



**Internship Report on**

**BALLOT Project at UNESCO Dhaka**

**Course Title: Internship in Information Institutions**

**Course Code: ISL-499**

**Department of Information Studies**

**Submitted To**

**Dr. Dilara Begum**

**Professor and Chairperson**

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**Submitted By**

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**ID- 2022-2-44-007**

**Date of Submission- 30 April,2026**

## **Declaration**

I hereby solemnly declare that the internship report titled “A report on the BALLOT Project at UNESCO Dhaka” is entirely my own creation. To the best of my knowledge, it does not contain any information previously used by me for any other degree, diploma, or academic qualification.

I completed this task under the diligent guidance and supervision of my supervisor.

Name: Miftahul Firdaus Yean

ID: 2022-2-44-007

Date: 23 April,2026

## **ACKNOWLEDGEMENT**

At the outset, all praise to the omnipotent Allah who has given me health, patience, and strength to accomplish this internship report in time.

I would like to express my heartfelt thanks to my esteemed supervisor, Dr. Dilara Begum, Professor and Chairperson of the Department of Information Studies at East West University. This report would not have been possible without her steady guidance, inspiration, and sage advice. I am particularly indebted to her because she was instrumental in helping me realize my long-cherished dream of working as an Intern at the UNESCO Dhaka Office.

I feel immensely grateful for this opportunity, where I would like to thank the Head of Office of UNESCO Dhaka office, Ms. Susan Vize who had given me the chance to observe and take a part in the BALLOT Project I would like to express a similar gratitude to my BALLOT Supervisor and The Project Lead-Media & Elections Mr. Shakil M Faisal, team members and other staff members for their collaboration and support during my internship as well. With their guidance, I was able to get practical knowledge, enhance communication, and understand the dynamics of a working environment.

Last but not least, I would like to express my profound gratitude to my parents for their unconditional love, support, and prayers, which have been my strongest motivation throughout this research work. I am also grateful to the faculty members of the Department of Information Studies at East West University for their supervision.

## **CERTIFICATE**

This certificate confirms the completion of the internship of Miftahul Firdaus Yean (Student ID: 2022-2-44-007) at UNESCO Dhaka Office. The internship was needed as part of the course "Internship on Information Institutions" and meets a partial requirement for the degree Bachelor of Social Science. Miftahul Firdaus Yean devoted himself fully to his internship with my active supervision and guidance, which he has displayed throughout his internship period.

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Dr. Dilara Begum

Professor and Chairperson,

Department of Information Studies,

East West University,

Dhaka, Bangladesh.

## **Executive summary**

UNESCO, the United Nations Educational, Scientific, and Cultural Organization, is a specialized agency of the United Nations that promotes education, culture, communication, and knowledge sharing. This report summarizes my internship experience at UNESCO Dhaka under the BALLOT Project, a collaboration between UNDP, UNESCO, and UN Women that supports credible, inclusive, and peaceful electoral processes in Bangladesh, with a focus on ethical election reporting, countering disinformation and misinformation, media and information literacy, and the safety of journalists. Over the course of the internship, I undertook daily analyses of newspaper articles on election violence, assisted my teammate in compiling a database of fact-checking platforms and verification tools for resource cards and the InfomediaReport website, translated documents, and maintained liaison with vendors. I also visited several print media offices and assisted in distributing protective vests and resource cards, collecting receipts, and communicating with district information offices and press clubs across more than 50 districts of Bangladesh. Additionally, I conducted field visits to various universities for Media and Information Literacy workshops, including Independent University and Jahangirnagar University, as a representative of UNESCO and BALLOT. Overall, the internship strengthened my skills in communication, coordination, documentation, and teamwork, while providing practical insight into media and election-related work in a professional development setting.

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## List of Abbreviations

<b>UNESCO</b>	<b>United Nations Educational, Scientific, and Cultural Organization</b>
<b>UN</b>	<b>United Nations</b>
<b>UNDP</b>	<b>United Nations Development Programme</b>
<b>BEC</b>	<b>Bangladesh Election Commission</b>
<b>CI</b>	<b>Communication and Information</b>
<b>SDG</b>	<b>Sustainable Development Goal</b>
<b>PIB</b>	<b>Press Institute of Bangladesh</b>
<b>MRDI</b>	<b>Media Resources Development Initiative</b>
<b>SACMID</b>	<b>South Asian Center for Media in Development</b>
<b>ToT</b>	<b>Training of Trainers</b>
<b>CSO</b>	<b>Civil Society Organization</b>
<b>MIL</b>	<b>Media and Information Literacy</b>
<b>IFCN</b>	<b>International Fact-Checking Network</b>

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## CHAPTER 1

### *1.1 Introduction*

The UN has 15 different agencies, and UNESCO is among them, which stands for the United Nations Educational, Scientific, and Cultural Organization. After the massacre of the Second World War, UNESCO was established on November 16, 1945, in London, following a conference held to create an organization that would foster peace through educational, scientific, and cultural collaboration. UNESCO Dhaka has been working on different development projects in Bangladesh since 1996. The Ballot project is one of the most significant and impactful projects, collaborated with UNDP, UN Women, and the Bangladesh Election Commission. It started in May 2025 and is expected to conclude in June 2026. The project is important because elections are shaped not only by voting processes but also by the quality of information people receive, the spread of misinformation and disinformation, the role of fact-checking, safety, and the responsibilities of journalists.

In today's world, the more information a person has, the more powerful the person becomes. Since I have a background in Information Studies and Library Management, this internship was particularly valuable. It helped me connect what I learned in university with real-world work, including organizing information, monitoring media, and combating misinformation, disinformation, and malinformation using fact-checking platforms and tools, as well as translating, communicating, and coordinating with stakeholders. This experience deepened my understanding of how information can shape public discourse and democratic processes.

## *1.2 Background of the report*

The report is compiled based on my work at UNESCO Dhaka with the BALLOT Project from January to April 2026. It is implemented under the Communication and Information Sector (CI) of UNESCO in partnership with UNDP, UN Women, and the BEC. The project addresses key issues that are central to information integrity in the electoral context of Bangladesh, including misinformation, disinformation, fact-checking, information literacy, journalist safety, and political reporting. These are highly relevant concerns in today's information environment. It is important to distinguish between three related but distinct concepts that the project focuses on: misinformation refers to false or inaccurate information that is spread without deliberate intent to deceive; disinformation refers to false information that is created and spread deliberately to mislead or manipulate; and malinformation refers to information that may be factually true but is used with the intent to harm an individual, organization, or country. Understanding these distinctions is essential to appreciating the scope and significance of the BALLOT Project's work in Bangladesh.

As a student of Information Studies and Library Management, this internship was well-suited to my area of study. It offered practical insight into the type of information work done in professional settings, including how communication, documentation, reporting, and information management are carried out in the field. It also provided an opportunity to learn and work with various fact-checking platforms and tools. This report is one of the outcomes of that period of interning and knowledge-building.

