Internship Report

On

Analysis of Human Resource Activities through Spreadsheet Modeling: A Study on IDLC Securities Limited.

Date of Submission:

Internship Report

On

Analysis of Human Resource Activities through Spreadsheet Modeling: A Study on IDLC Securities Limited.

Submitted To

Md. Mahbobor Rahaman

Sr. Lecturer

Department of Business Administration

Faculty of Business and Entrepreneurship

Daffodil International University

Submitted By

Sanjida Omor Rafa

ID: 201-11-980

Program: BBA

Major: Management Information System

Faculty of Business & Entrepreneurship

Daffodil International University

Date of Submission:

This Internship Report is submitted to the Department of Business Administration, Daffodil International University for the fulfilment of Partial Requirement for the Degree of Bachelor of Business Administration (BBA).

Appointment Letter of IDLC Securities Limited

IDLC Securities Limited

financing happiness

Ref: IDLCSL-HR/23/11/11

November 26, 2023

Dr. Sayed Farrukh Ahmed
Associate Professor
Department of Business Administration
Daffodil International University

Dear Sir,

INTERNSHIP

We are pleased to inform you that **Ms. Sanjida Omor Rafa** has been selected for the Internship Program in our organization for a period of 3 months starting from **August 28, 2023.**

Mr. Syed Mohammad Rayhan, Assistant Manager, Human Resources Department of our company is her supervisor.

Thank you.

Sincerely,

Syed Mohammad Rayhan
Assistant Manager
Human Resources
Email: SRayhan@IDLC.Com

LETTER OF TRANSMITTAL

Date:

Md. Mahbobor Rahaman

Sr. Lecturer

Department of Business Administration

Faculty of Business and Entrepreneurship

Daffodil International University

Subject: Submission of Internship Report on Analysis of Human Resource Activities through Spreadsheet Modeling: A Study on IDLC Securities Limited.

Dear Sir,

It gives me great pleasure to be able to work under your kind guidance to create my internship report on “Analysis of Human Resource Activities through Spreadsheet Modeling: A Study on IDLC Securities Limited” for the BBA program. I did my best to prepare the report in accordance with the highest level under your helpful guidance.

I have done everything possible to demonstrate more understanding in this article. Please give me your honest assessment of my efforts and permit my paper to satisfy the standards of the BBA program.

Sincerely yours,

Sanjida Omor Rafa

ID: 201-11-980

Program: BBA

Major: Management Information System

Faculty of Business & Entrepreneurship

Daffodil International University

PROCLAMATION

Sanjida Omor Rafa, hereby announce that the following internship report on "Analysis of Human Resource Activities through Spreadsheet Modeling: A Study on IDLC Securities Limited." is solely prepared by me right after the completion of my internship at the HR Department, IDLC Securities Limited in Purana Paltan, Dhaka under the supervision of **Md**. **Mahbobor Rahaman**, Sr. Lecturer, Faculty of Business and Entrepreneurship.

This report was written with my academic needs in mind, not for any other reason, even though the people involved might find it useful for making HR policy better.

Sanjida Omor Rafa

ID: 201-11-980

Major: Management Information System

Faculty of Business & Entrepreneurship

Daffodil International University

LETTER OF AUTHORIZATION

This is to certify that the work of "Analysis of Human Resource Activities through Spreadsheet Modeling: A Study on IDLC Securities Limited" is an original worked of Sanjida Omor Rafa, **ID #201-11-980**, Major in MIS, Department of Business Administration, Daffodil International University, Daffodil Smart City, completed her internship report under my supervision and submitted for the partial fulfillment of the requirement for the award of Bachelor of Business Administration (BBA) from Daffodil International University (Daffodil Smart City).

As part of her internship, she worked in the Human Resource department of the IDLC Securities Limited, located in the Purana Paltan area of Dhaka. I am pleased to report that she adhered to all the necessary procedures to finalize the report. The report contains all the relevant information, data, analysis, and findings from credible sources. Therefore, the report seems to have been completed successfully.

I wish her all the best in her future endeavors.

Signature of the Supervisor

Md. Mahbobor Rahaman

Sr. Lecturer

Department of Business Administration

Faculty of Business and Entrepreneurship

Daffodil International University

ACKNOWLEDGEMENT

First, I want to express my gratitude to the Almighty ALLAH for granting me the stamina to carry out my intern duties and finish the report by the deadline. My faculty advisor, Md. Mahbobor Rahaman, Sr. Lecturer at Daffodil International University, has my eternal gratitude for his unwavering guidance throughout my organizational attachment period. As my organizational Supervisor, Syed Mohammad Rayhan, Assistant Manager, HR (Capital Market Operations), is also appreciated. Without their guidance, it would not have been possible to complete this report to this point. I have had the most amazing time working on this paper, which is named Analysis of Human Resource Activities through Spreadsheet Modeling: A Study on IDLC Securities Limited. My gratitude goes to the entire Business Administration Department of Daffodil International University for arranging an Internship Program that facilitates the integration of theoretical knowledge with a real-life situation. Finally, I would like to convey my gratitude to Shoaib Iftekhar Shakil (Officer Grade-II, Capital Market Operations), Syed Mohammad Rayhan, (Assistant Manager, HR, Capital Market Operations). In addition, I would like to extend my appreciation to my fellow members of the IDLC Securities Limited, seniors, and colleagues who have provided invaluable guidance, advice, motivation, and assistance. I also would like to acknowledge the outstanding working atmosphere and commitment of the organization that has allowed me to focus on a variety of matters.

EXECUTIVE SUMMARY

IDLC Securities Limited is a leading stock brokerage in Bangladesh operating since 2006, a sister concern of IDLC Finance Limited established in 1985. This report is required for the Bachelor in Business Administration (BBA) program and the title is "Analysis of Human Resource Activities through Spreadsheet Modeling: A Study on IDLC Securities Limited." must be submitted to Daffodil International University. The main goal of this report is to optimize employee data management and recommend improvements to enhance HR operations through integrated spreadsheet analysis. It's divided into seven parts. The first part covers the basics like from where it came from and scope of the report. The second part covers what are the limitations. The third part covers products and services of IDLCSL. The fourth part covers my overall internship experience. The fifth part covers the objectives, tools and techniques, data sources and sampling method. The sixth part covers data analysis, challenges and solutions. The seventh part looks at findings, recommendations and conclusion. It was a pleasure working as an intern at IDLC Securities Limited. They always make sure their customers and employees get the best service.

Table of Content

List of Table

List of Charts

List of Abbreviations

Short Form	Full Form
HR	Human Resource
HRIS	Human Resource Information System
BEFTN	Bangladesh Electronic Funds Transfer Network
DSE	Dhaka Stock Exchange
ETIN	Employee Tax Identification Number
IPO	Initial Public Offering
OMS	Order Management System
NOC	No Objection Certificate
NID	National Identity Card
CV	Curriculum Vitae

Chapter: 1

Introduction

1.1 Introduction

In today's globalized world, technology is advancing at an ever-accelerating pace, necessitating that organizational leaders stay informed about advancements that enhance efficiency and quality. Since their inception, human resource information systems (HRIS) have undergone remarkable advancements, moving beyond their initial role of converting paper records into electronic databases to becoming sophisticated tools for managing HR functions and policies. Modern HRIS software is customized to meet the unique needs of organizations, featuring advanced data storage systems that ensure the efficient, accurate, and secure management of employee information. The development of HRIS has transformed human resources departments, enabling better organization, management, and dissemination of information within companies.

IDLC Securities Limited, established in 2006, is one of the leading brokerage firms in Bangladesh, known for its exceptional customer service, research expertise, and compliance with regulatory standards and corporate ethics. Efficient HR management is crucial for maintaining IDLC's reputation and operational excellence, especially with over 200 full-time and part-time employees. The company's dedication to excellence is reflected in its human resources department, which supports the organization's goals and ensures employee well-being. During my internship at IDLC Securities Limited, my main focus was on improving HR efficiency through spreadsheet analysis. Spreadsheet modeling proved to be an essential tool for organizing, updating, and analyzing employee data, providing insights that helped streamline HR processes. This report, titled "Analysis of Human Resource Activities through Spreadsheet Modeling: A study on IDLC Securities Limited," provides an overview of the organization, its services, and a detailed account of my tasks and learning outcomes related to HR activities and spreadsheet modeling. This experience gave me a deep understanding of how spreadsheet tools can be utilized to optimize HR functions and contribute to the organization's success.

The use of spreadsheet modeling in HR at IDLC Securities Limited included managing employee records, identifying information gaps, and updating personnel files. The HR department efficiently handled large volumes of data using spreadsheet models, ensuring that employee information was current and accurate. This facilitated better decision-making and strategic planning. The report will detail the specific techniques and methodologies used in spreadsheet modeling, highlighting the benefits and challenges encountered during the process. A significant part of my internship involved collecting and organizing employee data from various sources, such as resumes, national identification cards, tax identification numbers, educational certificates, and training certificates. This data collection process was critical for maintaining comprehensive personnel files, essential for effective HR management. Additionally, I learned how to identify information gaps, such as missing national identification numbers, tax identification numbers, emergency contact information, and other critical details. Addressing these gaps ensured the completeness and reliability of HR records.

