



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

**An Internship Report on**

**“The Role of Skill Jobs - Cultivating Skills among Job Seekers to Secure Job”**

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## Declaration

I hereby declare that, the project paper entitled "**Skill Jobs and Its Cultivation of Positive Connections among Job Seekers**" which is submitted to the Department of English at Daffodil International University is a record of my work and completely prepared by myself under the supervision of my respective teacher **Farjana Yesmin** (Lecturer, Department of English, Daffodil International University).

This is also to be confirmed that this report is prepared only for a partial requirement of my academic internship program, not for any other purpose. All information and details are recorded on the basis of my practical experience.

**Thank you.**

Sincerely Yours,



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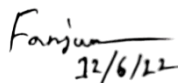
Daffodil International University.

## Certificate of the Supervisor

This is to certify that the intern Md Arafat Rahman Nelson bearing ID 191-10-1914 has undertaken the course Project Paper with Internship with me. For his internship programme, he was selected to work in the department of "General Administration" in 'Skill Jobs'. He has successfully completed the three months internship program in Skill Jobs and he found out the objectives of his report from his work experiences. Thus he made the report on Skill Jobs and its positive cultivation among job seekers.

In this whole process of preparing this project paper, he was in touch with me and I have guided him to achieve his goal by maintaining the rules. As he has fulfilled all the requirements and conditions and completed all the procedures of the course, the intern is now qualified to submit his report as being subject to the evaluation of the panel of examiners.

I found him sincere, dedicated, and enthusiastic during the internship.

  
12/6/22  
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Supervisor.

Farjana Yesmin.

Lecturer.

Department of English.

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## **Acknowledgements**

There is a considerable amount of work, tasks and dedication in this internship programme of Skill-Jobs. Being a student of the final semester, I confess that such accomplishment in a position of general administration would not be possible if I did not have support from my work.

First of all, I sincerely thank the Daffodil Family for such companies which are creating amazing opportunities for job seekers. 'Skill jobs' is one of them.

I express my sincere gratitude to Skill Jobs which has given me the opportunity in such a sector from which I could enhance my skill, knowledge and talent.

I am also grateful to all of my colleagues and seniors who supported me to run my internship smoothly.

Finally, my utmost gratitude to my supervisor respective Farjana Yeasmin Tithy ma'am (Lecturer, Daffodil International University, Department of English), who is mentoring me to prepare this entire project paper regarding my internship.

## **Abstract**

This report has been prepared based on the practical work during the three months internship at Skill Jobs. The study will give an idea about the positive connection between "Skill Jobs" and the job seekers of Bangladesh. The internship has been completed in the department of "General Administration" at "Skill Jobs". The internship programme was a partial requirement of the Bachelor of Arts degree program. The aim of this report is to deliver the positive effect of Skill Jobs among fresh graduates and job seekers. This report will help them to make a decision for improving their professional growth. The predominant elements of the report include observation and communication with the employees as well as candidates, focusing on performances, strengths, weaknesses, opportunities, facilities etc. Besides the observation, this record of my work aimed to fetch out the techniques of "Skill Jobs" building opportunities for job seekers. The report also includes the changes which have been recommended by the intern to improve the level of a healthy connection with job seekers.

In summation, all the elements found from the observation will present a picture of the current relationship between "Skill Jobs" and job seekers. The experience of these three months of the internship has been attempted to be presented in this report in an ideal way.

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## **Chapter 1.0 Introduction**

### **1.1 Background**

The internship programme is an essential part of the academic requirement of my Bachelor of Arts Degree. Being a student of the department of English, I had several options to complete the internship programme such as schooling, researching etc. But I chose to complete my internship in the Human Resource sector.

During my 4 years of university life, I have been involved in several extra-curricular activities and worked in many sectors. After gathering an amount of experience, I found myself suitable for the HR sector. The skills and achievements which I gained, made me suitable for this sector. So, I decided to complete my internship programme to enhance my knowledge in this work area as well as to fulfil the academic requirements.

