

**Internship Report
On
Human Resource Development Practices at Rangpur Group**



Submitted to:

Islamic University of Technology

in partial fulfillment of the requirements for the degree
of BBA in Technology Management (BTM)

Submitted by:

I understand that my final report will become part of the permanent collection of the Islamic University of Technology (IUT) in partial fulfillment of the requirements for the degree of BBA in Technology Management. My signature below authorizes the release of my final report to any reader upon request.

Md. Hafizul Islam Bitto

ID: 190061149

Department of Business and Technology Management
Islamic University of Technology (IUT)

Approved by:

Md. Abdullah Al Mamun

Assistant Professor

Department of Business and Technology Management
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This internship report is submitted to the Department of Business and Technology Management (BTM) at the Islamic University of Technology (IUT) as a part of the course BTM 4800

Letter of Transmittal

September 2, 2025

Md. Abdullah Al Mamun

Assistant Professor

Department of Business and Technology Management

Islamic University of Technology (IUT)

Board Bazar, Gazipur.

Subject: Submission of Internship Report

Respected Sir,

I hereby submit the Internship report titled “Human Resource Development Practices at Rangpur Group” which is a mandatory part of the internship program.

I have attempted to present a clear overview of the company, my responsibilities as an intern, and the future opportunities of the organization. The internship has given me the chance to connect the theoretical knowledge I have gained over the past four years with real-world practices. I firmly believe that the practical experience and insights I have acquired contribute to my professional growth in the years ahead.

Sincerely yours,

Md. Hafizul Islam

ID: 190061149

Department of Business and Technology Management

Islamic University of Technology (IUT)

Declaration

I, Md. Hafizul Islam, a student of the Department of Business and Technology Management (BTM) of the Islamic University of Technology (IUT), hereby attest to the fact that this report is purely my work and has been prepared under the supervision of Md. Abdullah Al Mamun, Assistant Professor in the Department of Business and Technology Management.

I also ascertain that I have not given this report to any other person or organization in return for any kind of certificates. Furthermore, I take full responsibility for any violations of the university's plagiarism and AI detection policies.

Student's Signature

Md. Hafizul Islam

ID: 190061149

Department of Business and Technology Management

Islamic University of Technology (IUT)

Supervisor's Signature

Md. Abdullah Al Mamun

Assistant Professor

Department of Business and Technology Management

Islamic University of Technology (IUT)

Acknowledgement

To begin with, I want to express my heartfelt gratitude to the Almighty Allah for granting me the opportunity to undertake this internship and the perseverance to complete it and prepare the report successfully.

My deepest appreciation goes to the Department of Business and Technology Management at the Islamic University of Technology for allowing me the opportunity to undertake this mandatory internship course as part of the BBA in Technology Management program. Along with that, I would be forever grateful to my internship supervisor, Md. Abdullah Al Mamun, Assistant Professor, for his unmatched feedback, consistent guidance, and encouragement throughout my internship period and the preparation of this report.

I would also sincerely thank Rangpur Group for giving me the scope to do an internship under their Human Resource Development wing of the Human Resources department. I would like to give a special thanks to my internship supervisor, Nilu Ahasan, and the overall Human Resources department as they both were very welcoming and supportive of me which helped me to settle into my role and accomplish my tasks comfortably.

Finally, I would like to thank my family and friends whose support is inspirational and has been extremely helpful and encouraging to me, particularly when faced with adversity. I would not have made it this far without their support.

Executive Summary

Rangpur Group is one of the business groups in Bangladesh known for its organizational culture and employee development. Within the company Human Resource Department plays a central role in building talent and growth and making it a vital pillar of the organization.

During my 12 weeks internship in this department which allowed me to apply academic knowledge in a real workplace environment. The experience gave me valuable experience to the daily programs of HR audits role in overall company performance, connecting the gap between theory and practice.

The program began with an orientation session that introduced me to the company's mission, policies, and culture. This helped me understand how employees are good and closely connected to the organization, while determining my perception of HR responsibilities.

The duties assigned to me mainly were screening the CVs, scheduling the interviews, new employees' onboarding, and maintenance of the HR records. With the help of these responsibilities, I understood the impact of HR activities in contributing to the betterment of the organization.

My day-to-day work-life was mainly associated with the HR Management System, attendance sheets updates and keeping the records of the leaves along with the documentation. Observing senior HR staff deal with employee gave me vision into professionalism and confidentiality both of which are vital for effective HR practice.

Overall, my internship at Rangpur Group was an invaluable experience, it improved my communication and organizational skills and more importantly it confirmed my passion in pursuing a career in Human Resource Development.

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Chapter 1: Introduction

1.1 Background of Study

Rangpur Group has been regarded as one of the well-known business groups in Bangladesh. Its operations are spread across healthcare, education, and several other industries. It was founded in the year 2000 and since then, Rangpur Group has opened its several ventures in hospitals, medical colleges, nursing programs, pharmaceuticals, packaging and many other ventures. With the help of these ventures and especially focusing on the hospitals and medical colleges sector, they reflected a vision of making healthcare more reachable to the people. With all these years, they have grown their businesses exponentially and are also known widely for their commitment to humanitarian values, professionalism, and immense contribution to the progress of society.

The internship that I completed was of 12 weeks as per the requirements of the department. I have completed my internship in the Human Resource Development Department of Rangpur Group. During my internship, I had the experience of seeing how HR practices are directly connected to the organization. This department is mainly responsible for tasks like: recruitment and onboarding of new talents, documentation and training for all employees. Besides, I also had the opportunity to actively participate in various other activities. With the help of this experience, I got the clear idea of the connection between all the employees and the policies of the company. The works and the experiences that I have gained from my internship have been depicted in this internship report.

1.2 Purpose of the Study

The main purpose of this study is to show the support that the Human Resources Department provides to the company with the means of managing recruitment and onboarding of new employees along with maintenance of the documents and training of the employees in a proper and systematic manner. HR plays a vital role in building a motivated workforce and maintaining workplace culture. By documenting my internship experience my report shows how HR practices not only support employee but also contribute to the Group's overall growth and long-terms.

1.3 Objective of the Study

The primary objective of this internship was to gain everyday experience in a professional HR environment and to understand how human resource strategies are applied with a large organization like Rangpur Group. Through these program I aimed to learn the processes of recruitment, onboarding, record management, and employee engagement and to see how these practices support both individual growth and organizational success. Another important goal was to strengthen my practical skills such as communication, teamwork, problem-solving and attention to detail while also applying to human resource management to real workplace situations.

1.4 Methodology

The internship experience was built around of active observation, practical participation and the use of HR software and documentation tools to understand human resource practices. My tasks were carried out in the following ways:

Shadowing & Departmental Exposure: I closely observed daily HR operations such as employee record handling, attendance systems and onboarding sessions to understand how policies and procedures are applied in the practices.