Moreover, my internship involved maintaining personnel files by ensuring they were updated with essential documents, including appointment letters, medical reports, recruiting memos, training memos, release letters, resignation letters, final settlements, and exit interview forms. These files are extremely sensitive and it is essential to manage those files with the highest level of attention to protect employee privacy and comply with regulatory requirements. Proper maintenance of these records is vital for the HR department's smooth operation and the organization’s overall functioning. This report will cover the history and structure of IDLC Securities Limited, the range of services it offers, and an in-depth analysis of how spreadsheet modeling was utilized to manage employee data. This experience provided me with the opportunity to translate theoretical knowledge into practical applications, improve new skills, and understand the intricacies of HR management within the finance sector. My internship significantly influenced my career aspirations, providing a solid foundation for future endeavors in human resources and data analysis. The insights gained from this internship have equipped me with the skills and knowledge necessary to contribute effectively to any HR department, leveraging technology to drive efficiency and effectiveness.

1.2 Origin of the Report

This internship report, titled "Analysis of Human Resource Activities through Spreadsheet Modeling: A Study on IDLC Securities Limited," holds significant importance for both my personal growth and future career aspirations. It represents the culmination of rigorous effort and dedication during my internship period at IDLC Securities Limited. The report is meticulously crafted to fulfill academic requirements and is a testament to my commitment to learning and professional development. I undertook this project under the expert guidance of Md. Mahbobor Rahman, Sr. Lecturer at the Faculty of Business and Entrepreneurship, Daffodil International University. His mentorship played a pivotal role in shaping the direction and content of this report, focusing on the application of spreadsheet analysis to enhance human resource efficiency at IDLC Securities Limited.

Throughout this endeavor, I am deeply grateful to Md. Mahbobor Rahaman for his insights and supervision, which were instrumental in refining my understanding and approach. His guidance provided me the essential foundation to understand and manage the complexities of human resource management within a corporate setting. The topic of my report underscores the critical importance of leveraging spreadsheet analysis in optimizing HR processes, a field with vast implications for organizational efficiency and strategic decision-making. This project not only addresses academic requirements but also offers profound insights into practical applications that will undoubtedly shape my future career trajectory. I am indebted to IDLC Securities Limited for providing me with a conducive environment and invaluable support throughout my internship. Special thanks to Syed Mohammad Rayhan, Assistant Manager, HR (Capital Market Operations), for his mentorship and encouragement, and to Shoaib Iftekhar Shakil, Officer Grade-II, Capital Market Operations, and my colleagues for their assistance and cooperation. This report stands as a testament to the collaborative efforts and supportive environment at IDLC Securities Limited, which have enriched my learning experience and prepared me for future challenges in the field of human resource management.

1.3 Scope of the Study

During my internship at IDLC Securities Limited, this report concentrates on the practical application of spreadsheet tools within the HR department. It aims to explore how spreadsheet functionalities can streamline data management processes, optimize employee data handling, and contribute to enhanced decision-making in HR operations. The scope encompasses analyzing current practices, identifying gaps in data management, and proposing improvements using spreadsheet tools. Specific attention will be given to integrating these tools with the existing HR Information System (HRIS) to improve data synchronization, integrity, and overall operational efficiency. The study is conducted within the organizational context of IDLC Securities Limited, focusing on real-world applications and outcomes observed during the internship period. The report documents my experiences and learning outcomes related to spreadsheet analysis, data optimization, and their impact on HR practices. It also aims to provide insights into the practical challenges and opportunities encountered in implementing spreadsheet-based solutions within a brokerage firm's HR operations. The findings and recommendations will be tailored to address specific needs and contexts identified during the internship, aiming to contribute valuable insights for HR professionals and stakeholders involved in data management and decision-making processes.

1.4 Limitation of the report

Throughout my internship, I was acutely aware of the various obstacles I would encounter while preparing my report. I dedicated myself fully to ensure that my internship experience was as successful as the report itself. One of the primary limitations I faced was time constraints; a three-month internship does not provide sufficient time to acquire extensive knowledge and experience across all areas of the Human Resource division.

Additionally, all of the elite organizations tend to keep their internal information confidential. While it is essential for them to protect their data, IDLC Securities Limited also adheres to these practices. Consequently, I often encountered challenges related to information accessibility. This made it somewhat difficult to compile an informative report, but I remained committed to fulfilling my responsibilities to the best of my ability.

Chapter 2

Literature Review

2.1 Literature Review

T. Quirk (2020) emphasizes using Microsoft Excel as a tool to effectively teach and apply human resource management (HRM) statistics, serving as an exercise-driven guide aimed at enhancing the understanding and practical application of statistical concepts within HRM using Excel. While the abstract does not specify findings or methodology, it likely introduces Excel as a versatile platform for data analysis and decision-making in HRM, supporting evidence-based HRM practices and facilitating insights into employee performance, recruitment trends, and organizational metrics. G. Monahan's (2000) "**Management Decision Making: Spreadsheet Modeling, Analysis, and Application**" introduces spreadsheet-based tools for managerial decision-making across diverse business functions. The book aims to elucidate decision-making processes using tools like Microsoft Excel, decision analysis software such as TreePlan and Crystal Ball, and other modeling techniques, highlighting how spreadsheets enhance analytical capabilities and facilitate informed business choices. B. Parker's (1996) paper introduces "holonic modelling," leveraging modern spreadsheet technology to simplify human resource planning (HRP) tools through flexible problem structuring. Holonic modelling adapts HRP to varying organizational needs, enhancing decision-making by recognizing spreadsheet software's computational flexibility and offering insights into optimizing HR strategies. C. Davis's (1987) paper explores spreadsheet-based simulation to optimize manpower requirements in multi-discipline consultancy organizations, addressing challenges in managing variable project intake and conflicting managerial goals regarding manpower levels. The paper presents an optimization procedure aimed at minimizing costs related to manpower management, demonstrating the utility of spreadsheet models in analyzing and optimizing manpower resources in dynamic organizational environments. The Impact of Human Resource Management Using the SPSS Method" (2019) underscores human resource management (HRM) as crucial for fostering a positive work environment and supporting organizational goals through practices like training, compensation, and promoting collaboration among employees. The study employs ratio studies to analyze HR data, evaluating aspects crucial to future HR management including globalization and technology, although specific limitations or interventions are not detailed.S. Zikos et al.'s (2016) "Human-Resources Optimization & ReAdaptation Modelling in Enterprises introduces a novel HR optimization model integrating task and employee parameters to automate task assignment and maintain performance during unexpected events. Using Conditional Random Fields and real industrial data, the study highlights effective task allocation strategies, though specific study limitations or future research recommendations are omitted. Optimizing the Job-Person Match with Computerized Human Resource Information Systems by Y. Huo (1992) proposes a self-balancing staffing system to optimize job-person fit, addressing staffing challenges through automated systems, albeit without specifying methodology details or study limitations. The introduction frames the paper's focus on integrating automated staffing systems with manual processes, suggesting avenues for future research on system integration. Eddy Hermawan Hasudunga Panjaitan's (2023) study on 'Implementing Human Resource Information System (HRIS) for Efficient Human Resource Management' highlights HRIS's potential to enhance HRM efficiency in planning, recruitment, and performance evaluation. Utilizing a descriptive qualitative approach, the study identifies challenges such as management support and data security concerns, advocating for careful implementation to realize HRIS benefits without overlooking organizational challenges.

L. LeBlanc et al.'s (2000) 'Heery International's Spreadsheet Optimization Model for Assigning Managers to Construction Projects' introduces an Excel-based optimization model that assigns managers to construction projects based on proximity to their residences, aiming to minimize costs and maintain workload balance. The model's flexibility allows Heery to manage projects seamlessly without replacing resigning managers and reduce travel expenses by assigning managers to closer projects. A. Roy et al.'s (1989) 'End-user Optimization with Spreadsheet Models' discusses the integration of spreadsheet-based optimization software, enabling non-mathematical users to develop decision support tools using mathematical programming. While specific findings, methodology details, and limitations are not specified in the abstract, the paper explores the trend of empowering end-users with sophisticated optimization capabilities through spreadsheet systems. Simon Thorne's (2008) exploration on 'Exploring Human Factors in Spreadsheet Development' investigates how human factors influence the development of spreadsheets and their implications for strategic decision-making. The paper delves into the complexities of spreadsheet development influenced by human factors, although it does not propose future research directions or specify study limitations. Anton Ovchinnikov et al.'s (2008) study on 'Spreadsheet Model Helps to Assign Medical Residents at the University of Vermont's College of Medicine' presents a spreadsheet model developed by MBA students to automate the assignment of medical residents to on-call and emergency rotations. Despite managing over 10,000 variables, the model remains accessible for end-users with limited operational research expertise, highlighting its practical application in scheduling medical personnel.

