

SOUTH EASTERN UNIVERSITY OF SRI LANKA

Omega Line Ltd - Vavuniya Apparel

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EXECUTIVE SUMMARY

This Internship Reflective Report serves as a partial fulfillment of the requirements for the Bachelor of Science in Management and Information Technology, offered by the Department of Management and Information Technology at the Faculty of Management and Commerce, South Eastern University of Sri Lanka.

The primary objectives of the internship program were to provide practical experience in a professional working environment, complementing the theoretical knowledge acquired in the classroom. This report focuses on the four-month industrial training period conducted at Omega Line Ltd, starting from October 23, 2023, and concluding on February 23, 2024, in accordance with the prescribed training requirements.

The trainee was primarily engaged in various aspects of Human Resource management under the guidance of the Human Resource department. Key areas of involvement included employee relations, recruitment, selection, hiring processes, compensation management, and handling Employee Provident Fund and Employee Trust Fund . Additionally, the trainee actively participated in health and safety initiatives and Corporate Social Responsibility activities.

The experience also provided an opportunity for the trainee to utilize the Human Resource Information System, streamlining and facilitating various Human Resource functions. Through practical application, the trainee not only reinforced theoretical knowledge but also honed skills such as presentation, analytical, and communication skills.

In the course of the internship, the trainee identified strengths and weaknesses in the recruitment and selection processes. The report concludes by offering recommendations to leverage strengths and address weaknesses, aiming to optimize the overall recruitment and selection procedures for enhanced organizational benefits. This internship has been instrumental in bridging the gap between academic learning and real-world application, contributing significantly to the trainee's professional development.

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1. INTRODUCTION

1.1 Organization Name

The organization is Omega Line Ltd III, Vavuniya Apparels.



Figure 1 Organization Picture

1.2 Introduction

This internship provided a vital opportunity for me, as an undergraduate, to gain practical work experience beyond the confines of academic learning. I served as an internship trainee at OMEGA LINE LTD – VAVUNIYA APPARELS from October 23, 2023, to February 10, 2024, fulfilling a sixteen week internship requirement for my degree program. As a student in MIT, my primary goal was to apply theoretical knowledge to real-world human resource practices, enhancing my understanding and skills. I aimed to develop practical insights in a corporate environment, distinct from traditional classroom settings. Throughout the internship, I successfully executed various tasks and activities outlined in the internship schedule.

1.3 Internship Duration

The internship spanned from October 23, 2023, to February 10, 2024, adhering to a standard working schedule from 7:30 am to 5:30 pm. The work environment was conducive to productivity, and I was entrusted with the responsibility to handle sensitive resources when necessary for the successful completion of assigned tasks.

2. OBJECTIVE OF THE INTERNSHIP

The primary objective of the internship was to cultivate a profound understanding of workplace relationships, actively participate in daily activities, and immerse oneself in the practicalities of the professional environment. The overarching aim was to bridge the theoretical knowledge acquired in the classroom with its real-world application. Specifically, the internship sought to achieve the following objectives

1. **Practical Application**
Apply theoretical concepts and studies in a practical work setting, gaining hands-on experience.
2. **Workplace Engagement**
Actively participate in various job-related activities to comprehend the dynamics of the professional environment.
3. **Integration of Classroom Learning**
Gain insights into how theoretical knowledge from classroom studies translates into practical implications in a real-world work context.
4. **Comprehensive Understanding**
Develop a holistic understanding of workplace dynamics, relationships, and the overall functioning of the professional setting.
5. **Skill Enhancement**
Enhance job-related skills and competencies through direct exposure to the working environment.
6. **Application of Studies**
Apply studies and theories learned in the classroom to real-world scenarios, thereby reinforcing academic knowledge through practical experience.

By addressing these objectives, the internship aimed to provide a well-rounded and enriching academic learning experience, preparing the intern for the challenges and expectations of the professional world.

3. ORGANIZATIONAL PROFILE

3.1 Overview of the Organization

Omega Line Ltd III, Vavuniya Apparels, stands as a subsidiary of Omega Line Ltd, operating under the umbrella of Calzedonia as its parent company. Calzedonia, established in 1987 in Verona, set out with the goal of revolutionizing the sale of hosiery and beachwear for women, men, and children through a franchising sales network. In just over two decades, the Calzedonia network has expanded impressively to include more than 1750 shops globally. The success of Calzedonia is attributed to a diverse product range, a keen fashion focus, and an unbeatable quality-price ratio, garnering a substantial and loyal customer base.

