



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

Internship on "The Inclusive Understanding of the Use English Language on Human Resources and Man power of Pearl Global Industries Ltd.

Pearl Global Industries Ltd.

**Submitted To:**

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**This Report is submitted in Partial fulfillment of the Requirements for the degree of  
B.A.(Hon's) in English**

**DEPARTMENT OF ENGLISH**

**DAFFODIL INTERNATIONAL UNIVERSITY**

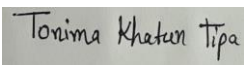
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## Declaration

Most. Tonima Khatun Tipa, Student of English department, Daffodil International University, Dhaka. Hereby declare that my Internship report of project paper entitled “The Inclusive understanding of the use English language on Human Resources and Man power of Pearl Global Industries Ltd. is a substantive record of the project work which I have submitted to Department of English,

Daffodil International University. Declared that, this project paper has not been copied, duplicated or plagiarized from any other paper or document and has not been submitted to any educational institute. This is an authentic piece of work and outcome of my effort that I have done internship Department of Human Resources at Pearl Global industries Ltd,

Uttara, Dhaka. I shall be highly obliged if you are kind enough to receive this report and provide your valuable judgment. It would be my immense pleasure if you find this report useful and information to have an apparent perspective on the issue.



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## Letter of Approval

This is to certify that the Internship Report on “**The Inclusive understanding of the use English language on Human Resources and Man power of Pearl Global Industries Ltd.**” has been submitted for the award of BA in English (Hon’s) from Daffodil International University. This report is a record of Most.Tonima Khatun Tipa’s Internship on this Specific topic she completed under my supervision. No part of this report has previously been submitted for any degree, diploma. It is an excellent work which was presented to me.

I recommend to place her work at the viva board.



**Anta Afsana**

**Senior lecturer**

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## Acknowledgement

At first, I would like to express my heart-felt thanks to almighty Allah for his kind blessing for completion of the Industrial Training successfully .I also would like to express our deepest gratitude to respected teacher. I feel grateful to my academic supervisor Anta Afsana (Senior lecturer) Department of English, Daffodil International University. I would I like to thank HR management of Pearl Global Industries for giving me the opportunity to complete the industrial training successfully as well as to Hasan Afroz Chomon (assistant manager) for his continuous guidance me about the development and preparation of this training report. A lot of concentration, effort, responsibility and study have been involved in preparing this paper into reality. In preparing a report one need a number of assistance and guidance from reliable sources. This report also stands on the basis of such efforts. I received active co-operation from my Supervisor (Assistant manager) express my heart- felt gratitude to them for their co-operation, which helped me to conduct and complete this report. They have provided me some important HR manual book, Labor Law book and given some advice of making the report.

Finally, I would like to acknowledge all teachers of Daffodil International University, specially HR department for encouragement and thanks to kind inspiration otherwise it would be in completed and thanks to the HR of pearl Global industries Ltd. Moreover, I would also like to gratitude to HR AGM MD. Kamruzzaman sir who gave me good advice, suggestion, inspiration and support. I must mention the wonder working environment and group commitment of this organization that has enabled me to deal with a lot of things. However, this report suffers from many shortcomings. Moreover, I have exerted my best effort in preparing this report. I seek excuse for the errors that might have occurred in spite of my best efforts.

## Abstract

I have done my internship from Pearl Global Industries Ltd. Which is multinational company. I was looking for the best company to do Internship also my requirement is to do intern in Human Resource (HR). I was getting this internship opportunity from a job fair where I saw about company details and E-mail address also to communicate. After that, I forwarded my Resume towards Rajib Sinha sir (Head of HR). He took a short interview then he finalized me. I was so happy to get this opportunity. I think, this 3 months journey of my internship give me different kind of learning and experience. I get to know regarding corporate life, communication policy of professional life and so many things. My supervisor was Hasan Afroz Chomon (Deputy Manager) of HR and my educational supervisor is Anta Afsana (senior lecturer) of Daffodil International University. My Organization supervisor helped me to learn HR work like recruitment, worker and staff attendance, provide employee orientation, wages, and resign and also lots of process. He learned me manually and practically both. For factory, I have done some recruitment processing which I elaborately describe afterwards. I have done some attendance procedures manually and according to over timing give them bonus wages. I have done HR administration work too.

