



Daffodil
International
University

**Internship Report
on**

**“The Effect of Cross-Training Initiatives on
Organizational Flexibility”**

Submitted To:

Ms. Sunjida Khan

Assistant Professor

Department of Business Administration
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Date of Submission: **September, 2025**

LETTER OF TRANSMITTAL

Date: September, 2025

To
Ms. Sunjida Khan
Assistant Professor
Department of Business Administration
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Daffodil International University

Subject: Submission of Internship Report on “The Effect of Cross-Training Initiatives on Organizational Flexibility”

Honorable Sir,

It is a great honor for me, I Tasfiha Islam Ritu, to submit the internship report titled “**The Effect of Cross-Training Initiatives on Organizational Flexibility**”. This report has been prepared as a requirement for the completion of the BBA program. I have given my best effort to compile all the relevant information, experiences, and insights gained during my internship at **Amann Bangladesh Intelligent Thread**.

I sincerely hope this report meets your expectations and requirements.

Sincerely,



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LETTER OF APPROVAL

This is to certify that the internship report entitled “**The Effect of Cross-Training Initiatives on Organizational Flexibility**” has been prepared by Tasfiha Islam Ritu, ID: 221-11-1586, as part of the requirements for the Bachelor of Business Administration (BBA) Program, Major in Human Resource Management, under the Department of Business Administration, Faculty of Business and Entrepreneurship, Daffodil International University.

The report is an original work carried out under my supervision and is hereby recommended for submission.



Ms. Sunjida Khan

Assistant Professor

Department of Business Administration

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DECLARATION

I am Tasfiha Islam Ritu, a student of the Department of Business Administration, bearing ID: 221-11-1586, Major in Human Resource Management, at Daffodil International University (DIU), do hereby sincerely declare that the internship report entitled “**The Effect of Cross-Training Initiatives on Organizational Flexibility**” has been authentically prepared by me.

While preparing this internship report, I have not intentionally violated any copyright laws or academic integrity policies.

I further declare that this report has not been submitted anywhere else for the purpose of obtaining any degree, diploma, or certificate.

Ritu

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ACKNOWLEDGEMENT

In the first instance, I would like to Thank Almighty Allah for giving me energy, patience and all possible efforts in order to accomplish my internship report. I am also genuinely grateful to my family who have been supporting, encouraging and blessing me in all walking of success of life. I am grateful to Professor, my internship supervisor. Ms. Sunjida Khan, for his precious supervision, constructive comments and continuous effort to supervise me throughout the report. His knowledge and guidance helped us to understand it all in a way that made sense.

I am grateful to for giving me the chance to work as a Human Resource Management Intern at Amann Bangladesh Intelligent Thread. I am appreciative of the valuable coaching, materials and inspiration provided in my traineeship that greatly enriched my learning process.

Executive Summary

It gives me immense pleasure to present this internship report titled “A comprehensive evaluation of Human Resources functions at Amann Bangladesh Intelligent Thread”, and the related experience I have gained during my period as an Intern in Amann Bangladesh Ltd. for the partial fulfillment of Bachelors of Business Administration, Department of Business Administration Daffodil International University.

Amann Bangladesh Intelligent Thread is the Bangladeshi operation of the international AMANN-Group, one of the world’s leading manufacturers of sewing threads and one of the major global players in the area market for premium quality sewing-, embroidery and smart yarns supplied to apparel- footwear and technical textile industry. The Bangladesh facility, in Mawna, Sreepur, Gazipur produces world class sewing thread and supplies both local and international brands.

During my internship I performed numerous Human Resource activities such as phoning former staff for WPPF collection, digitalization of employee and training data, exit interview files preparation, job candidate/interviewer/intern survey form design observation of written/computer tests, recruitment interviews for a Color Management position analysis of job adverts and onboarding processes support to Code of Conduct training sessions potential training topics list preparation calling candidates in for interviews overtime payment calculation weekly visits to the Gazipur factory improvement and standardization worker's job descriptions creation.

The structure of this report is written in accordance with the internship guideline. It starts with why the internship is being offered and an overview of the company. It goes on to discuss the significant issues and what I learned, a critical evaluation of the internship experience, in conclusion. Finally, it explores the wider implications of my learning experience for myself, the firm and HR in general.

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Chapter 1: Introduction

1.1 Background

Internship bridges the gap between the theoretical concept and practical one that is a mandatory program of business administration of Daffodil International University. If your majors are Business Administration or Human Resource Management am sure you'd want to know how HR works in any organization: functions of HR like Recruitment and Selection, HRIS (Human Resources Information system), Training and Development, Employee Compensation and Benefits (Welfare).

I was chosen by Amann Bangladesh Intelligent Thread to be interned there since it is an international reputed group and have a systematic industrial base in our country. 19th Century AMANN is the world's leading manufacturer of high-quality sewing and embroidery threads and smart yarns with factories in Europe, Asia (inc. Bangladesh) etc. Mawna, Sreepur, Gazipur plant in Bangladesh is a significant factory catering quality sewing threads to global garment brands which offers a relevant platform to learn the contemporary HR practices in manufacturing setting.

Some of the HR processes (Recruiting, Introduction and Training, HR data management and Compensation) at Amann Bangladesh are related to core modules in Business Administration. The Organization and Role: A fantastic chance to see theory being used in to practice day-to-day in HR.

1.2 Statement of the Problem

Bottom of Form HR plays a critical role in today's competitive, heavily regulated industrial environment to ensure organizations are meeting compliance standards while also remaining employee-oriented and operationally agile. Yet, HR policies are often on paper, and in reality applied very differently at a working practice level. As companies grow and the headcount becomes significant, it can be difficult to maintain accuracy in employee data, smoothly hire employees and onboard them, organize training records and ensure compensation is timely as well as equitable. These issues can affect employee satisfaction, operational efficiency -- and they may even pose a risk to legal compliance.

The HR Department at the organization- **Amann Bangladesh Intelligent Thread** has multi culture Office staff & Factory worker based on strait way of Gazipur, how-ever now it is perceivable that there are dire requirement of a system-wised application for smooth operation as far as HR concerns in areas like recruitment & selection, on-boarding, & training development and HR data-base management, over time calculation and overtime WPPF settlement etc. Looking at

it from this perspective, if not well managed or audited, issues like obsolete and inaccurate job descriptions; a new-joiner waiting weeks to start owing to unclear onboarding process; an unorganized training record system or manual data entries; over-time payments miscalculations, PEL calculation due Dept WPPFs, etc., just adds up ... These are the types of issues that can breed unhappy employees and be extra work for HR.