With over 3300 sales outlets, the garments available are primarily produced by four Sri Lankan companies are Omega Line Ltd, Sirio Ltd, Alpha Apparels Ltd, and Benji Ltd, all operating under the Calzedonia group.

The strategic decision of Calzedonia group to invest in another plant underscores its commitment to expanding production capabilities, meeting growing market demands while maintaining high-quality standards. This investment reflects the group's dedication to sustaining its success and satisfying the dynamic needs of its consumers.

Omega Line Ltd III, Vavuniya Apparels, plays a pivotal role in the production and distribution of garments within the Calzedonia group. Its contribution is instrumental in the global success of the group, known for delivering fashionable, high-quality hosiery and beachwear. The extensive franchising sales network has been a key driver in Calzedonia's global growth, enabling it to reach and serve customers across the world.

The success story of the Calzedonia group, facilitated by subsidiaries like Omega Line Ltd III, underscores the global impact of its business model and its strategic prowess in the fashion industry. As a key player in the Sri Lankan apparel production sector, Omega Line Ltd III continues to be an integral part of Calzedonia's journey towards sustained growth and success in the global market.

3.2 Type of Organization

Omega Line Ltd - Vavuniya Apparels functions as a production organization with a primary emphasis on profitability.

3.3 Ownership

The organization is under the ownership of the Calzedonia group, headquartered in Italy.

3.4 Vision

“We envision a world where all people can awaken their full human potential while caring for each other and the earth.”

3.5 Mission

The mission statement is outlined as follows: “The OMEGA Centre for Sustainable Living (OCLS) demonstrates and teaches what is possible through sustainable living and design. Our award-winning building, Eco Machine, and innovative educational programs offer visitors and students a path toward a sustainable, resilient, and regenerative future.”

3.6 Goals of the Organization

- I. Achieving long-term product quality through continuous improvement in quality.
- II. Elevating all-around skill levels.
- III. Enhancing internal efficiency.
- IV. Minimizing defects to zero.
- V. Attaining the highest level of client satisfaction.
- VI. Completing household tasks in line with the 5S requirements.
- VII. Reducing waste fabrics.

3.7 Policies of the Organization

- I. Employee recruitment will be contingent upon their qualifications, competence, and the organizational requirements.
- II. A standard six-month probationary term will be implemented, subject to potential extensions at the discretion of the corporation. Either party retains the right to terminate this agreement during the trial period without prior notice, with the management exclusively deciding on the confirmation of permanent employment.
- III. Remuneration for employees comprises a basic salary of Thirty-One Thousand Rupees (Rs. 31,000/=) per month, inclusive of Temporary Economic Relief Allowances and an additional Attendance Bonus of Five Thousand Rupees (Rs. 5,000).
- IV. Salary increments are contingent upon individual performance, with the employer reserving the right to postpone or suspend deferred raises in the event of employee misconduct.

- V. Employees are mandated to contribute (8%) of their salary to the Employee Provident Fund (EPF), with a corresponding (12%) contribution from the company. Additionally, the company will contribute (3%) to the Employee Trust Fund (ETF).
- VI. Regular and punctual attendance at the workplace is a requisite.
- VII. After completing one years of service, employees become eligible for a maximum of fourteen days of annual leave. And staff officer become eligible for a maximum twenty one days of annual leave.
- VIII. The stipulated age for retirement is fifty-five years.

3.8 Customers of the Organization

The organization's customer base is exclusively international, with a focus on exporting all finished garments to Italy. Local customers are not within the purview of the organization's clientele.

3.9 Activities of the Organization

A. Inbound Logistics

Functioning as a manufacturing and export-oriented entity, the core activities center around the importation of essential materials. These materials include fabrics, trim items (threads, lace, elastic, hangtags, packing materials, and labels), and other necessary components crucial for the smooth operation of the factory processes.

B. Operations

The production department operates an extensive array of machinery for various garment preparations. Currently, the workforce comprises 2547 machine operators, organized into seven zones. Each zone consists of 30 modules, with each module accommodating 10 operators. The modules are equipped with 10 or 12 sewing machines, the number of which varies based on garment styles. Each zone is overseen by a comprehensive team including an Employee Relation manager, sectional head, work study, mechanics, technician, in charge, leaders, module champions, and quality checkers. These individuals are collectively responsible for addressing any issues that may arise during the manufacturing process. Following quality audits, the finished garments undergo packaging and are subsequently dispatched to the stores.