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## Chapter 1 - Introduction

I have selected the topic of the report is “The inclusive understanding of the use English language on human Resources and man power of Pearl Global Industries Ltd.” I tried to accomplish my theoretical knowledge of HR and tried to combine it with practical field. I tried to cover all the major function of HR like recruitment, selection, training and development, wages part, resign etc. The industrial attachment is the process, which builds understanding skills and attitude which improves my knowledge in boosting productivity and services. University education provides us vast theoretical knowledge as well as more practical attachment, in despite of all these industrial attachment helps me to be familiar with technical support of modern machinery and helps us practically. It also provides me sufficient practical knowledge about Human resource procedures both manually and automatically. Human resource is an essential for the competitive advantage of firms. To a large extent, the literature on HRM has focused on firms in stable business environments, and in many instances, the underlying assumptions are permanent growth and prosperity. (Edvardsson, I. R., & Durst, S. (2021).)

Industrial attachment makes me reliable to be accustomed with industrial & corporate atmosphere and improve courage and inspiration to take self-responsibility. This internship gives an opportunity to prove the study’s impact on the field of project paper. As an HR professionals, English has a deep impact on overall company performance. A good knowledge of English allow us to communicate effectively with National-International clients. English communications is really needed for everyone. Through this internship, I have achieved knowledge about Man power budget. Manpower planning is an essential element of national development policy, whether viewed as a means of building up the skills required for economic progress, or of providing the individual with productive and socially useful employment.. (Harbison, F. H. (1962). Moreover in workplaces, it’s quite tough without English support. By studying in English, It helps us to communicate with office Sir/madam/Boss. This industrial training minimizes the gap between theoretical and practical knowledge and make us accustomed to industrial environment. I got an opportunity to complete 3 month long industrial training at Pearl Global Industrial Ltd. At the end of the report, I have mentioned SWOT analysis which includes strength, opportunity, threats, weakness and I have shared some recommendations and limitations based on the knowledge of my 3 months journey. This report has been prepared by the discussion with company’s employee. At the time of making this report, I had a great opportunity to have an in depth knowledge of all my activity.

## 1.1 Background and Significance of the Project

The project background is an important part of every proposal. The internship is a compulsory requirement for undergraduate students. So, I joined as an Intern at **Pearl Global Industries Ltd.** During the three months of the internship period, I attended daily to the Organization. I used to work there during banking hours 9 am to 4 pm. Every Sunday to Friday. Moreover, I have tried my heart and soul to complete this report writing as per as instructions. I gathered the information about this company that I have mentioned in this report with the guidance of my office supervisor and colleagues. In the part of report writing, I have concentrated on my experience working at the textile Organization, the aspects where English Language is used in the textile industry.

As an outcome, I titled the report **“The Inclusive Understanding of the Use English Language on Human Resources and Man Power of Pearl Global Industries Ltd”**. I successfully finished my undergraduate internship at the Pearl Global Industries Limited in fall of 2022. After completing my internship, I am feeling so proud about myself. I have changed myself for the better, which is beneficial for my professional career. Working in such a welcoming environment at PGIL encouraged me to get outside of my comfort zone so that I have no longer any fear of speaking and communicate with people. I learn how to interact with my colleague and maintain a relationship with others. This report is significant since it will provide important information about my internship experience at PGIL.

Additionally, the use of English in Bangladesh's Textile sector as well as information about the reputable Textile institution PGIL. Those who are enthusiastic about the worth of the English language in the Textile sectors of our country can easily see the condition of this report as it portrays the actual image of many English terms used in the banking industry. Furthermore, the PGIL regulator can assist to go through with effective decisions by identifying their areas



of strength, weakness, opportunity, and the threat from my report. In essence, the main goal of the internship program and report writing is to connect the theoretical knowledge gained over the previous four years with real-world job experience. In addition to this, obtaining a bachelor's degree is a requirement of the program. I am lucky to be able to connect my academic understanding with practical practice. Another relevance of this report is that it will enable me to present my point of view to the audience and get their input on whether or not the presentation is effective.

Additionally, this report will provide my experience working in a different sector as well as sound knowledge of the usage of the English language. This report will conclude by reviewing the entire scenario from my perspective. Therefore, this report is significant for the readers. Moreover, my knowledge and experience of the internship will help the prospective intern to learn and get prepared properly. So, I must say this internship report has significance because it is a practical experience for a student for future reference.