During the internship, I participated in work that had direct aid to these issues like: calling employees for WPPF, digitalization of profiling and hiring data, Salesman re-order stock check for this from Distributor (Buch of factory visit), job description analysis, onboarding review (wage package processing even calculating pay regarding over-time) and factory visiting to analyses workers' job descriptions. In these exercises, it felt like the really big problem was not so much being able to bring off individual HR transactions, but rather in doing hear in how rigorous and systematic the HR process is overall — and especially when done at scale with large amounts of data or employees.

Therefore, the primary problem in context of this internship report is: How does current HR system responsible for Amann Bangladesh, instead of actual employers assist workers and HR services like on-boarding new hiring smoothly, taking proper consent to documentation for training activities from employees in an orderly manner as well handling HR records data and overtime calculation, WPPF related tasks. This paper should not be understood as a comprehensive research answer, but it represents an overview of good and bad practice that we have lived and lessons learnt the hard way, as well as possible areas for improvement. This problem focus helps me to connect what I need to do every day with HR process quality as a whole and how it affects both employees and the business.

1.3 Significance of the Study

Relevance of the study This study is important and relevant, since it correlates my work experience in the Amann Bangladesh Intelligent Thread. With theoretical knowledge I learned in HRM course of Business Administration. The paper attempts to reflect how actually HR process going on in a large scale manufacturing organization in Bangladesh through its several insights of HR activities: recruitment, onboarding, training record keeping, digitalized data of HR, calculation and work with regard to overtime and WPPF.

From academic point of view it is advantageous in terms of understanding that concept regarding Recruitment & Selection, HRIS, Training & Development and Compensation management applied at practical place. It serves as a useful case of how the HR service to employees and line managers could operate in a factory organization. This will also be useful for other undergraduate and postgraduate students, and academics who want to know how HR functions in the textile and garment supply chain.

Perhaps, there is also opportunity work to be done that would allow an institution as HRD Amann Bangladesh to present their via strength and weakness position of job description, induction schedule, OAP record keeping, overtime calculation and in co-ordination with ex employees for online WPPF. This report's observations and recommendations are capable of aiding in decision-making to become more efficient, HR data management to be better coordinated, and navigation for both employees and HR to become easier.

Lastly, this experience has also been very beneficial for my professional growth. It gives me organized knowledge on what did I learn, difficulties that I have to face and what improvements should I make as a future HR practitioner. It also may serve as a basis for further research on HR practices in other industrial firms of this type.

1.4 Objectives of the Internship

Broad Objective

- To gain practical HR experience particularly on Cross-Training activities at Amann Bangladesh Intelligent Thread. and relate it to my academic learning in Business Administration.

Specific Objectives

- To examine key HR activities such as recruitment, HR data management, training and compensation at Amann Bangladesh Intelligent Thread.
- To identify possible improvements in HR processes like job descriptions, onboarding, training documentation and overtime calculation.

1.5 Limitations of the Study

Like all applied internship field-based research, this article is limited. First, the data is limited to only one company i.e.- **Amann Bangladesh Intelligent Thread**, and mostly its **HR Department**. In consideration of such narrowness, the finding is not applicable in generalizing to HR practices in other firms/industries within Bangladesh.

Second, it takes long time to see all HR practices for the internship. Here I focused more on the Recruitment Support, Data digitalization, Training related work, Overtime Calculation & WPPF activities. Other possible dimensions of interest, such as performance appraisal or full payroll processing or long-term training evaluation were also not explored in depth.

Third, lack of access to certain information and data sometimes occurred due to confidential aspects. As an intern, I was not privy to all internal documents or sensitive some files. That is, some of the analysis reads more like observation or discussion than precise quantification.

Finally, the research is mainly qualitative and based upon my personal experience, (and) secondary observations and only occasional interaction with employees, ex-employees and workers. No mass surveys or statistical analyses were performed. There were also external factors like the quantity of work, time constraints and factory hours which influenced how much I was able to observe or get involved with some things.

These limitations are limitations which limit the study from what could possibly be called a guidebook to learning but not an exhaustive scientific work. Future studies could increase the sample size of originations, duration and depth of data collection, such as to have a more complete and in-depth understanding HR practices within this domain.

Chapter 2: Organization Overview

2.1 Overview of the Company/Organization

Amann Bangladesh Intelligent Thread is a subsidiary of the international AMANN Group, one of the world's leading manufacturers of sewing and embroidery threads, as well as smart yarns. The company operates a state-of-the-art manufacturing facility located in Mawna, Sreepur, Gazipur, Bangladesh, which produces premium-quality sewing threads for both local and global textile, footwear, and garment industries. The plant ensures the consistent delivery of sewing threads that meet high quality and durability standards, catering to international brands with a strong emphasis on color consistency and thread strength.

Amann Bangladesh's operations align with the company's global focus on quality, sustainability, and innovation. The plant is certified to **ISO 9001:2015** for quality management and adheres to strict environmental standards, producing eco-friendly threads using recycled polyester. The company is committed to sustainable practices, both in its product offerings and production processes.

HR- Activities at Amann Bangladesh Intelligent Thread:

At Amann Bangladesh, the **Human Resources (HR) Department** is integral to ensuring smooth operations by managing the company's workforce, which includes both office staff and a large number of factory workers. HR plays a central role in facilitating various functions, which are critical for organizational success and workforce satisfaction.

HR Processes:

1. **Recruitment and Selection:**

Amann Bangladesh follows a well-defined recruitment process to attract and hire qualified candidates for various roles. The HR process includes several steps to ensure that the right candidates are selected:

- **Job Analysis and Description:** HR defines job roles and requirements, ensuring clarity in expectations for both the organization and the employees.
- **Sourcing and Screening:** HR sources candidates through job portals, internal advertisements, and recruitment agencies. Applications are screened to shortlist suitable candidates based on skills, qualifications, and cultural fit.
- **Interviews and Assessments:** Shortlisted candidates undergo structured interviews and written or technical assessments. These steps help evaluate candidates' skills, knowledge, and alignment with the company's values and culture.

