

An Internship Report
on
The Experience as a Member of the AUAP General Conference 2022
Secretariat Team

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An internship report is submitted to the Faculty of Humanities and Social Science in partial fulfillment of the requirements for the degree of Bachelor of Arts (B.A.) in English

Statement of Original Authorship

I affirm that, to the best of my knowledge, my paper does not violate any proprietary rights or anyone's copyright, and that all ideas, methods, quotations, or other materials from other people's works that I have used in my paper—whether they have been published or not—are properly cited in accordance with accepted citation practices.

I declare that this is a true copy of my paper, including any final revisions approved by my academic supervisor and the University Library Office, and that this paper has not been submitted to any other University or Institution for any degree or any other purposes.


.....

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Approval of Academic Supervisor

I am pleased to certify that the internship report on “Internship experience as a member of the AUAP General Conference secretariat team” prepared by Ms. Saimum Rabbani (ID: 191-10-346) of the Department of English has been approved for presentation and defense. Under my supervision, Ms. Saimum worked with the International Affairs Office, DIU as an intern. She completed the work during the Fall 2022 semester.

I am pleased to clarify that the data, the findings presented in the report are the authentic work of Ms. Saimum Rabbani.

Saimum Rabbani bears a very good moral character and a very pleasing personality. It has indeed been a great pleasure supervising her. I wish her every success in life.



.....
Mr. Mohammad Elius Hossain
Assistant Professor
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Acknowledgement

I would like to start by sincerely thanking all of my teachers and supervisors, without whose support this internship would not have been possible. It provided me with the chance to get knowledge about the outside world and has turned out to be a wonderful experience.

I would like to thank my respected academic supervisor, Mr. Mohammad Elius Hossain, for providing me with the necessary guidance so that I could effectively blend my theoretical and practical skills when writing this report.

I want to express my gratitude to the International Affairs Office for providing me with the chance to complete an internship there. Everything I've done over the last several weeks has given me a ton of experience and knowledge, which has allowed me to become excellent at doing practical work. I would like to express my gratitude to Mr. Syed, Senior Assistant Director at International Affairs, for providing me with the sound guidance I needed to acquire several crucial skills.

I would like to express my gratitude to Dr. Liza Sharmin, Associate Professor and Head of the English Department at Daffodil International University, Mrs. Dipty Rahman, Lecturer at Daffodil International University, and Mr. Munshi Nazmus Sakib, Lecturer at Daffodil International University for their assistance in arranging for my internship and helpful advice. I also want to express my gratitude to Daffodil International University's administration.

Dedication

I dedicate this project to my mother for her constant encouragement to work extra hard, for moral support and encouragement throughout my studies, and for helping me in any way possible so that I could complete my academics as well as internship.

Abstract

The primary focus of this report is how the department of international affairs, a crucial component of a university, contributes to the institution's internationalization from the viewpoint of DIU. I hoped to specifically increase awareness of the value that an institution's office of International Affairs/Relations brings to it. My goal was to inspire students and other organizations to make greater contributions to the cause through my participation and experience in one of the most prestigious international events, the "15th AUAP GC 2022". For this report, I used qualitative methodology to better explore the objectives. The report highlights that, in order for a university or any other institution to be in a state of constant growth and development, it must be exposed to the outside world through various international gatherings such as the one stated. Working toward an institution's internationalization results in growth and promotion for both the university and the individuals organizing the gatherings.

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List of Abbreviations

DIU : *Daffodil International University*

IA : *International Affairs*

AUAP : *Association of the Universities in Asia and the Pacific*

GC : *General Conference*

DSC : *Daffodil Smart City*

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Chapter - 1: Introduction

1.1 Introduction of the Paper

This internship report is a complete documentation of all the tasks I undertook during my four-months internship at International Affairs Office, Daffodil International University, Ashulia, Dhaka, which was effective from August 1 to November 01, 2022. This internship was completed under the supervision of Mr. Mohammad Elius Hossain (Assistant Professor), my internship (academic) supervisor in the BA (Hons) in English undergraduate program at DIU. Report writing is a reasonable and crucial component of my undergraduate program. I received the course for the Fall Semester of 2022 and must submit it this semester. This formal report was written in accordance with the instructions provided by my internship supervisor.

I am fortunate to have received the great opportunity to complete my internship at my own university's International Affairs Office. This international department gave me the opportunity to put my academic knowledge to use while also introducing me to the vast corporate world. This overall experience not only helped me to know myself better but also developed my computer skills and expertise.

However, preparing this report while also participating in the internship project was challenging. I am grateful to the Almighty, my supervisors, and my colleagues for providing me with sound advice and assisting me in gathering reliable information. I tried my heart and soul to gather as much information and data as possible to enrich the report while preparing it. Working in the administration sector was a huge learning experience for me, and it has expanded both my knowledge and experience. These experiences, I believe, have given me the confidence to work in any reputable professional field.

1.2 Purpose of the Internship

In the fall of 2022, I successfully completed my undergraduate internship at DIU's International Affairs. After completing my internship, I am extremely optimistic about myself, which was the prime purpose of my internship. I've changed for the better, which will help my professional career. My internship organization encouraged me to step outside of my comfort zone while working in such a welcoming environment there, so that I no longer have any fear of speaking with people. I now understand how to interact

with clients and maintain a working relationship with coworkers. My instant knowledge has significantly improved. As I was preparing this report, I received advice and a wealth of information on the internship program, which inspired me to strive for excellence. I became motivated and was able to complete the work.

