



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

**Internship Report**

**On**

**Digitalization of Employee File Management System at Millennium  
Textiles (Southern) Ltd.**

**Supervised By:**

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**Date Of Submission: 14-12-2025**



## Letter Of Submission

Date: 14-12-2025

**Dr. Md. Mahfuzul Islam**

Senior Lecturer

Department of Business Administration

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Daffodil International University

**Subject: Submission of Internship Report.**

Dear sir,

With due respect, I would like to submit my Internship Report on “**Digitalization of Employee File Management System at Millennium Textiles (Southern) Ltd**” as a mandatory part of our DIU BBA Program. I have completed my Internship at Millennium Textiles (Southern) Ltd. I had the opportunity to implement my academic learnings into real-world work setting. I am confident about the knowledges I have gained from this internship and hopeful that they will be helpful for my future. I have complied with all requirements needed and hope this report will be helpful.

I want to express my heartiest gratitude to you for your guidelines and encouragements.

Sincerely Yours,

*Rafe*  
-----

Rowshan Amin Rafe

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## **Declaration**

I hereby certify that I have done the report on “Digitalization of Employee File Management System at Millennium Textiles (Southern) Ltd.” on my own.

The report is done under the supervision of **Dr. Md. Mahfuzul Islam**, Senior Lecturer, Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University.

I acknowledge that most of my learning and experiences are represented in the report and they are up-to-date.



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**Rowshan Amin Rafe**

ID: 222-11-1816

Major: Human Resource Management

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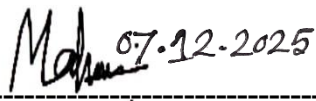
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## **Letter of Acceptance**

This is to authenticate that **Rowshan Amin Rafe, ID: 222-11-1816**, Majoring in Human Resource Management, Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University, prepared the report titled “**Digitalization of Employee File Management System at Millennium Textiles (Southern) Ltd.**” with valid and authentic data. I am delighted to share that he worked hard on preparing this report and provided a excellent outcome. The information and findings used in the report appeared to be revealed.

I wish him to be successful in every aspect of his life.

 07.12.2025

**Dr. Md. Mahfuzul Islam**

Senior Lecturer

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Ref: MTS/HR-2025/01/05

06<sup>th</sup> December 2025

### TO Whom It May Concern

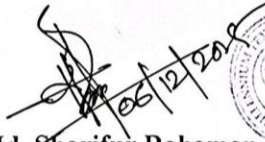

This is to certify that **Rowshan Amin Rafe**, student of **Daffodil International University** has successfully completed internship on HR from 1<sup>st</sup> September, 2025 to 30<sup>th</sup> November, 2025 at **Millennium Textiles (Southern) Ltd.**

During the period of his internship program with us he had been exposed to different process was found punctual, hardworking and inquisitive.

We wish him every success in his life and career.

With Best Wishes,



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Millennium Textiles (Southern) Ltd.  
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## Acknowledgement

Firstly, I would like to thank “The Almighty” who allowed me to complete my internship report. I also thank people from my heart who really helped me during my internship period directly and indirectly.

At this special moment I wish to take the opportunity to thank my internship supervisor, **Dr. Md. Mahfuzul Islam, Senior Lecturer, Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University**, for his encouragement, guidance and direction for completing this report. Without his support it would not be possible for me.

My heartiest gratitude goes to my company COO, **Md. Rokibul Alam** and Supervisor **Sharifur Rahman Mridul- DGM, HR Admin & Compliance of Millennium Textiles (Southern) Ltd.** Their incredible support provided me opportunity to complete my internship in a friendly environment and helped me with the industrial information needed for this report. They were very co-operative to me.

Finally, I express my gratitude to everyone who helped me directly and indirectly with their suggestion, direction and time. I am overwhelmed with joy to thank our department head **Dr. Md. Azizur Rahman, Associate Professor & Head, Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University**, for his guidance which shaped my academic learnings and helped my internship learnings. Along with them it is an honor to express my special thanks to all the **Faculty Members of Business Administration, Daffodil International University**, for their indescribable support throughout my BBA journey.

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## **Executive Summary**

This report is based on internship learning and experiences which is a mandatory part of DIU BBA. This report is written based on the internship at “Millennium Textiles (Southern) Ltd.”, a 100% export-oriented company. The internship provided on-hands experience in real-world job market which ensure the practical implementation of the knowledge gathered from BBA program majoring in Human Resource Management. This internship was a place for boosting self-confidence which contribute in both personal and professional growth.

