



**An internship report on**

**“The usage of English language as an alternative of Bengali language for official use in a private corporate office.”**

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**Submitted by**

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## Letter of Transmittal

Date:

Afroza Akhter Tina  
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Subject: Submission of Internship Report.

Dear Madam,

With utmost joy I am hereby submitting my internship report which is titled as **“The usage of English language as an alternative of Bengali language for official use in a private corporate office.”** I was assigned to do it as a part of my BA program. I hope that my report provides a comprehensive overview of my internship experience and contributes to the ongoing success of the organization. I have given my best to make this report accurate under your valuable supervision.

I therefore pray and hope that the report will satisfy you.

Sincerely,

*Raka*  
.....

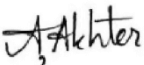
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## Certificate of approval

It gives me great pleasure to certify that the internship report by Rafia Tasnia Raka, ID: 192-10-2091, titled "The uses of English language as an alternative of Bengali language for official use in a private corporate office at Hellotask" has been submitted for presentation and defense. Rafia Tasnia Raka's three-month internship at Hellotask under my direction is something I am satisfied with. I hereby clarify the authenticity and first-hand acquisition of the information provided by Rafia Tasnia Raka.

Rafia Tasnia Raka is a person of high moral character who wants to serve her country in an upright manner. Working with her has been enjoyable. I hope she has a successful future.

Supervisor,

  
.....

Afroza Akhter Tina

Senior Lecturer

Department of English

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## Preface

There are two ways to acquire knowledge in this world. One is acquired in a theoretical process like reading and the other is pragmatic knowledge. As a student of the English department, I had the opportunity to gain practical experience in the field of language and communication through an internship at a private company. This internship provided me with a valuable opportunity to observe and participate in the day-to-day operations of a business, as well as to apply the skills and knowledge gained through my academic studies to real world situations. This drives me to write this report after completing a session as an intern as an Assistant Manager at HelloTask private company. As I am a student of English Language and Literature, my main focus should be on the English language's use around the world and the literature value in our daily life. During the course of my internship, I had the privilege of working with a team of professionals who were dedicated to providing high quality language and communication services to their clients. Through my work with this team, I was able to develop my writing, speaking, and communication skills as well as to gain a deeper understanding of the importance of effective communication in the business world. In this paper, I will provide an overview of my internship experience, including the tasks and responsibilities that I was assigned, the challenges that I faced, and the lessons that I learned. This internship report is a verdict of my 3-month's work. This report carries the uses of English language as an alternative of Bengali language at a private company named "HelloTask".

Lastly, I believe that this report is a result of my hard work and the experience gathered from it will help me improve myself. My internship has been an invaluable experience that has allowed me to grow both personally and professionally. I am grateful to Daffodil International University, Department of English, HelloTask Company, and my supervisor Ms. Afroza Akhter Tina for giving me the chance to prepare this report. It will be great for me if this report satisfies the reader and Daffodil International University considers it as an asset of the University.

## **Acknowledgement**

I would like to express my sincere gratitude to my creator, the Almighty who has blessed me with this life, and the opportunity to accomplish what I have accomplished today.

Firstly, I would like to thank my respected teacher and supervisor Ms. Afroza Akhter Tina, Senior Lecturer, Department of English, Daffodil International University for her support, supervision and guideline. I am particularly grateful to my supervisor for her guideline. Their expertise and insights have been invaluable in helping me to reflect on my experiences and to identify key learning outcomes from my internship.

I am also grateful to my colleagues at the HelloTask company, who provided me with welcoming and inclusive work. Their willingness to share their knowledge and expertise with me, and their encouragement and support, were invaluable in helping me to overcome the challenges that I faced during my internship. Especially I want to thank the person who appointed me as an intern, Mr. Md. Faisal Ahmed, Manager, Customer Relations Executive Department, HelloTask.

I am truly grateful to everyone who has contributed to the successful completion of my internship project. Thank you all for your guidance, support and encouragement.