C. Outbound Logistics

The exportation of all finished garments exclusively targets the Calzedonia Group. This outbound logistics process is efficiently managed by the stores department, along with the collaboration of the purchasing and shipping department.

3.10 Applicability of HR Functions in the Organization

The integration of Human Resources (HR) functions is fundamental to the organizational framework, encompassing a diverse array of activities directly shaping workforce management. The applicability of HR functions within the organization is articulated across various key domains

I. Recruitment and Selection

HR assumes a pivotal role in the sourcing, hiring, and selection of qualified individuals to meet the organizational manpower requirements. This involves the formulation of comprehensive job descriptions, the orchestration of interviews, and decision-making aligned with the organization's strategic staffing needs.

II. Employee Relations

The management of relationships between the organization and its employees is a paramount responsibility of HR. This entails addressing individual concerns, mediating conflicts, and fostering a conducive and positive work environment.

III. Compensation Management

HR is entrusted with the formulation and implementation of comprehensive compensation structures. This includes ensuring equitable remuneration, administration of benefits, and compliance with regulatory standards.

IV. Training and Development

HR actively engages in identifying skill gaps, designing targeted training programs, and facilitating initiatives for ongoing professional development. This contributes to the enhancement of employee competencies.

V. Health and Safety

Ensuring a safe and healthy working environment is a critical facet of HR responsibilities. This involves strict adherence to safety regulations, the implementation of health and safety programs, and addressing workplace concerns pertaining to employee well-being.

VI. Human Resource Information System (HRIS)

The operationalization of HR functions is greatly facilitated by the implementation of HRIS. This technology contributes to efficient data management, streamlined payroll processing, and enhanced effectiveness of various HR processes.

VII. Employee Welfare Programs

HR is actively involved in the conceptualization and implementation of employee welfare programs. These programs are designed to augment job satisfaction and bolster the overall well-being of the workforce.

VIII. Performance Management

HR partakes in the establishment of performance metrics, conducting periodic appraisals, and providing constructive feedback to employees for continuous professional development.

IX. Compliance

HR undertakes the responsibility of ensuring strict compliance with labor laws, regulations, and organizational policies. This is essential to mitigate legal risks and maintain ethical standards.

The comprehensive applicability of HR functions aligns intricately with the strategic objectives of the organization, contributing significantly to the cultivation and sustenance of a motivated, skilled, and high-performing workforce.

3.11 Internal and External Environment Analysis

I. Internal Environment

The internal environment denotes factors that impact the routine operations of the business. Within this context, identified strengths encompass the efficacy of the management team, robust employee relationships, defensible intellectual property, adherence to the highest safety, health, and environmental standards, globally recognized brands, and the production of high-quality goods. Conversely,

weaknesses manifest in limited product designs and ineffective communication among departments.

II. External Environment

The external environment encapsulates external factors that influence business functions. Recognized opportunities include advancements in technology, collaborative ventures with educational institutions, a market where customers actively seek superior products, and a growing emphasis on eco-friendly and sustainable fashion. In contrast, potential threats arise from competition posed by other brands, fluctuations in exchange rates, an unstable economic landscape, unpredictable political conditions, and regulatory uncertainties. A comprehensive understanding of and responsiveness to these internal and external dynamics are imperative for strategic decision-making and risk mitigation in the business landscape.

4. THE ACTIVITIES PERFORMED

In the course of my internship, I undertook various responsibilities, contributing to several aspects of human resource management within the organization. The following outlines the key activities I engaged in during this period,

I. Collected Documents for Personal Files

My role involved the meticulous collection of essential documents from newly hired employees post-selection. This included making photocopies of crucial documents such as National Identity Cards, GS character references, birth certificates, and, for mothers of toddlers, the birth certificates of their babies.

II. Employee Relations

Assigned as an intern under the Employee Relations department, I assumed daily responsibilities overseeing the cadre of operators. This encompassed tasks such as checking their leave balance, updating leave sheets, offering solutions to emerging issues, conducting visits for those on extended leaves, and ensuring the proper distribution of uniforms for female employees. Additionally, I took charge of updating active employees' details in the system and facilitated the collection of resignation letters through home visits.

III. Rewards Management

My involvement extended to the coordination of the monthly Gold Coin program. This included compiling a list of employees with perfect attendance, posting it on the notice board. I also created an eligible list for festival advances and contributed to the design of certificate frames for employees completing five years of service. Furthermore, I assisted in the issuance of gratuity payments to eligible employees.