1.3 Significance and Scope of the Report

This report is significant because it will provide accurate information about my internship at IA in DIU. Furthermore, the widespread use of English in a university's internationalization. It will also include my analysis of the English language terms used in the specific sector. Those who are interested in learning about the value of the English language in other sectors of our country other than banking and teaching can easily see the state of this report because it depicts the true image of many English terms used in the administration industry focusing on internationalization.

In essence, the internship program and report writing are designed to connect theoretical knowledge gained over the previous four years with real-world job experience. Furthermore, obtaining a bachelor's degree is a requirement of the program. I am fortunate to be able to apply my academic knowledge in the real world. Another important aspect of this report is that it will allow me to present my point of view to the audience and solicit feedback on whether or not the presentation was effective. This report will also include my experience working in a different industry as well as solid knowledge of the English language. This report will conclude with a review of the entire scenario from my point of view. As a result, this report is important to the readers. Furthermore, my knowledge and experience with the internship will assist the prospective intern in learning and preparing properly. So, I must say that this internship report is significant because it provides a student with practical experience for future reference.

During my internship, I was assigned to work as part of the Secretariat Team of an international program called the "15th AUAP General Conference," which is a very important program for the university because the Founder Chairman was going to be inaugurated as President of the AUAP (Association of the Universities of Asia and the Pacific). The tasks include email tracking and communication as well as vocal communication with foreign delegates, program management, registration of foreign delegates, maintaining accurate financial records, content writing, social media management, and so on.

Despite the fact that I had less than three months to learn everything I needed to know in order to pull off the important event, I made every effort to accurately relay all the information in my report. Apart from their general duties of student exchange and scholarship schemes for DIU's internationalization, the report depicts the International Affairs Office's practices and operations during such significant events. This report also discusses the linguistic terms used at IA, alongside my work experience there. It also allows me to evaluate my excellence and the skills I gained while working as an intern there.

It is very difficult for an intern to think about the entire structure of the organization in such a short period of time, but I must say that I made an honest effort to think about this area in order to set up my report relating to my academic subjects with my professional life experience. The report was completed solely to fulfill a degree requirement and for educational purposes.

1.4 Objectives of the Report

I've always wanted to learn about different subjects and work in various fields in my professional life. Fortunately, my aspiration came true because DIU's internship program for BA (Hons) in English provided me with the opportunity. I did a lot of research on the English language and literature. Furthermore, I now know which industries I can work in with the help of the English language.

Since I have a desire to learn more, I decided to challenge the idea that because I have a background in English, I must complete my internship as a teacher. However, I wanted to work somewhere else, so when IA offered me the chance to do my internship in administration there, I jumped at the chance. Furthermore, my academic background aided me in my internship program at the IA office. Language terminology and literature, for example, enabled me to conduct in-depth analyses and think critically and specifically.

When I started as an intern, I had some objectives set for it. They are as followed:

- To understand how English is used in the industry.
- To put my academic knowledge into practice in my internship program.
- To assess the significance of English in an organization.
- To learn about DIU's International Affairs division.
- To gain knowledge about IA and how it works.
- Working with administrative experts in the sector to gain practical knowledge.
- To put theoretical knowledge into practical knowledge. The internship program therefore served as a link between theory and practice.

- To become accustomed to high-pressure oriented work and environments.
- To gain experience working with others.
- To improve and apply my computer skills in a professional setting.
- To improve and utilize my communication skills.
- To prepare me for the future by investing time, energy, and motivation.

Chapter-2: Literature Review

2.1 Professional Soft Skills

Soft skills are non-technical character traits and personal habits that affect how you work both independently and collaboratively. These personal attributes have a direct impact on how successfully a person can collaborate and interact with others. (*“Career Guide”, What Are Soft Skills?*, <https://www.indeed.com/career-advice/resumes-cover-letters/soft-skills>). Some note-worthy soft skills that I may have been able to possess and improved along the way are -

- Integrity
- Dependability
- Open-mindedness
- Teamwork
- Creativity
- Problem-solving/ Conflict resolution
- Critical thinking
- Adaptability
- Organization
- Willingness to learn
- Empathy
- Attitude
- Effective communication (both listening and speaking skills)
- Work ethic
- Leadership qualities
- Time management
- Decision making
- Networking

2.2 Professional Hard Skills

Hard skills are technical knowledge or training that you have gained through any life experience, including in your career or education. These are objective, quantifiable skills gained through training, school, or work experiences. These are often usually something that can be taught or learned. For that reason, hard skills can typically be easily proven. There’s always a definite answer to possessing certain hard skills. One either

possesses a hard skill or doesn't, there's no in between. (*“ResumeGenius”, Hard Skills: 51+ Example, <https://resumegenius.com/blog/resume-help/hard-skills>*). Some note-worthy hard skills that I may have been able to possess and improved are -

- Bilingualism or multilingualism
- Database management
- Software Operation
- Poster, circular, template etc. designs
- Google Workspace
- Microsoft Office
- Information/Data Collection
- Photo editing
- Video editing
- Copy-writing, email writing, copy-editing, report writing
- Social Media Management
- Digital Communication
- Write-up/Content generation
- Presentation

2.3 Internship to Develop Soft Skills and Hard Skills

Depending on the job's specific requirements, a good internship can teach students a wide range of technical skills. Though having the necessary expertise in hard skills is crucial for anyone's career path, soft skills are something that everyone needs, regardless of the type of their job.