The key focus of this report is on Digitalization of Employee File Management System rather than paper-based system. This outdated system requires more time & effort, more space, increase costing, increase risk of important documents getting lost.

This report suggests Digitalization in Employee File Management System which is a mandatory ask nowadays. It requires less time, no storing area, ease of keeping and updating data, maintaining confidentiality of any document.

In short, this report will reflect my internship learnings, skills and experiences gathered from there, problem I have noticed during internship and suggestion for overcoming the problem.

# **Chapter 1**

## **Introduction**

## **1.1 Background:**

### **1.1.1 Rationale of the Internship program:**

Internship curriculum as a part of DBA program is a good initiative. In today's competitive world securing a good job without any experience is a quite tough task. Having job experience helps one to get a job. That's why DBA is encouraging practical learning by internship at any recognized organization where one has to work for at least 3 months. It provides one practical experience which perform as a job experience for a fresher candidate.

Since I am majoring in Human Resource Management I need some practical knowledge in the field of HR for my personal development. Modern day HR need to handle employee records using digital system. Therefore, this internship became an opportunity for me to enhance my skills and knowledge in modern day HR and Digital Employee File Management.

### **1.1.2 Background of choosing “Millennium Textiles (Southern) Ltd.”:**

I choose “Millennium Textiles (Southern) Ltd.” because it is a well-established textile manufacturing organization operating with a large workforce. As a labor-intensive organization, it needs to keep employee records efficiently for ensuring smoothness in HR operations. They have well-established Human Resource Development with experienced HR professionals which provides a greater scope for me to learn a lot of new skills. Under their supervision I would be able to learn new HR skills. And another reason for choosing MTSL as my internship destination is their location. MTSL is located near my home, which allows me to reach the office on time easily. This convenient location helped me maintain my punctuality and consistency at workforce enabling me to focus more on developing my skills and learnings.

### **1.1.3 Alignment with the BBA curriculum:**

This internship is closely aligned with my BBA specializing in Human Resource Management (HRM). At, MTSL I had the responsibilities to manage employee files, managing daily attendance, assisting in recruitment and selection and other daily HR activities where I have applied the knowledge which I gathered from majoring in HRM. Foundation of my HR knowledge is instituted by the BBA curriculum which I have increased working under HR professionals.

#### **1.1.4 Summary of the report:**

This report is based on the Internship at “Millennium Textiles (Southern) Ltd.” from 1<sup>st</sup> October 2025 to 31<sup>st</sup> December 2025 as a mandatory requirement for completing BBA (Bachelors of Business Administration) degree. This report has 6 chapter.

**Chapter 1** consists of introductory information where I have explained the background of the report, reason of choosing this organization as my internship destination and the connection of my academic learning with my internship.

**Chapter 2** contains Company Overview where I have explained the background of the company including the mission, vision and values of the company. It also contains the history and the current position of the organization and SWOT analysis of the organization.

**Chapter 3** provide the information about my internship learning experiences including roles and responsibilities, important learnings, rationale of those roles and responsibilities, their connection with academia and example of each task.

**Chapter 4** described the critical evaluation of my internship experiences, challenges I have faced during the internship period, learnings from the challenges and overall reflections.

**Chapter 5** concludes the report by summarizing the key points. It also contains final evaluation of the internship experience and how will it will shape my future goals and plans.

**Chapter 6** focuses on the implication of the report which describes broader significance, consequences and lessons learned from the experience of the internship and recommendation for the company.

#### **1.2 Statement of the problem:**

While working in “Millennium Textiles (Southern) Ltd.” I have discovered that they are managing employee files on-paper (physical file management) which is really tough to manage on regular basis. It raises fare of losing documents and updating the employee files manually. In additions maintaining employee files physically requires more effort and time of the employees, it requires a lot of spaces and it becomes hard to manage the confidentiality of the files.

To enhance operational excellence in HR and save time and effort, the organization should adopt a **Digital Employee File Management System**. Therefore, this study focuses on current limitation

of physical file management and how digitalization can improve HR documentation practice at MTSL.

## **1.2.1 Objectives:**

### **1.2.1.1 Broader Objective:**

The study aims to propose and evaluate the implementation of **Digital Employee File Management System** to improve employee file management at MTSL.

