



**Project Paper**

**On**

**"Observing and conducting classes in Dr. Sadeq Dakhil and Hifz Madrasah."**

**Prepared by**

**Md. Ariful Islam**

**Batch: 11<sup>th</sup>**

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**Course code: ENG334**

**Department of English Faculty of Humanities and Social Science  
Daffodil International University**

**Under the Supervision of**

**Dr. Ehatasham Ul Hoque Eiten**

**Assistant Professor**

**Department of English Faculty of Humanities and Social Science  
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**Date of Submission: May 30, 2023**

## **Declaration**

I am Ariful Islam, a student of the Department of English, 11<sup>th</sup> batch, ID Number: 182-10-297, Daffodil International University. I hereby declare that this internship report has been prepared under the supervision of Dr. Ehatasham Ul Hoque Eiten, Assistant Professor, Daffodil International University. The work is completely my own, and I have done this work for the course titled Project Paper with Internship (ENG 334) in the BA(Hon's) in English program.

*Ariful Islam*

MD Ariful Islam

ID: 182-10-297

Batch: 11th

Department of English

Daffodil International University

## **Certification**

I am glad to certify that Ariful Islam, ID: 182-10-297, a student of English Department, Daffodil International University, has completed the project report on "Observing and Conducting classes in Dr. Sadeq Dakhil and Hifz Madrasah" successfully under my supervision. All information and facts that he has given in this project paper are unique and not copied from anywhere else. I wish him all the happiness and success in his future endeavor.



Dr. Ehatasham Ul Hoque Eiten

Assistant Professor

Department of English

Faculty of Humanities and Social Science Daffodil International University

## **Acknowledgment**

First, I would like to thank Allah SWT for allowing me good health during my internship period, which allowed me to complete my internship program properly and gain a very effective experience. Next, I want to express my gratitude to my Supervisor, Dr. Ehatasham Ul Hoque Eiten, Department of English, Daffodil International University. He always helped and guided me with proper instructions. He also motivated me to give my best effort in the internship program so that I could enrich myself with practical experience. Another person who helped me largely in completing the internship successfully is Mr. Salahuddin, the super of Dr. Sadeq Dakhil and Hifz Madrasa. I am grateful to him for giving me the opportunity of working in his madrasa. And I am especially grateful to the English teacher of the madrasa Mr. Emran Khan for his overall cooperation throughout my internship period. I learned many things from him. I feel very proud and happy for being able to complete the internship program successfully. I express my gratitude again to everyone who helped during this time.

I started the internship program under my supervisor Dr. Ehatasham Ul Hoque Eiten, who gave me clear instructions regarding the rules and purposes of this course. I applied and got selected for a 3 months internship at Dr. Sadeq Dakhil and Hifz Madrasa. I have worked sincerely throughout my internship program and have learned many things, as well as gained some real-life experience in teaching by observing classes and taking classes. Everyone in the institution was very helpful and amiable towards me. I am expecting this experience will help me greatly in my career.

## **Abstract**

The project report is based on the observation and Conduction of classes in Dr. Sadeq Dakhil and Hifz Madrasah. It demonstrates both strengths and weaknesses found in teaching English Language in high school, from class (Vi) to class (X). My observation and conduction of the classes during the three-month internship period have the overall scenario of English Language teaching at the Madrasa.

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# Chapter 1

## Introduction

Education enlightens us with the knowledge that removes the darkness of illiteracy. Academic or institutional education starts at an early age. It needs to be enjoyable so that children intend to learn willingly. And one of the major subjects in the Bangladesh education system is English, which aims to teach students the English language. Sadly, however, students in Bangladesh consider English a very scary subject. They hardly enjoy the lessons and memorize various things only to get good grades on exams. The consequence of such action is that after several years of education, students cannot acquire the expected competency.

I had to attend an internship program as a part of my B.A (Hon's) program. I completed my internship at a well-known madrasa named Dr. Sadeq Dakhil and Hifz Madrasa. I was assigned to take some classes during the program, and I tried to apply some of the things I learned from my ELT course. The main goal of this internship was to discover how teachers teach English in the classroom, to check whether they meet the standard I learned from the ELT course, and to share my knowledge with them.

## **Chapter 2**

### **Objectives**

- a) Learning about what kind of method is used in teaching English
- b) Understanding the kind of problems student face and how to help them
- c) Gaining experience as a teacher by taking real classes
- d) Learning the details of the activities of a teacher
- e) Observing the current status of the madrasa education system



## **Chapter 3**

### **Methodology**

I applied to a few madrasas and got the opportunity to work at Dr. Sadeq Dakhil and Hifz Madrasa to complete my internship. Then I sat for a discussion with my supervisor Dr. Ehatasham Ul Hoque Eiten, who gave me clear instructions about my objectives and goals during the internship period. I observed different classes in the first few weeks, and then I was allowed to conduct a few classes by myself. I used both Bengali and English language in my class discussion so that students can be benefited. I tried to explain some complex topics in an easy manner. The students were very gentle, cooperative, and responsive during the classes. I enjoyed myself while taking the classes.

## Chapter 4

### Institution Details

|                        |  |
|------------------------|--|
| Institution Name       | Dr. Sadeq Dakhil and Hifz Madrasa                      |
| Location               | Hakim Poultry, Tongabari, Ashulia, Savar, Dhaka - 1341 |
| Time of Establishment  | 2008   |
| Building               | 1  |
| Number of Teacher      | 18   |
| Students               | 400  |
| Teachers Qualification | Average  |
| Shift                  | No   |
| Economic Status        | Private  |
| Playground             | Yes  |
| Library                | No   |
| CCTV Monitoring        | No   |
| Students Common Room   | No   |
| Canteen                | No   |

|                     |     |
|---------------------|-----|
| Stuff Room          | Yes |
| Cultural Activities | Yes |
| Sports Activities   | Yes |
| Computer Lab        | Yes |
| Garden              | Yes |
| Security            | Yes |
| Prayer Room         | Yes |

## Chapter 5

### **My Experience of Class Observation**

Mr. Emran Khan took me with him to observe three of his classes. Mr. Khan was punctual about his timing. He always entered the classroom on time and ended his lesson one or two minutes earlier so that he could leave for the next class as soon as the bell rang and be on time for his next class. I noticed that there were no multimedia systems in the class, which could have been a good asset for the teachers to make their lessons more interesting. Also, there was no sound system despite the classrooms being so large. The teacher always had to speak at a loud volume to ensure everyone could hear him. The classrooms were well-ventilated. However, the rooms could have been more colorful so that students do not feel bored sitting there. The overall seating arrangement was average and not very comfortable. I happened to speak to some of the students and inquired about their feelings on the subject. They said that they mostly felt bored during English classes, though they enjoyed Mr. Khan's class.