### *1.3 Objectives of the report*

The highlight of this report is that it bridges the knowledge I gained at the university with the realities of work, particularly in the Communication and Information sector, through my internship at UNESCO Dhaka as part of the BALLOT Project. Some other objectives are,

- To develop a deeper understanding of the work carried out by UNESCO Dhaka as an organization, with a particular focus on its communication and information sector.
- To examine how the BALLOT Project addresses misinformation, disinformation, fact-checking, information literacy for voters, journalists' safety, and political reporting.
- Learn how to monitor, catalogue, document media coverage, and communicate with multiple stakeholders.
- To nurture my information organizing, coordination, and professional communication skills.
- Learn how project materials and information resources are prepared and used in a professional environment.
- To ascertain the degree to which what I was learning in Information Studies and Library Management matched reality.
- To reflect on what I have learned from this internship: all the knowledge, skills, and experience that I can hold for future use.

#### *1.4 Scope of the report*

The study's scope refers to the particular topics that will be covered in a report. The primary focus of this internship report is on the main tasks, events, and educational opportunities I participated in while interning at UNESCO Dhaka as part of the BALLOT Project. The report addresses both my direct responsibilities and the larger project interventions relating to ethical election reporting, information integrity, media and information literacy, journalist safety, and public awareness in the electoral setting of Bangladesh.

- Coverage of election-related violence in daily newspapers
- Development of fact-checking platform databases and verification tools
- Communication, Documentation, Translation
- Coordinate with press clubs, district information offices, media outlets, and vendors
- Establishment of resource cards for journalists and protective jackets
- Support with the InfoMediaReport platform and media resources
- Capacity-building programs for journalists
- Election reporting workshops
- Sessions on ethical journalism
- Misinformation and disinformation awareness initiatives
- Orientation programs for verification tools
- Sessions on AI-related information hazard awareness
- Journalist safety initiatives
- MIL Training of Trainers (ToT) to improve knowledge-sharing capacity among media professionals
- CSO workshops
- National programs for journalists
- Safety and information integrity sessions for women journalists
- Capacity-building initiatives for photojournalists
- Training activities for broader social stakeholders
- Notifications on new information practices to promote ethical usage
- Activities to strengthen informed citizens

### *1.5 Methodology*

The report was written and finalized based on direct observation, active participation, field visits, and document review conducted during the internship at UNESCO Dhaka under the BALLOT Project. The data used in this report is primarily qualitative in nature and draws on first-hand, primary sources, including personal experience, direct observation, and participation in project activities. Secondary sources, such as project documents, official reports, and organizational materials, were also consulted to provide a broader context. The information was gathered through daily tasks, including newspaper analysis, document translation, activity coordination, and communication support in project implementation. The main tools and methods employed included media monitoring (daily tracking of print newspaper coverage), document review (examining project plans, reports, and resource materials), and direct stakeholder communication. Together, these approaches reflect an experience-based, qualitative research methodology appropriate for an internship report of this nature.

## Chapter 2

### 2.1 Overview of UNESCO Dhaka

UNESCO Dhaka is the Bangladesh National Office of the United Nations Educational, Scientific, and Cultural Organization. UNESCO is the United Nations Educational, Scientific, and Cultural Organization: a specialized agency of the UN with a global mandate — it promotes peace and sustainable development through international cooperation in education, science, culture, communication, and information. UNESCO Dhaka, which was established in 1996, is part of the global UNESCO family and contributes to the organization's global mandate in Bangladesh through its various streams of work on education, culture, communication, and information. UNESCO collaborates with the Government of Bangladesh and national as well as international partners on policy development, capacity building, knowledge sharing, and program implementation. The UNESCO Headquarters is located in Paris, while the UNESCO Office in Dhaka is situated at UN House (House 1, Road 86/88, Gulshan 2, Dhaka-1212, Bangladesh). UNESCO operates on a global scale and contributes to the achievement of several Sustainable Development Goals, including Goal 4: Quality Education.

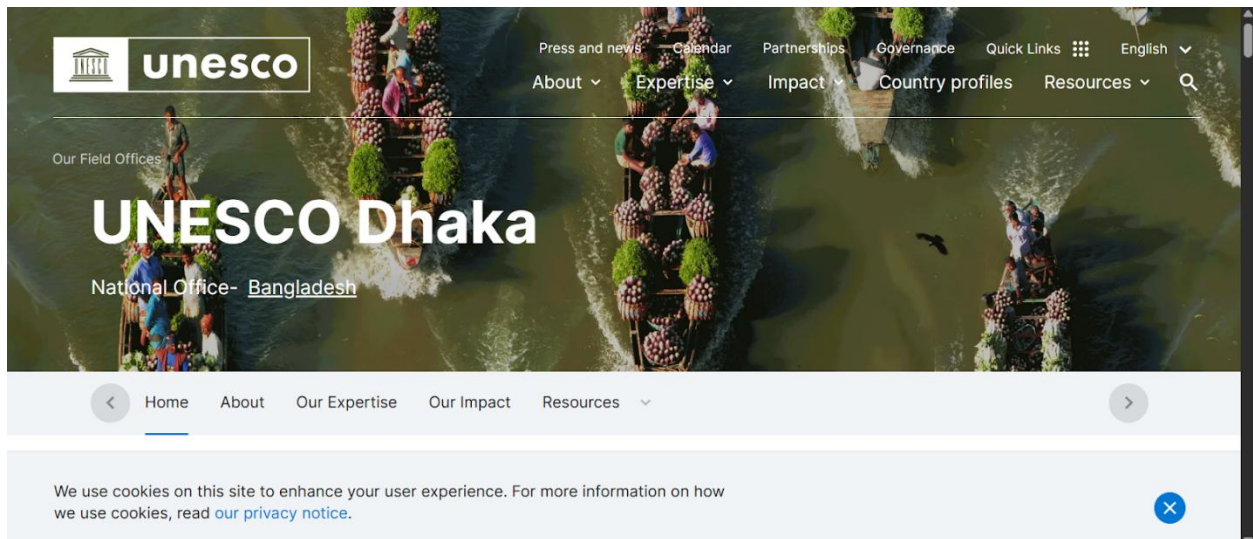


Figure 1: Website of UNESCO Dhaka

## 2.1.1 UNESCO Organogram

An organogram is a visual representation of the organizational structure. It depicts the ranking of positions and departments in an organization.

