



An Internship Report on
“My Learning Experience as an Assistant in the Human Resource Department
at Elite Garments Industry Limited”

Submitted To

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Declaration of the Report

I, Towfiq Hossain Mridul, hereby declare that the internship report titled “My Learning Experience as an Assistant in the Human Resource Department at Elite Garments Industry Limited” has been prepared by me as a partial requirement for completing the course ENG 431 (Internship) under the Department of English, Faculty of Humanities and Social Sciences, Daffodil International University.

This report reflects my own effort, observation, and the practical experiences I gained during my internship at Elite Garments Industry Ltd. I confirm that the contents of this report are based entirely on my personal learning and understanding of the real workplace environment. I also state that it has not been submitted to any other institution, course, or department for academic or professional purposes.

I further declare that all references, sources of information, documents, and data used in this report have been properly cited and acknowledged. The work presented here is original, and I take full responsibility for any unintentional mistakes or inaccuracies that may appear.

I would also like to express that this report has been completed under the guidance and supervision of Mahinur Akther, Lecturer, Department of English, Daffodil International University. Her continuous support, valuable suggestions, and kind supervision helped me complete this report successfully.

Towfiq

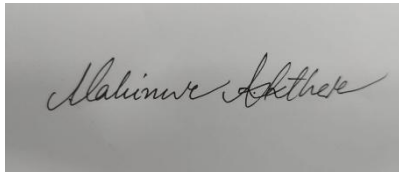
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Certificate of Academic Supervisor

This is to certify that Towfiq Hossain Mridul, ID 221-10-1011, has completed his internship report under my supervision for the internship course (ENG 431). For his internship, he chose an industry of his interest and has successfully prepared his report. He is now ready to submit it for evaluation.

He communicated with me regularly during his internship. Whenever he needed guidance, I assisted him. The report reflects his own effort and sincere work. I believe he has gained valuable experience, and I wish him continued success, good health, and well-being in the future.



.....

Ms Mahinur Akther

Lecturer

Department of English

Acknowledgment

First of all, I want to thank Elite Garments Industry LTD for giving me the chance to do my internship there. It was a great experience, and I learned a lot about how a big company works.

I am especially thankful to my internship supervisor, Mahinur Akther, for her guidance, support, and kindness throughout my internship. She always explained my tasks clearly and encouraged me to learn more. I really appreciate her patience and help. I am also grateful to all the staff members of the HR department for helping me whenever I needed it. Their friendly attitude made my internship easier and enjoyable.

Finally, I want to thank my university and teachers for arranging this internship program. It gave me practical knowledge and prepared me for my future career.

Abstract

The internship program is an important part of a student's studies because it allows us to use what we learn in class in a real workplace. My three-month internship at Elite Garments Industry LTD helped me see how a big garment company runs and how different departments work together every day. I chose this company because it is well known, and I wanted to learn closely how the HR department works. During my time there, I worked with the Human Resource team. Each day I learned something new—like checking worker files, updating attendance lists, and understanding how HR handles leave, discipline, and worker support. My supervisor taught me patiently and gave me small tasks so I could learn gradually. I also observed different training sessions and saw how HR helps workers and supports the production process. This internship helped me improve in many areas. I became better at communicating, learned proper office behavior, and slowly became more confident while doing my tasks. The practical experience I gained at Elite Garments Industry LTD gave me knowledge that I could never fully understand just by reading books. Overall, this internship was a valuable experience for me. It helped me understand the real duties of the HR department and prepared me for future work life. I believe the skills and experience I gained here will support me in building a strong career in the future.

