



Daffodil
International
University

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

Submitted by:

Maliha Mahzabin

ID No: 221-10-883

Batch: 55th

Department of English,

Faculty of Humanities and Social Science, DIU.

Submitted to:

Department of English,

Faculty of Humanities and Social Science, Daffodil International University

Supervised by:

Mohammad Mustafizur Rahman,

Assistant Professor, Department of English, DIU.

**This Report is Prepared for the Fulfillment of the Requirements for the Degree of B.A (Honors) in
English at DIU.**

Date of Submission: 15th December, 2025.

Letter of Transmittal

15th December, 2025

Mohammad Mustafizur Rahman

Assistant Professor

Daffodil International University

Subject: Letter regarding submission of internship report on “A Study of HR & General Administrative Practices Under the I2I Program at Skill Jobs.”

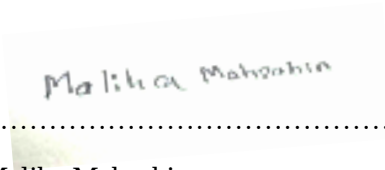
Dear sir,

I am happy to enclose the report of my Internship on HR and General Administration at Skill. Jobs. I simply cannot thank you enough for all of your support and advice in preparing this report. You have helped me tremendously with your precious guidance to fend off all the hurdles that came across.

I am confident that this report conforms to the anticipated level of academic and professional quality, and that it is an honest representation of what I have learned through the course of my internship.

I thank you for allowing me to compile this report and would be happy to address any questions you may have about it.

Sincerely yours,



Maliha Mahzabin

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Maliha Mahzabin

ID: 221-10-883

Department of English

Daffodil International University

Certificate of Supervisor

This is to inform you that **Maliha Mahzabin**, ID **221-10-883**, has successfully finished her internship report on the topic " Internship report on “A Study of HR & General Administrative Practices Under the I2I Program at Skill Jobs” under my supervision. The report was created under my supervision and is authentic work completed by at Skill Jobs, where she completed her internship. The report is written and cleared for submission after carefully following all requirements.

A handwritten signature in cursive script, appearing to read 'Sameen', followed by a vertical line.

.....

Mohammad Mustafizur Rahman

Department of English

Faculty of Humanities & Social Science

Daffodil International University

Student's Declaration

I am Maliha Mahzabin, a student pursuing an B.A. (Hons) in English at the Department of English. at Daffodil International University. I am verifying that the report titled " Internship report on “A Study of HR & General Administrative Practices Under the I2I Program at Skill Jobs.” has been arranged in the most effective manner possible to ensure the program's success.

As a result, I pronounce that every staff member in this report is a fabricated character. I also confirm that this report has never been submitted in part to any other university degree program.

Maliha Mahzabin

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MALIHA MAHZABIN

ID: 221-10-883

B.A. (Hons) in English

Daffodil International University.

Acknowledgment

I am Maliha Mahzabin. First of all, I want to sincerely thank Allah and everyone who supported me during the process of finishing my internship report. I am pleased to present my practicum report, entitled " **Internship report on “A Study of HR & General Administrative Practices Under the I2I Program at Skill Jobs.”** I made an effort to collect as much information as I could to enhance this report. Working in the Skill Jobs was, in my opinion, a fascinating experience that improved both my knowledge and experience.

The report details the internship experience that was part of Daffodil International University's B.A. (Hons) in English program in the Department of English., Skill Jobs was to be my internship location. The internship program's goals were to acquaint the student with the real-world application of the information that makes up the theoretical side of practical life.

Special thanks are required to my academic advisor Mohammad Mustafizur Rahman, who encouraged me a lot to complete this report and provided me with all the necessary help and guidance. He was a very kind and helpful individual and has always been there, wherever I requested.

In addition, who helped me during data gathering and interviews by providing insightful comments, critiques, and ideas, have my sincere gratitude. Lastly, I would like to sincerely thank the faculty, staff, and students who assisted me in finishing my internship report.

Abstract

This report gives a complete view of Human Resource (HR) and general administration from Institution-to-Industry (I2I) Program at Skill Jobs, one of the renowned career development and HR service company in Bangladesh. The aim of the internship was to ensure there was a transition from theoretical learning to actualisation exposing them to the practical experiences relating to typical organizational work as well as developing professional know how. Throughout my internship, I was responsible for HR and administrative duties, such as screening CVs, managing candidate relationships, attendance tracking inputting data into the system, planning events and assisting with training. It was in this "real" setting that I saw workplace culture, HR processes and could involve myself in administration to learn about OB and CG.

The document presents some information on the organization's mission statement and tells us the story about how Skill Jobs is going to organize itself and how it will function. It is important that the HR and admin are laying fact to be supportive for driving smooth functioning, employee's engagement and overall efficiency. Not only has development of the following key learning outcomes occurred, but students have also grown in their communication skills, time-management, teamwork and multitasking as well as ability to engage with professional ethics, along with technical skills through documentation practices, database management and recruitment processes. It also highlights bottlenecks like dependence on unhealthy manual procedures, uneven workloads, and intern guidance, and suggests how to increase efficiencies using automation, more structured training and improved internal coordination.