P. Gosling's (1994) "Using Spreadsheets in Management demonstrates the versatile applications of spreadsheet programs in performing essential management functions within organizational contexts. Although the abstract lacks specific findings, methodology details, or study limitations, Gosling's work broadly discusses how spreadsheets serve as effective tools for tasks ranging from financial analysis to project management. By showcasing examples of spreadsheet applications in managerial decision-making, the paper underscores their role in enhancing efficiency and data management across various business functions. However, the absence of detailed empirical evidence or future research directions limits the depth of insights into the broader implications of spreadsheet use in contemporary management practices.J. Kasperkiewicz's (1995) Optimization of Concrete Mix Using a Spreadsheet Package focuses on leveraging spreadsheet software to optimize concrete mixtures, highlighting practical applications without delving into specific findings, methodology, or study limitations in the abstract. The paper likely explores how spreadsheet packages facilitate the calculation and adjustment of concrete mix components to meet project-specific requirements effectively. Despite its citation count and practical relevance, the lack of detailed empirical insights or discussions on future research directions hinders a deeper exploration of the potential advancements or challenges in spreadsheet-based optimization techniques for construction and engineering applications. William J. Corney's (1984) The Use of Computer Spreadsheets for Overbooking Optimization and Analysis introduces a methodological approach using computer spreadsheets to optimize overbooking strategies, emphasizing cost minimization and operational flexibility in service industries. The paper details the practical implementation of spreadsheet-based models to dynamically adjust booking levels based on short costs, long costs, and no-show probabilities.

Although Corney highlights the spreadsheet's utility in rapid recalculations and decision support under changing conditions, the abstract lacks discussion on study limitations or future research avenues. This omission limits insights into potential challenges or refinements needed for broader applications of spreadsheet-based optimization strategies in service management contexts.

Luminita Zamfirescu et al.'s (2013) Goal Programming as a Decision Model for Performance-Based Budgeting describes a spreadsheet-based decision support system that implements performance-based budgeting principles using goal programming optimization in public sector organizations. The paper highlights practical applications without explicitly detailing specific findings, methodology, or study limitations in the abstract. By exemplifying the integration of goal programming principles with spreadsheet functionalities, the study underscores the potential for enhancing budget allocation processes through quantitative optimization techniques. However, the absence of detailed empirical evidence or insights into potential challenges constrains a comprehensive evaluation of the system's effectiveness and scalability in diverse public sector settings. E. Nævdal's (2003) Solving Continuous-Time Optimal-Control Problems with a Spreadsheet presents a methodological framework for utilizing common spreadsheet software like Microsoft Excel to solve complex optimal control problems. The paper aims to benefit students, teachers, and researchers by illustrating the application of spreadsheet-based models across varying levels of problem complexity. Despite its citation count and relevance in educational and research settings, the abstract does not provide specific findings, methodology details, or discussions on study limitations or future research directions. This omission limits a deeper exploration of the method's practical implications and potential advancements in using spreadsheet tools for solving advanced optimal control problems. L. LeBlanc et al.'s (2008) introduction on The Use of Spreadsheet Software in the Application of Management Science and Operations Research emphasizes the pivotal role of spreadsheets as versatile software platforms for developing and deploying models in management science and operations research (MS/OR). The paper underscores spreadsheets' effectiveness in facilitating model development, data analysis, and decision-making processes for both experts and non-experts in MS/OR disciplines. Despite highlighting the broad benefits of spreadsheet applications, including accessibility and deployment advantages, the abstract lacks specific findings, methodology details, or discussions on study limitations or future research directions. This limitation restricts a comprehensive evaluation of how spreadsheet-based tools can further enhance decision support systems and operational efficiencies across diverse MS/OR applications.

Valenko Tadej's (2017) An Integration of Spreadsheet and Project Management Software for Cost Optimal Time Scheduling in Construction introduces an innovative approach to optimizing time scheduling for construction projects by integrating spreadsheet software (Microsoft Excel) with project management software (Microsoft Project). The paper focuses on modeling and solving the optimization problem within Excel using the Solver tool, then transferring the optimized schedule to Microsoft Project for further management and presentation. By automating data flow between these programs, the integrated approach minimizes errors during scheduling.

However, the abstract lacks discussion on study limitations or future research directions, which could have provided insights into the scalability and adaptability of such integrated solutions across different construction project types and sizes. Zella L. Kahn-Jetter's (1997) "Using Spreadsheets for Studying Machine Design Problems Involving Optimization demonstrates the application of spreadsheet software, particularly Microsoft Excel, in analyzing advanced machine design problems that incorporate optimization concepts. The paper evaluates Excel's suitability compared to other spreadsheet software like QuattroPro for Windows and Lotus 1-2-3, highlighting its robust capabilities in modeling and solving linear and nonlinear examples. Despite its relevance in educational settings and practical engineering applications, the abstract lacks details on study limitations or future research directions. This omission restricts a comprehensive assessment of Excel's broader implications and potential advancements in optimizing complex machine design processes using spreadsheet-based tools.

W. L. Winston's (2002) Practical Management Science Spreadsheet Modeling and Applications discusses practical applications of spreadsheet modeling in management science, emphasizing its utility without specific details on findings, methodology, limitations, or interventions in the abstract. The paper likely explores various scenarios where spreadsheet models are deployed to analyze management decisions or operational strategies. However, the absence of empirical insights or future research recommendations limits a deeper exploration of the effectiveness and adaptability of spreadsheet-based models in enhancing decision-making processes across diverse management domains. Robert H. Collins's (2013) Enhancing Spreadsheets for Increased Productivity explores methods to enhance spreadsheet functionalities to improve productivity, yet the abstract lacks specific content on findings, conclusions, methodology, or interventions. The paper presumably discusses strategies or tools aimed at optimizing spreadsheet usage for tasks such as data analysis, modeling, or decision support. Despite its potential implications for enhancing workplace efficiency, the abstract's omission of empirical data or future research suggestions limits insights into the broader impacts or advancements in spreadsheet-based productivity tools. Scott Godsen's (2002) Optimization Analysis of Projectile Motion Using Spreadsheets investigates the optimal launch angles for projectiles to achieve maximum horizontal displacement, utilizing spreadsheet software like Microsoft Excel for calculations. The paper focuses on practical applications without delving into study limitations or interventions. It likely explores how spreadsheet tools simplify complex mathematical calculations in physics or engineering contexts. However, the abstract's lack of detailed methodology or future research directions hinders a comprehensive evaluation of the broader implications or potential advancements in utilizing spreadsheets for optimizing projectile motion scenarios. P. Byrne's (1994) Real Estate Portfolio Analysis Using a Spreadsheet Optimizer discusses the application of a spreadsheet optimization tool in analyzing real estate investment problems, aiming to maximize returns while minimizing risks. The paper highlights concerns regarding potential errors in setting up formulas within the optimizer tool and inadequate documentation for beginners. Despite its practical relevance, the abstract does not detail study limitations or interventions. It likely examines how spreadsheet-based optimization tools streamline financial analyses but lacks empirical insights or future research recommendations. This limitation restricts a comprehensive evaluation of the tool's effectiveness or improvements needed for broader adoption in real estate portfolio management.

When it comes to HR report analysis, several tools other than spreadsheets can provide advanced functionality and more streamlined processes. For instance, HR analytics platforms **like Tableau, Power BI,** and **SAP SuccessFactors** offer powerful data visualization capabilities, allowing HR professionals to create interactive dashboards and generate real-time insights into employee performance, recruitment trends, and workforce demographics. Tools like **Workday** and **BambooHR** also integrate advanced analytics features that automate report generation and provide deep insights into key HR metrics such as turnover rates, employee satisfaction, and compensation analysis. These platforms are designed specifically for HR management, offering features such as customizable templates, advanced filtering options, and machine learning algorithms to predict workforce trends, which are often not as easily achieved with traditional spreadsheets.

The main difference between using spreadsheets, like Microsoft Excel, and specialized HR software lies in scalability and automation. While spreadsheets are versatile and accessible, they often require manual data entry and complex formulas to generate reports, which can become cumbersome for large datasets or frequent updates. In contrast, HR-specific software automates data collection, analysis, and reporting processes, significantly reducing the time and effort needed to manage HR data. These systems also offer greater data security and compliance features, safeguarding sensitive employee information and managed in line with regulatory requirements. Additionally, HR software can easily integrate with other business systems, providing more comprehensive insights across departments, whereas spreadsheets are more limited in terms of integration and require more manual input to consolidate data from multiple sources.

Chapter: 3

Organizational Overview

3.1. History of IDLC Securities Limited

Founded in 2006, IDLCSL has been serving both local and foreign investors with proven track record of quality customer services, research expertise, strict regulatory compliance and highest standard of corporate ethics. In these 11 years it has become the third largest stock broker of the country by continuously providing world class services to its customers. We are licensed by Bangladesh Securities and Exchange Commission (BSEC) to act as a stock broker as well as a stock dealer. Having seats in both Dhaka Stock Exchange Limited (TREC no. 058) and Chittagong Stock Exchange Limited (TREC no. 119), IDLC Securities Limited has become a trusted name to most of the foreign Institutional investors and local institutions & retail investors in Bangladesh.

3.2. IDLC Securities Limited at a glance:

Name	**IDLC Securities Limited**
Date of incorporation	19 April 2006
Company Incorporation Number	C-61319(3328)/06
Commencement of operation	18 September 2006
Type of Business	Brokerage House
Head Office	DR Tower (4th Floor), 65/2/2, Bir Protik Gazi Golam Dostogir Road, Purana Paltan, Dhaka-1000
Number of Branches	9
Sister Concerns	IDLC Asset Management Limited IDLC Investment Limited IDLC Finance Limited

Table 1: IDLC Securities Limited at a glance

3.3. Services

3.3.1. Brokerage Services:

3.3.1.1. Easy IPO

IPO or an Initial Public Offering is the first sale of a company's equity to the public. Companies can go for IPO to raise capital for the company, bring in public investors, provide capital to companies for expansion, boost corporate image etc.

