



Internship Report On

Conflict Management Activities Karim Spinning Mills Limited

Submitted To:

Md. Alamgir Hossan

Assistant Professor and Associate Head
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Submitted By:

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Program: BBA

Batch: 60

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Letter of submission

Date: 09-7-2025

To

Md. Alamgir Hossan

Assistant Professor and Associate Head

Department of Business Administration

Daffodil International University

DSC Savar, Dhaka

Subject: Submission of Internship Report.

Dear Sir,

I respectfully submit the report of my internship, "Conflict Management Activities Karim Spinning Mills Limited," for your kind perusal and evaluation as part of the BBA Program at Daffodil International University. I completed my internship at Karim Spinning Mills Limited, where I had the opportunity to observe and learn about the operational aspects of HR, particularly conflict resolution. This report presents the analysis of a conflict resolution process in which I participated during my internship period.

I appreciate your guidance, help, and encouragement in preparing the report. I have ensured that it meets your standards and provides you with some helpful information on my work placement. Please kindly receive this submission and consider my report.

Sincerely, yours



Tarek Rahman

ID: 213-11-1429

Batch: 60

BBA Program (HRM)

Daffodil International University

Proof of Internship Completion Letter

PURBANI

Karim Spinning Mills Limited

CERTIFICATE OF ACHIEVEMENT

THIS CERTIFICATE IS PRESENTED TO

TAREK RAHMAN

FROM DAFFODIL INTERNATIONAL UNIVERSITY

In recognition of his efforts and achievement in completing the three months internship program. Conducted From 1th February To 30th April, 2025



Ruma Islam
HR Officer and Admin
Karim Spinning Mills Limited

Approval

This is to certify that the internship report titled Conflict Management Activities Karim Spinning Mills Limited submitted by Tarek Rahman, Student ID: 213-11-1429 has been reviewed and approved for academic submission. The report meets the required standards and fulfils the internship requirements for the Bachelor of Business Administration (BBA) program under the Faculty of Business and Entrepreneurship at Daffodil International University.

Supervised by:

Md. Alamgir Hossan

Designation: Assistant Professor and Associate Head

Department: Business Administration

Signature:



Date: 11/07 /2025

Student Declaration

I hereby declare that this internship report is my original work, conducted under the supervision of my assigned faculty member. All information, findings, and references used in the report have been properly acknowledged and cited. This report has not been submitted to any other institution or university for academic credit.

Student Name: Tarek Rahman

Student ID: 213-11-1429

Program: Bachelor of Business Administration (BBA) in Human Resource Management

Signature:



Date: 11/07 /2025

ACKNOWLEDGEMENT

First and foremost, I would like to thank Allah (SWT) for granting me the ability to complete this project paper. Finally, I would like to express my sincere gratitude to all my professors and supervisor, who were invaluable parts of my internship journey. I also like to highlight my special thanks to my articulate and knowledgeable supervisor **Md. Alamgir Hossan** is an assistant professor and Associate Head in the BBA department at Daffodil International University. His ongoing encouragement and guidance made the writing of this report easier. He was always there to lend his sage advice and would do everything to assist whenever possible. Most importantly, I would like to thank my parents, mentors, and friends who never let me lose faith during this process. I could keep going down this road with the fantastic support from my good friends. I am deeply thankful to my beloved parents for their constant support, prayers, and encouragement throughout my academic journey. Their unwavering belief in me has been the foundation of all my achievements. My heartfelt thanks also go to my organisational supervisor, Ms. Ruma Islam, HR Officer and Admin at Karim Spinning Mills Limited, for her constant support, guidance, and encouragement during my internship. Her mentorship helped me better understand practical HR practices, particularly in the area of conflict management. Last but not least, I would like to thank Karim Spinning Mills Limited for providing me with the opportunity to do my internship at their esteemed organization, which assisted me in conducting my internship. Invaluable to them was their practical exposure, hands-on experience, and learning environment, which greatly aided them in bridging the gap between academic theory and actual business operations.

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List of Abbreviations

HRM	Human Resource Management
HR	Human Resource
BBA	Bachelor of Business Administration
RMG	Ready-Made Garment
LTD	Limited

Executive Summary

This report on internship is all about my work in a related field of BBA as a human resource management (HRM) student at Daffodil International University, where I am Tarek Rahman, a student of Bachelor of Business Administration. My internship was conducted for last three months. Which was placed in Karim Spinning Mills Limited located in Dewliabari, Konabari, Gazipur, it is a part of the Purbani group during the period from 1st February to 30th April 2025. At that time, I was appointed to the Human Resource Management Department; My supervisor was Ruma Islam, HR Officer & Admin, Karim Spinning Mills Limited (Purbani Group). Analysis of Conflict Management Process. This title has been given to my internship report. Initially, this study focuses on the company's existing practices and mechanisms for effectively managing workplace conflicts. The primary purpose was to see how conflict is identified, tackled, or resolved in a manufacturing setting and assess the efficiency and effectiveness of the HR department. During the internship, I was assigned routine data entry tasks from daily HR operations, which provided me with firsthand experience in HR administrative aspects. Through taking feedback from entry-level workers, I heard what the conflict is between the employer and the workers union. I was able to get a deeper understanding of the conflict management process. I gained so much through this experience in terms of people management, negotiation and mediation skills. One of the obstacles I encountered during the internship was speaking with senior officers. But I had the continued support of my supervisor, so I finally managed to work on my communication skills & became confident enough to communicate better at the workplace. This internship provided the opportunity to experience real HR practices through practical work experience and a safe learning environment, helping to bridge the gap between theoretical knowledge and real-world examples. This internship will guide my future career. I feel like I have strengthened my foundation in conflict management and admin responsibilities by being exposed to HR operations in an actual industrial environment. Lessons learnt during this period are making me more adaptive to the workplace settings and have prepped me for the corporate HR roles at the entry level.

Chapter: 1

Introduction

1.1 Introduction

The internship is an essential part of the Bachelor of Business Administration (BBA) program of Daffodil International University to acquire real-life organisational experience. It provides students with the opportunity to use theoretical principles in the workplace and to develop their professional capacity at an early stage. As an HRM student, I got the opportunity to do my internship at Karim Spinning Mills Limited, which is a textile spinning factory situated in Dewliabari, Konabari, Gazipur. The highlighted company has organised HR practices and a dynamic work setting, and hence is considered by the author to be the best to study HRM in a manufacturing context. The period of my internship was from 1st February to 30th April 2025, and at that time I was known as Ruma Islam, HR Officer and Admin. I served in the Human Resource Management Department and had the opportunity to be part of administrative and operational tasks. Throughout my internship, I participated in several activities, including daily data entry, assisting with leave records, documentation, and observing employee interactions and conflict resolution cases. I also conducted informal interviews and used tools like Microsoft Excel to collect and organise relevant data. These tasks, while simple, provided valuable insight into the practical mechanisms of HR operations and deepened my understanding of conflict identification, resolution techniques, and workplace dynamics. This report attempts to present a detailed overview of the conflict management activities at Karim Spinning Mills Limited, evaluate their effectiveness, and reflect on my learning experience during the internship period. The knowledge and skills gained through this internship have not only strengthened my academic foundation but also equipped me with the practical mindset needed to pursue a successful career in Human Resource Management. The topic of my internship report is “Analysis of Conflict Management Process in HR Department”- an essential part of HR to keep the environment of the workplace healthy and balanced. Karim Spinning Mills Limited is a prominent textile manufacturer and a key subsidiary of the Purbani Group, one of the oldest and most respected textile conglomerates in Bangladesh. Established as part of the group’s vertically integrated textile operation, the mill plays a vital role in the spinning segment of the textile production chain, supplying high-quality yarns for both domestic and international markets. The company specialises in the production of high-quality ring-spun cotton yarn, which serves as a foundational input for various types of woven and knit fabric production. It has earned a reputation for reliability, consistency, and adherence to strict quality standards, making it a preferred partner for both local garment factories and international buyers. The objective of the report is to review the process of recognising conflicts and handling and resolving them in the organisation, and establish the adequacy of the existing conflict-management practices.