## **Dedication**

I would like to dedicate this project to the individuals who have been instrumental in its completion. Firstly, I would like to express my gratitude to my supervisor Ms. Afroza Akhter Tina, without her guidance I could not complete my accomplishment. Your expertise and knowledge in the field have been an inspiration to me and have contributed significantly to the success of this project.

I would also like to extend my sincere appreciation to my manager Mr. Md. Faisal Ahmed, who provided me with the opportunity to take on this project and trusted me see it through to completion.

Finally, I want to dedicate this project to my cousin Eshita, who is the closest to my heart.

## **Abstract**

English is an international language and also widely spoken languages in the world. This internship project paper explores the diverse usage of the English language, including its importance in international communication, as a tool for social and as a means for advancing academic and professional opportunities. This paper also investigates the various usage of the English language as an alternative to the Bengali language. It also explores the factors that have contributed to the popularity of English among the younger generation and its increasing use in various domains such as education, media, business. Through a qualitative analysis of literature review and case studies, this report provides valuable insights into the implements of using English as an alternative language. The report draws on both quantitative and qualitative data, including surveys, interviews and case studies. The findings suggest that while the English language can serve as a valuable tool for communication and economic advancement, its use may also contribute to the linguistics of those who are less proficient in the language. Overall, this report sheds light on the potential benefits and drawbacks of using English as an alternative to Bengali. This report also focuses on the challenges faced by employees who have limited proficiency in Bengali, and how the adoption of English as a working language can help to overcome these challenges. Through interviews and surveys with employees, the report examines the attitudes towards the use of English in the workplace and the benefits that it can bring in terms of communication, productivity and competitiveness. The results indicate that the use of English as an alternative language in the company had several advantages, such as facilitating communication with international meetings or deals and improving employees' English language skills.



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# **Chapter-1**

## **Introduction**

### **1.1 Introduction**

English is indeed one of the most widely used languages in the world. It is estimated that over 1.5 billion people speak English to some degree, making it the third most spoken language in the world after Mandarin Chinese and Spanish. English is an international language. English is also considered the most commonly used language in international business, science and technology. It's not uncommon for private companies to use English as their primary language for communication, particularly if the company has an international presence or deals with clients and partners from different countries. Using English can facilitate communication and create a level playing field for all employees, regardless of their native language. I did a three months internship from a private company named HelloTask. This report evaluates the result of it and finds out what are the benefits or disadvantages of the step. They work with people (maids). They provide maid service. They send maids to different places according to the demand of their customers online. They are working with two foreign companies named Oxfam and World Bank as partners.

### **1.2 Motivation**

This report provides information to understand the current situation of English as an alternative to the Bengali language in a private company. My internship project is not just a requirement to fulfill my academic obligations, but it is an opportunity to showcase my talents, make a positive impact, and gain valuable experience. And the company I worked for, is committed to providing its employees with the resources and support they need to enhance their skills and achieve their professional goals.