**Objectives:** English language is really needed for every job sector. Human Resources work is basically communication work. In Every segment of HR work is based on communication like administration segment, pay roll segment, management segment.

1. Goal to achieve best communication skill through internship on HR.
2. Achieve a good skill on English speaking and writing through this internship.
3. Goal to understand corporate office environment that helps me in further job sector.
4. Goal to achieve confidence level.
5. To play a vital role in human development and employment generation.

## Chapter 2- Methodology

As three months internship is mandatory for the degree of BA(Hon's) program, therefore, I have decided to do my internship at the bank but as my family members are all from textile background so it's been easy for me to arrange an internship at textile institute. My project or Internship program is a field with basis of Experience. So, First of all I received my recommendation letter from my department, Daffodil International University. Then I brought it into my company and took a short interview .After finalizing me, Rajib Sinha sir introduced me with my supervisor, Hasan Afroz Chomon. Their hospitality was wondering me. The way they welcomed me is appreciated. They valued me as their colleague. They never treated me otherwise. Their work environment, behavior overall was perfect. After that I assured I can do better from here because everyone was so supportive.

I visited their 2 factories "Norp knit Industries unit 2," "Prudent fashion" While I went to "Norp knit Industries unit 2," Mr. Azad Hossian sir (GM) introduced me with his manager and mandated him to teach me properly. The factory "Prudent Fashion" Mr. Kamruzzaman (AGM) sir gave me his valuable time. He learned me by himself. Overall, they are so professional and well organized. In this way, I have learned these things, and also, I observed the way they give services, their relationship with staffs and Worker , the usage of the English language in the Textile sector, how much they use English while talking and writing, etc. As an HR professionals, English has a deep impact on overall company performance. A good knowledge of English allow us to communicate effectively with National-International clients. Moreover in workplaces, it's quite tough without English support. As my observation, As Pearl Global Industries Ltd is an Indian company, 85% people are working here from India. So, I had to communicate with them totally in English. My study of English helps us to communicate and enhance my confidence. I need to study English literature also. English Literature helps me to strengthen my writing skill, stimulate my memory and encourage me. These skill helps me for developing my career. There is a lot more to literature than what most of us think. Literature helps us to think outside of the box and enhances our imagination power. Our thinking becomes expand literature encourage us to generate new ideas, helps to think us creatively. The existing literature on HRM and performance is reviewed in the light

of this analysis to identify key gaps in knowledge and help to focus further the research priorities. Guest, D. E. (1997). Creative industry is the fastest growing sector in the economy. Creativity is highly sought after by employers in all sectors to help improve products services.

Literacy skills put us in a best positions to do well in career. Boosting our profile as a good communicator. Literature gives us to gained best understanding power. I have collected all of the necessary information needed for my internship report.

Through this journey, I had done my internship in “Pearl Global Industries Ltd.

## Chapter 3 -Organization Details

Mr. Deepak Seth is founded Pearl Global Industries Ltd in 1987. Pearl Global is Manufacturing Company of multinational apparel which provide end-to-end supply chain solution for brand and across the world. They make clothes for people of all ages, genders, positions and style preferences using sustainable means. The company's product register forms woven tops and knits, dresses and bottoms, loungewear, sleepwear and outerwear for women and shirts and bottoms for men. Pearl Global market product brand name is SBUYS. Pearl Global branch is located in India, Bangladesh, Vietnam, Indonesia moreover the company operates across Asia, the USA and Europe and the headquartered in Haryana, India, Gurgaon. The development of human resources has been recognized as one amongst many objectives of long-term economic growth by most developing countries.( Price, W. L., Martel, A., & Lewis, K. A. (1980).)

Pearl Global factories across India specialize in crafting embellished woven and knit products including women's fashion wear, men's fashion wear and also kids' fashion wear. In this factories annual production of 25 million clothing pieces. They serve their clients with high quality products through seamless production process. Factories quest for fashion has led us to Europe that's one of the biggest hubs of the fashion world. PGIL claims, they are one of the most trusted clothing suppliers and apparel vendors in Europe. Factories headquarters in New York supervises global operations, supply, sales and design. PGIL specialize for knits, woven, denim, outerwear, sleepwear, active wear and also children's wear.