During an internship, one gains skills through being exposed to the practical working world. For instance, if someone encounters a challenging situation, faces and resolves it, they develop problem-solving abilities among other minor skills, which falls under the concept of developing soft skills. Similar to this, someone's presenting abilities grow when they are required to come forward and present themselves frequently in the practical world during an internship, and this is considered a hard skill. That's how internships help people develop their hard and soft skills.

2.4 Overall Importance of Internship

In today's competitive job market, a strong academic record alone won't guarantee someone their dream career when they first start out. Most companies prefer to employ

fresh graduates with some work experience (though this is not a necessity). Employers rarely recruit fresh graduates who have no prior experience owing to the uncertainty if they can handle the work pressure since the corporate world is becoming more competitive every day and everyone wants to be better than one another. This is where internships come into play. We gain practical experience from internships that we may use to improve our resumes when seeking jobs.

Chapter-3: Methodology

3.1 Followed Placement Process

Since a four-month internship is required for the B.A. (Hons) degree program, I decided to do my internship at DIU's International Affairs as soon as I saw their circular via my former advisor, Mrs. Dipty Mam. I did it for a variety of reasons, such as:

- ❖ It being my own university, I already had an understanding and acquaintance of the environment around.
- ❖ I still had one course to complete in addition to my internship, making it easier for me to attend classes while working at the office
- ❖ It would have allowed me to get to know my university even better and in depth
- ❖ It would've allowed me to use my strong two academic references.

I found out about IA's five-month paid internship program through a Facebook post shared by my academic advisor mam. I then prepared my CV and other application materials and applied online using their Google Form. I waited a few days before receiving a call for the first interview on August 1st, where my industrial supervisor conducted my interview. After the interview I got shortlisted for a 10-day evaluation period then was finally chosen for the internship. During the four-month internship, I worked six days a week (every Saturday through Thursday) from 8 a.m. to 4 p.m.

3.2 Conduction of the Project Work

Even though IA had some general responsibilities, there was a huge international Conference coming up where our Chairman Sir was supposed to be inaugurated as President of AUAP when I started my internship. So, during my internship, I was primarily responsible for program secretariat tasks, along with some general IA office duties. And within a few weeks, I had learned and tidied up everything I needed to know to work as a Secretariat person involved in the 15th AUAP General Conference 2022. For this, I had to keep track of all international and national communication via email and other social media or phone, keep track of the financial records for the registration, assist my superiors in arranging and allocating hotel rooms for foreign delegates, and write a lot of content for social media posts, messages, certificates, templates, and so on.

In this way, I learned these things while also observing how they provide assistance, their relationships with clients, the widespread use of the English language

while speaking and writing in every aspect of IA, and so on. I have gathered all of the information needed for my internship report.

3.3 Data Collection for the Report

The report entitled “Internship Experience as a member of the AUAP General Conference Secretariat Team” has been completed by using secondary sources of information. The methodology used in this report was mainly qualitative.

3.4 Data Analysis for the Report

The information gathered was processed using Microsoft Word processing software. Because this report is based on my personal experience, it is primarily qualitative in nature. The information for this report was gathered through practical work for the organization, interviews with colleagues, and document usage. To gather topic-related information, I also used DIU and AUAP websites, as well as DIU and IA pages and groups. The gathered qualitative information has undergone descriptive analysis.

1. Primary data: Primary data is information generated by the researcher himself/herself.

Primary data that the report contains were collected from:

- ❖ Gaining experience as an intern at the IA office.
- ❖ working experience with various IA office responsibilities.
- ❖ Contact with the authorities on an individual basis.
- ❖ Conversations with the personals about IA.
- ❖ By providing questionnaires to the officers and clients.
- ❖ Conversations with clients in person.
- ❖ Personal inspection.
- ❖ Desk work that is practical.
- ❖ Direct perception and observation.

2. Secondary data: Secondary data is research information gathered previously by someone else. It may be linked to previous information about an organization.

Secondary data that the report contains were collected from:

- ❖ Existing papers that consist of information regarding the report.
- ❖ Different internship reports were submitted by several students.
- ❖ Information was collected from the official websites, pages and groups of DIU and AUAP.

3.5 Limitations of the Study

This sector of international administration is vast and cannot be covered in four months. As an intern, I was not permitted to access every aspect of it. As a result, I needed to identify the areas in which I could work and concentrate. I had a plan to work on the uses of the English language in this organization because I am from the English department. On the other hand, during my internship, I had the opportunity to do some practical work, which I chose to highlight in my report.