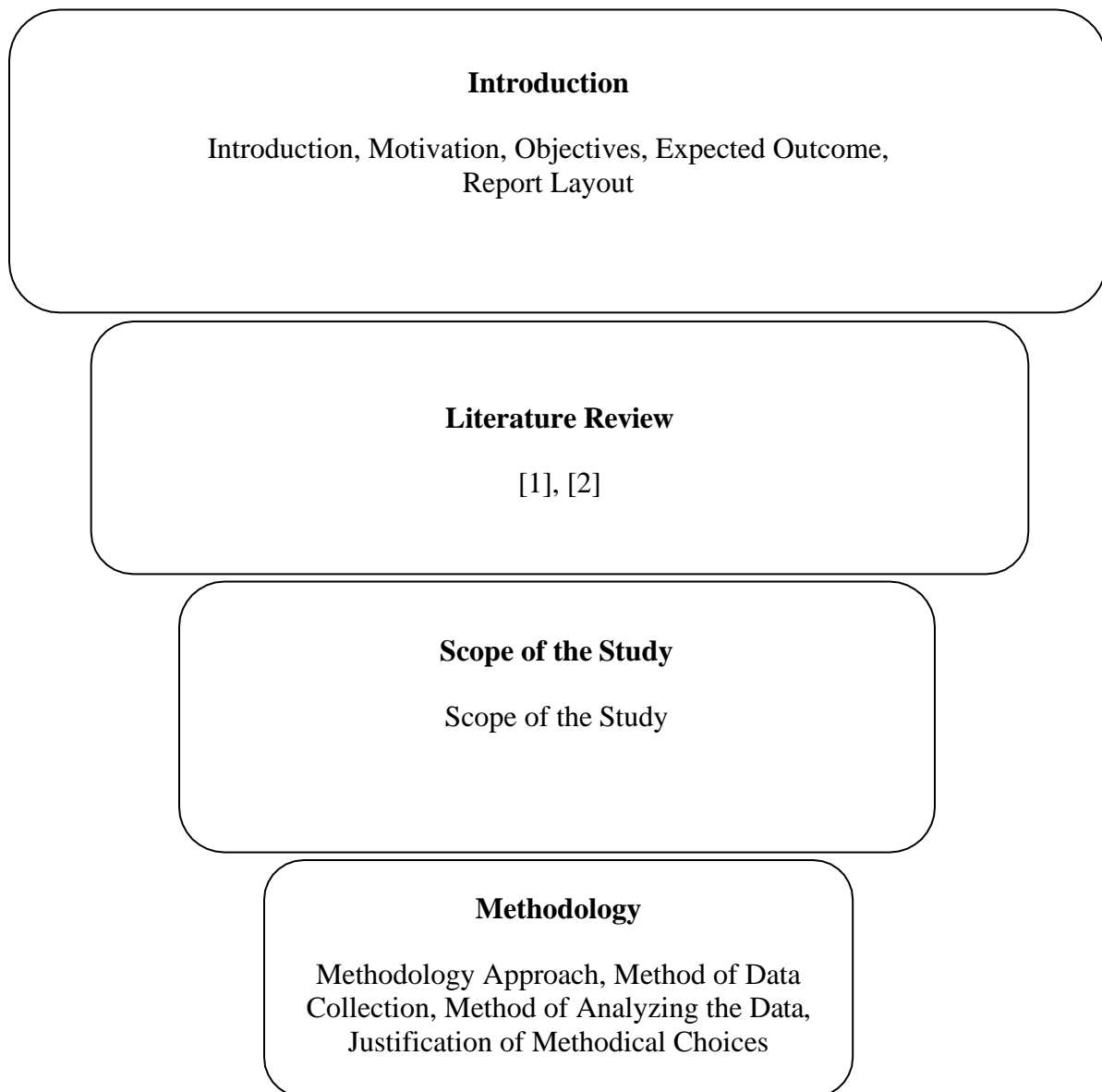
### **1.3 Objectives**

1. To develop guidelines and training materials for using the English language effectively in a private company.
2. To develop and implement a comprehensive English language training program for employees, with a focus on improving communication skills, business writing, and presentation skills.
3. To analyze the current level of English language proficiency within the company and identify areas for improvement.

## 1.4 Expected Outcome

This report is expected to bring change in the language usage of the mentioned private corporate office of Bangladesh and they will improve more day by day with their communication skills. This report will change the office environment perfectly.

## 1.5 Report Layout



**Discussion**

Introduction, Organization and experience, Place of the Study, Timeframe, Surveys, Interviews, Existing Data Collection, Self-Observation

**Findings**

Findings

**Recommendations**

Recommendations

**Conclusion**

Conclusion

## **Chapter-2**

### **Literature Review**

#### **2.1 [1]**

Rowshon Ara in her research paper has discussed the current state of English of English language teaching in Bangladesh, including challenges and opportunities, and proposes future directions for improving the quality of English language education in the country.