As I observed, there were too many students in the classes, which made it challenging for the teachers to keep an eye on everyone. Besides, the class duration was not enough to check on every student. Teachers were not able to check everyone's answer script due to the short time. Another thing I noticed was that students were afraid of most of their teachers. They would pay attention to the class not because they were enjoying them but to avoid getting punished. However, many of the students claimed that there were only a few teachers whom they did not fear, and Mr. Khan was one of them. I was lucky to be with Mr. Khan and see how he taught in the class. The experience reminded me of my school days. It was an interesting experience to observe classes; I have learned so many things that helped me in conducting classes.

### **Checklist for class observation: 1**

I observed an English Second Paper class for the grade (VI) at Dr. Sadeq Dakhil and Hifz Madrasa, Ashulia, on the 27th of February, 2023. The class was conducted by Mr. Emran Khan, a senior teacher. The teacher took some preparation before going to the class on the topic “tense.” The class was scheduled to begin at 8.45 AM and end at 9.30 AM. Mr. Khan reached one minute earlier. It was not a very large classroom, with a total of 30 students, and 25 were present. The room had two big windows, two lights, four fans, and a whiteboard.

The objectives of the lesson were to provide the students with a basic knowledge of tenses with structures and help them understand the differences among the three types of tenses. To achieve the objectives, the teacher used markers and a duster.

Mr. Khan entered the class on time and exchanged greetings with the students. Then he started the lesson with a brief introduction to tense and explained why the lesson was very important for the students. Next, he demonstrated the rules and then let the students ask questions regarding their doubts. Then he wrote some sentences on the board and asked the students to identify the tenses. He used students’ names in some examples, which drew the attention of the students. Also, he used some funny examples to entertain the students. Here are some examples:

- Rony is sitting in the first row. [ Rony was the name of a student in the class]
- Shoma talks in the class [Shoma was the name of a student who was not paying attention]
- I slipped on the road yesterday. [ It generated a chuckle in the class]

Mr. Khan demonstrated a deep understanding of the topic. He did not take help from any books. He demonstrated and conducted the whole class without taking any help from books. When students asked him any questions, he was ready and precise with his answers. Students also admired him for his expertise on the topic.

The teacher was not standing in one place. Instead, he was moving around and watching if everyone was taking notes properly. He also maintained eye contact with students the whole time with everyone. He used gestures and body language, which made his lecture more alive and enjoyable. He had a smiling face which set the students at ease. His voice was loud enough for the class, and the tone was very amiable and encouraging.

Mr. Khan used both Bangla and English in his class. While writing the examples, he would first write the sentence and read aloud in English and then translate them into Bangla so that everyone

could understand. Students were asking questions in Bangla, and the teacher mostly used Bangla as well to answer them.

The class was handled with perfection by Mr. Khan, and he did not let the class be disturbed. Besides, the students also found the class and the lesson interesting, which made them cooperative with the teacher.

The objectives of the class were achieved. Students received a clear idea about the basic knowledge of tenses as well as an understanding of the contraities among the different types of tenses. However, if there was any chart in the class, it would help the students more. Besides, it would save much time as the teacher would not have to write the structures.

The class can be described by the following table:

|  |            |
|--|------------|
| Greetings exchanged  | 2 minutes  |
| Describing tense in Bangla   | 7 minutes  |
| Demonstrated the structures of tense   | 10 minutes |
| Gave some examples   | 10 minutes |
| Answered students questions  | 5 minutes  |
| Exercise   | 10 minutes |
| Mr. Khan ended the class just in time. He cleaned the whiteboard himself before leaving the room as soon as the bell rang. |            |

## **Checklist for class observation: 02**

I got to observe another class of Mr. Khan on 29-02-2023. It was English First Paper class in grade (VIII). The class was scheduled to begin at 12.15 pm and end at 1.00 pm. The teacher reached the class on time. The classroom was no different from the previous one. It was a not-so-large room with a total student of 25. Only 16 were present in the class.

Mr. Khan was about to read a new passage in the class. He and I discussed the class objectives of the lesson. He told me that he was going to help the students understand the passage so that they could do well in the examination.

Mr. Emran Khan exchanged greetings with the students as usual. Then he asked the students if they had done their homework. Everyone showed their homework, but he did not check them. Next, he asked the students to open their books, and he started reading the passage. He followed the GTM method in class, translating the sentences into Bangla after reading them.

Then he encouraged the students to ask any questions they had. His tone was very friendly and encouraging, and the students did not hesitate or feel scared to ask their questions. He solved their confusion. While answering the questions, he sought everyone's attention so that everyone could benefit from one question.

There was a little noise in the class as some students were gossiping among them. Mr. Khan asked them to stand up. However, he did not scold them. He politely told them not to do it again. The rest of the class went on smoothly without further interruption.

After giving answers to students' questions, he wrote some questions on the board and let the students solve them. He checked everyone's answers but did not give any feedback other than just marking which answer was right and which one was wrong.

The objectives of the class were somewhat accomplished. Most of the students wrote correct answers. I think the less number of students made it easy for the teacher to check on everyone. However, it would have been much better if he had given feedback on students' writing and motivated them to write better next time.