1.2 Literature Review

Conflict management is a crucial component of Human Resource Management (HRM) that focuses on identifying, addressing, and resolving disputes or disagreements in the workplace. Conflict is inevitable in organisations, particularly in labour-intensive sectors like textiles and spinning mills, where large numbers of employees from diverse educational, cultural, and socio-economic backgrounds interact daily under pressure-driven conditions. Robbins and Judge (2013) define conflict as a process that begins when one party perceives that another party has negatively affected something that matters to them. Conflict may be interpersonal, intrapersonal, intergroup, or structural, and unresolved conflicts can lead to decreased productivity, poor morale, and high employee turnover. In Bangladesh's manufacturing sector, common causes include unclear job roles, communication breakdowns, and power distance between workers and management (Hossain & Ahmed, 2021). Thomas and Kilmann's (1974) framework identifies five conflict-handling modes: avoiding, accommodating, competing, compromising, and collaborating. Of these, collaborative and compromising styles are regarded as most effective in maintaining industrial harmony and resolving workplace disputes constructively. HR professionals are expected to serve as mediators and facilitators, using communication, documentation, and procedural fairness to resolve employee concerns (Rahim, 2002). However, in many Bangladeshi organizations—including Karim Spinning Mills Limited—conflict is often managed informally, without proper documentation or strategic HR involvement. Chowdhury et al. (2022) argue that while informal methods may resolve minor disputes quickly, they can also perpetuate power imbalances and suppress employee voices. Therefore, a structured conflict resolution system involving grievance procedures, transparent communication, and staff training is essential for long-term organisational stability. Furthermore, academic learning in HRM, such as employee relations, organisational behaviour, and labour law, equips interns and professionals with frameworks to analyse and respond to conflict systematically. My internship experience confirmed these findings, as I observed both informal and semi-structured conflict management practices that highlighted the strengths and weaknesses of the current approach. Overall, the literature underlines the importance of effective conflict management not only in ensuring employee satisfaction but also in promoting operational efficiency, organisational learning, and workplace equity. Intrapersonal Conflict – Conflict within an individual. Interpersonal Conflict – Conflict between individuals, often due to misunderstandings or personality clashes. Intragroup Conflict – Disputes within a team or department. Intergroup Conflict – Tensions between different departments or functional groups. In the context of Karim Spinning Mills Limited, conflict often arises from interdepartmental coordination issues and communication gaps between operational staff and

supervisors. Thomas and Kilmann (1974) proposed five primary strategies for managing conflict. Avoiding, Accommodating, Competing, Compromising, Collaborating. The choice of strategy often depends on the severity of the conflict, the personalities involved, and the organisational culture. In many Bangladeshi manufacturing firms, including Karim Spinning Mills, collaborative and compromising strategies are commonly used to maintain smooth workflow and industrial peace. Several studies (Chowdhury et al., 2022; Hossain & Ahmed, 2021) indicate that conflict in Bangladeshi RMG and spinning sectors is often resolved through informal channels due to hierarchical management structures. These industries frequently lack proper documentation and formal processes for conflict reporting and resolution. There is a growing recognition of the need for policy reforms, capacity building, and employee awareness to create healthier and more responsive workplace environments. The literature suggests that while conflict is unavoidable, it can be effectively managed through appropriate strategies and HR involvement. In Bangladesh's manufacturing sector, there is a pressing need to develop structured and proactive conflict management frameworks. The analysis of Karim Spinning Mills Limited's practices aligns with this perspective, offering insights into the real-world application and limitations of conflict resolution processes in a traditional textile company

1.3 Background of the Study

The job review is a component of the Bachelor of Business Administration (BBA) program at Daffodil International University, where every student is required to complete an internship for real-world exposure in the corporate world. As my main study is in Human Resource Management (HRM), I saw the gap between the knowledge at the University and the practical HR implementation in an organisation. The HR Department of Karim Spinning Mills Limited is compatible with the true core of the Business Administration program where trainees get realistic experience of HR documentation, employee relations, and internal conflict resolution and performance appraisal. The internship was formative, as it not only reinforced the intellectual groundwork I've laid in my Organizational Behaviour, Conflict Management and HR Planning classes, it also improved my soft skills of communication, negotiation and critical thinking." This paper includes my internship experience and the subject "Analysis of Conflict Management Process" from Karim Spinning Mills Ltd. It describes the organization's conflict management or resolution system, what the tasks were assigned to me, what I had to do to learn them, and the role of the internship as a means of personal and professional develop

1.4 Statement of the Problem

Conflict in the workplace happens and cannot be ignored in a textile industry such as Karim Spinning Mills Limited. Disagreements could stem from disagreements, grey areas in communication, task sharing, or misunderstandings between staff and the appointing authority. Uncontrolled, these disputes can result in poor performance, low employee morale, and an unhealthy work environment. At the Human Resource Management department, during my attachment, I learnt that although the organization has basic mechanisms for dealing with employee grievances and disputes, it needs some structured means of conflict resolution, timeliness in intervening in conflict situations, and proper documentation of conflict cases. In some cases, the failure to communicate prolonged disputes and delayed responses from management thus impacts teamwork and performance. This report focuses on the efficiency of Karim Spinning Mills Limited's conflict management system. Its goal is to examine how conflict is being handled, identify any existing holes in the system, and offer realistic recommendations about how to improve conflict management in the organization.

1.5 Objectives of the Study

Broad Objectives

- The objective is to understand the step-by-step conflict management framework practiced at Karim Spinning Mills Limited.

Specific Objectives

- To observe and Study on current organizational practices of conflict management.
- To find the most common reasons for and the types of conflicts that are happening in the workplace.