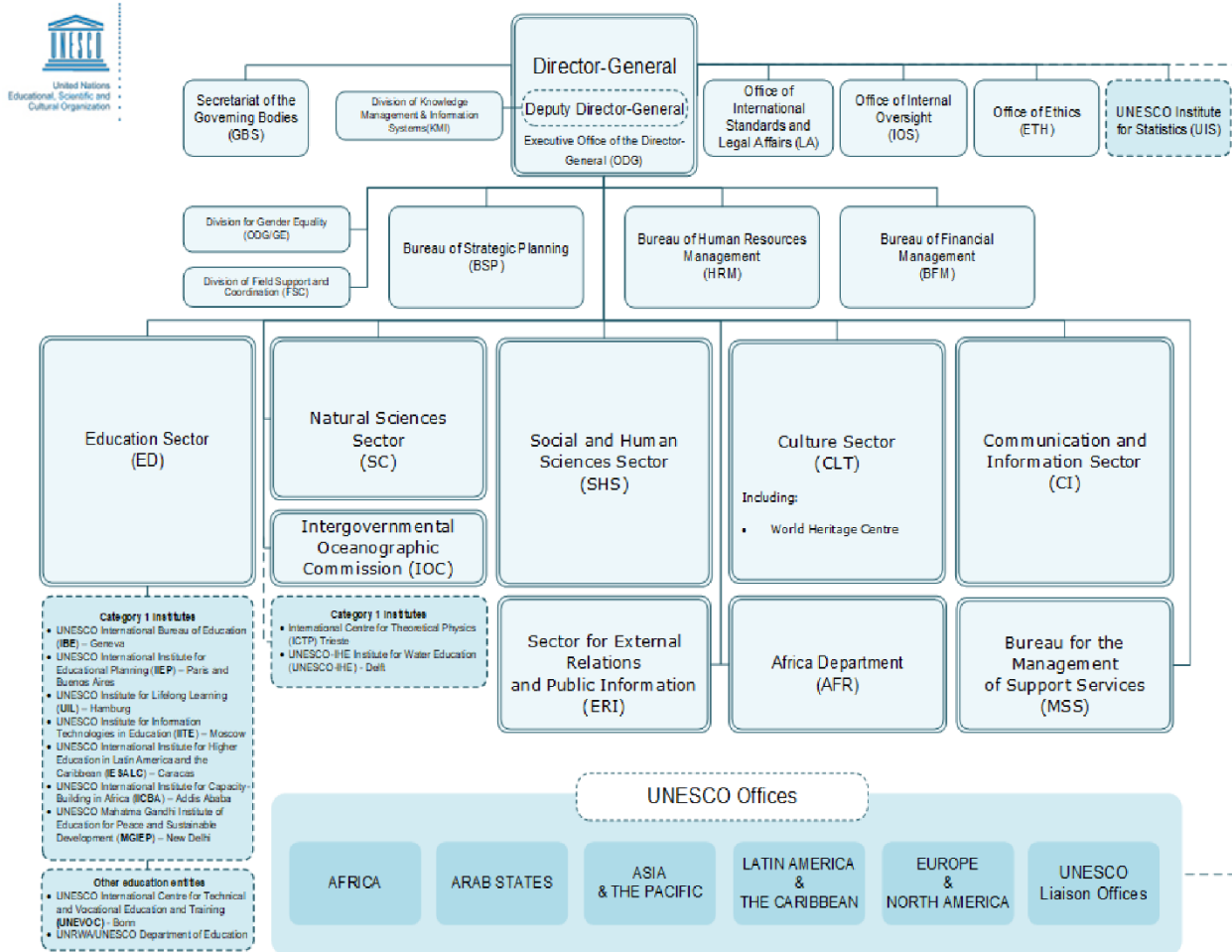
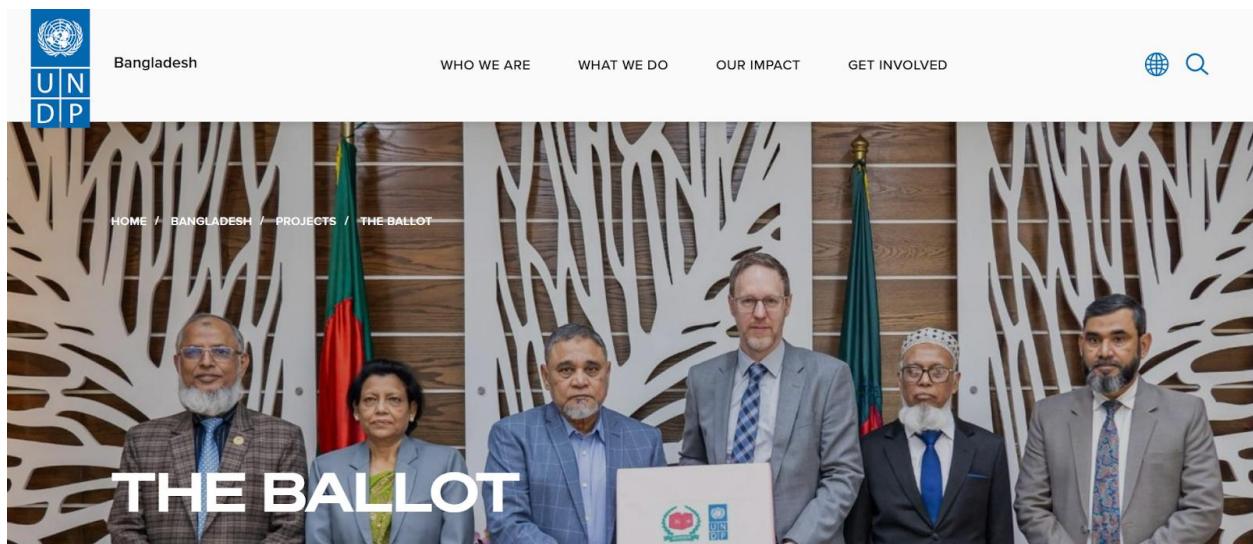


Figure 2: The UNESCO Organogram

## 2.2 Description of the BALLOT Project

During my internship project, I was allocated to work under the BALLOT Project in Bangladesh, where UNDP worked with UN Women and UNESCO on providing electoral assistance. Its launch response is to Bangladesh's political transition in 2024, and at the request of the Bangladesh Election Commission (BEC). The goal of the project is to enhance the BEC's institutional, technical, and outreach capacities for conducting peaceful, transparent, and inclusive elections in Bangladesh. It aims to do this while also promoting civic engagement around democracy and the integrity of information utilized within the electoral landscape. The program aims to promote the participation of women, youth, minorities, and persons with disabilities in democratic arrangements through awareness-raising activities, dialogue sessions, and capacity development programs. Complementing the above project, the BALLOT Project aims to aid SDG 16 (Peace, Justice and Strong Institutions), with cross-cutting elements of SDG 5 (Gender Equality) and SDG 10 (Reduced Inequalities), to be implemented over a three-year operationalization period from during the years 2025-2027.



*Figure 3: Official Website of The BALLOT Project*

### 2.3 Major Activities Under the Project

Serial	Name of the Activity	Total Participant	Implementing Partners
1.	Training on Election Reporting for RFED journalists	220	BEC
2.	Training of Trainers (ToT) on Election Reporting	25	PIB
3.	Nationwide Training on Electoral Journalism and Political Reporting	2327	PIB
4.	Training for Women Journalists on Safety and Information Integrity during Elections	20	MRDI
5.	Training on Verification Tools, AI & Information Integrity for Senior Journalists	30	PIB
6.	Training for Women Journalists on Safety, Information Integrity, and Political Reporting (BATCH-1)	25	Somasti
7.	Training for Women Journalists on Safety, Information Integrity and Political Reporting (BATCH-2)	25	Somasti
8.	Training for Women Journalists on Safety, Information Integrity, and Political Reporting	25	SACMID
9.	CSO workshop on digital risk, information integrity in electoral contexts	40	UNESCO
10.	Training on Freedom of Expression, Information Integrity, and the Safety of Photojournalists	24	DRIK

Serial	Project Material/Product Distribution	Location	Number of Materials Distributed
1	Protective Vest Distribution to the National and Local Media Houses	Dhaka-based and local newsrooms	60 pcs
2	Resource Card on <a href="#">InfoMediaReport</a> Website (Media support Resources) distribution	Dhaka and district-level journalists	4000 pcs
3	Distribution of Election Reporting Manual	Dhaka and district-level journalists	7500 pcs