Although there were many obstacles in the way of conducting the report, I gave it my all to make it more meaningful and I made an effort to prepare the report more realistically and accurately so that it would be accepted by the authority and in accordance with my university's guidelines. Despite receiving excellent assistance from IA, I have encountered the following limitations:

- ❖ For me, a significant and essentially unavoidable limitation is the short time frame, which is only four months. It was challenging for me to maintain the time-frame to complete my report within a set deadline because during my internship I also had to report my activities to my internship supervisor. Furthermore, despite my thirst for knowledge, I was unable to fully educate myself on all aspects of the sector due to a lack of time.
- ❖ As an intern, I was not permitted access to certain areas. I was assigned to work with limited responsibilities, which restricted my ability to learn only a few things rather than everything. And I wrote the report based on my personal experience, which I gained from various courses I took during my university career, the internet, and by reading a variety of relevant journals and articles.
- ❖ Because my internship program took place around one of the most important events as in AUAP GC 2022, everyone was frequently super busy; as a result, the employees were overloaded and unable to give me adequate time.
- ❖ The report is entirely based on my viewpoint, perception, and research, as well as how others described their viewpoint to me. Therefore, even though data collection involved face-to-face or direct interaction, it is very likely to be inconclusive because I can hardly guarantee their frankness in providing the information.

So, these are some of the limitations that I have faced during my internship program.

Chapter - 4: Organizational Overview

4.1 Profile of International Affairs, DIU

Daffodil International University (DIU) is one of Bangladesh's leading universities, with strong foreign partnerships all over the world aimed at making this university truly global. DIU is Bangladesh's only entrepreneurship-focused university. DIU is strategically located in Dhaka and has an international environmental campus with over 22,500 students divided into six faculties. In the Times Higher Education World University Rankings 2023, DIU was ranked #301-400 all over and 8th in Bangladesh. It was also ranked #351-400 in the QS Asian University Rankings 2023, 78th in Southern Asia, 5th in Bangladesh, and 3rd among all private universities in Bangladesh. In the QS Asian University Ranking 2023, the university's international side scored 49.4 out of 100. DIU puts an emphasis on international partnerships with more than 450 universities worldwide and is a member of a number of prestigious international organizations, including AUPF, IIE, IAU, IAUP, AUAP, ACU, ALA, ACD, Magna Charta, ASEF, GEN, UNAI, APAIE, EURIE, ATU-NET, ESRUC, GUNI, IEEE, ISTQB, ACE, NAFSA, EAIE, ATI.

4.2 Mission and Vision of IA

Vision: "Be International".

Missions:

- ❖ To generate global leaders.
- ❖ To internationalize the university as a whole.
- ❖ To improve international relations by networking.
- ❖ To encourage cultural exchange.
- ❖ To inspire entrepreneurial thinking.
- ❖ To motivate introverts to become more outgoing and extrovert.
- ❖ To prepare people to present themselves not just nationally, but also internationally.
- ❖ To bring forth as many international opportunities as possible in the easily.

4.3 Values of IA

- ❖ **Honesty:** The scripture commands honesty, and they uphold this value in all of their service delivery.

- ❖ **Transparency:** They uphold the virtue of remaining transparent in all actions, which fosters trust.
- ❖ **Efficiency:** In order to be efficient, a task must be completed perfectly; they aim to satisfy all requirements.
- ❖ **Accountability:** Accountability entails being trustworthy and above suspicion; it also means being present on time.
- ❖ **Innovation:** Their eyes and minds are wide open to the evolution of quality of life and the creation of new benefits for staff members, faculty, and students.
- ❖ **Flexibility:** Flexibility leads to greater understanding and satisfaction; they strive for excellence.
- ❖ **Security:** They make sure that clients feel safe and secure sharing all of their necessary information with them.
- ❖ **Technology:** They are constantly on the lookout for new developments because modern life is so dependent on technology in order to offer their people the greatest level of convenience.

4.4 Organogram of IA

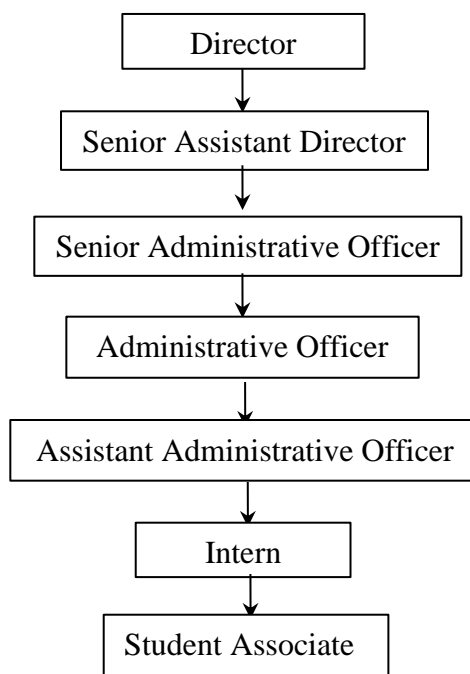


Figure 4.4

4.6 IA activities

- Guiding students and faculty members on various circulated fully/partially funded exchange programs.
- Guiding students and faculty members on various circulated fully/partially funded PhD programs.
- Guiding students and faculty members on various circulated fully/partially funded post-graduation.
- Organizing various international camps.
- Organizing various international events (i.e., seminars, conferences etc.) for university's globalization and better networking.

4.7 Marketing Activities of IA

Marketing activities are those undertaken by an organization in order to attract potential customers and increase market sales; in this case, IA does so in order to attract more foreign organizations and universities in order to ensure international recognition.