Table 1: Focus Areas of Conflict Management Study

SN	Focus Area	Purpose
1	Observing and studying the current organizational practices of conflict management	To understand how workplace conflicts are handled and resolved in practice
2	Identifying common causes and types of conflicts occurring in the workplace	To analyses patterns and sources of conflict for better HR intervention

1.6 Limitations of the Report

The three-month internship (February–April 2025) was comparatively brief, which limited the opportunity for in-depth investigation and evaluation of long-term conflict patterns and human resources tactics. **Limited Information Access:** Organisational confidentiality policies prohibited the access to sensitive HR records, decision-making procedures, and specific internal documents. This report comes with some specific limitations. The limited internship period made it impossible to conduct a comprehensive examination of all aspects of conflict management. Access to confidential HR documents and formal conflict resolution meetings was restricted, resulting in a lack of first-hand insights. The results may not be applicable to other departments, as the study was limited to the HR division. Additionally, the reliability of the data may have been compromised by the reluctance of certain employees to disclose specifics about conflicts.

Chapter: 2

Organization Overview

2.1 Overview of the company

Karim Spinning Mills Limited, which was formed in 2002, is a prominent yarn manufacturing enterprise in Bangladesh. The facility has a prime location in Dewliabari, Konabari, and Gazipur, near its fabric and apparel manufacturing divisions, enhancing operational efficiency. Due to its affiliation with the Purbani Group, one of Bangladesh's leading vertically integrated textile companies, Karim Spinning Mills possesses extensive practical knowledge and expertise in spinning, yarn dyeing, woven fabric production, and ready-made garment manufacturing. With 32,000 spindles, the mill produces about 19 tons of yarn daily. Its product range comprises. The 100% examined cotton yarn has long-stable fibers that help make the fabric more durable and comfortable. Our motto is quality first. Carded Cotton Yarns: These are made by combing short-staple fibers and are suitable for low-cost items that require a high level of softness. Slub Yarn creates a range of fabric looks characterized by its continuous, intended thick and thin sections. Karim Spinning Mills Limited will maintain its position as the industry leader in Bangladesh's garment sector by upholding its values of quality and innovation. The business, which is a part of the Purbani Group Combines Fashion from Fiber to Complete Clothing.

2.2 Mission, Vision, and value of the Company

Mission

Karim Spinning Mills Limited is another milestone of the Purbani Group. The company's vision, which serves as its ultimate mission statement, is an essential component of the Purbani Group. Customer-Oriented: Our activities are centred around our customers. The products are of international quality. Environmental Care: The implementation of environmentally safe and responsible manufacturing practices to foster a more harmonious global environment. Labour welfare: Establishing a secure and non-discriminatory work environment that fosters the personal and professional growth of employees Innovation and Excellence: Continuous improvement of operational efficiencies through the application of technology and innovation in operations.

Vision

To establish Karim Spinning Mills Limited as a global leader in textile products Vertical Integration: The optimization of opportunities within the Purbani Group of textile productions to provide solutions from fibres to finished garments.

Values

Karim Spinning Mills Limited shares the Purbani Group principles of integrity, quality, innovation, social responsibility, and environmental friendliness. These values emphasize maintaining high ethical standards, providing high-quality products, contributing to society, and raising environmental awareness.

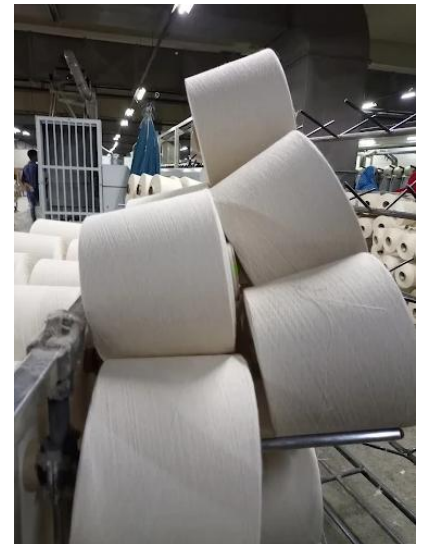
2.3 History and current operations of the company

Karim Spinning Mills Ltd., established in 2002, is a member of one of the greatest industrial conglomerates in Bangladesh and one of the largest spinning mills in the country. The tenth mill, which is located in Dewliabari, Konabari, Gazipur, was established to enhance the Group's spinning capacity and provide the global market with 100% fibres of world-class quality.

Since its inception, Karim Spinning Mill Ltd. has been committed to producing high-quality yarn in the highest count range to meet the needs of premium customers. The Works produces nearly 19 tons of yarn daily and is equipped with 32,000 spindles. This makes a substantial amount of output that can be used to sustain the integrated operations of the Purbani Group and supply their fabric and garment production facilities. Karim Spinning Mills operates efficiently, sustainably, and with high quality. The mill maintains stringent quality control procedures and utilizes state-of-the-art apparatus to guarantee that its yarns are of the highest quality and suitable for the global market. By consistently prioritising technology and innovation, the company substantially contributes to the Purbani Group's objective of achieving excellence in the textile value chain. largest industrial conglomerates in Bangladesh and one of the country's largest spinning mills

Table 2: Current Operations of Karim Spinning Mills Limited

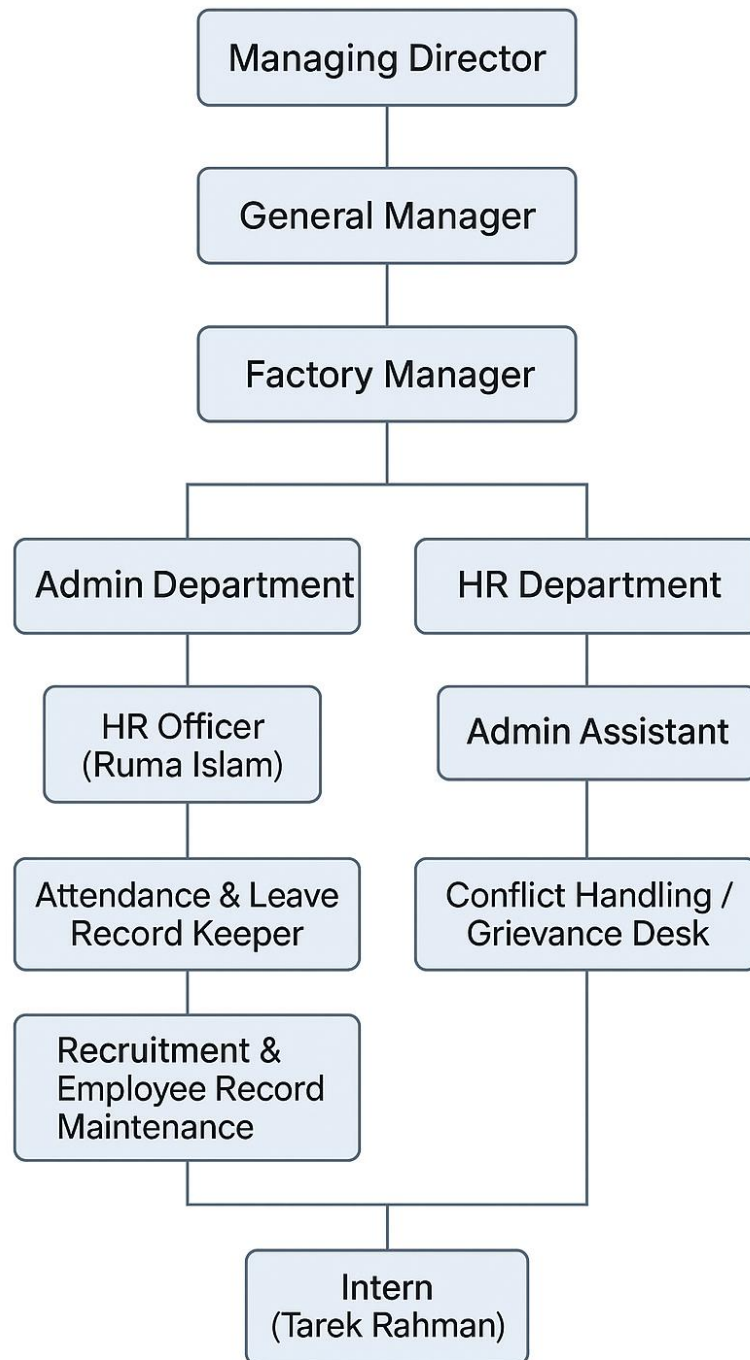
CURRENT OPERATIONS OF KARIM SPINNING MILLS LIMITED	
PRODUCTION FOCUS	Manufacturing ring-spun cotton yarn
LOCATION	Dewliabari, Konabari, Gazipur
PRODUCT TYPES	Carded and combed 100% cotton yarn
MACHINERY	Modern spinning machines (imported)
RAW MATERIALS	Local and imported raw cotton
DAILY OPERATIONS	24/7 production line for yarn spinning
PROCESSES INVOLVED	Cotton processing, carding, drawing, roving, ring spinning, packing
QUALITY CONTROL	Yarn quality monitoring at each production stage
CLIENTS	Local garment factories and export-oriented units (including Purbani Group)
SUSTAINABILITY PRACTICES	Employee safety, compliance, waste management