- **Selection and Onboarding:** After finalizing the selection, HR extends job offers and oversees the onboarding process, which includes documentation, orientation, and integration into the company culture.

2. **Training and Development:**

The HR process at Amann Bangladesh emphasizes continuous employee development through structured training and cross-training initiatives. These processes ensure that employees are equipped with the necessary skills to perform their current jobs and are prepared for future roles:

- **Training Needs Assessment:** HR regularly assesses training needs to identify areas where employees may require further development. This includes technical, safety, and soft skills training.
- **Cross-Training:** HR coordinates cross-training programs to enable employees to perform multiple roles within the organization. This enhances operational flexibility and ensures the workforce can adapt to changing production needs.
- **Training Evaluation:** After each training session, HR evaluates the effectiveness of the program through feedback from employees and managers. This helps refine future training programs.
- **Cross Training Information:**
This includes identifying critical positions and skills of the most priority for employees to learn. It involves providing clear supporting materials, arranging training sessions, and compiling each person's progress in a centralized database. Both the whole work force's adaptability but also development path for local personnel is taken care of by this collect of guidelines.

3. **Compensation and Benefits:**

The HR department at Amann Bangladesh ensures that employees receive competitive and fair compensation. The HR processes related to compensation and benefits include:

- **Salary Administration:** HR manages the payroll system to ensure employees are paid on time and in accordance with company policies and local labor laws.
- **Overtime and Benefits Management:** HR calculates overtime payments and manages other benefits such as health insurance, leave, and bonuses. This process ensures transparency and fairness in compensating employees for additional work.
- **WPPF (Workers' Profit Participation Fund):** HR handles the calculation and distribution of the WPPF, which is a legal requirement under Bangladesh's labor laws. It ensures that employees receive their share of company profits.

4. **Employee Engagement and Welfare:**

Amann Bangladesh places significant importance on employee engagement and welfare to

create a positive work environment. The HR department follows several processes to ensure that employees feel valued and motivated:

- **Employee Surveys:** HR conducts regular surveys to gather feedback from employees regarding their job satisfaction, work conditions, and overall engagement.
- **Health and Safety:** HR is responsible for organizing health and safety programs to ensure the well-being of employees, particularly in the manufacturing environment.
- **Employee Assistance Programs (EAP):** HR provides programs to support employees with personal and professional challenges, ensuring a supportive workplace.

5. **HR Information Systems (HRIS):**

Amann Bangladesh uses an integrated **HR Information System (HRIS)** to streamline HR processes and manage employee data efficiently. The HRIS plays a vital role in ensuring accurate and up-to-date records for:

- **Employee Data Management:** HR stores and updates all employee-related information, including personal details, training history, performance evaluations, and compensation records.
- **Training Records and Compliance:** HRIS tracks employee training, certifications, and compliance with regulatory requirements, ensuring that employees receive the necessary training and certifications.
- **Reporting and Analytics:** The HRIS provides HR with valuable insights into workforce trends, turnover rates, and other key metrics, enabling data-driven decision-making.

6. **Performance Management:**

The HR department at Amann Bangladesh implements a structured performance management process to ensure that employees meet organizational expectations and grow in their careers:

- **Goal Setting and Reviews:** Employees work with their managers to set clear performance goals. Regular reviews are conducted to assess progress and provide feedback.
- **Appraisals and Development Plans:** Based on performance reviews, HR works with managers to create development plans for employees, which may include training, skill development, and career progression opportunities.

2.2 Mission, Vision, and Values of the Organization

As part of the AMANN Group, Amann Bangladesh follows the global mission, vision and values of the organization.

2.2.1 Mission:

To supply the global textile, fashion, footwear and technical textile industries with high-quality sewing and embroidery threads and smart yarns, focusing on reliable, innovative and intelligent thread solutions.

2.2.2 Vision:

To remain a leading international partner for premium and intelligent threads, continuously developing innovative products and technologies while operating responsibly towards people and the environment.

2.2.3 Core Values

- **Quality & Reliability:** Focus on the technical thread with matched quality and reliability meeting world standards.
- **Innovation & “Intelligent Threads”:** Yarns, Technologies and Threads for Modern Use.
- **Sustainability & Compliance:** Commitment to safe, sustainable and certified production processes; the plant in Bangladesh is honored as lighthouse for AMANN’s activities in sustainability.
- **People Oriented:** Safety, Code of Conduct training and supervision, employees development.

These values are visible in the daily life of AMANN Bangladesh – particularly in HR (e.g. training for implementation, accurate HR documentation and treating employees fairly).

2.3 History and Current Operations of the Organization

AMANN Group, founded in 1854 and headquartered near Stuttgart (Germany), has evolved into one of the world’s leading producers of high-quality sewing and embroidery threads as well as engineered yarns with 7 production sites located in Europe und Asia. Over the decades AMANN has been established in the most important textile producing countries, such as Bangladesh, to be closer to its main markets for clothing and footwear.

Amann Bangladesh Intelligent Thread was established as joint venture for the production and marketing of high-quality sewing threads in all segments of garment, shoe/leather business for an integrated textile industry which matches German standard. The plant is located in Mawna, Sreepur, Gazipur (postal code 1740) and representing one of AMANN’s production sites budgeted for Asia. Head Office Amann Bangladesh is located within Dhaka, while their main factory runs from Mawna, approximately 50 km outside of Dhaka.

Currently Amann's Core-Focus is as follows:

- Manufacture of aremaille imported sewing threads for the export-based garment and shoe industry.

- Supplying with the high quality, even colors and durable international brand sewing threads.
- The latest state-of-the-art production capabilities in Bangladesh as part of AMANN's global network of facilities.
- Expansion in Bangladesh and future investments into new sewing thread, embroidery thread and smart yarn production capacities at Bangabandhu Sheikh Mujib Shilpa Nagar (BSMSN).

Business aspect of HR, the company has very cool oversight about how to manage that much all crew members, monthly task breakdown for each one as no one should be unusual there well defined induction process and onboarding payroll working hours feedback withdrawal accuracy checks was made on their employees who is working under it so these were my areas where I was precisely focused at time of internship at AMANN Bangladesh Intelligent Thread.

