Behavior

My observation skills enabled me to predict employees, officers, and teamwork, as well as respond to situations that happened in the workplace by becoming familiar with workplace culture. This observation ability made me adjust very fast to the new environment.

Chapter 10-Conclusion

My internship experience in Elite Garments Industry Ltd. has, in fact, proved to be one of the most important learning experiences that I have ever had as a student. It gave me a chance to take theories a step further in the classroom and have a preview of how a large organization actually operates on a daily basis. My time in the Human Resource department also helped me to appreciate the importance of the HR (be it maintaining discipline, keeping records in order, serving employees or ensuring that the daily operations are undertaken in a smooth manner with no hindrances).

During the process I learned to be more assertive when dealing with responsibilities. I have performed effective communication and showed the respect towards the other papers and have made the note on the reaction of the HR to the real life situations in the working place, how the workers ask questions, and why the training is necessary, or why it is better to work in a safe environment. These were what I learned in a real world experience which would have never been taught to me without these experiences.

The internship also helped me as an individual to grow. I also acquired greater confidence when I spoke with the officers and workers, worked independently, and behaved in a professional manner in different situations. It gave me a more precise picture of what my strengths are and what I will have to work on before beginning my career.

Overall, this internship had a major impact on my development as a professional. It gave me a clear picture of how the HR functions and prepared me to the tasks I might be assigned to in all my jobs in future. I would want to give a personal appreciation to my university and the employer, Elite Garments Industry Ltd, which gave me this opportunity. I believe that the knowledge and experience I have gotten will positively affect my career as I continue with my job.

Chapter 11: References

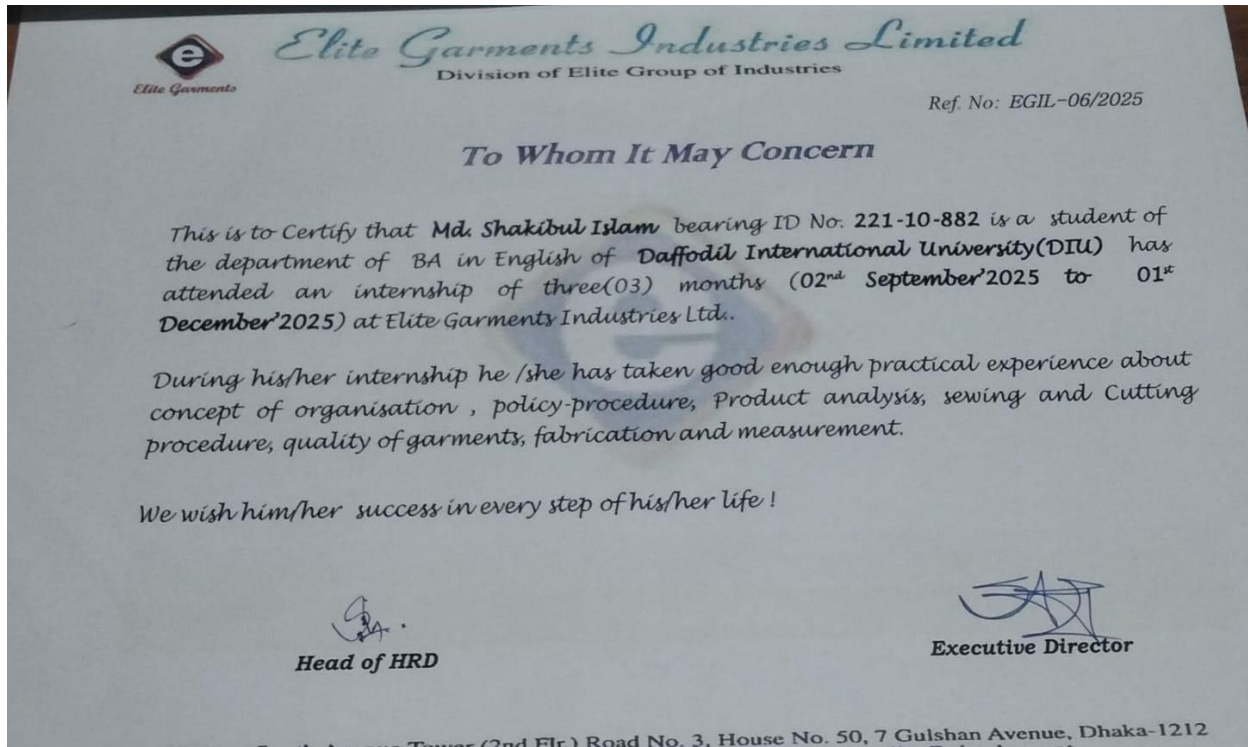
Ahmed, F. E. (2021). The practice of human resources within the ready-made garments industry in Bangladesh. *International Journal of Management*, 12(3), 4556. It shows the work of HR functions within Bangladeshi garment factories and the difficulties that HR departments face.

BGMEA. (2023). Overview of the Bangladesh Garments Industry. Bangladesh Garment Manufacturers and Exporters Association. It gives overall data regarding the clothing industry, its development, and the nature of its manpower.

Armstrong, M. (2014). *Armstrong, Handbook of Human Resource Management Practice* (13th ed.). Kogan Page. The book describes real-life and current HR roles, such as the management of employees and the policies of the organization.

<https://elite-garments.com/history>

Chapter 12- Appendices



1.2 Appendices



221-10-882

ORIGINALITY REPORT

1 %	1 %	0 %	1 %
SIMILARITY INDEX	INTERNET SOURCES	PUBLICATIONS	STUDENT PAPERS

PRIMARY SOURCES

1	so01.tci-thaijo.org Internet Source	<1 %
2	Submitted to Hong Kong Baptist University Student Paper	<1 %
3	www.termpaperwarehouse.com Internet Source	<1 %

Exclude quotes Off

Exclude matches Off

Exclude bibliography Off