This research is important for several audiences. It functions as a hands-on manual for students and prospective interns to corporate HR, office managerial, etc., duties. For Skill Jobs, it reveals the candidates for potential process improvement. The report also illustrates the practical use of theories studied at university in a working environment and is supportive of active learning. So far, the internship opportunity has helped me to learn professional skills, collective experience and have prepared myself for a successful career in HR & admin.

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Chapter 1 – Introduction

1.1 Introduction

Placements are now a common element in most modern curriculums, especially within business, management and human resources. They act as mediators between the educational theory and adaptations to organisational Practice represents a medium that allows students to translate their academic learning into knowledge for doing. In today's competitive job market, employers are looking for not only those who meet educational requirements, but also employees with experience working at a firm/corporation and problem solving skills as well as understanding the corporate culture and being able to work in teams. Internships are a direct mechanism to construct such professional readiness, as they offer students the chance to face actual organizational structures, norms and problems.

I2I Program I2I stands for Institution to Industry program, an effort to reduce the skill gap between that which is learnt by students and what industry needs. It offers on-job learning in actual organizational environments, learn operations and other aspects of the work area by experienced professionals. And it was in this systematic effort that I got the opportunity to intern at Skill Jobs-one of the reputed HR service and job consulting firms. The aim of such nature internship was not only about perform the work but also has to cover entire learning processes which consists professional conduct, communication process, team worker and experiences with administration /HR working.

While working at Skill Jobs, I worked directly with the HR department and saw first hand what they do on a daily basis assisting them with administrative tasks. I was reviewing CV's, replying to job hunters, managing the candidate database as well as helping with general admin and learning about HR procedures. I was also able to join some internal meetings, recruitment-hiring activities, documentation and events. These opportunities provided me with the opportunity to learn how HR and administration teams work together towards one goal- A smoothly run Organisation.

This chapter is the basis of whole internship report and gives an account of the study in brief. It explains the purpose of assignment, background of the organization, concrete problems encountered during internship and importance of conducting research on HR & Admin practices in I2I Program at Skill Jobs. The results of this study are derived from direct observation and information provided by supervisors, own practical experience, and available documentation in the member organizations. In doing so, I hope to illustrate how my work placement has both enriched my learning and enhanced my career prospects as well as providing valuable understanding of how HR and administrative departments operate within a corporate setting

1.2 Background

Skill Jobs is an HR Solutions, Recruitment and Training Service Provider under the Daffodil Family - one of the largest conglomerates in Bangladesh operating across different sectors like Education, IT, Business including Biotechnology. Founded to bridge the gap of unemployment and enable candidates with various skills, the company has helped more than 600 students, graduates, and job seekers get jobs. The agency itself has also become famous for its careers advice, for delivering training programs and corporate programmes, as well as other employer–employee matching services. These activities significantly support the skilled and competitive workforce in Bangladesh.

The feature of Bangladesh's labor market has changed quite rapidly due to the advancement of technology, expansion of businesses and demand for skilled workers. Employers now require applicants to have a combination of both “hard” and “soft” skills, which according to the Bureau of Labor Statistics include communication, teamwork and adaptability. Skill Jobs tackles these market demand by providing training to those emerging job needs and on the other, we bring candidates to interact with employer across industry. The organisation helps the academia as well, by providing internship placements, career counselling and employability enhancing programmes.

Upon my internship, I was largely posted in the HR and GA divisions. The HR team take care of A to Z in recruitment processes posting job circulars, short-listing, call for preliminary assessments, schedule interviews with employers, update portals. They also help run job fairs, career-related events, training sessions, and corporate relationships. On the other, the C-Level general administrative staff takes care that all processes of office maintenance, handling documentation, reporting employee attendance and logistical support&frame-org:63*file organization are functioning properly. Combined, these departments form the framework of a controlled operational environment that works to accomplish the organization's mission.

I have been directly involved in these essential functions through my job duties. I helped for instance with reviewing CVs, enabling lists of candidates, updating info sheets import one another folder and in many cases ran paperwork and answering phone get a really. I have seen HR managers handle mass recruitment duties as well as how admin staff support daily operations, even working in collaboration when under peak capacity (i.e. training days and job fairs) together. It is against this backdrop that we delineate the organizational processes examined in this study and demonstrate the utility of examining HR and administrative practices through an I2I lens.

1.3 Statement of the Problem

Despite Skill Jobs providing such a robust and effective operational framework, the internship helped identify certain areas which are still challenging - specifically in HR & Admin. The sheer number of job

seekers all over Bangladesh has applied for different job posts. This results in pressure on the HR to sift through a large number of CVs quickly, keep constant touch with the potential hirees, set up interviews and supply successful applicants for employers under very tight deadlines. This pressure is exacerbated by high workloads during the job fair or recruitment season, which makes it hard for HR officers to at the same time remain accurate, fast and qualitative.