In this paper Rowshon Ara followed qualitative research. She analyzes qualitative data gathered through interviews with English language teachers and observations of English language classrooms in Bangladesh. The paper presents a thematic analysis of the data, identifying common practices, challenges, and future directions for English teaching in Bangladesh.

Therefore, the research methodology used in this study is qualitative rather than quantitative.

#### **2.2 [2]**

Most. Tasnim Begum is a research paper that explores the historical and cultural impact of the English language in Bangladesh. The paper discusses the legacy of British colonialism and the introduction of the English language to Bangladesh. It also examines the current status of English in Bangladesh and its use in various spheres, including education, media, and politics. The paper highlights the cultural significance of the English language in Bangladesh and its role in shaping the country's identity.

In this paper Most. Tasnim Begum followed a qualitative approach. As it discussed cultural and social phenomena and focuses on the experiences and perspectives of individuals and groups.

## Chapter-3

### Scope of the Study

#### 3.0 Scope of the Study

English is important for communication in today's globalized world, and it can be useful for many aspects of daily life in Bangladesh, such as business, education, travel, and more. Additionally, being able to speak English can open up opportunities for personal and professional growth and can help individuals build valuable connections with people from diverse backgrounds. So, it's definitely a good idea to work on improving our English skills for both personal and practical reasons.



I completed my three months internship in a private corporate office named HelloTask. I had a valuable learning experience there and was able to improve my English communication skills as well. Nowadays in Bangladesh, here almost all private companies use English as an alternative to Bengali language. It's for their betterment. Because if we improve our English communication skills then we will be able to communicate with other countries that we will be partners with like HelloTask.

HelloTask is a promising start-up company that provides maid services in many locations, and it's great that I had the opportunities to work there and gain valuable experience. As an assistant manager in the department of customer relations executive, I likely had a key role in ensuring that customers receive prompt and courteous service. This experience will undoubtedly serve me as well as I move forward in my career and pursue other opportunities.

HelloTask has established partnerships with international organizations such as Oxfam and the World Bank. These partnerships could provide exciting opportunities for the company to expand its reach and impact, and it's great that I had the chance to work with these organizations during my internship. I handled VIP customers and addressed their demands.





# Chapter-4

## Methodology

### 4.1 Methodology

The report is prepared by accessing both quantitative and qualitative approaches.

- a. Qualitative approach:** This report has been conducted using a qualitative approach, which involves analyzing data in a descriptive, non-numerical manner to gain deeper insights into the research question. The analysis is based on the meaning and context of the English language use rather than the numerical data.
- b. Quantitative approach:** This report utilizes a quantitative approach to analyze the data and present the findings in a numerical format, providing a clear and concise summary of the results.

### 4.2 Method of Data Collection

This report has been prepared based on primary data collection and secondary data collection methods.

- a. Primary data collection method:** This report is created using primary data collection methods. The information gathered for these papers is first-hand and has not been previously published or analyzed, through interviews, observations, surveys etc.
- b. Secondary data collection method:** This report is also using a secondary data collection method. The information was gathered from existing sources such as books, journals and online databases. The analysis of this data provides valuable insights into the topic under investigation.

### 4.3 Method of Analyzing the Data

This report is prepared by analyzing the data in many methods. Qualitative and quantitative approaches both are used in this report. There are many other methods than I used in this report in smaller perspectives and they are also useful and important.

**They are-**

- a. Statistical analysis:** By this process of analysis the report shows identify the research question or objective of the study. This could involve surveying customers, gathering data on service delivery. Another thing is identifying trends and patterns in customer behavior, content analysis of custom feedback and reviews to identify common themes and areas of improvement.
- b. Comparative analysis:** This analysis of data provides the performance of different locations to identify best practices and opportunities for optimization. I could compare the performance of different locations based on customer satisfaction. This data is obtained from sources such as customer feedback surveys, internal company databases.
- c. Hypothesis testing:** By this process of analysis the report shows customer satisfaction levels differ significantly between service locations. This discusses the practical significance of any statistically significant results.

