Internship Report on

Human Resource Management and Activities At TechnoNext

Submitted to

Islamic University of Technology

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

Submitted by :

I understand that my final report will become part of the permanent collection of the Islamic University of Technology BBA in Business and Technology Management Program. My signature below authorizes the release of my final report to any reader upon request.

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Department of Business And Technology Management

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Approved by:

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LETTER OF TRANSMITTAL

Date:

Dr. Md. Nahin Hossain

Assistant Professor

Business And Technology Management (BTM) Department

Islamic University of Technology(IUT)

Subject: Submission Of "Human Resource Management and Activities at TechnoNext"

Sir,

I am presenting my Internship Report, which is a requirement for the BTM Program, with due respect and great pleasure. Working under your active assistance and guidance is a wonderful privilege. This report is found on, the "Department of Human Resource Management of TechnoNext Software LTD at US Bangla Group". Under the direction of Md. Iqbal Hossain, I was allowed to work in TechnoNext's " Human Resource Department."

I gathered vital facts to build this report to make it more logical and accurate. My supervisor and coworkers have been my primary sources of information for my study. I will do my best to meet the report's goal, and I hope that my efforts will enrich my experience.

I did my best to create a report that could enrich my internship experience and investment. It gives me great pleasure to express my gratitude for your ongoing guidance, support, and direction in the completion of my report.

Sincerely Yours,

A.K.M Faisal Haque

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Department of Business And Technology Management

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Declaration

I declare that this BBA internship report is accurate and complete on the "Human Resource Management and Activities At TechnoNext" has been delivered to the Islamic University of Technology (IUT) under the guidance of Dr. Md. Nahin Hossain, Department of Business and Technology Management (BTM), Islamic University of Technology (IUT). This is my work, and it has not been submitted for a certificate or degree at any other institution or institute.

I further declare that I am solely responsible for any errors that may have been entered into my internship report.

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Acknowledgment

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Chapter 1: Introduction

1.1 Background

TechnoNext Software LTD is a leading software development company that provides cutting-edge technological solutions to businesses in a variety of industries. TechnoNext was founded to revolutionize the digital landscape, and it takes pride in its commitment to innovation, quality, and customer satisfaction. The Human Resource Department at TechnoNext Software LTD plays a pivotal role in shaping the company's culture, nurturing talent, and driving organizational success. With a deep understanding of the importance of human capital in driving innovation and growth, the HR department is dedicated to creating an environment where employees can thrive, develop their skills, and contribute meaningfully to the company's mission.

A company's most valuable asset is its employees, who can make or break its success. In today's competitive business environment, having the right people and proper training is crucial for corporate success. The training of an inspection firm is essential to achieve their long-term goals. Effective human resource planning is crucial for long-term organizational success. Companies should implement initiatives to empower the appropriate individuals. Training and development are crucial under these circumstances. A strategic evaluation of training and development processes is recommended to address skills shortages and rapid technological advancement. TecnoNext tries to achieve the goal with the engagement of all employees. The mechanism for learning and development within the company must be efficient. It enables the company to have highly effective employees who like their work.

Organizations use recruitment to find and attract candidates for open positions. Work requirements indicate the need for a new position or to fill an existing one. The method used by organizations to discover and recruit people for open positions is called recruitment. Businesses need to hire modern workers to replace existing employees, acquire new skills, and support growth.

1.2 Rational of study

As part of an internship program, I have been assigned to TechnoNext Ltd.'s Human Resources Division. In this study, I examined the 'Recruiting and Development Method of TechnoNext Group Ltd' and attempted to make suggestions for improving recruitment. The decision on recruitment and selection is critical because it is the means of securing the best possible candidate for the position, who will significantly contribute to the business's efficiency.

I consider myself fortunate to have been one of the students selected to intern with TechnoNext Group Ltd. Because I specialize in human resource management, this position will allow me to hone my practical skills and learn more about the subject to advance my career.

1.3 Objectives

Primary Objectives

The primary purpose of this report is to describe the knowledge and comprehension I gained during my three-month internship, as well as to evaluate how my academic knowledge can be applied in the workplace

Secondary Objectives:

1. To gain practical experience in HR functions such as recruitment, onboarding, training, and employee relations.
2. To Understand HR's role in aligning organizational goals with employee development and satisfaction.
3. Observe and analyze HR professionals' challenges and opportunities in a technologically advanced company.

