



**Daffodil**  
*International*  
**University**

Internship Report On  
**Overview on Administrative System at Daffodil International University**

Submitted to

**Al Mahmud Rumman**

Lecturer (Senior Scale),

Department of English

Faculty of Humanities & Social Science

Daffodil International University

In the partial fulfillment of the requirements for the degree of Bachelor of Arts

Submitted by

**Shihan Rahman Jhalak**

Student ID: 193-10-482

Batch: 15<sup>th</sup>

Date of Submission: 1 June, 2023

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Semester	Spring 2023
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Main concentration	Importance of English in administrative works
Career objective	To ensure a good position in a reputed institution to increase learnings, experience and skills.

### Internship Details

Name of Organization	Daffodil International University
Location	Datta Para, Savar, Ashulia
My working section	Department Office
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Designation	Coordinator
Start Date	14 <sup>th</sup> February, 2023
End Date	14 <sup>th</sup> May, 2023
Total working period	3 months

## Letter of Transmittal

June 01, 2023

To,

Al Mahmud Rumman

Lecturer (Senior Scale)

Department of English

Daffodil International University

Subject: Submission of Internship Report on General Banking.

Dear Sir,

I have completed my internship report on administrative system at Daffodil International University. I acknowledge that this program has allowed me an extraordinary opportunity to upgrade of my both knowledge and experience. While preparing this report, I tried my level best to follow your instructions.

I will be highly encouraged if you are kind enough to receive this report.

Sincerely Yours,

Shihan Rahman Jhalak

ID: 193-10-482

Department of English

Faculty of Humanities & Social Science

Daffodil International University

## Declaration

This is Shihan Rahman Jhalak, hereby declares that I prepare the internship report on administrative system at Daffodil International University. Moreover, I assert that this report is ready for my scholarly need.

The work I have displayed does not infringement any current copyright and no piece of this report duplicated from any work done previously. If you have any further inquiry concerning any additional information, I would be very pleased to provide you the needed information. This report is my unique work. I accept that it will assist you with having a positive perspective upon me.

*Shihan Rahman Jhalak*

.....

Shihan Rahman Jhalak

ID: 193-10-482

Department of English

Faculty of Humanities & Social Science

Daffodil International University

## Letter of Acceptance

This is to ensure that Shihan Rahman Jhalak, a student of B.A. in English Program Daffodil International University bearing ID No: 193-10-482 has effectively finished the internship report named on "Overview on Administrative System Daffodil International University", under my watch and direction.

I cautiously check the last duplicate of this report, which submitted to Daffodil International University for its material and language.



.....  
(Al Mahmud Rumman)

Lecturer (Senior Scale)

Department of English

Faculty of Humanities & Social Science

Daffodil International University

## **Acknowledgement**

First and foremost, I would like to express my gratitude to Almighty Allah for enabling me to complete my report on time. I would also want to thank my parents for their assistance and guidance throughout this internship time. Like I have done throughout my education journey could not have gotten this far in my life without their advice and trust in me.

I would like to thank my teacher, Mr. Al Mahmud Rumman for helping me with precise feedback and advice on my report.

Special thanks to the department head of English, Dr. Liza Sharmin as she helped me with the information regarding each and every operational activity of the institution, which enabling me to have a better understanding of all the work

## **Abstract**

This report gives a rundown of the events I took part in from February 14 to May 14, 2023, while interning at Daffodil International University. A student can gain useful work experience through an internship program, and they can also evaluate how successfully their academic knowledge is used in the actual world. Throughout the curriculum, it also acts as a helpful link between theory and practice. This internship provided the ideal chance for me to put some of the information I gained in earlier classes to use. I gained knowledge about the university and administrative systems. Additionally, I was able to improve my ability to communicate, work in a team, and solve problems. I also gain experience in dealing with university representatives. I used both primary and secondary data to construct my research. The first portion of the report covers the introduction, background, and methodology. The second portion of the paper gives an overview of Daffodil International University's operations. The last portion of this report includes the SWOT analysis, suggestions, limits, and conclusion and focuses on my internship experiences, tasks and responsibilities, observations, and academic learnings. I can thus say that I tried my best to finish this report writing by following the instructions. This report serves as evidence that my internship program was successfully completed

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## Chapter-1

### Introduction

This internship report is a full record of everything I did during my three-month intern at Daffodil International University, Department of English, which ran from February 10 to May 10, 2022. It is the result of my work for my Bachelor of Arts degree at Daffodil International University' Department of English in the Faculty of Humanities and Social Science s. An internship is a very important part of getting a degree. I'm lucky enough to be able to do my internship at Daffodil International University in the departmental administration of English as a coordinator, which is a great chance. This training consultancy gave me a chance to use what I had learned in school and taught me about the administrative world as a whole. This whole process not only helped me learn more about myself, but it also helped me get better at using computers. Even though making this report and taking part in the whole were not easy, my faculty members and coworkers helped me figure out what to do and how to get information. Writing this report, I did my best to find as much information and data as I could to make it better. I think that working in the educational administrative field was a great experience that has helped me learn more and gain more experience. I think that these experiences have given me enough confidence to work in any professional area.

This internship report aims to provide a comprehensive overview of the administrative system and procedures at DIU, shedding light on the various aspects that contribute to the smooth functioning of the university. By examining the organizational structure, operational processes, and decision-making mechanisms, this report will offer a deeper understanding of how DIU manages its administrative functions.