#### **4.4 Justification of Methodological Choices**

- a. Approach:** Qualitative and quantitative approaches are used in this report paper because this report needs those approaches. I worked for three months as an assistant manager at a private corporate office named HelloTask. Those approaches are perfect for this report.
- b. Data Collection:** In this report primary and secondary data collection methods have been used. This includes surveys, interviews, observations etc.
- c. Data Analysis:** In this report there are many methods used for data analysis for its need and all the methods of analysis for this report are mentioned. Because for this report I have to clear all the topics that I mention and talk about. So, I have to use many methods for analyzing the provided data.

## **Chapter-5**

### **Discussion**

#### **5.1 Introduction**

The report is based on my internship experience. This report actually focuses on the English language as an alternative to the Bengali language in a private corporate company at HelloTask. In my internship period I collected a lot of data about uses of the English language as an alternative to the Bengali language. The report also has a lot of information about how a person can use English properly in a private corporate office like HelloTask. Three months is not enough time for anyone to know about everything and gather knowledge about everything but I learned a lot from them how much is possible.

The internship report contains a lot of information and data which I experienced. There are interviews, surveys, self-observation etc. And a lot of experience with customers as I was working as an assistant manager in the department of customer relations executive. So, I had to collect a lot of data on a daily basis.

#### **5.2 Organization and Experience**

I did my three months internship at HelloTask company which is a private corporate company. HelloTask company works in partnership with two other organizations named Oxfam and World Bank. They actually provide maid service to many locations. And they do their work process online called IVR. Customer requests for maid through online and HelloTask confirm their order and provide the perfect maid for their customer. HelloTask company works with Oxfam and World Bank. They mainly work with women who have to earn money for their family. They work with women who are neglected in society. Through their training for slum area women, all the maids can work perfectly to satisfy their customers. Customers make orders for cooking meals, cleaning home and other all house work.

I gained a lot of experience from this company HelloTask. And I had done many practices of the uses of English language. I have done my three months internship as an Assistant Manager of the department of Customer Relations Executive at HelloTask. I did communicate with VIP customers through the English language. So, I practiced speaking in English. I did join a video conference between the organization Oxfam and the World Bank. So that I can have a great chance to communicate internationally and gain knowledge about international ideas about business. I answered many messages in English. So, I did writing practice too. And I also collected everyday data about customers and maids. All the work I did was in the English

language. That's why I make the title of my internship report is a **“The uses of English language as an alternative of Bengali language in a private corporate office.”**

### **5.3 Place of the Study**

The study has been conducted at a private corporate office as an Assistant Manager in the department of Customer Relations Executive at Hellotask.

Hellotask works with two other different foreign organizations as a business partner. There are Oxfam and World Bank. By data collected from these three organizations and companies this report is prepared.

- a. Hellotask
- b. Oxfam
- c. World Bank

### **5.4 Timeframe**

After completing my three months internship, the report is prepared with highlighting the valuable experiences and skills gained throughout my journey. During my internship, I was fortunate enough to have gone through five different phases of work, each providing me with unique learning opportunities and exposure to various aspects. There are-

- a. 50 days of in person attendance at Hellotask company with self-observation.
- b. 10 days of in person attendance taking interviews from many office employees.
- c. 10 days of collecting data from different types of work and writing the report.
- d. 5 days of surveys in the Hellotask office with its partner Oxfam and World Bank organization.
- e. 15 days of working with customers and figure out their problems and try to find the best solution.

### **5.5 Surveys**

During my three months internship I have done two surveys. I have collected a lot of data from different sources. And I have gained a lot of knowledge from those surveys.