4. To get a thorough understanding of TechnoNext and its operations.

1.4 Methodology

The majority of the methods presented in this article are descriptive in nature. I recognized that a single strategy wouldn't be enough to achieve the study's objectives. The TechnoNext's formal and oral discussions, direct observation, and written papers proved beneficial. The paper was created.

For this exploratory study, we used both primary and secondary sources of information. The sources listed below are highlighted in greater detail.

Data Collection Sources Data was collected from two sources.

Primary sources

Primary data was obtained directly from the authorities. Some of the data is quite sensitive. To obtain a non-disclosure agreement with TechnoNext, I presented the numbers as accurately as possible. Essentially, I've gathered primary data and information by:

- Discussed with HR manager
- Conducted conversations with line managers
- Gained practical work experience
- Interviewed TechnoNext Group employees
- Performed personal observations

Secondary sources

This data source includes the company's annual industry analysis report, sales report, corporate manual, financial plan, marketing policy, HR strategies, training materials, and online resources. So, the secondary sources of data are collected from:

- TechnoNext's official website
- Documentary file
- Internet information
- HR department
- Internal meeting notes
- Textbook.

1.5 Limitations

For any organization, the Human Resource Department is the most confidential. In TechnoNext, the HR Department maintains the highest level of confidentiality. As an intern, I was only allowed access to a limited amount of data as part of my research. I have been denied access to information that TechnoNext Group considers too sensitive for me to obtain. So, in my report, I will include all of the information I have gained from working. So, the limitations of the report are:

Internships are completed in a short amount of time. Due to limitations, a comprehensive analysis of the HR department was not feasible.

➢ Respondents were unable to provide appropriate responses due to their regular work.

➢The HR employee was hesitant to provide the data due to doubts about their motivation.

➢ Respondents were reluctant to complete questionnaires during data collection.

➢ Information could not be validated due to inadequate sources. Nonetheless, some authorities helped me obtain accurate information.

➢ This report does not include all information due to the organization's confidentiality policies. The project has faced challenges that have slowed progress, but my goal is to overcome those hurdles through working as a team.

Chapter 2: Company Overview

2.1 TechnoNext Background in History

TechnoNext Ltd. has an interesting background history within the US Bangla Group, dating back to a visionary journey of technological innovation and entrepreneurship. Founded as a subsidiary of the US Bangla Group, TechnoNext Ltd has emerged as a dynamic force in the realm of technology-driven solutions. TechnoNext Ltd was established in 2022, and within a short time, it's become an important part of the US Bangla Group.

TechnoNext Limited is a concern of the renowned US Bangla Group. It is one of the leading ICT Solution provider companies that aims to create next-gen software & IT services. Our main motto is to Design, Build, and Deliver the best quality service. It is committed to providing excellent customer service and support and is constantly innovating and improving its services to ensure that its clients have access to the latest technology and software solutions.

2.2 Company Overview

In Bangladesh, the US Bangla Group is a well-known industry, which plays a vital role in the country's economy. TechnoNext is an important concern of the US Bangla group. TechnoNext

Ltd is a symbol of innovation and excellence in the field of technology solutions. TechnoNext was founded to transform industries through cutting-edge technology. It has since grown to become a leading provider of software, hardware, and IT services.

Around 500 employees work in the TechnoNext LTD. TechnoNext provides these services to its clients as website Design and Development, payment gateway, Mobile app Development, Custom Software development, maintenance and support, UI and UX Design, and Enterprise Resource planning.

Technonext serves its clients with dedication and commitment. The major clients of Techno next are US-Bangla Airlines, US-Bangla Assets, AirSTRA, Trip Lover, TravelChamp, First Trip, Shoplover, Vibrant, Green University, DhakaPost, DhakaMail.

The major products of Technonext are custom ERP systems, Airlines resource management, Flight Operations, Courier Management systems, Passenger service systems, payment gateway, News portal, and OTA- an online travel agency.

It adheres to the principles of equality and diversity. As a result, individuals from various educational, socioeconomic, religious, and cultural backgrounds work here and treat each other with respect. Employees at TechnoNext come from a wide range of educational backgrounds, including scientific, social science, business administration, technical, and so on.

