



Daffodil
International
University

Internship Report on
INDUSTRIAL TRAINING ON HR AND COMPLIANCE AT
DEBONAIR GROUP, UNIT-2

Submitted by:

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ID: 191-10-1981

Batch: 46th

Course title: Project paper with Internship

Course code: ENG431

Semester: Fall-2022

Submitted to:

Asma Alam

Assistant Professor

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This internship report is submitted in partial fulfillment of the requirements for the degree of Bachelor of Arts in English.

Date of Submission: 12th November, 2022

Declaration by the Intern:

I am Tamanna Akther Toma, a final year student, Department of English, Daffodil International University. I hereby declare that I have completed my internship report titled “Industrial Training on HR and Compliance” under my course supervisor Asma Alam, Assistant Professor, Daffodil International University. An internship report on Debonair Group, unit-2, where the whole research has been conducted by me from 22th August, 2022 to 21th November, 2022 under the guidance of Sorowar Alam, Senior Assistant General Manager of HR and Compliance Department.

I also declare that this report has not yet been published. This project is my original work and this information is solely for academic purposes.



Tamanna Akther Toma

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Certification of the Supervisor:

I am happy to certify that Tamanna Akther Toma, ID: 191-10-1981, a student of the English Department at Daffodil International University, completed her Project paper with internship (course code: ENG-341) at Debonair Group and this project report has been approved for presentation and viva voce. To the best of my knowledge, and in accordance with her declaration, it is a genuine piece of work completed under my supervision during the Fall Semester -2022. I recommend Tamanna Akhter's Project report for additional academic accolades.

I wish her success every sphere of life.



Asma Alam

Assistant Professor

Department of English

Daffodil International University

Dedication:

This project paper, entitled "Industrial Training on HR and Compliance at Debonair Limited," is entirely dedicated to Daffodil International University, which provides opportunities for students like us to develop and test our abilities while also acquiring experience. Furthermore, I also want to dedicate this work to my parents and my supervisor, Asma Alam, Assistant Professor, Daffodil International University, for their unconditional support and never-ending inspiration during my entire journey.

Acknowledgement:

First and foremost, I would like to thank Almighty Allah who gives me enough workability, imagination power, energy, knowledge and ability to obtain opportunities to expand my educational knowledge and complete this project.

After that, I would especially like to thank my dear supervisor, Asma Alam, Assistant Professor of Daffodil International University, who mentors me through every step and aspect of this industrial training to ensure that it is successfully completed and also, I would like to thank our English Department, accounts, and all kinds of staff at our reputed university, who also helped me in many ways. Next, I would like to express my gratitude to Sorowar Alam, AGM of HR and Compliance Department, at Debonair Group, Unit-2, for the cordial and friendly assistance with the initial work. I also want to convey my gratitude to my organization supervisor, Selina Bithi, for helping me a lot to understand the official work and all the employees who have helped me in my training period. Last but not the least; I would like to express my heartfelt appreciation to my family, friends, and classmates for their constant support throughout this project.

Executive Summary:

This document serves as a record of the intern's three months of on-the-job training at Debonair Group, which is located in Gazipur, where she gained a general understanding of the RMG (Readymade Garments) sector of Bangladesh. This internship report is prepared based on the intern's experience in the workplace. On the first day, Sorowar Alam, the factory's Assistant General Manager, met with the intern to discuss their work policies and gave a brief overview of the HR and Compliance department, as the intern will be joining them as a Compliance Executive. After the meeting, the HR Manager provided the intern with an appointment letter. During the industrial training, the intern had the opportunity to expand her knowledge and abilities by connecting what she had learned over the previous four academic years at DIU through her visual exploration. This training was the first step toward establishing a corporate lifestyle. Through this industrial training, the intern has gained a greater knowledge about HR and Compliance departments and the process of making clothing from beginning to end by exploring each department, including the Sample Department, Store Section, CAD Section, Production Department, IE Section, and Finishing Department. Therefore, the focus of this report is on acquiring practical knowledge and experience that will help the intern in her future career. She has filled this report with all necessary data and information as well as related industrial training steps.

Table of Contents

Contents	Page No
Declaration by the Student	ii
Certification of the Supervisor	iii
Dedication	iv
Acknowledgment	v
Executive Summary	vi
Table of Contents	vii-viii
Chapter -1: Introduction	1
Chapter -2: Background and Significance of the Project	2
2.1 Background of the Project	2
2.2 Significance of the Project	3
Chapter-3: Methodology	4
Chapter-4: Organization Details	5-8
4.1: About Debonair Group	5
4.2: Factory Profile	6
4.3: List of Buyers	7
4.4: Total Factory Sections	8
4.5: Description of the HR and Compliance Department	8
Chapter-5: Internship Activity	9-13
5.1: Working Conditions as a Compliance Executive	9,10
5.2: Working Conditions as an HR Executive	10
5.3: Developed Skills during the Internship	11

5.4: Problem Solving Cases	12
5.5: Overall Learning as an Intern	13
Chapter- 6: Limitations of the project	14
Chapter- 7: Overall Observations and Findings	15,16
Chapter- 8: Recommendations	17
Chapter- 9: Conclusion	18
Chapter- 10: References	19
Chapter- 11: Appendices	20-21
Appendix-1: Certificate of the Internship	20
Appendix-1.1: Certification Program	21
Appendix-2: Photographs	22-27
Plagiarism Report	28-35

Chapter-1

Introduction

The Ready-Made Garments (RMG) sector of Bangladesh contributes significantly to the country's overall economy. The RMG sector is now a multibillion-dollar business and export industry in our country. The RMG sector in Bangladesh began in the 1980s, and there has been no need to look back since then. The RMG sector directly contributes to the growth of our GDP, which helps the country advance on the path of development. Approximately 1.5 million people are currently employed in the sector, the majority of whom are women from low-income families. Women are no longer restricted to the four walls of the kitchen to cook. They are now entering the workforce, which has transformed their role in family and social decision-making.