### **1.2.1.2 Specific Objectives:**

- Examining the current file management system at MTSL.
- Identifying limitations of the current process.
- Highlighting the benefit of shifting to digital system.
- Exploring suitable digital tools for the digital employee file management system.
- Recommendation for successfully implementation of the new strategy.

## **Chapter 2**

### **Overview of Millennium Textiles (Southern) Ltd.**

## 2.1 Company Overview:

**Millennium Textiles (Southern) Ltd.** is a 100% export-oriented textile manufacturing organization in Bangladesh, a concern of “Renaissance Group” located in Bara Rangamatia, Ashulia, Savar, Dhaka. Specializing in refined quality, “Millennium Textiles (Southern) Ltd.” has earned a reputation as a top-suppliers in Bangladesh. It is a woven garment and exporting company of Bangladesh. It produces T shirts, polo shirts, leggings, coordinated knit sets and other knitwear apparel. It has put highest emphasis on quality and credibility, which helped a lot in earning the buyer's confidence. They are currently operating with more than 2500 workers. It has an annual turnover of \$35 Million and monthly capacity of 70000 pieces.

Their notable buyers are:

- Zara
- New Yorker
- Primark
- Marks & Spencer
- H&M
- Kmart Australia
- George
- LPP
- Orsay
- Carrefour
- Suburbia

### 2.1.1 Key buyer’s website and logo:

Buyer Website	Logo
<a href="#"><u>Zara</u></a>	

<u>New Yorker</u>	
<u>Primark</u>	
<u>Marks &amp; Spencer</u>	
<u>H&amp;M</u>	
<u>Kmart Australia</u>	
<u>George</u>	
<u>LPP</u>	
<u>Orsay</u>	
<u>Carrefour</u>	
<u>Suburbia</u>	

Figure 1: Key buyer website & logo

## **2.2 Mission, Vision and values of the Organization:**

### **2.2.1 Mission:**

To drive solution across all aspect in apparel and readymade garments. To achieve all of the above through highest touch of professionalism, best quality and planned merchandising, sustained commitment and not flatterring on our business ethics.

### **2.2.2 Vision:**

To deliver the highest standard of quality products and best price to meet the needs of client that will enrich their business and to be global export company admired for its people products and trust.

### **2.2.3 Values:**

- Quality excellence.
- Innovation & Creativity.
- Customer focus.
- Sustainability & Responsibility.
- Employee empowerment & Development.
- Team work & Collaboration
- Respect & Diversity

## **2.3 History and current position:**

### **2.3.1 History:**

Millennium Textiles (Southern) Ltd. was established in 2000. Over the years it has become a favorite destination for the local and international buyers who wants quality products and put first priority to quality assurance. Initially it focused on domestic production and then expended to international market over the years.

Over the years MTSL has invested in modern machinery and manpower which helped them to increase productivity and meet international quality standards. The company diversified its product portfolio in Men's and Women's formal and casual wears and other woven apparel items.

They also emphasized on hiring talented people, putting them in the right places and train them adequately. They also ensured career development opportunities to every employee.

### **2.3.2 Current position:**

Now, MTSL is operating as a 100% exporting woven garments manufacturing company with over 2500 workers. It is a registered member of Bangladesh Garments Manufacturers and Exporters Association (BGMEA).

The company has modern cutting, sewing and finishing machines allowing them to produce more ensuring quality standard. They are gradually integrating technologies into their operations including HR operations, inventory management, store management but their employee file management is still manual.

HR department operate their most of the functions using digital technologies (e.g., Daily attendance, Payroll, performance evaluation.) but still relying heavily on manual file management system for managing employee files.

In summary, MTSL became a Well-recognized international exporter from a small domestic manufacturer in a quick period offering quality product at a suitable price. They are moving towards using digital technologies in workplace for doing work effectively and efficiently.

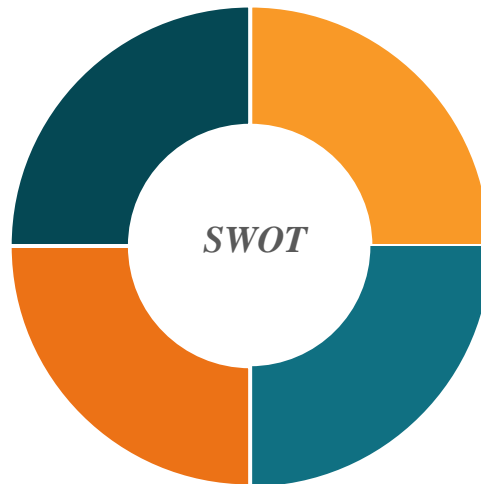
## 2.4 SWOT Analysis of Millennium Textiles (Southern) Ltd:

### STRENGTHS

- Established market presence.
- Strong distribution network.
- Experienced workforce
- strong financial performance.