The report starts with introducing DIU, highlighting its vision, mission, and core values. The initial section provides a brief background of the university, emphasizing its commitment to providing quality education and creating a supportive environment for students. It also discusses the significance of effective administrative systems in supporting DIU's overarching goals.

## **1.1 Literature Review**

Internships have been extensively studied but the majority of research on the subject has focused on the technical aspects of this experience, such as its structure, benefits, and limitations (Chance, Edward W.). Insufficient research has been conducted on the overall impact an internship has on an intern. The following literature review will focus on research that attempts to establish a better comprehension of the definition, parameters, and apprenticeship process (Hackman D., Russell, F. S., & Elliott, R. J). This method will improve comprehension of the impact of internships on the beliefs, assumptions, and perceptions of aspiring school administrators.

## **1.2 Purpose of selecting the Title**

DIU's management system organizes the intern process and develop as a whole. Overall, the goal of this job report is to show how the management system and processes at Daffodil International University work and what you can learn from them. I chose the title of this report with the concern of my internship supervisor. The name of is "Overview on administrative system of Daffodil International University”

## **1.3 Origin of the report**

This internship report was written with the help of my internship supervisor, Mr. Al Mahmud Rumman, Lecturer (Senior Scale) in the BA (Hons) English program at DIU. The making of this report is fair and an important part of my Undergraduate program. I was given the course for the spring semester of 2023, but I have to turn it in this semester. I've written this official report based on the following directions.

## **1.4 Objective of this internship**

I have desired to learn more about different things and try out different kinds of jobs in my career. My goal came true and thanks to the BA (Hons) Internship Programme of the Department of English of Daffodil International University for giving me the chance. I learned a lot about English language and literature from what I read. My English language skills helped me advance at work.

Fortunately when the opportunity came to do my intern at the administrative office of the Department of English, I took the opportunity. As a result my academic knowledge profited me in

my internship program as an coordinator. I came to know new terminology like linguistic, EAP, Jargon, discourse and Literature those pushed me for depth analysis and critical thinking. Joining as an intern, I made some specific deviations and they are:

1. At first for the fulfillment of my BA Programme in English Language and Literature.
2. To gain a comprehensive understanding of the administrative system and procedures followed at Daffodil International University (DIU).
3. To achieve the effectiveness and efficiency of the administrative system.
4. To identify and analyze the administrative department and their functions within DIU using my academic knowledge in my internship programme .
5. To evaluate the administrative procedures related to student admissions, registration, course management, and examination processes.
6. To examine the role and responsibilities of key administrative personnel and their contributions to the overall functioning of DIU.
7. To identify any existing challenges or issues in the administrative system and propose recommendations for improvement.
8. To work with the teachers in department office to get a proper official communication skill and learn from them how to execute the external and internal office duties.
9. To compare the administrative practices at DIU with best practices in the field of higher education.
10. To acknowledge how department office deals with students other departmental activities.
11. To compare the level of student satisfaction with the administrative services provided by DIU.
12. To explore the utilization of information technology and digital tools in administrative processes at DIU.
13. For getting used to working and living in a high-pressure setting to work with other people in organizations.
14. This intern was the link between study and real-world experience.
15. To teach me to have patience, energy, and drive for the future.

By accomplishing these objectives, the internship report aims to provide a comprehensive overview of the administrative system and procedures at Daffodil International University while offering valuable recommendations for improvement and innovate

## Chapter -2

### Background of study

The primary objective of the internship report is to gain practical exposure and understanding of the administrative system and procedures at DIU. By studying and analyzing these systems, the intern aims to evaluate their effectiveness, identify potential areas for improvement, and provide recommendations to enhance efficiency and streamline administrative processes.

As internship is a compulsory requirement for undergraduate students I joined as an intern at Daffodil International University. In the period of three months internship I used to attend at the department office at 10:30 to 4:00 p.m. except Friday.

I tried my heart and soul to fulfill the requirements according to the guidance of my office colleagues and supervisor. I have got enough encouragement through consultancy with teachers. I also concentrated on my English language, analytical skill and linguistic terms and as an outcome I titled the internship Report “internship Experience on administrative system and procedure at Daffodil International University”.

Overall, this internship provides an excellent opportunity for the intern to gain practical experience in administrative functions and contribute meaningfully to the administrative framework of Daffodil International University. By actively participating in this internship, the intern aims to make a positive impact on the administrative system, facilitating a better educational experience for students and stakeholders of the university.

### 2.1 Literature Review

Internships have been extensively studied but the majority of research on the subject has focused on the technical aspects of this experience, such as its structure, benefits and limitations. Insufficient research has been conducted on the overall impact an internship has on an intern. The following literature review will focus on research that attempts to establish a better comprehension of the definition, parameters, and apprenticeship process. This method will improve comprehension of the impact of internships on the beliefs, assumptions, and perceptions of aspiring administrators.

## **2.2 Motivation of the report**

I successfully completed my undergraduate internship at Daffodil International University in spring semester, 2023. After completing my internship I have charged for the better and that is beneficial for my professional career which is feeling me extremely optimistic about myself. Working in a welcoming in environment and comfort zone at daffodil international university in the department office of English is a step outside of fair of speaking with people. Now I know how to deal with students like me and communicate with the teachers and colleagues. Luckily I received advices and other information from Head of the Department of English, Ms. Dr. Liza sharmin, which inspired me most for preparing this report property. Thus I was motivated to complete the work to strive for excellence.