As a company Pearl Global has a rich history of all over people around the world. PGIL has some rules and ethics that they observe. They invest their people and build culture based on the values of trust, ethics, integrity, respect, care and empowerment. They are working for women's empowerment and they give value mostly for women. Life here is all about growing with experiences. Headquarters' admit that people are an integral part of their business and they value their development over anything else.

## Chapter 4 - Internship Activity

Organizational skill & Behavior plays a vital role to manage an industries. A good company should have a better organizational skills and well behavior. In pearl Global industries Ltd, I have seen the best organization skill of work policy and well behaved though it was my first experiences.

I have done my Internship from Pearl Global Industries Ltd. department of Human Resource (HR). I have done my work from their Head Office located at Uttara. In this group there have 3 factories in Bangladesh. “Norp knit unit 1” located bypass.”Norp Knit Unit 2” located gazipur and other is “prudent fashion” located bipail. My supervisor is deputy Manager named “Hassan afroz Chomon” My other team member is Sobuj Hossain admin of HR another one is Sadia Anu. They help me a lot. The Function I have learned is:

- Officer and Production Staff.
- Machine operators and Worker.

### 4.1 Step for officer and production staff recruitment

A company's has this two kind of recruitment. One is officer & staff level another one is worker level. Throughout my whole journey I have done 4 recruitment. Among them two persons were for worker level and two person were from staff or officer level.

For office level I have done following procedures:

First of all, for recruitment, I need to do advertising for vacant position in Newspaper or office notice board. Officer and staff can get from factory because If someone leaves from the above position someone from low position get that opportunity. But In my recruitment process, I have got many C.V. Then help of my supervisor I did short listing of the all candidates based on

education, qualification and experiences. After short listing I was conducting them for interview and efficiency tests by selection board. Then the officer who took interview give a interview rating and candidate selection. After selection there have some procedures like age verification from educational Certificate, national ID verifications check, Birth registration certificate, certificate of citizenship from union Council then need to verify by registered medical practitioners so that we can ensure that this staff or officer is out of any disease or out of any drugs addiction. With the help of my supervisor and other HR admins I had done all the processes. After all the verifications, I had started to collect the copy of all educational certificates, national ID card, birth registration, citizenship certificate from union council and recent photograph. Then the next process is appointment letter which I had given along with breakup of wages and entitled benefit and the written handbook on workers right, privilege, benefits and obligation. All the copies are provided with acknowledgement of receipt. Then I gave him the joining letter includes job confirmation. After his job confirmation, all the copies of his papers are deposited by HR in the form of file.

This is how I have recruited two staff in Pearl Global **Industries Ltd.**

#### **4.2 Step of Machine operators and Worker recruitment**

There have some difference process between recruitment of Staff level and worker level. I have done two persons recruitment process for worker level in Prudent Fashion. I was found for machine technician. For worker level, I need to circular through micking, Banner and leaflet distribution or from gate. I got worker (machine technician) from gate. In case of document checking I need to check their NID verification, Birth certificate and educational certificate. For worker level minimum S.S.C certificate is must and to be experienced. Then I sent them form medical test. After medical test, IE department check his operators skill. The section chief check helper potentiality. Then I took a HR interview for final selection. Then I

made for him a job offer letter. All his personal documents I had collected in the form of personal file. After all the process I provided the employee orientation.

This is how I completed recruitment process of worker.

Pearl Global Industries always look for knowledge, skills, and abilities representative of top performers in industry and specifically in the position. Look for examples of how the candidate has used and applied skills and knowledge. After joining here, I observed that Education is more important to some positions than others. Related affiliations and activities need to be highly relevant to the position in question.

### **4.3 File Management**

I have experienced regarding personal file management. Each and every single worker and staff has their personal file. While he/she joins this factory, all the necessary documents is been collected by HR panel. As an Intern of HR, I have collected these documents from workers & staff:

1. Job description
2. Office ID card hard copy
3. Appointment letter
4. Nominee name/ NID
5. Job application form
6. Medical Report
7. Salary form
8. Skill test result paper
9. NID verified copy with signature
10. Character certificate
11. Educational certificate
12. Covid vaccinated card

#### 4.4 Resign work

I have done few Resign procedures. There have some rules and regulations of resign. A worker or staff can't leave instant. The rules is, the permanent worker or staff must provide resign letter before 2 months otherwise they have to pay 2 months' salary to company.