Daffodil International University provides various opportunities and scopes for students to improve their skills and gain experience. I got the information about the internship opportunity at Skill Jobs in the "General Administration" department via email and grabbed it. I prepared myself for the interview for my work of interest and I made that. That is how my journey as an internee in "General Administration" in Skill Jobs began.

The internship was completed within three months in the General Administration department at 'Skill-Jobs'. My working area was "Talent Acquisition". The events, meetings, interviewing, evaluating candidates and experiences were all part of the three-months internship. The internship program has had a tremendous impact on my abilities and talents in a variety of sectors. My participation in numerous workshops and meetings run by "Skill Jobs," has expanded my knowledge and skills.

The observations and experience of these three months inspired me to prepare a study of Skill Jobs and their connection among job seekers. So, the reflection of my survey and observations have been depicted in this study.

## **1.2 Goal and Objectives of the Report**

The major goal is to comprehend how "Skill Jobs" is significantly contributing to improving and maintaining its links with the employment market through its prominent position, solid reputation for carrying out initiatives, dedication to principles, and devotion to human rights, which is seen as a meeting point with the established job market.

### **1.2.1 Objectives**

- To draw out the overall performance of Skill Jobs.
- To observe the strengths, opportunities and facilities of the organisation.
- To make a review of the positive connection between Skill Jobs and job seekers.
- To know the facilities for students in the institution.
- To provide an idea about the opportunities given by Skill Jobs to fresh graduates and others job seekers jobs.

### **1.2.2 Followed Steps for Achieving the Objectives:**

- Observing the techniques and methods of the sector
- Seeking advice from seniors, and co-workers and working with them.
- Developing communication and analytical skills.
- Researching the overall aspects of the organisation.
- Making a SWOT analysis of the organisation.



## **Chapter 2.0 Organisation Details**

### **2.1 Basic Information and Company Profile**

Skill Jobs was established on July 09, 2000. At that time the organisation was in the name of JobsBD.com and it was the first ever online job portal in Bangladesh. After that, they start their journey with the name 'Skill jobs' in April 2018. The main office of Skill Jobs is located in Daffodil Tower (level 7), Road No 14, Dhaka, Dhanmondi 32.

It is one of the pioneer trusted online job portal sites in Bangladesh. Skill Jobs is now actively working and contributing to the jobseekers to be skilled and experienced to fulfil the gap between skill and jobs. They have various types of professional development training and services. They are developing a good amount of skilled and experienced resources according to the needs and demands of the employees as well as the job seekers. At present, Skill Jobs is working with various reputed companies nationally and also internationally. They have created the opportunity for candidates to work in the global platform through Skill Jobs.

### **2.2 Company Vision**

The vision of Skill Jobs is to be the leading trusted job site for all types of recruitment solutions and skilled developers.

### **2.3 Company Mission**

The mission is to help to connect skilled human resources and find the best recruiters. Develop students' skill sets through technology, and networks and engage in global platforms.

### **2.4 Purpose of Skill Jobs**

The purpose of Skill Jobs is to work as a hub for job seekers. They make the candidates skilled and fill up the gaps between jobs and skills. And they make the scope for job seekers to find out their proper placement to build their career.

## **2.5 Facilities and Opportunities for the candidates**

Being one of the prominent job portals in Bangladesh, Skill Jobs has some tremendous features. The most beneficial one is the opportunities and facilities they provide for job seekers. The job seekers are provided with the opportunities and facilities of-

- The information about several job sectors and about the advertisement of the reputed job position.
- The training system if there is not much experience or idea about the job of the candidates.
- Skill-improving courses to improve the professional skills of the candidates.
- Making a bridge between skill and jobs.
- Internship opportunities in different sectors.
- A positive environment in the office motivates the candidates to be focused on work.
- Gaining practical experience by working in different sectors.
- Recommending the internees and candidates to other reputed companies in their own responsibility after completing the internship or their courses.
- As Skill Jobs is working with international organisations also, employees can get the opportunity to perform globally.

## Chapter 3.0 Methodology

### 3.1 Introduction

The report has been prepared on the observational method. The observations were made on the employees, interviews, candidates, training sessions and overall office environment. In addition, communicating with a number of Skill Jobs employees at various levels is also used for fetching the objective of the report. These techniques assisted in gaining a concrete understanding of this institution.