## **2.3 Significance of the report**

The significance of this internship report focuses on analyzing administrative procedures such as class routine and registration related tasks, academic and exam related tasks, student support services and facilities. The report aims to provide an in-depth detail and understanding of the administrative structure and processes in DIU, with a particular focus on the department of English about coordinating activities. This report will examine the administrative mechanisms applied by DIU and explore administrative procedures. Basically, it will the study the administrative system of Daffodil International University.

## **2.4 Scope of the report**

The scope of this internship report focuses on studying the administrative System of Daffodil International University as I was assigned there in the administrative section of the department of English. So, the report aims to provide a clear understanding of the administrative structure and processes in DIU. Through this analysis, the report will identify the strengths and weaknesses of the existing administrative system, assess the efficiency and effectiveness of administrative procedures, and pinpoint areas for improvement. The report will be based on primary data collected through observations, interviews, and document analysis, as well as secondary data from relevant resources and materials.

- Firstly, it is crucial for the university to provide an opportunity to evaluate and improve its administrative practices. By analyzing the existing system and procedures, DIU can identify areas of strength and weakness, enabling the university to enhance efficiency and provide a better experience for its students, faculty and staff.
- Secondly, the report is valuable for the students of DIU as it offers a collaboration into the administrative procedures which they encounter throughout their academic journey, such

as admission, registration, and student support services. By understanding the administrative system. Following this students can have a clear understanding on it.

- Moreover, the report holds relevance for academic researchers and professionals in the field of higher education in administration. It provides a case study of DIU's administrative system. This comparative analysis can contribute to the advancement of administrative theories and best practices, effective and efficient administrative systems in educational institutions.
- Furthermore, the report can serve as a reference for future interns, allowing them to gain knowledge and insights into DIU's administrative system and procedures. It can provide a foundation for one's research and analysis, leading to further improvements and advancements in the administrative practices of the university.

Overall, the significance of the internship report lies in its potential to generate positive changes in DIU's administrative system, benefitting the university, its students with faculty members and ultimately leading to a better educational experience for all stakeholders involved.

## Chapter – 3

### Methodology

As I got the opportunity of completing internship of BA program in English from Daffodil International University, I grab the opportunity with certain reasons.

- To have work experience in the administration office
- Proper communication skill
- I have a plan for higher study

Fortunate for me to get the opportunity to work at the department office of English at daffodil

International University. And I come to know about the procedure of report writing from my supervisor in the three months of internship. At the starting I went to the department office of English and meet my supervisor Al Muhammad Rumman, my advisor and the department head, Professor Dr. Liza Sharmin. And then finally I meet the administrative officer Mr. Nazmul Hasan Nahid who introduced me to his colleagues and staffs. Within a few days I got idea of the necessary papers and documents, application and the procedures of dealing with students with their problems.

My first work to make the internship later for me and I did the task from the help of my colleague. He is the coordinator there. My mental helped me to manage all the processes and also gave me instructions about how to talk with teachers and other officials. After 1 month of my internship I got the opportunity to work in the ERP using the ID of my mentor. The use of English language in the administrative sector is very much useful while talking and writing and mostly collecting necessary information needed for my internship Report.

The methodology employed for the internship report on the administrative procedures of Daffodil International University involves a combination of primary data collection and secondary data analysis.



### **3.1 Primary Data**

To gather primary data about administrative processes and procedures within different departments of DIU is not the same. Through the internship at the administrative office of the department of English, it was possible to understand that how the administrative system operates on a day-to-day basis. Comprehensive understanding of the administrative system through the structured interviews, conducted with key administrative staff members to gather documents to analysis such as policies, procedures manuals, and official reports. These documents will serve as important sources of information regarding the formal administrative guidelines and practices implemented by DIU.

### **3.2 Secondary Data**

In addition to primary data collection, secondary data sources are important to the research methodology that adhere to ethical guidelines, ensuring confidentiality, informed consent, and respect for the privacy of participants as well as DIU. The findings methodology will form the basis for the subsequent analysis and recommendations presented in the internship report. These include academic literature, research papers, and relevant publications on higher educational administration. These secondary sources will provide a theoretical framework and comparative analyses that can be applied to the evaluation of DIU's administrative system.

The collected data, both primary and secondary, for the improvement in the administrative system and procedures at DIU.

## Chapter – 4

### 4.1 Historical background of daffodil international University

Daffodil International University (DIU) is a private university in Bangladesh established with a vision to provide quality education and contribute to the development of skilled human resources. The university has a rich historical background that showcases its growth and transformation over the years.

DIU was founded in 2002 by Dr. Md. Sabur Khan, a prominent entrepreneur and philanthropist in Bangladesh. Initially, the institution was known as Daffodil Institute of IT (DIIT) and focused on providing diploma and certificate programs in information technology. DIIT expanded its scope and transformed into Daffodil International University in 2003 and achieved formal recognition as a university from the Government of Bangladesh. From its humble beginnings, DIU has emerged as one of the leading private universities in Bangladesh, known for its commitment to quality education and innovation in teaching and learning. DIU offers a wide range of undergraduate and postgraduate programs across diverse disciplines, including business administration, engineering, computer science, media and journalism, law, and more. Throughout the history of DIU, it has focused on maintaining academic excellence and meeting international standards to establish collaborations and partnerships with prestigious universities worldwide in order to fostering student and faculty exchanges, joint research initiatives and academic collaborations. DIU has also invested significantly in modern infrastructure and facilities to provide a conducive learning environment for its students. The campus is equipped with standard classrooms, laboratories, libraries, and technology-enabled learning spaces. This infrastructure development ensures that students have access to the resources necessary for their academic and personal growth. DIU is a place where students are encouraged to involve in various clubs, societies, and community service initiatives, fostering leadership skills, teamwork, and social responsibility for a strong emphasis on holistic development and co-curricular activities.