2.3 Departments of Technonext

TechnoNext has many departments that contribute to the smooth running of the corporate giant. All of the departments work together to complete the tasks that have been assigned to them. Each of the departments and their responsibilities are described below.

Management

The Management department is responsible for the organization's strategic direction, operational efficiency, and overall performance. It includes executive leadership, strategic planning, resource allocation, and decision-making processes to ensure that the company's goals are met effectively.

Software Engineering

The Software Engineering department is in charge of designing, developing, testing, and supporting software applications and systems. It involves a variety of roles, including software developers, architects, engineers, and programmers who collaborate to create high-quality software solutions.

Software Quality Assurance

The Software Quality Assurance (QA) department is responsible for ensuring the quality and reliability of software products and services. QA professionals test, identify flaws, and implement quality control measures to ensure that software meets or exceeds customer expectations.

Mobile App

The Mobile App department develops applications for smartphones and tablets. It entails creating user interfaces, coding features, and optimizing performance for various mobile platforms such as iOS and Android.

Business Analysis

The department analyzes business processes, identifies areas for improvement, and converts business requirements into technical solutions. Business analysts bridge the gap between stakeholders and technical teams to ensure project success.

Database Administration

The Database Administration department is in charge of managing and maintaining databases that store and organize data for organizations. It entails tasks like database design, optimization, security, backup, and recovery to ensure data integrity and availability.

IT

The IT department provides technical support, infrastructure management, and IT services to help the organization run. It includes network administration, hardware maintenance, software deployment, and IT security to ensure the smooth operation of technology systems.

Product Design (UI/UX)

The Product Design department creates user-friendly and visually appealing interfaces for software applications and digital products. It entails user interface (UI) design, user experience (UX) research, prototyping, and usability testing to improve user satisfaction and participation.

DevOps

The DevOps department automates and streamlines software delivery by combining Dev and Ops practices. DevOps engineers work with development and operations teams to improve the efficiency, reliability, and scalability of software delivery.

Artificial Intelligence-AI

The AI department investigates and develops AI-powered solutions for automating tasks, analyzing data, and making informed decisions. It uses machine learning, natural language processing, computer vision, and other AI technologies to develop innovative applications.

HR & Admin

The HR & Admin department oversees human resources, employee relations, and administrative functions within the organization. It is in charge of HR functions such as recruitment, onboarding, training, performance management, payroll, and compliance.

Accounts & Finance

The department is in charge of financial planning, budgeting, accounting, and reporting. It oversees financial transactions, tracks cash flow, generates financial statements, and ensures regulatory compliance.

Technical Writing

The Technical Writing department develops documentation, manuals, guides, and other written materials to clearly and effectively communicate technical information. Technical writers work alongside subject matter experts to create user manuals, API documentation, release notes, and other technical content.

Admin Support

The Admin Support department assists and supports various departments within the organization. It manages correspondence and schedules meetings.

2.4 Vision

The main vision of TechnoNext is Innovation, Leadership, Value, and excellence.

2.5 Mission

Meaningful progress through innovative solutions.

2.7 SWOT Analysis

Strengths	Weaknesses
• Innovative Technology Solutions • Skilled Workforce • Strong Brand Reputation. • Diverse Portfolio	• Dependency on Key Clients • Limited Market Presence • Resource Constraints**.**
Opportunities	**Threats**
• Emerging Technologies • Expansion into New Markets • Diversification of Services	• Competitive Landscape. • Technology Disruption: • Regulator

Chapter 3: Industry Analysis

3.1 Industry Size and Growth Trends.

The software and IT industry has undergone exponential expansion in recent years, driven by breakthroughs in technology and increased digitalization across numerous sectors. TechnoNext Software Limited operates within this dynamic context, employing its expertise to capitalize on emerging opportunities. Market research reveals steady expansion in the worldwide software market, with a predicted value topping $1.5 trillion by 2025. Within this wide industry, TechnoNext Software Limited holds a niche focusing on bespoke software solutions for enterprises across varied industries.

3.2   Maturity of the Industry

While the software and IT business continues to innovate swiftly, it remains a relatively young and dynamic industry. The steady infusion of new technology and growing consumer needs ensure that the sector maintains a condition of perpetual evolution. TechnoNext Software Limited acknowledges the need to remain fluid and adaptable in this market, cultivating a culture of innovation and embracing emerging trends to preserve a competitive edge.