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Chapter 1: Introduction

1.1 Introduction

An internship serves as an important part of the academic experience of a student since it forms an essential balance between the theoretical learning acquired inside the classroom and the actual field practice as viewed in the workplace. The internship program will be a valuable learning experience to students of English language, particularly those who wish to recognize communication, organizational behavior, as well as dynamics of contemporary institutions. During my three months working as an English major in Daffodil International University, my internship with Elite Garments Industry Limited gave me an invaluable experience to go beyond the learning theories and see what the real working process of a large industrial entity was. It has helped me to experience the working conditions in the Human Resources (HR) department and see how various systems, individuals, and tasks get integrated to ensure the smooth running of such a massive working place. During the internship, I had a chance to understand the practical impact of the HR department as the support of a garment industry. The department does not only deal with paper work, it also controls the well-being, discipline, motivation and productivity of thousands of workers. As an intern, I was able to engage in some of the key duties including handling employee records, being an observer in attendance systems, discipline in the workplace, assisting the officers in administrative duties, document preparation and organization as well as interaction with workers of various backgrounds. The experience of constant practical learning I also received during this internship. Each day was a new activity, a new challenge, and a new insight into the way the office work is arranged in reality. The experiences enabled me to enhance my communication skills, my writing skill, my behavior as a professional, and my organization skills. In addition, the internship gave me an added practical insight into academic knowledge through the opportunity to relate theoretical principles, including the strategies of communication, skills in engaging with other people, documentation, motivating employees, and ethics in workplace, with practical insights. All in all, the three months spent at Elite Garments Industry Limited formed my perception about the corporate world and gave me a robust base to join the professional field after graduating. This report is created on the basis of my personal observations, practical experiences, and tasks that I was able to deal with during my internship that represent the learning outcomes that made a tremendous contribution to my personal and professional development.

Chapter 2: Background of Human Resource Management

2.1 History of Human Resource Management

Human Resource Management (HRM) has gradually emerged to be a significant aspect of all companies in Bangladesh. In the past, the activities that most organizations looked into were limited to the few basic activities which included employee recruitment, maintaining a record of attendance and making payrolls. No one had a good training and care system of the workers. However, as the industries in Bangladesh, namely garments, banking, and corporate industries began expanding, businesses discovered that they have to have a more professional HR department. This was useful in their ability to cope with the employees and make their work place more orderly. The HR role nowadays is much larger than ever. Paperwork is not all that HR is about. It assists organizations in hiring the correct individuals, training and maintaining their safety and labor legislation's. Making the employees more skilled, HR departments in the garment industry collaborate with recruitment and compliance, discipline, safety, and various training programs.

A great number of young students are now offering to work in HR in Bangladesh, as it provides numerous opportunities, including the recruitment process, training, and evaluation of performance, and manage employees. HR studies are also receiving increased importance in the universities and this aspect is contributing to companies producing a talent pool of employees.

In general, the HR in Bangladesh is turning more modern and friendly towards employees. Instead, organizations have realized that employees are their biggest asset in terms of strength. This is the reason why, the HR departments work on establishing a good working environment and assisting businesses in ensuring long-term success through effective management of personnel.

2.2 Background of my Internship

Being an aging student in the English Department, the internship is a good aspect of my education. It teaches us to apply what we are learning in school in a workplace. Students through an internship are able to experience the way a company operates and the way various departments perform their duties.

I decided to have my internship at Elite Garments Industry LTD, which is a renowned garment company. My desire was to observe the way an office is operating and how people communicate and manage work, keep records. Although I study English, I have been able to learn a lot of things that are very practical in my work in the HR department such as speaking politely, writing well, document organization and handling workers. The primary purpose of this internship was to achieve practical experience, feel confident, learn about the fundamental responsibilities of the HR department. This experience has assisted me in setting myself to work life in the future.

2.3 Objectives the Internship

- To have a clear picture of what the HR department is doing on a daily basis and how they cope with their duties.
- To find out informally, practically, how new employees are recruited and chosen in a garments firm.
- To obtain practical training with maintaining files about employees, glancing documents and refreshing information.
- To observe the HR communicating with workers, knowing their challenges, and finding solutions to various problems.
- Both the initial and late stages of development of simple professional skills such as talking politely, cooperating, and performing office work correctly

2.3 Learning Significance of My Internship Program

My internship program is significant and I have learned to identify it. The time in the internship was significant in revealing the relationship between the theory and practice acquired in university and in actual practice observed in workplaces and how various tasks are managed within the Human Resource department environment in a garments industry. In this time, I gained valuable skills in handling people, documenting, keeping records of employees, and handling workers and officers, which enabled me to know my strengths and weaknesses.

The other thing that I was taught was how to behave as a professional, time management, and accomplish tasks in a responsible manner. Being a student of the English Department, this internship has helped me to hone the skills of writing, speaking, and observing that will enable me to feel more confident about the prospect of communicating with a person and resolving a situation in reality. On the whole, it was rather a productive experience of the learning process and put me in a more privileged position to secure a job opportunity in the future.