IV. Employee Welfare Activities

In the realm of employee welfare, I evaluated the validity of transport contractors, calculated monthly expenses, and collaborated with the transport manager to reduce costs under the guidance of the senior HR executive. To promote health and safety, I designed and disseminated posters outlining proper washroom usage.

V. Disciplinary Management

I actively participated in maintaining discipline by conducting monthly meetings for security guards and cleaning staff. Additionally, I engaged in initial discussions with employees facing grievances, guiding them in the process of writing apology letters when required.

VI. Recruitment Strategies

Acknowledging the organization's need to address labor turnover, I played a crucial role in proposing and implementing recruitment strategies. This involved conducting a SWOT analysis, designing visually appealing posters, and managing the recruitment process, including phone calls and virtual interviews.

VII. Update Sheet in HRIS

To ensure accurate attendance records, I manually updated timesheets in the Human Resource Information System (HRIS). This task involved adjusting arrival and departure times for employees not utilizing fingerprint recognition technology, utilizing punch cards, late arrival and early departure sign sheets, and scripts for fingerprint confirmation.

5. LESSONS LEARNED

The internship experience has proven to be a profoundly enriching and instructive journey, offering the intern a wealth of accomplishments and insights. It served as a conduit for the practical application of theoretical knowledge within the corporate milieu, fostering significant personal and professional development. The tenure at Omega Line Ltd unfolded various dimensions of learning.

The discernible lessons and knowledge acquired during the internship encompass,

1. Advanced Understanding of Employment Law

The internship served as an avenue for an in-depth exploration of employment law nuances. This included a comprehensive grasp of working hours, shifts, maternity-related regulations, and the intricacies of compensation governed by the Shop and Office Act and Wages Board Ordinance.

2. Strategic Insights in HR Management

A notable facet of the internship involved delving into the tactical maneuvers and strategic considerations in HR management. This included an exploration of recruitment methodologies and the intricate processes associated with disciplinary actions, crucial for safeguarding the organizational reputation. As an HR intern, the experience extended to the application of SWOT analysis and the adept management of an agile working culture.

3. Enhancement of IT Skills

Practical exposure within the internship, particularly in the realm of HR Information Systems (HRIS), contributed to a discernible improvement in IT skills. Proficiency in tasks involving extensive use of Excel and understanding the integration of HR activities through software underscored the practical relevance of IT in the domain of HR functions.

4. Holistic Departmental Exposure

The intern was afforded a unique opportunity to traverse through various organizational departments, including production, cutting, training, warehouse, finance, engineering, IT, and maintenance. Meaningful engagement within each department provided a comprehensive understanding of their respective functions, complemented by the assignment of small tasks to reinforce the acquired knowledge.

In summation, the internship has bestowed the intern with a diversified skill set, practical acumen, and a nuanced comprehension of the intricate dynamics within human resource management and organizational operations.

5.1 Contribution of Internship Program in Expanding Knowledge

The internship program has emerged as a substantial catalyst in the augmentation of knowledge, offering a genuine and immersive experience in the professional realm. This firsthand exposure to the complexities of the corporate environment serves as a conduit for the exploration of personal potentials and capabilities, concurrently fostering the establishment of a robust professional network.

As a student, the theoretical underpinnings of HR functions were assimilated within the confines of the classroom. The internship program, however, transcended theoretical learning, providing a dynamic platform for the practical execution of HR functions. Notably, the experiential learning extended beyond conventional HR practices to encompass areas such as Human Resource Information Systems (HRIS), language proficiency, and IT-related knowledge, thereby enriching the depth and breadth of expertise.

The internship program stands as a bridge between theoretical academia and pragmatic application. It facilitates the application of classroom-acquired knowledge to authentic workplace scenarios, presenting an invaluable opportunity for the intern to navigate the intricacies of HR functions in real-world contexts. This experiential engagement not only serves to expand academic knowledge but also contributes to the comprehensive development of the intern, cultivating a practical and multifaceted skill set.

5.2 Development of Skills and Competencies

The internship program has been a transformative experience, fostering the comprehensive development of a range of skills and competencies crucial for professional growth. The following delineates the nuanced skill enhancements realized during the internship:

1. **Ability to Work Under Pressure and Time Management**

The internship served as a platform for refining punctuality and time management skills. Key responsibilities, such as meeting deadlines for job vacancies and timely updates in the HR Information System (HRIS), demanded adept time allocation

and multitasking, contributing significantly to the development of these essential skills.