Product

Graph - 1

Organogram: HR Department – Karim Spinning Mills Limited



Chapter: 3

Internship Role and Responsibilities

3.1 Role and Responsibilities

Data Entry and Documentation: I maintained daily records of operations and data entries of other employee-related materials in the company's spreadsheets and databases. This position enhanced my attention to detail, accuracy, and familiarity with HR documentation standards.

Employee Attendance and Leave Records: I assisted HR in maintaining and recording attendance reports and leave applications, thereby supporting the department's record-keeping process.

Support for Interviews and Note-Taking: I participated in internal discussions regarding conflict resolution and employee concerns, as well as assisted in the summarization of important messages for HR purposes.

HR tools: Acquired practical knowledge of HR tools, including data entry (m-system) using Microsoft Excel, as well as data administration and utilizing HR data for decision-making.

Communication Practice: My manager guided me to improve my professional communication with my colleagues and seniors by engaging in respectful and effective conversations.

3.2 Rationale of those roles and responsibilities

My responsibilities as an intern in the HRM Department at Karim Spinning Mills Ltd. included the processing of all paperwork and assisting HR with any necessary tasks. I assisted in the maintenance of their employees' records in synchronisation with the HR policy structure, which included data entry, attendance, and some documentation tasks. Additionally, the Department's objective to preserve tranquillity in the workplace necessitated monitoring the management of conflict. Although my position was not particularly substantial, it was consistent with the practical aspects of HR and served as the groundwork for comprehending the real-world operations of Human Resource.

3.3 Example of Task

1. Daily Data Entry

I was responsible for the entry of employee data into the system, including attendance records, leave status, and shift timings, as part of standard HR procedures. This task necessitated precision and consistency due to the fact that the data was utilised to process payroll and monitor performance.

2. Meeting Observation

I had the opportunity to observe numerous departmental and conflict-resolution meetings. By attending these meetings, participants were afforded an opportunity to observe the manner in which HR interacts with other departments, addresses employee concerns, and makes administrative decisions.

3. Assistance with Documentation

I assisted the HR personnel with a diverse array of paperwork, such as policy memos, leave requests, and employee forms. This responsibility enhanced my understanding of the importance of maintaining well-organised records and the flow of HR documentation.

4. Organisation of Files

I played a role in the organisation and maintenance of the digital and physical personnel files. This entailed the organisation of documents, the labelling of folders, and the assurance that private employee data was stored in compliance with HR regulations.

5. Update of Employee Information

While under the supervision of the HR officer, I updated the employee records with new information, such as address changes, schedule updates, and role modifications. This endeavour necessitated meticulous attention to detail and cross-checking.

6. Assessment of the Meeting

I assisted in the preparation of concise summaries and evaluations following the observation of meetings. These notes, which were occasionally employed in internal follow-ups or discussions concerning HR strategy, were reviewed by my supervisor.

7. Commencing the Training Session Despite not conducting any training sessions myself, I assisted with the setup by arranging seating, organising materials, and informing the appropriate staff members of the session schedules.

8. Mandatory Administrative Assistance

The following are all examples of general administrative support: addressing basic employee questions, maintaining the organisation of office supplies, photocopying documents, and assisting the HR officer with daily clerical tasks. These activities provided me with insight into the interior workings of an HR department.

Chapter: 4

Key Learnings and Experience

4.1 Important Learnings

Orientation, introduction to the HR department, and basic data entry tasks

I participated in the initial orientation session, during which I acquired knowledge regarding the HR department's operations, organisational structure, and critical policies. As a consequence, I was more adept at understanding the procedures and prerequisites of my internship.

Assisted in organising employee files and reviewed HR documentation processes.

I was assigned the responsibility of maintaining daily attendance records in Excel and cross-referencing employee leave applications. Additionally, I was responsible for monitoring daily attendance and utilising Microsoft Excel to update leave data. This enhanced my Excel and data management capabilities while also supporting conventional HR procedures.

Assisted in the organisation of employee files and verified the accuracy of HR documentation.

I assisted in the organisation of employee files and verified the accuracy of HR documentation. I organised, labelled, and stored employee documents, including appointment letters, ID copies, and performance reviews. I also searched for information that was either outdated or unavailable in order to facilitate efficient recordkeeping.

Observed and documented employee grievances, acquiring the ability to identify conflicts

Observed and documented employee grievances, thereby enhancing one's ability to identify conflicts. I was granted permission to observe the manner in which staff members express their grievances or concerns, and I took notes on the categories of disputes and their underlying causes. This experience has provided me with a more comprehensive comprehension of the origins and resolutions of internal conflicts.

Took notes during informal conflict resolution sessions that the supervisor conducted

I participated in informal conflict resolution sessions conducted by the supervisor, which were intended to resolve interpersonal conflicts. Additionally, I observed the supervisor's conversations with staff members. I recorded these.

Examined formal conflict resolution processes and recorded interview observations in Excel.

I reviewed documented instances of formal grievance procedures, recorded interview observations in Excel, and entered germane findings and interview insights into spreadsheets.

I participated in the revision of employee feedback documents as part of my routine data entry revised and updated employee feedback forms that are utilised for performance evaluations and workplace satisfaction surveys as part of my routine data entry. Additionally, I participated in the revision of these documents. These documents were essential for the review procedures of HR.