Recruitment & Onboarding Support: I actively assisted in screening CVs, scheduling interviews, preparing documents, and welcoming new employees, which gave me insight into the full cycle of talent acquisition.

HR Software & Record Management: I worked with HR management systems to update employee data, track leave balances, and manage digital files, learning how technology supports accuracy and efficiency in HR.

Documentation & Policy Familiarization: I handled employee files, checked compliance with required documents, and studied HR manuals to connect theoretical concepts with organizational policy.

Feedback & Supervision: Regular feedback from my supervisor and senior HR staff allowed me to refine my communication, improve task accuracy, and develop confidence in handling responsibilities.

This combination of observation, participation, and guided practice enabled me to experience the role of HR as both administrative and strategic, and helped me build a practical foundation in human resource management.

1.5 Significance of the Study

In the current business world, the success of any large organization depends heavily on how well it manages its people. For Rangpur Group, the Human Resource Development Department plays a key role in attracting the right talent, helping new employees settle in, and ensuring that staff remain motivated and productive. Studying these HR practices is important because it shows how proper recruitment, onboarding, and employee support can create a strong workplace culture that benefits both the company and its employees. This experience also helps explain how HR contributes to long-term organizational growth by building a skilled and committed workforce.

1.6 Limitations of the Study

While preparing this report, I faced a few limitations that shaped the scope of my work. As the internship was carried out under the Human Resource Department, much of the employee-related information was confidential and could not be shared in detail. My findings are therefore based mainly on the tasks I was directly involved in and the observations I made during the twelve-week period. Since the internship ended before the close of the year, some policies or practices may have been updated afterward, which are not reflected here. For these reasons, the report captures a specific moment in time rather than the complete picture of HR activities at Rangpur Group.



Chapter 2: Company Overview

2.1 About Rangpur Group

Rangpur Group is a well-recognized conglomerate in Bangladesh that has expanded its presence in healthcare, education, and industry over the past two decades. It was established in 2000. The Group has grown little by little in response to the need for manageable healthcare and quality education in the northern region of the country. Today, the Group operates a 750-bed hospital, a medical college, nursing and dental programs and also has ventures in pharmaceuticals and packaging industries. The healthcare facilities offered by this company has contributed directly to the communities by providing better healthcare for public along with creating job opportunities.



Figure 1: Launching Event of RCMCH

2.2 History of Rangpur Group

Rangpur Group was founded in 2000. It had the vision of making huge changes in the northern region of Bangladesh. They mainly started with their healthcare initiative and later, they have started other ventures like education, with the establishment of medical colleges, nursing programs, and a large hospital to serve

the local population.

With years passing, they have expanded their business by landing into several other industries like medical colleges, pharmaceuticals, housing, and ready-mix concrete business. This has helped them to turn into a business of several ventures. This idea came from the idea of fulfilling the needs of people in each sector and further investments were done. Currently, they are recognized as a key contributor to the regional economy with their large-scale businesses in several ventures that they are operating in.

2.3 Company At a Glance

Company Name: Rangpur Group

Industry Type: Healthcare, Manufacturing and Education

Operating Years: 25 Years

Operating Area: Rangpur

Head of Company: Nilu Ahasan (Chairman), Nazmul Ahasan (Managing Director)

Total Employees: 2000+

Notable Performance Metric: Managing a 750-bed hospital

2.4 Key pillars of Rangpur Group

Vision: To become leading in multi-sector group in Bangladesh by focusing in healthcare, education and industry in ways that directly improve the lives of people.

Mission: To be a trusted healthcare and education partner along with advanced industrial solutions by creating employment opportunities and supporting community development in northern Bangladesh and beyond.

Values and Objectives:

Values	Strategic Objectives
• Integrity • Service to Community • Innovation • Sustainability • Excellence	• Rangpur Group conducts all activities with transparency in all of its operations. • They work to ensure that healthcare and education remain close to people. • Introduce modern medical practices and advanced industrial technology to improve the processes to meet the needs. • Maintain high standards across all departments while empowering employees to perform their responsibilities effectively. • Expand operations to ensure long-term social and economic growth.

Table 1: Values of Rangpur Group

Organogram:

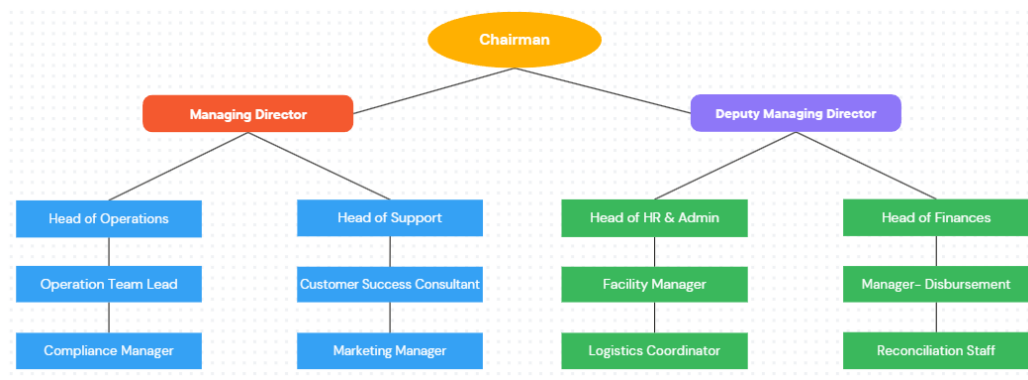


Figure 2: Organogram of Rangpur Group

2.5 Services

Rangpur Group delivers a broad service that are designed to serve a various people across healthcare, education and industry in northern Bangladesh. The following section outlines these services organized by categories.

Category	Services
Diagnostics	• Lab • Imaging • Molecular Cancer Diagnostics
Healthcare	• 750-bed hospital with specialized care units. • Medical diagnostics and laboratory services. • Pharmacy services and clinic.
Education	• Rangpur Community Medical College • Rangpur Dental College • Nursing College
Industrial & Manufacturing	• Rangpur Pharmaceuticals • Rangpur ReadyMix Concrete • ANAN Packaging Solutions • Rangpur Housing Limited
Community & Social Impact	• Job creation through industrial projects • Skills development training for young professionals. • Support for local community healthcare and education initiatives.

Table 2: Services of Rangpur Group

2.6 SWOT Analysis

Rangpur Group is a diversified business group with its strongest focus in healthcare and education that is supported by industries such as pharmaceuticals, packaging, and manufacturing. To better understand its future prospects and challenges, a SWOT analysis has been conducted below.