2. Communication Skills

Navigating interactions with diverse stakeholders, including senior managers, subordinates, and operational level employees, necessitated adaptable communication. Observing experienced professionals provided valuable insights into refining verbal and written communication, fostering listening skills, and cultivating patience and assertiveness in diverse professional contexts.

3. Language Skills

The internship provided a unique opportunity to elevate language proficiency, particularly in English and Sinhala. Engaging with individuals conversing in different languages contributed substantially to honing reading, speaking, listening, and writing skills in these languages.

4. Teamwork

Within the HR department, emphasis on the significance of teamwork was pronounced. Engaging in Corporate Social Responsibility (CSR) activities and event organization facilitated a profound understanding of effective teamwork strategies. Learning to delineate clear roles and motivate team members proved instrumental in achieving successful task completion.

5. Work Ethics

Guidance from seasoned HR professionals guided the refinement of work ethics, encompassing aspects such as appearance, attendance, attitude, character, cooperation, organizational skills, and courteous behavior. Adhering to principles of confidentiality, particularly in handling employees' data, exemplified the application of ethical standards within a corporate milieu.

6. Self-Confidence

Initiating tasks fraught with unfamiliarity initially elicited hesitancy and self-doubt. However, with the support and guidance of supervisors and colleagues, the intern surmounted challenges and accomplished duties successfully. This collaborative support played a pivotal role in fortifying self-confidence, enabling the intern to navigate tasks with assurance and meet deadlines effectively.

5.3 General Opinion Regarding the Internship Experience

The internship at Omega Line Ltd Vavuniya Apparels has been an invaluable experiential journey, facilitating the practical application of theoretical knowledge garnered during academic lectures. This immersive experience has not only deepened insights into Human Resources (HR), the operational intricacies of the human resource information system, and administrative protocols but has also significantly impacted both personal growth and professional development. The internship served as a crucible for instilling discipline and principles of ethical conduct, transcending theoretical constructs.

As a burgeoning professional, the exposure to the dynamics of the apparel sector within a large-scale organization like Omega, boasting a workforce of approximately 2750 individuals, has been illuminating. The initial period required for acclimatization to the workplace environment was swiftly overcome, with a seamless integration achieved within two weeks. Engaging with novel and at times complex tasks became an ongoing learning endeavor, demonstrating resilience and commitment.

The discernment of personal strengths and weaknesses has been a pivotal outcome of the internship. Attitudes, competencies, abilities, and domain-specific knowledge have undergone notable refinement, reflecting the practical application of academic learning. A key realization has been the importance of fostering tolerance, understanding diverse perspectives, and addressing colleagues' challenges collaboratively before arriving at decisions.

The imperative of nurturing robust interpersonal relationships within the professional milieu has been accentuated, contributing to the cultivation of meaningful connections. The apparel sector emerged as an optimal arena for acquiring comprehensive HR-related knowledge and hands-on experience. The overall experience has been intellectually rewarding, with supportive supervisors playing a pivotal role in the successful culmination of my bachelor's degree program. This internship not only marks a significant milestone in my academic and professional trajectory but also stands as a testament to the immersive integration of theoretical knowledge into real-world corporate practices.

6. ISSUES OR CHALLENGES

6.1 Company

The recruitment and selection process, being integral to the operational model of Omega Line Ltd, encountered noteworthy challenges, adversely affecting organizational performance. The following elucidates the specific challenges faced by the company in this critical area

I. Lack of Dedicated Recruitment Team

The absence of a dedicated recruitment team posed a significant impediment to Omega Line Ltd. Recruitment efforts were sporadic, initiated only in response to a decline in the cadre rate. This reactive approach led to inconsistencies and inefficiencies in the overall recruitment process.

II. Absence of Accurate Job Descriptions

Omega Line Ltd grappled with challenges stemming from inaccurate or incomplete job descriptions, particularly for managerial and operational roles. This lacuna resulted in candidates arriving for interviews without the requisite documents, necessitating additional time and resources for document processing.

III. Uninformed Interview Schedule

The company's practice of allocating specific days (Mondays and Thursdays) for interviews faced challenges as candidates appeared on other days. This lack of communication regarding the interview schedule contributed to logistical inefficiencies.