### OPPORTUNITIES

- Expanding into new market.
- Developing New products.
- Improving Operational efficiency.



### WEAKNESSES

- High production cost
- Limited product diversification
- Lack of innovation

### THREATS

- Competition from low-cost manufacturers.
- Changes in customer preferences.
- Economic downfall.

Figure 2: SWOT Analysis of Company

### 2.4.1 Strengths:

- **Established marker presence:** MTSL has a history in the market which give a degree of trust and recognition to customers. This can lead to easier market penetration.
- **Strong distribution network:** A well-established distribution channel ensures that products are safely distributed to the customers. This can give significant advantage over competitors.
- **Experienced Workforce:** MTSL have a experienced workforce which ensure efficiency in production. Skilled workforce can lead to high production at a low cost.
- **Strong financial performance:** They has shown strong financial performance in last few years. This will invest them investing in new research, marketing and modern equipment.

#### 2.4.2 Weaknesses:

- **High production cost:** Due to unavailability of some modern equipment, their production cost is quite high in some areas which can be a weakness for them. They may struggle to compete with low-cost manufacturers.
- **Limited product diversification:** They only produce woven product which can act as a weakness.
- **Lack of innovation:** They have been slow in term of innovation. Though are innovating day by day, but they need to focus more on innovation.

#### 2.4.3 Opportunities:

- **Expending into new market:** Entering new market will open another door for them to earn profit and opportunity for growth.
- **Developing new products:** New products may attract new buyers and highlight in the market which can be opportunity for them.
- **Improving operational efficiency:** Improving efficiency while operating is a good move to reduce product cost. They should focus on that.

#### 2.4.4 Threats:

- **Competition from low-cost manufacturers:** Low-cost manufacturers can put pressure on them by competing on product price.
- **Changes in customer preferences:** This can make their product less demanding which is a big concern for MTSL.
- **Economic downfall:** Economic downfall can control customer spending. If customer starts to spend less, demand for their product may decrease which is a threat for them.

## **Chapter 3**

# **Internship Learning Experiences**

### **3.1 Role and Responsibilities:**

During my internship period at Millennium Textiles (Southern) Ltd. in the HR Department, my primary role was to assist in the employee selection process and helping in the file documentation process. The key responsibilities included:

- Shortlisting candidate for empty positions.
- Checking their documents (e.g., NID, Educational Qualification Certificate etc.).
- Conducting their written examination.
- Assist in conducting their interview with senior management.
- Collection documents form onboarding officers.
- Sorting and categorizing employee files based on departments and their types (Staff / Workers).
- Ensuring all mandatory documents like NID, Educational Certificate.
- Organizing these documents according to defined process.
- Storing them properly based on their departments and type.
- Updating employee information regularly.
- Maintaining documents confidentiality according to HR policies.
- Providing required files to other departments.
- Keeping in (out-file) record with date and department.
- Downloading daily attendance.

These were my primary responsibilities at MTSL. I assisted in daily HR activities like attendance, leave management etc. My responsibilities were to helping in employee selection which ensure right employee for right place which is directly connected to organizational success. Keeping file movement record ensures file safety. Through these responsibilities I actively contributed enhancing HR operations effectively.

### **3.2 Important Learnings:**

I have learned about different things during my internship period at “Millennium Textiles (Southern) Ltd.”. The learning came from real workplace situation and hands-on experiences. My important learnings are explained below:

- I. Practical HR documentation skill:** I have learned how to organize and create employee files properly. Employee file requires various types of documents like NID, Educational Certificate, Medical Certificate, Appointment letter.
- II. Employee selection process:** As I have also assisted in lower-level employee selection, I have gathered some important insight about that. Firstly, employees are selected based on their age. They must be 18+ and sometimes they reject people who are over 40 for positions like production and finishing which requires energetic people. Then they need to face a written exam which contain some basic questions to judge their knowledge. After shortlisting from the exam, candidates need to face interview from higher authorities. The interview includes some common questions and questions regarding their field of work. Those who pass the interview process are taken to COO of the organization and he does the final selection. Thus, a lower-level employee is selected.
- III. Understanding compliance and labor law:** Maintaining labor law imposed by government is must. Some basic areas of labor law are:
- **Working hour and overtime:** Workers are allowed to work maximum of 8 hours a day and 48 hours a week excluding overtime. With overtime they can work up to 60 hours a week.
  - **OT rate:** Overtime rate should not be less than 2 times than basic salary.
  - **Weekly & festival holidays:** Weekly holiday should be at least 1 day/week which is normally Friday. The organization also need grant paid leaves on government declared festival holidays.
  - **Minimum wage:** Government has a well-defined wage structure for the RMG sector. Which include: Basis wage, Housing rent (Generally 50% of basic wage), Transportation allowance, Medica- allowance, Food allowance.
  - **Appointment letter & ID card:** All employees must be provided a proper appointment letter and a valid ID card.
  - **Health & safety:** Employer has to ensure safe working environment, safe drinking water, fire alarm and equipment, emergency exits.
  - **Wage payment rules:** Employees need to be paid within first 7 working days od a month and each employee should receive a payment slip. No unlawful deduction in wage is allowed.

- **Termination:** Organization should give notice to employee at least 30 days before terminating any monthly-base worker and 14 days before for any other type of workers.
- **Leave benefit:** Labor law for leave benefit are as follows:

Table 1 Leave benefits

Leave Type	Entitlement
Casual Leave	10 days/year
Sick Leave	14 days/year
Annual Leave/Earned Leave	1 day for 18 working days
Maternity Leave	16 weeks (8 weeks equal before & after delivery) with benefits.

- IV. Time Management & Work discipline:** During internship hour I had to maintain workplace discipline behaving in a formal way and by keeping silence. I had to complete daily targets and provide files on time which teaches me time management. Following defined working schedule and prioritizing task based on their importance was necessary for me.
- V. Team work and collaboration:** MTSL highly prioritize on team working. I had to work with my colleagues for preparing and finding files for audits and other urgent situations. We helped each other which ensured good collaboration at workplace. From there I learned that working together makes thing easier and fast.
- VI. Use of office tools:** I have learned proper use of printer, scanner, photocopier and Microsoft word for minor files.
- VII. Leave form management:** Before providing leave form to employee, the number of the leave form need to be noted to arrange them accordingly. All leave forms need to be arranged serially to keep them in employee files. Once they are arranged serially by their ID number, it becomes easier to find their employee files and put them on the files.
- VIII. Use of Human Resource Management System (HRMS):** I have learned a little about HRMS. It is used for managing employee data, daily attendance record, payroll and so

other activities of HR. I have particularly learned Updating employee data. Updating employee data like changing phone number and nominee is a regular task which I learned from internship.

### **3.3 Rationale of Roles and Responsibilities:**

My responsibilities were quite structured and were assigned to support a critical backbone of HR operations. Importance of Employee selection and Employee File are:

- Selecting Production worker properly ensures effectiveness and efficiency in production.
- Employee files serve as primary source for payroll and benefits processing.
- Managing Employee Files properly is necessary for audit check. It helps in workplace compliance, helps in employee history checking, helps in buyer compliance reporting, provides employee records & legal protection.
- I have supported administrative functions by performing daily HR activities.

In these manners my roles and responsibilities help the organization. As they are still managing files manually, it is important to manage employee records properly. Employee file is the whole record of an employee at any organizations. It includes every necessary file like Appointment letter, Increment, Promotion, Transfer, Termination and Resignation of an employee. So, it must be handled carefully and updated on regular basis. Another responsibility is storing them properly so that they don't get missing and provide required files to other departments. There are thousands of files at my organization. If they are not stored properly, the fear remains to get missing. When auditors ask for any files, my job was to provide it. Other departments also require those files. Keeping record of files going to other departments is also important.

### **3.4 Connection with academia:**

Foundation of my knowledge was created from BBA. It helped me to understand and complete my task easily. Academic courses that helped me are:

- **HRM & Strategic HRM:** They helped me greatly gathering insight about my department. Those courses explained me what can be my roles and responsibilities and how these contribute to the organization.
- **Career planning and development:** Helped me to decide my career goal and importance of internship program. Career planning introduces internship program as a short-term goal

and beginning of career which encouraged me to gather as much knowledge and skills as I can gain from this internship.