Today, Daffodil International University is a prominent educational institution in Bangladesh through its commitment to innovation, entrepreneurship, and social engagement, DIU continues to shape the future of education in Bangladesh and beyond.

## 4.2 DIU's Management and Administrative structure

<b>Designation</b>	<b>Name</b>
Vice Chancellor	Professor Dr. M. Lutfar Vice Chancellor Rahmanvc@daffodilvarsity.edu.bd Daffodil International University
Hon'ble Chairman	Dr. Md. Sabur Khan Founder and Chairman, Daffodil Family
Pro-Vice Chancellor	Professor Dr. S.M. Mahbub Ul Haque Majumder  Pro-Vice Chancellor Cell:+8801713493007 provc@daffodilvarsity.edu.bd Ext: 65102 Daffodil International University
Treasurer	Mr. Mominul Haque Majumder Treasurer treasurer@daffodilvarsity.edu.bd Daffodil International University
Registrar	Dr. Mohammed Nadir Bin Ali Registrar Cell:+8801713493003 registrar@daffodilvarsity.edu.bd Ext: 65104 Daffodil International University
Controller of Examinations	Professor Dr. Md. Ismail Jabiullah Controller of Examinations Cell:01819299960 exam@daffodilvarsity.edu.bd, examcontroller@daffodilvarsity.edu.bd Daffodil International University

### 4.3 Faculties and Departments of Daffodil International University

Faculties	Departments
Faculty of Business and Entrepreneurship (FBE)	Department of Business Administration
	Department of Business Studies
	Department of Real Estate
	Department of Tourism & Hospitality Management
	Department of Innovation & Entrepreneurship
Faculty of Science and Information Technology (FSIT)	Department of Computer Science & Engineering
	Department of Computing & Information System (CIS)
	Department of Software Engineering
	Department of Environmental Science and Disaster Management
	Department of Multimedia & Creative Technology (MCT)
	Department of General Educational Development (GED)
	Department of Information Technology and Management
Faculty of Engineering (FE)	Department of Physical Education & Sports Science (PESS)
	Department of Information and Communication Engineering
	Department of Textile Engineering
	Department of Electrical & Electronic Engineering
	Department of Architecture
Faculty of Allied Health Science (FAHS)	Department of Civil Engineering
	Department of Pharmacy
	Department of Public Health
	Department of Nutrition & Food Engineering

Faculty of Humanities and Social Science (FHSS)	Department of English
	Department of Law
	Department of Journalism & Mass Communication
	Department of Development Studies
	Department of Information Science and Library Management

#### 4.4 Other institution of Daffodil International University

Students' Affairs (DSA)
Human Resource Development Institute (HRDI)
Career Development Center (CDC)
Daffodil Institute of languages (DIL)
Daffodil Institute of Social Sciences (DISS)
Daffodil Legal Research Center (DLRC)
DIU Business Incubator
DIU Medical Center
Day Care Center
DIU BELT & Road Research Centre

#### 4.5 Daffodil International University is the Top-Ranked University in Bangladesh

2023	DIU has been ranked 3 rd among all private Universities of Bangladesh in QS Asia Rankings-2023
2022	DIU Topped in Bangladesh in THE Impact Rankings 2022
	DIU Ranked 2nd among all Universities in Bangladesh as per Scopus Indexed Publications in 2022
	DIU is the Most Sustainable University in Bangladesh as Per UI-Greenmetric World University Rankings 2022
	Daffodil International University Ranked in Nature Index 2022
	DIU has been ranked within top 500 universities in U-MultiRank 2022
2021	Daffodil International University stands out in UMultiRank 2021
	DIU has achieved (301-400) in world's leading Times Higher Education Impact Rankings 2020
	DIU has achieved top position again in Bangladesh in UI-GreenMetric World University Ranking
2019	DIU Achieved "QS World University Rankings" 2019 (Asia).
	DIU has achieved (201-300) in world's leading Times Higher Education Impact Rankings 2019.
	DIU Ranks top in Bangladesh for the third consecutive year & now 150 no. in globally at UI-Greenmetric World University Rankings, 2019

## Chapter – 5

### 5.1 My Internship Experience

During my tenure as an administrative intern, I had the opportunity to gain valuable experience and develop a range of skills that have developed my understanding of administrative operations. This internship provided me with practical exposure to various aspects of administrative work. Throughout the internship, I was involved in a wide range of administrative tasks and responsibilities including managing incoming and outgoing correspondence, organizing and maintaining files and records, scheduling appointments and meetings and assisting with data entry and analysis.

Additionally, I had the chance to work with various software applications and tools commonly used in administrative tasks. Through hands-on experience such as Microsoft Office Suite, including Word, Excel, and PowerPoint.

Furthermore, I had the opportunity to handle sensitive information and learned the significance of exercising discretion and professionalism in all aspects of my work. This experience helped me to understand the importance of maintaining trust and confidentiality in an administrative role.