3.3 External Economic Factors and their effect on the industry

External economic issues strongly impact the software and IT business. Economic downturns may lead to reduced IT budgets among organizations, impacting demand for software services. Conversely, periods of economic expansion generally correlate with greater investments in technology. TechnoNext Software Limited closely watches key economic variables to forecast market developments and adjust its tactics accordingly. Additionally, globalization brings both possibilities and challenges, as organizations seek cost-effective solutions and handle regulatory variances across international markets.

3.3.1 Technological Factors

Technological innovation is at the heart of the software and IT sector. Emerging technologies such as artificial intelligence, machine learning, and blockchain are altering business operations and generating new avenues for growth. TechnoNext Software Limited invests in research and development to harness these technologies, producing cutting-edge solutions that address

evolving consumer needs. Furthermore, the advent of cloud computing has transformed the delivery of software services, offering better scalability, flexibility, and cost-effectiveness.

3.3.2 Regulatory, Political, and Legal Concerns

The software and IT business operates within a complex regulatory environment governed by rules controlling data privacy, intellectual property, and cybersecurity. Compliance with rules such as the General Data Protection Regulation (GDPR) and the California Consumer Privacy Act (CCPA) is crucial for organizations handling sensitive client data. TechnoNext Software Limited prioritizes compliance efforts, ensuring that its products and services correspond to relevant legal standards. Moreover, geopolitical concerns and government regulations can affect international trade and market access, necessitating a proactive approach to risk management and regulatory compliance.

3.3.3 Competitive environment and changes

The software and IT business are characterized by severe rivalry, driven by multiple competitors ranging from global enterprises to startups and niche suppliers. TechnoNext Software Limited confronts competition from established organizations delivering identical software solutions, as well as disruptive startups exploiting novel technologies. To preserve its competitive position, TechnoNext Software Limited stresses difference through product quality, customer service, and technological innovation. Additionally, strategic partnerships and alliances enable the organization to increase its market reach and access new prospects.

The software and IT business present tremendous prospects for growth and innovation, but also face issues relating to technological disruption, regulatory compliance, and competitive pressures. As TechnoNext Software Limited continues to navigate this evolving terrain, it remains committed to offering value-driven solutions that help businesses to prosper in the digital era.

Chapter 4: Description of main duties

4.1 HRM Department of Technonext

The HRM Department of Technonext serves as the nerve center for managing human resources within the organization. It oversees a spectrum of functions aimed at optimizing the utilization of human capital to drive organizational success.

4.2 Recruitment & Document

Recruitment and document management constitute pivotal aspects of HRM operations. This involves orchestrating a seamless flow of activities from identifying potential candidates to ensuring compliance with legal and organizational documentation requirements throughout the recruitment process.

4.3 Sourcing & Recruitment

Sourcing and recruitment activities entail a strategic approach to identifying and attracting top talent. This involves leveraging various channels such as job boards, professional networks, and recruitment agencies to cast a wide net and engage with prospective candidates.

4.3.1 Joining

The joining process marks the beginning of an employee's journey with the organization. HR professionals play a crucial role in facilitating this process by orchestrating orientation sessions, administering onboarding activities, and ensuring all necessary paperwork is completed accurately and efficiently.

4.3.2 Training and Development

Training and development initiatives form the cornerstone of nurturing talent within the organization. HR professionals collaborate with stakeholders to design and deliver learning programs tailored to employees' needs, fostering continuous growth and development.

4.3.3 HRBP

HR Business Partners (HRBPs) serve as strategic advisors to business units, aligning HR strategies with broader organizational goals. They partner closely with business leaders to understand their needs, anticipate challenges, and develop customized HR solutions to drive business performance.

4.4 Organization Development

Organization development initiatives are geared towards enhancing organizational effectiveness and resilience. HR professionals spearhead interventions such as change management, culture transformation, and leadership development to foster a conducive work environment conducive to growth and innovation.

4.5 Internship Area

The internship area offers a platform for aspiring professionals to gain hands-on experience and insight into the organization's operations. HR professionals oversee internship programs, providing guidance and support to interns while leveraging their potential as future talent pipelines.

4.6 Work Period

The work period delineates the duration of internships or employment within the organization. HR professionals manage timelines, milestones, and performance evaluations to ensure a mutually beneficial experience for both the organization and the individual.