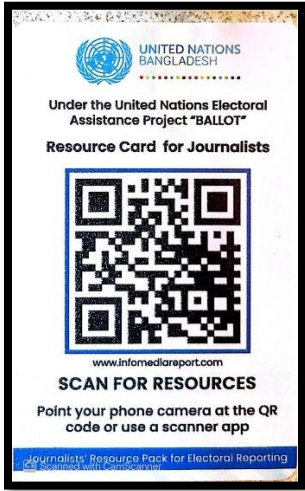


Figure 4: Resource Card

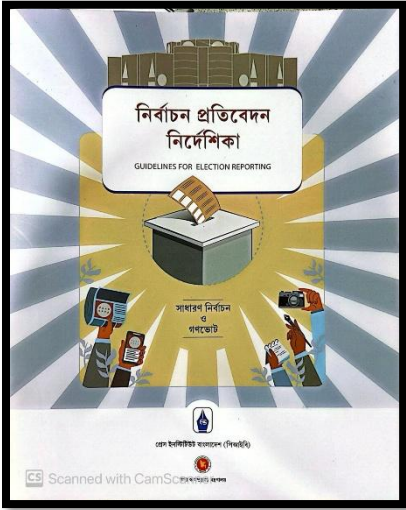
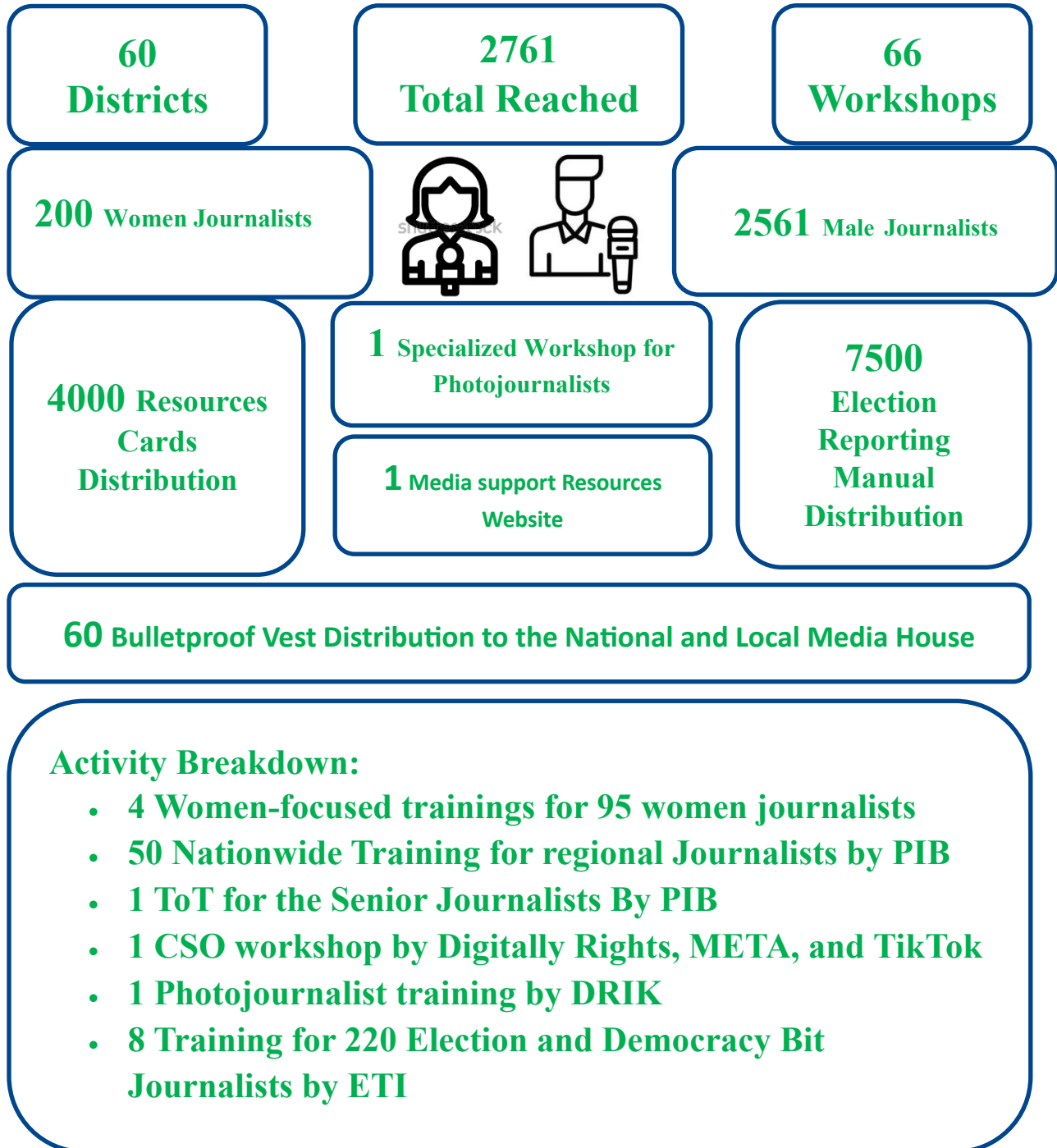


Figure 5: Election Reporting Guidelines



Figure 6: Protective Vest Distribution

*BALLOT Project | Impact Overview*

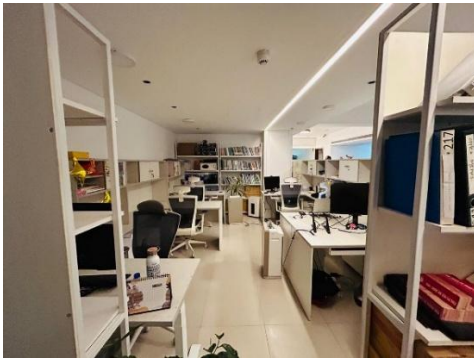


## *2.4 Roles and Assigned Tasks*

During my internship program at the UNESCO Dhaka Office, I was assigned to work under the BALLOT Project in the component of 'Media and Elections.' My responsibility was to assist in coordinating and implementing project activities at the country level. In addition to that, I also assisted in administrative and logistical activities to facilitate the smooth execution of project activities.

Specific roles were,

- Supported the coordination and implementation of day-to-day activities under the Media & Elections Component of the BALLOT Project.
- Assisted in the organization of meetings, workshops, training, consultations, etc.
- Supported the preparation of meeting plans, participant lists, attendance records, etc.
- Supported administrative tasks such as arranging vehicles, hotel bookings, travel arrangements, etc.
- Supported documentation and reporting tasks, which included writing meeting records, brief activity records, workshop or event reports, etc.
- Assisted in keeping records, contact lists, activity plans, basic project trackers, etc.
- Supported communication and coordination with project partners/stakeholders.
- Conducted basic research on issues such as media, elections, freedom of expression, disinformation, etc., as well as on issues related to media & information literacy.
- Supported the preparation of presentations, background documents, briefings, etc.
- Supported other tasks assigned by the supervisor, such as copy editing, budget preparation for in-house programs, media report analysis, etc.



*Figure 7: Meeting Room*



*Figure 8: Workstation*

## *2.5 Tasks Performed*

At the UNESCO Dhaka Office, I was involved in various activities related to the BALLOT Project, specifically in the areas of media monitoring, documentation, coordination, and communication.