Overall, my internship experience as an administrative intern was immensely rewarding for my future career in administration. I am grateful for the opportunity to have been a part of this organization and for the support and guidance provided by my supervisors and colleagues throughout my internship.

## 5.2 My Tasks at Daffodil International University

Prepare class schedule With RO
Routine upload in RBRMS and update regularly
Assign course teacher in ERP
Provide efficient element to the faculty members
Inform students registration process after deadline
Circulate notices to students through online, web and board
<b>Service for Newly Admitted Students</b>
Provide registration completion related information
Provide class schedule
Letter format for different purposes
<b>Exam Related Task</b>
Prepare Exam Schedule(Mid and Final)
Circulate schedule of mid and final improvement notice
Stationary requisition both for exam and store
Provide attendance sheets to the exam committee
Mail all faculty for submitting question paper
Input all data like improvement list
Provide guideline to any student' incomplete tasks

<b>Internship Related Task</b>
Inform and provide Internship letter
Transcript and account clearance checking
Prepare forwarding letter and provide for students on their internship placement
Provide thesis writing format
Prepare and circulate defense notice

Prepare Defense Routine
Selecting room, external selection, supervisor evaluation sheet and plagiarism check report
Prepare external bill and money receipt
Send the money receipt copy to the account
Send the grade sheets to exam office
Prepare the supervisor bill
<b>General Service</b>
Provide necessary information related to BA and MA in English program
Responding queries, take information, communicate student and also with Guardians through telephone, mobile phone and e-mail.
Taking proper initiatives for highest service satisfaction.
Counsel, Guide and provide necessary information for re-admission and time extension of study.
Solving E-mail related problem like password solution.
Provide Recommendation, Testimonial and character certificate.
Provide information about Campus Transfer, Department change etc.



### **5.3 My responsibility at Daffodil International University**

During my internship as an administrative intern at Daffodil International University, I was engaged with various responsibilities to actively contribute to the administrative operations of the university. These responsibilities provided me understanding of the administrative functions within an educational institution.

**Management:** One of my key responsibilities was to handle This sorting and distributing mail, responding to emails, and ensuring timely and accurate communication within the university as I was responsible for organizing and maintaining files and records, both in physical and digital formats.

**Scheduling and Coordination:** Another important aspect of my role was scheduling routines I had the opportunity to utilize scheduling software and coordinate logistics.

**Data Entry and Analysis:** I was involved in data entry tasks to accurately input information into databases, spreadsheets, and other relevant systems and summarizing information as needed.

**Front Desk Assistance:** I was occasionally stationed at the front desk, where I greeted visitors, answered phone calls, and provided general information about the university.

**Collaborating with Departments:** I actively collaborated with different departments within the university to gain insights into the specific administrative needs of each department and develop effective communication and teamwork skills.

**Assisting in Event Planning:** I participated in the planning and execution of university management.

**Maintaining Confidentiality and Professionalism:** As an administrative intern, I understood the importance of maintaining confidentiality and professionalism. I handled sensitive information with utmost discretion and ensured that all administrative tasks were performed with the highest level of professionalism and integrity.

**Administrative Tasks:** Additionally, I assisted with various day-to-day administrative tasks for providing support to other administrative staff members as needed.

Throughout my internship, I approached each responsibility with dedication, attention to learn these responsibilities provided me with a comprehensive understanding of the administrative operations at DIU in the field of administration

### **5.3 My Applied Skills (Hard & Soft)**

During my administrative I develop a range of hard and soft skills essential for in an administrative role at Daffodil International University, I had the opportunity to apply all these skills enabled me for effective contribution to the daily operations of the university and increased my professional skill

### Hard Skills:

- Proficient in Microsoft Office: I utilized my skills in Microsoft Office including Word, Excel, and PowerPoint.
- Data Entry and Management: I gained proficiency in utilizing database management systems and spreadsheets for accurate and efficient data entry.
- Document Management: I developed strong organizational skills in managing physical and digital documents such as creating filing systems, categorizing documents and ensuring easy retrieval of information.
- Coordination and administrative: I had the opportunity to assist in administrative and coordination which required skills such as time management, attention to detail, and effective communication.
- Report Writing: I conducted administrative topics and synthesized the information into comprehensive reports such as gathering relevant data, analyzing findings, and presenting information in a clear and concise manner.

### Soft Skills:

- Communication: Throughout my internship, I developed strong written and verbal communication skills with colleagues, faculty, staff, and visitors, ensuring clear and concise exchanges of information.
- Interpersonal Skills: Working in a team-oriented environment, I further developed my interpersonal skills by collaborating actively listened, respected diverse perspectives, and effectively resolved conflicts to foster positive working relationships.
- Time Management: Juggling multiple responsibilities, I learned to prioritize time management strategies for effectively balance competing priorities and complete assignments in a timely manner.
- Problem Solving: I learned to approach problems analytically, identify root causes, and implement effective solutions.
- Adaptability: The dynamic nature of the administrative role required me to be adaptable and flexible. I quickly adjusted to changing priorities, handled unexpected situations, and embraced new tasks and responsibilities with a positive attitude.
- Attention to Detail: I paid close attention to details for accuracy of data that were error-free and met the required standards.
- Professionalism: I consistently maintained a professional and ethical behavior, respected confidentiality, and upheld the highest standards of professionalism throughout my internship.

The applied hard and soft skills I acquired during my administrative internship have significantly contributed to my professional growth along with the practical experience gained at Daffodil International University.