Chapter 3: Methodology

As a student in Elite garments industry Ltd., The multi-method and structured approach enabled me to have a sense of the Human Resource (HR) operations. My approach was a combination of systematic observation, practical engagement, informal interviews, analysis of documents, the usage of HR instruments, and taking of notes regularly. I started by regularly monitoring the daily activities of HR with the help of a self-constructed checklist, thanks to which I was able to monitor the administration of the employee files, bio attendance registering, the work on leave approvals, the issuance of disciplinary notices, the work on recruitment paperwork, and the compliance activities of the workers. Those observations assisted me in learning about the tendencies of the workflow, the time demand, and the communication between HR officers and employees. Besides the observation, I was also involved in the HR processes; I organized my personal files, preparing the documents related to joining, and verifying the information about the employees and updating the attendance and leaves records with the help of HR software. I opened the attendance summaries using excel with sorting and filtering as well as cross-checking, and helped in the training sessions sorting, filtering the materials, preparing attendance sheets and taking notes. To have a better understanding, I held unofficial interviews with the HR officers, supervisors, recruitment staff, and employees that gave me a practical idea of how to resolve the issue of attendance conflicts, follow-up on recruitment, communication channels, and how day to day HR related issues. Moreover, internal documents such as personal files, biometric sheets, leave registers, training records, compliance notification files, disciplinary files, SOP's, and audit files were also reviewed so as to familiarize with the documentation and compliance requirement. I also used the HR tools including Microsoft Excel, internal HR database modules, and manual registers and that level up my skills in HR information management. During the internship, I kept a journal every day to write down things, observations, conversation, and new words that I learned about HR to keep the information that I obtained systematized. Altogether, this is a multi-step approach that allowed me to acquire valid, practical and holistic understanding of operations of the HR and be realistic in my vision of HR practice in the garments industry.

Chapter 4 : Organization Details

4.1 Background of Elite Garments Industries Ltd

Elite Garments industries Ltd is a successful company that has an impressive history of doing business in the Bangladesh business world. Its history dates back to 1952, when Late Mr. Serajuddin Ahmed established the first company of manufacturing paint in the nation. He was a highly visionary and determined man. He was a passionate person who had little resources but eventually managed to establish the groundwork of what is now the Elite Group. Throughout the years, he has gained a reputation as a fair, honest and innovative business person, after venturing into other businesses after settling down in the paint business. The entry into the garments industry was one of the greatest accomplishments that he made and has since expanded to what is known today as the elite Garments industries Ltd. Garments unit was launched in 1981, and it became the initial member of Bangladesh garments manufacturers and exporters association (BGMEA). It has 20 members and this indicates its early entry into the industry. Elite Garments is also referred to as the first garments factory in Gazipur therefore making it a significant part of the industrial history of the region since it has a rich history of more than 42 years of producing quality woven garments to the international market. The corporation operates 24 production lines as of now and has an annual turnover estimated at about 65 million US dollars. Through the years, it has gained a reputation of quality, delivery in time, appropriate styling, and reasonable prices.

Starting with a small paint company and up to a large export-based garments manufacturer, the case of Elite Garments is how the firm is able to develop when it is determined and concentrated on the course of making a success out of a company. The company is a company that brings the vision of its founder with it in the modern times who uphold quality and help the country to promote growth.

4.2 Current Activities of Elite Garments Industries Ltd

- Sustainable and environment-friendly production that is business centric the company has the LEED Platinum Award of consuming a lesser amount of energy, conserving water and engaging in environmentally friendly activities.
- Elite garments have 24 production lines to produce large quantities of woven garments to the international markets.
- 3,000 qualified employees work in the company, which guarantees the efficiency of operations, high-quality products, and a prompt delivery time.
- , Elite Garments has effective quality control system that consists of modern machine and in house AQL standards which is an indicator of its quality-consciousness into the manufacture of the garments.
- The company is also serving international customers, establishing long-lasting relations with world brands, and regularly hiring new employees, which provides the jobs opportunity and facilitates effective work of the factory.

Chapter 5 : Internship Activity

Major objects

5.1 Collecting Documents and Making Personal Files

With my internship, I observed how the HR department gathers and stores such significant documents of workers such as National ID cards, appointment letters, joining letters, and educational certificates. The HR is making a personal file with each worker and updating the information frequently in an attempt to ensure that all information is updated. I also paid my attention to the checking of HR checks or character certificates that new employees offer to me with meticulousness.

5.2. Notice Making and Awareness Programs.

I noticed the HR making and distributing official notices to every employee. They receive new employees, train them on the company regulations and familiarize them with other workers. The HR also conducts fire safety, first aid, hygiene, and emergency evacuation awareness programs to ensure the safety and awareness of the employees.