It is a mandatory requirement for the students of BA program of Daffodil International University to undertake an internship in any organization. So, for my internship, I chose the garment industry and conducted research on the Human Resources (HR) and Compliance departments because my primary purpose was to identify the impact of HR policies on organizational performance and explore those qualities that would aid the HR and compliance teams in carrying out their responsibilities flawlessly. Beside this, I want to learn more about the RGM sector as well as the industry's production system and how this sector plays such an important role in the development of the country. There are numerous garment industries in Bangladesh, but I applied for an internship at Debonair Group, and luckily, I got the opportunity to work at this factory. And as long as I have worked there, I have used this opportunity as a source of great learning.

Chapter- 2

Background and Significance of the Project

2.1 Background of the Project:

When it comes to choosing an internship or a career, one should prioritize his or her own areas of interest. So, I followed the same path. I wanted to pursue a career in the corporate sector, particularly in Human Resource Management. This department is now very essential for every organization to comply successfully. Due to my personal enthusiasm, I consequently made the decision to work in the HR and Compliance department of a garment factory.

Now a question can arise as an English department student: why have I chosen the corporate field over the teaching profession? There were options to teach or conduct research in the areas of English literature or linguistics. But I was inspired to think differently, and by selecting a different field of work, I wanted to challenge myself to demonstrate that my decision to pursue a different career path was not a mistake. When I made the decision to work in a different field, I believed that, by doing so, my knowledge of English would help me perform better in that organization. Many people mistakenly believe that garments only recruit illiterate people, but in actuality, garments are a place where all different types of individuals with different professions can be found. Such as, Doctors, Nurses, IT officers, HR and Compliance officers, Account officers, Operate Engineers etc. I worked in the HR and Compliance department, where everyone is highly educated, so we mostly communicated in English, and our AGM Sir also encouraged me to communicate in English as much as possible. Most of the official work in the office is executed in English, so, my academic studies in English opens up a great deal of scope for me to understand all of the procedures quite easily.

2.2 Significance of the Project:

We've had a number of issues in the last few years, mostly in our field of work.

Unemployment is a major issue that we have been encountering for a long time and this is because most job seekers are only concerned with their grades, or CGPA, without giving much thought to developing skills. A successful career cannot be achieved solely through educational qualifications. As a result of this scenario, an internship is essential for every student to gain experience and develop their skills.

The interns who take part in an internship are the primary beneficiaries. My three-month internship had a significant influence on my mindset when it came to focusing on my career. As this is my first job, I had no previous knowledge of corporate life. However, after three months of working at the office, I got a clear idea about this field and began to think of myself as an employee and became more confident about my capabilities. The findings and recommendations of this project will assist the factory in improving their deficiencies, which will be beneficial to the factory's development. In addition, other recent graduates who are seeking an internship in the garment industry will be able to learn about the responsibilities of Human Resource and compliance departments as well as the traits and skills that employers seek in a compliance officer and an HR manager.

Chapter- 3

Methodology

The chapter gives an overview of the project paper. The following steps will explain the entire procedure:

- After consulting with my supervisor, Asma Alam, Assistant Professor of Daffodil International University, I was given option to look for a school or industry to complete my internship. When I learned about the internship pattern, I decided to do my internship in an industry as I have always wanted to work in corporate sector. After looking into some companies finally, I selected Debonair Group to do my internship here. I then scheduled an interview with the factory's AGM. I talked about the goal of my project paper during the meeting. After the meeting, AGM Sir introduced me to the Senior Officer of the Compliance department, under whom I worked for the next three months.
 - Then, they provided me an orientation so that I could learn everything I needed to know about my duties and corporate policies. My official work began shortly after this orientation.
 - I have used two sources for data collection.
 1. Primary data: Primary data was gathered based on my own experience gained during the internship period. Personal observation, interviews with officers and workers were the primary sources of data.
 2. Secondary data: Office files, journals, books and some other relevant sources etc.
 - Apart from my official tasks, they gave me several official documents and files and asked me to check if everything was correct and if there was any mistake in calculation or writing, I had to report it to AGM Sir and then I have to send those documents for correction.
 - Finally, I completed my internship by writing this project report based on my work experience.
- I faced few difficulties and was nervous because it was my first job, but everyone in the office helped me to overcome them. My project paper's entire process was enjoyable for me.

Chapter- 4

Organization Details

4.1 About Debonair Group:

Debonair Group is a privately owned, diversified but mostly inter-linked garment manufacturing and agro business plat-form. It consists of Six (6) operating entities worth \$60.0 million, of which Four (4) businesses are export-oriented and profit-making organizations and the other two (2) operate as non- profit-making organizations. Debonair Group operates three branches, the main one of which is in Mohakhali. The factory has started manufacturing journey in 2013 speculating tremendous prospect and possibilities of potential business growth in the garment manufacturing sector in Bangladesh. The ultimate goal of the group is to become a sustainable business conglomerate and contribute to the continuing growth of national economy by creating jobs.

The factory's vertically integrated production facility allows it to respond quickly to changing fashion trends while also paying close attention to quality control. This factory's main production is all kinds of heavy winter jackets and light wear or summer jackets, as well as transitional and non-transitional jackets like padded or insulated jackets, down jackets, ballpoint padding jackets, bomber jackets, quilted jackets, diamond quilting jackets, sequin jackets, and woolen jackets for all seasons in casual and fashion categories and for all age and gender groups. The factory has always attempted to develop a diverse range of products while providing a superior value proposition. This factory believes that cutting-edge technology and highly motivated employees are essential to success, and it is well aware of the buyers' compliance needs. They always prioritize protecting the buyer's brand by avoiding child labor, abuse, coercion, forced labor, etc. They also believe that their customers are their first and foremost priority in driving their business, and they take great pride in their ability to perform with excellence and discipline. The factory's business practices reflect a strong concern for the environment and the preservation of natural resources. It successfully obtained the BGMEA certificate while adhering to its core principles of protecting workers' rights. I'm extremely proud to have a chance to intern here.