2.6.1 Strength

Ever since their inception, Rangpur Group have established a strong reputation in the northern region for fulfilling the medical needs of the people. They deliver high quality services along with creating opportunities for the local people. Later, by landing into several other ventures, they have invested heavily and now provide better stability in all these sectors. With the strong presence within the community, they have gained loyalty and trust among their shareholders and people.

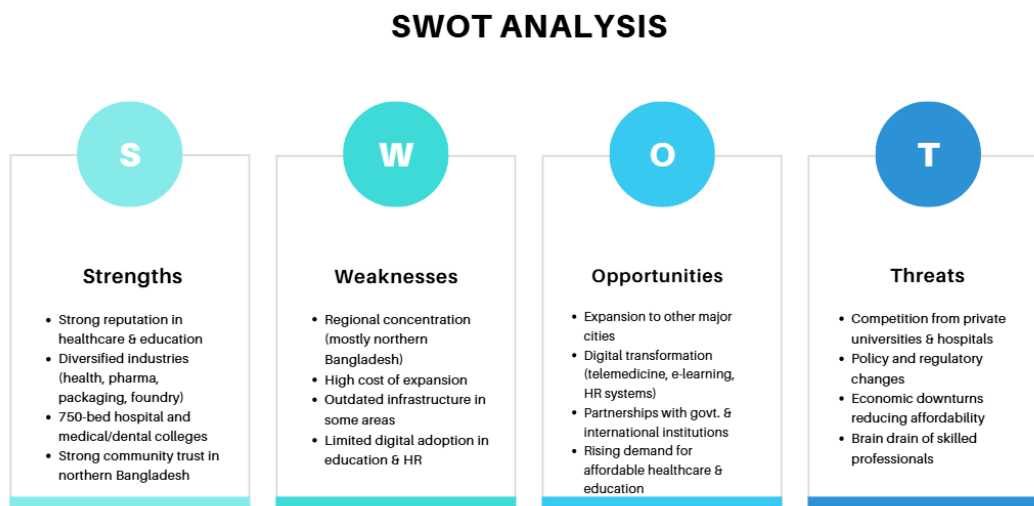


Figure 3: SWOT Analysis of Rangpur Group

2.6.2 Weakness

Even though they have made significant progress in their businesses, they have had to face several internal challenges. Its main limitation has been its presence in only the northern Bangladesh and as a result of this, their nationwide presence has been

limited. And doing so would require heavy investments in all structures and ventures. Other than that, I have also noticed that they have limitations in case of modern infrastructures and manpower capacity which made them fall behind in terms of competition with their competitors.

2.6.3 Opportunity

They have huge opportunity for growth considering their range of operations. Firstly, it can be started with expanding their healthcare services to other major cities which will help them penetrate into the market and mark their presence. Introducing newer technologies and modern infrastructures would help them build better things for the betterment of their businesses, along with the introduction of adoption of online platforms. Besides, they can cater to the rising demand of affordable healthcare and education and thus, they can expand their operations and reach more people.

2.6.4 Threats

As they mainly operate in the sector of private medical colleges and healthcare facilities, the other players in this market provides strong competition to them. Changes in policies in the healthcare and education sector directly affect their operations. Besides, the changes and challenges in the economy of the country might reduce the affordability of services which might make it hard for them to introduce affordable healthcare along with looking after their business as well. Further threats like hiring skilled manpower and bringing better technologies for more inclusion might also act as threat to compete in this competitive market.



Chapter 3: Industry Analysis of Rangpur Group

3.1 Brief Description of the Healthcare Industry

Healthcare Industry has been one of the most developing and needing industries in Bangladesh. Several private hospitals have been made in this country, yet public hospitals remain the first choice for many people due to the affordability. The private hospitals have been inaugurated with the prime concern of bringing modern and patient-centric care to all the people within their affordability. The healthcare market of Bangladesh was valued at around **\$14 billion in early 2025**, and it's expected to grow to **\$23 billion by 2030**, signaling a strong surge in demand and investment¹ ([The Daily Star](#)).

What stood out to me during my time at Rangpur Group was how local healthcare ecosystems are evolving. For instance, the government has approved a new 560-bed hospital in the Rangpur area dedicated to kidney, cancer, and heart treatment, something that could change how specialty care is accessed locally. At the same time, public hospitals in Rangpur face deep-rooted issues: aging, malfunctioning equipment and syndicate-driven mismanagement are troubling realities that affect patient care there.

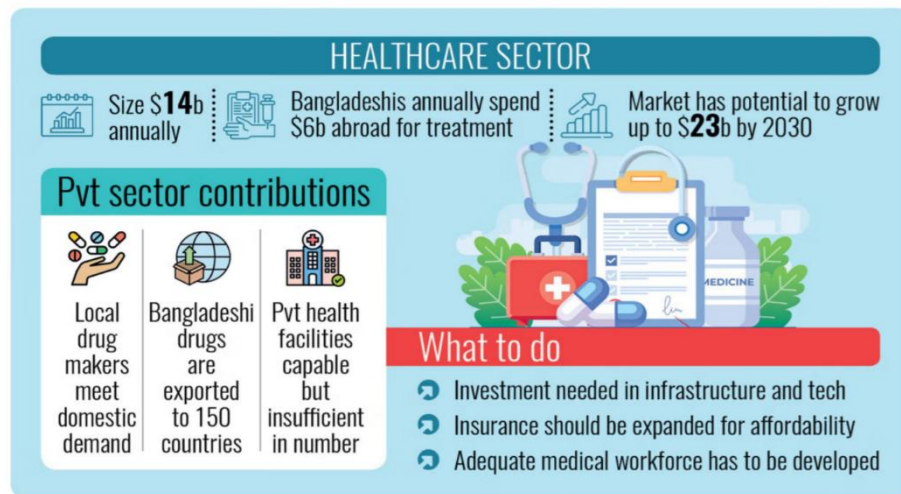


Figure 4: Healthcare sector FDI Market
Source: The Daily Star (Bangladesh)

² *The legal remedies to ensure proper medical care in Bangladesh* by The Daily Star
(<https://www.thedailystar.net/business/news/govt-courts-healthcare-fdi-market-heads-towards-23b-2030-3868676>)

In this context, the hospital and medical college of Rangpur Group are particularly significant as they represent not just a healthcare institution, but a commitment to consistent quality and trust, where many other public offerings fall short. By understanding these broader dynamics, it is easier to appreciate how crucial it is for HR, operations, and service teams at such institutions to hold both professionalism and compassion close at heart.

3.2 Size and Growth of the Healthcare Industry

The healthcare industry in Bangladesh has grown remarkably over the last decade. In 2021, the sector was valued at around USD 10 billion, and by 2023 it had already reached close to USD 14 billion. At the Bangladesh Investment Summit held in 2025, it was projected that the industry could expand to about USD 23 billion by 2030. This growth is largely being driven by demographic changes, an expanding middle class that demands better care, and the limitations of public hospitals which leave space for private healthcare providers to grow.