In collaboration with HR personnel, a fabricated flowchart was developed to illustrate the conflict resolution process. I worked with the HR team to create a sample flowchart that illustrates the stages involved in the progression of a conflict from identification to resolution. This endeavour enhanced my conceptual comprehension and facilitated the visualisation of the entire process.

4.2 Rationale of those roles and responsibilities

I was assigned tasks such as attendance tracking, employee file organisation, and observing conflict resolution processes, as these activities reflect core HR functions. They allowed me to contribute to the department's daily operations while also gaining practical exposure to HRM concepts I studied in my coursework, such as employee relations, communication, and organisational behaviour. I offer several types of courses related to conflict management, one of which is titled Conflict Management. Through this course, I learn how to solve basic conflicts and understand how they are created. Additionally, I explore how employees deal with conflict when it occurs. Conflict management is a major subject in my HRM major courses.

4.3 Connection with Academia

The internship helped bridge the gap between academic understanding and practical human resources procedures.

- Enabled the implementation of concepts from organisational behaviour, conflict resolution, and HR operations.
-
- Provided details regarding the HR division's strategies for dispute resolution, performance management, and discipline.
- Entailed practical responsibilities such as maintaining attendance records, updating data, and composing memos.
- Enhanced my understanding of HR responsibilities beyond the scope of classroom theories and textbooks

4.4 Example: personal and professional Growth

My internship at Karim Spinning Mills Limited was a transformative experience that contributed significantly to my personal and professional growth. Throughout the three months, I encountered a diverse array of scenarios that enabled me to apply my academic knowledge, gain industry exposure, and develop both critical soft and hard skills. My participation in the organisation's conflict management process, observing and comprehending it, was one of the most influential experiences. As my internship report focused on the "Analysis of: Conflict Management Process," I was given the opportunity to participate in informal discussions and observe the HR department's approach to identifying employee conflicts, addressing concerns, and providing solutions. This enabled me to directly connect theoretical concepts from my coursework, including mediation, negotiation strategies, and grievance management, with real-world applications. It facilitated my comprehension of the intricacies of human behaviour in organisational environments and demonstrated the importance of patience, neutrality, and empathy in the role of an HR professional. My struggle with professional communication at the outset of the apprenticeship was another defining experience. At first, I encountered difficulty in expressing myself and communicating with senior officers in a formal work environment. Nevertheless, my supervisor, Ms. Ruma Islam, acknowledged my obstacle and consistently motivated me to interact more with my colleagues. Over time, I began to engage in discussions, pose questions, and initiate conversations. This not only enhanced my communication abilities but also increased my professionalism and self-assurance.

Chapter 5:

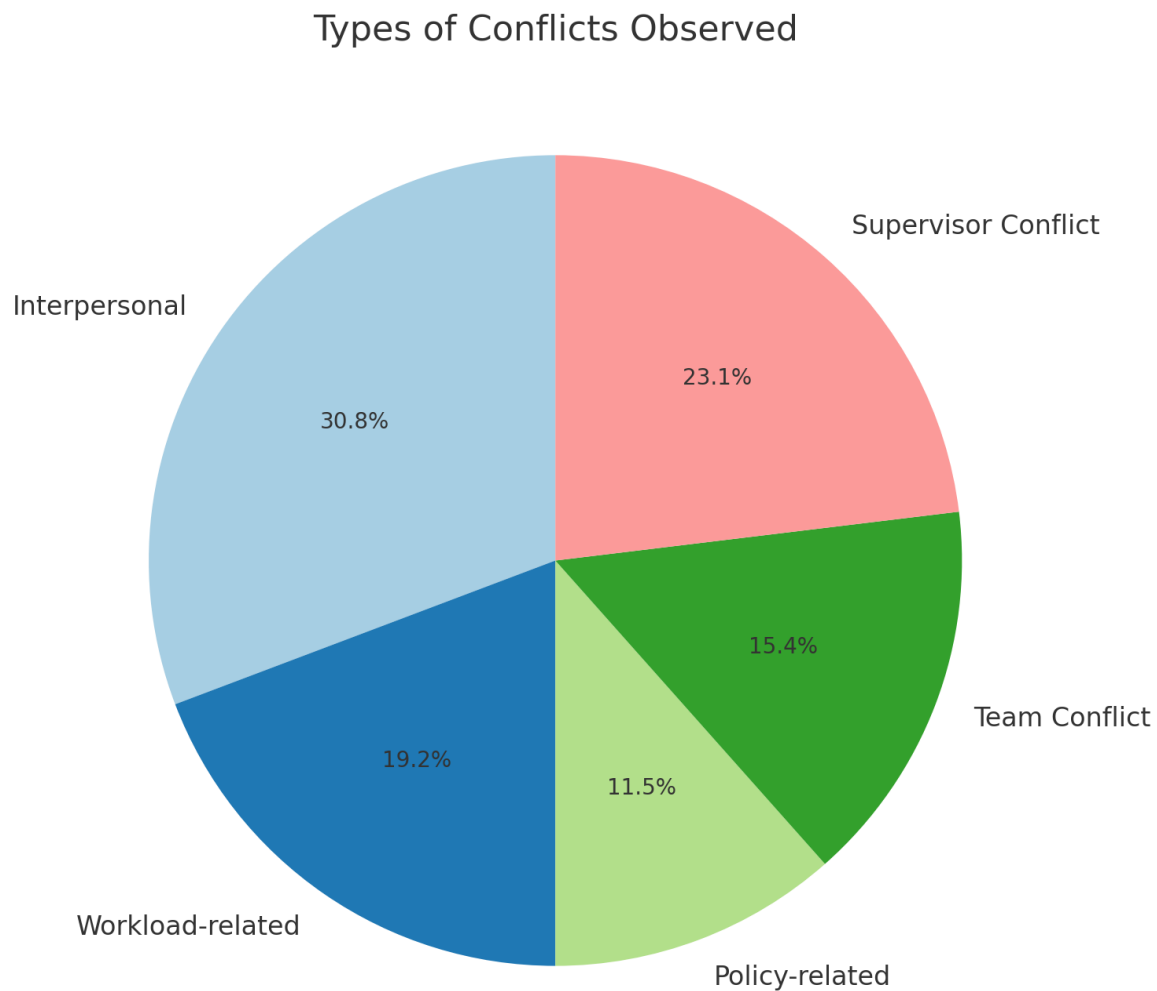
Critique and Reflections

5.1 Critical evaluation

My internship at Karim Spinning Mills Limited was a valuable experience that bridged the gap between academic theory and practical HR applications. Like any professional environment, it had both positive and challenging aspects, all of which contributed meaningfully to my personal and professional development. One of the most rewarding parts was observing the conflict resolution process, which was highly relevant to the focus of my internship report and my academic background in HRM. Watching how workplace conflicts were handled gave me practical insights into organisational dynamics, human behaviour, and the real-world application of HR policies. I am especially grateful to my supervisor, Ms. Ruma Islam, for her continuous support and the nurturing environment she provided throughout my internship. The experience also helped me build essential technical and behavioural skills such as data entry, document handling, time management, and professional communication. It contributed to a boost in my confidence and a clearer understanding of workplace discipline and structure. However, there were some limitations. As a student intern, I was not involved in strategic HR functions such as recruitment, training, or employee engagement. Most of my tasks were administrative in nature, such as data recording, which, while essential, limited my exposure to the broader scope of HR. Moreover, I had minimal interaction with modern digital HR tools or advanced HR software, which are increasingly important in today's work environment. Despite these constraints, the experience reaffirmed my decision to pursue a career in Human Resource Management. It taught me that even small contributions play a vital role in organizational success. Overall, the internship laid a strong foundation in core HR practices and significantly shaped my confidence, skills, and future career direction.