Yet another difficulty seen is the business operations. While the company uses digital solutions for some activities, many internal documentation management, attendance checking and file monitoring are still done partially manually. This results in inefficiencies such as document retrieval delays, disparate record-keeping and occasional information lapses. During FMP, the workload of administrative staff was most heavily affected with extra work related to coordination, logistics and communications from all involved parties.

The contribution of interns to HR and administrative teams can be significant, but lack of a formal set of instructions for new interns might slow them down. New interns are frequently confused about process, reports, and is expected of them, leading to inaccuracies or missed deadlines. A more formalised induction may improve the efficiency and intern participation while decreasing reliance on supervision.

The aim of this research is to explore these challenges at a detailed level, to examine how they are currently addressed by HR and administrative staff, and to consider what could be done better. I learnt a lot about HR functions by closely observing and working with employees while also taking care of my assigned duties: coordinating between different departments to schedule interviews, maintaining database, communicating with the candidates and keeping records. Our other administrative works in managing files, attendance and assisting the office, outside of just playing gave me an understanding to be able to diagnose our operations challenged.

Rather, the problem statement aims to determine how well existing processes are able to which will explore the differences that can be filled between institutions mission(s), identify internal challenges of competing workload, insufficient automation and inadequate coordination with specific reference to HR and administrative practices in relation to one area The Effectiveness of HR and Administration Practices/Processes under I2I internship aspiring candidates.

1.4 Significance of the Study

This research is of quite a significance to several parties, such as to students, academic institutions, interns, employers and the company Skill Jobs itself. For students it provides a helpful roadmap for the knowledge,

skills and job behaviors needed in professional HR and administrative jobs. It provides real-life exposure to recruitment procedure, modes of communication, documentation part, dynamics of working in teams and etiquette – things that are not taught but learned with time.

Highlights For Skill Jobs, this research clarifies what they can do to be even better with each employer more efficient, more accurate and while involving the least cost. Spotting weaknesses around documentation, communication and task management — What gets measured can get managed, as they say — Could enable HR and admin to put in place preventive measures like automating some behaviors, adopting better digital tools or increasing the efficacy of training for interns. This knowledge would apply to an skills development professional placement organization, with efficiency bias directly affecting the efficacy of his arrangements

Educational providers may benefit from this study by having a glimpse of how the internship program is influencing their students' employability in job market. The findings supported the premise that these academic theories thrust upon business major and minors are in fact applied knowledge, such as HRM, OB (as a craft), communication, and management. Through analysing authentic workplace practices, the research may assist universities to inform improvements for institutional career support, curriculum and student preparedness.

For new interns, the following description just proved what kind of work responsibility and learning capacity you can get during I2I Program by Skill Jobs.. This can be a time for them to mentally and academically warm up before actually joining, leading potentially to better performance on the internship itself.”.

More generally, on a macroscopic level, the study contributes to understanding that training, digitalization, structured induction programs and systematized HR functions are important for human resource practices in Bangladesh. In the face of a competitive and tech-steady market, businesses are finding ways to make their HR and administrative practices keep pace. This report illustrates the changing demands that this generation of students requires and how experiential internships can develop both individuals and organizations.

1.5 Objectives (Broad & Specific)

Broad Objective:

To evaluate the HR and administrative values of Skill Jobs in the context of I2I Internship Program.

Specific Objectives:

- To follow the process of recruiting, communicating and managing candidates.
- The study of intra-institutional processes concerning documentation, reporting, and coordination through administrative work.

1.6 Limitations of the Study

The study faced several limitations. Time for the internship was limited and so analysis of examples was not as detailed as could be required. The availability of the confidential HR documents, payroll files and employer contracts were restricted by privacy policies. Certain workers were doing more than one task and could not spend a long time discussing things. It is important to note that the research is limited to HR and administration observation and does not reflect other areas for example, IT, marketing or finance etc. Notwithstanding these limitations, the paper offers an in-depth exploration of interns' experiences.

Chapter 2 – Company / Organization Overview

2.1 General Overview

Skill Jobs is a popular professional network for job opportunities in Bangladesh where you can build up your career and learn new things. Job seekers have the advantage of finding their dream job here. In a competitive job market where work needs are constantly changing, Skill Jobs is an intelligent solution to fill the space of skills and help people get meaningful career growth. Serving as a link between academia and the business community, it provides total solution services including employment, professional training, certification examinations and internship. Finally, by combining the best in modern recruiting with cutting-edge career advancement strategies, Skill Jobs prepares you to succeed in a corporate setting.

As a proud member of Daffodil Family, the largest education and technology conglomerate in Bangladesh, Skill Jobs values its close linkage with various academic bodies, its firms and business houses. This partnership further strengthens its bond with the Universities, Colleges, Training Centres and Corporate both at National level. These collaborations are playing a huge role in National development as students and graduates are being exposed to practical work skills, industry related educational lectures and advice that is market driven.