From what I observed, this growth is not just happening in Dhaka, but also reaching regional hubs like Rangpur. Public hospitals continue to serve the majority of patients, but private hospitals, medical colleges, and clinics such as those managed by Rangpur Group are stepping in to fill important gaps. Alongside this, new health technology platforms offering services like telemedicine, digital prescriptions, and home diagnostics are becoming popular. Pharmaceuticals are another strong pillar of the sector, with local companies meeting almost all domestic needs and slowly building a presence in export markets.

While the sector still struggles with affordability, shortage of skilled professionals, and inconsistent service quality, it remains one of the most important and promising industries for modernization and overall wellbeing of Bangladesh.

3.3 Seasonality of Healthcare

In Bangladesh, healthcare is something people need throughout the year, so the industry is not heavily affected by seasonality in the way agriculture or retail might be. That said, there are certain patterns that influence when and how people seek

medical services. For example, during times of rising inflation or financial pressure, many families delay non-urgent treatments or routine health check-ups. This often affects private hospitals and clinics more, since patients tend to prioritize only the most essential care when budgets are tight. On the other hand, sudden national or global crises, like the COVID-19 pandemic, create spikes in demand for urgent services, putting huge pressure on hospitals, resources, and medical staff.

With the change of seasons in this climate, people often face several diseases. In Bangladesh, monsoon months often see a rise in waterborne diseases like dengue, diarrhea, or cholera, which increases patient loads in hospitals. Winter, on the other hand, brings more cases of respiratory illnesses, especially among children and the elderly. These recurring trends mean that hospitals and healthcare providers need to stay flexible and prepare in advance for such waves of patients.

Government policies and national events can also shape healthcare activity. A new policy on drug pricing, budget allocations for health, or the launch of vaccination campaigns can suddenly shift patient demand and provider focus. Election years also tend to bring special commitments or health-related promises that influence how resources are distributed. Similarly, the push of the government for digital health and universal coverage is gradually changing how people access services, with more patients starting to use telemedicine and online consultation platforms. All of these factors make the healthcare sector dynamic, even if it does not follow strict seasonal cycles.

3.4 Porter's Five Forces Analysis

Porter's Five Forces is a useful tool to understand how the healthcare sector in Bangladesh is shaped by competition, costs, and choices. Looking at patients, suppliers, substitutes, new entrants, and rivalry gives a clearer picture of where the industry is strong and where challenges still exist (depicted in Figure).

3.4.1 Buyer Power (Impact- Low to Moderate)

In Bangladesh, most healthcare costs are paid out-of-pocket since health insurance is not widely available. This limits patients' bargaining power, especially in rural areas where the only real option is public hospitals or small clinics. In big cities, however, patients can choose between private hospitals, diagnostic centers, and now even online health platforms. Overall, the influence of patients remains low compared to other industries but is slowly rising in urban areas.



Figure 5: Porter's Analysis of Rangpur Group

Strategy: Providers can earn loyalty in cities by offering more transparent pricing and better quality services, while in rural areas, affordability and accessibility should be the main focus.

3.4.2 Supplier Power (Impact-High)

Healthcare services in Bangladesh depend heavily on imported machines, diagnostic tools, and pharmaceutical raw materials. Since local production is still limited, foreign suppliers have strong influence over costs. At the same time, there is a shortage of qualified doctors, nurses, and technicians because many seek opportunities abroad. This shortage increases the bargaining power of healthcare professionals and keeps supplier power high.

Strategy: Building local capacity by investing in training, medical education, and domestic production of equipment and medicines can reduce over-reliance on imports and stabilize the supply chain.

3.4.3 Threat of Substitutes (Impact- Low)

There are not many real substitutes for formal healthcare. People in some areas still rely on home remedies or traditional healers, but these cannot replace professional medical treatment. Medical tourism is another option for wealthier patients who go abroad for specialized care. For most of the people local health care remains the only practical options.

Strategy: Expanding specialized care locally while keeping costs reasonable will help to reduce the need for patients to seek treatment overseas.

3.4.4 Threat of New Entrants (Impact- Moderate)

Bangladesh has witnessed the entry of many new players in healthcare sector including private clinics, diagnostic centers and digital health startups. Though starting a full-scale hospital requires a huge investment and directing strict regulation and smaller setups can be launched relatively easily. As a result the overall threat of new entrants moderate with faster growth in niche areas like online pharmacies or telemedicine.

Strategy: Established providers can maintain their reputation modernize their services and expanding into underserved areas to maintain their competitive advantage.

3.4.5 Competitive Rivalry (Impact – High)

Competition in Bangladesh's healthcare sector is intense which is especially in cities like Dhaka. Large private hospitals face competition from thousands of smaller clinics and diagnostic centers each trying to win over patients through pricing, service and reputation. The rapid growth of digital health platforms has further increased by competition and by offering more suitable options.

Strategy: In order to be active in this market, they need to improve their quality of service with each day passing in order to cater to the needs of customers and should also invest in digital things so that they can satisfy the patients and their customers as well. It is also to be noted that the service must be within an affordable range for all customers.

3.5 PESTEL Analysis

In order to depict a better picture of the broader environment shaping their overall business environment, PESTEL Analysis is a recommended framework. These factors are analyzed to get a better understanding about how they help them function and grow and also provide better opportunities in order to make better business outcomes.

3.5.1 Political Factors

The healthcare and education sector of Rangpur Group have been strongly influenced by the policies set by the government. These proposals also include the allocation of budget for the regional healthcare and other procedures for hospitals and colleges which have impacted their operations directly. Even though the political stability has provided them with the needed support to develop but their planning for the long-term growth has been slowed down due to the ongoing changes in their policies as well.

3.5.2 Economic Factors

As they mainly operate in the northern side, the people over there have always been overly sensitive regarding the pricing. Several instances like inflation, huge changes in exchange rates and rising costs of medical equipment have directly affected the pricing of the services offered by them. Other than this, they have to balance affordability for the community along with their sustainability as they mainly cater to the middle class population mainly who are their main target groups for the healthcare sector.

3.5.3 Social Factors

The impact of Rangpur Group has been pivotal in the northern region as the access to healthcare used to be very limited once upon a time. With the growth in population and rising awareness and demand of better healthcare facilities within the people in that region, the medical college and nursing programs have increased massively. Other than this, the people are not only looking for just mere healthcare anymore, rather they are also looking for better healthcare and modern facilities within an affordable price range.