IA's marketing activities are carried out in the following ways:

- Commonly through circulating opportunities in Facebook groups and pages
- Apart from it, IA ensures huge amount of international networking through various international programs they organize or assists in organizing.

Chapter - 5: Internship Activities

5.1 Introduction of the Internship

I actually have taken a five-month internship at DIU's International Affairs Office, of which I have completed four months. Although the International Affairs Office has general responsibilities, all of my tasks and responsibilities during my internship period were primarily focused on the upcoming 15th AUAP General Conference 2022.

During my internship, I was able to learn and develop a variety of skills that I had no idea I had in me. I owe a lot to my industrial supervisor and my coworkers for helping me develop my analytical problem-solving sense and abilities.

5.2 My responsibilities

During my 10 days evaluation period all I did was study about AUAP and the upcoming General Conference of it, getting the database ready for it as well as other student exchange opportunity study for circulation.

After being confirmed for the Intern position, I had set pair of responsibilities -

1. Studying and making posters, circulars and templates for general exchange opportunities alongside AUAP GC tasks.
2. Making templates, posters for AUAP GC 2022
3. Writing contents of certificates, emails, invitations, messages and speeches of various prominent figures
4. Keeping all the data collected and organized all the time for the GC, such as -

Constantly updating contact information of the national and international institutions and organizations.

Registration (Who paid and who didn't; who needs hotel, for how many nights and who doesn't; whose payment is waived, for what and how much; who is coming and who canceled, when).

Collecting documents (Air tickets for hotel and pickup, passport for visa processing, hotel booking copies, invitation letters, visa request letters, proof of payment, payment receipt copies, they and their institution info like name, logo etc.).

5. Email communication for-
 - # If they need help or have any queries
 - # Asking for required documents mentioned before
 - # Payment process
 - # Sending invitation for joining as well as for visa purpose
6. Keeping tabs of what all other committee members are doing.
7. Keeping tabs of the checklist according to various meeting minutes.
8. Keeping tabs of notes asked to be kept from Superiors.

5.3 About Industrial Supervisor

Mr. Syed (pseudonym) is currently working as the Senior Assistant Director of International Affairs, Daffodil International University (DIU) Bangladesh. He is also an International Adviser of Biliran Province State University, Philippines and an Ambassador of Eurasian Universities Union (EURAS). Since 2013, he has been coordinating international mobility programs for teachers, students and staff with global partners, scholarships, Erasmus+ projects, international internships, etc. at DIU. He also supervises the international cooperation relations & communications on behalf of DIU as well as setting up summer/winter program arrangement for international students. He is an active member of NAFSA: Association of International Educators and attended over 50 international conferences and events of about 30 countries around the world such as EAIE, APAIE, AUAP, AUPF, EURIE, WFYS, Magna Charta Consortium, EEUA, etc. Mr. Syed has expertise in coordinating international projects on campus to run for short and long-term duration. He is also coordinating the implementation of different Erasmus+ Projects at DIU such as KA171 and KA2 CBHE. He was an Erasmus+ Staff Scholar at Mykolas Romeris University in Lithuania for a week in 2022 and worked for ASEF Rectors' Conference & Students' Forum-2019 (ARC7) as a rapporteur for the Students' Forum. He has been playing the role of Advisor of Social Business Students' Forum (SBSF) since 2018 and a valued Senior Member of Children's Film Society Bangladesh (CFSBD) since 2011.

He is a great guy to work with because he is so much fun. He is aware of when to be strict and when to have fun. I have rarely encountered someone as multitasking, incredibly efficient, and incredibly energizing as he. It has been a

pleasure to work with him over the last few months. Reaching out to him felt easy whenever I felt like I was at a dead end, which made it possible for me to have a fruitful and skilled internship experience.

5.4 About Colleagues

Around my internship period I have -

- 3 more superiors apart from my supervisor,
- 3 interns as well as
- 1 student associate as co-workers with me.

Their job responsibilities:

1. My superiors guide me in carrying out my responsibilities and give me the go-ahead to do more.
2. My interns assist me with my tasks and vice versa.
3. The student associate mostly assists in the making of posters for various programs.

5.5 Details of the Skills Developed

Soft Skills -

- **Dependability:** My superiors had such faith in me that they sent me to places where they could hardly have had the same amount of faith in my other colleague due to their being a tad bit less organized. I believe my workplace eventually formed that dependability in me.
- **Open-mindedness:** This job taught me to keep my opinions and values to myself when they were not required, and to keep an open mind as we are mostly dealing with foreign delegates.
- **Teamwork:** During my internship, I was required to complete a variety of tasks alongside my coworkers. Many of the tasks were related to what they were doing, which taught me to work as part of a team and not only independently.
- **Creativity:** Most of the time, whether it was for coming up with a plan or creating a design, we had to think outside the box, which sparked my creativity.
- **Problem-solving/ Conflict resolution:** I gained experience and problem-solving sense whenever I faced a problem and solved it.
- **Critical thinking:** Not everything went as planned during my journey. I had to think of alternative ways of doing things and even talk to certain people, which helped to

develop my critical thinking skills.