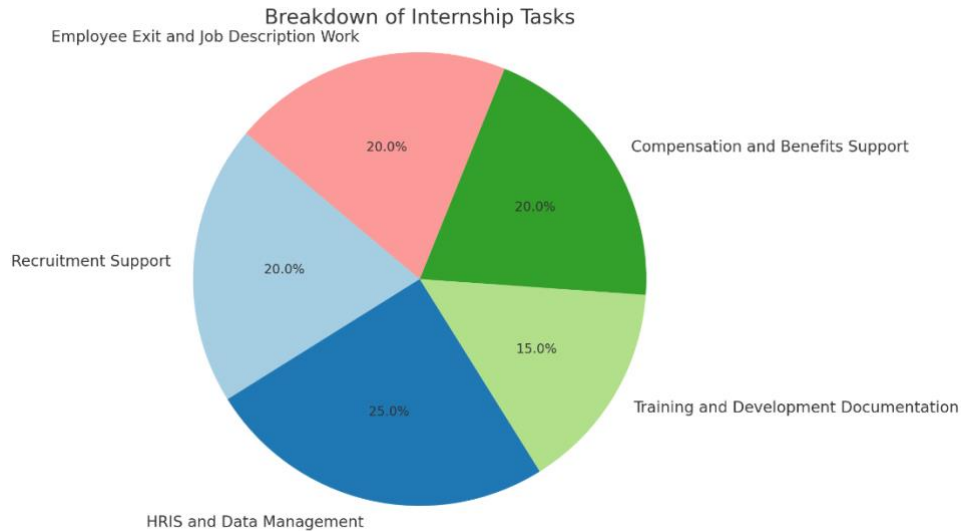
Chapter 3: Internship Role and Responsibilities

3.1 Role and Responsibilities

"In my internship at **Amann Bangladesh Intelligent Thread** I was since then working in the Human Resource (HR) Department in which my priority lies in supporting HR employees with various activities and purposes of the company. I were an HR interned and a report to one those HR Officer that manned over me at that time, here we work together every day my office work on daily bases what I do and why we did what in life career.

I am responsible for several areas of HR in my role:

- **Recruitment and Selection Support:** Assisted with recruitment including ringing job applicants to be interviewed, sate through written tests and computer based tests and 2 interviews on listing rep (Color management). I was also working on survey form construction and application to collect feedbacks of job candidates, interviewers, internship manpower.
- **HRIS and Data Management:** One of the things that I did was digitalizing the employee file and training files. I built this library and structured it in digital format so that HR would also be able to access the files as needed.
- **Training and Development Documentation:** I also worked on anything that had to do with training. Updating a data base of all trainings such as Code of Conducts for employees & updated a data base for staff development docs.
- **Compensation and Benefits Support:** I helped them to solve the payroll, and I did hand attendance time and overtime these files. I have also talked with some of the previous employees to collect material on WPPF (Workers' Profit Participation Fund).
- **Staff out and JD work:** I drafted some files regarding exit employee interviews, and I was also drafting job descriptions for the workers in our Gazipur factory. I also looked at the onboarding and tried to riddle out how they could have done better.



Overall, my role was practical and supportive, giving me a chance to participate in real HR activities rather than only observing from outside.

Cross-Training Activities Involvement

During my internship at Amann Bangladesh Intelligent Thread I was assisting HR department to cross-train other departments in order to achieve more organizational adaptability. When I am not operating as you do on daily tasks of applications, storage of data and helping with overtime alphabetization... My responsibility involves coordinating tracking cross training for employees - specifically related to employees cross training in Manufacturing.

Cross-Training: My activities towards cross-training were:

- **Tracking and Managing Training Records:** I logged their cross training and answered any questions they had, as well as their attendance in addition to what I put on their files. I recorded/tracked all history of training, including cross training in HR on data base and completed the CT initiatives. It was important information for our HR people so that they could record the development of staff and ensure that workers would be able to perform different roles in the company.
- **Supporting Cross-Training Planning:** I assisted in training plans, and I also identified the target cross-training intervention. This came by way of collaborating with HR officers and department heads, in order to pinpoint the skill sets and roles in need of further training. For instance, I would make sure people in production were cross-trained on different machines or hold a cohort of our logistics employees who could perform quality control when there was a blip.

- **Helping to develop Training Material:** I also oversaw the creation of training reference materials for different skills and tasks used to train employees outside their normal job duties. These related resources are for staff as they adapt their roles and duties. I helped organize procedures and safety protocol info for different types of jobs, to work towards ensuring our training packets were comprehensive and clear.
- **Observing Cross-Training Sessions:** I was not personally involved in the trainings, but I did see some cross-trainings for example building up employee involvement throughout production. The purpose of these sessions was to make the workers familiar with the different kind of workstations and machines so that they could be used if someone were absent among their peers or alternately assist at a different production part when performing high peaks.

It's all of those experiences that showed me firsthand how cross-trained skills can truly make a plant agile and efficient, especially in a high-velocity production environment. It's also given me experiences in training coordination, data management and how workforce planning occurs in a manufacturing organization.

3.2 Rational Those Roles and Responsibilities

I have duties and responsibilities in HR Department of Amann Bangladesh. The company have huge manpower and especially at the factory Gazipur so there are lots of HR routine work the team needs to perform on daily basis like hiring people, record management, training coordinate and compensation processing.

I worked as a HR intern. It reduced the burden of repetitive work on HR officers in their day-to-day operations digitizing data, calling candidates etc. assisting at tests and interviews, how to calculate overtime...). A lot of this freed up their time to work on decision-making, complex cases and strategic HR issues.

I gave the HRIS function a spit shined and shining 'data oven' (well, in big-part anyway - re: employee/trainee data). And that is so important in HR planning, compliance and reporting. Engagement/candidates and being there when the candidate would call for testing/impression was a benefit to the recruiting process as well as in terms coordinating with candidates.

Also, my responsibilities in relating to training and boarding process & job description is connected to the investment placed by entity of compliance and employee awareness & clear position portrayal. I was the only man between office HR and factory operations, worked on JDs, visited to Gazipur Factory every week.

So, my role functioned in the business as an operational HR arm to ensure that process kept going and better documentation for whether or not correctly handled was made, communication with HR candidates those who were leaving and workers.