3.5.4 Technological Factors

Rangpur Group has been gradually assuming new technologies into both healthcare and administration functions. Progress has been made by HR management systems, digital patient records and modern diagnostic equipment are areas by the Group. However, the main challenge remains to keep up with the pace of digital healthcare solutions such as telemedicine, e-learning platforms and online services especially most of the patients and students come from semi-urban or rural backgrounds.

3.5.5 Environmental Factors

The Rangpur region is vulnerable for flooding and seasonal diseases which may directly impact healthcare needs. Illness such as dengue, diarrheal infection or seasonal respiratory problems often increase patient loads at the hospital. The main impact of the environmental conditions have been on the supply chains, with several instances like difficulty to maintain consistent service delivery during natural disasters and many more.

3.5.6 Legal Factors

The healthcare and education sector of Rangpur Group have always adhered to the regulations imposed by several ministries and they also operate within the legalities. They have always maintained their quality standards by securing licenses for their healthcare facilities and colleges in compliance to all the rules and regulations set by the respected authorities.



Chapter 4: Description of Internship Duties

4.1 Recurring Tasks

Throughout my internship at Rangpur Group, I was responsible for number of tasks that became part of my daily routine that gave me a real feel for how the HR department operates. Most of the days started with checking and updating employee records, scanning documents, and ensuring files in the system were organized properly. I frequently helped with recruitment work like going through CVs and arranging interview schedules and keeping the candidate list updated for the team. Another regular responsibility was assisting with employees onboarding. This involved preparing joining kits and guiding new employees with forms and explaining basic policies such as leave and attendance. In addition, I also monitored attendance sheets and reported any mistakes which I noticed. Repeating these activities week after week helped me gain confidence and improved my accuracy that showed me how important these small but consistent tasks that are keeping HR processes running smoothly.

4.2 Working Conditions and Functions

4.2.1 Office Hours

I regularly worked from 10:00 AM to 6:00 PM, Sunday to Thursday. Initially adjusting to a fixed schedule felt like new experience but soon it gave me a sense discipline. Following these hours helped me manage the flow of office life and to manage my time better and stay confident with the tasks that I was assigned. It also made it easier to interact with colleagues daily and be part of the team routine.

4.2.2 Unusual Hours

Although most of the work could be finished within the office hours but there was occasional situation where I stayed beyond usual time. This mostly happened when there were back-to-back interviews to take or when the documentation needs to be completed urgently before deadlines. Though these extended hours were a bit tiring but they gave me a chance to see how flexibility and punctuality are valued in a professional setting.

4.2.3 Workstation and Functions

I was assigned a dedicated workstation within the HR department where I have the access to the necessary software, files and records. This workspace became my base for most tasks like reviewing employee documents, updating digital records and preparing interview schedules. It also became my small collaboration point and as colleagues often dropped by to explain a task or share feedback or discuss ongoing HR activities. Over by time, I become more comfortable and productive in this environment which improved my performance and my functions more effectively.

4.2.4 Meetings and Training

I had the opportunity to take a part in weekly meetings where the HR team discussed progress, recruitment updates and upcoming tasks. These meetings were important for my understanding in how decisions were made and how everyone's work is connected with each other. I also participated in short training sessions using HR software and managing digital records for the employees. Both of the meetings and trainings built my technical skills and also helped me to observe teamwork, communication and decision-making process.

4.3 Difficulties and Challenges

I faced a few challenges that helped me to grow. When I started my job adapting to a fixed office routine and maintaining strict discipline felt different from my student life. Managing confidential employee records was also hard that means small mistakes could cause problems in management. Sometimes overlapping tasks such as CV screening or interview coordination and documentation created pressure to meet deadlines that I occasionally had to work extra regular hours. I struggled at first to communicate with candidates in a professional tone over phone and email however with proper guidance from my supervisor I gradually became more confident. By the time these challenges turned into valuable learning experiences that helped me to improve my accuracy and communication and adaptability within a professional HR environment.

4.4 Assigned Internship Tasks

4.4.1 Employee Record Management and Documentation

One of my major responsibilities was involving with employee records and to maintain documentation in the HR department. The main duties that I had to do included the sorting and organizing of the physical files, scanning of the documents in order to upload them into the system. Other than these, I was also given the responsibility to maintain the excel sheets of the employees, along with their joining dates, contact information and keeping track of the payrolls and leaves and updating them in the Human Resource Management Software and that's how it has been easier for me to keep records of everything for smooth HR operations.

4.4.2 Recruitment and Selection Support

Supporting the recruitment process for junior-level positions has been a part of my daily duties as well. My role was not only limited to collecting CVs from various sources and screening applicants based on requirements, but also included the preparation of shortlisting the candidates for interviews. Other than this, I have also assisted in the works of scheduling interviews and then contacting the shortlisted candidates and also the preparation of evaluation sheets for the interview board.

4.4.3 Onboarding and Employee Orientation

After this, the other task that I have assisted in was supporting the onboarding process. Assisting the new employees by welcoming them, and then collecting their documents by preparing their email setup has been a part of my duty. Helping them in filling out HR forms and clarified policies related to attendance, leave and code of conduct have also been a part of my duty. Being involved in part of orientation sessions helped me to see how first impressions are built and how HR ensures new employees feel comfortable in their new workplace.

4.4.4 HR Systems and Training Sessions

I had the opportunities to learn how to use the company's HR software that update

records, track attendance and generate reports. I need to practiced removing duplicate entries, checking data accuracy and creating simple user guides for new HR team members. Moreover, I also participated in short training sessions conducted by senior HR officers where I learned about policy enforcement, professional communication and digital record management. This experienced help me to strengthened both my technical and soft skills.

4.4.5 Cross- Departmental Coordination and Employee Engagement

I often need to worked with other departments such as Finance, Operations and Administration. I also supported HR in preparing reports on recruitment progress and helped in discussions about training schedules for new employees. I have to observed that how HR collaborates with other teams to resolve employee problems and ensure smooth communication. These activities showed me a better idea of how HR acts as a bridge between management and employees that maintains trust and harmony across the organization.

4.4.6 Final Presentation and Handover

At the end I need to prepared a final presentation that summarized my contributions during the internship which includes updates on CV screening, interview coordination, onboarding support and digital record management. I also developed a handover document with pending tasks, guidelines and suggestions for future interns to continue the work smoothly and perfectly. The department acknowledged my hard work with a farewell session which was organized by the department that made me feel valued and the skills I had developed during my time at Rangpur Group.

4.5 Work Interactions

Throughout my internship I had the chance to work with almost every member of the Human Resource Development Department as well as colleagues from Finance, Operations and Administration. Everyone was very welcoming and cooperative by which it was easier for me to learn. These interactions helped me to understanding of how teamwork, communication and mutual respect are essential in managing people efficiently. I also observed how experienced HR professionals balanced empathy with

professionalism which was something I need to try to follow in my own tasks .Day by day working with them not only made my daily responsibilities more engaging but also helped me grow personally and professionally during the internship.