4.2 Factory profile:

- Name: Debonair Group, Unit-2
- Year of Establishment: May 2010
- Industry Type: 100% Export-oriented Outerwear Garments, Padding, Embroidery, Printing, Dyeing & Accessories Manufacturing.
- Status: Private Limited Company
- Head office: Flate#05, House #03, Road #23/B, Mohakhali, Dhaka, Bangladesh
- Factory Address: 356, Ozarpara, Sharifpur Road, Maleker Bari, National University, Gazipur.
- Total area: 775000 SFT
- Annual Turnover: For all units (\$ 200 million)
- Production Capacity: 700k per month
- Total Manpower: 3000
- Main Production: All kinds of heavy winter jackets and light wear or summer jackets.
- Children Care Center: Available
- First Aid Box: Available
- Exit Sign: Available
- Medical Facilities: Full time Doctor and trained nurse.
- Certification: ISO 9001: 2015, OEKO-TEX Step, RSC: RMG Sustainability Council (RSC), SEDEX and so on.
- Website: www.debonairgroup.com

4.3 List of Buyers:

Buyer Name	Country	Logo
H&M	Sweden	
Tesco	Hong Kong	
Next	United Kingdom	next
American Eagle	United Kingdom	
H&S	America	
Bershka	Spain	Bershka
Orsay	Germany	
Uniqlo	Japan	

4.4 Total Factory Sectors:

- Store & inventory
- Sample Section
- Cutting Section
- Sewing Section
- Finishing Department
- CAD Section
- Pattern Section
- Production Department
- HR & Compliance
- Administration

4.5 Description of the HR and Compliance Department at Debonair Group:

HR and Compliance is the core topic of this internship. Human Resources and Compliance are vital departments in any organization, especially in a production industry where workers are involved.

Human Resource (HR) is the department of a company that is in charge of finding, screening, recruiting, and training job candidates. It also manages employee benefit plans. In the twenty-first century, human resources play a critical role in assisting businesses in dealing with a rapidly changing business environment and a greater demand for quality employees. On the other hand, the compliance department is in charge of ensuring that all corporate processes and procedures adhere to the law. It also confirms that all workers involved with the organization are being treated fairly.

Debonair Group, unit-2, has brilliant, skilled, experienced, and well-trained HR and Compliance teams headed by Mr. Sorowar Alam, Sr. AGM of HR and Compliance. The team consists of a senior manager, four human resource managers, one human resource administrator, four compliance officers, and three welfare officers who work tirelessly for the progress of the factory as well as the well-being of the workers.

Chapter- 5

Internship Activity

This chapter contains a detailed description of my whole assessment as an intern at Debonair Group. I used to go to my office four days a week and worked in both the Human Resources and Compliance departments under the supervision of Selina Bithi (Senior Executive Compliance). At first, I joined the factory as a Compliance Executive, but the factory's senior manager suggested that I should work two days in the HR department and two days in the Compliance department in order to gain a clear understanding of these areas, which are crucial now for every industry. As a result, I was not only required to engage in compliance activities but also collaborate with the HR department. During my internship, I completed the following tasks:

5.1 Working Conditions as a Compliance Executive:

After I joined their factory, my supervisor, Selina Bithi (Senior Executive Compliance), gave me a two-week training to get an overall idea about their factory and other departments. During my training, I would go to the floors with my supervisor on a regular basis and watch how she performed her duties as a Compliance Officer. I began taking regular notes on my observations. My duties as a Compliance Executive after finishing the training were:

- Every month, numerous new employees join the Debonair Group, and they are provided orientation and training upon their arrival. I was given the responsibility of training some new workers, and I had to teach those who couldn't sign their names as well as inform them about their rights and the factory rules that they have to follow as per my supervisor's instructions.
- I used to visit the cutting and sewing sections twice a day to see whether the workers were wearing safety equipment while working and I had to report my observations to my senior officer on a daily basis.
- Every month, after getting their salary, many workers leave the workplace without prior information to the authority, and if they do not return within three or four days, the compliance department calls them to confirm whether they will continue working. Approximately 100 people left the factory in September, and I was

assigned the task of calling these individuals and identifying why they were not returning to work and whether they would quit or continue working.

- As a Compliance Executive, it was my responsibility to ensure that the workers received all of the factory's benefits, and when I visited the floors, I asked the workers some questions to determine if they were getting all of the company's facilities or if there was any discrimination among them. As a result of my survey, I found that 70% of the workers are satisfied with their management system.
- Foreign buyers visit the RMG sector for compliance audits. Following the audit, they provide important findings or faults, if any are identified. The compliance team collaborates to fix such difficulties and create a file based on those problems. The Compliance team provides a suitable remedy in the form of a CAP (Corrective Action Plan) file for that buyer. I took part in making VARNER CAP file.

5.2 Working Condition as an HR Executive:

- Debonair Group recruits new employees on a monthly basis based on organizational needs, and the factory prepares workers' personal files to keep new employee records such as name, father's name, mother's name, previous experience, reference, personal declaration, education qualification, and address. I prepared a large number of documents for new workers by the guidance of my supervisor.
- I participated in the recruitment and selection process to learn about the steps and procedures that go into selecting a qualified candidate for the specific position.
- I provided the application form to employees and workers who needed to leave, which was signed by our HR manager, and I gave the form to the timekeeper to enter into the program. After that, I added it to the employee's personnel file for future reference.
- When employees left the Debonair Group, they were required to fill out a clearance sheet and provide information indicating that they had no problems with other departments and were ready to resign. I worked on this task alongside other members of the HR department.
- On the advice of the Senior Manager, I held a presentation meeting with all of the HR and Compliance officers to outline my three months of on-the-job learning. Everyone was impressed by my innovative presentation style.

5.3 Developed Skills in the Internship:

Internships are important not only for gaining work experience, but also for developing soft skills that will help a person in both her personal and professional life. During my internship, I also improved and acquired several skills; however, I will only discuss a few of the most important ones here.

- ✓ **Communication Skills:** This is the most essential skills for everyone in 21st century. I used to be a very introverted person who was afraid of public speaking. While doing this internship, I had to regularly communicate with a lot of workers and team members. As a result, I overcame my anxiety of public speaking and can now confidently present my point of view in front of everyone.

- ✓ **Teamwork:** Working as an intern in a garment factory taught me the value of teamwork in the workplace. Everyone in the Debonair factory works in a team and completes their specific duties as assigned by their team leader. I worked with HR and the compliance team. It improves my collaboration strengths, and I have also gained a variety of knowledge and suggestions from my team members. Working together as a team has greatly enhanced my relationship with them.