3.3 Examples of Tasks

During my internship I wasn't working in any one thing or doing mini-projects. A few examples are given here:

- **Calling Ex-Employees for WPPF:** I called our ex-staff to explain about their WPPF (Workers' Profit Participation Fund) what they need to do and what I require from them. That required clear communication, and patience and copious note-taking.
- **Digitization of Employees and Training Information:** I digitized staffs' personal, job history and their training clipboards. This would allow the HR Team to keep a fuller and accurate HR Database, and better track who has attended what training.
- **Exit Interview File Preparation:** I created dockets for exit employment interviews, which included analyzing their answers and reason for why they were leaving. This information can help the company figure out why employees are leaving and develop better HR practices.
- **Survey Form Development:** I designed surveys — forms for job candidates, interviewers and student employees to rate their experiences. These could be applied for via future recruit and internship enhancements.
- **Provision for Tests and Interviews:** I've invigilated PC tests and marked paper tests for job candidates as well as shadowing two different candidates at their Colour Management interviews. That allowed me to see how candidates are evaluated and how interview panels decide.
- **Job Description and Onboarding Analysis:** I researched current job descriptions and the onboarding process — particularly for workers at the Gazipur factory — and I looked for ways we could phrase them more clearly or make them more effective.
- **Training on Code of Conduct and File on Training:** Attended my own Workers COC training and one thing that can whizz around all staff at some point.
- **Inviting Job Candidates for an Interview:** I'd call candidates with the appointment details, a bit of do and don'ts, answer some basic questions – having set times for interviews made interviewing work for everyone in what's become this “war for talent” world.
- **Overtime Payment Calculation:** I managed time-and-attendance and overtime records so I could compute what employees had to be paid for OT; that taught me the reality of how salary, compensation and benefits worked.
- **Gazipur factories were visited weekly:** I visited the manufacturing factory in Gazipur every week, where I had the access to do so directly with workers job descriptions — and collect digitalize all of this. It helped me realize what workers in factories truly do, and how job descriptions are written.”

Together these activities gave me a broad and practical exposure to many areas of HR at Amann Bangladesh Intelligent Thread, with easily tangible experiences that could explain my placement

Chapter 4: Key Learnings and Experiences

4.1 Important Learnings

Internship at **Amann Bangladesh Intelligent Thread** First Burned, one was stealing me all a learning of HRM related terms and others generic professionals' skills which includes for example.

Recruiting started with you basics in recruiting. Also, in the process of calling up fresh candidates route their interview and tests, I would myself sit through internal written and computer based tests and interviews (especially for the CM position), to gain insights into how does a 'potential pool' become further streamlined- where does one begin tasks shortlisting from, what do interviewers possibly want from an interviewee why are we picking a certain someone over others?

Second, I learned about Compensation & Benefits by reviewing overtime work for employees. It showed me how one logs overtime hours, how to check them over and how they are turned into payment. It did give me a very rudimentary understanding of the importance of fairness and accuracy in any financial issues relating to employees, too.

Finally, I became more adept at HRIS and Data Management. The digitization of data for helping the staff and their education has also shown that today's HR department need organization, up-to-datedness, accuracy next to employees' Data. I figured out that good data management can save time, help us avoid mistakes and let us look back on the calls we've made.

We received some support for Process Improvement, 4th. It wasn't until I started going through job descriptions and onboarding lists that I started critically thinking about whether a process is clear, works well or is employee-first and what might need to change.

Finally, I got Professional Communication and Cross-Functional Collaboration. Calling up ex-workers to talk about WPPF, meeting candidates, HR officers and visiting the Gazipur factory — all this in one week — it's where I learned how to speak respectfully but firmly and clearly to anyone from any level; that enabled me get better at working together with other departments or workers.

4.2 Rationale of Those Roles and Responsibilities

I think my work was not just a coincidence, rather it was almost similar what the HR Department of Amann Bangladesh needed which any HR intern should also possess.

I have been doing the recruitment flow as the following: 1) assisting for the recruitment plan

available (call, test, interview and so on); working according to a schedule; 2) being present at all tests/ interviews and support/ take care candidates. It simplified my work as an HR person, while enabling me in to witness all levels of recruitment in work action.

Effort was directed into automating the process of gathering employee and training records, for which I had a close fought struggle with HRIS. Ledger: When you're inside [a factory or plant] with lots of workers, anything that must be input by hand can lead to confusion. When it comes to organizing data, I helped HR Dept to retrieve needed information quickly as well track up-to-date records.

The training assignments (code of conduct session, training file and perhaps course) were related to the company's Compliance, Clear roles & Employee development. Also, the on-boarding and job descriptions were just compliance and making it clear what your role was. As an intern, I coded on the back end of something that educates employees about what is permitted and not permitted to do.

Finally, I was connected to the money side of HR with OT calculations and WPPF calls. These responsibilities report up to HR Officers in charge of pay, and statutory benefits.

in short: my duties were supporting HR tasks to the company but it also had to bring me as many pieces till I understand how an HR works in a big industrial corporation.

4.3 Connection with Academia

My placement at Amann Bangladesh allowed me to bridge the gap between theoretical knowledge of Business Administration and the practical world.

Recruitment & Selection You saw HRM in recruitment and selection. And those are only some of the terms I'd studied in class that I watched unroll before my eyes: job analysis and descriptions, candidate screening, tests and interviews. Absence of JD and KPI into the Headings while calculating OT, WPPF etc. was also removed. It also showed me how conflicting labor laws, employee rights and company policies can all come in conflict with each other.

HRIS and data digitization were more like something we touched on in other class (such as Management Information Systems (MIS) which deals with how to store, process, utilize information for managerial decisions).

Courses such as Organizational Behavior and Business Communication were also apparent in the way HR staff talk to employees, including Code of Conduct training, and the environment for a spirit of working together with office staff and factory workers.

This was also something I didn't just read about in books as an intern but really see, practice and knew mattered to the firm.