- **Business communication:** By implementing the knowledge I gathered from business communication course I was able to communicate accordingly and maintain a good relationship with everyone.
- **Labor law:** Labor law was so impactful for me. I learned a lot about Bangladesh Labor Law and saw the implementation these laws in workplace. It helped me understanding the importance of compliance.
- **Organizational behavior:** Taught me how to behave at workplace.

Those academic course have contributed significantly in my internship learnings. By implementing knowledge from these courses, I was able to compare between theoretical learning and practical learning. I tried to use these knowledge and skills at workplace which boosted my confidence and increased my learnability.

### 3.5 Example of my Roles and Responsibilities:

*Table 2 Example of Roles & Responsibilities*

Task Performed	Description
Employee Selection	Communicated with candidates, conducted written exam and scheduled interview with higher management.
Document Verification	I verified if their documents like NID, Educational Certificates were valid or not.
Leave record	I kept record of daily employee leaves.
Creating Employee Files	Created employee files for each with required documents.
Storing file	Kept those files according to employee designations and departments.
File movement record	Kept record of file movement to other departments.
Confidentiality	Maintained secrecy of these files.
HR database support	Assisted inserting data into HR record.

Using HRMS	Tracked daily attendance report, prepared salary sheet.
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# **Chapter 4**

## **Critique and Reflections**

## 4.1 Critical Evaluation of the internship experience:

While working at Millennium Textiles (Southern) Ltd., I really enjoyed my internship. I have worked in HR department specially in Employee file management. They have HR professionals with outstanding knowledge and nice behavior which allowed me to unleash my potential and learn various HR skills. I got supportive colleagues and supervisors. MTSL provided me the opportunity to understand real HR task rather than just observation because practical learning is always better. During my internship I have experienced corporate disciplines.

However, I have noticed lacking in MTSL too. They are becoming technology driven organization but still they rely heavily on Manual Employee File Management System which kills a lot of time, increase the chance of losing important documents, need large keeping space. This can be replaced by **Digital Employee File Management System** which is common requirement in any organizations nowadays.

### 4.1.1 Manual vs Digital file management system

Table 3 Manual vs Digital file management system

Criteria	Manual file management system	Digital file management system
Required time	Require a lot of time.	Fast process.
Storing method	Need physical keeping space.	Stored electronically in cloud or secure database.
Chance to get missing	Very high.	Close to zero.
Data security	Risk of theft, fire and other damage.	Protected with encryption and passwords.
Space requirement	Require lot of physical space.	No physical space is required.
Errors	High possibility of misplacement.	Less possibility of errors.
Recovery process	Hard to recover damaged data.	Very easy to recover data

Cost effectiveness	Very costly. Require lot of pages.	Very cost effective.
Confidentiality	Low. Any employee can easily get access.	High. Maintain secrecy of each file.
Audit	Stressful. Need to find files urgently.	Generate automated report.
Environment friendliness	Use of paper is not eco-friendly.	Eco-friendly as it does not require any papers.

This table compares between manual and digital process where it clarifies that there are no alternatives of digitalization in file management system in modern organizations. According to (Rita Asangarani, 2017), “A messy desk is neither an inviting work space, nor an attractive one and could lead to feelings of being overwhelmed”. If the office is full of files, it is hard to find necessary files and one have to waste a lot of time to find it. MTSL should focus on this issue with high importance and move to Digitalization in employee file management, which will save time, money and storage.

#### **4.2 Key challenges faced during the internship period:**

During the internship period, I had to face some difficulties especially because of manual file management system. Some of the key challenges I faced are:

- I had to create and update large numbers of files on regular basis.
- Lack of digitalization in file management was a major issue that I faced.
- Pressure of providing urgent files during audit.
- Allocating time to tasks based on their importance when I was a new intern.
- Defining organization culture.
- I got limited access to HR software.
- Confidentiality concern.
- High work pressure on peak time.
- Using HRMS as a new intern.

These are the key challenges that I faced. Creating and updating files regularly is a challenging task. It requires a lot of time and effort. During audits, I had to give files on urgent basis which became a challenge. As a new intern I also faced difficulties defining the organizational culture and allocating time for each task. I didn't get full access to HRMS (Human Resource Management System), which stopped me to gain full knowledge about HR. I had to also face challenges regarding the confidentiality issue. It is important to maintain secrecy of employee files which was challenging for me at first. I had to face heavy work load on some occasions.