- a. **Survey-1: “Securing Rights of Women Domestic Workers in Bangladesh”.**

## **b. Survey-2: “Finding Authentic Maid Through Oxfam”.**

Survey-1: As a visitor and office employee I attended their survey that is “Securing Rights of Women Domestic Workers in Bangladesh” during my internship period. And the survey by Oxfam, who is one of Hellotask companies' partners. This survey was conducted in a slum area. The facets are-

1. The survey was full in English as Oxfam is a foreign organization.
2. Office employees translate slum area peoples in Bangla.
3. Maximum employees are good at English.
4. The few people who are weak have the ability to learn fast.
5. In this survey, English and Bangla both are used.

Survey-2: As an office employee I participated in this survey that is “Finding Authentic Maid through Oxfam”. Oxfam finds 5000 lists of maids. Then Hellotask has to find the authentic maid who is actually interested to do work with them. So Hellotask made a survey to find authentic maids through a manual phone call from the office. So, I participate in that work.

1. The survey was in Bangla with maids only.
2. We discussed it in English with Oxfam before the survey started.
3. Maintain international bonding between Hellotask and Oxfam.
4. So, this survey is also considered as both Bangla and English language.

This survey shows that Hellotask is using the English language as an alternative to the Bengali language. But in some different cases they also use Bangla as their need. Hellotask maintains their standard with foreign organizations and their employees are smart at English.

## **5.6 Interviews**

I interviewed a few employees on the usage of English in their workplace. I was trying to cover every employee as much as I could. I took their interview or asked them different types of questions on the uses of the English language. And I asked them to answer positive/negative. I asked them those questions in English and they answered in English.

So, I asked different types of questions. And one every question I asked every employee. So that I can figure it out from their answered based percentage whether it's negative/positive. The questions are-

- In Bangladesh is English considered as the second language? Answer- Positive.
- What do you think everyone should know about English? Answer- Positive.
- In Bangladesh, do people practice English and Bangla language equally or not? Answer- Negative.
- As a private company every employee should focus on English seriously or not? Answer- Positive.
- Do we have to maintain the English language standard in a modern world? Answer- Positive.
- Does Hellotask have a perfect environment for using the English language? Answer- Positive.
- In any case Hellotask use Bangla language sometimes after English when they need? Answer- Positive.
- Is it true that at Hellotask there are most employees who are well known in the English language? Answer- Positive.
- Does Hellotask use the English language when they provide service with their customers? Answer- Positive.
- Do most of the employees are weak at English and they use Bengali? Answer- Negative.
- When you are speaking in English are you fluent? Answer- Negative.
- When you are writing in English are you fluent? Answer- Positive.
- Do you understand fluent English? Answer- Positive.
- In an English environment do you feel comfortable and confident? Answer- Positive.
- Do you think feeling uncomfortable is one of the reasons most people are weak in English in front of the public? Answer- Positive.

Based on five different approaches these questions are made.

1. Could the English language pose a risk or damage the Bengali language in any way?
2. To what extent does Hellotask utilize the English language in their official work?
3. What is the challenge in implementing the use of English within a private company?
4. What are your thoughts on the present method of teaching English in Bangladesh?
5. Partnership with foreign organizations like Oxfam and World Bank.

I have found that the English language does not pose an existential threat to the Bengali language. Bangla is our mother language in Bangladesh. So, we don't have to worry about losing our own mother language. English is an International language. So that every person should know English to communicate internationally. That's why everyone should practice it.

Hellotask company uses English professionally for their official work. They deal with their customers in English language through phone calls or live chat/messages. Though they use Bangla sometimes but most of the time they use English language as per needed.

They face a few challenges in the English language when they have to communicate with the World Bank or Oxfam as they are foreign organizations. But after all they are fine with English in their work field.

In Bangladesh there is a lack of a perfect environment or practicing English language. We need to improve our country's environment for practicing the English language. And we need to change our method to improve our English language practice. Hellotask is an example of a good environment for practicing English language.

Hellotask deals with foreign organizations like Oxfam and World Bank. So, they have to be fluent in English of course. And their employees have the chance to practice English through their workplace. They provide maid service with their expertise and communicate with foreign countries. They are doing video conference meetings with foreign organizations along with physical meetings.