## Chapter – 6

### 6.1 My observation

Throughout my internship, I made several observations that I had the opportunity to gain firsthand experience and insights into the administrative system and procedures followed at the university.

DIU maintains well-structured administrative departments that are dedicated to specific functions such as student admissions, finance, examinations, and student affairs. Each department operates efficiently and collaboratively, ensuring smooth administrative processes.

The admission process at DIU is well-organized and streamlined. The application submission, document verification, and enrollment processes are conducted promptly, and the university maintains transparency in communicating admission criteria to prospective students.

DIU adopts a student-centric approach in its administrative procedures. The university places significant emphasis on providing adequate support and guidance to students during the registration, course selection, and academic advising processes. This approach fosters a positive and conducive learning environment for students.

DIU effectively utilizes information technology in its administrative procedures. Online platforms and student information systems are employed for registration, course management, and examination processes. This integration of technology not only enhances efficiency but also provides convenience to students and staff.

The administrative personnel at DIU display a high level of competence and professionalism. The Vice-Chancellor, Registrar, and department heads demonstrate strong leadership skills and contribute significantly to the effective functioning of the administrative system.

DIU acknowledges the importance of continuous improvement in its administrative system. The university regularly reviews and updates its administrative procedures to adapt to changing requirements and emerging trends in higher education. This commitment to improvement ensures the administrative system remains effective and up-to-date.

Stakeholder Satisfaction: Overall, there is a considerable level of stakeholder satisfaction with the administrative services provided by DIU. Students, faculty, and staff expressed positive feedback regarding the administrative system, highlighting its responsiveness, transparency, and accessibility.

While DIU has an efficient administrative system, there are areas that could benefit from further improvement. For instance, enhancing communication channels between administrative departments and stakeholders, implementing more automated processes, and strengthening measures to prevent academic dishonesty are areas that can be further developed.

In conclusion, my administrative internship at Daffodil International University has provided me with the strengths of the system while improvements can be made.

## **6.2 Use of Academic Knowledge**

As a student of the English Department, my administrative internship at DIU provided me with opportunities to apply my academic knowledge in a practical setting. Although my academic background may differ from the administrative field, I discovered several ways in which my skills and expertise as an English student were valuable during the internship. Here are some key observations regarding the use of my academic knowledge during the administrative internship:

- **Effective Communication Skills:** As an English student, I have honed my communication skills, including written and verbal communication, persuasive writing, and interpersonal communication. These skills were crucial in effectively interacting with colleagues, students, and other stakeholders during administrative tasks. Clear and concise communication helped me convey information, collaborate on projects, and contribute to team discussions.
- **Writing and Documentation:** The strong emphasis on writing skills in the English Department proved beneficial during the internship. I was often responsible for drafting various administrative documents, including memos, reports, and official correspondence. The ability to write clearly, concisely, and coherently enabled me to produce professional and well-structured written materials.
- **Research and Information Gathering:** The research skills developed through my English studies allowed me to gather and analyze information effectively. Whether it was researching best practices in administrative procedures or collecting data for reports, my academic training enabled me to conduct thorough research, critically evaluate sources, and present findings in a comprehensive manner.
- **Attention to Detail and Proofreading:** English students are trained to have a keen eye for detail and precision in language use. This skill was advantageous when proofreading administrative documents and ensuring accuracy and clarity in written materials. I was able to identify and correct grammatical errors, punctuation mistakes, and inconsistencies in the documents, contributing to polished and professional work.

- **Interdisciplinary Perspective:** Being a student of the English Department provided me with an interdisciplinary perspective that enriched my approach to administrative tasks. I could bring a unique viewpoint and offer creative solutions to challenges by drawing on literary and cultural knowledge, critical thinking skills, and the ability to analyze situations from multiple angles.
- **Cultural Sensitivity and Intercultural Communication:** The study of English literature and culture has instilled in me a sense of cultural sensitivity and intercultural communication. This allowed me to navigate diverse environments and interact respectfully with individuals from different backgrounds, promoting inclusivity and fostering positive working relationships.
- **Adaptability and Learning Agility:** The ability to adapt to new situations and engage in continuous learning, which I developed as an English student, was invaluable during the internship. Despite being in an unfamiliar administrative context, I embraced new procedures, technologies, and work methodologies, demonstrating a willingness to learn and adapt as needed.

In conclusion, I found my academic background lies in the English Department and valuable in the administrative internship.

## Chapter – 7

### 7.1 Swat Analysis

SWOT Analysis of Daffodil International University's Administrative System:

Strengths:

- **Administrative Infrastructure:** Daffodil International University (DIU) possesses a strong administrative infrastructure with well-defined departments and efficient systems in place.
- **Technological Integration:** DIU utilizes technology and digital tools effectively in its administrative processes, promoting efficiency and streamlining tasks such as admissions, registration, and record-keeping.
- **Experienced Administrative Personnel:** The university benefits from experienced administrative personnel who possess the knowledge and skills necessary to manage administrative operations effectively.
- **Student-Centric Approach:** DIU demonstrates a student-centric approach in its administrative practices, focusing on providing support, guidance, and resources to facilitate students' academic journeys.

Weaknesses:

- **Communication and Coordination:** There may be opportunities for improvement in communication and coordination between different administrative departments, which can result in delays or misunderstandings in certain processes.
- **Manual Processes:** Some administrative processes at DIU may still rely on manual methods, leading to potential inefficiencies and increased workload for staff members.