The class can be described by the following table:

|  |            |
|--|------------|
| Greetings exchanged  | 2 minutes  |
| Teacher read the passage and translated  | 10 minutes |
| Let the students read the passage  | 10 minutes |
| Solved students problems   | 3 minutes  |
| Student wrote some questions answer  | 10 minutes |
| Mr. Khan checked the answer scripts  | 10 minutes |
| Mr. Khan ended the class just in time. He cleaned the whiteboard himself before leaving the room as soon as the bell rang. |            |



### **Checklist for class observation: 3**

On March 12, Mr. Khan took me with him to a grade (vi) class again. There were 23 students present out of 30. Mr. Khan entered the class on time. The class duration was 45 minutes. The class schedule was from 9.30 am to 10.15 am. It was English First Paper Class.

Mr. Khan informed me about the class objectives. They were to help the students understand the passage so that they could answer them in the examination.

The class was organized properly from the beginning till the end. He entered and exchanged greetings with students. The teacher divided the lesson into five sections: an overview of the story, reading the text, letting the students read, problem sharing, and exercise.

In the first stage, he told the story about what the passage was about. He introduced the characters and described what they were going to learn from the passage. In the second stage, the teacher read the passage aloud. It helped students understand the pronunciation of some difficult words. He also asked the students to take notes of the new words they were learning. Next, he asked the students to read it themselves silently. Students followed his command accordingly.

The next stage was about sharing problems. The teacher asked the class if they had any questions or confusion regarding the passage. A few students raised their hands. He let everyone ask their questions and answered them amiably. His encouraging and enthusiastic nature inspired two other children to raise their hands and share their problems.

After answering students' questions, the teacher then asked them to open a model question from their guidebook and gave them some questions to solve. As time was running out, he did not check any answer script. Instead, he declared the answers loudly, and everyone checked their own script.

The grammar translation method was used during the lesson. While reading the passage, he read one or two sentences and then explained them to the students by translating them into Bangla. Students were asked questions in Bangla, but they had to answer them in English.

The class ended without the occurrence of any critical moments. The teacher had a good ability to control the class. His interesting way of teaching held the student's attention and made his lesson interesting.

The teacher had excellent presentation skills. He was confident and helpful throughout the class. He presented friendly body language throughout the class. He maintained eye contact and walked around the class to keep the attention of the students. His voice was loud, and the tone was amiable and enthusiastic.

The overall objectives of the class were achieved. Students understood the lesson properly. They also learned several new words. However, the use of some additional materials, such as pictures, could make the class more fruitful. In addition, if the teacher let the students read aloud as well, he could help them improve their pronunciation too. Besides, the primary objective of a lesson should not be based on scoring good results in the examination.

The class can be described by the following table:

|  |            |
|--|------------|
| Greetings exchanged  | 2 minutes  |
| Teacher read the passage and translated  | 15 minutes |
| Solved students problems   | 3 minutes  |
| Student wrote some questions answer  | 15 minutes |
| Mr. Khan checked the answer scripts  | 10 minutes |
| Mr. Khan ended the class just in time. He cleaned the whiteboard himself before leaving the room as soon as the bell rang. |            |

## **Chapter 6**

### **My Experience as A Teacher**

After observing some classes, finally, I was told that I would have to conduct classes myself. I was both excited and afraid. Mr. Khan assured me that he would assist me if I needed any help. I discussed many things with him to plan my lessons. I also talked to my supervisor, who gave me some ideas and guidance regarding conducting a successful class. I wanted to apply different ELT methods in my classes instead of the traditional Grammar Translation Method. I observed some classes online to see how teachers conduct their classes in foreign countries and came up with some new ideas.

The students of the institute were very polite and cooperative. They made everything much easier for me. Most of them were also very quick to understand new lessons. They paid full attention during the classes and asked me questions when they faced any problems. As I applied different teaching methods and techniques, students felt amazed as it was a new experience for them too. They enjoyed my class and thanked me for my efforts. I felt really proud of their positive response. I thank the almighty that I was able to conduct all the classes as I planned. The internship program helped me become more confident. It helped me develop my presentation skill as well as time management and public speaking skills. I am quite sure that this experience is going to help in the long run of my career. I am once again grateful to my university and the madrasa for allowing me the opportunity of doing such a practical and fruitful internship.

## **Self-Reflection: 1**

I conducted my first class on 20 May. It made me nervous as it was my first class. I prepared well and rechecked the lesson plan before entering the class. I was about to take grade (vi), English First Paper, a class usually conducted by Mr. Khan. He gave me general instructions about what I had to do in the class. The class started at 10.15 am and ended at 11.00 am.

The objectives were to help the students understand the passage so that they could do well in the examination. I set some additional objectives of teaching the students some new words from the passage using both GTM and DM, as well as making the students comfortable with me.

I greeted the students and introduced myself to them. I could understand that they were feeling a little uncomfortable with me as I was a new face. I was expecting something like this, and so I prepared an Ice Breaking plan. I said that since they were new to me, I wanted to find out who had better vocabulary skills.

I initiated a contest in which I asked five girls and five boys to volunteer. Each of the five girls asked an open question for all the boys, and the five boys did the same. The game ended in a draw as both teams scored similar points. By now, the whole class was invested, and they were attentive and enjoying themselves.

After the ice-breaking session, I gave a general overview of the passage. Then I took the book and started reading the passage. I used the Grammar Translation Method in the beginning. I read a few lines and then explained it to them in Bangla. I pointed out some words that could be new to them and asked them if they knew what the words meant. They said that they were not familiar with the words. Instead of saying the meaning, I showed them pictures of the words and asked them if they could say now what the words meant.

For example, there were words like “scold,” “scare,” etc. I showed them pictures of a scared child and scolded them.

The students could immediately understand the meaning. After reading the passage, I asked students to volunteer to read the passage again. I helped them improve their pronunciation when they were finding it difficult to do it properly. This method is usually used in Direct Method. However, I wanted to apply it as it would make the class more interesting. The payoff was much better than I anticipated.