4.4 Examples of Experiences that Helped Me Grow

A number of detrimental, yet educational experiences I had during the internship that really helped me (personally and professionally):

- **WPPF Calls to Ex-Employees:** Calling up former employees about the WP Profit Participation Fund (WPPF) taught me how to speak on a phone. I had to actually say something, and also listen to their questions, keep a nice respectful attitude.” It gave her the confidence and communication skills she needed.
- **Color Management Job Offer:** Looking out for PMs and SWEs, to make them take written, computer or interview tests for the Color Management test has shown me how we evaluate things like technical abilities, as well as behavior. My frame of reference for how interviews are perceived and decisions get made shifted.
- **Visits of Gazipur Factory in weekly:** Driving to the manufacturing factory once a week and physically looking at workers' job descriptions made it possible for me to see VW history happening right there on the shop floor. It made me much more able to engage workers, understand their challenges and think about how HR policies play out in real life. It also taught me to be comfortable in a factory.
- **Calculating Overtime Payments:** Understanding how to work with overtime data taught me a lot about precision and accuracy. Zero margin of error when it comes to someone's salary, so I learned how to double check my work and take responsibility.
- **Training about a code of conduct:** An obligatory Code of Conduct training had put me in the conversation around how companies articulate rules, rights and responsibilities to workers. It leave me knowing how crucial HR is to keep a place ethical-safe-and-legal.

Being a part of them not only developed my HR technical skills but also soft skills, namely communication, responsibility, adaptation and professionalism. They were instrumental in the way I was growing as an HR practitioner.

Chapter 5: Critique and Reflections

5.1 Critical Evaluation

I thoroughly enjoyed my internship in **Amann Bangladesh Intelligent Thread** it was a lot of learning for me as an HRM student there. I had a close cooperation with the HR department and have real-life HR works such as recruitment support, HR data digitization, training documents, over time calculation, WPPF assignments and factory visiting. It was meaningful work, and it taught me about how HR works at a big manufacturing company.

One such bonus in the internship was learning 5-6 HR pockets at a time. In addition to one small piece, I also handled recruiting, HRIS, training, comp and ER. This broadened my understanding of HR and showed me the connections among different kinds of activities in HR. HR was always helpful, and my direct bosses were willing to teach me or answer a question if I had one.

Still, there were some limitations. There was no great, organized on-boarding to start so it took me a little time to get the lay of where everything was in terms of HR stuff and what my role entailed. Occasionally, the instructions for tasks were a bit too cumbersome because of unfamiliar data or formats. Because of the intern max, I couldn't do a solid deep dive on HR issues around PE, full payroll and long term training eval.

On the whole I'd rate it as a fabulous experience but of course with a time span, scope and being an intern. It was a great hands-on exposure of what the work is actually like, but again, I would have if I could pursue more formalized training/active participation.

5.2 Key Challenges Faced During the Internship

I experienced several difficult situations during the internship programme which tested my abilities and flexibility.

- **Initial Learning Curve:** At first, figuring out all the HR formats, files and systems of Amann Bangladesh was challenging. I wanted to know how they kept the track of their employees' detail and training details, handled with Overtime in insurance department where WPPF labor is applied.
- **Time Management and Workload:** I'd often have to juggle multiple task at the same time, such as making phone calls and updating data on one sheet while prepping files while preparing for a plant visit. I had to watch carefully how to shoehorn them into my work hours.

- **Communication with Ex-Employees and Job Applicants:** For one, participating former employees were hard to get on the line for WPPF and job candidates for interviews. A few people were commissioned or otherwise in the pipeline; some I think really weren't very communicative, and I kept having to be patient and polite and clear.
- **Adjusting to the factory setting:** Why me?" Weekly visits to that factory in Gazipur gave me an impression of a very crowded industrial place with hundreds of workers. It had been daunting at first, to wander through production areas and walk up confidently to workers for information used in job descriptions.
- **Responsibility in Sensitive Tasks:** There was some sensitive data involved in overtime calculations and exit interview files. I felt the pressure to be precise and thoughtful, in part because errors had the potential to affect employees or H.R. decisions.

Some of these were stressful, however they mirrored those that would be encountered in a non-simulated organization.

5.3 Learning from Challenges

Some of the difficulties I encountered there turned out to be my best learning experiences. Head early up that learning curve I learned the importance of being inquisitive, taking notes and not to take things for granted. I didn't wait for anything to be "taught," I started searching, practicing and verifying with conversations with other HR folks. That has made me stronger and more independent.

The battle with time management has shown me the art of sorting tasks. I started jotting down simple daily to-do lists and ranking items by urgent or important. It motivated me to get work done, and also removed the stress.

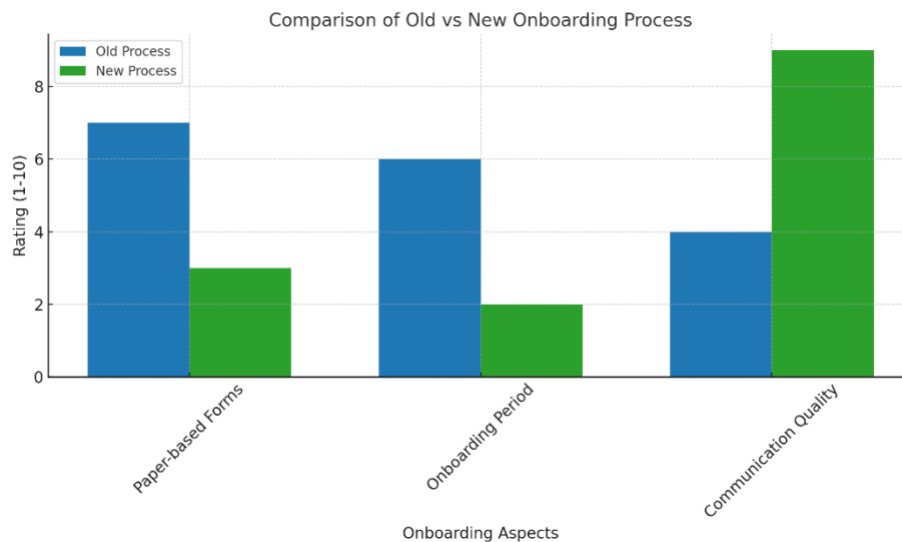
Dealing with ex-staff and candidates regarding communication was a great way of learning some professional communications for me. I was raised to say things clearly, and stay calm if the person at the other end is flustered or busy, and to treat people with respect in all forms of intercourse. This will also be helpful with the HR or office positions I have taken on in future where executioner like communication is dominant.

I was able to do that because I became used to the factory I work in, which made me more adaptable, and comfortable working throughout different conditions. So, I found HR to do more than office work, down floor and mingling with people and exactly what happens on the real floor. All of that gave me a deeper connection to the organization, helping me understand what factory work is actually like.