Those worker or staff aren't permanent, the rules are not implicated for them.

#### 4.5 Week wise Documents

Date	Description of work	Skilled learned
21-09-2022	Basic knowledge about Human Resource.	Gather information of HR.
22-09-2022	Actual work of HR like "Requisition".	Requisition process.
25-09-2022	Staff recruitment, worker recruitment process.	Difference between their recruitment systems.
26-09-2022	COC="Code of Conduct" policy..	Got to know about "COC".
27-09-2022	After recruitment Process like staff interview, selection, appointment letter.	After recruitment Process.
Date	Description of work	Skilled learned
28-09-2022	How can us Shortlisted CV. First of all, see about experience. Through interview think that person thinking level.	CV Analyzing skill.
29-09-2022	They gave me a manual HR policy. Got to know 5 key pillars of success in this company.	Got to know about how HR dept. do manages in whole company.
30-09-2022	Background & History of this company, contributes 8 countries in the world.	Success story of the company.
2/10/2022	After recruitment process, worker/staff need to provide some documents in company.	There have lots of procedures while someone is joining in factory.
3/10/2022	Same that done for previous office.	Learn broadly.
Date	Description of work	skill learned



4/10/2022	I was searching for Resort and contact with many resort authority r to find proper information and book resort.	Communication skill develop.
5/10/2022	HR medical information that every staff & worker must do after recruits.	Medical knowledge.
6/10/2022	Worker staff leave information. There have several kind of leave.	Got knowledge about leave.
7/10/2022	About casual leave that execute for 10 days in a year.	Casual leave.
9/10/2022	Sick leave that execute for 14 days in a year.	About to sick leave information.
<b>Date</b>	<b>Description of work</b>	<b>skill learned</b>
10/10/2022	Learned about earn leave that execute after 18 days of continuous working.	Appreciation of continuous work.
11/10/2022	Maternity Leave that execute for 112 days and there have lots of process.	got to know about maternity leave that stays the same of any industrial segments.
13/10/2022	Festive leave that execute for only 16 days.	Festive leave.
14-10-2022	Got to know about their account services policy.	Service policy.
<b>Date</b>	<b>Description of work</b>	<b>skill learned</b>
16-10-2022	HR insurance policy & procedures.	Insurance policy got to know.
17-10-2022	worker recruitment process from gate	Temporary gate pass procedures.
18-10-2022	After recruitment, medical test is mendatory. I have visited factory's medical segments.	Medical test system notices.
19-10-2022	File managements, which contains the entire documents of that worker & stuff.	File management's process.
20-10-2022	necessary documents for individual staff & worker like NID' Certificates, birth certificate etc.	Nicely organized those papers.
21-10-2022	Again try to organize this because personal file of every employee is must.	organizing skill has developed.
<b>Date</b>	<b>Description of work</b>	<b>skill learned</b>
23-10-2022	Biometric system that is the requirements of BGMEA.	Knowledge about BGMEA.
24-10-2022	Regarding Lefty which is execute for worker, they left job without permission and without noticing the authority.	Got to know about lefty that's very commonly happen.

25-10-2022	Joining procedures learned again for example NID check, worker info, salary, joining date.	Joining procedures.
26-10-2022	Regarding worker wages..	
27-10-2022	Regarding staff wages.	

#### 4.6 Employability Skills

Their organization skill like Time management, involves enough time to finish work, not spending too much time. Their Each and every single employees are strict about time management. As a rule of the organization. Everyone follows office time, they never do late any time. They finish their work timely. As I have seen they are working with a very friendly environment but they never neglect towards their work. They follow their work policy very well.

Another important Organizational skill to consider is communication. This skill is based on how well I share and receive information in my workplace. You should communicate not only with buyers but also should develop communication with colleagues. As much as I see their communication skills are very well. The way they interacted with office level at the same way they treated with worker level. As I was in Head office I did not get opportunity to talk with worker. While I visited factory I was trying to interact with them. Everyone was so nice in person. While they were teaching me they tried their best to learn me and treated me as a colleague. Their communication with behavior is impressive.