Next, I asked them some questions from the passage. Most of the students could answer them almost correctly. They knew the answer in Bangla but found it difficult to translate and express it in English. When I asked, they could even say the structure of the tenses, but they could not use them while speaking.

Next, I gave them some homework and ended the class. Before ending the class, I summarized the passage once again and asked about the new words we learned that day. All the students were able to say the meaning of the words we learned.

Overall, I tried to make the class interesting and fun. I tried to engage myself with them so that they do not hesitate to interact with me. I maintained my eye contact and used gestures and body language. While talking to the students, I walked along the classroom to check on every student. The objectives of the lesson were achieved, according to Mr. Khan, who silently sat in the back of the classroom the whole time. I felt that using a mixed method or combination of GTM and DM made the class more interesting for the students. The students were very cooperative and gentle. They did not interrupt the class in any way and paid proper attention. I ended the class by thanking them and clearing the board before leaving the classroom.

## **Self-Reflection: 2**

I conducted my second class at Dr. Sadeq Dakhil and Hifz Madrasa on 23 March. I was assigned to take English Second Paper Class in grade (vii). I entered the classroom on time. There were 19 students present in the class. For today's class, I wanted to apply the Grammar Translation Method and CLT. I discussed it with both my supervisor and Mr. Khan.

My objective of the lesson was to help students understand the basic rules of Changing Voice, making the lesson interesting for them as well as motivating them not to memorize the grammar rules. I used a duster, some printed papers, and two different color markers.

I exchanged greetings with the students and then told them some interesting events from my childhood to ease them. Then I showed them the charts I had brought with me. It had the grammar rules written on it. So no time was wasted in writing the structures. I used my two color markers to give instructions and help them understand the problem. Till now, I have been using only the Bangla language in the classroom.

Next, I divided the students into five small groups and asked them to solve some problems. I brought some papers with me which had exercise questions for them. I did not use any guidebook as it would inspire them to memorize questions from the book. So, I made up the questions myself while preparing for the class. I allowed the students to gossip and help each other to write the answers. The students were not used to it. They were always not to discuss with their friends while writing. They enjoyed working in a group.

Then I checked the answer scripts, and all the groups performed very well. I gave a reward to the winning team. They were very happy to get them.

The objectives of the class were achieved successfully. Students understood the grammar rules, learned new things, and enjoyed their time. Mr. Khan also praised my teaching technique. However, he argued about the application of the method in a large classroom. Also, the printed papers save much time, which I could spend on solving problems and giving feedback. The use of multimedia, hence, could be of good assistance to the teachers.

### **Self-Reflection: 3**

I took my final class at Dr. Sadeq Dakhil and Hifz Madrasa on 29 March. I took English First Paper Class of grade (viii). Mr. Khan suggested I teach dialogue in the class. The class schedule was 12.15 pm to 1.00 pm, a duration of 45 minutes. There were 16 students present in the class.

My objective for the class was to help the students learn a new dialogue, but I wanted them to learn it without memorizing it. For that, I took some infographics to the classroom, which would help them prepare a dialogue from them. I wanted to apply DM and CLT in the class.

At the beginning of the class, I instructed the students that there would be no speaking in Bangla for that period. Then I instructed them to form four groups of four members. Next, I distributed the infographics and asked them to prepare a dialogue from the infographics.

The students discussed among themselves and prepared the dialogue. However, I did not check any answer scripts. Rather, I asked them to pair up and perform the dialogue. The students were very restrained in the beginning as they were afraid of making errors. Also, they were not used to speaking English in the classroom, so they felt shy. I motivated and encouraged them to give it a try, and they did much better. Till now, the students were reading from their notebooks. Now, I asked a pair to perform the dialogue without looking at the script. Even they were surprised when they did a very good job. When they were listening to others' answers, it worked like drilling. They learned the dialogue without memorizing them, and they learned it themselves. They did not copy from any book. Students were very happy and pleased with the outcome of the class. My objectives for the lesson were also achieved.

Mr. Khan also praised my teaching technique. However, he said it was too time-consuming as they intended to teach multiple dialogues in a class since the syllabus was too large. Besides, the dialogues they prepared were not as good as the books. They would not get good grades in the examination writing them.

## Chapter 7

### Overall Findings

- a. Fewer students in a class make it easier for teachers to look after all the students
- b. Teachers mostly focus on examination
- c. The syllabus is too large to cover a limited amount of classes
- d. Teachers do not focus on the speaking skill of the students
- e. The Grammar Translation Method is used in all lessons
- f. Students memorize everything to get good grades on the examination
- g. Teachers have to take so many classes each day
- h. Classes are not much education friendly
- i. Class length is not sufficient enough to work on students' writing skill
- j. Students have the habit of memorizing without understanding



## Chapter 8

### Recommendations

- a. Classrooms need to be equipped with multimedia
- b. Teachers should not only focus on good grades
- c. Students writing and spelling competency need more care
- d. The syllabus needs to be shortened
- e. Teachers should encourage students not to memorize
- f. Teachers should not follow any particular guidebook to make questions
- g. Students should be allowed to do more group discussions
- h. Different methods and techniques need to be applied to make the lessons interesting
- i. Class time needs to be extended
- j. Teachers should have fewer classes daily

## **Chapter 9**

### **Conclusion**

I have learned many things from this internship. At the beginning of the internship, when I was observing classes, it brought back memories of my school days. I could see my student life from a different perspective. Till now, I only thought about the problems faced as students. However, now I understand the problems teachers have to deal with. There are several problems in our education and social system that lead to poor outcomes in English learning. The internship program helped me develop my communication, presentation, time management, and planning skills. I feel more confident after completing the internship. I am grateful to my supervisor Mr. Eiten, to the school, to Mr. Emran Khan, and to the lovely students of the school. It has generated a desire to become a teacher in me. I believe this internship experience will help me to become an ideal teacher. I want to thank the almighty once again for giving me the ability and strength to complete the internship with success.