5.3 Attendance, Leave, and Employee Information Management

I also got to know that the HR records all the daily attendance and the absences and leaves of the employees. The information is essential in the determination of their salaries, overtime, and performance appraisal. HR also changes the information of the employees like phone numbers, addresses and jobs to attain smooth operations.

5.4 Surveillance of Discipline and Salary Maintenance at the Workplace

I noticed the HR inspecting the compliance of the employees to the rules of the company and their appropriate conduct. Whenever issues arise, the HR discusses them with employees and addresses them in a professional manner. I also got to know how the HR prepares the salary sheets, bonuses and allowances to ensure that the employees receive their salaries, bonuses and allowances properly and in a timely manner.

5.5 Organization of Meetings, Training and Health and Safety Programs

I have seen HR arrange meetings, workshops, and training's to enable employees become better in their skills, team work, and to be more productive. Health/Safety training also takes place by the HR who teaches the employees correct hygiene, safe working practices, and risk avoidance. I observed fire safety training like drills during which the employees were trained on how to use fire extinguishers and have training on how to evacuate if there was a fire. Earthquake safety sessions were also organized by HR and workers were taught how to remain calm, seek safe places, exit emergency rooms, and aid one another in emergencies.

5.6 Security Training

Through my internship, I have noted that the company trains workers in terms of security. Through this training, employees know how to be safe within the factory, obey the regulations on entry and exit, and weapons and how to defend themselves when there is an emergency.

5.7 New Employees Orientation

I also observed the welcome of new staff on their initial day with the help of the HR. The HR department clarifies the company regulations, working hours, safety and presents them to their supervisors. This makes the new workers adapt to the working environment more comfortably.

5.8 Anti-Harassment Awareness

Anti-harassment sessions are also organized by the HR department. Through such sessions, workers get to learn how to treat one another with respect and what they should do in case they fall victim to any form of harassment. It assists in sustaining a more secure and appreciating working place.

Chapter 7: Observations and Findings

7.1 Observations

- Majority of the employees in the factory are responsible, industrious, and committed. They work punctually and do not miss their obligations and this ensures smooth running of production.
- Considering the fact that the employees are very attentive to the work they do, and the nature of the products they produce, the employees ensure quality of the product by scrutinizing their own work to avoid errors.
- The HR branch scrutinizes every new employee prior to recruitment basing on the experience and general skills to ascertain that competent and appropriate personnel are hired to work.
- The safety, health, and appropriate working methods are trained on a periodic basis by HR, which leads to fewer accidents, higher efficiency, and confidence in the workers.
- Most employees adhere to the rules of the company, are disciplined and help one another and this results in a peaceful, organized and productive working environment.

7.2 Findings

- Taking into consideration the hard work of the factory and its accountability have a positive influence on the efficiency of the production process and the quality of the goods.
- Frequently check by employees is effective in ensuring high quality work.
- Recruitment is done properly hence skilled, capable and reliable workforce is obtained.
- The HR training programs boost employee confidence, efficiency and safety.
- Teamwork, discipline, and coexistence among employees helps in ensuring a very harmonious and productive work environment.
- The effective communication between the supervisors and the workers will minimize the misunderstandings and enhances overall the efficiency of the flow of work.
- Frequent checks of attendance and time-keeping aid in proper and effective production system organization.
- Maintaining appropriate documentation ensures that the HR functions go on more smoothly so that the organization makes sound decisions.
- Timely employee assistance as well as management of workplace problems will contribute to keeping employees motivated and minimizing workplace conflict at the factory.

Chapter 8: Limitations of My Internship Experience

- When I was doing my internship in Elite Garments Industry Ltd., I was limited on a number of ways that influenced my learning experience.
- First, the internship duration was quite short and it was not easy to acquire all the specifics of the functions of the HR department.
- Being a vast department, in which there are a lot of responsibilities, it normally takes a long time to grasp everything that is involved in the domain of HR as compared to my time-frame.
- The tasks that I performed as an intern were mostly basic, which did not allow me to experience the variety of the HR activities.
- Not all the information could be disclosed to me because it was the secret of the company.
- Striking a balance between the internship and the university classes was not easy as I had to attend the classes twice in a week and at the same time preparing my final report.
- I did not get a chance to observe all the HR activities at a close because of time and access.
- As an intern, some software, records, and HR tools were unavailable, and I was not able to engage all employees and departments due to my position and time constraints.
- I had to prepare college papers and internship assignments, which were additional academic strain.
- Nevertheless, I was able to learn numerous practical facts about the HR operations despite my inability to explore all the functions in detail.
- Such restrictions are typical of the majority of interns, not just the HR department but other departments as well.