The company takes a different approach to the typical ‘hiring’ process and looks at career development as a whole, from skilling up. In a mix of structured programs, it offers development in areas of communication skills, problem-solving abilities, leadership and digital skills to job-seekers. Beyond that, Skill Jobs has also built strong relationships with companies so local businesses can now gain access to highly qualified talent and streamline their hiring processes. FUTURE OF WORK Craft work with We are Shaping Our Jobs is reAI Defined. Our Come A reality in Bangladesh by Having relentless focus on innovation. Integrity and social Commitment.

2.3 History and Current Operations

Now Skill Jobs" has a lucid and very simple objective – of working against the rising unemployment levels across Bangladesh by creating Jobseeker an organized skilled job force and opening up the eyes of those struck with our structured employment facilities. The founders had observed that, while there are plenty of graduates with difficulty finding a job – often because they didn’t have the right skills, or didn’t know how they should be searching for job or were lacking sufficient work experience. With this in mind, Skill Jobs was developed as an agile solution which addresses both career support and sector-specific skills training. Since opening, the firm has been engraving into its company mission: upgrading people with jobs that fit their left side/intellect.

Skill Jobs has expanded gradually, spurred by a corporate world more and more desperate for good people. Its early services were primarily focused on placing people in jobs and helping employers find job applicants. However, over time and with the realization of the importance skills can have on one's career, the company has upped its ante to now run training workshops, counseling services and even internship placement program. This was the breakthrough that enabled SJ to help thousands find work and connect hundreds of companies every year.

Now Skill Jobs is a multifaceted career building institution with focus on digitalization in particular. The company also holds fairs, and interview sessions, combines with corporate training programs and skill improvement trainings on line/off-line. The HBRx Curriculum includes modules on fundamental skills like communicating persuasively, presenting to persuade writing at work [??], and interpersonal and digital literacy. Such programs not only prepare the students for industry needs, but also enhance their job interview and work place performances.

For instance the way in which Skill Jobs operates: through digital recruitment technologies and data analytics. Employers have signed up and posted advertisements which the job seekers, found anywhere in the country, can access on line through online portal. Employers also use the portal to promote vacancies, shortlist candidates and book recruitment events. Getting so much of that process online and making it more transparent for workers as well as businesses has been a real shot in the arm.

In addition, Skill Jobs proactively participates in universities with joint programs such as career days on campus, skill seminars and internship opportunities. These partnerships enable students to receive counseling at an early age for their future careers and improved skills. There are also significant relationships between the organization and the I2I Program that provides students with actual work experience before they're in the employment market.

In a nutshell, the evolution and current operations of Skill Jobs speaks for its mission to play role as 'game changer' in employment reduction, knowledge enhancement-content solution Framework for Human Resource Development and sustainable workforce development for Bangladesh. The fact that the company is always adapting to market trends and technological advancements while keeping its finger on the pulse of what's happening in society has earned it a well-deserved reputation as a trusted partner to job seekers, educators and employers..

2.4 Services provided

Skill Jobs provides a wide variety of services to cater to the needs of job seekers and employers while creating a healthy employment market in Bangladesh. These services are designed to help address the

various struggles that job seekers and employers experience on the job market, providing a mutually beneficial way of finding workers and developing skills.

Skill Jobs offers Recruitment Support- One of the major services provided by Skill Jobs. The company helps employers to find the best-fitting candidates through CV screening, creating candidate pools, arranging interviews and managing communication between applicants and hiring managers. Every application is diligently vetted by HR to make sure the potential candidates match up with the needs of a job, thus streamlining efficiency of hiring for companies. Skill Jobs also provides assistance to businesses that are embarking on major recruitment initiatives, guiding them through the hiring process for practical and administrative purposes.

In the Training and Workshops space, Skill Jobs assists in develop under skill development programme which will make them employable. These include job readiness training, resume writing workshops interview skills and communication skills development leadership development specialized certification in different fields. The programs are facilitated by specialist trainers and industry experts who assist participants in developing their professional skills. Workshops like these do not only develop the technical, but also the soft skills of a professional.

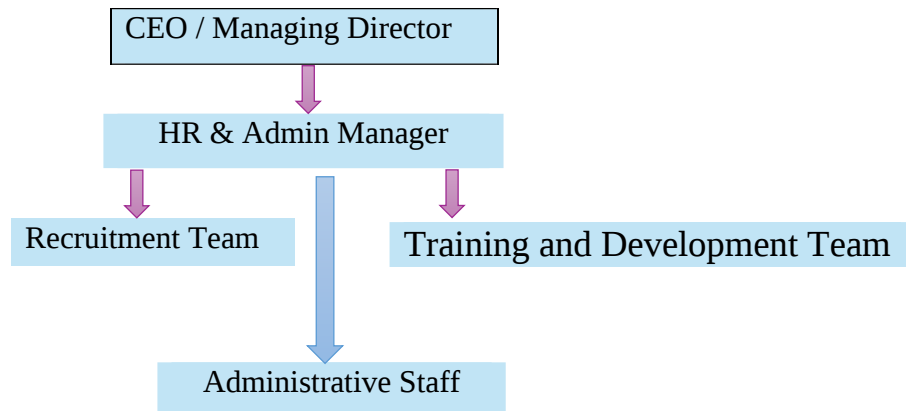
Skill Jobs are also part of I2I Internship Coordination, Linking the students with corporate world for practical work. Through this service, students have the opportunity to apply what they are learning in class; observing how entities work and how they can effect positive change in operational outcomes; and develop workforce skills like teamwork, communication and problem solving. The company works closely with educational institutions, so that the internships are adapted to academic requirements and the student's career plans. Cancerwerkjo! is looking for a WINTER INTERN 197 Unpaid / For Credit; 20 hrs/week.