## Appendices Appendices

### 1: Photograph Appendices



## 2: Certificate of Internship



Faculty of Humanities  
and Social Science

Ref : Internship Placement//231

Date:02-03-2023

### The Principle

Dr. Sadeq Dakhil Hifz Madrasah

Address: Ashulia, Savar, Dhaka-1341

**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 and in 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 **Md. Ariful Islam, ID Number:182-10-297** 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,

A handwritten signature in black ink that reads "Liza Sharmin".

.....  
**Dr. Liza Sharmin**  
Associate Professor and Head  
Department of English  
Daffodil International University  
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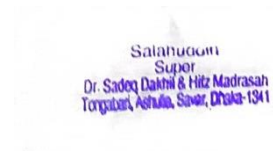
**DR. SADEQ DAKHIL & HIFJ MADRASAH**

**Hakim poltry road , Tongabari , Ashulia ,Savar ,Dhaka – 1341**

**To Whom It May Concern**

This is to certify that Md. Ariful Islam , ID : 182-10-297 , a student of Daffodil International University ,Department of English has successfully completed his internship from 2<sup>th</sup> February to 9th April , 2023 .He has observed some classes and conducted some classes.

We are satisfied with his work. May Allah help him to succeed in future.



*Salahuddin*  
03/05/2023  
SIGNATURE

Salahuddin

Super of Dr . Sadeq Dakhil and Hifj Madrasah

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Internship Report on My Experience as an Assistant Human Resource Manager (HRM) at Redeem Purbachal City Prepared by Silviya Khanam

ID:191-10-526 Batch:46th [Department of English Faculty of Humanities and Social Science Daffodil International University Under the supervision of Ms. Nahida Akter Poly Lecturer](#)(Senior Scale) [Department of English Faculty of Humanities and Social Science Daffodil International University Declaration I](#) , Silviya Khanam, ID-191-10-526, hereby declare that the presented report of the internship entitled "My experience as an Assistant HR and Admin Manager at Redeem Purbachal City Ltd" [under the supervision of Ms. Nahida Akter poly](#), the [Lecturer](#)(senior scale) [of the English department from Daffodil International University](#), is uniquely prepared by me. I also declare that it is an authentic record of my three months work experience at Redeem Purbachal City Ltd. I am also confirming that the report is only prepared [for the fulfillment of](#) academic requirements [for achieving the degree B.A. \(Honors\) in English](#). It might not be used in the interest of third party corruption. .... Signature of the Intern Name: Silviya Khanam ID: 191-10-526 Batch: 46th Department of English [Daffodil International University i Certification of Supervisor This is to certify that the student, named Silviya Khanam , ID- 191-10-526, has finalized her internship report proposed under the course project paper \(ENG 431\) under my supervision. For the internship process, she chose a Real estate company. She is now eligible to present the report for evaluation. She has been in constant communication with me during her internship work. The content of this project report is her genuine work, for which she worked phenomenally. I pray for her overall well-being and hope that she will achieve more success in the upcoming years. .... Signature of the supervisor Ms.Nahida Akter poly Lecturer\(Senior Scale\) \[Department of English Faculty of Humanities and Social Science Daffodil International University ii Acknowledgement I want to convey my sincere gratitude and appreciation to Redeem Purbachal City Ltd's management and employees for giving me the chance to finish my three months internship with them. My internship at Redeem purbachal City Ltd. allowed me to learn a lot about the industry of real estate development and get experience on it. I had the opportunity to work with and learn from some of the most knowledgeable professionals in the industry, who were always willing to share their experience and this guide me at my work. I also want to express my gratitude to my supervisor Ms. Nahida Akter poly for providing me with constructive feedback and guidance throughout the internship. Her mentorship and support were instrumental in helping me to complete my project paper and gain a deeper understanding of the industry. I would also like to extend my thanks to the entire team of Redeem Purbachal City Ltd. for their cooperations, hospitality and encouragement. Their warm welcome and support made my internship truly an enriching and rewarding experience. iii Abstract \\[The exchange, purchase, sale, or creation of goods and services with the aim of making money and meeting client demands constitutes business. Businesses can be for-profit or nonprofit entities that work to further a social\\]\\(#\\) cause or make a profit, respectively. A company has several units. HRM is the most important unit of a company. Redeem Purbachal City Ltd. is a real estate company in Bangladesh that specializes in creating high quality residential and commercial properties. Redeem Purbachal City Ltd. has been serving the majority of Bangladesh and Dhaka residents for more than 10 years. This report explains HRM practices, difficulties faced by a HR manager, strategies for overcoming the difficulties, management of disciplinary issues, leadership. The first part of the report contains background of the study , connection of the study, objectives related to the study, methodology. Then in the second part it contains Redeem Purbachal City Ltd. 's details. In the third part it contains internship activities and lastly it contains limitations, findings, SWOT analysis, recommendations, conclusions, references and appendices.Openness, knowledge, and creativity are valued by Redeem\]\(#\)](#)

Purbachal City Ltd. The business promotes personal responsibility and accountability among its employees. The business places a high importance on cooperation and collaboration, with a particular focus on creating an environment that is welcoming and inclusive. The culture of the business supports ongoing learning and development, and there are opportunities for staff members to participate in development and training programs. The company also places a high priority on social responsibility and runs programs that support communities in need. With my realistic observation as an HR manager, I have done my best to complete my internship report with all of my dedication. Various limitations for improving processes and maintaining ethical standards within Redeem Purbachal City Ltd.'s environment have also been observed. Before drawing the conclusion based on this report, it might be noted that the report has been prepared in a very short time and with limited data. Overall the internship emphasizes how crucial efficient HR administration is to develop a supportive and productive work environment.