Finally, I learned responsibility, attention to detail and accountability by having to deal with real work like calculating overtime. It occurred to me, as a lowly intern, that I could make a real difference for people and the HR department.

One big thing that I observed develop during my Internship was regarding onboards of Amann Bangladesh. In the beginning it was largely paper-based, we didn't do as much communicating and things were slower to process. But with the process of digital forms and communication this became one of our easier transitions.

Below is a comparison of the old and new onboarding processes:



As shown in the chart, the transition to digital forms significantly reduced the time spent on paperwork, and the onboarding period became much shorter. Additionally, communication quality was greatly improved, resulting in a smoother experience for both new employees and HR personnel.

5.4 Overall Reflection

In hindsight, my internship experience at Amann Bangladesh Intelligent Thread had a profound effect on my character and work life.

I gained HR generalist experience in the real world, working in core areas of human resources such as recruiting, HRIS, training support, compensation and employee relations. I now have a clearer picture of how HR contributes to make a manufacturing operation successful and the importance of delivering good data, fair pay, clear job descriptions and an effective onboarding process for employees. The learnings as how one should manage data, recruitment coordination, basic gratifying work, content orientation etc. have in a way supported me growing towards HR.

And me personally, this TRAINING made me much more confident, responsible and disciplined. I was learning how to work with supervision, follow office rules and deadlines and handle a mix of tasks. Former ex-employees and Factory workers aided in front line confidence while I learned how to deal with people saying different things on shopfloor.

More importantly, this internship helped me connect the dots between what I have learned in school and real-world applications. I also start to understand all of the theories within my Business Administration classes because I see how it actually operates. It made me curious to get to know what HR is about and it stimulated me to have a career in which I can contribute to improve processes on people that an organization concentrate.

Overall, this internship was a positive start to my career and set me up for success in the future of HR work.

Chapter 6: Conclusion

In conclusion, my internship at Amann Bangladesh Intelligent Thread provided me an insightful and rewarding experience that enhanced not only practical knowledge in HRM but also let me experience the application of 'PRINCIPLES' on ground practice. Furthermore, I also had the opportunity to learn through observation and participation multiple HR functions including recruitment, data entry, new hire orientation document preparation, compensation calculation and employee relations during my internship.

It was an internship that broadened my understanding of what HR provides and I got the opportunity to work on actual projects with a business impact. The workload was much and contents were various, work ranging from candidate's interview making to staff's information collecting, overtime payment calculating, recruiting procedure observing and etc., it all showed my profound understanding on the human resource practical applying.

The major learnings I obtained from this internship period is -what make HR function differently in industry environment. Amann Bangladesh as a giant player in the global textile industry has huge workforce and manpower for which they need to have good HR systems and processes in place for their seamless operations. In my front line work – from recruitment management and employee documentation to compensation support – I've also discovered the crucial role clear HR structures, accurate data and reliant communication plays when working with a workforce in their tens of thousands.

During this internship I have gained technical HR skills and soft skills. I did however learn a bunch of the HR data and comp stuff that I just imagine to be relevant for any HR position from doing those calculations about over time, training records, etc. It even helped me grow up on being more communicative, time-manager and argumentative with the teams of employees where such is life. C. The social issues il lived have made me to increase my process of resolution, flexibility and professionalism. I also picked up the ability to multi-task, think on my feet and speak with disparate constituencies in their own language.

The internship had a big effect on me personally as well. My sense of responsibility, precision and discipline were created in me and developed for the fact that I was receiving specific works which needed to be thoroughly analyzed and acted upon. I've been in a factory with office workers on a shop floor for cultural difference and dynamics. It has come as a confidence booster in interacting with varied culture and departments of people which is necessary for any corporate environment.

“I think my internship definitely helped me to narrow that down in the future. I had a somewhat

theoretical knowledge and view of HR practices before this internship, though being in the role has taught me so much practical skills on how to survive in HR. Now I have a better idea of the HR person I want to be and that is not just someone who is good at tick-the-box or admin driven, it's actually somebody that can come in and lead change around processes, engage, support and deliver an organization as they grow.

This little dream of all things HR, talents acquisition, employee engagement and OD has ignited my passion for HR in the future. I am motivated to pursue such disciplines, and to develop my initial groundwork from internship. The practical experience I gained and the academic education will make an excellent platform for further studies/ career prospects within the HR sector.

Last of all, I guess that my internship at Amann Bangladesh was a cornerstone in my career. It has given me essential skills and a good hands-on exposure to industry in terms of understanding how HR profession works. I believe the knowledge and learnings I have acquired will stand as a philological stone for me further part on my career growth and boosting HR skills.

Chapter 7: Implications

The period of internship in Amann Bangladesh Intelligent Thread was a learning-for my future career, personal development and organization also for the industry as well. Through the activities I participated and obstacles face, I realized what HRM is like in a multinational manufacturing setting; and also made some implications (on academic learning utility, organization impact, industry relevancy etc) on this program.

7.1 Applicability of Academic Learning

And one of the things that, rank wise (in terms of importance), I said, it was afforded me the reach what I studied in school with Business Administration in theory to HRM in fact as a manager from manufacturing." For example:

- **Recruitment & Selection:** By taking interviews, candidate initial screening and conduct interviews I got a chance to experience both theoretical as well as practical aspects of recruitment & selection which is being taught in HR courses.
- **Payment & Benefits:** Creating overtime payment, understanding WPPF (Workers' Profit Participation Fund) helped to materialize my course theory in Compensation Management. I discovered how companies ensure fair compensation decisions, and that these practices are in line with labor law and workforce satisfaction.
- **HRIS/Data Management:** I gathered and shared employee data, training documents etc., all tied back to my studies in MIS; or HRIS. It taught me the true importance of data quality and how essential it is for HR to have high quality, clean data in order to make informed decisions.
- **Onboarding and JDs** - A combination of work on job appears analysis, as well as quick first step assessment of onboarding processes allowed me to leverage human resource theories I learned in OB/HR and employee training/development classes that highlighted how clear roles and effective onboard can lead to more retention & performance.

This hands-on experience has also enhanced my understanding of HR practices, and been an embodiment of the use of HR theories.

7.2 Organizational Impact

Some organizational work and core functionality transfer to Amann from administrative point of view – I did a lot of HR body but my function was the main function for which I given lots of

crucial task for our Amann.