Career Counseling is one more important service from Skill Jobs. The company offers 1-1 guidance to help job seekers discover their career paths, find jobs that meet their needs and prepare them for success in interviews. CVs, communication methods, what to expect from your chosen industry and how you should conduct yourself – so that people can be informed in their decision making about which career path to take.

Skill Jobs is also well known for their forte in Event management, by hosting job fairs, career expos, campus's drives and skill development seminars. They work to connect potential employees and employers, students and professionals. The Skill Jobs is helping to foster collaboration between industry and academia in such events.

Finally, the institution offers Online Job Portal services where applicants can register on-line with an option to upload CVs, view vacancies and apply for jobs. The digital process opens the door to accessibility for those in various parts of the country seeking work from potential employers.

2.5 Hierarchy of Skill.jobs



Chapter 3- Methodology

3.1 Methodology of the Study

The research is qualitative. Findings are based on daily observations and tasks, interactions with supervisors, conversations with employees, and HR and administrative participation. The descriptive approach facilitates the field reality of practice in operations.

3.2 Research Design

A descriptive study design was used to test the operations of a Skill Jobs. Such a design appropriate since it portrays true practices without playing with any factors.

3.3 Identifying Data Sources

Data was collected from:

- **Primary Sources:** Experiences, observation, interviews and engagement with tasks.
- **Secondary Sources:** Directives officielles, contenus Web, brochures, fiches d'exercices et méthodes internes.

3.4 The Data Source

The daily tasks conducted during the internship formed the basis for primary data. Secondary data was obtained from the Skill Jobs' website, reports, organizational records and career development toolkit.

Chapter 4 – My Role and Responsibilities

4.1 My Role

I, as an intern under the I2I Programme at Skill Jobs had been offered a versatile job role that included HR and General Administration roles. This position was intended to give me first-hand experience in actual business procedures, while giving me substantive responsibilities within the company. My duties were created to get me a total grasp of how HR and Admin work in the professional world.

"In the HR office, I helped with a lot of hire-related things such as filing and sorting through peoples' resumes, calling applicants to fill in for shifts and record keeping. I was involved in the screening of applicants, looking for competences, qualifications as well as suitable experiences for vacancies. I also assisted the HR team by contacting potential candidates, setting up interviews and following up with candidates who had interviewed for positions. This exposure provided me insights on strategic and tactical aspects of HR management, specifically with respect to effective communication's role in safeguarding organisational standards and keeping a candidate interested.

In addition to my HR duties I have helped with the admin side of Skill Jobs. Duties included record and file keeping, to the preparation, updating of daily attendance documentation as well as providing assistance in daily office operation. I also worked on events, such as workshops, trainings and job fairs, where I would organize the registration of rain gear; manage documentation and communicate with clients. It is through such responsibilities that I learned the importance of precision, being organized and keeping a strict schedule in an administrative role.

The role of the internship also allowed me to work with Application Training Coordinators and operational staff. This department collaboration provided an insight in operational life, working processes and teams required to fulfill the operational goals. Having worked in HR and interacting with admin, I have witnessed the difference hiring process can make to staff's involvement, lines on task and general flow of operations for an entire organization..

In general, my social role in this process was tightly designed as balancing learning and contributing. At the same time, I was learning on my feet about professional communication, problem solving, coordinating and managing data while assisting institutions to function. The variety of my roles helped me get an overview of HR as well as admin in a corporate sector.

4.2 Rationale of the Role

The duties given to me during the internship were deliberately multi-layered and aimed at achieving several goals: professional and personal growth, as well as organizational needs. The very first thing is that the role gave me real life exposure of HRD at workplace and I was able to relate my theoretical knowledge (which I learn in college) with practical. I attended recruitment events, interview sessions with candidates and HR paper work procedures to learn about talent sourcing, employees records management and communication system within HR departments.

A second important reason was to build communication and coordination abilities. I spent a lot of my time collaborating with HR officers, admin people and training coordinators and so I had to be extremely clear and concise in writing such as email, phone calls or face to face conversations. These also required coordinating interviews, workshops and office events precisely accordingly coupled with teamwork – which ultimately improved my organization as well interpersonal skills.

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4.3 Examples of Tasks Completed

While I was interning, I wore many hats (HR related and otherwise). One of my primary tasks was weeding through the CV's for a range of jobs. This was a painstaking exercise of filtering applications based on skillsets, experience and work history to create shortlists for those we wanted to see. This exercise helped me to think better and made me refine my concerns on hiring, job search visibility and talent recognition tools.