Their skills of doing team work is admirable. As much as I see, High authority never pressurize anyone. Boss, employee works all together. They try to help each other. As I was in HR department, last some days in a month all were become so busy, If someone never able to complete his work or fall in bad situation the other colleague try to help and overcome from that situation. It's their team work. Without team work any organization fall down because an industry is all about teamwork. Without helping each other it's impossible to go ahead.

They are technically so sharp. Their all activities is based on technology. I have learned an amazing task which is pay roll. All the work of HR is based on pay roll. Pay roll software

is their own creation. Pay roll involves all workers attendance, absence, over timing, wages that all happens automatically. Pay roll is another form of automation.

Delegation & Representation is very important for every sector mentioned job sector, business sector .It helps to enhance our ability, responsibility, vision, mission, self-confident everything. Their delegation was very well. Their delegation helps me to grow within their rules. Delegation helps to build trust. I perform a delegated task may not fully understand how to complete it, but this gives the delegator the opportunity to teach me new skills and workplace procedures. Reviewing the work and process assumes delegated work can help me learn and perform better next time. Besides their every skills their behavior was good. Their hospitality was good. The way they prioritize people was appreciated that's all their organization policy which everyone follows perfectly.

#### 4.7 Skill Development

Development happens through practices. During of this 3 months journey I have practices some matter of skill development and at the end I received some feedback. The Skill I have developed is-

**Computer Skill:** The skill I have developed is computer skill. As a student of English department I didn't have much skill on computer. But after joining office as an intern I noticed that every work is based on computer. Everything is automation. There have very few work in manual. My supervisor provide me some of his work so that I can learn. To do his work I faced some problem because my computer skill was not so good. I confused sometime but my supervisor helped me a lot. He never angry or not feel disturb. He supported me a lot. Then gradually I have achieved a good computer skill.

**Communication skill:** My communication skill have developed. Among all communication skill presentation, giving feedback is important. While I have learned something I needed to give feedback into Head of HR. That's one kind of presentation. I have developed language

skill too. Most of my team member is Indian. So I had to communicate with them mostly in English or Hindi. HR work is primarily concerned with staff and worker enquiry. It is been an incredible opportunity to face the real corporate world and communicate with worker to persuade them and assist them with their needs. During my internship, I attempted to use the communication skills that I had learned during my graduation period. As a BA (Hons') English student, I improved my presentation and communication skills with the help of my respected teachers. My supervisor and other organization employees have also taught me how to improve my communication skills. I always communicated with others, such as officers and clients. I must say that communication skills were extremely important in my professional life. In some cases, I realized it is a key success factor in this advancement of my career.

**Confidence:** I have developed most of the important thing which is confidence. I must say in job sector, without confidence you can't do well. So, we must gather confidence and I have developed that.

### **Problem Solving**

I faced a problem while my supervisor give me his work to me. As I was not skillful about computer. While He ordered me to make ID cards for another intern members I was confidence to do that but practically it was challenging. By mistake I deleted some important documents. Then my supervisor helped me to overcome from this problem. He undo's all the documents. Then gradually I completed my work. I took some more time to do this small work. But after that, from the next day I have been randomly done to make ID cards.

## **Learnings as an Intern in the Organizations**

As an Intern of Pearl Global Industries Ltd department of HR, I have learned a lots of thing. I was not limited not only Human Resource, I learned about compliance also. I was observed how the compliance team have been working. Through Human Resource department I had been learning the overall processing of factory, how garments received, how those are processing like lying, cutting, fusing and lots of thing.

I got to know about Biometric system that occurs under BGMEA. I got to know about Lefty which is very significant for worker. Then I have learned about HR automation (Pay roll). In pay roll software there is lots of segments to learn. I have learned from pay roll regarding process of wages& Benefits, Data entry, daily attendance process, salary, bonus, EI Encashment. I got to know about Bangladesh gadget, labor law etc. We use HR as an umbrella term that encompasses specific human Resource practices such as recruitment, selection, and appraisal; (b) formal Human resource policies, which direct and partially constrain the deva of specific practices; and (c) overarching human resource philosophies, which specify the values that inform an organization's policies and practices. Ideally, these comprise a system that attracts, develops, motivates, and retains employees who ensure the effective functioning and survival of the organization and its members. (Kamoche, K. (2001).)