3.3.1.2. Execution Brokerage

IDLC SL provide Execution Brokerage services both in Primary Market and Secondary market.

To provide execution services in Primary Market i.e. Initial Public Offering (IPO), we have Easy IPO service. Easy IPO is a smart, convenient way of applying for stocks of companies that issue shares to the public for the first time.

In the secondary market, our dedicated pool of traders execute transactions as per clients' requirements. When the orders are placed, they are assessed for appropriateness, and if the order is deemed practical, the trader then carries out the order and notify the client accordingly.

3.3.1.3. International Brokerage

For a foreign institutional investor, IDLCSL is here to facilitate portfolio investment in Bangladesh stock market. IDLCSL has partnered with international prime brokers to execute investment decisions. They have a dedicated pool of international brokerage traders. Also subscribing to their international brokerage services offers complete access to all of their research services.

3.3.1.4. Premium Brokerages

IDLC Premium Brokerage designed to cater the emerging needs of the institutional investors and high net worth clients in an innovative, efficient, and client-friendly manner. IDLC Premium Brokerage product is one of the first of its kind in Bangladesh investment management industry. The Premium Brokerage service is aided with fundamental research support, asset planning support, and risk consultancy services.

3.3.2. Investment Options

3.3.2.1. Bangladesh Equity

Equities could be either in the primary or the secondary market. In the primary market, companies get listed through an Initial Public Offering (IPO). Thus, new securities are available in the primary market. In the secondary market, investors buy or sell the securities issued in the primary markets.

3.3.2.2. Bonds

A bond is a debt investment in which an investor loans money to an entity (typically corporate or governmental) which borrows the funds for a defined period of time at a variable or fixed interest rate. Bonds are used by companies, municipalities, states and sovereign governments to raise money and finance a variety of projects and activities. Owners of bonds are debt holders or creditors of the issuer.

3.3.2.3. Closed-End Mutual Fund

Mutual funds are investment vehicles that pool money from a huge number of investors. The money is then invested across a wide variety of assets like stocks, bonds, etc. depending on the investment objective to earn returns. Closed-end mutual funds raise a fixed amount of capital through an Initial Public Offering (IPO). The fund is then divided in equal small units, and listed and traded in stock exchanges.

3.3.2.4. Open-End Mutual Fund

IDLC Asset Management Company Limited (IDLC AMCL), one of the subsidiaries of IDLC Group, manages ‘IDLC Balanced Fund’ – an open-end mutual fund.

3.3.3. Trading Tool

3.3.3.1. DSE-Mobile App/DSE-Investor/DSE-VIPDSE-Mobile App and DSE-Investor (for PC and laptops) are trading tools by Dhaka Stock Exchange (DSE) that can provide you with the opportunity to trade (buy or sell) directly in DSE using mobile and desktop platform respectively.

On the other hand, DSE-VIP, will only you see live market prices but does not allow trading in DSE

3.3.3.2. I-Trade – Online Stock Trading Platform

A client can manage and trade their portfolio/portfolios through IDLC’s exclusive online stock trading platform i-Trade. i-Trade lets them to access to their portfolio through online also can check the value of their portfolio based on current market price. A client can also order buy or sell of securities through i-Trade.

3.3.3.3. Trader Assisted Trading

There is a wide variety of services that are available through their Assisted Investment platform. A client can avail the services of a relationship manager, whose primary job is to make their investing journey highly rewarding.

3.3.4. Value Added Services

3.3.4.1. Bangladesh Electronic Funds Transfer Network (BEFTN)

Fund Deposit

A client can deposit in their portfolio account maintained with IDLC Securities Limited by Bangladesh Electronic Funds Transfer network (BEFTN); where they do not need to come to bank for cheque or cash deposit physically. After the fund is deposited, they can know your latest balance from their updated portfolio statement.

Fund Withdrawal

A client can withdraw fund from their portfolio account maintained with IDLC Securities Limited by BEFTN (without cheque) and bank account would be credited automatically.

3.3.4.2. Depository Services

3.3.4.3. Margin Trading

3.3.4.4. Order Management System (OMS)

3.4 Products

- Cash Account
- Margin Account
- Premium brokerage for High Net Worth Individuals, Institutions, and Foreign Investors
- Easy IPO

3.5 Branches of IDLC Securities Limited

- Gulshan
- Chattagram
- Dhanmondi
- Mohakhali
- Gazipur
- Narayangonj
- Sylhet
- Uttora
- Bogura

Chapter 4

My Internship Experience and Learning at IDLC Securities Limited

4.1 Overview of the Internship Experience

Throughout my internship at IDLC Securities Limited, I had the opportunity to gain extensive hands-on experience in the HR department, particularly focusing on the application of spreadsheet analysis to enhance HR processes. My internship spanned over a period of three months, during which I was involved in various tasks that provided me with a comprehensive understanding of HR operations within a corporate setting. One of the primary aspects of my internship was gaining exposure to the Human Resource Information System (HRIS) used at IDLC Securities Limited. This system is integral to managing employee data, payroll, performance evaluations, and other HR functions. By working closely with the HR team, I learned how the HRIS is utilized to streamline operations, maintain accurate records, and support decision-making processes. A significant portion of my responsibilities involved data collection and management. I was tasked with collecting employee data from various sources, including physical documents and digital records. This process required meticulous attention to detail to ensure the accuracy and completeness of the data. I collected essential information such as resumes, national identification numbers (NID), educational and training certificates, emergency contact details, and more. By managing these records, I gained insights into the importance of maintaining up-to-date and accurate employee files. Another key aspect of my internship was identifying gaps in employee data. This task involved reviewing existing records to pinpoint missing or outdated information, such as NID numbers, ETIN certificates, and emergency contact details. By addressing these gaps, I contributed to improving the overall integrity of the employee database. This experience underscored the critical role of data accuracy in HR operations and the impact it has on compliance and decision-making.

I also played a role in optimizing the document management system within the HR department. This involved creating and updating personnel files with relevant documents for new and existing employees. The documents included letters of appointment, medical reports, training memos, and resignation letters. By organizing and maintaining these files systematically, I helped ensure that important information was readily accessible and well-documented, facilitating smoother HR operations. A pivotal component of my internship was the application of spreadsheet analysis to enhance HR processes. I utilized advanced spreadsheet functionalities to analyze and manage employee data, generate reports, and support decision-making. This included using formulas, pivot tables, and data validation techniques to ensure data accuracy and integrity. By integrating spreadsheet tools with the HRIS, I contributed to streamlining data synchronization and improving the efficiency of HR operations. Throughout my internship, I gained valuable insights into the practical applications of HR theories and concepts. The hands-on experience allowed me to understand the challenges and opportunities in managing HR data within a corporate environment. I developed a deeper appreciation for the importance of data accuracy, integrity, and efficient document management in supporting HR functions. Additionally, I enhanced my skills in using spreadsheet tools for data analysis and reporting, which are essential competencies for modern HR professionals.

In conclusion, my internship at IDLC Securities Limited was a highly enriching experience that provided me with a solid foundation in HR practices and data management. The exposure to HRIS, data collection, and spreadsheet analysis has equipped me with the skills and knowledge necessary to contribute effectively to HR operations in any organization. The guidance and support from my supervisors and colleagues were instrumental in my learning journey, and I am grateful for the opportunities and experiences gained during this period.

4.2 Job responsibilities I have that are related to Spreadsheet Modeling

4.2.1 Compiling employee data from physical papers and documents

IDLC Securities has a workforce of over 200 full-time and part-time employees, each with a file containing comprehensive information for various purposes. As a trainee, I frequently referred to these files to acquire the knowledge I needed.

- ✓ Resume
- ✓ A copy of NID
- ✓ ETIN Certificate
- ✓ Educational Certificates
- ✓ Training Certificates
- ✓ A copy of NID of Nominee
- ✓ Utility Bill

4.2.2 How to identify Information Gaps

a) Identification of Information Gaps

Identifying and addressing information gaps within the employee data was a critical component of the methodology. Information gaps, such as missing national identification numbers (NID), tax identification numbers (ETIN), emergency contact information, and other essential details, posed significant challenges to the accuracy and completeness of the employee records. To identify these information gaps, advanced spreadsheet modeling techniques were employed. This involved cross-referencing data points and using conditional formatting to highlight incomplete or missing information. For example, conditional formatting rules were set up to automatically flag any cells that were empty or contained invalid data. This visual representation made it easy to identify which records needed further attention.

Once the information gaps were identified, targeted efforts were made to collect the missing data. This involved reaching out to employees to obtain the necessary information, as well as reviewing additional documents and records to fill in the gaps. Specific procedures were established for collecting and verifying this information, ensuring that it was accurate and complete. For instance, if an employee's NID number was missing, the HR department would contact the employee to request a copy of their national identification card. Similarly, if an employee's ETIN number was missing, the department would request the necessary documentation from the relevant tax authorities.

By systematically addressing these gaps, the accuracy and completeness of the employee data were significantly improved.