I was also responsible in collecting MPs communication contributing to our candidate list. This involved telecalling to the shortlisted applicants, mail for interview schedule and document requirement. I also learned how important it was to be professional, transparent, and empathetic when dealing with candidates. In turn, this served to maintain a positive candidate experience and protect the reputation of the organisations.

I was conducting and sending out attendance sheets. That included taking and recording staff attendance every day (leaving it to line management to follow up on if necessary) and extreme record keeping and ensuring lines weren't crossed as per internal HR protocols. Dealing with attendance and records was detail-oriented and consistent, and looked at how such admin tasks could sit within HR more broadly.

I was directly involved in looking after training and workshop arrangements – such as list processing (name of participants), preparation of this material or accompanying logistics at the events. This gave me the

chance to see with my own eyes how training concepts, liaison-methods and psychosocial integration were applied in different partner organizations.

and I helped do some filing and paperwork for HR AND ADMINISTRATIVE. This included Candidate Record Keeping, Internal (HR) Forms, Contracts and Administration files. The right way to handle documents and files systems feels critical to your workflow, something I learned even more during this project on how we currently process structured data and allows access of these records.

I was also incharge of logistic assistance for the event,for registrations of participants. I coordinated registration for careerfairs, gap year fairs and company information sessions whilst monitoring participant attendance Analytical Development PLANNING & ORGANISATION I managed inventory of physical items enabling successful event delivery. This job made me better at managing projects and planning ahead, hence why clients should have had their thinking caps on.

“I also did data entry, in addition to Excel reporting that involved dataset gathering from various origins, and then validating records and producing a summary report.” It got me up to speed a lot in my dealings with Microsoft Excel, Google Sheets and all the digital accoutrements that are part of HR/admin work. I learned the value of accuracy, confidentiality and reporting in timely manner by dealing with the real-world organizational data.

Collectively, these responsibilities gave me a good understanding of the HR and admin roles in a corporate setup. - It also helped me to see theoretical concepts applied that in turn translated into practical skills and contributions made by me for the company.operations..

Chapter 5– Key Learnings and Experiences

5.1 Important Learnings

My internship at Skill Jobs was really a big learning curve in many areas. One of the keynotes was practical employment of HR functions. The view of CVs screening, the organisation of interview schedule, the follow up with candidate, the set up in inexperienced dev's environment and extra performance became precious to understand how HR works can support organization efficiencies. I learned a bit more about how candidate work and retention, the lifespan of an employee within a company, and I also learned some of the operational frustrations that HR teams experience in a fast-paced company.

The other important achievement that we had was learning how to communicate and interact with people. Hence, this dealt with dealing up close and personal with candidates, line managers and team mates which needed to be clear, professional but adaptable. I learned how to delegate information in an effective manner, deal with inquiries in a friendly way, and be professional in all situations. This is a necessary skill in businesses and helps individuals work more efficiently among teams, handle conflicts and maintain productive workplace relationships.

The internship also reinforced my technical skills in documentation, reporting and Excel utilities. I had prepared attendance sheets, managed databases and created summary reports, which improved my ability to logically organize information. Those skills are all applicable to a range of staff and HR roles means I can handle data well and be supportive in making decisions.

And second, I learned about professional ethics and values in the workplace. While looking at how companies operate, the time that people start and finish work, what is suitable dress wear, appropriate meeting protocol and chain of reporting had helped me to gain a first hand understanding of what would be expected of me in a work place environment. Exposure of that kind served to emphasize the value of honesty, responsibility, and the following of company procedures.

The literary internship taught me the ins and outs of event & training sessions planning. Helping with workshops, orientations and career fairs, show the importance of organization; that to work together is important; that sometimes things don't go as planned. I was taught how to anticipate problems, allocate resources in a smart way and ensure things are running the way they should – crucial when dealing with organizational initiatives.

Lastly, the experience boosted my self-esteem to perform duties under stress. I learned how to handle stress and be productive when I had to juggle working on multiple projects, deadlines and also problem

solving. Keeping cool, solving problems and making good decisions in a crisis are key to succeeding in any workplace.

5.2 Connection with Academia

The property internship experience at Skill Jobs offered a direct connection between the classroom learning and working efficiently in practical situations. What I learned from courses in HRM, OB, MGMT Principles and Business Comm was magnified through real life examples. For instance, the theories in recruitment, employee motivation, performance management and organization behavior could be directly used during CV screening, employee interviews and internal communication.

I understood recruitment and selection principles from HR activities, knew how you go from job specs through candidate criteria to actual screening – making choices. Theories about employee motivation and engagement were also evident during on-boarding sessions and training workshops, where HR professionals used techniques to promote candidates' active participation and positive behavior.

When we monitored team interactions, hierarchy and workplace culture, Organizational Behavior (OB) concepts were especially applicable. I observed how attitudes of leadership, methods of communications and ways of managing conflict affected collaboration and satisfaction. This link between theory and practice enhanced my understanding of OB theories, and was illustrative of how to apply the theory in corporation's context.