- **Adaptability:** Since I tend to be very introverted in unfamiliar situations, I needed a lot of adaptability skills from the moment I set foot in the workplace as an employee with no prior experience. So, this months-long journey taught me a lot about adapting to new scenarios.
- **Organization:** I was in charge of keeping the most crucial data, which would not have been possible if I had been reckless and unorganized. As a result, such roles taught me to be calm and organized.
- **Effective communication** (both listening and speaking skills): Since starting this job, my introversion has decreased by 60%. Before that, I was terrified of talking on the phone or to people in general, especially formal persons. But now I can do it with ease.
- **Leadership qualities:** I observed my superiors and gained a lot of leadership knowledge from them, as well as having to take charge in a variety of situations. For example, I lead the team of volunteers when we set up the Registration Booth in Radisson Blu for the AUAP GC 2022.
- **Time management:** I learned a lot about time management because everything I did was very much time sensitive and there was no room for lethargy.
- **Decision making:** For many of the situations I've been thrown into during my time here, I've become quite skilled at making quick decisions based on the circumstances.
- **Networking:** My network has grown as a result of this journey. For instance, during the program, when I had the opportunity to greet so many delegates, many of the national and international delegates gave me their business cards so that I could contact them after graduation or whenever I felt the need.

Hard skills -

- **Bilingualism or multilingualism:** I'm already very good in Bangla, but my command of English speaking and typing has improved significantly as a result of my constant virtual and personal communication with the delegates. I even improved my other language vocabulary and can now speak Hindi quite well.
- **Database management:** This was one of my prime responsibilities, so I am very competent with database management.

- **Software Operation:** I had to use quite a lot of software applications like BeePro, I love pdf, QR code maker, Canva, Snapseed, Adobe photoshop, Microsoft Office, Google Workspace etc. because my entire work area was on these platforms, I began as a noob but ended up as an intermediate if not expert in these platforms.
- **Designing, photo and video editing:** Prior to this job, I had done not much designs for posters, circulars, templates, and so on. This side has provided me with a vast experience in designing as well as editing.
- **Information/Data Collection:** This is a skill that I believe I have quite mastered being here.
- **Copy-writing, email writing, copy-editing, report writing:** This was another major responsibility of mine that I believe I have quite mastered through all the digital communication and various content writing I did in these past months.
- **Social Media Management:** A big part of internationalization depends on its promotion which was done exclusively and individually by every employee of the office so I gained good knowledge over that as well.
- **Digital Communication:** I had the responsibility of the entire AUAP GC Secretariat mail under me so all the main communications were done from my side which made me quite a lot more exposed to digital communication.
- **Presentation:** Due to the constant requirement of presenting myself before various superior formal internal personnel as well as national and international delegates, my presentation skills and communication skills have greatly improved.

5.6 Details of Analytical and Problem-Solving Cases

There are some stories of my analytical and problem-solving cases during my internship period-

- I'm fortunate enough to make my superiors believe that I am capable of handling a task they have assign me and to maintain their confidence in me. On November 14, 2022, the first official day of the AUAP GC program. My responsibilities were at the DSC. But, at 5 a.m., Nazmul sir (pseudonym) called and asked me to be at the Radisson Blu to handle the Registration Booth (where we needed to check if everyone had checked in at the hotel, received their protocol, and received souvenirs), despite the fact that the responsibility was on someone else. He specifically requested that I take the lead on this because I knew our participants better than anyone else. That booth appeared to be very chaotic. We reached earlier. Delegates had already arrived. However, the kits/souvenirs were not delivered at

the location. As some of the delegates' protocol (volunteers) did not arrive, I kept them occupied, had small chats with them, told them to finish their breakfast while they waited, and so on. So, I had to manage the registration booth while also attending to some of the guests. And as soon as the souvenirs arrived, I prepared the checklist and registration file for them to check into the program properly. The experience is difficult to put into words because I had to manage a lot of things at once that day in absent of any superior colleague since they were busy at DSC.

- The day was even busier on the second day of the official and main program on November 15, 2022. Busier days, as we all know, lead to more messy and malfunctioning circumstances. While everything was being moved from one spot to another, many of the delegates' ID cards went missing, and they kept coming back asking for them. I had to make a quick decision. Fortunately, the printer was fully in place. So, I quickly found the volunteer who was the card designer, had him edit the name, and print out. Even the printer was not functioning properly. After much effort, the printouts were finally completed, and I inserted them into some extra card holders and handed them out to the delegates. Throughout the program, I had to make quick decisions and solve various problems without bothering my superiors with such minor issues even though these could become major if not handled properly, as some guests are easily offended.

5.7 Learning as an Intern in the Organization

As a beginner, I got not only experience but a blast of experience at the IA Office. As an intern, I had the opportunity to work for such a large event, which is a huge plus for my resume and overall experience. People rarely get such a two-for-one experience, in my opinion. I feel lucky to be acknowledging my latent talents through this journey.