Analysis and Findings

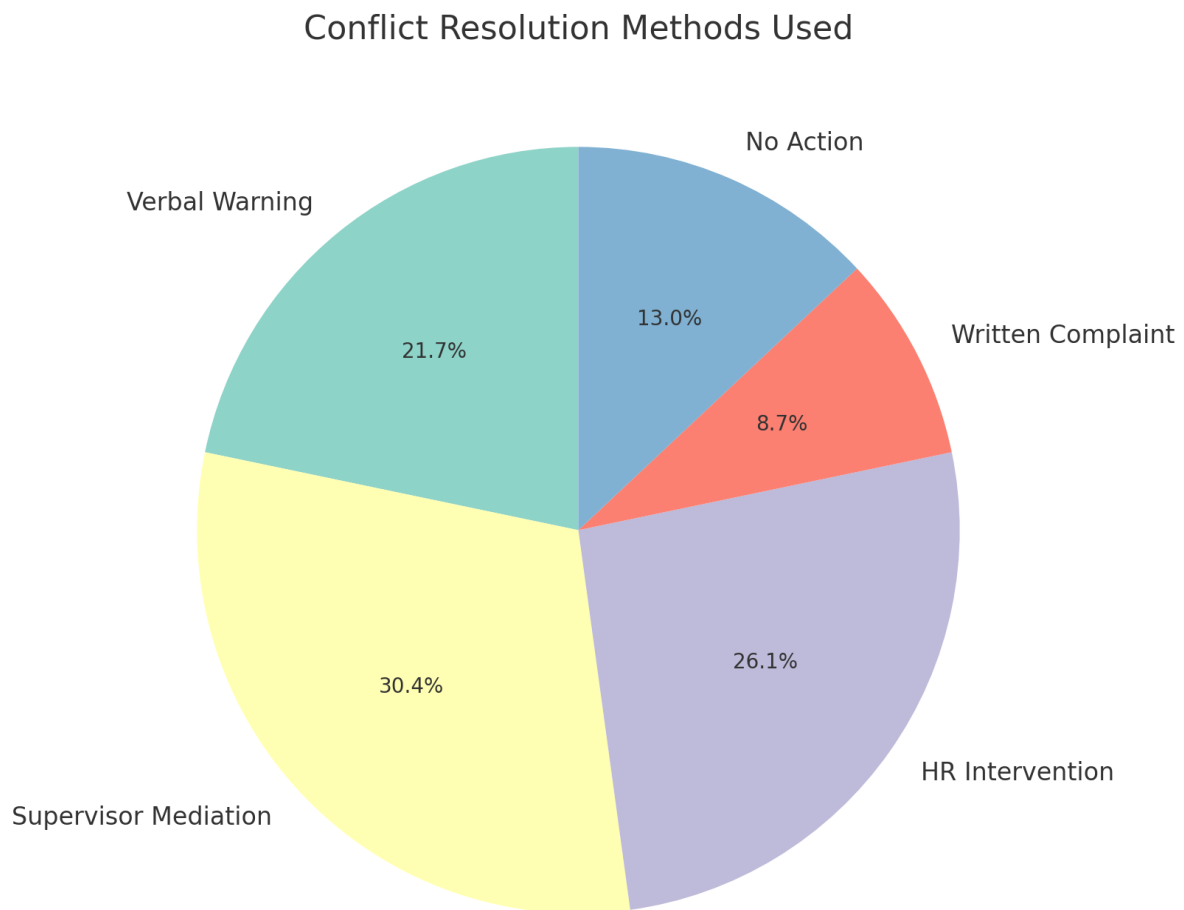
Graph – 2 Types of Conflicts Observed



Source

"Types of Conflicts Observed" is taken from Jehn, K. A. (1995). A multi-method investigation of the benefits and drawbacks of intragroup conflict. *Administrative Science Quarterly*, 40(2), pp. 256–282.

Graph – 3 Conflicts Regulations method used



Source

Thomas, K. W., and Kilmann, R. H. (1974) are the sources for the pie chart "Conflict Resolution Methods Used." Instrument for the Thomas-Kilman Conflict Mode (TKI).

5.2 Key challenges faced during the entire internship period

I faced a number of obstacles during my internship at Karim Spinning Mills Limited that put my flexibility, confidence, and communication abilities to the test. But these difficulties also had a big impact on my growth, both personally and professionally.

1. Communication with senior staff

At the beginning of the internship, I encountered difficulties in communicating with senior officers. I was apprehensive about expressing my thoughts or posing inquiries during conversations. Insecurity and a phobia of making errors were the primary factors contributing to this. However, I was able to gradually improve my communication skills, which allowed me to interact with my colleagues with more confidence, with the assistance and encouragement of my supervisor, Ms. Ruma Islam.

2. Limited Responsibilities

My duties as an intern were predominantly limited to basic administrative tasks, such as data entry and documentation assistance. In order to acquire a more profound comprehension of strategic HR practices, I frequently believed that more challenging or diverse assignments were required, despite the fact that these tasks were essential for acquiring an understanding of the principles of HR operations.

3. Adapting to a Workplace Environment

This was my initial experience working in a formal business environment, and it required some time for me to adjust to professional standards such as office etiquette, dress code, and punctuality. Striking a balance between practical business operations and academic knowledge necessitated self-control and perseverance.

4. Time Management

Another challenge was the necessity of balancing the internship responsibilities with personal studies and other obligations. I needed to enhance my time management skills in order to maintain organisation and meet deadlines without compromising the quality of my work.

5. Understanding Practical Conflict Management

Although conflict management was the subject of my report, it was not always straightforward to understand the actual mechanisms by which conflict arises in the workplace.

5.3 Learning from Challenges

Improved Communication Skills

When I had suggestions for projects, the senior officers were particularly difficult to work with and communicate with, as they did not appear to be interested in listening. I was experiencing feelings of anxiety and unease regarding my conduct in the conservative environment. Nevertheless, I began to discover my voice when my supervisor, Ms. Ruma Islam, encouraged and supported me to elevate my voice, ask questions, and participate in the discussion. This encounter taught me the importance of professionalism, listening, and open channels of communication in the work environment.

Enhanced Flexibility

A new experience for me was adjusting to the daily routine, adhering to the company's policies, and performing routine tasks. I acquired the ability to be disciplined by compulsion, which entailed waking up early, adhering to routines, and transitioning swiftly between tasks at work. This has enhanced my adaptability and prepared me for any future corporate environment.