### 3.2 Observations

At the very beginning of the internship, It was tough to understand all aspects and strategies of the General Administration sector with such a small amount of knowledge. Moreover, the internship was completed in the "Talent Acquisition area". So, the nature of these organisational tasks to gain knowledge of how these units might engage job seekers in these kinds of activities has been concentrated on. As the working area was "Talent Acquisition" in the Department of "General Administration", it was a fine opportunity to observe the core system of the organisation. The focused areas were

- How the employees and candidates manage their tasks.
- How the sector " General Administration" plays a prominent role to run the organisation;
- The work and training strategy of the organisation;
- How they recruit candidates and what quality they search for in the interviewee;
- What kind of opportunities do they provide to fresh graduates and other job seekers;
- How do the new employees deal with the senior employees;
- The dedication level in the General Administration sector as well as the other sectors;
- Communication between the recruiters and the interviewees;
- The connection among the candidates and the trainers and their thoughts about the organisation.

## Chapter 4.0 Reports of the Study

### 4.1 Observation Report

As per the observation areas (2.1), both positives and some issues were found in the organisation. The work management system of the workers is appreciable. As the internship has been completed in the area of "Talent Acquisition", it was convenient to find out what type of talents Skill Jobs searches for within the candidates. The candidates who have a passion for their goal and career and have a good amount of soft skills such as - Communication, adaptability, collaboration, presentation etc, get the major opportunity. During interviews, most of the candidates get nervous and can not be precise about their aim and goal. Obviously, a candidate should know how to explain their specific knowledge. However, Skill Jobs seeks talents and they make the candidates develop through their training sessions before involving them in any professional project.

The employees have the necessary level of communication among themselves. According to the observation, newly joined candidates somehow go through a communication gap with the senior ones. But they get the necessary information and cooperation from the seniors. All of them maintain professional relationships among themselves.

Skill jobs provide enough opportunities for candidates to make their career goals settled. But they prioritise on training division more than the job division. Their aim is to make the candidates more professional and perfect for their desired job position. Another significant facility I observed is that their internship process does not remain a limited process within their office. Rather, they give opportunities to the internees to be joined in different companies where they are recommended. I found this strategy most effective because working in different companies assures the development of a candidate's practical skills, and knowledge and enhances their field of experience. Moreover, after completing the training sessions or any internship programmes, they give recommendations to the candidates in various companies on their own responsibilities and after that, they inform the candidates. Such a sense of responsibility is appreciable for such a job portal like Skill Jobs.

The dedication level of the department of General Administration is observant. The "Talent Acquisition" area has to bear a sense of vast knowledge about choosing the right person for any field. Because recruiting the wrong candidate can become a cause of loss for the organisation. But in this case, Skill Jobs got another backup. The training session takes the

responsibility of training the candidates for their best performance. But as the observation, the training courses and sessions should be upgraded. The trainers should be more precise and able to use their quality in their best performance.

The overall observation of the organisation makes this report recommend Skill Jobs to students and fresh graduates. Because this is the best place and scope for starting something that will make the future career strong. Further issues have been presented in the problem findings (6.1.2) and recommendations (7.1)

## **4.2 Report from Communication with the Employees and Candidates**

Besides observation, some opinions of the employees and candidates were taken by communicating with them. The question-answer session was not a formal process. Rather, to fetch out the overall ideas and thoughts of the candidates and employees, the questions were asked randomly while communicating for several purposes.

### **4.2.1 Working Environment**

Regarding the working environment, a number of employees and candidates showed a neutral attitude throughout their feedback about the organisation. But, some of the new candidates have better suggestions for the environment. Overall, the office environment needs to be more cheerful and refreshing. Most of the fresh graduates said that they feel positive and motivated in the office. But it is to be noted that the office provides the necessary tools and materials which they need. And most of them believe that the organisation behaves in a socially responsible manner.

### **4.2.2 Management and Leadership**

Most of the candidates and trainees agree with this statement that the management system of their own sectors has an effective connection with them. They are aware of the strategic goals of the organisation. But the most notable result is found that everyone strongly agreed that the trainers and the team leaders aim to focus on the employees' personal and professional development.