## **5.7 Existing Data Collection**

From those two surveys that I mentioned I collected a lot of information. They follow perfect technique. They collect all data in English and update their data in their office portal in English too. In some different cases they have to write or speak in Bangla. Especially when they talked with a maid that time they had to use it to talk in Bangla. So that's how they are working.

## **5.8 Self Observation**

I have done my three months internship at Hellotask as an Assistant Manager in the department of Customer Relations Executive. During my internship period, some of my observations are-

- Customer relations executive employees are skillful in English.
- Live chat employees are too speedy at English writing.
- Some call center employees are weak at English pronunciation.
- Some talented employees are very fluent in English.
- Even if they are practicing English at their workplace, they need to practice more and more for their betterment.

## **Chapter-6**

### **Findings**

#### **Findings**

During my internship period, I observed small details of every work and I found a few strengths and weaknesses by the employees of Hellotask in concern of using English as an alternative to Bengali language in their official works. Every person has her/his weaknesses, just he/she has to recover it and improve herself/himself. So, I believe that those employees could overcome it.

#### **Weakness:**

1. A few employees are not fluent in English when they are taking voice calls with their customers. In view of the fact that they are not practicing well.
2. They are afraid to make fun of their pronunciation while they are speaking in English.
3. Not every employee is prepared to communicate with their foreign organization in the English language. Because they are not confident with their English language skills.
4. Not every employee is presentable with her/him English skills. Probably they are not following the perfect method of learning the English language.
5. A few employees have not enough courage to talk with their VIP client through their app/voice call in English language. They hesitate.

#### **Strengths:**

1. Hellotask has some very accomplished and they are senior employees, they have huge knowledge of English language skills and literature.
2. They have run their business very confidently with practicing English language at the platform as the second language of Bangladesh. And they agree that English is the second language of our country.
3. They have some experienced person/employee who can deal with their foreign business partner professionally by showing their fluency in English. They work many years and are experienced so they deal professionally.
4. They have some international standard workers who are presentable in front of other countries. Because they did presentations in English in front of Oxfam and the World Bank so they are very experienced.
5. Most of the employees are well trained in English language.



## **Chapter-7**

### **Recommendations**

#### **Recommendations**

The present situation of Hellotask company is that the use of English language as an alternative of the Bengali language in Bangladesh is satisfactory. But I have to say that they also have some lacking's. Not everyone but a few employees should improve themselves. If they can improve then their company will be outstanding. Such as-

- A few employees who are weak in English language should change their method of learning English language.
- For better practice, those who are averse to communicating in the English language should speak with their staff in the language.
- They should focus on their accent more.
- And they should make some training session for weak employees.
- Office should organize a little training on English literacy too.
- Overall, they are good at English language and just need to focus on a few weak employees who are weak in speaking, good pronunciation and fluency.

That's all about them. They are great learners. They just need to focus on English properly. So, I can say that during my internship period I observed them very well and they are using English language as an alternative of Bengali language in Bangladesh properly.