4.6 Working Tools

Some of the tools that I need to use:

- **HR Management Software:** Assisted in updating employee records, information, managing and generating reports.
- **Microsoft Excel and Google Docs:** Handling candidates lists, data and preparing reports and drafting documents.
- **Email and Phone Communication:** contacting candidates, scheduling interviews and following up on tasks related to recruitment.

4.7 Comparison Between Theory and Practice

Academic Theories	Practical Applications
Recruitment follows a step-by-step model of attracting, screening, and selecting candidates.	In practice, HR often has to make quick adjustments due to candidate withdrawals, rescheduling, or urgent hiring needs.
Employee motivation is explained through structured models like Maslow's hierarchy or Herzberg's theory.	At Rangpur Group, personal support, open communication, and a friendly environment played a bigger role in motivating staff.
HR record management is usually described as a straightforward process of storing and updating files.	In reality, maintaining accuracy required continuous checking, digital updates, and coordination across departments.

Table 3: Theoretical vs. Practical Knowledge



Chapter 5: Analysis

5.1 Key Learning Outcomes

I gained valuable experience how HR functions in a large organization and how system explains into practice. Some of them were:

- Understood the importance of accuracy and confidentiality while handling employee records and sensitive information.
- Learned how recruitment is carried out in practice, from CV screening to shortlisting, scheduling interviews, and final selection.
- Improved my technical skills by using HR software, Excel, and other digital tools to update records, track attendance, and prepare reports.
- Realized how teamwork and cross-departmental collaboration are essential in solving employee-related issues and ensuring smooth operations.
- Developed stronger communication skills through interactions with candidates, colleagues, and supervisors in a professional setting.

5.2 Company Level Analysis

One process that stood out to me was the way employee records were maintained and updated. I have seen that both physical files and digital systems were updated and this file ensured that information was easy to get when needed. The recruitment process was also well-structured that clear steps for screening, scheduling and interviewing candidates. These practices actually showed me how an organized systems make HR functions smoother.

However, I noticed some areas where improvements are needed. For example- feedback on recruitment or onboarding tasks came from multiple supervisors that sometimes made the process longer than expected. A more centralized feedback system would help reduce confusion and save time. Again, coordination with other departments like Operations or Finance occasionally slowed down due to multiple priorities overlapped.

5.3 Market Level Analysis

Rangpur Group holds a one-off position because it is one of the few large business groups in northern Bangladesh that combines in healthcare, education and industrial operations under the single umbrella. While many companies in the healthcare field focus mainly on hospitals in Dhaka or other major cities but Rangpur Group has established its strength by serving a regional leader with a mix of medical colleges, nursing programs and a 750-beds in hospital. This strategy not only makes its healthcare more accessible but also strengthens its reputation as a people-centered organization in community development.

During this period of internship, it has also come to my attention that they mainly focused on healthcare, education and workforce development. This has set them apart from their other competitors. With the help of their own professionals and exciting courses and facilities offered by their healthcare facilities and colleges, they have made a name for themselves in this highly competitive market. Besides, this wide market has also come up with severe competition from large and well-funded private hospitals, that too in comparison with the modern facilities that they offer. They have the advantage of their community trust which has made their presence marked and integrated within the community attached to the healthcare and education sector.

5.4 Professional Level Analysis

This internship has been a crucial factor in order to fix the vision regarding my future career. I came to understand that Human Resource Development is not limited in administrative work as it plays a central role in building trust and supporting employees and establishment the overall culture of an organization. The experience gave me clarity and confidence in viewing HR as a meaningful career path.

The tasks I handled, starting from screening CVs, coordinating interviews, helping with onboarding to managing employee records, closely matched the concepts I studied in university, including recruitment processes, organizational behavior, and employee engagement. Applying these theoretical concepts into practice helped me bridge the gap between classroom learning and real workplace applications.

Apart from these, there were several sets of challenges and difficulties as well. One of the main difficulties was dealing with confidential information, where even small mistakes could have serious consequences. Another challenge was working with feedback from different supervisors and departments, which sometimes made tasks more complex. However, these experiences taught me to be more detail-oriented, flexible, and patient under pressure; the qualities that I know will help me in any professional setting going forward.



Chapter 6: Conclusion & Recommendations

6.1 Recommendations

Based on my three months of experience as an intern in the HR department at Rangpur Group, I would like to suggest a few recommendations that could help improve HR practices and overall efficiency:

1. While cooperation between HR and other departments was good, introducing more structured cross-departmental meetings could help align priorities and reduce delays in tasks such as recruitment and onboarding.
2. Feedback on certain assignments, such as record updates or recruitment support, sometimes came from multiple sources which caused confusion. A centralized feedback system would save time and make the process clearer.
3. The HR software was very useful for daily tasks, but its reporting features could be used more effectively to analyze patterns like attendance trends, employee turnover or recruitment efficiency and all of these as a whole would strengthen the decision-making.

6.2 Conclusion

My internship at the Human Resource Development Department of Rangpur Group was a very meaningful learning journey that gave me real exposure to how HR works in a large organization. Over the twelve weeks, I became familiar with recruitment, onboarding, record management and cross departmental collaboration which showed me how HR is not only about paperwork but also about building relationships and ensuring that employees feel valued. Besides, the responsibility of handling confidential information has helped in learning the importance of being disciplined and professional in every step of career.

Moreover, this experience helped to understand and also connect the theoretical lessons in the classroom with the practical situations, as a result of which the concepts have become much clearer and more practical. I have also developed important skills such

as communication, time management and teamwork while learning how to stay calm and adaptable during busy and high-pressure periods. Overall, this experience supported my interest in pursuing a career in Human Resource Development as I realized that how HR contributes on both employee growth and the success of the organization.