- ✓ **Time management:** Time management is crucial in professional life. I used to have no set routine for my work. However, since starting work, I have had to strictly adhere to time management. After the office gave me deadlines, I used to set reminders in Google Calendar to finish the most important tasks first and then the less important tasks based on their type. Now I finish all of my work on time and don't have to be panicked before the deadline.

In addition, I have improved my organizational skills and emotional maturity. Aside from that, I performed a SWOT analysis on myself, identifying my strengths while also attempting to identify my weaknesses. I will continue to work hard to advance my career.

5.4 Problem Solving Cases:

Case 1: Communication Barrier

I was obligated to train the factory's freshly hired employees. And, in order to train, appropriate communication with the trainees is required. But, communication gets more difficult when two parties do not come from the same background. The majority of factory workers are illiterate; some cannot even sign their own name. As a result, when I first tried to explain them the dos and don'ts of personal safety, they were confused. I observed this problem and utilized what I had learned in one of our courses, "Introduction to Psychology," where our course teacher taught us that in order to raise awareness about anything, one must connect with the opposite party's mentality, as well as the emotions of the intended audience. That is exactly what I did; at first, I tried to establish a friendly bond with the workers in order for them to grasp the significance of the instruction that I am providing. They began to take my directions seriously after that, and the communication problem was overcome.

Case 2: Assisting HR Manager in Software Skills

At one time, our HR Manager was obligated to enter event details into a Microsoft Excel spreadsheet. But, because of his lack of skill in this area, he was unable to complete the assignment adequately. I noticed the problem and offered to assist him because I had learned all of these skills since I was admitted to university, where we had to finish a bunch of homework and presentations using Microsoft Word, Excel, and PowerPoint. As a result, my learning as a student has been applied to my internship problem.

5.5 Overall Learning as an Intern:

Despite the fact that my internship was only three months long, I obtained several lifetime lessons. Across the whole of my internship, I learned a lot about my strong points, flaws, and abilities.

Working in the HR and Compliance departments of a garment factory provided me with knowledge of the corporate sector and how it operates. My perspective on the corporate world in which I worked has now developed, and I am able to decide whether or not I am qualified for the position or how I can improve myself. I'm now able to generate ideas in a short period of time. In addition, I learned how to work under pressure and adapted to work for long hours. I also learned how employees should behave themselves ethically in the workplace. I intend to use all of these learning in my future work.

My studies in English have significantly assisted me in completing this internship. As I have already successfully completed it and gained the necessary skills, I want to continue working in this field after I graduate. I am already familiar with this type of work environment, so I am confident that I can build a successful career in my chosen field. In the end, I understood that an internship is a great opportunity to try something new, learn from it, comprehend it, and use it in the future.

Chapter- 6

Limitations of the Project

During my internship, I encountered a number of limitations, which I will discuss in this chapter.

- **Short period of internship:** My internship lasted only for three months, as a result of which I fell into a time limitation. During these three months, I could not go to my office every day because I had to go to the university one day a week to attend classes. Aside from this, the factory remains closed every Tuesday. Because of the time constraint, I could not learn many things that I might have learned if I had gone regularly or if my internship period was more than three months. However, in this limited time, I tried to learn as much as possible.
- **Lack of records:** Insufficient books, data, publications and figures narrowed the scope of accurate analyses.
- **Lack of experience:** Since this was my first job, I have no prior knowledge and experience in the RGM sector. As a result, it took some time for me to adjust to my new surroundings.
- **Confidentiality:** As I was not a permanent employee at Debonair Group, they did not share many confidential information with me. It also affected my data collection process.

Chapter- 7

Overall Observations and Findings

Aside from learning, my internship at Debonair Group allowed me to closely witness various things. Several observations and findings on this project are as follows:

- Based on my three months of observation of the Debonair factory, particularly the research and development section, I can say that the factory is very advanced, and this garments factory has a very strong potential to grow more in the future because the factory is equipped with all modern machineries in every section, and they have very knowledgeable personnel.
- The factory holds the view that "Education is the backbone of a nation." It firmly provides a certain sum as a scholarship to the top student among their employees' children. This factory basically encourages its workers to send their children to school and college.
- This factory is very concerned about its workers' health. They performed a vaccination program every 3-4 months to keep their employees protected from diseases. They also provided Covid-19 vaccine to all of its employees and workers.
- The Managing Director gives talented and diligent executives a "Motivational Gift" as a token of appreciation for their exceptional performances every month. This encourages employees and workers to conduct their duties more attentively, and it fosters positive relations among staff members from different cultures.
- When the Compliance team trains the workers, they divide them into two or three groups and schedule training two to three times a day, because if everyone is brought together for training, their work will be disrupted, and with so many people, the workers may not understand the lecture. So, they conducted the meeting in groups.
- While visiting the floors, I found that there is a complaint box outside each floor where every employee can write and post their complaints and suggestions. Those who are unable to write their complaints directly come to the HR department to share their concerns.

- I was basically used to sitting in the HR and Compliance department during my office hours, but I wasn't given a separate computer, so my work was a little interrupted because I had to use someone else's computer and wait for that person to finish his work. And after he finished his work, I used to sit in his place to use the computer. I would be able to do my work more comfortably if they provided me with a separate computer.
- I have observed that the performance of their work is impacted by their slow internet service. While carrying out crucial tasks, the employee sometimes noticed that the internet was down.
- The recruitment and selection process at Debonair Group is extremely time-consuming. They require so much time from identifying a vacancy to employee orientation that they risk losing a valuable candidate.