In addition to collecting the missing data, measures were also put in place to prevent future information gaps. This involved updating the data collection and verification procedures to ensure that all necessary information was collected at the time of hiring. Regular audits were also conducted to identify and address any new gaps that might arise.

b) Proactively Identifying Information Gaps: Central to my role was identifying and addressing critical gaps in employee data. This proactive approach involved pinpointing essential details such

as

- ✓ NID Number
- ✓ ETIN Number
- ✓ Emergency Contact Number
- ✓ Date of Joining
- ✓ Blood Group
- ✓ References

c) Ensuring Compliance through Robust Personnel File Management: Maintaining up-to-date and well-organized personnel files was paramount to ensuring regulatory compliance and operational efficiency. Each file was meticulously curated to include crucial documents such as letters of appointment, validating job offers and terms; comprehensive medical reports to ensure employee health and fitness; recruiting and training memos documenting professional growth and development; and essential exit documents like release letters, resignation notices, final settlements, and insightful exit interview forms that captured valuable feedback during employee transitions. These efforts in data collection were instrumental in supporting IDLC Securities Limited's HR operations, safeguarding compliance standards, and facilitating informed decision-making processes across the organization.

4.2.3 Keep personnel files up to date with all important documents

Maintaining up-to-date personnel files was another key focus area of the methodology. Each employee's file contained a wide range of important documents, including

- ✓ Letter of Appointment
- ✓ Medical Report
- ✓ Recruiting Memo
- ✓ Training Memo
- ✓ Release Letter/NOC & Experience Certificates (Only for experienced employee)
- ✓ Resign Letter
- ✓ Final Settlement
- ✓ Exit Interview Form

To manage these documents, a systematic approach was developed using Excel spreadsheets. Each document was categorized and tracked within the spreadsheet, allowing for easy retrieval and updates. For example, appointment letters were linked to the employee's profile, and any changes in employment status were promptly reflected in the corresponding records.

This approach not only improved the accuracy of the records but also facilitated compliance with regulatory requirements. By maintaining a clear and organized system for document management, the HR department was able to ensure that all necessary documentation was readily available and up-to-date. This was particularly important for handling legal and compliance-related matters, where accurate and timely records were essential. Regular updates and audits were conducted to ensure that the personnel files remained current. This involved reviewing each employee's file to verify that all required documents were included and that they were accurate and up-to-date. Any missing or outdated documents were promptly addressed, ensuring that the records were complete and reliable.

In addition to maintaining the physical files, digital copies of the documents were also stored and managed using the spreadsheet system. This provided an additional layer of security and redundancy, ensuring that the records were protected against loss or damage. The digital files were organized and indexed in the same manner as the physical files, making it easy to locate and retrieve the necessary documents.

4.3 My experiences and learning from the internship period

During my internship at IDLC Securities Limited, I encountered my first taste of professional work culture, a significant milestone as I had never held a job before. Adapting to a new environment presented its challenges, but it also provided me with invaluable lessons and experiences.

a) Development of New Skills:

One of the most rewarding aspects of my internship was the acquisition of new skills. I gained hands-on experience with various HR tasks that aligned with my career aspirations, while also learning how to further refine my existing abilities.

b) Bridging Academic Knowledge with Practical Experience:

This internship served as a platform for me to apply my academic knowledge in a real-world setting, allowing me to assess the practical implications of what I had learned in university.

c) Enhancing Professional Communication:

I significantly improved my professional communication skills. Engaging with colleagues and supervisors required a different approach than casual conversations, and I learned to navigate these interactions effectively.

d) Building a Professional Network:

My time at IDLC Securities Limited enabled me to connect with seasoned professionals in the field of human resources. Rather than merely collecting experiences, I actively sought to expand my professional network by engaging with new people and ensuring I left a lasting impression.

e) Embracing Constructive Criticism:

The supportive environment at IDLC Securities Limited fostered my ability to accept constructive feedback gracefully. I believe that such criticism is not personal; rather, it serves as a tool for my growth and development in the workplace.

f) Team Collaboration:

Throughout my university years, I participated in numerous group projects, which taught me the value of collaboration. However, in this professional setting, teamwork took on a new level of importance, as each member's contribution was crucial to the success of our projects.

g) Proficiency in Office Applications:

Excel emerged as an essential tool in my daily tasks. I utilized it for critical data management, and I realized that proficiency in Excel provides a significant advantage in the business world, thanks to its powerful formulas that streamline large-scale tasks.

h) Problem-Solving Skills:

My internship offered practical experience that sharpened my problem-solving abilities, equipping me to tackle challenges effectively.

i)Time Management:

I also honed my time management skills. As I embark on my professional journey, I have become more mindful of how I allocate my time and prepared myself to handle whatever challenges may arise.

Chapter: 5

Methodology

The methodology implemented during the internship at IDLC Securities Limited was designed to enhance the efficiency and accuracy of the HR department through the strategic application of spreadsheet modeling. This approach aimed to integrate advanced spreadsheet tools with the existing Human Resource Information System (HRIS) to optimize the management of employee data. The methodology involved a series of systematic steps, including data collection and organization, identification of information gaps, document management and updates, data analysis, and reporting. Additionally, the methodology addressed the challenges encountered during the implementation process and the solutions that were developed to overcome these obstacles.

5.1 Objectives of the Study

To analysis of human resource efficiency at IDLC Securities Limited through the strategic application of spreadsheet analysis.

a. To optimize employee data management using advanced spreadsheet functionalities.
b. To recommend improvements to enhance HR operations through integrated spreadsheet analysis.

5.2 Tools and Techniques

Microsoft Excel was chosen as the core tool for this methodology due to its powerful data management and analysis capabilities. Excel's versatility made it an ideal choice for handling the diverse and complex data sets involved in HR operations. The structured spreadsheets created in Excel served as the foundation for managing employee information, providing a clear and organized way to store and access data. To fully leverage Excel's potential, a variety of advanced functionalities were employed. These included complex formulas and functions that automated repetitive tasks, reducing the likelihood of human error and freeing up HR personnel to focus on more strategic activities. Examples of these functionalities included VLOOKUP for cross-referencing data, IF statements for conditional logic, and pivot tables for summarizing and analyzing large data sets.

Data validation was another critical aspect of the methodology. By implementing data validation rules, the integrity of the data entered into the spreadsheets was maintained. These rules ensured that only valid and consistent information was included, reducing the risk of errors and inconsistencies. For example, data validation could be used to ensure that dates were entered in a consistent format, that numerical values fell within a specified range, or that specific fields were not left blank. Integration mechanisms were developed to synchronize the spreadsheet data with the existing HRIS. This involved creating interfaces that allowed for seamless data exchange between the two systems. These interfaces were designed to ensure that updates made in the spreadsheets were automatically reflected in the HRIS, and vice versa. This real-time synchronization was essential for maintaining the accuracy and completeness of the employee data across both platforms.

Additionally, the use of Excel's analytical tools provided valuable insights that informed strategic HR decisions. Techniques such as pivot tables, charts, and conditional formatting were employed to visualize trends, identify patterns, and support decision-making. These tools allowed HR personnel to easily analyze large data sets and generate reports that highlighted key metrics and performance indicators

5.3 Data Sources

During my internship at IDLC Securities Limited, I undertook pivotal responsibilities in gathering and managing vital employee data essential for the company's HR operations and regulatory compliance. This process involved meticulous handling of various documents and records to ensure accuracy and completeness. The knowledge can be categorized into two types.

- Primary Sources
- Secondary Sources

5.3.1 Primary Sources

- Employee Personal File
- Direct information

5.3.2 Secondary Sources

- Related Articles
- IDLC Securities Ltd.'s Website
- IDLC Finance Ltd. Annual Report

5.4 Data Collection Process

At IDLC Securities, where a dynamic team of over 200 full-time and part-time employees operates, I took charge of compiling a comprehensive array of employee information. From detailed resumes showcasing professional journeys to essential identification documents like National ID (NID) and Employee Tax Identification Number (ETIN) certificates, every piece played a crucial role in maintaining accurate personnel records. Educational and training certificates were also diligently recorded, reflecting the diverse skill sets and qualifications within the workforce. Additionally, I meticulously documented NID details of nominees, ensuring clarity in beneficiary identification processes.

S.N	Particulars	Branch	Number of Employees
1	Academic Certificates	Head Office	35
		Gulshan	17
2	Academic Marksheets	Dhanmondi	19
3	Training/Professional Certificates	Mohakhali	16
4	Tax Identification Number (ETIN) certificates	Gazipur	18
		Narayangonj	17
5	Copy of NID/Passport	Uttara	19
6	NID of Nominee	Sylhet	27
7	CV/Resume	Bogura	19
8	Utility Bill	Chattogram	18
Total			**205**

Table 2: All Data of IDLC Securities Limited

5.5 Sampling Size and Sampling Frame:

5.5.1 Number of Employee

IDLC Securities Limited compiled with 205 full-time and part-time employees in 10 branches.

5.5.2 Sample Size

For data analysis, a sample of 10 employees from each branch is taken out of 205 employees.

S.N	Branch	Number of Employees	Number of Sample
1	Head Office	35	10
2	Gulshan	17	10
3	Dhanmondi	19	10
4	Mohakhali	16	10
5	Gazipur	18	10
6	Narayangonj	17	10
7	Uttara	19	10
8	Sylhet	27	10
9	Bogura	19	10
10	Chattogram	18	10
Total		205	100

Table 3: Sample Size

5.5.3 Sampling Method:

I choose Simple Random Sampling (SRS) Method to analyz the data. The reason of choosing Simple Random Sampling (SRS) method is when sample is random, each employee has an equal chance of being chosen.