### **4.3 Learning from the challenges:**

Challenges I faced helped me to learn new things. I always have a learning mindset which allows me to learn from difficult situations. My key learnings from challenges are:

- I have learned time allocation based on the priority of any work.
- I have learned working patiently while doing repeated tasks.
- Communicating with supervisor regarding any problem.
- I have learned adapting to organizational culture.
- Learned that team work is always better than individual work.
- I improved my problem-solving skills.
- Managing workload was another thing I learned.

Those learnings are the outcome of my internship challenges.

### **4.4 Overall Reflection:**

My internship at MTSL was a positive experience for me. It gave me opportunity to formulate my knowledge gained from DIU DBA, provided challenges and real-world experience for my personal and professional growth.

#### **4.4.1 Contribution to personal growth:**

This internship program boosted my confidence about my skills and abilities. Now I feel confident about myself. It removed the fear from my mind. Now I am more enriched in knowledge and ready to face difficult situations and find solution for them. Weaknesses that I previously had (fear, anxiety) has turned into my strengths. Now I can communicate effectively and professionally with others and I can manage my time.

#### **4.4.2 Contribution to professional growth:**

This internship accelerated my professional development in HR. I got some experience regarding HR field. This internship helped me to understand real HR practices. Now I pay attention to details which is imposed by this internship. I have gathered team working spirit and problem-solving abilities which are formed by this program. Professionalism ethics are so important for growing as a professional which a learned from this program. In short, this internship has converted me from a student to a confident person who is ready to contribute to other companies and helped me to reach my career goal.

# **Chapter 5**

## **Conclusion**

## **5.1 Conclusion:**

My internship at MTSL was a remarkable journey for me. While working there I worked closely with HR professionals and operated functions of HR practically. This internship program allowed me to apply theoretical knowledge into real-life practice gathered from BBA of Daffodil International University. It creates a bridge between theoretical and practical learning.

One of my major learning from this internship was the importance of Digitalization in every aspect of a modern organization. Though MTSL is a technology driven organization but they are still handling employee file physically which clearly reflect their weakness. It needs more and efforts and delays overall HR activities. I have recommended them “Digitalization of Employee File Management System”, which will contribute to their success positively.

This program has contributed to my personal and career growth significantly. It has boosted my confidence. I have learned time management, problem-solving, managing workload, formal communication skills. It taught me importance of giving attention to small details. Now I am more confident about myself and dedicated about my career goal of becoming a HR professional. I believe, the skills and knowledge I have gathered will guide me to accomplish my goal and help me to contribute positively in any organization.

# **Chapter 6**

## **Implications**

### **6.1 Applicability of Academic Learning:**

During my internship I have been able to apply my theoretical knowledge gained from DIU BBA. Courses like HRM, Strategic HRM, Labor law, Business Communication set the fundamentals for me in the internship. I had successfully completed internship by implementing the knowledge from these courses.

### **6.2 Organizational Impact:**

I was able to contribute to the organization positively. I have assisted in file management, selection process, basic functions of HRMS, which ensured smooth HR operations for them. Moreover, I have suggested “Digitalization of Employee File Management System” for them which will save their cost and time.

### **6.3 Industry Relevance:**

The internship provided me insight of real-world job setting specially in Textiles sector of Bangladesh. I have also learned the importance of automation in technology to maintain competitiveness in any industry. This internship also reflected the growing demand of HR, where any company can't survive without smooth HR operations.

### **6.4 Lesson Learned:**

I have learned effective communication, maintaining confidentiality, handling pressure and prioritizing tasks based on importance which is important to be more productive. I have also learned work discipline which is needed for my personal and professional growth.

### **6.5 Skill Developed:**

Throughout my internship, I was able to learn technical and interpersonal skills like using HRMS, communication skills, problem-solving skills, team working which will contribute to my career significantly.

### **6.6 Challenges faced and overcoming:**

Challenges like time management, workload, new working environment enabled me to learn managing time effectively, remaining calm during pressure and quick adaptability in new situations.

## **6.7 Networking and Relationship:**

The part I loved most about the internship that I was able to make connection with HR professionals who have diversity of skills and can guide me towards my goal. Connectivity with will help me in future.

## **6.8 Recommendation and Future Directions:**

Based on my observations, my recommendation for MTSL is to shift to **Digital Employee File Management System** as early as possible. This will reduce their cost significantly. This will require no paper cost, huge space for keeping files. This will save lot of time for searching any particular file. Digital Employee File Management System will allow them to maintain confidentiality of files and reduce the chances of missing. It will ease to update any data and audit checking.