Chapter 9 : Recommendations

- If anyone from my department wishes to be employed in either the HR or factory department, several basic skills should be expected.
- The ability to communicate efficiently is rather relevant because he/she will need to clearly and politely address the workers, managers, and other employees.
- Most of the issues are solved within a short period, miscommunication is avoided and a positive working atmosphere is provided when one understands how to communicate with others.
- They also need organizational skills because they are supposed to learn how to manage files, documents and records in an effective and neat manner.
- This also involves surveillance on employee data, attendance and any other useful data, which is very critical in running the HR functions efficiently.
- Communication skills the candidate should be capable of inputting an information, using HR software, and dealing with tasks with little knowledge of computer skills.
- The familiarity with spreadsheets, documents, and simple HR tools will accelerate and make the daily activities more accurate.
- Problem-solving is also important since an individual must be capable of approaching problems or complaints of employees and resolving unexpected problems in a calm and effective way.
- The use of observation revelation aids in determining problems in production, safety and staff conduct and enables the identification of problems before their larger proportions.
- Finally, basic skills in terms of knowledge about safety in the workplace and safety procedures should be present in order to lead employees in the right direction and preserve consistency in a safe working environment.
- All these skills will help a student belonging to my department to comfortably fit in a new environment and be an efficient worker in an HR or factory environment.

Chapter 10: Skill Development During My Internship

10.1 Ability to Adjust to New Environments

Through my four years stay at university, I realized how to adapt to new environments and socialize with new individuals. This really assisted me when I had an internship since the factory itself is an entirely new environment with numerous different kinds of people. The process of adapting fast and working went easier as i studied in the university.

10.2 Presentation and Communication Skills

I also took such courses as Presentation Skill Development and Employability 360, because of which I learned how to talk confidently, communicate effectively, and act decently in a formal environment. These skills assisted me in the process of the internship when I needed to organize the awareness meetings and discuss with the works the issues they had.

10.3 Teamwork and Leadership Skills

I participated in university group projects and courses based on skills, and got to know how to work in a team, share roles, and sometimes become a leader of a group. These skills enabled me in the HR department since it is necessary to work within a team to accomplish the daily tasks without difficulties.

10.4 Problem-Solving Skills

The courses and assignments at the university taught me to think in a calm way and simplicity in finding solutions to problems. This assisted me in my internship where employees reported with problems, and I had to direct or guide the HR to overcome circumstances.

10.5 Observation and Analytical Skills

Formation of the university activities allowed me to observe. These skills helped me gain a better view of working behavior, acquire a grasp of the rules, and be able to observe HR procedures during the internship.

10.6 Professional Behavior and Etiquette

University made me know how to be disciplined, instructions are to be taken, and in official circumstances should protect myself in a professional manner. This is what I used during my internship to ensure that I adhered to office etiquette.

10.7 Basic Computer Skills

In my university life I had done computer fundamentals course, I got to learn how to type, do data entry, and use office programs. These are the skills which helped me to input worker information, file management and to do official work quite easily.