Chapter 6

Data Analysis & Interpretation

Data analysis divided into 8 particulars along with 100 employee personal profile equally likely chosen by Simple Random Sampling (SRS) method. The particulars are analyzed accordingly Academic Certificates, Academic Marksheets, Training Certificate, ETIN Certificate, Copy of NID/Passport, NID of Nominee, Copy of CV/Resume and Utility Bill.

Particular 1. Academic Certificates

S.N	Branch	Number of Employees	Crossover Error in Academic Certificates	Error Percentage in Academic Certificates
1	Head Office	10	1	10%
2	Gulshan	10	0	0%
3	Dhanmondi	10	0	0%
4	Mohakhali	10	3	30%
5	Gazipur	10	0	0%
6	Narayangonj	10	1	10%
7	Uttara	10	0	0%
8	Sylhet	10	0	0%
9	Bogura	10	1	10%
10	Chattogram	10	1	10%

Table 4: Particular 1 (Academic Certificates)

Table 4 shows that, the number of 1 employee from Head Office, 3 employees from Mohakhali Branch, 1employee from Narayangonj Branch, 1employee from Bogura Branch and 1employee from Chattogram Branch did not submit any one of their academic certificates (SSC/HSC/Honors/Masters) during their joining period. On the other hand, each and every employee of Gulshan Branch, Dhanmondi Branch, Gazipur Branch, Uttara Branch and Sylhet Branch submitted their all academic certificates during joining period.

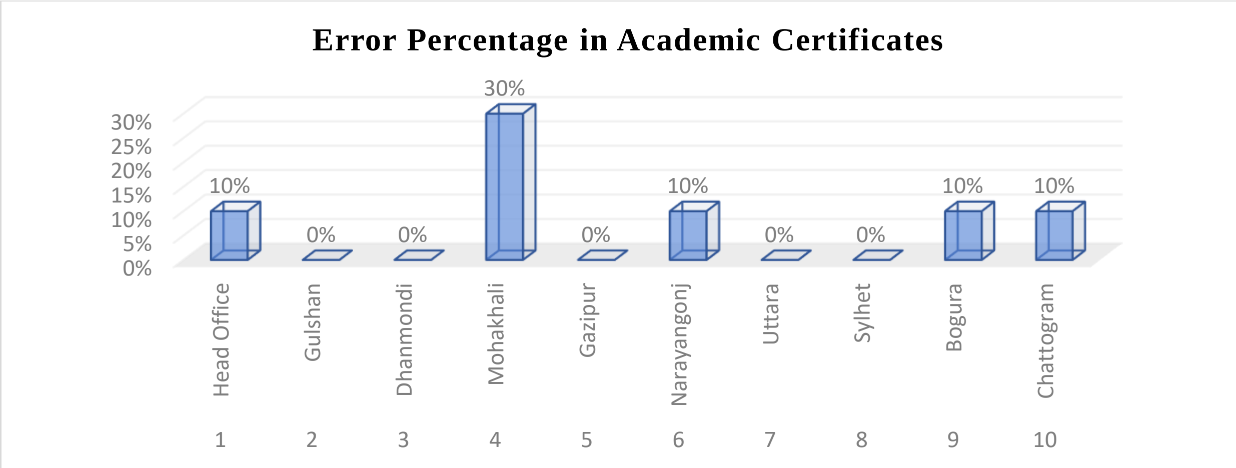

Chart 1: Error Percentage in Academic Certificates

Interpretation: The graph chart 1 shows that, the highest percentage of academic certificates (SSC/HSC/Honors/Masters) mismatched at the Mohakhali Branch which is 30%. After that, the least percentage of academic certificates mismatched in Head office, Narayangonj Branch, Bogura Branch and Chattogram Branch which is 10% in each branch.

Particular 2: Academic Marksheets

S.N	Branch	Number of Employees	Crossover Error in Academic Marksheet	Error Percentage in Academic Marksheet
1	Head Office	10	4	40%
2	Gulshan	10	3	30%
3	Dhanmondi	10	3	30%
4	Mohakhali	10	2	20%
5	Gazipur	10	1	10%
6	Narayangonj	10	3	30%
7	Uttara	10	2	20%
8	Sylhet	10	4	40%
9	Bogura	10	3	30%
10	Chattogram	10	3	30%

Table 5: Particular 2 (Academic Marksheet)

Table 5 shows that, the number of 4 employees from Head Office and Sylhet Branch; 3 employees from Gulshan, Dhanmondi, Narayangonj, Bogura and Chattogram Branch; 2 employees from Mohakhali and Uttara Branch and 1 employee from Gazipur Branch did not submit any one/two/three/four of their academic marksheet (SSC/HSC/Honors/Masters) during their joining period.

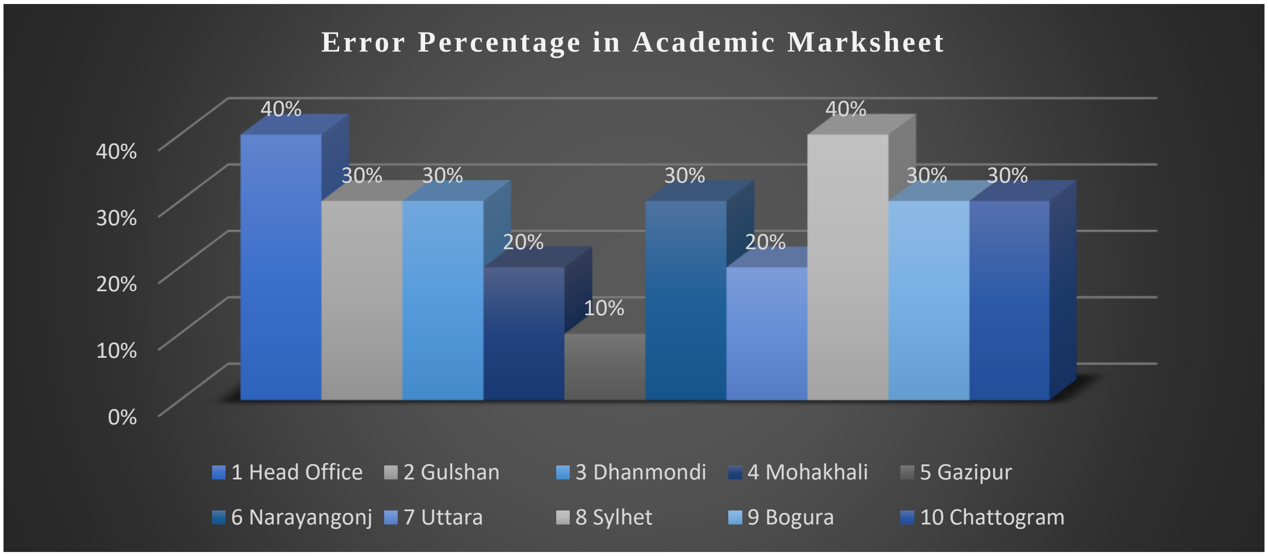

Chart 2: Error Percentage in Academic Marksheet

Interpretation: : The graph chart 2 shows that, the highest percentage of academic marksheet (SSC/HSC/Honors/Masters) mismatched at the Head Office and Sylhet Branch which is 40% in each branch. After that, 30% mismatched occurred at Gulshan, Dhanmondi, Narayangonj, Bogura and Chattogram Branch. In Mohakhali and Uttara Branch, the percentage is 20% in each Branch. The lowest percentage is 10% which was occurred in Gazipur Branch.

Particular 3: Training/Professional Certificates

S.N	Branch	Number of Employees	Training/Professional Certificates	Percentage of Trained Employee
1	Head Office	10	3	30%
2	Gulshan	10	2	20%
3	Dhanmondi	10	2	20%
4	Mohakhali	10	2	20%
5	Gazipur	10	0	0%
6	Narayangonj	10	2	20%
7	Uttara	10	2	20%
8	Sylhet	10	3	30%
9	Bogura	10	1	10%
10	Chattogram	10	1	10%

Table 6: Particular 3 (Training/Professional Certificates)

Table 6 shows that, the number of 3 employees from Head Office and Sylhet Branch, 2 employees from Gulshan, Dhanmondi, Mohakhali, Narayangonj and Uttara Branch, 1 employee from Bogura and Chattogram Branch, 0 employee from Gazipur Branch are trained or professional degree holder.