Chapter - 6: Observations and Findings

6.1 My Internship Experience

This report serves as a comprehensive summary of all the duties I undertook while working as an intern at the DIU's International Affairs Office. This organization provided me with the opportunity to apply my practical knowledge and skills while also improving myself. I started at IA on August 1, 2022 and completed four months of the five-month internship on December 1, 2022. In terms of my personal experiences, interning on an international side was both interesting and challenging. Despite my English background, I had little knowledge of how to perform the tasks that they do. I began as an introvert who always avoided direct involvement in anything and was anxious of unfamiliar environment. So, this was difficult for me. However, I made the conscious decision to overcome my fear and go through with it in order to dismiss the myth that English department students can only work as interns in schools or as teachers. Since it was my first day on the job on August 1, I was nervous about how I would handle everything here. Then I met my boss, Mr. Syed. He is both professionally and personally competent. I then met with the rest of the employees. And after that, I was initially assigned to research AUAP GC in general, as well as the organization itself. I was tasked with updating the database from which we would invite delegates to the program. Every day during my internship, I reminded myself that I needed to observe the entire working environment in order to focus on the reason I had come and complete all of the responsibilities that had been assigned to me. I used to observe a lot, and kept notes of my daily tasks and what I learned that day, and because I enjoy gaining knowledge and learning new things, I saw my new working experience as a great learning opportunity. At the same time, I could learn about myself and how capable I am for this job. I gave it my absolute best effort to effectively balance the report writing I was doing based on my internship experience, the English language usage in the industry, and my job responsibilities. I also tried to go above and beyond what was actually needed of me.

Working at IA was a life-changing experience for me. Additionally, the people in IA are incredibly nice, cordial, helpful, and considerate. At first, I was concerned about how I would handle everything, but they were always encouraging and generous to me. Not only has my internship at IA offered me excellent learning opportunities, but it has also given me networking opportunities and made my future more appealing. I

will always look back on my internship at IA as a memorable and wonderful life experience.

6.2 My Observations

Throughout my internship, I observed the IA's environment extensively. It took me awhile to connect my academic learning with my working sector. Initially, I used to think a lot to find a way out. I consulted with my respective academic advisor, Mr. Mohammad Elius Hossain. He guided me a lot in making the connection. I had done my best to complete my assigned tasks at the IA while also observing how I could connect the international sector to my academic learning.

The following are some observations I have made at work:

- ❖ IA's working environment.
- ❖ The relationship between the employees and the clients/help-seekers.
- ❖ The most frequently used terms used by the employees and the clients/help-seekers.
- ❖ How do they maintain relationships between the senior and junior officers.

6.3 Use of Academic Knowledge in a Professional Setting

I tried to connect my academic knowledge with my practical work experience in international administration. I am well-versed in the English language because I am an English student. As a result, it aided me in data entry and other similar procedures because most of the tasks, such as content writing, emailing, and communicating with foreigners etc. required a strong command of the language. So due to that, the tasks were done with quite the ease.

Furthermore, through various courses, I have learned how to observe the working environment and act accordingly, as well as how to maintain relationships with my senior and junior colleagues, as well as how to behave with clients, as well as professional language codes, the way a professional figure speaks, and so on.

Moreover, I have prior experience with both online and offline tools. In my academic life, I completed assignments in Microsoft Word, PowerPoint, and Excel, and I was also proficient in computer skills. I furthermore worked on a variety of other design and editing software applications, including Canva, Adobe, Sejda, BeePro, and QR maker. All of my prior experience was put to use in my professional life as well.

Throughout my academic career, I gained a wealth of knowledge that I put to

use during my internship. And I am pleased to be able to effectively apply my academic knowledge in my professional life.

6.4 Findings

SWOT Analysis: The SWOT analysis is a strategic planning tool that is used to evaluate a company's strengths, weaknesses, opportunities, and threats. It is critical to gain a general understanding of the market. It is regarded as the most effective method for determining an industry's level of competitiveness. It entails stating the venture's goal and determining which internal and external factors are beneficial and detrimental to achieving that goal.

Strengths	Weaknesses
<ul style="list-style-type: none"> ▪ The International Affairs department is distinct from the rest of the departments of the university. ▪ They are more active in their service than other departments. ▪ Brings the university's name to the world's attention, attracting international students. ▪ A younger and more motivated workforce contributes to higher performance. ▪ Excellent service from trustworthy employees. ▪ Client-officer relationships that are valuable, loving, and friendly. 	<ul style="list-style-type: none"> ▪ fewer employees and staff. ▪ Being overly friendly can make it difficult to understand authority. ▪ Employee turnover has been high as a result of the office relocation from Dhanmondi to Ashulia. ▪ Not establishing a good work rhythm with other departments. ▪ Because of the new office shift and the adaptability issue, there is a sudden display of dysfunctionality at times.
Opportunity	Threats

<ul style="list-style-type: none"> ▪ More technical advertising can help IA reach more potential clients as well as international participants during any events. ▪ Spreading the message and agenda by utilizing innovative advertising channels, such as online social media can lead to partnerships with more universities as well as relevant organizations for global recognition. ▪ Offer and get offered various student exchange, waiver and scholarships globally (for students, faculty members and staffs). 	<ul style="list-style-type: none"> ▪ Its responsibilities are extremely delicate. They represent not only the university, but the entire country to the rest of the world. There should therefore be almost no room for error. ▪ If the promotions of events, exchange programs, camps etc. are not carried out correctly and in an efficient manner, internationalization may be sideways. ▪ If international students/guests are not treated well, not only IA or DIU will be defamed, but the entire country will have a bad impression in their eyes.
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Table 6.4: SWOT Analysis of IA

Self-assessment/ Intern's overall growth:

When I first started at my specific employment, I wasn't very outspoken. I had a serious anxiety problem when it came to new places, positions, and responsibilities. Whenever I was under pressure, I tended to feel overwhelmed. I'm good at routine work, and it's my comfort zone, from which I rarely come out of. It takes time for me to adjust to new situations. Like the majority of people in this generation, I was often uncomfortable to answer the phone, not knowing what to say.