Principles of management (including planning, organizing, staffing and controlling) could be witnessed in both administrative activities and event organization. By setting up attendance sheets, organizing workshops and helping at job fairs I could use my knowledge of workflow management, resource distribution and cost-effectiveness optimization. Theories relating to HR planning were also helpful in terms of knowing how much staff would be needed and who a firm should be looking for.

Business Communication principles were reinforced throughout internship. Writing professional emails, calling candidates on the phone, giving instructions when members show up at events and chatting with other staff were all additional ways that I improved my skills in getting my message across effectively, as well as clarity of message and tone and proper manners in professional communications.

Overall, the internship proved to be a pragmatic testing ground and observational post of academic theories as they were applied in real life which enhanced my confidence and ability in HR / Admn functions.

5.3 Practical Examples

Theoretical knowledge application during intern On following pages, there are some examples reflecting on the manner in which theoretical knowledge was used in practice. Firstly, conclusions about employee behavior and relationships between staff and HR/admin may be drawn because of the value addition of OB theories. By witnessing teamwork, collaboration and communication I could spend my day decoding motivation patterns, leadership power plays and office group dynamics.

Second, my HR planning knowledge was perfectly utilized when I screened the CV. I've applied academic-based criteria to my culling of candidates, assessment of attributes and assignment of suitable jobs. This application underscored the value of structured planning, prioritization and strategic thinking when recruiting.

Third, concepts from communication theory were applicable in the professional communication realm when corresponding with candidates and colleagues. When composing emails, speaking over the phone, and giving instructions in workshops, I followed the rules of clear, brief communication that were explained to me during lectures. Such communications helped me improve my professional face, clearness and capability to handle requests diplomatically.

4) Management principles informed how I went about planning and coordinating an event. The planning, organizing, staffing and controlling concepts had to be applied in a real world setting yet these are some of the things that were not dealt with seriously during my undergraduate study. Watching supervisors put these principles into practice, I began to appreciate their importance for efficient operations.

Finally, the concept of performance evaluation was indirectly applied in terms of HR support processes of employee on-boarding and training sessions. During my observation of the ways in which supervisors track attendance, measure performance, and deliver feedback it helped me to understand how important these performance management systems are and how effective a structured evaluation can be for employee growth and organizational success.

To sum up, it can be seen from these specific instances that my internship offered me a system and perfect study environment so as to bridge the gaps between theory and practice. Not only did it develop me technologically as well as soft skills-wise, but also for the future responsibilities one day in HR, admin and the corporate side of things.

CRITIQUE AND REFLECTIONS This chapter will draw on the underpinning theoretical background, relevant literature and all four case studies to reflect upon the potential flaws of digital identity loss and other forms of social networking manipulation as part of the character-building process.

Chapter 6 – Critique and Reflections

6.1 CRITIQUE

While on the I2I program and during my internship at Skill Jobs, I identified a series of strengths in its operations as well as potential improvements which can play an important role in increasing productivity and efficiency and keeping the intern happy. One of the biggest challenges I observed was using manual methods to document. Although the HR and admin functions were consistently organized, most of its recording such as apply databases, attend only records up to employer's record would ideally have been done on spreadsheets and some paper files.

Although the internship offered good insights in HR and administrative activities, interns were at times confused as a result of no clear guidance or assignment. Sometimes during the planning or organization of events/workshops instructions were given verbally/last minute, this made it difficult to execute (a task). One solution is a more formal onboarding and orientation process for interns that includes specific descriptions of duties, SOPs, and HR officer mentorship. This would allow interns to be more productive, reduce errors and have an opportunity for intern input in a structured learning environment.

The balancing of the load during peak activity Because the queue lengths is another aspect that needs to be optimised. >Workshops and at higher volume times such as job fairs, or other events >Black River staff were often under pressure in the field where it wasn't always workload equity_TERMINATOR_ASSIGNED_ (e.g., more jobs than people to serve them). While there is plenty of teamwork-even pressure in the works that was relieved by folks working together- a clear strategy upfront to how resources were going to be used might had helped stave off burn out – keeping that stress level high - operations quality control- make our work more efficient. Example: Delegating such tasks to internson a skill-based, or rotating role basisimproves quality of the workforce andwell running-of organization.

Communication, not to mention interdepartmental co-operation came hard too. Whilst HR and admin ops teams were usually pretty hot at managing their own tasks internally, sometimes they would set stuff down in the handover between departments on cross functional projects, events or training programmes. This can result in a few small misunderstandings, duplicate work or the need to wait for tasks. A service or collaboration PM with clear accountability and forwarding would enable even folks who don't know what to do to be certain departments are always acting in as holistic a manner as possible..

With respect to training; although interns were provided with general orientation and access to HR activities, there was an opportunity for more focused skill acquisition. It could be workshops on advanced excel functions, HR compliance policies paper work manuals documentation templates or digital

recruitment tools; any of these things could provide an added value to the interns. Likewise, interns should also be encouraged to look for formal feedback about their performance, experiences and how to continue growth within the internship program.