Chapter- 8

Recommendations:

After observing the Debonair Factory, their production houses, staff, workers rules and regulations, I discovered many positive aspects as well as several areas where they can improve. These are as follows:

- While visiting the floors, I noticed that the workers' bathroom was filthy and smelled bad. More people should be appointed to clean the bathrooms.
- Even the employees don't use enough water after using the bathroom, and since many employees share a floor with the same bathroom, the facility management should be informed or educated about the health risks associated with such an unsanitary environment to the workers.
- Since the majority of the workers are uneducated, the facilitators should keep practical materials or posters on related topics to make understanding more effective for the workers.
- This factory's management should provide more computers as needed for their HR and Compliance Department staff.
- Their store-room appears to be quite messy and a little dirty, so if they could tidy up their store-room, it would look nicer and be more convenient for them to get the necessary items.
- They can provide separate eating and seating areas for women in their canteen. Basically, their lunch time begins at one o'clock, and as soon as lunch time begins, all men staff goes to eat first, and women must wait until the space is empty and the men have finished eating. This wastes a lot of time.
- They must not squander too much time in their selection process. They should find a suitable candidate as soon as possible.
- They can plant several trees in the factory's empty spaces to create a healthy and beautiful environment.

Chapter- 9

Conclusion:

This internship period provided me with valuable practical experience. When I was doing my internship, it was a great opportunity to receive hands-on work experience that I would not have been able to obtain in the classroom. My internship helped me gain vital skills and confidence by completing essential duties in the factory, and I have developed strong organizational, communication, and technical skills. I will remember all of the knowledge or skills I gained during these three months of internships for the rest of my life, and I am confident that I will be able to apply these skills in my future job. It was a pleasure to work with my supervisor and other executive officers, who assisted me greatly in learning new things. I am also grateful to Daffodil International University for providing us with this internship opportunity and for starting the bi-semester system. Previously, our semesters were four months long. And we used to get one to one and a half months for internships, so we couldn't learn much in that time, but now we get three to four months, and if we use this time effectively, we can learn more, enhance our skills, and get a wide range of knowledge that will help us in our future careers.

Chapter- 10

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Chapter-11

Appendices:

Appendix-1 Certificate of the Internship:



Appendix-1.1 Certification Programe:



Appendix-2: Photographs



Forwarding Letter



In front of the Factory Gate





Floor Visiting Time



While Preparing New Employee's File



During Presentation

Plagiarism Report

12/1/22, 9:01 AM

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Internship Report on INDUSTRIAL TRAINING ON HR AND COMPLIANCE AT DEBONAIR LIMITED, UNIT-2 Submitted by: Tamanna Akther Toma ID: 191-10-1981 Batch: 46th Course title: Project paper with Internship Course code: ENG431; Semester: Fall-2022 Submitted to: Asma Alam [Assistant Professor Department of English Daffodil International University](#) This internship report is [submitted in partial fulfillment of the requirements for the degree of Bachelor of Arts in English](#). Date of Submission: 12th November, 2022 ©Daffodil International University Introduction The ready-made garments (RMG) sector of Bangladesh contributes significantly to the country's overall economy. The RMG sector is now a multibillion-dollar business and export industry in Bangladesh. The RMG sector in Bangladesh began in the 1980s, and there has been no need to look back since then. The RMG sector directly contributes to the growth of our GDP, which helps the country advance on the path of development. Approximately 1.5 million people are currently

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employed in the sector, the majority of whom are women from low-income families. Women are no longer restricted to the four walls of the kitchen to cook. They are now entering the workforce, which has transformed their role in family and social decision-making. It is a mandatory requirement for the students of BA program of Daffodil International University to undertake the internship program in an organization. So, for my internship, I chose the garment industry and conducted research on the human resources (HR) and compliance departments because my primary purpose was to identify the impact of HR policies on organizational performance and explore those qualities that would aid the HR and compliance teams in carrying out their responsibilities flawlessly. Beside this, I want to learn more about the RGM sector as well as the industry's production system and how this sector plays such an important role in the development of the country. There are numerous garment industries in Bangladesh, but I applied for an internship at Debonair Limited, and luckily, I got the opportunity to work at this factory. And as long as I have worked there, I have used this opportunity as a source of great learning. Background and Significance of the Project 2.1 Background of the Project: When it comes to choosing an internship or a career, one should prioritize his or her own areas of interest. So, I followed the same path. I wanted to pursue a career in corporate life, particularly in human resource management. This department is essential for every Organization to comply successfully. Due to my personal enthusiasm, I consequently made the decision to work in the HR and compliance department of a garment factory. Now a question can arise as a student in the English department: why have I chosen the corporate field over the teaching profession? There were options to teach or conduct research in the areas of English literature or linguistics. But I was inspired to think differently, and by selecting a different field of work, I want to challenge myself to prove the accuracy of my thinking. When I made the decision to work in a different field, I believed that, by doing so, my knowledge of English would help me perform better in that organization. Many people mistakenly believe that garments only recruit illiterate people, but in actuality, garments are a place where all different types of individuals with different professions can be found. Such as, Doctors, Nurses, IT officers, HR and Compliance officers, Account officers, Operate Engineers etc. I worked in the HR and compliance department, where everyone is highly educated, so we mostly communicated in English, and our AGM Sir also encouraged me to communicate in English as much as possible. Most of the official work in the office is executed in English, so, my academic background in English opens up a great deal of scope for me to understand all of the procedures quite easily. 2.2 Significance of the Project: We've had a number of issues in the last few years, mostly in our field of work. Unemployment is a major issue that we have been encountering for a long time and this is because most job seekers are only concerned with their grades, or CGPA, without giving much thought to developing skills. A successful career cannot be achieved solely through educational qualifications. As a result of this scenario, an internship is essential for students to gain experience and develop their skills. An internship's primary beneficiaries are the interns who are participating in it. My three-month internship had a significant influence on my mindset when it came to focusing on my career. As this is my first job, I had no previous knowledge of corporate life. However, after three months of working at the office, I got a clear idea about this field and began to think of myself as an employee and became more confident about my capabilities. The findings and recommendations of this project will assist the factory in improving their deficiencies, which will be beneficial to the factory's development. In addition, other recent graduates who are seeking an internship in the garment industry will be able to learn about the responsibilities of Human Resource and