However, I gained a ton of experience during this internship. My communication style changed. My situation management skills have improved. I can better express myself. Whenever I give a presentation or speak with a significant superior, I don't get the shivers and the same level of anxiety. I now know when to ask for help, when to explore on my own, and how to speak to people in different situations. My overall self-esteem has greatly increased, which will undoubtedly be beneficial to me in the near future.

Chapter - 7: Conclusion and Recommendations

7.1 Conclusions

My experience as an intern at IA was mostly positive. My entire internship, in my opinion, was extremely educational, and I learned a great deal. I sincerely appreciate the guidance provided by my supervisor and the support and confidence shown to me by everyone else at IA.

I have made a few suggestions for changes that will all be for the better at IA. This is something I can pray about. I sincerely hope and believe that IA will soon turn the difficulties it is facing into an opportunity in order to keep providing its esteemed clients with top-notch services.

I can only conclude by stating that I tried to write this internship report in accordance with the guidelines. Throughout my internship, I worked as hard as I could to complete the report-writing assignment using only observation and analysis. I gained a lot from it, and I have no doubt that I will eventually be able to use it to help me make wiser decisions about my professional life.

7.2 Recommendations

From my perspective, I have seen the entire department's environment during my internship, and I have some suggestions for how IA may improve.

The following are the suggestions:

- It would be fantastic if they issued requisitions for additional stationery and electronic accessories based on the number of employees.
- More employees with specialized skills who can also perform all other general tasks would be better for IA's more efficient operation.
- Keeping personal and work time distinct and separate will help employees stay focused at their work.

These are my own personal views, with the sole purpose of assisting IA.

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Appendices

Appendix-1: Plagiarism Report

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Turnitin - Originality Report - 191-10-346

Turnitin Originality Report	
Processed on: 04-Dec-2022 14:42 +06 ID: 1970651239 Word Count: 8455 Submitted: 1 191-10-346 By Saimum Rabbani	
Similarity Index 10%	Similarity by Source Internet Sources: 9% Publications: 2% Student Papers: 5%

2% match (Internet from 04-Dec-2022) https://daffodilvarsity.edu.bd/alumni-details/raihan
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< 1% match (student papers from 18-Nov-2022) Submitted to Queen Mary and Westfield College on 2022-11-18
< 1% match (student papers from 01-Sep-2012) Submitted to Queen Mary and Westfield College on 2012-09-01
< 1% match (Internet from 11-Nov-2020) https://www.indeed.com/career-advice/resumes-cover-letters/hard-skills-vs-soft-skills
< 1% match (student papers from 17-Sep-2010) Submitted to The Hong Kong Polytechnic University on 2010-09-17
< 1% match (Internet from 09-Nov-2022) https://researchspace.ukzn.ac.za/bitstream/handle/10413/12964/Ndumbaro_Faraja_2016.pdf?isAllowed=y&sequence=1
< 1% match (Internet from 27-Oct-2022) https://sdghelpdesk.unescap.org/sites/default/files/2020-10/Daffodil%20International%20University%20Case%20Study_SDG%20Help%20Desk.pdf
< 1% match (student papers from 14-Sep-2022) Submitted to University of Essex on 2022-09-14
< 1% match (Kristen Cuthrell, Joy Stapleton, Carolyn Ledford. "Examining the Culture of Poverty: Promising Practices", Preventing School Failure: Alternative Education for Children and Youth, 2009)

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Appendix-2: Letter of Approval from the Industrial Supervisor



Daffodil
International
University

A landmark to create the Future

DIU/IA/Intern-22-0105 December, 2022

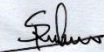
TO WHOM IT MAY CONCERN

This is to certify that **Ms. Saimum Rabbani** (Employee ID: 74000079) has successfully completed 16 weeks/4 months (From 01 August, 2022 to 01 December, 2022) long internship programme at Office of the International Affairs, Daffodil International University (DIU), Dhaka Bangladesh.

During her internship program, she performed various projects, workshops, and sessions with foreign universities such as India's Assam Downtown University, developing a database of global opportunities, sharing experiences, circulating for student and faculty exchange programs to promote DIU to other universities, and working for pre and post coordinating content development such as the inauguration program of Erasmus+ CBHE Harmony Project Lab at Daffodil International University. In addition, Ms. Saimum was a vital member of the secretariat team for the 15th Association of the Universities of Asia and the Pacific (AUAP) General Conference 2022, which was hosted by DIU in cooperation with AUAP.

We found her punctual, hardworking and inquisitive. We wish her every success in life.

Regards,



Syed Raihan-Ul-Islam
Senior Assistant Director, International Affairs
Daffodil International University, Bangladesh

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Appendix-3: Certificate of Appreciation



Appendix-4: IA Colleagues**Appendix-5: Small Portion of the 15th AUAP GC Volunteer Team**

Appendix-6: Assisting Delegates at the Event