Opportunities:

- **Process Automation:** DIU has the opportunity to further leverage technology and automate administrative processes, reducing manual efforts and improving efficiency.
- **Staff Training and Development:** Providing ongoing training and professional development opportunities for administrative staff can enhance their skills and knowledge, leading to more effective and innovative administrative practices.

Threats:

- **Regulatory Changes:** Changes in government regulations related to higher education and administrative procedures may pose challenges and require adjustments to comply with new guidelines.
- **Market Competition:** The presence of other universities and institutions in the region may pose a threat in terms of attracting and retaining students, necessitating continuous improvement and differentiation in administrative services.

In conclusion, the SWOT analysis highlights the strengths of DIU's administrative system, such as its robust infrastructure, technological integration, experienced personnel, and student-centric approach. Identified weaknesses include areas of communication and coordination, as well as reliance on manual processes. Opportunities lie in process automation and staff training, while potential threats include regulatory changes and competition in the market. By leveraging strengths, addressing weaknesses, capitalizing on opportunities, and proactively mitigating threats, DIU can further enhance its administrative system and provide an exceptional experience for its stakeholders.

## **7.2 Swat analysis of myself**

As a student of the English Department, considering an administrative internship at Daffodil International University, it is crucial to conduct a SWOT analysis to assess the strengths, weaknesses, opportunities, and threats associated with this opportunity.

Strengths:

- **Reputed Institution:** Daffodil International University is a well-established and respected educational institution known for its quality programs and academic excellence.
- **Extensive Resources:** The university offers a wide range of resources, including libraries, research facilities, and technological infrastructure, which can greatly support your administrative internship experience.
- **Faculty Support:** The experienced faculty members of the English Department can provide valuable guidance and mentorship throughout your internship, helping you navigate the administrative aspects effectively.
- **Networking Opportunities:** Being part of Daffodil International University allows you to connect with professionals from various fields, creating opportunities for future collaborations and career prospects.

#### Weaknesses:

- **Limited Exposure to Administrative Roles:** As a student of the English Department, you may have limited exposure to administrative tasks and procedures, requiring you to quickly adapt and learn new skills.
- **Potential Communication Challenges:** Depending on the administrative tasks involved, there may be instances where English language proficiency alone may not be sufficient. Additional skills such as local language proficiency or technical knowledge might be necessary.

#### Opportunities:

- **Skill Development:** The administrative internship at Daffodil International University offers a valuable opportunity to develop and enhance administrative skills such as organization, time management, and attention to detail.
- **Interdisciplinary Collaboration:** Working in an administrative capacity exposes you to individuals from various academic backgrounds, enabling you to learn from and collaborate with students and faculty members beyond the English Department.
- **Professional Growth:** Gaining real-world administrative experience can significantly enhance your professional portfolio and make you more marketable to future employers.

#### Threats:

- **Workload Management:** Balancing the demands of the administrative internship along with your academic coursework might be challenging, requiring efficient time management and prioritization skills.
- **Work-Life Balance:** The internship may require long hours or work outside regular class schedules, potentially impacting personal commitments and other responsibilities.



## Chapter – 8

### Recommendation

Based on my administrative internship experience at Daffodil International University (DIU) as a student of the English Department, I would like to offer the following recommendations for enhancing the internship program and improving the overall administrative system:

- **Enhanced Cross-Departmental Integration:** Strengthen communication and coordination between different administrative departments to ensure smooth collaboration and streamline administrative processes. This can be achieved through regular meetings, shared platforms for information exchange, and clear communication channels.
- **Diversified Exposure:** Provide interns from diverse academic backgrounds, including students from the English Department, with opportunities to gain exposure to a wider range of administrative functions.
- **Customized Training and Development:** Tailor training programs and professional development opportunities specifically for interns from different academic backgrounds. This ensures that interns acquire the necessary administrative skills and knowledge relevant to their field of study, complementing their academic expertise with practical administrative competencies.
- **Automation and Digitization:** Continue to invest in technology and automate administrative processes wherever possible. This reduces manual efforts, minimizes errors, and increases overall efficiency. Implementing digital platforms for student registration, course management, and document handling can streamline administrative tasks and improve the user experience for students, faculty, and staff.
- **Mentoring and Guidance:** Assign mentors to interns from the English Department to provide guidance and support throughout the internship. Mentors can help interns navigate the administrative system, clarify expectations, and offer insights specific to their academic background. Regular mentorship sessions can also serve as opportunities for feedback and professional development.
- **Feedback Mechanism:** Establish a feedback mechanism for interns to share their experiences, suggestions, and areas for improvement regarding the administrative internship program. This feedback can be collected through surveys, focus group discussions, or one-on-one meetings, and should be taken into consideration to enhance the internship experience.

- **Collaboration and Interdisciplinary Projects:** Encourage collaboration between interns from different academic backgrounds on interdisciplinary projects. This promotes cross-pollination of ideas, fosters teamwork, and exposes interns to different perspectives, enriching their overall internship experience.
- **Continuous Learning and Updates:** Emphasize the importance of continuous learning and staying updated on emerging trends and best practices in administrative systems. Encourage interns to engage in self-directed learning, attend relevant workshops or seminars, and explore opportunities for further professional development beyond the internship period.
- **Evaluation and Recognition:** Establish an evaluation process to assess the performance and achievements of interns during their administrative internship. Recognize and appreciate interns' contributions through certificates, letters of recommendation, or other forms of acknowledgment, highlighting their valuable role in the administrative system.