IV. Overburdened Interviewers

Employee Relation officers, Human Resource coordinators, and the Human Resource manager assumed the role of interviewers, in addition to their existing responsibilities. This multi-tasking led to increased stress levels and prolonged waiting times for candidates.

V. Limited Selection Criteria

Omega Line Ltd heavily relied on face-to-face interviews as the sole criterion for selection, lacking a comprehensive assessment strategy. This limited approach increased the risk of overlooking critical factors in the evaluation of candidates.

VI. Training Expenditures and Inefficiencies

Significant resources were invested in training new hires for three weeks, encompassing transport, food, materials, and other expenses. However, terminations at the end of the training period due to unsatisfactory efficiency resulted in wastage of resources.

VII. Fake Documents and Resignation Issues

The company grappled with the submission of fake documents and inaccurate details by candidates. Hastily made recruitment decisions without thorough scrutiny led to subsequent resignations, citing reasons such as marriage, higher studies, health issues, unwillingness to work, and family disapproval.

VIII. Negative Impact on Production and Team Dynamics

Inadequate hires operating below their capacity adversely affected production, leading to conflicts between the production team and the Human Resource team. The factory manager's criticism of the inefficient recruitment and selection methods further strained harmony and unity among the Human Resource staff.

6.2 Trainee-Level Challenges

The internship at Omega Line Ltd presented distinct challenges for the trainee, impacting various facets of the learning and work environment

1. Work-Life Balance

Achieving a harmonious work-life balance became intricate, given the mandatory ten-hour workdays and occasional inclusion of Saturdays as workdays to meet heightened productivity demands. This dynamic presented challenges in maintaining personal and professional equilibrium.

2. Competition Among Interns

The presence of Five Human Resource interns fostered a competitive environment. Illustrating individual competence and efficiency amidst this cohort demanded a nuanced approach, necessitating the demonstration of intellectual acumen and agility.

3. Poor Internet Access

The inadequacy of internet access within the factory proved to be a significant challenge. The sluggish data processing on the HRIS system resulted in delays in executing payroll activities, hindering the efficiency of essential HR functions.

4. Language Barrier

The existence of a language barrier posed obstacles, particularly during official calls and collaborative efforts within the team during the initial phase of the internship. Overcoming communication challenges became an essential skill to navigate the work environment effectively.

6.3. Recommendations

1. **Enhanced Internet Connectivity and HRIS Optimization**

Improve internet connectivity within the factory and optimize the Human Resource Information System (HRIS). This will reduce delays in payroll processing, contributing to overall operational efficiency.

2. **Language Training and Resources**

Provide language training and resources to overcome communication barriers. This initiative is crucial for effective communication, especially during official calls and collaborative efforts among the intern team.

3. **Work-Life Balance Policies**

Implement policies supporting work-life balance, such as flexible schedules. These policies will alleviate stress and assist interns in achieving a harmonious balance between their professional and personal lives.

4. **Fostering a Collaborative Environment**

Foster a collaborative environment through mentorship programs and individual development plans. Encouraging teamwork and professional growth will reduce the impact of internal competition among interns, fostering a positive work environment.

5. **Regular Check-Ins and Open Communication**

Conduct regular check-ins and establish open communication channels. This ensures interns feel supported, valued, and have avenues to express concerns, contributing to a positive and productive work environment.

7.Conclusion

The internship experience at Omega Line Ltd has provided valuable insights into the complexities of human resource management and organizational dynamics. From recruitment challenges to overcoming language barriers and fostering a positive work environment, the journey has been rich in learning opportunities.

The recommendation to establish a dedicated recruitment team with specialized training addresses the issues faced by Omega Line Ltd. Comprehensive job descriptions and centralized interview scheduling ensure a more organized and efficient process. Introducing a multi-stage selection process and enhancing training programs contribute to selecting and preparing candidates more effectively. Rigorous background checks and retention strategies further bolster the recruitment process.

Addressing poor internet access and language barriers, along with implementing work-life balance policies, aims to create a more supportive environment for interns. The recommendation to foster collaboration through mentorship programs and open communication channels mitigates the impact of internal competition.

In conclusion, these recommendations aim to enhance the overall effectiveness of HR processes and improve the internship experience. By implementing these strategies, Omega Line Ltd can optimize its human resource functions, ensuring a more efficient and harmonious work environment that aligns with organizational goals. The internship has been a transformative journey, equipping the intern with practical skills and knowledge that extend beyond the classroom, contributing to personal and professional growth.

9. REFERENCES

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