References

1. <https://rangpurgroupbd.com/>
2. <https://rcmc.com.bd>

Appendix A: Samples of My Internship Works

A.1 Employee Late Working Hours:

A	B	C	D	E	F	G	H	I	J
Employee ID	Date	TYPE	Start Date	End Time	Duration				
RG-00618	4-May-2025	EMPLOYEE	7:50 AM	4:58 PM	9:08				
RG-00619	5-May-2025	EMPLOYEE	9:55 AM	6:58 PM	9:03				
RG-00620	6-May-2025	EMPLOYEE	4:45 PM	10:58 PM	6:13				
RG-00621	7-May-2025	EMPLOYEE	7:54 AM	3:58 PM	8:04				
RG-00622	8-May-2025	EMPLOYEE	7:54 AM	4:58 PM	9:04				
RG-00623	9-May-2025	EMPLOYEE	2:44 PM	5:58 PM	3:14				
RG-00624	10-May-2025	EMPLOYEE	8:48 PM	6:58 AM	10:10				
RG-00625	11-May-2025	EMPLOYEE	5:05 PM	7:58 PM	2:53				
RG-00626	12-May-2025	EMPLOYEE	10:55 PM	6:58 AM	8:03				
RG-00627	13-May-2025	EMPLOYEE	5:20 PM	9:58 PM	4:38				
RG-00628	14-May-2025	EMPLOYEE	7:18 PM	10:58 PM	3:40				
RG-00629	15-May-2025	EMPLOYEE	5:05 PM	11:58 PM	6:53				
RG-00630	16-May-2025	EMPLOYEE	7:50 AM	4:58 PM	9:08				
RG-00631	17-May-2025	EMPLOYEE	10:45 PM	8:58 AM	10:13				

Figure A.1 Employee Late Hours

Appendix B: Weekly Reports

WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 1st week

Date: From 2nd April 2025 to 8th April 2025

List of activities with brief description:

Orientation and Settling In-

1. Met with the HR team and was warmly welcomed.
2. Participated in an intern orientation session.
3. Got a detailed overview of the company's structure and culture.
4. Received my intern ID and workstation.
5. Was introduced to key HR software and tools.
6. Reviewed company rules, code of conduct, and HR policies.
7. Took a tour around the main office and departments.
8. Learned about HR's main responsibilities at Rangpur Group.
9. Attended a briefing on confidentiality and workplace ethics.
10. Familiarized myself with attendance and leave systems.
11. Observed how the team works together on daily tasks.
12. Asked questions about my role and daily expectations



Company Supervisor

**Nilu Ahasan
Chairman
Rangpur Group**



Academic Supervisor

**Md. Abdullah Al Mamun
Assistant Professor
Islamic University of Technology**

190061149

WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 2nd week

Date: From 9th April 2025 to 16th April 2025

List of activities with brief description:

Employee Record Handling-

1. Helped sort and organize physical employee files.
2. Checked if all required documents were available for each file.
3. Scanned missing documents and saved them digitally.
4. Updated file names and arranged them by department.
5. Learned how to handle confidential data safely.
6. Cross-checked employee details with the HR database.
7. Reported missing or outdated information to the supervisor.
8. Worked on a file-tracking Excel sheet.



Company Supervisor

**Nilu Ahasan
Chairman
Rangpur Group**



Academic Supervisor

**Md. Abdullah Al Mamun
Assistant Professor
Islamic University of Technology**

190061149

WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 3rd week

Date: From 17th April 2025 to 24th April 2025

List of activities with brief description:

Resume Sorting and Applicant Tracking-

1. Collected CVs from email and job portals.
2. Filtered candidates based on job criteria.
3. Shortlisted suitable candidates for a junior executive post.
4. Created a summary sheet of top applicants.
5. Removed duplicates and unrelated CVs.
6. Noted incomplete applications .
7. Matched candidate skills with job responsibilities.
8. Sorted CVs department-wise and stored in folders.
9. Discussed common mistakes found in applicant CVs.
10. Forwarded final CV list to the recruitment lead.



Company Supervisor

**Nilu Ahasan
Chairman
Rangpur Group**



Academic Supervisor

**Md. Abdullah Al Mamun
Assistant Professor
Islamic University of Technology**

WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 4th week

Date: From 25th April 2025 to 2nd May 2025

List of activities with brief description:

Interview Scheduling and Support-

1. Contacted shortlisted candidates to schedule interviews.
2. Sent confirmation emails and follow-up messages.
3. Prepared the interview room (documents, chairs, water).
4. Printed candidate CVs and evaluation forms.
5. Maintained an interview time slot chart.
6. Welcomed candidates and guided them to the interview panel.
7. Observed interview sessions silently with permission.
8. Collected evaluation sheets from panel members.
9. Updated the status of each candidate in the tracker.
10. Communicated final results to selected applicants.
11. Prepared a brief summary of each candidate's interview.
12. Learned how HR maintains professionalism during hiring.



Company Supervisor

**Nilu Ahasan
Chairman
Rangpur Group**



Academic Supervisor

**Md. Abdullah Al Mamun
Assistant Professor
Islamic University of Technology**

190061149

WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 5th week

Date: From 3rd May 2025 to 9th May 2025

List of activities with brief description:

Onboarding Process-

1. Helped welcome two new employees joining the HR department.
2. Collected required documents like NID, academic certificates, etc.
3. Prepared joining kits including stationery and ID forms.
4. Guided new hires through their orientation schedule.
5. Helped them fill out HR forms.
6. Assigned them desks and login access with IT help.
7. Uploaded their data into the employee system.
8. Sent introductory emails to their respective teams.
9. Discussed their training schedule with HR seniors.
10. Ensured all documents were scanned and filed.
11. Explained leave and attendance systems to new joiners.
12. Attended their orientation session and noted how it was delivered.



Company Supervisor

**Nilu Ahasan
Chairman
Rangpur Group**



Academic Supervisor

**Md. Abdullah Al Mamun
Assistant Professor
Islamic University of Technology**

WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 6th week

Date: From 10th May 2025 to 17th May 2025

List of activities with brief description:

HR Software and Digital Systems-

1. Logged into the company's HR management software.
2. Practiced entering new employee details.
3. Updated leave balances for a few employees.
4. Reviewed attendance records and flagged inconsistencies.
5. Corrected date of joining for one staff member.
6. Synced biometric attendance with system data.
7. Created user guides for first-time users.
8. Learned how to back up HR data safely.
9. Attended a mini training session on digital HR records.
10. Generated a sample report from the system.
11. Removed duplicate entries with approval.
12. Practiced filtering employee lists by department and date.



Company Supervisor

**Nilu Ahasan
Chairman
Rangpur Group**



Academic Supervisor

**Md. Abdullah Al Mamun
Assistant Professor
Islamic University of Technology**

190061149

WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 7th week

Date: From 18th May 2025 to 24th May 2025

List of activities with brief description:

Becoming More Independent in HR Tasks

Adapting to Increased Workload

As the internship progressed into the seventh week, I noticed a clear increase in the level of trust placed in me. I was assigned CV screening tasks for multiple positions and allowed to make preliminary shortlists. This helped build my analytical thinking and decision-making skills.

Candidate Communication and Interview Coordination

I was given the responsibility to contact shortlisted candidates via email and phone. It felt rewarding to apply professional communication in a real setting, ensuring that interview schedules were properly aligned with both candidates and interviewers.