iv Table of Content Content Page Number Chapter1-Introduction 01-02 1.1 Introduction 02 Chapter2-Background and Significance of the Internship 03-05 2.1 Background and Significance of the study 04 2.2 Connection of the study 04 2.3 Objective related to the study 05 Chapter3-Methodology 06-07 Chapter4-Organization Details 08-10 4.1 Company Profile 09 4.2 Mission 09 4.3 Vision 09 4.4 Working hours 10 4.5 Career opportunities 10 Chapter 5- Internship Activities 11-14 5.1 Overview of HR and Admin management 12 5.2 Roles and Responsibilities as an assistant HR and Admin in Redeem Purbachal City Ltd. 12 5.3 Difficulties faced by an assistant HR and Admin in Redeem Purbachal City Ltd. 13-14 5.4 Strategies used for overcoming the challenges 14 Chapter 6- Limitations 15-16 v Chapter 7- Findings 17-19 7.1 Findings 18 7.2 SWOT analysis 18-19 Chapter 8- Recommendations 20-21 Chapter 9- Conclusion 22 Chapter 10- Reference 24 Chapter 11- Appendices 26-29 vi Chapter 1 Introduction Introduction Redeem Purbachal City Ltd. is a real estate company in Bangladesh that specializes in creating high quality residential and commercial properties .Redeem Purbachal City Ltd. has been serving the majority of Bangladesh and Dhaka residents for more than 10 years. The main project is developing plots and land in the Purbachal area which are ready for sale.The company has around 1700 plots in the Purbachal area ready to be handed over to our respected clients. Their project has all the modern day standard living facilities with schools, colleges, universities, playgrounds, well spacious roads and many more. Under the profound guidance of our Managing Director Syed Hossain Saikat , Director of Marketing and Finance Mr. Roni Khan, Director of Marketing and Sales Md Rafiquzzaman Dulok , the company has gained immense success and has earned good will with more than 10 years of experience in the real estate industry.The company has a large workforce including employees in human resources , marketing ,sales and property Management. The human resources division of Redeem Purbachal City Ltd. is crucial in ensuring that the company has the right people with the necessary abilities to achieve its objectives. Being an assistant HR manager in Redeem Purbachal City Ltd.'s HR division, I have gained knowledge about the difficulties faced by HR managers in the real estate sector. Like Managing the employment relationship between the business and its employees, observing diversity and ensuring that employees have the skills and knowledge required to execute their jobs effectively etc. we can take the real experience only when we can apply our bookish or academic knowledge into our practical life. Theoretical knowledge can be considered as a guideline of practical work. This report is a documentary of my practical working experience on the basis of my theoretical knowledge. Our Daffodil International University gives us the opportunity to introduce and prove ourselves in a working environment. This report is written for my academic requirement. It was a three months



internship program. I have worked with the staff of Redeem Purbachal City Ltd. at the Banani unit. This report is the outcome of my internship program. I have been assigned to an Assistant Human Resource Management post. Students can learn how to handle practical situations via this internship program from University. After completing my other credits, Silviya Khanam, a student of Daffodil International University, worked in Redeem Purbachal City Ltd. for my internship program. For the requirement of achieving my degree I am submitting this report on the title "My Experience as an Assistant HR Manager at Redeem Purbachal City Ltd." Chapter 2 Background and Significance of the Internship

### 2.1 Background and Significance of the Study

I have joined Redeem Purbachal City Ltd. as an intern at the post of HR assistant. For completing my Bachelor degree of Arts in English from Daffodil International University. I have chosen Redeem Purbachal City Ltd. for my internship program. The internship program has following goals:

1. To learn about HR practice at Redeem Purbachal City Ltd.
2. To gather knowledge about the real estate industry
3. To maintain the worker with the help of labor law of the HR department
4. To gather knowledge about the workers and learn responsibilities
5. To identify the problems and learn how to overcome difficult situations

### 2.2 Connection of the Study

The journey of the real estate industry started in Bangladesh in 1970. Bangladesh's real estate industry began to take off with just five registered enterprises. Beginning in the early 1980s, the company began to thrive and exhibit strong growth. There were 42 registered developers in 1988. In Bangladesh, the real estate industry has grown to be a significant part of our economy. It is a significant generator of economic growth since it has a significant multiplier effect on economic activities. It ranks third in terms of employment creation, behind apparel and agriculture. When I started my journey in this sector, I was not that much confident about my work but after some days I felt the comfortness. As a former intern I can declare that If I get further opportunity to work in this industry, I will be confident about my work. I could connect my study background here. My study background helped me to handle international buyers in my job, to communicate in English, to handle English documents, to apply International law labor theory of HR management etc. The course theory of "Employability 360 Degree" helped me a lot during the journey. This internship can also be linked to studies on the value of getting real-world experience in the subject matter. Gaining real-world experience in a pertinent industry is crucial for an intern in order to supplement their academic learning of theory.

### 2.3 Objective Related to the Study

HR and administrative departments are essential to the organization's successful operation. HR tasks the crucial responsibilities for the organization's performance. They guarantee efficient administration of the company's administrative tasks and effective management of its workforce. Other objectives which are followed by the report:

1. To highlight the challenges faced by me as an assistant HR in the company and the strategies used to overcome them.
2. To provide recommendations for improving HR operations in Redeem Purbachal City Ltd. and other real estate companies in Bangladesh based on my observations and experience.

### Chapter 3 Methodology

As I was interested in the Human Resource management sector, I tried to find a place in this sector. I chose Redeem Purbachal City Ltd. for my internship practice. I talked to my advisor Ms. Fatema Begum Laboni and my Supervisor Ms. Nahida Akter Poly ma'am and shared my thoughts about the place and post of my internship. Then I collected my concern and confirmation letter from my department. Then the Director (HR and Admin) Mr. Mahidul Hasan (Rana) of Redeem Purbachal City Ltd. gave me the joining letter based on my application. After that my supervisor Ms. Nahida Akter Poly ma'am gave me the guidelines And support during the journey. I have divided the process of gathering data into two categories:

- Primary Data.
- Secondary Data.