### **Major Tasks Performed**

- Conducted daily newspaper analysis to monitor reports on election violence in Bangladeshi newspapers.
- Assisted in compiling and organizing a database of fact-checking tools for use in resource cards and the InfomediaReport website.
- Translated and copy-edited project-related documents to ensure clarity and accuracy.
- Organized and maintained project files and documents for effective recordkeeping.
- Edited photographs for project communication and documentation purposes.
- Participated in staff meetings and team discussions as part of internal coordination activities.
- Maintained communication with vendors in relation to project requirements and logistical support.
- Assisted in distributing protective vests and resource cards to print media offices.
- Communicated with district information offices and press clubs across multiple districts of Bangladesh.
- Collected receipts and preserved supporting records for distribution-related activities.
- Field visits to different Universities for observing and reporting Media and Information Literacy training programs as a UN and BALLOT representative.
- Served as a coordinator between university representatives and BALLOT for the MILNetBD Initiative.

## *2.6 Tools and Technologies used*

A variety of digital tools were used to facilitate documentation, communication, data management, and content creation. The tools assisted with organizing information and the timely, efficient completion of assigned tasks and activities. Some major tools I have used are,

- Microsoft Word – For effectively creating, refining, and organizing documents.
- Microsoft Excel – For the purpose of organizing data and maintaining accurate records.
- Microsoft PowerPoint – For preparing presentations and visual materials.
- Microsoft Outlook – For email communication and official correspondence.
- Microsoft Teams – For coordination and online meetings.
- OneDrive – For storing and sharing files.
- Google Forms – For collecting and organizing information.
- Canva – For developing effective and engaging visual materials.
- Adobe Acrobat/PDF tools – For viewing and managing PDF documents.
- AI tools (ChatGPT, Gemini, Napkin AI, Claude AI, and NotebookLM) – For idea generation, drafting, editing, and organizing content.

### 2.6.1 Fact-checking Platforms and Tools

This section presents the fact-checking platforms and verification tools compiled during the internship to support understanding of misinformation, disinformation, and malinformation. These platforms were used to validate claims and corroborate information, including digital content such as images, videos, and online sources encountered through media monitoring and project activities.

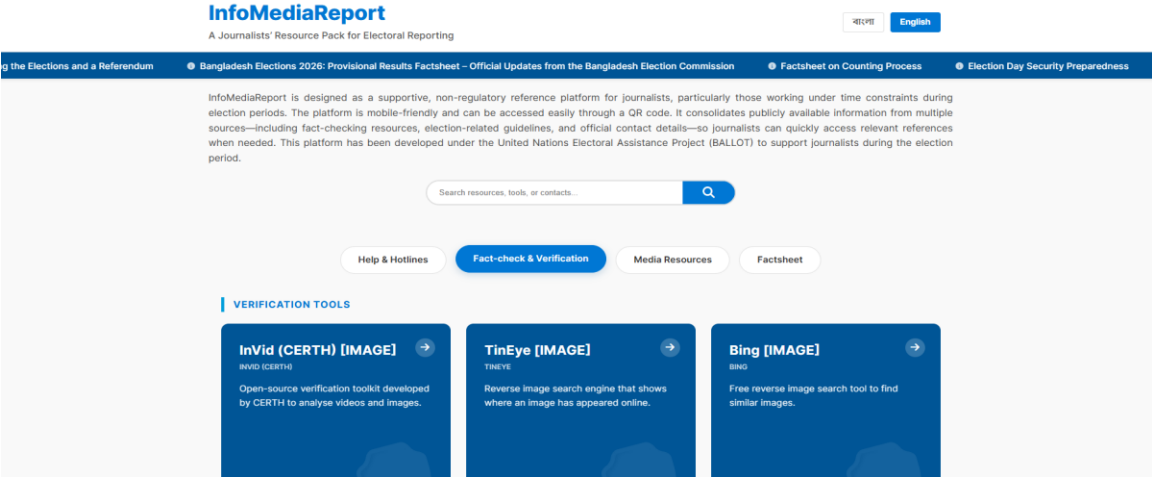
Category	Name	Link
Fact-checking platforms	AFP Fact Check (Bangla)	<a href="https://factcheckbangla.afp.com/yaogaayaoga">https://factcheckbangla.afp.com/yaogaayaoga</a>
	BanglaFact (PIB)	<a href="https://banglafact.com/">https://banglafact.com/</a>
	Dhaka Factcheck	<a href="https://dhakafactcheck.com/submit">https://dhakafactcheck.com/submit</a>
	Dismislab	<a href="https://dismislab.com/">https://dismislab.com/</a>
	Fact First (SACMID)	<a href="https://sacmid.asia/contact-us/">https://sacmid.asia/contact-us/</a>
	FactWatch	<a href="https://www.fact-watch.org/">https://www.fact-watch.org/</a>
	MRDI (Fact-Check Helpdesk)	<a href="https://mrdibd.org/help-desk/">https://mrdibd.org/help-desk/</a>
	Rumor Scanner Bangladesh	<a href="https://rumorscanner.com/">https://rumorscanner.com/</a>
	The Dissent	<a href="https://thedissent.news/">https://thedissent.news/</a>
	Jachai	<a href="https://www.facebook.com/share/17qHcNWTnu/?mibextid=wwXlfr">https://www.facebook.com/share/17qHcNWTnu/?mibextid=wwXlfr</a>
	Khoj	<a href="https://khoj-bd.com/">https://khoj-bd.com/</a>
Verification Tools	Shottify	<a href="https://www.shottify.org/">https://www.shottify.org/</a>
	InVid (CERTH) [IMAGE]	<a href="https://www.invid-project.eu/tools-and-services/invid-verification-plugin/">https://www.invid-project.eu/tools-and-services/invid-verification-plugin/</a>
	TinEye [IMAGE]	<a href="https://tineye.com/">https://tineye.com/</a>
	Bing [IMAGE]	<a href="https://www.bing.com/images/details/%7B0%7D">https://www.bing.com/images/details/%7B0%7D</a>
	Veriff	<a href="https://www.veriff.com/">https://www.veriff.com/</a>
	FotoForensics [IMAGE]	<a href="https://fotoforensics.com/analysis.php?id=1b9ace62caf11850320a7cef23bb078b60294d8a.2098120">https://fotoforensics.com/analysis.php?id=1b9ace62caf11850320a7cef23bb078b60294d8a.2098120</a>
	Yandex [IMAGE]	<a href="https://yandex.com/">https://yandex.com/</a>

Online OCR [IMAGE to TEXT]	<a href="https://www.onlineocr.net/">https://www.onlineocr.net/</a>
Google Earth [GEOLOCATION]	<a href="https://earth.google.com/web/">https://earth.google.com/web/</a>
SunCalc [GEOLOCATION]	<a href="https://www.suncalc.org/">https://www.suncalc.org/</a>
Twitonomy [ACCOUNTS]	<a href="https://www.twitonomy.com/">https://www.twitonomy.com/</a>
X Pro [ACCOUNTS]	<a href="https://pro.x.com/?mx=2">https://pro.x.com/?mx=2</a>
Social Blade [ACCOUNTS]	<a href="https://socialblade.com/">https://socialblade.com/</a>

**2.6.2 Comprehensive Resource Hub**

The [InfoMediaReport](#) website is a voluntary, innovative reference site that aggregates publicly available information into diverse and archival resources to facilitate quick access to verified sources. This site was originally developed under the United Nations Electoral Assistance Project (BALLOT) to support journalists working during election periods when time is of the essence. It runs through a mobile-optimized QR code to point users to the flow of fact-checking resources, hotline contacts, official guidance, and other key reference materials.