4.7 Related Works

Related works encompass a myriad of tasks and responsibilities that complement core HR functions. This may include policy development, performance management, employee relations, and HR analytics, among others, aimed at optimizing HR effectiveness and efficiency.

4.7.1 Coordinating Regular Recruitment Batch

Coordinating regular recruitment batches entails orchestrating the end-to-end recruitment process for multiple positions within the organization. This involves strategic planning, resource allocation, and stakeholder coordination to ensure timely and successful outcomes.

4.7.2 General Recruitment Policy of TechnoNext

The general recruitment policy of TechnoNext delineates the guiding principles and procedures governing the recruitment process. It outlines the organization's commitment to fairness, transparency, and meritocracy in attracting, selecting, and hiring talent.

4.8 My Tasks for Conducting Batches

This section delineates specific tasks assigned to the author for conducting recruitment batches. From initial candidate outreach to final selection decisions, it encompasses a range of activities aimed at identifying and securing the best-fit candidates for the organization.

4.8.1 CV Collecting

CV collecting involves sourcing resumes from various channels and collating them for review and evaluation. This task requires attention to detail and organizational skills to manage a large volume of candidate profiles effectively.

4.8.2 Screening Applications & Shortlisting Candidates

Screening applications and shortlisting candidates involve meticulously reviewing resumes and applications to identify individuals who meet the requisite qualifications and experience criteria. This requires a keen eye for detail and an understanding of job requirements to ensure alignment between candidate profiles and organizational needs.

4.8.3 Online and Telephonic Interview

Conducting online and telephonic interviews serves as a preliminary screening mechanism to assess candidates' suitability for the role. HR professionals employ effective communication and interviewing techniques to evaluate candidates' skills, experience, and cultural fit with the organization.

4.8.4 Written, IT & Management Viva

Administering written tests or conducting viva voce interviews assesses candidates' technical, IT, and management competencies. This step aims to validate candidates' proficiencies and capabilities relevant to the job role and organizational requirements.

4.8.5 File Handing Over to Joining Team

Handing over recruitment files and documentation to the joining team ensures a seamless transition for new hires. This involves collating and organizing all necessary paperwork and information required for onboarding, facilitating a smooth and efficient joining process.

4.8.6 File Adjustment

File adjustment involves ensuring accuracy and completeness of recruitment files through meticulous review and verification. HR professionals cross-reference documents, update information, and address any discrepancies to maintain data integrity and compliance with organizational standards.

4.8.7 Information Verification

Verifying candidate information through reference checks and background verification ensures the authenticity and reliability of candidate credentials. This step mitigates risks associated with hiring and provides assurance to the organization regarding the suitability of selected candidates.

4.8.8 Investigation

Investigating any discrepancies or irregularities in candidate information or documentation requires a thorough and objective approach. HR professionals conduct inquiries, gather evidence, and liaise with relevant stakeholders to resolve issues and uphold the integrity of the recruitment process.

4.8.9 Information Update

Updating recruitment databases and systems with relevant candidate information and status updates ensures real-time visibility and tracking of recruitment activities. This facilitates effective communication and decision-making throughout the recruitment lifecycle.

4.8.10 Editor

The role of an editor entails reviewing and refining documents, reports, and communications to ensure clarity, accuracy, and consistency. HR professionals play a crucial role in editing recruitment materials, policy documents, and internal communications to uphold professional standards and enhance readability.

4.9 Other Works

HR professionals are often tasked with additional duties and responsibilities as per organizational needs and priorities. This may include participating in cross-functional projects, conducting HR audits, and contributing to strategic initiatives aimed at driving organizational excellence and growth.

Chapter 5: Analysis of Internship Activities

5.1   Company Level Analysis

During my internship program, I worked for TechnoNext HR department and did my best to work within my restrictions. At the time, I saw several beneficial aspects of TechnoNext company culture.