Comprehending Actual Conflict

I still recall the challenge of understanding the informal process of resolving disputes between residents. However, it gave me a sample of conflict resolution in a real-world setting. I came to the realisation (often with excruciating speed) that conflict resolution is not forcible action, but rather empathy sniperism, which involves listening and waiting for the appropriate moment to intervene. This realisation enhanced my understanding of HR and broadened my understanding beyond the confines of textbook theories.

Valuable is fundamental administrative work

although some of my responsibilities were repetitive and clerical in nature, I gained an understanding of the importance of precision and uniformity in administrative positions. These are integral components of HR operations and have facilitated my comprehension of the importance of each position within the organisation, regardless of its perceived insignificance.

5.4 Overall Reflection

My internship at Karim Spinning Mills Limited was a valuable and enriching experience that has significantly impacted my professional and academic development. During my undergraduate BBA in Human Resource Management at Daffodil International University, I was able to connect my textbook learning with the professional practices of an HR department in a professional context.

Immediately, the internship provided me with an understanding of the HR department's organisation and exposure to its daily operations. Although the tasks I was assigned, such as data entry, documentation, and leave sanitisation, were restrictive and only provided me with a glimpse of administration and the official ethic in certain spaces. The most notable development, in my opinion, was the heightened confidence and communication. Initially, I encountered challenges in advancing the protocol and collaborating with the organisation's upper echelons; however, I persevered. Therefore, I gradually improved through observation, interaction, and mentoring, with the latter being largely attributable to my supervisor, Ms. Ruma Islam. I began to feel at ease when engaging in conversations with my peers, contributing to discussions, and presenting myself plainly and confidently. I came to understand the significance of being punctual, responsible, and meticulous as a result of the structured work environment. I am gaining practical knowledge as a result of my decision to include the "Conflict Management Process" in my report. This has allowed me to gain a deeper understanding of the methods that HR professionals use to address employee grievances and maintain a healthy work environment, which I previously only learned about theoretically. Additionally, this apprenticeship gave me a more precise understanding of my professional objectives. It served as an additional source of motivation for me to pursue a career in human resources, and it fuelled my desire to pursue positions in HR operations, conflict resolution, or employee relations in the future. It also demonstrated the areas where I would require additional training, such as acquiring HR software and pursuing strategic HR positions. In summary, the apprenticeship not only enhanced my professional development but also facilitated my personal growth and increased self-assurance. It was an extraordinary, practical education that prepared me for the future of the corporate world.

Table 3: Challenges and Resolutions

Challenge	Resolution
Communication barrier with senior officers	Supervisor support and regular feedback
Lack of initial knowledge on documentation	Guidance from HR staff and hands-on practice
Difficulty understanding conflict processes	Observed real cases and reviewed HR documentation
Adapting to a formal work environment	Developed confidence through daily interaction.

Chapter: 6

Conclusion

Conclusion

My internship at Karim Spinning Mills Limited was a highly beneficial and constructive experience for me, as it contributed to my professional and academic development, as well as my overall personal growth. I was able to implement my theoretical understanding in a pragmatic environment, witness HRM in action and its efficacy, and enter the "corporate" world for a period of three months (February 1–April 30). "The analysis of conflict management process" was the subject of my internship paper, which provided me with a deeper understanding of the methods used to identify, resolve, and manage conflicts in the workplace. This concentration not only facilitated a more comprehensive comprehension of the dynamics of organisations but also provided a glimpse into the tools and methodologies that HR employs to maintain productivity and balance in the workplace. I needed to comprehend the significance of all tasks within the HR department, as my responsibilities did not include daily data entry, filing, or observation-based interviews. I have acquired knowledge regarding the fundamentals, including communication, time management, professionalism, and people management, which are essential for an HR professional. I found the challenge to be enjoyable, as it allowed me to venture outside of my comfort zone. For example, I found it difficult to engage in conversation with older staff members. I can communicate effectively and professionally as a result of the consistent support I receive from my supervisor, Ms. Ruma Islam. I have acquired experience that has improved my professional acumen and interpersonal abilities. I will readily acknowledge that the internship has assisted me in bridging the gap between my academic knowledge and the practical application of those skills in a professional context as I reflect on this journey. It redirected my aspirations for a profession and strengthened my resolve to pursue a career in Human Resource Management, with a particular emphasis on topics such as conflict and employee relations. In conclusion, this apprenticeship has both validated my educational decisions and guided my future aspirations. It has provided me with the necessary hands-on experience, labour, and perspective to excel in the field. I am now on the path to becoming a successful HR professional, driven by my new perspective, motivation, and direction.

Chapter: 7

Implications

Implications

The internship at Karim Spinning Mills Limited a series of tasks and observations, but it was also a profoundly valuable journey that had broader implications for both the organisation and my personal growth. I was able to establish a connection between academic theories and real-world practice, cultivate essential skills, and acquire a comprehensive understanding of the HR operations of a manufacturing company as a result of a variety of responsibilities and challenges. The internship at Daffodil International University allowed me to apply my BBA in Human Resource Management knowledge to practical situations, enhancing my understanding of organisational behaviour, conflict resolution, and administrative processes. This experience also provided me with valuable insights into the textile and spinning industry in Bangladesh, which requires effective human resource management. By observing conflict resolution strategies in a manufacturing context, I gained a deeper understanding of the industry's unique challenges, such as communication gaps, work pressure, and cultural differences. The internship also enhanced my skills in communication, time management, people management, and technical abilities, such as Excel for data entry and basic HR documentation. Despite facing challenges such as adapting to a new professional environment and communication with senior officers, I developed qualities such as discipline, confidence, and proactivity. The internship also fostered meaningful relationships with HR personnel and staff, allowing me to understand team dynamics, feedback, and leadership styles. These relationships will be invaluable as mentors and references in the future. The internship provided me with valuable insights into the importance of a structured internship program, formal documentation and reporting systems, and enhancing my understanding of HR analytics, employee engagement, and industrial relations. These experiences have prepared me to make a more strategic contribution to organisations as a future HR professional.

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Purbani Group Official Website – Karim Spinning Mills Limited Section

- Website:
<https://www.purbanigroup.com/companies/KARIM%20SPINNING%20MILLS%20LIMITED/>
- Used for: Company Overview, History, Operations, Vision, Mission, and Values.