Across this site, I applied my understanding of information architecture to hierarchical structures of both media and text content. I was also involved in translating documents (in both Bangla and English), updating existing information, and organizing resources on the site to improve usability and utility. The website was developed with future iterations in mind, with the potential to expand from a journalist-specific service into a broader resource for anyone seeking verified and credible information.

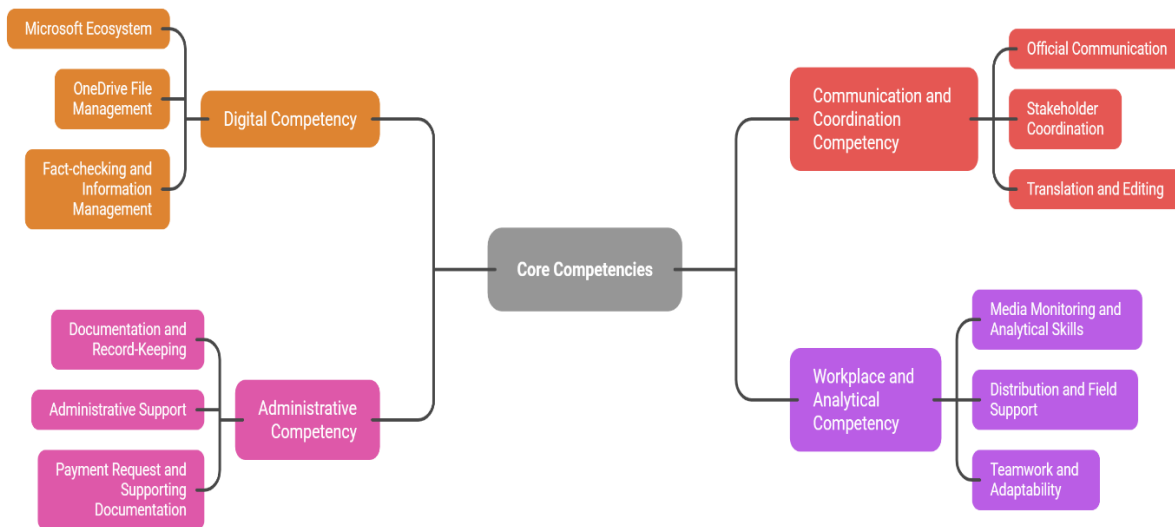


*Figure 9: Landing Page of InfoMediaReport Website*

## Chapter 3

### 3.1 Development of Professional and Digital Skills

The skills discussed in this section are grounded in my practical office experience, including managing documentation, communicating and collaborating with teams, and utilizing digital tools. The internship allowed me to move beyond abstract academic knowledge and develop concrete, applicable workplace competencies that are directly relevant to a career in information management and development work.



*Figure 10: Core Competencies Developed During Internship*

#### Digital Competency

During my internship, I utilized the Microsoft ecosystem (including OneDrive, Teams, Outlook Calendar, and Excel) to optimize productivity as well as collaboration and project data.

I put it all on OneDrive as the cloud storage, mainly for project data, reports, and presentations - used easily versioning of documents with collaborators or fellow team members to ensure there are no major issues around document editing.

To verify the accuracy of the data and information used in making the ballot project, to cross-check any claims, and ensure all the information remains reliable and updated, I have used fact-checking tools and platforms. This process proved even more vital due to our Management of public statements, reports, and electoral data to maintain accuracy and credibility for the project.

## **Communication and Coordination Competency**

Our core communications were taking place through Microsoft Teams - Discuss, Meet, and Share files in the same place. The membership also had the benefit of easy access to everyone's most up-to-date file versions through OneDrive integration.

While Teams and Outlook Calendar sync meetings and reminders to streamline communication with supervisors, researchers, and stakeholders alike, helping them stay informed of schedules and deadlines.

The other part was instant feedback and editing on OneDrive, which helps us to have a space where you are not worried about risking any ideas or whether they would be lost, because this way, we made sure the latter never happened.

## **Administrative Competency**

Data was consolidated using OneDrive so that all project materials could be easily retrieved, eliminating lost time searching for files.

Developed the ability to effectively manage scheduling and meetings by using the real-time connection between Outlook Calendar and Teams. This competency enables me to send reminders and prevent double bookings efficiently.

Administrative tasks like email management and report generation were made incredibly easier with the use of AI tools. These tools filtered and prioritized messages, structured data, and helped determine what accurate and suggested content was. AI also facilitated document management, sorting, and organizing files for easy access. Automated scheduling and reminders to streamline workflow. I have ensured ethical AI use by always cross-referencing outputs for validity, and my output has transparency.

## **Workplace and Analytical Competency**

Media Monitoring: I monitored media coverage and public discussion around the ballot project. I assisted the team by analyzing news articles, social media mentions, and capturing general sentiment. It helped us to highlight key issues or concerns early on and enable mitigation. This improved my ability to analyze outside forces that may impact how a project develops and its eventual success.

Field Support: I provided support for field activities, including monitoring material distribution and the effective use of resources. I assisted in tracking the performance of field operations and applied learnings to optimize resource allocation.

Working alongside the project team, I really enjoyed working collaboratively with others and adapting quickly to changing circumstances. By working with media data in field operations, I derived meaningful insights for the department. This skill helped me discuss complex data with others and collaborate as a team to solve problems and keep the project on track, ultimately leading to success.

### *3.2 Knowledge and Insights Gained*

My internship with the BALLOT Project at UNESCO Dhaka provided practical experience that bridged theory and practice, complementing my studies in Information Studies and Library Management. I acquired knowledge and skills through observation and participation in a professional organization. For example, I realized while working at a development organization that all tasks related to information, documentation, coordination, media monitoring, fact-checking, and organizing of the information were important in ensuring office operations and successful project implementation.

I understood how office work works systematically. Before the internship, I possessed limited knowledge regarding the functioning of organizations. While supporting things like attendance, contact lists, filing, logistics, and meeting documentation, I noticed that there is a need for order, accountability, and continuity. Administrative upkeep in day-to-day business enables the effective operation of projects.

The internship helped deepen my knowledge of the nexus between information, media, and democracy. The process of analyzing news articles, supporting fact-checking, and assisting research provided me with insight into how misinformation can influence public opinion and the political atmosphere, particularly during election time. I learned that the absence of accurate information threatens communication, trust in government, and responsible journalism. This aligns with UNESCO's work on media and information literacy and on combating information disorders.

Documentation and organization of information were great lessons. Using my theory from the studies, I developed systematic approaches to information that ensured records, reports, and resources were accessible and reliable. Working for the InfoMediaReport platform, I discovered that information needed to be structured in a way that satisfied users.

I realized how stakeholders work together in development projects. Talking to team members, vendors, info offices, and press clubs (to find those who speak your language) taught me that project success requires planning & coordination as well as knowing how to gather accurate information amongst many voices.

On the whole, the internship pushed me beyond theory and provided a condensed understanding of mature info work in practice. I understood how office systems, documentation, media analysis, and verification work together, and where my academic knowledge came to fruition in live projects. Lessons I will take with me into my studies and future career.