## **Chapter-8**

### **Conclusion**

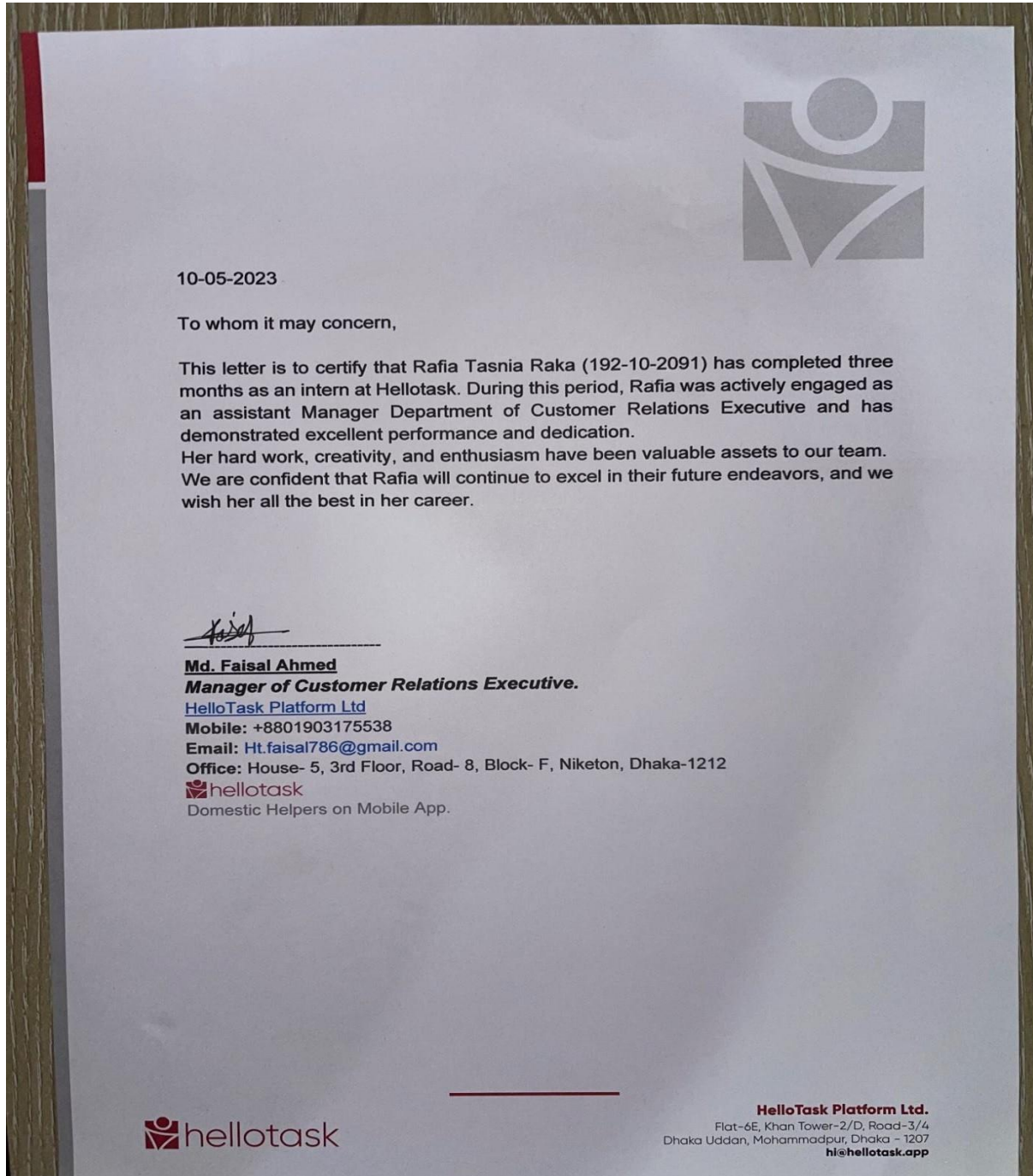
The report shows how they use the English language as an alternative to the Bengali language in Bangladesh. From this report we can say that many people consider the English language as their second language and they are using it that way. Also, about employees' strengths and weaknesses and so on. It's not uncommon for private corporate offices to use English as the primary language of communication, even if it's not the first language of all employees. Our mother language is Bangla. So, it's also not impossible that some people have weaknesses in English. But it's possible to learn it. In fact, many international businesses and organizations use English as their primary language of communication because it is widely spoken and understood around the world.

The office is doing well with English as the language of communication. It seems that the employees are comfortable and proficient in using English. It's important to ensure that as the employees are not native speakers of English have access to resources that can help them improve their language skills if they need it.

That's all about my report and what I observed during my internship period. I have learned so many things from my internship and I experienced a lot. So, I thought that I would be able to get a good job.

# Appendices

## Appendix: Certification of Hellotask



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