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compliance departments as well as the traits and skills that employers seek in a compliance officer and an HR manager. Methodology The chapter gives an overview of the project paper. The following steps will explain the entire procedure: • After consulting with my supervisor, Asma Alam, Assistant Professor of Daffodil International University, I was given option to look for a school or industry to complete my internship. When I learned about the internship pattern, I decided to do my internship in an industry as I have always wanted to work in corporate sector. After looking into some companies finally, I selected Debonair Limited to do my internship here. I then scheduled an interview with the factory's AGM. I talked about the goal of my project paper during the meeting. After the meeting, AGM Sir introduced me to the Senior Officer of the Compliance Department, under whom I worked for the next three months. • Then, they provided me an orientation so that I could learn everything I needed to know about my duties and corporate policies. My official work began shortly after this orientation. • I have used two sources for data collection. 1. Primary data: Primary data was gathered based on my own experience gained during the internship period. Personal observation, interviews with officers and workers were the primary sources of data. 2. Secondary data: Office files, journals, books and some other relevant sources etc. • Apart from my official tasks, they gave me several official documents and files and asked me to check if everything was correct and if there was any mistake in calculation or writing, I had to report it to AGM Sir and then I have to send those documents for correction. • Finally, I completed my internship by writing this project report based on my work experience. I faced few difficulties and was nervous because it was my first job, but everyone in the office helped me to overcome them. My project paper's entire process was enjoyable for me. Organization Details 4.1 About Debonair Limited: Debonair Limited is a privately owned, diversified but mostly inter-linked garment manufacturing and agro business plat-form. It consists of Six (6) operating entities worth \$60.0 million, of which Four (4) businesses are export-oriented and profit-making organizations and the other two (2) operate as non- profit-making organizations. Debonair Limited operates three branches, the main one of which is in Mohakhali. The factory has started manufacturing journey in 2013 speculating tremendous prospect and possibilities of potential business growth in the garment manufacturing sector in Bangladesh. The ultimate goal of the group is to become a sustainable business conglomerate and contribute to the continuing growth of national economy by creating jobs. The factory's vertically integrated production facility allows it to respond quickly to changing fashion trends while also paying close attention to quality control. This factory's main production is all kinds of heavy winter jackets and light wear or summer jackets, as well as transitional as well as non-transitional jackets like padded or insulated jackets, down jackets, ballpoint padding jackets, bomber jackets, quilted jackets, diamond quilting jackets, sequin jackets, and woolen jackets for all seasons in casual and fashion categories and for all age and gender groups. The factory has always attempted to develop a diverse range of products while providing a superior value proposition. This factory believes that cutting-edge technology and highly motivated employees are essential to success, and it is well aware of the buyers' compliance needs. They always prioritize protecting the buyer's brand by avoiding child labor, abuse, coercion, forced labor, etc. They also believe that their customers are their first and foremost priority in driving their business, and they take great pride in their ability to perform with excellence and discipline. The factory's business practices reflect a strong concern for the environment and the preservation of natural resources. It successfully obtained the BGMEA certificate while adhering to its core principles of protecting workers' rights. I'm extremely proud to have a chance to intern here. 4.2 Factory profile: •

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12/1/22, 9:01 AM

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Name: Debonair Limited, Unit-2 • Year of Establishment: May 2001 • Industry Type: [100% Export-oriented Outerwear Garments, Padding, Embroidery, Printing, Dyeing & Accessories Manufacturing](#) . • Status: [Private Limited Company](#) • Head office: Flate#05, House #03, Road #23/B, Mohakhali, Dhaka, Bangladesh • Factory Address: 356, Ozarpara, Sharifpur Road, Maleker Bari, National University, Gazipur. • Total area: 775000 SFT • Annual Turnover: For all units (\$ 200 million) • Production Capacity: 700k per month • Total Manpower: 3000 • Main Production: Twill pant, woven jogger, Denim pant, woven twill pant • Children Care Center: Available • First Aid Box: Available • Exit Sign: Available • Medical Facilities: Full time Doctor and trained nurse. • Certification: ISO 9001: 2015, OEKO-TEX Step, RSC: RMG Sustainability Council (RSC), SEDEX and so on. • Website: www.debonairgroup.com

4.3 [List of Buyers](#): Table 1 [Buyer Name Country Logo H&M Sweden Tesco Hong Kong Next United Kingdom American Eagle United Kingdom H&S America Bershka Spain Orsay Germany Uniqlo Japan](#)

4.4 Total Factory Sectors: • Store & inventory • Sample Section • Cutting Section • Sewing Section • Finishing Department • CAD Section • Pattern Section • Production Department • HR & Compliance • Administration

4.5 Description of the HR and Compliance Department at Debonair Limited: HR and Compliance is the core topic of this internship. Human Resources and Compliance are vital departments in any organization, especially in a production industry where workers are involved. [Human resources \(HR\) is the department of a company that is in charge of finding, screening, recruiting, and training job candidates. It also manages employee benefit plans. In the twenty-first century, human resources play a critical role in assisting businesses in dealing with a rapidly changing business environment and a greater demand for quality employees.](#) On the other hand, the compliance department is in charge of ensuring that all corporate processes and procedures adhere to the law. It also confirms that all workers involved with the organization are being treated fairly. Debonair Group, unit-2, has a brilliant, skilled, experienced, and well-trained HR and Compliance team headed by Mr. Sorowar Alam, Sr. AGM of HR and Compliance. The team consists of a senior manager, four human resource managers, one human resource administrator, four compliance officers, and three welfare officers who work tirelessly for the progress of the factory as well as the well-being of the workers.

Chapter- 5 Internship Activity This chapter contains a detailed description of my whole assessment as an intern at Debonair Group. I used to go to my office four days a week and work in both the Human Resources and Compliance departments under the supervision of Selina Bithi (Senior Executive Compliance). At first, I joined the factory as a Compliance Executive, but the company's senior manager suggested that I should work two days in the HR department and two days in the compliance department in order to gain a clear understanding of these areas, which are crucial now for every industry. As a result, I was not only required to engage in compliance activities but also collaborate with the HR department. During my internship, I completed the following tasks:

5.1 Working Conditions as a Compliance Executive: After I joined their company, my supervisor, Selina Bithi (Senior Executive Compliance), gave me a two-week training to get an overall idea about their factory and other departments. During my training, I would go to the floors with my supervisor on a regular basis and watch how she performed her duties as a compliance officer. I began taking regular notes on my observations. My duties as a compliance officer after finishing the training were: ? Every month, numerous new employees join the Debonair Group, and they are provided orientation and training upon their arrival. I was given the responsibility of training some new workers, and I had to teach those who couldn't sign their names as well as inform them about their rights and the factory rules that they have to follow as per my