## Chapter 4

### 4.1 Challenges Encountered

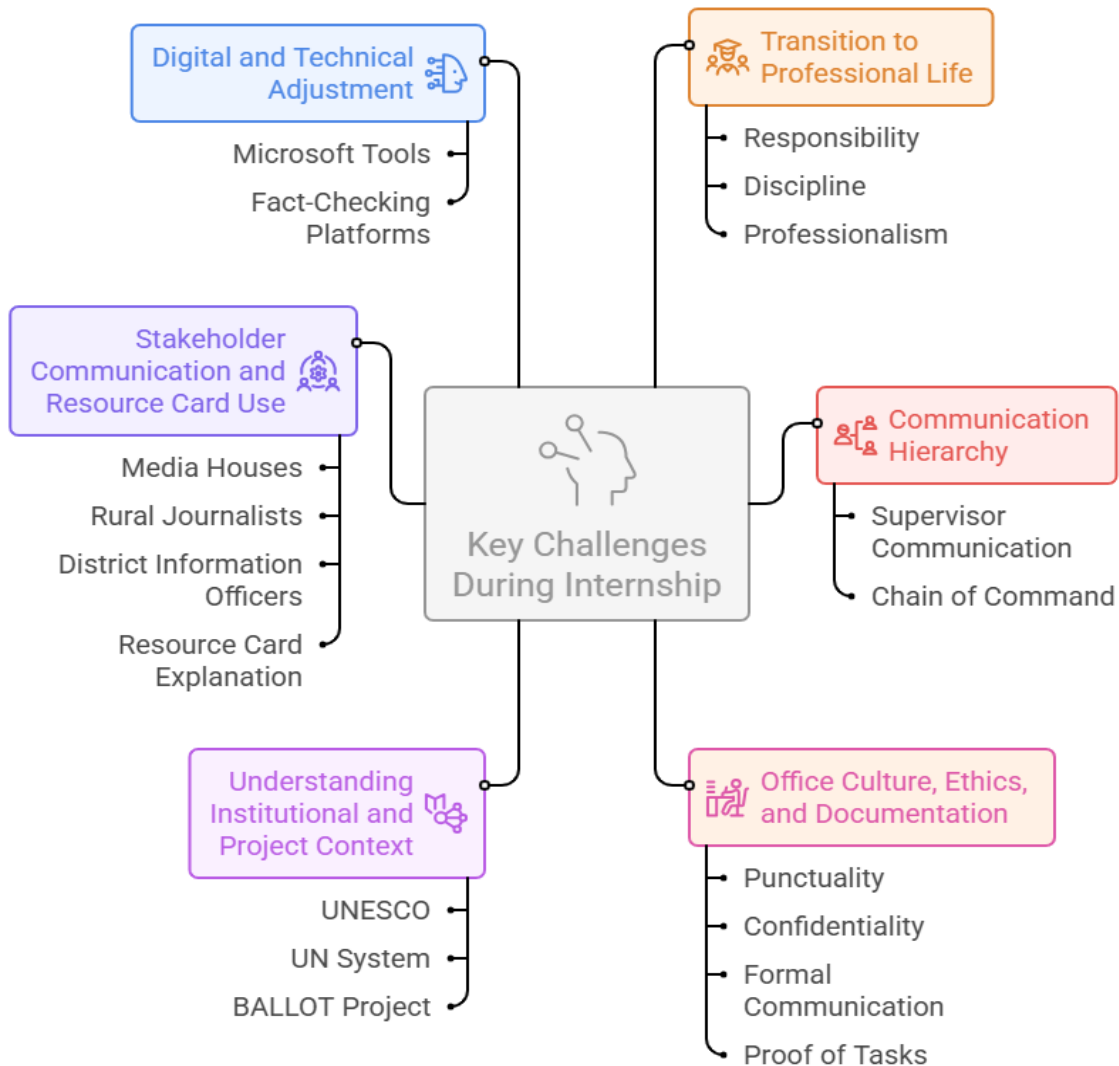


Figure 11: Visualization of Challenges

The internship placement at UNESCO Dhaka under the BALLOT Project presented a number of challenges that contributed significantly to my professional development. The most important of these was the transition from student life to a formal work environment. Academic life had prepared me in terms of theory and discipline, but adapting to the expectations of an international organization required a different level of professionalism, awareness, and responsibility.

One of the first things I had to get used to was how communication worked in the office. At university, people usually talk to each other directly and informally. At UNESCO, though, there is a clear hierarchy. I learned that I couldn't just reach out to the Head of Office or other sections whenever I wanted. Instead, I had to go through my supervisor. Initially, this approach felt unfamiliar; however, I eventually recognized its effectiveness in maintaining organization and ensuring accountability among all individuals involved.

Getting used to office culture and professional standards is another big challenge. I had to pay attention to things like being on time, using formal language, keeping information confidential, taking responsibility, and keeping good records. One key lesson was to always keep proof of important tasks and follow-ups. Whether I was talking to vendors, working with media, handling distributions, or keeping records, I needed to document everything. In student life, the focus is usually on the final result, but in a professional setting, the process and accountability matter just as much.

Understanding the broader institutional context of the United Nations and UNESCO was also necessary. The organizational structure, project procedures, reporting practices, and coordination among multiple partners were all new to me. Since the BALLOT Project involved UNESCO, UNDP, UN Women, and the Bangladesh Election Commission, I needed time to understand how these institutions worked together within one project framework.

The project brought me into a more specialized work environment. I already knew about misinformation, disinformation, and fact-checking, but working with journalism, elections, and political communication was new for me. There were many terms, discussions, and ways of working—especially around electoral journalism and media coordination—that were completely new to me. I had to pay close attention and keep learning to understand how everything fits together.

Working with fact-checking platforms and verification tools in an applied setting was also challenging differently. The task was not simply to know that such tools existed, but to examine whether specific platforms and websites were active, accessible, and useful. Cross-checking whether fact-checking tools and websites were functioning properly often required time and attention to detail. This made it clear that building an information resource is not just about collecting links; it also requires verification, usability assessment, and reliability checks.

Communication with external stakeholders was another demanding part of the work. I had to communicate with different media houses, rural journalists, University focal persons, and district information officers across multiple districts of Bangladesh. Explaining the importance and use case of the resource card was not always straightforward. Some were unfamiliar with its purpose, while others needed a more practical explanation of how it could support their reporting by giving quick access to fact-checking resources, official contacts, and media support materials. Translating its value into terms that were meaningful to them required patience, clarity, and repeated follow-up.

A further area of adjustment was the shift from the Google ecosystem to Microsoft-based tools. Before joining UNESCO Dhaka, I was more accustomed to Google tools. Office work, however, relied heavily on Microsoft Teams, Outlook, OneDrive, and Excel. Becoming comfortable with these tools for communication, scheduling, file management, and documentation took time and consistent practice.

## *4.2 Problem-Solving Approaches*

The challenges I faced were addressed gradually through observation, participation, and continuous learning. Since many aspects of the role were new to me, I tried to adapt by becoming more attentive to the working environment and more active in the tasks assigned to me.

Getting directly involved in project work helped me adjust the most. Rather than just watching, I took part in daily activities, helped with coordination, and handled real tasks. This let me understand how the project worked and made me more confident in my role.