### **4.2.3 Workplace Wellness**

Here, different levels of employees have different opinions. This is found that Skill Jobs should focus on their job divisions more than training. Candidates are satisfied with the training sessions and they agree with the statement that the training sessions have a quite good impact on them. But their eagerness is to work practically in job sectors which should be prioritised by Skill Jobs now.

### **4.2.4 Personal and Professional Developments**

In this case, all of the workers have confirmed their personal and professional improvement. Their improvement of skills and practical knowledge about the sector has boosted their confidence and they are capable of accepting any kind of challenge. They have ensured the positive impact of Skill Jobs on their career goal in the survey.

### **4.2.5 Employee Engagement and Opinions**

This report has a quite good but suggestive result which is made from the employee's opinion. The current workers see Skill Jobs as perfectly suggestive for students of final year or fresh graduates. The result shows that Skill Job is the best platform for learning and the beginning. Although, a number of senior employees are not sure whether they want to see themselves in Skill Jobs even after the next two years or not. But if their suggestions for the improvement of the management are accepted by the authority, they will be more satisfied with the present and future of their position in Skill Jobs. However, they agree that they feel empowered while working here.

The study bears a positive overview of Skill Jobs containing some suggestions. But that is beneficial for both - the company and the candidates.

## **Chapter 5.0 Working Experience and Learnings**

### **5.1 Beginning experience**

I started my internship in October 2022. On the very first day of my work, I was introduced to the other employees. There were two more interns like me in different sectors. I was not that nervous as I had the experience of working as an HR intern in an international company. But working in General Administration was a matter of excitement for me. I was given several tasks to complete and fully cooperated with by the senior employees. Though at first, I could not organise my tasks properly, gradually I learnt to manage my everyday tasks and then became an organised worker in the sector. My management and adaptability skills improved due to that little mess at the beginning of my internship programme.

### **5.2 Overall experience**

After starting my internship, the area of my experience has been enriched through working in such a positive environment. The change in my mindset and the development of my soft skills will help me in every step of my building career. Except these, the practical experiences I gained about-

- How to take an interview and how to evaluate a candidate's quality.
- Determining selection criteria for candidates by liaising with the clients.
- Source applicants through online channels according to the needs of the clients.
- Identifying and refining the most suitable talent from available candidates.
- How to plan interview and selection procedures, including screening calls, assessments, and in-person interviews.
- How to assess candidates' information, including CV, portfolios, and references.
- Organising and attending job fairs and recruitment events to build a strong candidate pipeline.
- How to keep the records of all materials used for recruiting and the documentaries of the candidates.

### 5.3 Learnings and Outcomes

Although three months is not a very long time for gaining a good amount of experience and skills, this timeline has a tremendous effect on my learning and knowledge. Among a list of self-development and achievements, I need to mention those learnings which will be effective for my lifetime career. Such as

- Learned about the management of the General Administration sector.
- Learned how to deal with corporate life.
- Improved my communication skills.
- Learned about how to groom professionally.
- Found out the ways and opportunities for fresh graduates.
- Learned to make self-assessments and found out my own failings.
- learned to make a creative analysis based on observations and surveys.
- Gained experiences which will help me to build my career strongly.



## Chapter 6.0 Discussion

### 6.1 Overall Findings

Although the involvement in this internship program was for a very limited amount of time, a layout of the facilities, opportunities, and also problems of Skill Jobs has been attempted to be drawn out throughout this report. The strategies used by Skill Jobs to close the gap between job seekers and the job market, particularly with employers, by cultivating positive connections and trustworthy collaboration between them and elevating their shared values, have been portrayed in this report.