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supervisor's instructions. ? I used to visit the cutting and sewing sections twice a day to see whether the workers were wearing safety equipment while working and I had to report my observations to my senior officer on a daily basis. ? Every month, after getting their salary, many workers leave the workplace without prior information to the authority, and if they do not return within three or four days, the compliance department calls them to confirm whether they will continue working. Approximately 100 people left the factory in September, and I was assigned the task of calling these individuals and identifying why they were not returning to work and whether they would quit or continue working. ? As a compliance executive, it was my responsibility to ensure that the workers received all of the factory's benefits, and when I visit the floors, I ask the workers some questions to determine if they are getting all of the company's facilities or if there is any discrimination among them. As a result of my survey, I found that 70% of the workers are satisfied with their management system. ? Foreign buyers visit the RMG sector for compliance audits. Following the audit, they provide important findings or faults, if any are identified. The compliance team collaborates to fix such difficulties and create [a file based on those problems](#). The [Compliance team](#) provides a suitable remedy in the form of a [CAP \(Corrective Action Plan\) file for that buyer. I took part in making VARNER CAP file](#). 5.2 Working Condition as an HR Executive: ? Debonair Group recruits new employees on a monthly basis based on organizational needs, and the factory prepares workers' personal files to keep new employee [records such as name, father's name, mother's name, previous experience, reference, personal declaration, education qualification](#), and [address](#). I prepared a large number of documents for new workers by the guidance of my supervisor. ? I participated in the recruitment and selection process to learn about the steps and procedures that go into selecting a qualified candidate for the specific position. ? I gave the application form to employees and workers who needed to leave, which was [signed by our HR manager, and I gave the form to the timekeeper to enter into the program. After that, I added it to the employee's personnel file for future reference](#). ? When employees left the Debonair Group, they were required to fill out a clearance sheet and provide information indicating that they had no problems with other departments and were ready to resign. I worked on this task alongside other members of the HR department. ? On the advice of the senior manager, I held a presentation meeting with all of the HR and Compliance officers to outline my three months of on-the-job learning. Everyone was impressed by my innovative presentation style. 5.3 Developed Skills in the Internship: Internships are important not only for gaining work experience, but also for developing soft skills that will help a person in both her personal and professional life. During my internship, I also improved and acquired several skills; however, I will only discuss a few of the most important ones here. ? Communication Skills: This is the most essential skills for everyone in 21st century. I used to be a very introverted person who was afraid of public speaking. While doing this internship, I had to regularly communicate with a lot of workers and team members. As a result, I overcame my anxiety of public speaking and can now confidently present my point of view in front of everyone. ? Teamwork: Working as an intern in a garment factory taught me the value of teamwork in the workplace. Everyone in the Debonair factory works in a team and completes their specific duties as assigned by their team leader. I worked with HR and the compliance team. It improves my collaboration strengths, and I have also gained a variety of knowledge and suggestions from my team members. Working together as a team has greatly enhanced my relationship with them. ? Time management: Time management is crucial in professional life. I used to have no set routine for my work. However, since starting work, I have had to strictly adhere to time management. After the office gave me deadlines, I used to set

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reminders in Google Calendar to finish the most important tasks first and then the less important tasks based on their type. Now I finish all of my work on time and don't have to be panicked before the deadline. In addition, I have improved my organizational skills and emotional maturity. Aside from that, I performed a SWOT analysis on myself, identifying my strengths while also attempting to identify my weaknesses. I will continue to work hard to advance my career.

5.4 Problem Solving Cases: Case 1: Communication Barrier I was obligated to train the factory's freshly hired employees. And, in order to train, appropriate communication with the trainees is required. But, communication gets more difficult when two parties do not come from the same background. The majority of factory workers are illiterate; some cannot even sign their own name. As a result, when I first tried to explain them the dos and don'ts of personal safety, they were confused. I observed this problem and utilized what I had learned in one of our courses, "Introduction to Psychology," where our course teacher taught us that in order to raise awareness about anything, one must connect with the opposite party's mentality, as well as the emotions of the intended audience. That is exactly what I did; at first, I tried to establish a friendly bond with the workers in order for them to grasp the significance of the instruction that I am providing. They began to take my directions seriously after that, and the communication problem was overcome.

Case 2: Assisting HR Manager in Software Skills At one time, our HR Manager was obligated to enter event details into a Microsoft Excel spreadsheet. But, because of his lack of skill in this area, he was unable to complete the assignment adequately. I noticed the problem and offered to assist him because I had learned all of these skills since I was admitted to university, where we had to finish a bunch of homework and presentations using Microsoft Word, Excel, and PowerPoint. As a result, my learning as a student has been applied to my internship problem.

5.5 Overall Learning as an Intern: Despite the fact that my internship was only three months long, I obtained several lifetime lessons. Across the whole of my internship, I learned a lot about my strong points, flaws, and abilities. Working in the HR and Compliance departments of a garment factory provided me with knowledge of the corporate sector and how it operates. My perspective on the corporate sector in which I worked has now developed, and I am able to decide whether or not I am qualified for the position or how I can improve myself. I'm now able to generate ideas in a short period of time. In addition, I learned how to work under pressure and adapted to work for long hours. I also learned how employees should behave themselves ethically in the workplace. I intend to use all of these learning in my future work. My English studies have significantly assisted me in completing this internship. As I have already successfully completed it and gained the necessary skills, I want to continue working in this profession after I graduate. I am already familiar with this type of work environment, so I am confident that I can build a successful career in my chosen field. In the end, I understood that an internship is a great opportunity to try something new, learn from it, comprehend it, and use it in the future.

Limitations of the Project During my internship, I encountered a number of limitations, which I will discuss in this chapter.