They should focus on innovation as well. Continuous improvement is required to survive where they are lacking. They are not paying enough attention to innovation. They should also conduct training and seminars for employees on digitalization which will help them to operate with ease. In today's competitive market, there is no alternative of shifting to digitalization. Though they are moving towards digitalization, I recommend them to digitalize their employee file management system as early as possible to use their HR effectively and survive in their fast-growing industry.

## References

### **Websites:**

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- [Renaissance Group: Remains competitive to continuously evolve... | Apparel Resources](#)
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## DAFFODIL INTERNATIONAL UNIVERSITY

Faculty of Business and Entrepreneurship (FBE)

Department of Business Administration

Intern Assessment Form (Employer)

Semester: Fall


Year: 2025

Name of the Intern: Rowshan Amin Rafe

Name of the Supervisor: Sharifur Rahman Mridul

Please rate the Intern's Performance based on the following criteria (Please Tick "✓")

Specific Area	Please rate his/her performance on a 10-point Scale (1=Poor Performance.....10= High Performance)									
	1	2	3	4	5	6	7	8	9	10
Regularity in Office										✓
Communication Skill										✓
Work Responsibilities & Accountability										✓
Work Ability (Independently/Team)										✓
Adaptability in working place										✓

  
Sharifur Rahman Mridul  
DGM  
HR Admin & Compliance  
Millennium Textiles (Southern) Ltd.  
Bara Rangamatia, Zirabo, Ashulia, Savar, Dhaka



## DAFFODIL INTERNATIONAL UNIVERSITY

Faculty of Business and Entrepreneurship (FBE)

Department of Business Administration

### INTERNSHIP LOG BOOK

Student's Name:	Rowshan Amin Rafe	Internship Site:	HR
Supervisor's Name:	Dr. Md. Mahfuzul Islam	Week beginning:	01-09-2025
Internship Coordinator/Advisor:	Sharifur Rahman Mridul		

#### Summary of Internship Activities (Maximum 200 words)

I have done various activities during my internship period like-

- I have created files for new employees and updated them.
- Learnt and applied knowledge about leave management.
- Learnt basic use of HRMS like downloading attendance of employees.
- Scheduled interviews
- Learnt mail-merging.
- Prepared promotion/transfer/increment/show-cause letters.
- Conducted employee survey on feedbacks
- Done final settlements of employees.

Week & Date:	Description of Activity
Week 1: (Sept 1 to Sept 7, 2025)	I have learned about different components of employee file. The mandatory and secondary documents for creating employee files.
Week 2: (Sept 8 to Sept 14, 2025)	Created files for new employees ensuring every mandatory documents like their NID/Birth Certificates, Fitness clearance and nominees documents.
Week 3: (Sept 15 to Sept 21, 2025)	Updated employee files. When people changed their nominees, I updated the documents in the file.
Week 4: (Sept 22 to Sept 28, 2025)	In 4 <sup>th</sup> week, I have learned leave management. The number of leaves employee can be entitled and leaves which can be in-cashed. I have provided leave application forms based on their leave needs and their remaining leaves.
Week 5: (Sept 29 to Oct 5, 2025)	In this week, I have learned about basic use of <b>HRMS</b> (Human Resource Management System) like searching employee profiles and downloading daily attendance.
Week 6: (Oct 6 to Oct 12, 2025)	Scheduled interview time and communicated with candidates regarding their interview.
Week 7: (Oct 13 to Oct 19, 2025)	In this week, I have learned <b>mail merging</b> , a very necessary for generating a lot of documents at once.
Week 8: (Oct 20 to Oct 26, 2025)	Have learned creating various types of documents like promotion/increment letter, offer letter, show-cause letter, transfer letter etc.

Week 9: (Oct 27 to Nov 3, 2025)	Helped in pay-roll and learned about components of salary sheet (calculating gross pay, deduction, allowances).
Week 10: (Nov 4 to Nov 10, 2025)	In that period, I have learned and done final settlement of employees ensuring compliance with labor laws and company policies.
Week 11: (Nov 11 to Nov 17, 2025)	I helped in conducting employee survey by distributing forms and collecting information both physically and digitally across various departments.
Week 12 & 13: (Nov 18 to Nov 30, 2025)	I successfully prepared a comprehensive report on internship detailing my experience and learnings according to the guideline provided from the university.

Intern Signature:	<b>Rowshan Amin Rafe</b>	
	Signature Over Printed Name of Student	Date: 14-12-2025

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