Exposure to Interview Evaluation

Observing live interviews gave me the opportunity to understand how HR professionals assess candidates beyond qualifications. Their body language, confidence, and clarity were all considered. I noted down key evaluation techniques from the recruitment panel.

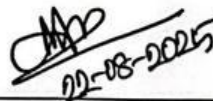
Learning to Manage Time and Multitask

Balancing multiple duties like documentation, interview coordination, and feedback collection taught me the value of time management. It was the first week I truly felt like an integrated part of the HR team, not just a trainee.



Company Supervisor

**Nilu Ahasan
Chairman
Rangpur Group**


22-08-2025

Academic Supervisor

**Md. Abdullah Al Mamun
Assistant Professor
Islamic University of Technology**

190061149

WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 8th week

Date: From 25th May 2025 to 30th May 2025

List of activities with brief description:

Involvement in the Onboarding Process

Onboarding a New Batch of Employees

This week began with onboarding a new batch of employees, and I helped prepare welcome materials and employee folders. Assisting with this process made me realize how much effort goes into ensuring a smooth first day for new hires.

Orientation Session Support

I participated in the orientation session, managing the attendance sheet and distributing documents. Watching how HR introduced company values and policies was insightful and helped me understand how culture is embedded early on.

Profile Creation and System Entry

I was responsible for entering new joiner data into the HR system. Accuracy was crucial here, as any mistake could lead to payroll or compliance issues. It was a detailed but satisfying part of the process.

Reflections on First Impressions in HR

I understood how the onboarding experience sets the tone for employee engagement. Every detail, from emails to paperwork, contributes to how welcomed and valued an employee feels.



Company Supervisor

**Nilu Ahasan
Chairman
Rangpur Group**


22-08-2025

Academic Supervisor

**Md. Abdullah Al Mamun
Assistant Professor
Islamic University of Technology**

190061149

WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

**Week: 9th week
2025**

Date: From 1st June 2025 to 09th June

List of activities with brief description:

Diving into HR Documentation

Focus on Employee Record Management

This week I focused heavily on organizing and updating employee records. I reviewed files to ensure all necessary documents were available and properly arranged. It was a repetitive yet important task, teaching me the value of neat documentation.

Understanding HR Policies and Procedures

I was given access to the company's HR manual to better understand its structure and policies. Reading through various sections helped me link theory to practice and grasp how employee rights and responsibilities are outlined.

Digital Record Management Experience

Apart from physical files, I worked on updating digital employee profiles. This involved data entry and file uploads in the HR system. I realized how digital records save time and prevent potential compliance issues.

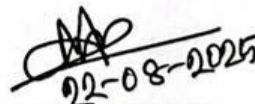
Attention to Detail in Administrative Work

Even though these tasks were less interactive, I learned how easily errors in documentation can lead to legal or payroll complications. The HR team emphasized double-checking and cross-verifying, which I now take seriously.



Company Supervisor

**Nilu Ahasan
Chairman
Rangpur Group**


22-08-2025

Academic Supervisor

**Md. Abdullah Al Mamun
Assistant Professor
Islamic University of Technology**

190061149

WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 10th week
2025

Date: From 10th June 2025 to 16th June

List of activities with brief description:

Receiving Constructive Feedback

Performance Review from Supervisor

At the start of this week, I received my first formal feedback from my supervisor. He pointed out my strengths and gently corrected some errors I had made. It felt encouraging and gave me direction for self-improvement.

Shadowing Senior HR Executives

I was allowed to observe how senior HR officers handled sensitive employee issues. These included leave disputes and internal transfers. Their calm, solution-oriented approach was something I admired and hope to adopt.

Improving My Communication Style

After watching the team handle various internal and external communications, I began refining my email style. I learned to be polite but precise, warm yet professional small changes that make a big difference.

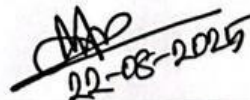
Reinforcing My Role in the Team

With more clarity on what I was doing well and where I needed growth, I began to feel more involved in team discussions. It became easier to voice my opinions and ask questions without hesitation.



Company Supervisor

**Nilu Ahasan
Chairman
Rangpur Group**



Academic Supervisor

**Md. Abdullah Al Mamun
Assistant Professor
Islamic University of Technology**

190061149

WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 11th week

Date: From 17th June 2025 to 23rd June 2025

List of activities with brief description:

Wrapping Up Ongoing Tasks

Completing Final Assignments

As the internship neared its end, I focused on completing all pending assignments. This included compiling a summary of all the CVs I had screened and finalizing digital records for new recruits.

Final Report Compilation

I began drafting the final report for my internship, listing down everything I had learned. It gave me the chance to reflect on how much my understanding of HR had matured in just a few weeks.

Assisting with Recruitment Summary

The HR manager asked me to prepare a brief report on the recruitment progress for a few recent openings. It involved gathering notes, checking emails, and aligning interview outcomes with hiring goals.

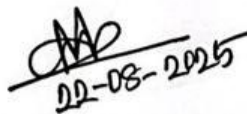
Realizing My Growth Over Time

This week felt like the calm before the finish. I looked back at my Week 1 self shy and unsure and saw a much more confident and organized version of myself now. It was a proud feeling.



Company Supervisor

**Nilu Ahasan
Chairman
Rangpur Group**


22-08-2025

Academic Supervisor

**Md. Abdullah Al Mamun
Assistant Professor
Islamic University of Technology**

190061149

WEEKLY OVERVIEW OF INTERNSHIP ACTIVITIES

Week: 12th week
2025

Date: From 23rd June 2025 to 30th June

List of activities with brief description:

A Fulfilling Goodbye

Sharing My Experience with the Team

In the final week, I was invited to share a short reflection with the HR team. I spoke about what I learned, the challenges I faced, and how grateful I was for their constant support and encouragement.

Handing Over and Farewell Formalities

I completed the handover of my tasks and documents, ensuring everything was organized for whoever would take over. The HR head thanked me for my efforts, and I truly felt my work was appreciated.

Building Long-Term Connections

I exchanged contacts with some of the HR team members who offered guidance throughout the internship. I realized how important networking is not just for jobs, but for learning and personal growth too.

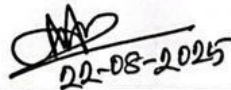
Ending with Confidence and Gratitude

As I left Rangpur Group, I carried not just a certificate, but a collection of practical skills, memories, and lessons. This internship shaped my view of the HR profession and confirmed that I am heading in the right direction.



Company Supervisor

Nilu Ahasan
Chairman
Rangpur Group


22-08-2025

Academic Supervisor

Md. Abdullah Al Mamun
Assistant Professor
Islamic University of Technology

Appendix C: Turnitin Report

Hafizul Islam Britto 190061149

Internship Report



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Quick Submit



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Document Details

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Submission Date

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