Besides all organizational learnings, I learned some extra that helps me to build up my career. I have learned regarding leadership. I noticed officers, I talked to them, I have achieve many things from them like how to grow up, how to talk confidently, How to deal with seniors, How should behave with worker, how to get respect from colleague many things. I think, this internship gave me a complete learnings of everything.

## Chapter 5 - Limitations of the Study

Human Resource of Textile Sector has a vast work which is difficult to complete learnings over in three months. At the same time as an intern, I was not authorized to access every matter of HR. Therefore, I had to determine the areas where I can work and concentrate on. As I am from the English department so I had a plan to work on the uses of the English language in this organization. On the other hand, during my internship period, I had the opportunity to do some practical work as well, I chose to present a glimpse of HR activity in my report. Although many problems had been faced in the path of conducting the report, I gave my wholehearted effort to make the report more meaningful and I have tried to prepare the report more realistic and accurately accepted by the authority and as per the instructions of my university.

Though I have got great support from PGIL, however, I have faced some limitations that have appeared mentioned below. The shortage of time frame which is only three months is a major limitation for me that is very much unavoidable. As I have worked on PGIL as an intern and I have to report my activities to my internship supervisor, therefore, it was difficult for me to maintain the timeframe to make my report within a limited period. Moreover, as I have a thirst for gaining knowledge, due to the shortage of time, I could not able learn perfectly about all banking activities. Because I come from an English background, some of the HR terms were difficult for me to understand as they were related to certain items but also unfamiliar to my academic study. As an intern, I was not authorized to get access to some of the areas of the factory. I was given to work with limited responsibilities which hold me back to learn a few things not everything. And I have written the report based on my personal experience which I learned from different courses that I have completed during my university life, from the internet, and also, by reading many different journals, and articles about the human Resource policy.

As, I had been working at PGIL Head office, I didn't get more opportunity to experience with worker. I visited a very few days and I noticed how HR admins controls worker& staff at a time. I didn't get that authorization to direct work with them. So, these are some of the limitations that I have faced during my internship program.

## Chapter 6 -Observations and Findings

### Observations

Throughout my internship, I observed the PGIL job environment extensively. Because I came from a different educational background, it was difficult for me to connect the textile sector with my academic learning. Initially, I used to think a lot to find a way out. I consulted with my respective advisor, Anta Afsana (Senior Lecturer). She told me to observe my workplace and try to remember and relate what I had learned in school. I had done my best to complete my assigned tasks at this company while also observing how I could connect this sector to my academic learnings.

The following are some observations I have made at work:

- PGIL's working environment.
- The relationship between the Staff and the Worker.
- The most frequently used English words by officers and staffs.
- How do they maintain relationships between the senior and junior Officer's.

### Findings

Some findings of Pearl Global Industries Ltd. Uttara Model Town Branch are given below-

- As Pearl Global Industries Ltd is an Indian based multinational company they follow Indian rules and regulations.
- Service personnel are working under pressure because they have to deal with large number of worker every day.
- PGIL is not centralized. Each and every factory like NKIL unit 1, 2. Prudent Fashion never has to get permission from the head office. Every factory individually handle their problems but definitely they need help from head office while they are not able to control anything.
- They are highly concern to keep their reputation strong.



- They full filled their every buyer demand like medical system, child care room.
- Each and Every officer do respect each other and support each other opinions.

**The use of English Language:** In the company “Pearl Global Industries Ltd. Have huge use in English language. As this is an Indian factory, 80% people are Indian and they used to talk in English. As I have done my internship at Head office, I have faced almost everybody from India and I needed to talk with them in English. There headquarters is located in India so each and every single time, the whole HR and Admin sector are connected with them through mobile phone and talk with them . So the use of English in company is huge. Without English is not be possible to work in HR.

So learn in English helps me a lot.

## 6.1 SWOT Analysis

SWOT analysis is an artistic planning tool used to evaluate a company's strengths, weaknesses, opportunities, and threats. It is very important to acquire a general understanding of the market. It is called the most useful method for examining an industry's level of competitiveness.

It entails stating the venture's goal and determining the internal and external factors that are helpful and harmful to reaching that goal. According to my perspective, have made a SWOT analysis of Pearl Global Industries Ltd. to determine its strengths, weaknesses, opportunities, and threats.