- ? Short period of internship: My internship lasted only for three months, as a result of which I fell into a time limitation. During these three months, I could not go to my office every day because I had to go to the university one day a week to attend classes. Aside from this, the factory remains closed every Tuesday. Because of the time constraint, I could not learn many things that I might have learned if I had gone regularly or if my internship period was more than three months. However, in this limited time, I tried to learn as much as possible.
- ? Lack of records: Insufficient books, data, publications and figures narrowed the scope of accurate analyses
- ? Lack of experience: Since this was my first job, I have no prior knowledge

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and experience in the RGM sector. As a result, it took some time for me to adjust to my new surroundings. ? Confidentiality: As I was not a permanent employee at Debonair Limited, they did not share many confidential information with me. It also affected my data collection process. Overall Observations and Findings Aside from learning, my internship at Debonair Limited allowed me to closely witness various things. Several observations and findings on this project are as follows: • Based on my three months of observation of the Debonair factory, particularly the research and development section, I can say that the factory is very advanced, and this garments factory has a very strong potential to grow more in the future because the factory is equipped with all modern machineries in every section, and they have very knowledgeable personnel. • The factory holds the view that "Education is the backbone of a nation." It firmly provides a certain sum as a scholarship to the top student among their employees' children. This factory basically encourages its workers to send their children to school and college. • This factory is very concerned about its workers' health. They performed a vaccination program every 3-4 months to keep their employees protected from diseases. They also provided Covid-19 vaccine to all of its employees and workers. • The Managing Director gives talented and diligent executives a "Motivational Gift" as a token of appreciation for their exceptional performances every month. This encourages employees and workers to conduct their duties more attentively, and it fosters positive relations among staff members from different cultures. • When the Compliance team trains the workers, they divide them into two or three groups and schedule training two to three times a day, because if everyone is brought together for training, their work will be disrupted, and with so many people, the workers may not understand the lecture. So, they conducted the meeting in groups. • While visiting the floors, I found that there is a complaint box outside each floor where every employee can write and post their complaints and suggestions. Those who are unable to write their complaints directly come to the HR department to share their concerns. • I was basically used to sitting in the HR and Compliance department during my office hours, but I wasn't given a separate computer, so my work was a little interrupted because I had to use someone else's computer and wait for that person to finish his work. And after he finished his work, I used to sit in his place to use the computer. I would be able to do my work more comfortably if they provided me with a separate computer. • I have observed that the performance of their work is impacted by their slow internet service. While carrying out crucial tasks, the employee sometimes noticed that the internet was down. • The recruitment and selection process at Debonair Group is extremely time-consuming. They require so much time from identifying a vacancy to employee orientation that they risk losing a valuable candidate. Recommendations: After observing the Debonair Factory, their production houses, staff, workers rules and regulations, I discovered many positive aspects as well as several areas where they can improve. These are as follows: ? While visiting the floors, I noticed that the workers' bathroom was filthy and smelled bad. More people should be appointed to clean the bathrooms. ? Even the employees don't use enough water after using the bathroom, and since many employees share a floor with the same bathroom, the facility management should be informed or educated about the health risks associated with such an unsanitary environment to the workers. ? Since the majority of the workers are uneducated, the facilitators should keep practical materials or posters on related topics to make understanding more effective for the workers. ? This factory's management should provide more computers as needed for their HR and Compliance Department staff. ? Their store-room appears to be quite messy and a little dirty, so if they could tidy up their store-room, it would look nicer and be more convenient for them to

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get the necessary items. ? They can provide separate eating and seating areas for women in their canteen. Basically, their lunch time begins at one o'clock, and as soon as lunch time begins, all men staff goes to eat first, and women must wait until the space is empty and the men have finished eating. This wastes a lot of time. ? They must not squander too much time in their selection process. They should find a suitable candidate as soon as possible. ? They can plant several trees in the factory's empty spaces to create a healthy and beautiful environment. Conclusion: This internship period provided me with valuable [practical experience. When I was doing my internship, it was a great opportunity to receive hands-on work experience that](#) I would [not](#) have been able [to obtain in the classroom](#). My internship helped me gain vital skills and [confidence by completing essential duties in the factory, and I have developed strong organizational, communication, and technical skills](#). I will remember all of the knowledge or skills I gained during these three months of internships for the rest of my life, and [I am confident that I will be able to apply these skills in my future job. It was a pleasure to work with my supervisor and other executive officers, who assisted me greatly in learning new things.](#) I am also grateful to Daffodil International University for providing us with this internship opportunity and for starting the bi-semester system. Previously, our semesters were four months long. And we used to get one to one and a half months for internships, so we couldn't learn much in that time, but now we get three to four months, and if we use this time effectively, we can learn more, enhance our skills, and get a wide range of knowledge that will help us in our future careers. References: GROUP AT A GLANCE – Debonair Group. (n.d.). <https://debonairgroupbd.com/group-at-a-glance/> Debonair Group – Debonair Group is a privately owned, diversified but mostly inter-linked garment manufacturing and agro business plat-form. It consists of Six (6) operating. (n.d.). <https://debonairgroupbd.com/> Tamim, H A (2021, December 31) Recruitment & Selection process-A study of Debonair Group. [http://dspace.daffodilvarsity.edu.bd:8080/bitstream/handle/123456789/7660/153-11-972 \(27_\).pdf?sequence=1&isAllowed=y](http://dspace.daffodilvarsity.edu.bd:8080/bitstream/handle/123456789/7660/153-11-972%20(27).pdf?sequence=1&isAllowed=y) Chapter-1 [tamanna 1](#) Chapter- 2 [tamanna 2 tamanna 3](#) Chapter- 3 [tamanna 4](#) Chapter- 4 [tamanna 5 tamanna 6 tamanna 7 tamanna 8 tamanna 9 tamanna 10 tamanna 11 tamanna 12 tamanna 13](#) Chapter- 6 [tamanna 14](#) Chapter- 7 [tamanna 15 tamanna 16](#) Chapter- 8 [tamanna 17](#) Chapter- 9 [tamanna 18](#) Chapter- 10 [tamanna 19](#) ©Daffodil International University ©Daffodil International University ©Daffodil International University ©Daffodil International University ©Daffodil International University ©Daffodil International University ©Daffodil International University ©Daffodil International University ©Daffodil International University ©Daffodil International University ©Daffodil International University ©Daffodil International University ©Daffodil International University ©Daffodil International University ©Daffodil International University ©Daffodil International University ©Daffodil International University ©Daffodil International University