By implementing these recommendations, DIU can enhance the administrative internship program, provide a more tailored experience for interns from the English Department, and further improve its overall administrative system. These efforts will contribute to the professional growth and development of interns while creating a more efficient and effective administrative environment within the university.

### **8.1 Limitations of the report**

While conducting the report on my administrative internship at Daffodil International University (DIU) as a student of the English Department, I encountered certain limitations that are important to acknowledge:

- **Limited Scope:** As a student of the English Department, my exposure to the administrative system at DIU was limited compared to students from administrative or management backgrounds. Therefore, the report may not provide a comprehensive view of all aspects of the administrative system at DIU.
- **Specific Perspective:** Due to my academic background, my observations and analysis of the administrative system may have a specific perspective influenced by my knowledge, skills, and interests related to the English language and literature. This may limit the breadth of the report's coverage of administrative practices.

- **Time Constraints:** The duration of the internship and the time allocated for the report may have imposed limitations on the depth of analysis and research. It may not have been possible to explore all administrative processes and their intricacies within the given timeframe.
- **Access to Information:** There may have been limitations in accessing certain confidential or restricted information, which could have provided additional insights into specific administrative procedures or decision-making processes.
- **Subjectivity:** The report reflects my personal observations and interpretations of the administrative system at DIU. While efforts were made to maintain objectivity, personal biases and interpretations may have influenced the analysis and recommendations.

It is important to consider these limitations when interpreting the findings and recommendations presented in the report. Despite these limitations, the report aims to provide valuable insights and recommendations based on the experiences and observations gathered during the administrative internship at DIU as a student of the English Department.

## Chapter – 9

### Conclusion

My administrative internship at Daffodil International University as a student of the English Department has been an incredibly valuable and enriching experience. Throughout this internship, I have had the opportunity to work closely with the administrative staff and gain a deeper understanding of the university's operations and functions.

First and foremost, this internship has provided me with practical insights into the inner workings of an educational institution. I have been exposed to various administrative tasks, including record-keeping, data management, event planning, and communication with students, faculty, and other stakeholders. These experiences have enhanced my organizational skills, attention to detail, and ability to work effectively in a professional environment.

Moreover, working in the administrative department has given me a comprehensive understanding of the collaborative efforts required to ensure the smooth functioning of a university. I have witnessed the dedication and teamwork exhibited by the staff in handling day-to-day operations and addressing challenges. This has taught me the importance of effective communication, coordination, and problem-solving in a dynamic work environment.

Additionally, the internship has allowed me to develop my interpersonal and communication skills. Interacting with diverse individuals, including students, faculty members, and visitors, has improved my ability to engage with people from various backgrounds and handle different situations with tact and professionalism. These skills will undoubtedly be beneficial in my future academic and professional pursuits.

Overall, my administrative internship at Daffodil International University has been a transformative experience with practical skills, invaluable knowledge, and a deeper understanding of the administrative functions in an educational institution. I am grateful for the opportunity to have been part of this internship, and I am confident that the lessons and experiences gained here will shape my future endeavors in a positive way.


I extend my sincere gratitude to carry them forward in my academic and professional journey.

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## Appendices

### Daffodil International University letter of acceptance

**Daffodil**  
*International*  
**University**  
A landmark to create the Future

**Faculty of Humanities  
and Social Science**

Ref : Internship Placement//231 Date:29-04-2023

**Head of Department**  
Daffodil International University  
Address: Daffodil Smart City, Ashulia, Dhaka

**Subject: Request for Internship Placement**

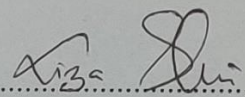
Dear Sir,


We are happy to inform you that the Department of English at Daffodil International University (DIU) has been offering BA in English for the partial fulfillment of the requirement for the BA in English Degree, students are required to be placed in relevant organizations as interns to gather professional experience. The duration of the Internship is three months.

I would like to draw your kind attention that **SHIHAN RAHMAN JHALAK, ID Number:193-10-482** has completed 117 credit hours in 39 courses from the Department of English. It would be highly appreciated if you could kindly allow him as an Intern at your esteemed organization.

Please feel free to contact me for further information if required.

With the best regards,

  
.....  
**Dr. Liza Sharmin** 29/4/2023  
Associate Professor and Head  
Department of English  
Daffodil International University  
Email:[headenglish@daffodilvarsity.edu.bd](mailto:headenglish@daffodilvarsity.edu.bd)



## Certificate from Daffodil International University



Faculty of Humanities  
and Social Science

Office of the Department of English

Date: 17-05-2023

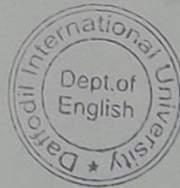
### To Whom It May Concern

This is to certify that **Mr. Shihan Rahman Jhalak** son of Mr. Shaidur Rahman and Mrs. Naznin Rahman, ID No. 193-10-482 has successfully completed his Internship from the Department of English Office, Daffodil International University. During his internship period, he performed many administrative activities. His dedication and performance were satisfactory.

I wish him every success in life.

*Nahid* 15-05-23

**Nazmul Hasan Nahid**  
Assistant Coordination Officer  
Department of English  
Daffodil International University  
Email: engoffice@daffodilvarsity.edu.bd





# Plagiarism Report

## Turnitin Originality Report

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