<b>Strengths</b>	<b>Weaknesses</b>
<ul style="list-style-type: none"> <li>• PGIL working system is distinct from other company.</li> <li>• The top-quality and renowned textile company in the country.</li> <li>• All factory of PGIL are accessible throughout the country.</li> <li>• A youthful and motivated workforce contributes to greater performance.</li> <li>• Valuable customer-officer relationships.</li> </ul>	<ul style="list-style-type: none"> <li>• Some staff often have difficulty comprehending to create problem.</li> <li>• Compared to competitors, the brand's advertising is inadequate.</li> <li>• some staffs are really disturb for their unavailable laptop services</li> <li>• Very often they are not able to full filled buyer's requirements.</li> </ul>
<b>Opportunity</b>	<b>Threats</b>
<ul style="list-style-type: none"> <li>• More advertising and linking up can bring huge success.</li> <li>• Utilize innovative advertising channels, such as online social media, wisely.</li> </ul>	<ul style="list-style-type: none"> <li>• Have a lots of competitors, the quality must be high otherwise order have been disclosed. It's a huge threat.</li> </ul>

## Chapter 7- Recommendation

From my perspective, I have seen the entire corporate environment during my internship, and I have some suggestions for how the PGIL Uttara Head office may improve.

The following are the suggestions:

- If they set up a particular desk for the intern, that would be splendid. I did carry my personal laptop for practices.
- In the Uttara Head office, they might increase the number of HR admin because one admin works a lot of pressure.
- In Head Office, They can alter some interior design features to make more space available.
- PGIL should give more emphasize on their marketing effort and try to increase their sales force.
- PGIL should try to focus different type of target buyers.
- NKIL unit- 2 should increase their all work in automation.
- In Prudent fashion, they should extend their HR admins room as many workers enters in the room.
- PGIL should utilize Internship Program as one kind of promotion policy to encourage its present and potential customers/clients. Because, young generations are the vital post of our economy. To do so this textile HR should provide facilities to the internees through proper placement and practical operations as well as job certainty to those who bring introduced themselves the best performers in doing their particulars.

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

## Chapter 8- Conclusion

My time as an intern at Pearl Global Industries Ltd. was a pretty positive one. In my opinion. My entire internship at PGIL, was highly educational, and I learned a lot of things that can help the textile industry. I sincerely appreciate the leadership of PGIL, the Uttara Head Office manager, supervisor, and everyone else for their encouragement and belief in me. I have suggested a few recommendations to improve PGIL service, all for the better. This is something I can pray about. I sincerely hope and anticipate that PGIL will soon turn the Challenges. There is no limitation for development. Here I have described the steps of recruitment and selection process of my company and the areas to be devolve further. It is anticipated that when the basic steps in the hiring process have been followed, we will be able to select the best qualified, skilled, and motivated employee for our company. So, if we want to hire the best, we need to sharpen our hiring skills.

Industrial training also gave us an opportunity to enlarge our knowledge of textile administration, production planning, procurement system, production processes, and operating machineries and helped us to adjust with industrial life format. I have found ourselves fortunate to have our Industrial training at Pearl Global Industries Ltd .one of the largest processing factories for woven and home textile fabrics. After completion of this industrial training, we have gained a completely new experience in our life which will be very much useful in our upcoming service life.

In the end, I can only say that I have made an effort to prepare this internship report per the guidelines. I did my hardest to finish the report writing task by utilizing only observation and analysis throughout my internship experience. I learned a lot from it, and I do not doubt that it will eventually enable me to make better decisions regarding my professional life.

## Chapter-9 Reference

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## Chapter-10 Appendix

**PEARL GLOBAL**  
Exceeding Expectations... Always

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Ref. PGIL(HK)/O.L/22/000001  
1<sup>st</sup> December, 2022

### **TO WHOM IT MAY CONCERN**

This is to certify that, Most.Tonima Khatun Tipa student of English department at Daffodil International University, ID-(191-10-1901) successfully completed her internship program in Pearl Global (HK) Ltd. – Bangladesh liaison office from 21<sup>st</sup> September 2022 to 23<sup>rd</sup> November 2022 as an Intern-HR & Administration. During the internship we find her very hardworking, honest and punctual, reliable and her job as well as up to our expectation.

We wish her best of luck for betterment of his future career and success in her life.

Thanking you.

For & on behalf of  
Pearl Global (HK) Limited – Bangladesh Liaison Office

  
Signature(s)

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