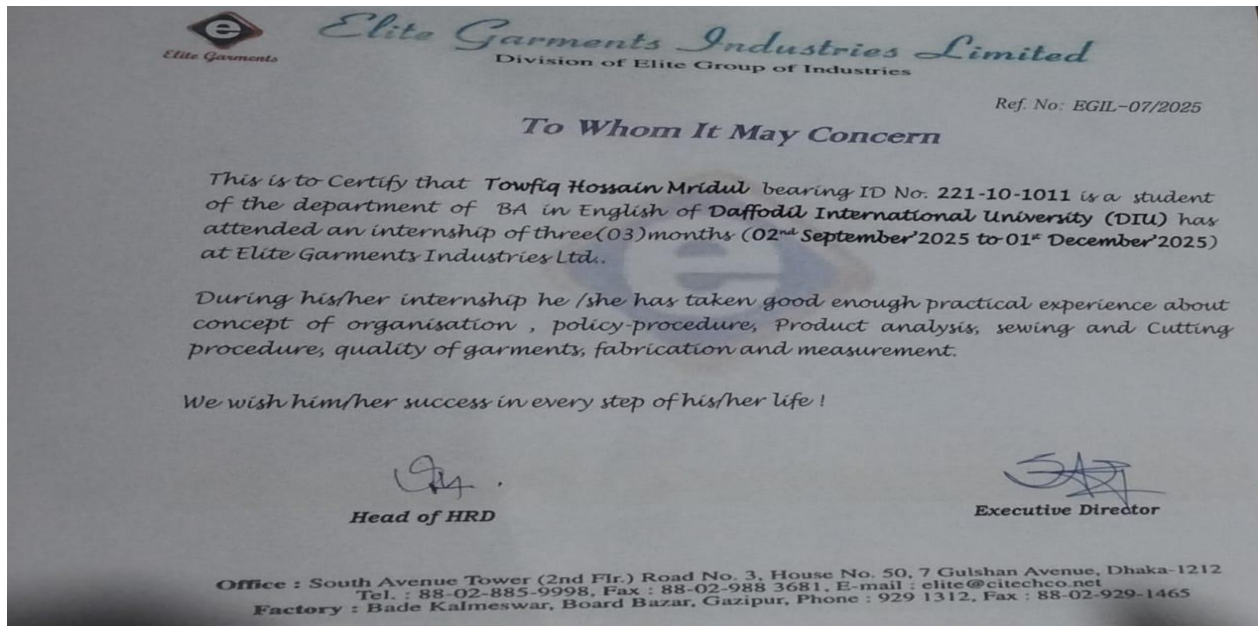
Chapter 11: Conclusion

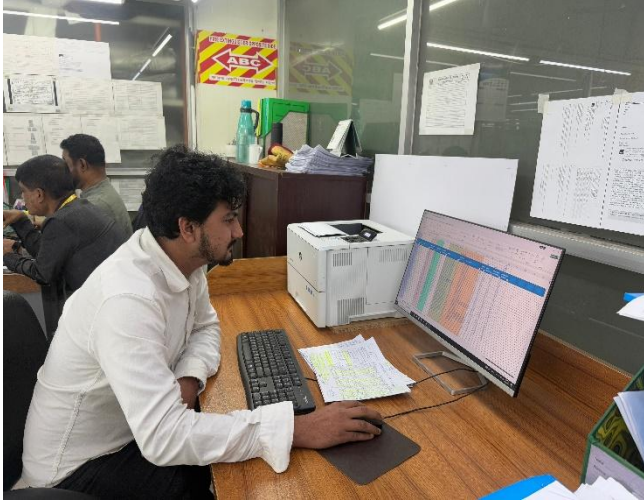
In my internship in Elite Garments Industry Ltd., I have had a far better feeling of what vegetable work on a factory actually is like and how much an organizations success is dependent on those who are working in it. I also realized that they work hard, in discipline and work daily this is why a company will fail to meet its production targets and operate effectively. As an intern, I also got an opportunity to witness how the HR department operates to be the main equipment of the entire system that coordinates files such as the workers attendance records to be properly kept, advanced issues to be resolved with the workers, training sessions to be organized, and the labor laws and corporate policies are properly followed. I then understood that HR is not about paperwork as it is about assisting people, maintaining order, and offering a comfortable and secure work environment among other things to all people. I also demonstrated much practical skills which, I could never have mastered in books only. I became familiar with how to organize official documents, how to be polite with the employees, how to be attentive to the regulations of the factory, how to take care of minor yet important things such as IDs, complaints of the employees, misunderstandings of the policies. The daily events helped me to grow both as a professional and as a personality. I felt more confident, acquired communication skills, mastered how to live in the busy world of the office. The internship has also made me realize what I need to behave, my patience, discipline, and teamwork and individual working capabilities and as a real person, which is an essential attribute of a real workplace experience. Overall, the internship became a very important experience to me. It also helped me to achieve rather helpful practical experience and helped open my eyes on the real job of an HR. I would like to thank my university and Elite Garment Industry Ltd. a lot to give me the such opportunity, and I believe that all my gained experience will prove to be priceless in my future profession at the Human Resource department. Due to my university experience, I was better self-confident in my internship. I was able to speak in a polite manner, direct those in the workplace, develop friendly working relationships and coordinate without any doubt.

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Chapter 13: Appendices





অনুমোদিত ছুটির পাশ

নামঃ শাকিবুল ইসলাম পদবীঃ সিকিউরাটি গার্ড কার্ড নংঃ ১৪৩১৫

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