#### 3.1 Primary Data

1. Collected

data from Practical working experience 2. Collected data from the HR managers 3. Collected data from the company's workers 4. Collected data from company profile and records. 3.2 Secondary Data The secondary data of this internship report was gathered through relevant corporate records, reports, and resources from the internet. Chapter 4 Organization Details 4.1 Company Profile Redeem Purbachal City Ltd. began its journey in 2012 with the goal of providing a satisfactory standard of living in Purbachal, the upcoming center of Dhaka. Around 1700 plots in Purbachal ,Redeem Purbachal City Ltd. have been created in compliance with the instructions and DAP plan of Rajuk . Schools, colleges, hospitals, five-star hotels, mosques, playgrounds, parks, and many more modern lifestyle facilities are a component of the Redeem development plan. Their goal is to offer the early movers in the Purbachal area a suitable and well-planned home alternative.They are committed to offering customers a well-organized and well-planned plot and lands that are right next to the Purbachal New Town for your residential and business purposes. 4.2 Mission The purpose of Redeem Purbachal City Ltd. is to offer sustainable living in the center of the new Dhaka. By actively taking part in a planned lifestyle at the center of nature, we aim to improve people's quality of life. For their people, they want to establish the highest possible standard of living. People can purchase land from them with the utmost peace of mind and at a reasonable price if someone is looking for the ideal location in Dhaka for his or her family members. They are committed to keeping their honesty, integrity, and sense of justice in all of their interactions with clients, consumers, and coworkers. 4.3 Vision They aim to establish the standard of quality in real estate services by satisfying the increasing demands of our cherished clients who live both locally and abroad. Considering that people require sufficient accommodation, we have to commit to equitable growth. Also emphasize how the organization would advance by modernizing and segmenting the Purbachal city market. 4.4 Working Hours Day Opening Time Closing Time Saturday closed closed Sunday 10:00 am 06:00 pm Monday 10:00 am 06:00 pm Tuesday 10:00 am 06:00 pm Wednesday 10:00 am 06:00 pm Thursday 10:00 am 06:00 pm Friday closed closed 4.5 Career Opportunities Innovative thinking and leadership are ingrained in Redeem Purbachal City Ltd. In order to serve the clients with quality service, installations, and goods, their staff has undergone ongoing transformation. Their team and the company are continually reinvented by innovations as they work to raise the bar for sustainability, quality, and safety. Chapter 5 Internship Activities 5.1 Overview of HR and Admin Management Management of human resources (HR) is the process of supervising an organization's workforce. The HR department is in charge of hiring new employees, maintaining employee relations, administering benefits and pay, and supplying training and development opportunities. The management of an organization's administrative operations, on the other hand, comes under the authority of the administration department. This could involve managing office operations, facility management, inventory control, and giving other departments administrative support. In general, HR and admin departments are essential to an organization's success because they make sure that workers are well-managed and that administrative tasks are completed effectively. To establish and maintain a productive and satisfying work environment for employees HR and Admin are crucial components.Managing employee benefits, payroll, assuring compliance with labor regulations, managing contracts, managing office operations, and offering administrative support to other departments are some of the specific tasks and responsibilities of HR and Admin departments in the real estate sector. In general, successful HR and administrative management is crucial for any company and the real estate sector is not an exemption. 5.2 My Roles and Responsibilities as an assistant HR in Redeem Purbachal City Ltd. I

started my journey as an assistant HR and Admin in Redeem Purbachal City Ltd . from 01 February, 2023. According to my experience I think the work on management suits me very much. I have learned many things from this journey. This industry teaches me how to handle situations, how to be neutral , how to deal with anger, how to get rid of partiality and the most important thing is it teaches me about leadership. Besides these, I also learned how to manage the HR system, how to maintain workers,gain the ability of making decisions,learn to work in various fields, learn to be potential and many more. These all can happen for the smooth guidance of my instructor Mr. Mahidul Hasan (Rana), the Director of HR and Admin of Redeem Purbachal City Ltd. and the smooth cooperation of my teammates and officials. My main duty as an assistant HR and Admin at Redeem Purbachal City Ltd. was to assist the HR and Admin department in running the day-to-day business. I had a number of important positions and duties throughout that time, including:

1. Recruitment and Selection: I was in the position of assisting the recruitment process, which included posting job openings,shortlisting candidates , and holding preliminary interviews.
2. Employee Onboarding and Offboarding: I helped with the new hire onboarding process, which included making employee files, holding orientation, and making sure that all corporate standards were followed. I also helped to complete the offboarding process, which included conducting exit interviews, gathering company assets, and processing final payments.
3. Documentation and record-keeping: I was in charge of upholding employee files, which included personal data, contracts, and performance reviews. I also made sure that documentation was done in accordance with the law and company's rules.
4. Payroll and Benefits Administration: I helped with the management of employee benefits, including paid time off, retirement programs.I also assisted in processing payroll and making sure payments were made on time.
5. Support with Administrative Tasks: I managed mail, scheduled meetings for the HR and Admin department.
6. Employee Relations: I was in charge of upholding good employee relations by listening to complaints from staff members, offering counseling, and pursuing disciplinary actions in necessity.

Overall, my role as an assistant HR and Admin in Redeem Purbachal City Ltd. was essential for ensuring the smooth running of the department and supporting the overall operations of the company.I tried my best to complete my responsibilities during my internship.

### 5.3 Difficulties Faced by me as an assistant HR and Admin in Redeem Purbachal City Ltd.

As an assistant HR in Redeem Purbachal City Ltd. .There were a number of difficulties that I faced during my journey. Some of these difficulties were related to the nature of the real estate industry itself, some were specific to the company , while others were for the lack of my knowledge and working capacity. One of the biggest difficulties I faced was the fast-paced nature of the industry. The real estate industry is constantly changing and evolving, and as an HR assistant, it is very important to keep up with the latest developments and trends . For this I had to be adaptable and flexible, and to be able to work efficiently under tight deadlines. Another challenge I faced was the great deal of work experience that needed to be done. The real estate industry is famous for its busy environment, and as an assistant HR I had to handle multiple tasks and responsibilities together which required me to be highly efficient and organized, and to have very strong time management skills. There were also some specific challenges that were unique to Redeem Purbachal City Ltd. For example, the company is still in the early stages of its development, and as a result, there were some organizational and structural issues that needed to be developed . This required me to be energetic and besides that I had to identify the areas of improvement and had to work with other team members to get the solutions. Additionally , I used to mismatch things at the very beginning .Some of them were made for the pressure of work and some were

for the unawareness of those particular works. While working for Redeem Purbachal City Ltd. as an assistant HR, there were problems that I experienced, but they also provided possibilities for growth and development and gave me the chance to gain important real estate industry experience.