Talking with my teammates was also important for my learning. By communicating regularly and having informal chats, I learned about work procedures, clarified questions, and got to know what was expected for the project. These conversations helped me settle into the office faster and understand how teamwork works in a professional setting.

Getting out into the field also helped me overcome challenges. Visiting media houses and talking directly with professionals gave me a clearer idea of the project's goals and how it worked in practice. Speaking with experts, journalists, and other stakeholders helped me see how my office work is connected to real-world situations. These experiences boosted my confidence and improved my communication skills.

To handle the technical parts of the job, I double-checked my work and practiced using the tools. When I used fact-checking platforms, websites, and other resources, I always checked if they were working and helpful. This made my work more accurate and showed me how important it is to rely on good information.

I also became more conscious about documentation and follow-up. Keeping proof of actions taken, preserving records of communication, and maintaining supporting documents helped me work in a more organized and accountable manner. Over time, this became an important part of how I approached responsibilities.

Overall, these approaches helped me respond to challenges in a practical way. More importantly, they helped me develop adaptability, communication skills, and professional confidence through real work experience.

## Chapter 5

### *5.1 Evaluation of the Project*

From my experience at UNESCO Dhaka, I found the BALLOT Project to be timely and important in the context of Bangladesh. After the political transition that followed the July–August 2024 uprising, public trust, access to reliable information, and responsible communication became even more important. In that context, a project focused on inclusive and credible elections, media and information literacy, and information integrity was highly relevant.

One of the main strengths of the project was its practical nature. It did not remain limited to planning or discussion only. It included training, workshops, resource distribution, media coordination, and support materials for journalists and related stakeholders. During my internship, I saw that the project addressed real issues such as ethical election reporting, misinformation and disinformation, fact-checking, and journalist safety. Because of this, I think the project had clear value in a sensitive national situation.

The project's collaborative structure, involving UNDP, UNESCO, UN Women, and the Bangladesh Election Commission, provided a strong foundation to address election-related issues from multiple perspectives. This approach enhanced the project's effectiveness, as elections require not only sound voting procedures but also reliable information, public awareness, and trust.

At the same time, I think one limitation of the project is that most of its activities were more connected to journalists and related professional groups than to the general public. This focus is understandable, but ordinary people are also directly affected by misinformation and disinformation. So, I feel that more public awareness about the project and its impact would make it stronger. In the same way, although the InfoMediaReport website was mainly designed for election-related work and relevant professionals, I believe it has the potential to be developed further as a wider resource hub for authentic reports, fact-checking tools, and verification platforms for general users as well.

Overall, I consider the BALLOT Project a relevant and meaningful initiative. It addressed a significant national need and contributed to responsible media practices and information integrity. To enhance its long-term impact, I recommend expanding public outreach, increasing access to resources, and ensuring ongoing follow-up.

### *5.2 Observations about the System*

The system at UNESCO Dhaka was organized and procedure-based. Work was done through a clear process, not informally. Even regular tasks require proper communication, documentation, and follow-up. This showed that the system placed strong emphasis on accountability and organized implementation.

One important observation was the communication structure. Official communication usually followed the proper reporting line instead of direct informal contact. This helped keep responsibilities clear and made coordination easier, especially when work involved different sections, partner organizations, and outside stakeholders.

Another key part of the system was documentation. Tasks were not considered complete until final reporting was completed. They also required supporting records such as attendance sheets, contact lists, receipts, and written follow-up. This made the system more transparent and helped preserve records for future references.

The system also relied heavily on digital tools. Microsoft Teams, Outlook, OneDrive, Word, and Excel were regularly used for communication, scheduling, file sharing, and recordkeeping. So digital skills were not just helpful but necessary for working smoothly in the office.

Last but not least, the most important observation was that the office placed strong emphasis on staff safety, security, and well-being, including for volunteers working under contract. Regular security drills were part of the system, and travel or movement often needed to be properly mentioned in official plans when necessary. The office also used a highly protected intranet system, which reflected how seriously information security and internal communication were treated. Along with physical security, attention was also given to mental health and staff well-being. In addition, the staffing structure included different types of contractual arrangements, such as volunteers, service contract holders, consultants, and regular UN staff, depending on project and administrative needs. This reflected a system that was careful, structured, and protective of both its people and information.

### *5.3 Relevance to Information Studies and Library Management*

This internship was highly relevant to Information Studies and Library Management, as my responsibilities focused on collecting, organizing, verifying, updating, and presenting information for others. Although the setting was not a traditional library, the work was closely aligned with my field.

This connection was further reinforced by my department's ongoing academic collaboration with UNESCO Dhaka in Media and Information Literacy, including participation in Global MIL Week activities over the past several years.

The BALLOT Project's focus on media and information literacy, information integrity, and civic awareness made my internship especially relevant. My tasks, such as newspaper analysis, using fact-checking tools, working with verification platforms, documentation, and organizing resources, directly reflected the concepts I study in my department.

For me, this internship showed that Information Studies and Library Management is not limited to libraries only. It is also useful in development work, media-related projects, and digital information environments where people need authentic information, proper organization, and responsible communication. That is why I found this internship genuinely relevant to my field of study.

## Recommendations

- UNESCO Dhaka can publish concise Bangla explainers highlighting key outcomes, lessons, and resources. This will help the public understand the significance of activities and how they can benefit.
- The InfoMediaReport platform can add a general public section, allowing all users—not just election professionals—to access authentic reports, fact-checking platforms, verification tools, and official reference sources in one place.
- All links, contact details, and digital resources on InfoMediaReport should be reviewed regularly to ensure the platform remains current and useful.
- After training, workshops, or resource distribution, conduct brief follow-ups with participants to assess whether they are using manuals, resource cards, and verification tools in practice.
- Fact-checking platforms included in project resources should preferably be selected using recognized credibility standards, such as whether they are verified signatories to the IFCN Code of Principles, where applicable. IFCN’s framework is specifically for fact-checking organizations, while other verification tools can be chosen based on reliability, usability, and relevance.
- A short orientation brief can be prepared for new interns, volunteers, consultants, and short-term personnel so that they can quickly understand reporting lines, documentation practices, digital systems, and security procedures from the beginning.

## **Limitations of the Report**

This report is based on a limited internship period (January–April 2026), which restricted the ability to observe the full implementation and long-term impact of the BALLOT Project. The findings rely mainly on personal experience and qualitative observation, so they may not fully represent all aspects of the project. Additionally, access to some internal data and strategic documents was limited due to organizational confidentiality.

## **Conclusion**

In conclusion, my internship at UNESCO Dhaka under the BALLOT Project was a meaningful and transformative professional experience. Through tasks such as media monitoring, documentation, coordination, translation, and fact-checking support, I developed practical skills and a deeper understanding of information management in a development context. Building on this experience, I gained valuable insight into how information integrity, responsible media practices, and civic awareness are interconnected, particularly in an electoral setting. The internship also revealed the real-world implications of misinformation and disinformation, reinforcing why the work of organizations like UNESCO matters. Although adapting to the professional environment and its formal procedures presented initial challenges, overcoming them made me more accountable, analytically aware, and professionally confident. This internship was not only highly relevant to my academic field of Information Studies and Library Management but also provided a foundation I am confident will serve my future career endeavors.

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