5.2 CLIENT ANALYSIS

TechnoNext conducts client analysis by segmenting clients based on factors such as industry and company size, allowing for more targeted marketing and service strategies. Detailed client profiles are created to better understand each segment's specific challenges and goals. Needs assessments are carried out through surveys and consultations to identify specific client needs. Building strong client relationships requires consistent communication and personalized interactions, as well as an understanding of client preferences and feedback mechanisms. Analyzing the client bases of competitors aids in the identification of market dynamics and potential opportunities. Monitoring client satisfaction and gathering feedback are critical for evaluating performance and responding to concerns quickly. Retaining existing customers and expanding relationships help to drive long-term growth and profitability. TechnoNext aligns its strategies with market trends and emerging technologies in order to anticipate clients' changing needs. By conducting.

5.3Target market strategies

TechnoNext Ltd operates in a dynamic and competitive technology market that is marked by rapid innovation and changing customer demands. The company's market-level analysis starts with an assessment of industry trends, such as advances in AI, cloud computing, and cybersecurity, which influence its strategic direction. Competitive analysis reveals TechnoNext's position in comparison to other players, highlighting strengths and areas for differentiation. Understanding customer needs and preferences through segmentation and feedback mechanisms guides product development and marketing strategies. TechnoNext's innovation and adaptation strategy is driven by market trends such as digital transformation, remote work technologies, and data analytics. Regulatory changes

and global events influence market dynamics, necessitating quick responses in order to remain competitive. TechnoNext's reputation for dependability, quality, and customer satisfaction strengthens its competitive advantage. Investing in R&D helps TechnoNext maintain its innovative edge and market relevance. TechnoNext's offerings stand out in a crowded market thanks to strategic pricing and value propositions. Market segmentation enables TechnoNext to provide tailored solutions to specific customer segments. TechnoNext's market-level analysis helps departments make decisions that are in line with market dynamics and customer expectations. Collaboration with industry partners and stakeholders helps TechnoNext improve its market presence and capabilities. Market intelligence informs TechnoNext's investment decisions, resource allocation, and expansion strategies. Adaptability and agility are critical to TechnoNext's success in navigating market uncertainties and capitalizing on growth opportunities.

5.4   Positioning Strategy

TechnoNext uses a competitive positioning strategy in the software industry to stay one step ahead of the competition. They employ extremely competent marketers who make every effort to build a favorable reputation in the eyes of their customers

5.5 Professional Level Analysis

TechnoNext is a leading producer of technical equipment in Bangladesh, with a reputation for producing trustworthy and high-quality products. Taking an internship at a business like this is a great way to get useful experience. Although we have received a great deal of information throughout our four years of institutionalization, the goal of this internship program is primarily to provide us with real-world experience. TechnoNext has taught me a lot in the last three months. I was employed as an intern in the Human Resources department of Technonext. For this, I am thankful to TechnoNext for allowing me to intern in such a competent department, as well as to my supervisor, who guided me during my internship and helped me develop new skills.

5.6   Lessons Learned from the Internship Program

My internship at TechnoNext has come to an end. I am grateful to Allah for allowing me to start my career with such a prestigious organization. I worked with Human Resource Management and tried my hardest to work within my constraints. During my internship, I learned several incredible lessons. Here in TechnoNext, I've had the opportunity to master a variety of skills that will serve

me well throughout my life. So far, all of the TechnoNext staff I've met have been fantastic. They are naturally cooperative. As a result, learning got easier for me.

- **Teamwork**: The first point I'd want to make is the importance of teamwork. My internship experience was not like my undergraduate assignment, where one individual did all of the work and the grades were distributed evenly. This is more professional in TechnoNext, and everyone must play their part quite well to complete work and obtain the finest potential result. During my internship, I learned how to work as part of a team rather than focusing solely on myself.

- **Communication ability**: My internship provided me with the opportunity to meet a large number of new people. Meeting them was not difficult, but it did improve my communication skills. Even though I was a little bewildered at first, I eventually had it figured out. This talent will be useful to me throughout my professional career.

- **Time Management**: Previously, I could just miss a lesson due to personal concerns. During an internship, which was almost the start of my working existence, I didn't keep track of my absences regularly. TechnoNext's on-time arrival approach taught me to be time-sensitive and prompt. During my 45 internships, I learned the value of time. Everyone in TechnoNext values every single minute. They become the ultimate gainer by maximizing their use of time. Punctuality also taught me responsibility and professionalism.

- **New Skills**: Throughout my internship, I picked up a lot of new skills. I learned Excel, PowerPoint, and a variety of other software-related skills that will come in helpful in the future. Most importantly, I have improved my communication skills, which will be extremely beneficial to me.