#### 6.1.1 Positive Findings

- Skill Jobs has advanced technical ability and knowledge and has a huge talent database. These aspects are counted as the strength of the organization.
- Likewise Daffodil Family, they have direct involvement with various academic institutions and corporations with strong relationships, which is the major strength of this job portal. Because this feature assists the candidates to reach their career goals.
- They conduct sufficient research on jobs and the professional world. Later, the research is effectively used for the facilities of job seekers.
- They make bridges between skill and jobs and they give value to the customers and clients. The bridge means to make the candidates professionally developed and qualified for a career line.
- For fresh graduates and final-year students, Skill Jobs can be a great platform for developing one's professional skills. Because their training and internship programs are considered to be completed very effectively so that the graduates can enhance their professional skills.
- Being involved in various international organizations, Skill Jobs creates opportunities for the candidates to perform on global platforms also, which is the finest opportunity for job seekers in Skill Jobs.
- They improve candidates' collaboration and adaptability skills practically. Moreover, they give the opportunity to the candidates to be involved in external companies with their references. So, they gain practical knowledge about the work sectors.

- They focus on improving candidates' practical knowledge. And if they do not have any, Skill Jobs gives the opportunity to train them.
- They focus on performing more than knowing. And the individual-centred training approach makes each candidate compete. They learn to manage in job sectors and deal with the situations in the job.
- They involve candidates in interactive discussions and competency-based exercises. As a result, their analytical skills, critical thinking abilities, and adaptability skills are enhanced.

### **6.1.2 Problem Findings**

From the observations, some issues in the organization, need to be improved for the betterment of the company. Such as -

- Skill Jobs is focusing more on the training sector than the job sector. If they create more opportunities for candidates in more internship programs as well as work in their office professionally, that would be an effective step for the candidates as well as the company.
- Their marketing activities are not that strong. They do not make enough advertisements. So, students and job seekers do not get much information about Skill Jobs. This matter has to be improved as soon as possible.
- There are not many careers or recruitment campaigns.
- Their payment method is not improved enough.

### **6.2 Self-Reflection**

- I have worked for "Talent Acquisition" where I had to seek the talents of the candidates. So, I got the idea and knowledge about the qualifications and skills which are needed for a professional career.
- I have taken interviews and evaluated candidates' qualities. Thus, I learnt to evaluate myself also. I could find out my own strengths and weaknesses through those interview sessions.
- Working in a core department of an organisation taught me about the importance of the sector in any organisation. And it has a tremendous impact on my career goal.
- Being communicative with other employees helped me to achieve my objectives. Thus, I could realise the importance of 21<sup>st</sup>-century skills for a person who is on his/her way to make his/her career line.

## **Chapter 7.0 Recommendations**

### **7.1 Recommendation for the Company**

As per my findings from the observations and survey, I have got several suggestions which may develop the current status of the company. Such as -

- Skill Jobs needs to develop their marketing and advertising so that it reaches the highest number of students and job seekers.
- They should prioritize the job sectors as much as the training sectors.
- More recruitment campaigns should be organized.
- They should start some paid internship programs so that students and fresh graduates can be more eager and inspired to join here.
- New employees should be trained well.
- Communication among the employees should be more developed.

### **7.2 Recommendation for the Explorers of the Report**

Undoubtedly Skill Jobs is an amazing platform for students, fresh graduates and for job seekers. Based on the discussion, findings and overall profile of the company, it can be recommended that fresh graduates can make a grand beginning of their career from here. They will be provided with training, improvements and good experience to enhance their knowledge and build their career.

## Chapter 8.0 Conclusion

For growing a student's experience, it is really needed to combine academic theoretical learning with the practical learnings of corporate life. I believe that choosing to work at Skill Jobs in such a position was an appropriate decision for me to enhance my skills, knowledge and ability. Moreover, as I am precise about my career line, I have made the best decision to do my internship programme in this sector. Although Skill Jobs provides information on their recruitment and other opportunities for students and job seekers via email and their marketing, this report will give a vast idea to the explorers about this organisation.

Skill Jobs is actively working to fill the gaps between job seekers and skills. They are working to solve the unemployment problems in Bangladesh. This is a common scenario in present Bangladesh to suffer in frustration after graduation for not finding a job place. Skill Jobs is on its way to decreasing this issue. Their methods of training and explorations about jobs make it easier for job seekers to build their professional careers in a proper way.

In my three months of internship, the experience I gained will always be beneficial for my professional career. The observations, surveys and findings which are served in this report, will help the explorers of the report to make the right decision for their career.