- **HR Data Management Efficiency:** Facilitated in digitizing of employee and training data to simplify the admin work for HR. Homogeneity of data integrated Storage based –data is accessed quickly and can used to develop for making decision. In the coming years, if more information like this can be colluded there will be more accurate performance appraisals and hiring recommendations and stronger workforce development.
- **Streamlining the Recruitment Process:** I contributed to candidate screening, interviewer scheduling and helped with interview feedback so that I not only got to see but also improve various cogs in the recruiting machine. Some of the work of an intern was to help making that coordination process which every candidate could be contacted on time and give whatever feedback systematically. This helped the HR team keep that pipeline flowing, resulting in faster and more effective hiring.
- **Greater Adherence and Employee Interaction:** During my observation of the employee’s Code of Conduct training, I saw how HR instills values and morals within a company. I had suggested such topics for training the employees, and they contributed to programs emphasizing value on employee development, and appreciation.
- **Helping with Compensation Systems-** Being in the middle of overtime challenging work helped get employees be properly rewarded for extra work. Yes, it’s a tiny piece of HR overall, but get the compensation systems right and you’ll have happier employees and fewer errors on payday.

7.3 Industry Relevance

It enabled me to clarify some knowledge on our country’s manufacturing sector. Amann Bangladesh operates in a fiercely competitive and heavily-regulated market where the efficiency of HR systems can make or break productivity, staff morale, and compliance with national or international benchmarks.

The internship included learning about the following:

- **Manufacturing HR:** The corporate office has little bit of its own take on this as it brings its own challenges for managing the HR, but dealing is slightly different when you talk about factory floors where primarily HR needs to be fulfill from one perspective that is majority rather than individuals (like where others have many blue collar workers to deal with, managing their shift timings within production units, keeping pace with health and safety regulations etc.) And also considering worker welfare. It will help as I look for HR jobs in the future, particularly industries with a large number of workers (ie manufacturing, textiles and consumer goods).
- **Global Standards and Operating procedures** Amann Bangladesh is a part of AMANN Group, which operates under strict international quality standards on compliance &

sustainability. The international influence also means HR functions need to be standardized around the world according to best practices and tailored as per local laws as well as based on demands of Bangladesh workers. This experience to the contrasting patterns of local working and corporate expectation helped me understand a little more about how MNCs deal with HR across borders.

- **Further in HR Policies of CSR:** The CSR emphasis at Amann Bangladesh is on sustainability and ethical practices that are linked with Cohesive Stone, including fair wages and employee development. Understanding it would be extremely crucial for me in my future career, particularly in industries related to sustainable development and ethical business.

7.4 Lessons Learned

I have learnt a lot during the internship period at Amann Bangladesh, and not just HR operations:

Attention to detail – from adding up overtime, digitizing employee records and admin to compliance when recruiting, I learned that simple mistakes can snowball into disastrous results. Now I understand the worth of work done properly, Work that is well done.

- **Pivoting and Problem Solving:** The factory world can be capricious — and it taught me how to pivot, problem solve. For example, when I used to go visit the Gazipur factory every other week, I saw quarters of HR officers running crazy trying to keep up with unpredictable production times, worker grievances or compliance inspections.
- **Communication:** The experience enhanced my communication skills especially between cross functional teams. I had to get good at talking - knowing how to say things professionally where as a conversation would take hours a meeting could take just a few minutes, from dealing with shop floor workers up against horrible managers and candidates / ex-employees on the phone.
- **Team:** Many of the HR professionals in the department taught me a great deal about working together as a team. How HR works is interrelated and should be well communicated to all team members who are a part of HR operations whilst working together.

7.5 Skill Development

And here are the skills, both technical and soft, I learned from my internship that would pave a way for me!

- **HR Technical Skills:** I gained exposure to verification management, co-coordinating the recruitment process and salary data's input during new member of staff's joining. Those

will be the baseline of what I can build upon when I am in HR later.

- **Professional Skills:** Improved in communication, problem-solving and time management. Raising your hand to so many things at once, and working with so many different people taught me how to prioritize, establish expectations and be flexible.
- **Industry Exposure:** I have knowledge of HR practices in the manufacturing sector, textile machinery industry and how HR complements the effective functioning of huge production setups.

7.6 Challenges Faced

It was difficult, but a kind of difficulty that's really constructive." The primary hurdles were:

- **Wore Many Hats:** I was a jack of all trades for them -- they assigned me various roles ranging from interview scheduling to digitalized data! In the beginning it was difficult to manage my time well, but I learned to prioritize.
- **Blocks of Communication:** It was also quite a de-motivating force to be calling ex-employees or candidates who are at times hard to get in touch with or that did not return calls. It tested my patience and it taught me how to communicate clearly, but with respect, even under adversarial situations.
- **Factory Adaptation:** We had a bit of a fright when we went to the Gazipur factory as we have similar HR issues that come up with our factory workers. But this experience has taught me the importance of internal empathy with employees, and their perspectives used when creating HR policies.

7.7 Networking and Relationships

One of the things I really enjoyed learning from my internship was how to network with different people from diverse departments such as HR, management and factory workers. These links have extended my professional connections to maximize opportunity in my career. I also came to realize how important building relationships are in any organization.

In addition, I could see that an HR department is a cross-functional support service of the business in a manufacturing company and will need to work with other departments including production, quality assurance and management in order to achieve organizational goals.

7.8 Recommendations and Future Directions

Here's what I want to tell Amann Bangladesh and every new apprentice:

For Amann Bangladesh:

- **Formal Internship Programs:** With the internship process formalized along with a solid onboarding, next year's interns can get up to speed faster and better understand exactly what they are coming in to do.
- **Broader Experience:** Interns could work on a wider variety of HR topics (e.g., performance management, long-range training projects) to gain a more comprehensive view of what HR does.

For Future Interns:

- **Self-Learning:** Listen, learn as much about the company and its HR processes as possible. When you intern, remember to ask and tell for everything.
- **Lean More on Soft Skill Expansion:** As much as you need to know your stuff when it comes to the technical of HR, soft skills such communication and team working and problem solving are equally important when taking on an HR role.

Over all, I did not just learn a solid HR practice and the latest trends in it but an ideal platform for development and role models working at this internship. There can be no doubt that the learnings, insights and friendships acquired over this one year will surely shape my future career goals and steer my career.

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