- **Problem Solving Ability**: Throughout my internship, I realized that I would be confronted with a variety of problems. I had to cope with a lot of them, and as a result, I gained problem-solving abilities.

- **Workplace Ethics**: Employers desire to work with people who have strong moral and ethical values. At TechnoNext, I got the opportunity to work with individuals who had outstanding work ethics and learn from them. Determination, professionalism, discipline, and collaboration were among the lessons I acquired. I realized how critical it is to complete duties on time. Being motivated and professional, I learned, qualifies you for the job.

- **Adaptability**: This is one of the most important things I've learned during my internship. One of the most important soft skills for a human being is the ability to adjust quickly. This internship taught me how to adapt to a new situation.

- **Responsibility**: One of the most important soft skills that we frequently neglect is responsibility. My internship taught me to be responsible for my choices and how I complete the duties I was given. • Step out of my comfort zone: An internship provides me with the opportunity to explore new things. Trying new activities allowed me to push myself. I would accept any assignment assigned to me, even if I had no idea 46 what I was doing. I simply tried things since it was the ideal time for me to groom myself. Even if I loathed certain things, I would complete tasks.

- **Learn to accept constructive criticism**: Many times, people will be chastised for the duties they do. I've also been chastised once or twice. But I handled it professionally because I understood that whatever happened would help me grow up in the future.

- **Company Level Analysis**: During my internship program, I worked for TechnoNext's HR department and did my best to work within my restrictions. At the time, I saw several beneficial aspects of TechnoNext's company culture, which I've highlighted here.

- **Respect your teammates**: With the phrase "Respect your colleagues," TechnoNext has created a platform for varied human capital and a mutually trusting relationship.

- **Never be another grapevine, always strive for advancement, and always be optimistic**: To avoid being overpowering, they always promote optimism and encourage their personnel to be passionate and forward-thinking.

- **Be creative and intuitive, and accept entire responsibility for your work**: Their major strength is the creativity and innovation of their human capital. TechnoNext has a strong creative team that is proud of their work and strives for advancement.

- **Make a socially responsible decision**: TechnoNext has a strong corporate social responsibility culture that helps its employees and the surrounding communities, the environment, and stakeholders.

- **Maturity and empathy are synonymous**: TechnoNext encourages its employees to sympathize with the feelings of others to cultivate a humanistic and mature workforce.

- **Contributions must be counted**: TechnoNext promotes a welcoming work environment for its employees. They are trustworthy and dedicated to the organization. Their impact is

widely acknowledged, and it serves as the driving force behind their value development process.

5.7   Interaction with Supervisor

TechnoNext has a pleasant setting. My supervisors were always nice and never unpleasant to me. I listened carefully to what they said and completed all the tasks that were assigned to me. My supervisor attempted to teach me the fundamentals of business life, and I listened intently and with respect. They teach me a lot. They've always corrected me when I've made a mistake. I can't think of a single time when they misbehaved with me. My interactions with my supervisor were largely positive, and my colleagues were quite helpful throughout my internship. Aside from work, I learned about their personal lives. Now that my internship is done, I can say that I have made some new friends and family members in addition to my colleagues. It was a pleasure to work with them.

5.8 Difficulties I have dealt with

Because my coworkers and supervisors were nice and helpful, I was able to enlist their assistance in most of my problems. I didn't know anything about ERP when I started my internship. However, I was given an ERP-related work. After that, a coworker of mine assisted me throughout the project. The majority of the challenges I've encountered have been technical. And it has something to do with Microsoft Office. Even though I learned the 50 requisite skills via viewing videos. The most tough situations I encountered while working as a brand coordinator. There were a lot of things I didn't understand. But, with the support of my supervisor and coworkers, I was able to resolve all of the issues and produce excellent results. The most challenging part of the process for me was creating a logo for their new brand. But, once again, with the aid of technology, I was able to overcome the challenge.

5.9 Experience vs Expectation

During my internship at TechnoNext, I had an outstanding experience that exceeded my expectations. Initially, I expected mundane tasks like photocopying and scanning, but I quickly

realized that I would be doing much more meaningful work. While I did handle administrative tasks such as data entry, I also had the opportunity to work on projects that required analytical skills, which pushed me to perform at a higher level than I had expected. As a result, my internship was a resounding success, and I gained valuable hands-on experience.