Independent of these suggestions for development, it should be mentioned that Skill Jobs has a great company culture, professionalism and high level of effort put into talent building. Notches listed are not any basic faults but the areas for improvement and enhancement. Responding to these areas - automation, intern role onboarding, workload projection and interdepartmental communication – will help maintain a strong VSS in the HR and career development industry.

6.2 REFLECTIONS

My internship at Skill Jobs for I2I Program was an insightful and enlightening experience. It gave me the chance to apply what I learnt during my studies in practice, to learn the real-world HR and office dynamics, mind set of a professional which is key for future success. Thinking back over all of this, I there are a few things in my personal and professional development that have really changed how I view the world, life, people and business.

One of the major takeaways from this internship is that theory without practice does not add value. When I was in the university, abstract and theoretical principles of Human Resource Management, Organizational Behavior, Principles of Management and Business Communication were taught. During the internship I got to see and participate in these things being done for real in an organization. For instance, the recruiting techniques that I picked in class came to life when I shortlisted CVs, scheduled interviews and followed-up with potential external hires. Furthermore, organizational behavior was observed in team interaction and leadership style and conflict resolution models. This applied experience further developed my comprehension and encouraged me to appreciate the subject.

It has also improved my professional communication skills dramatically. You had to be clear, professional, and flexible when working with applicants, coworkers (including your own boss), supervisors, or everyone else you came across. I was mastering to write emails professionally, give a phone call without sweating or getting nervous & so on.

I learned from this the complexity of managing an organization—budgeting, planning, and process improvement are siloed? I learned to view these difficulties as opportunities and this shaped my world view on how companies operate, and allowed me to become more versatile, empathetic, and forward-thinking with problem solving.

The internship also gave me confidence in who I was as an academic. That I saw myself contributing to the organisation because it was not a 'dummy' place where only filing and shelf- stacking happened but instead, a real workplace, with professionals that work hard (plus we're still learning here) so I did genuinely understand I had some kind of something in me. The experience allowed me to reflect on which of my skills are strong, such as attention to detail and analytical thinking, and what I need to develop more in the future - sophisticated technical abilities and organised project management. This self-awareness is an important consequence of the internship, as it permits me to design precise personal/professional development plans for the future.

Last, but certainly not least, the I2I Program served as an invaluable bridge for academia and industry. It was a experience of growing to workplace culture, process and discipline that doesn't full exist in the classroom. I've come to believe that a real-world education goes beyond technical skills and requires adaptability, social intelligence, ethical conduct, and a capacity for lifelong learning. It's given me a lifelong learning attitude - the desire to grow and evolve, stay up-to-date with trade knowledge and use best practices in my next role.

In summary, the internship at Skill Jobs was a great learning experience. Though it was not without its challenges, manual effort here and there, occasional confusion about tasks, busy times where work hours were long etc. this internship I had was very positive and an overall learning one.

Chapter 7 – FINDINGS, RECOMMENDATION AND CONCLUSION

7.1 Findings

Several important learnings about HR and administrative function at Skill Jobs emerged from the study.

HR processes are organized but they still rely on the traditional way which has a significant manual component especially for CV Screening, candidate communication, and documentation. This manual process is not only less efficient, but also contains a higher likelihood of mistakes. Administrative operations are conducted readily and uniformly, but more digitalisation could greatly enhance efficiency and correctness. The results also emphasize that interns have an important role in routine work responsibilities, provided they receive appropriate guidance, supervision and organized training. A further discovering is that communication plays a very important role when it comes to recruitment and candidate management as good communication means better co-ordination with job seekers and employers. Besides, it's an extremely project-oriented space that can require extra help and bodies on deck during peak times and can lead to uneven workloads if not handled judiciously..

7.2 Recommendations

On the basis of those results some proposals are suggested in order to enhance the HR and administrative effectiveness. The company should look at getting HR management software to limit the manual work and simplify hiring processes. New interns should be given an onboarding tutorial or short training session so that they have a clear idea about what their assignments and responsibilities are before the work begins. Simple ways to replace physical handling of files with their digital equivalent: Access, fewer errors, and security. Skill Jobs should also focus on eliminating silos across departments by promoting HR, administration and training teams to collaborate and communicate. Last but not least, an improved planning of workflows during event season will help to spread work more evenly and take the pressure off from specific team members.

7.3 Conclusion

In summary, the I2I Internship at Skill Jobs was very insightful and enriching – giving an insight to HR & Administrative processes real time. The internship enhanced my ability to handle things in real time in good coordination and relations, improved my power of communication as well as thinking and analysis and provided me an insight how professionals act and work within their organisation. It has built a firm ground for my future HR work and an eye-opening experience to the great significance of efficiency, team spirit and professional ethic. These new concepts I have learned during this internship will be my basis for making sound judgments and finally, to transform me into a competent HR practitioner..

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Appendices