APPENDIX -1 Certificate of appreciation

PURBANI

Karim Spinning Mills Limited

**CERTIFICATE
OF ACHIEVEMENT**

THIS CERTIFICATE IS PRESENTED TO

TAREK RAHMAN

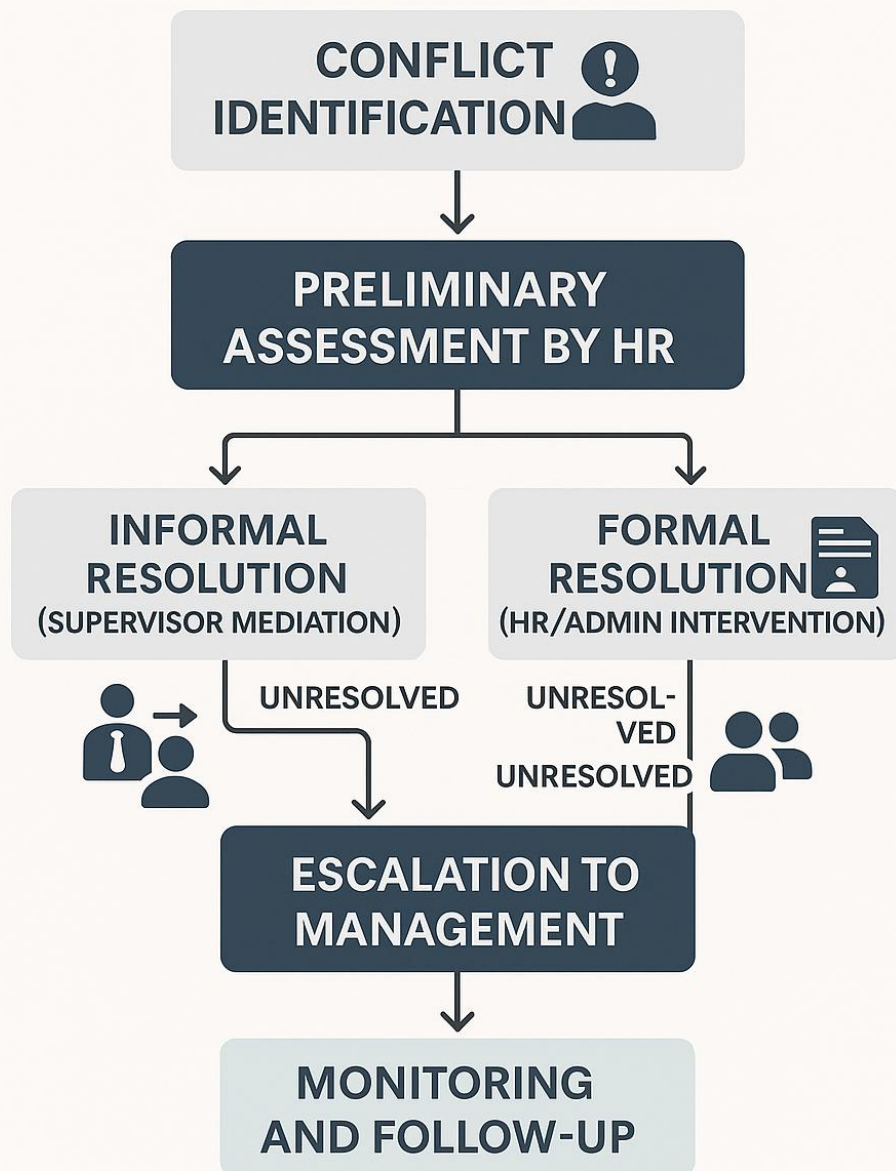
FROM DAFFODIL INTERNATIONAL UNIVERSITY

In recognition of his efforts and achievement in completing the three months internship program. **Conducted From 1th February To 30th April, 2025**



Ruma Islam
HR Officer and Admin
Karim Spinning Mills Limited

ANALYSIS OF THE CONFLICT MANAGEMENT PROCESS AT KARIM SPINNING MILLS LIMITED

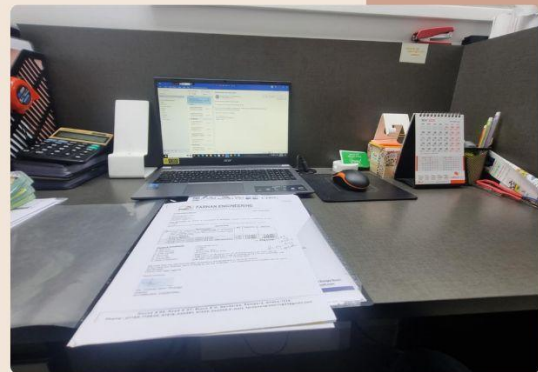


KARIM SPINNING MILLS LIMITED

APPENDIX – 3 Company products and looks



Company products and looks



APPENDIX – 4 Internship log book



DAFFODIL INTERNATIONAL UNIVERSITY

Faculty of Business and Entrepreneurship (FBE)

Department of Business Administration

INTERNSHIP LOG BOOK

Student's Name:	Tarek Rahman	Internship Site:	Karim Spinning Mills Limited
Supervisor's Name:	Ruma Islam (HR Officer & Admin)	Week beginning:	1 st February 2025
Internship Coordinator/Advisor:	Md. Alamgir Hossan		

Summary of Internship Activities

Working in the Human Resource Management (HRM) department under the supervision of Ruma Islam during my three-month internship at Karim Spinning Mills Limited. I was primarily responsible for data entry in daily HR operations, leave records, and document support. Additionally, I assisted with interviews, observed conflict management processes, and enhanced my communication and people management abilities. I utilised the theoretical knowledge I acquired from my BBA in HRM coursework, particularly in the areas of HR operations, communication, and employee relations, throughout the internship. I was able to overcome real-world challenges, such as communication divides with senior officers, with the assistance of my supervisor. The internship provided me with a solid foundation for a future career in HR, offering valuable insights into managing employee conflicts and preserving workplace harmony within HR departments.

Week & Date:	Description of Activity
Week 1:	Orientation, introduction to the HR department, and basic data entry tasks.
Week 2:	Maintained daily attendance records and supported leave data updates in Excel.
Week 3:	Assisted in organising employee files and reviewed HR documentation processes.
Week 4:	Observed and recorded employee grievances; learned about internal conflict identification.
Week 5 :	Participated in supervisor-led informal conflict resolutions and took interview notes.
Week 6 :	Input interview observations into Excel; began learning about formal resolution paths.
Week 7 :	Supported HR/admin during an internal conflict case involving two departments.
Week 8 :	Helped in updating employee feedback documents; continued regular data entries.
Week 9 :	Worked on a mock flowchart of conflict resolution processes with HR input.
Week 10 :	Practiced professional communication with team members; observed escalated conflict cases.
Week 11 :	Assisted in monitoring follow-up reports of resolved conflicts.
Week 12 :	Prepared final report summary and reflected on internship experience with supervisor.

APPENDIX – 5 Intern Assessment Form



DAFFODIL INTERNATIONAL UNIVERSITY

Business and Entrepreneurship (FBE)

Department of Business Administration

Intern Assessment Form (Employer)

Semester: Final

Year: 2025

Name of the Intern: Tarek Rahman

Name of the Supervisor: Ruma Islam

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)									
Regularity in the Office	1	2	3	4	5	6	7	8	9	✓10
Communication Skill	1	2	3	4	5	6	7	✓8	9	10
Work Responsibilities & Accountability	1	2	3	4	5	6	7	8	9	✓10
Work Ability (Independently/Team)	1	2	3	4	5	6	7	8	9	✓10
Adaptability in the workplace	1	2	3	4	5	6	7	8	9	10

Signature with Date

(Including official seal)