Furthermore, I expected a tense and formal work environment with strict superiors. However, to my pleasant surprise, the atmosphere at TechnoNext was very different. The team's senior members were approachable and friendly, going out of their way to offer advice and support. Instead of addressing them as "Sir" or "Ma'am," I was encouraged to use terms like "Bhaiya" or "Apu," which created a sense of community and inclusion.

Despite my initial reservations about spending an extended period of time in an office setting, I found the atmosphere at TechnoNext to be relaxed and welcoming, allaying any fears of feeling confined or overwhelmed. The team's positive and supportive environment made it easy for me to adapt.

Furthermore, the internship gave me invaluable real-world experience by exposing me to the expectations and standards of professional work. While the atmosphere was pleasant, there was still a need to deliver results and meet deadlines. Although I did not experience the full extent of underperformance as an intern, I learned the value of meeting expectations and the consequences of failing to do so.

Overall, my internship at TechnoNext was a memorable and enriching experience that helped me grow both personally and professionally. I am grateful for the opportunity and the valuable lessons I learned while with the company.

5.10   Influence on my Career plan

Internships are a great way to gain experience and advance one's career. My internship helps me identify my strengths and natural abilities. I gained valuable job experience during my internship. I even helped develop the new brand. This will undoubtedly

This boosts my morale and motivates me to pursue better growth opportunities. As an intern, I am exposed to real-world situations and gain experience in the field. As a result, I plan to pursue a

career that allows me to thrive. At TechnoNext, I have the opportunity to collaborate with diverse individuals. This approach helps me build a network and plan my career.

Chapter 6: Conclusion & Recommendations

6.1 Recommendation

TechnoNext Ltd should improve its recruitment and selection process to remain competitive in today's dynamic market. Given the rapidly changing skill requirements, the company should prioritize attracting technophiles by providing technologically advanced products and services. Furthermore, focusing more on marketing, particularly targeting the current youth and middle-class demographics, could broaden TechnoNext's reach and appeal.

To improve the recruitment process, the following recommendations are made:

1. HR managers should thoroughly review applicants' resumes to avoid interviewing unsuitable candidates, which will save time and resources.
2. Regular updates to the questionnaire will ensure that it remains relevant and effective in evaluating candidates.
3. Providing employees with opportunities to attend corporate seminars and workshops will help them improve their skills and knowledge.

4. TechnoNext should constantly strive to improve its management style to effectively address global challenges.
5. Increasing the visibility of job postings, both online and in traditional media, will attract a diverse pool of qualified candidates.
6. Setting up a helpline for applicant inquiries and sending personalized thank-you letters with tracking IDs will improve the candidate experience.

7. Clear instructions for registration and profile updates on the job portal will help to streamline

the application process.

8. User-friendly interfaces and error-free functionality on the job portal, combined with active recruitment promotion on social media platforms such as LinkedIn, will increase candidate engagement.

9. TechnoNext, as a software industry leader, should establish industry standards for human resource policies and effectively use advanced HR technology.

Improving the organization.

6.2 Conclusion

As one of Bangladesh's fastest-growing industries, technology plays an important role in driving economic growth, and TechnoNext Ltd is at the forefront of this transformative movement. With a commitment to providing the best and highest quality products, TechnoNext's superiors and senior management work tirelessly to ensure customer satisfaction. The company invests in training, incentives, and reward programs to foster an excellence culture and increase employee productivity. Being a part of such a reputable organization, even for a short time, has great value. During my internship at TechnoNext, I was deeply committed to contributing to the company's success and was able to immerse myself in the corporate environment. The HR team's support and guidance were invaluable, allowing me to learn and grow despite any initial challenges or mistakes. Throughout this internship, I gained practical experience in the operations of an HR department at a major software company. These experiences have increased my understanding of human resource practices and fueled my desire to work in this field. It has been a privilege to work alongside the exceptional HR team at TechnoNext, and I am grateful for this opportunity.

Internship Report on

Human Resource Management and Activities At TechnoNext

Submitted to

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Technology Management (BTM)

Submitted by :

I understand that my final report will become part of the permanent collection of the Islamic University of Technology BBA in Business and Technology Management Program. My signature below authorizes the release of my final report to any reader upon request.

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