#### 5.4 Strategies Used for Overcoming the Challenges :

During my three months working journey as an assistant HR and admin at Redeem Purbachal City Ltd., I encountered a number of difficulties. However, I overcame these difficulties by following some strategies which are detailed below:

1. Management of time: One of the main challenges was managing time properly. For overcoming this, I prioritized my work and made a routine for the whole day. I also maintained to-do lists.
2. Communication: Communication was very important in my post, but I faced difficulties communicating with clients due to limited proficiency in other languages and sometimes in English. For overcoming this, I used translation tools and tried to learn some basic phrases in their language and also start the practice of fluent English speaking.
3. Multitasking: As an assistant HR and Admin, I had to handle multiple tasks together, which was quite challenging. To overcome this, I learned to give importance to my tasks and used to take some responsibilities to other team members. I have learned this technique from my university life.
4. Technology: Technology played a crucial role in my job. I faced difficulties using some software and tools during my internship. To overcome this, I took google and youtube's help. As I had to complete my university assignments via online, I didn't suffer much in technological works. Also I hadn't taken much time for the proficiency which I hadn't in this site.
5. Adaptability: As the Real Estate Industry is a dynamic area. I had to adapt to new changes rapidly. To overcome this, I tried to stay updated on the latest techniques and industry trends of my job sector. I was able to successfully complete my duties as an assistant HR and Admin of Redeem Purbachal City Ltd. 's by utilizing these techniques.

#### Chapter 6 Limitations

I worked in the company only for 12 weeks, which was not enough for learning a lot about any company. My knowledge is lesser than other workers of the company and also I am not that much expert like them on work. If I could get more time, maybe I could gather more knowledge about that field.

1. As I am a student of the English department, I faced many problems to understand the real estate company based works. I felt very nervous on my first day of work.
2. My learnings were situation based there. They used to put me an unknown assignment and after finishing that they used to guide me to correct my errors. I had to struggle a lot at that time because I was the new intern.
3. I had to research and study a lot to cope up with them because there wasn't any clear guidance before any assignment.
4. As rush hours are very usual for HR managers that's why sometimes I faced problems to learn things from HR managers.

#### Chapter 7 Findings

##### 7.1 Findings

1. Company's HR policies and procedures demonstrate its significant commitment to providing the welfare of its employees. With a clear emphasis on employee engagement and growth, the HR and Admin department are productive and well-organized.
2. The company should work in its atmosphere where people will be encouraged to work together, share ideas, and accomplish shared objectives.
3. The company provides opportunities for both personal and professional growth, which is evident through my training and development program.
4. The company's policies and procedures are a little inflexible, which may hinder innovation and creativity.
5. There is a little communication lacking between different departments which creates misunderstandings and delays in the exchange of information.

##### 7.2 SWOT Analysis: A SWOT analysis is a method to evaluate these four components of a company. SWOT stands for Strengths, Weaknesses, Opportunities, and Threats. SWOT analysis is a tool that can assist in identifying the current strengths of a business and developing an effective future strategy.

Strengths: 1. strategic setting in a

continually developing area 2. An established and well-known brand 3. Several project and service options 4. Experienced and effective management team 5. Favorable interactions with significant individuals like suppliers, investors, and governmental bodies

**Weaknesses:** 1. Limited financial resources for growth and innovation 2. Lack of brand recognition in some markets 3. Dependency on a small number of essential clients or vendors 4. Limited employee 5. Average working atmosphere 6. Communication gap between different departments

**Opportunities:** 1. Increasing demand for infrastructure construction and real estate in the area 2. Growth into new geographical markets 3. Creation of new and inventive services 4. Strategic partnership with organizations or businesses that complement one another 5. Adopting new trends and technologies, such as sustainable development and green technology

**Threats:** 1. Intense competition from long-standing market competitors 2. Social instability or economic downturns in the area 3. Regulatory or government policies changes may impact business operations 4. Rapidly changing consumer preferences and technology

**Chapter 8 Recommendations** Here are some recommendation based on Redeem Purbachal City Ltd's SWOT analysis:

1. Developing a clear career progression plan: Redeem Purbachal City Ltd. should provide a clear career plan of progression for its employees, including opportunities for development and training. It can help to improve employee satisfaction.
2. Enhance the channels of communication: Redeem Purbachal City Ltd. should improve communication channels within the company. Especially between departments. It will help to ensure that employees have the proper access to information they need to perform their job duties effectively.
3. Implement employee feedback system: The company should implement an employee feedback system. Which will help to identify and address any issues of employees. It will improve employee productivity.
4. Improve employee benefits: The company should improve employee benefits. Such as paid time off, health insurance and retirement benefits.
5. Strengthen inclusion and diversity efforts: The company should give effort in its inclusion and diversity which will create a more inclusive work environment for all employees.
6. Address the challenges faced by HR and admin employees: The company should take steps for addressing the challenges faced by HR and admin employees, Such as time constraints, workload management and the need for effective communication channels. It will help to improve employee productivity.

**Chapter 09 Conclusion** In conclusion, the time that I worked as an assistant HR in the HR and Admin departments of Redeem Purbachal City Ltd. gave me valuable knowledge about the real estate sector and the duties of the HR and admin divisions. The internship focused on the issues faced by workers in the field as well as the roles and duties of HR in the industry. The internship conclusions identified both positive and negative aspects of the experience, including successful internal communication and teamwork as well as resource and technological constraints. The organization has given guidance to use modern technology and resources to boost the effectiveness of HR and administrative tasks. Additionally, prioritizing employee training and development programs can assist staff in better adjusting to the sector and overcoming any challenges they may encounter. One of the weaknesses was the internship's short duration, which might not have allowed for an in-depth knowledge of HR functions.

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