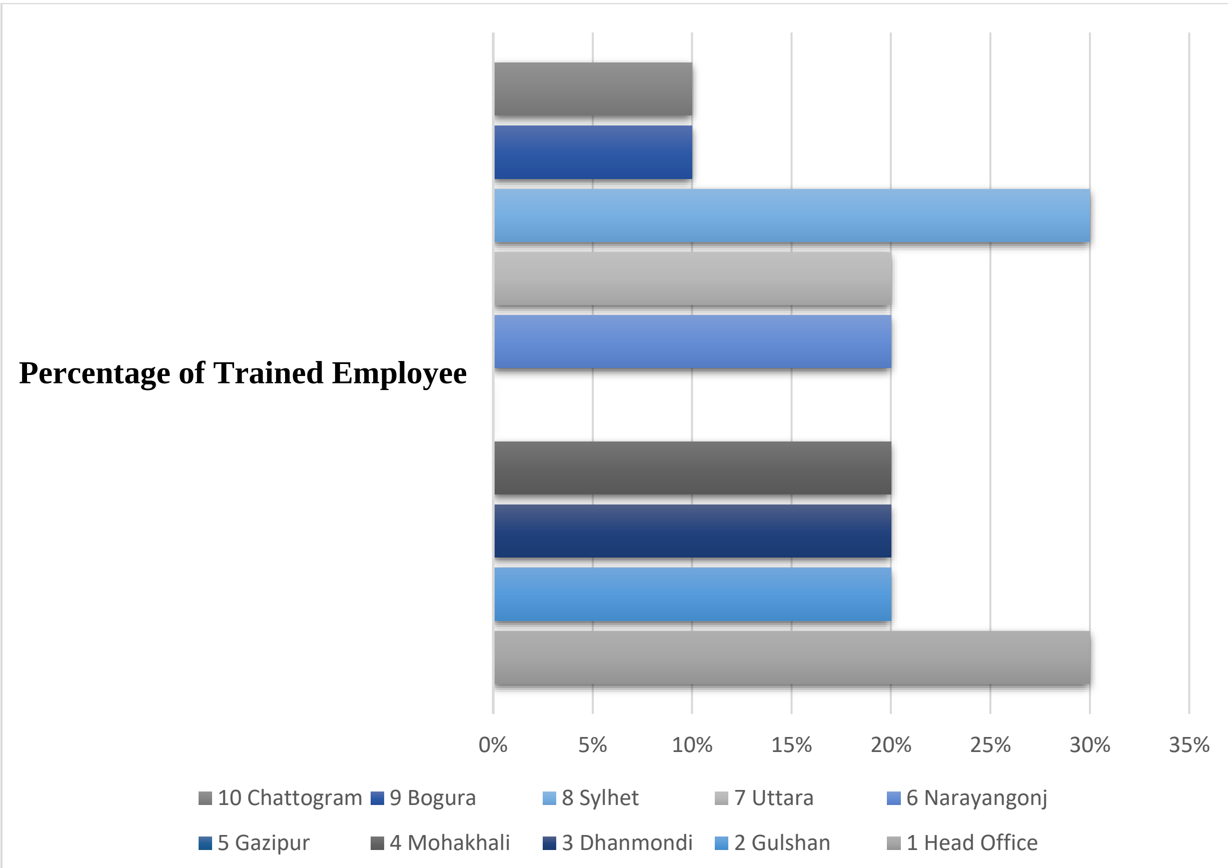

Chart 3: Percentage of Trained Employee

Interpretation: The Bar chart 3 shows that, Head office and Sylhet Branch has the highest percentage trained employee or professional degree holder employee which is 30% in each branch. After that, Gulshan, Dhanmondi, Mohakhali, Narayangonj and Uttara Branch has 20% trained employee or professional degree holder employee. Bogura and Chattogram Branch have 10% trained employee or professional degree holder employee. On the other hand, in Gazipur Branch, there are 0% trained employee or professional degree holder employee.

Particular 4: ETIN Certificates

S.N	Branch	Number of Employees	Crossover Error in ETIN Certificate	Error Percentage in ETIN Certificate
1	Head Office	10	0	0%
2	Gulshan	10	0	0%
3	Dhanmondi	10	0	0%
4	Mohakhali	10	0	0%
5	Gazipur	10	0	0%
6	Narayangonj	10	0	0%
7	Uttara	10	0	0%
8	Sylhet	10	0	0%
9	Bogura	10	0	0%
10	Chattogram	10	0	0%

Table 7: Particular 4 (ETIN Certificate)

Table 7 shows that, each and every employee from Head Office, Gulshan, Dhanmondi, Mohakhali, Gazipur, Narayangonj, Uttara, Sylhet, Bogura and Chattogram Branch submitted ETIN Certificate during their joining period.

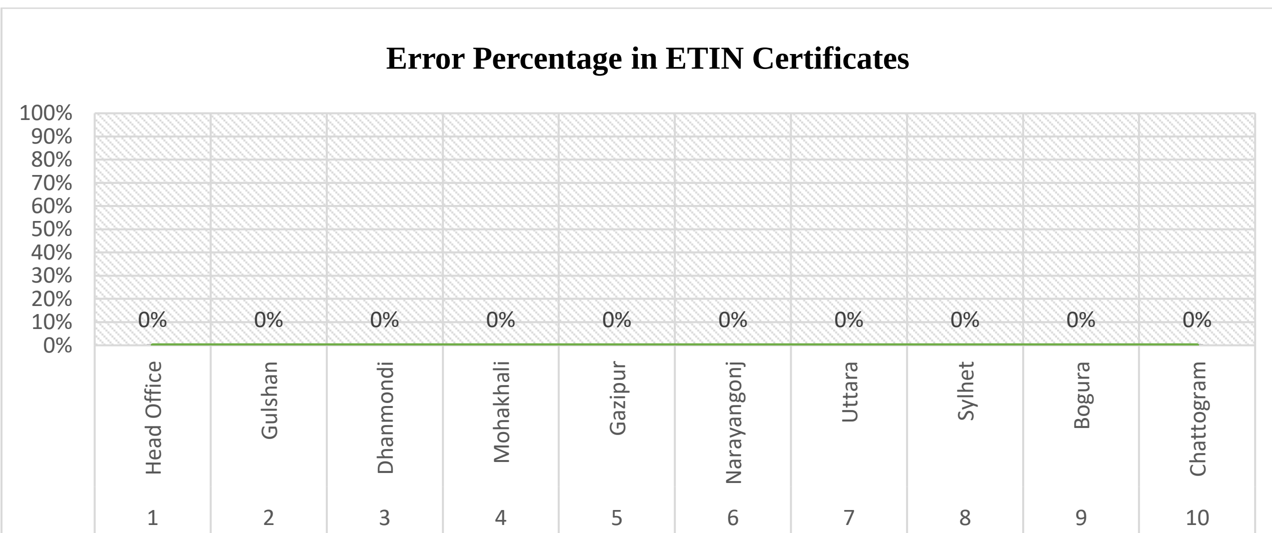

Chart 4: Error Percentage in ETIN Certificates

Interpretation: The Graph Chart 4 shows that, in each branch of IDLC Securities Limited, the gap of ETIN Certificate is 0%.

Particular 5: NID

S.N	Branch	Number of Employees	Crossover Error in NID	Error Percentage in NID
1	Head Office	10	0	0%
2	Gulshan	10	0	0%
3	Dhanmondi	10	1	10%
4	Mohakhali	10	0	0%
5	Gazipur	10	1	10%
6	Narayangonj	10	0	0%
7	Uttara	10	0	0%
8	Sylhet	10	0	0%
9	Bogura	10	0	0%
10	Chattogram	10	0	0%

Table 8: Particular 5 (NID)

Table 8 shows that, the number of 1 employee from Dhanmondi Branch and Gazipur Branch did not submit their copy of NID during joining period. On the other hand, each and every employee from Head Office, Gulshan, Mohakhali, Narayangonj, Uttara, Sylhet, Bogura and Chattogram Branch submitted their copy of NID during joining period.

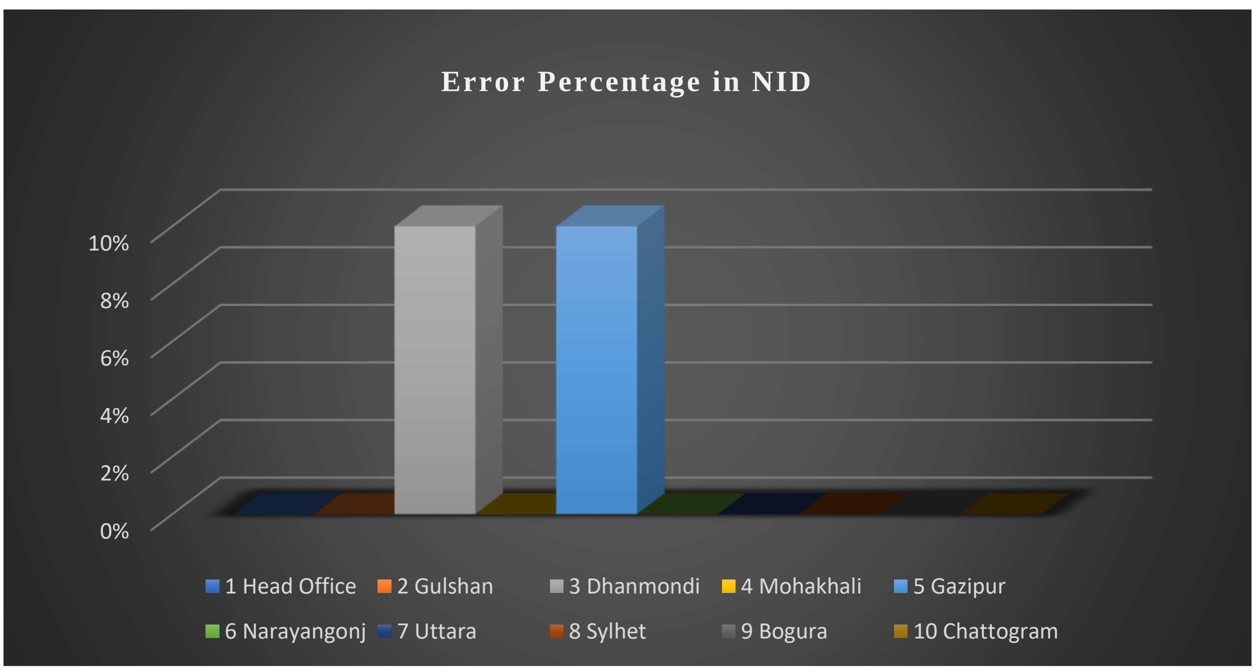

Chart 5: Error Percentage in NID

Interpretation: The Graph Chart 5 shows that, Dhanmondi and Gazipur both Branch has 10% gap of NID. On the other hand, Head Office, Gulshan, Mohakhali, Narayangonj, Uttara, Sylhet, Bogura and Chattogram Branch has 0% gap of NID.

Particular 6: NID of Nominee

S.N	Branch	Number of Employee	Crossover Error in NID of Nominee	Error Percentage in NID of Nominee
1	Head Office	10	3	30%
2	Gulshan	10	2	20%
3	Dhanmondi	10	1	10%
4	Mohakhali	10	0	0%
5	Gazipur	10	1	10%
6	Narayangonj	10	0	0%
7	Uttara	10	2	20%
8	Sylhet	10	1	10%
9	Bogura	10	0	0%
10	Chattogram	10	2	20%

Table 9: Particular 6 (NID of Nominee)

Table 9 shows that, the number of 3 employees from Head Office, 2 employees from Gulshan, Uttara and Chattogram Branch, 1 employee from Dhanmondi, Gazipur and Sylhet Branch did not provide a copy of NID of their Nominee during joining period. On the other hand, each and every employee of Mohakhali, Narayangonj and Bogura Branch provided a copy of NID of their Nominee during their joining period.

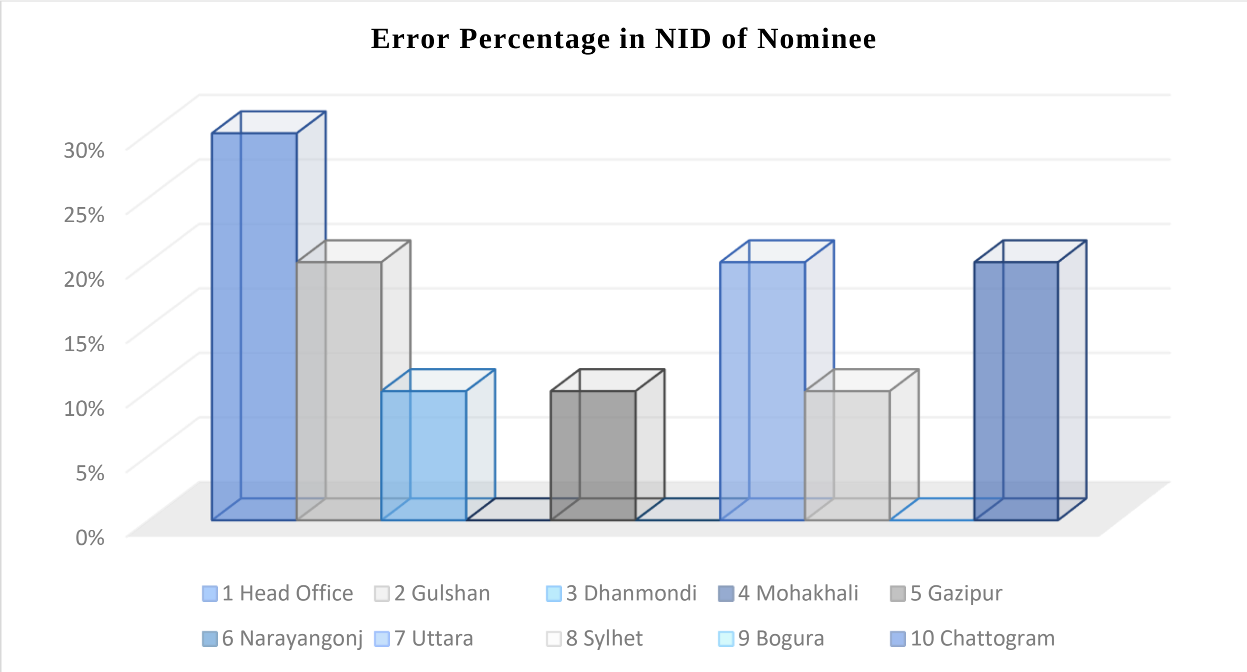

Chart 6: Error Percentage in NID of Nominee

Interpretation: The Graph Chart 6 shows that, the highest percentage gap in NID of Nominee occurred at Head Office which is 30%. After that, 20% gap occurred in Gulshan, Uttara and Chattogram Branch. 10% gap occurred at Dhanmondi, Gazipur and Sylhet Branch. In Mohakhali, Narayangonj and Bogura Branch, there are 0% gap in NID of Nominee.

Particular 7: CV/Resume

S.N	Branch	Number of Employee	Crossover Error in CV/Resume	Error Percentage in CV/Resume
1	Head Office	10	1	10%
2	Gulshan	10	0	0%
3	Dhanmondi	10	0	0%
4	Mohakhali	10	0	0%
5	Gazipur	10	1	10%
6	Narayangonj	10	0	0%
7	Uttara	10	1	10%
8	Sylhet	10	1	10%
9	Bogura	10	0	0%
10	Chattogram	10	0	0%

Table 10: Particular 7 (CV/Resume)

Table 10 shows that, 1 employee from Head Office, Gazipur, Uttara and Sylhet Branch did not provide their CV/Resume during their joining period. On the other hand, each and every employee from Gulshan, Dhanmondi, Mohakhali, Narayangonj, Bogura and Chattogram Branch provided their CV/Resume during their joining period.

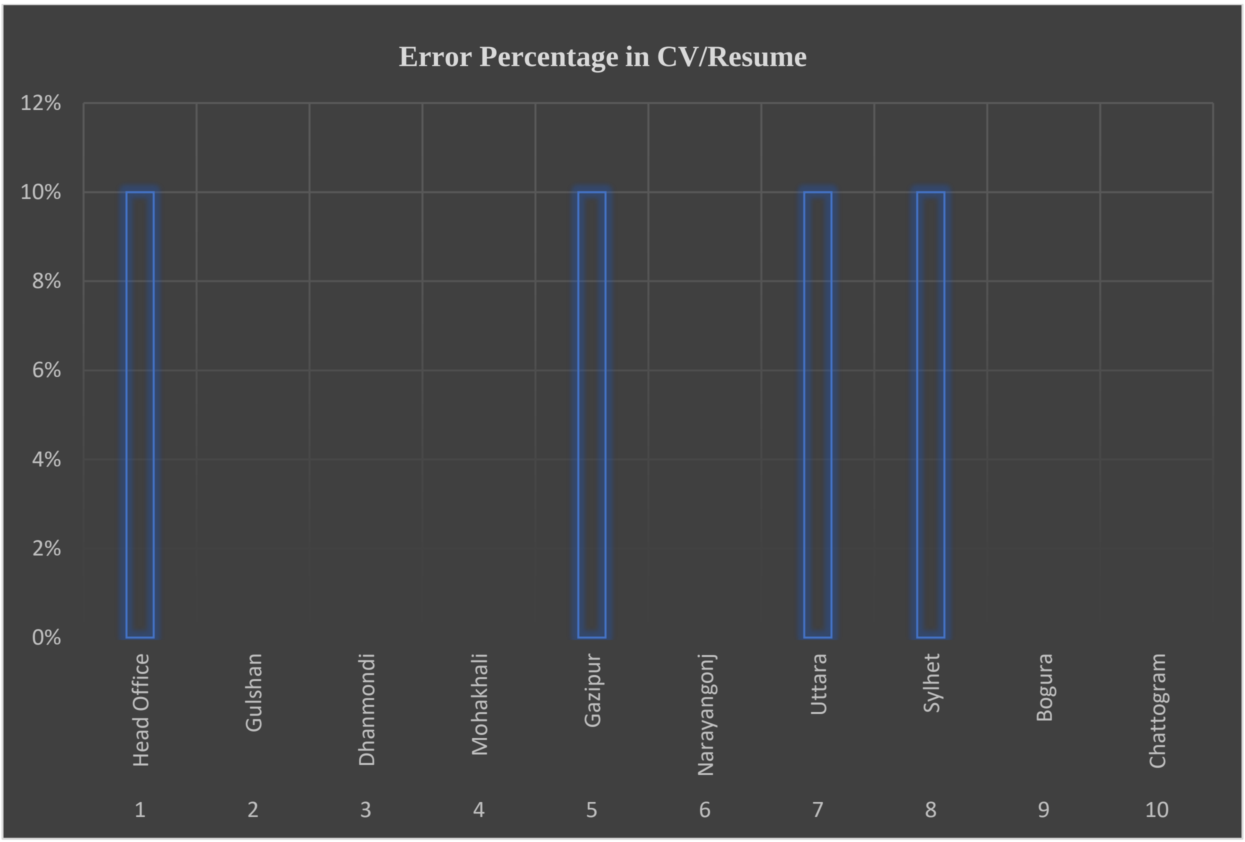

Chart 7: Error Percentage in CV/Resume

Interpretation: The Graph Chart 7 shows that, in Head Office, Gazipur, Uttara and Sylhet Branch, the percentage of gap in CV/Resume is 10%. On the other hand, in Gulshan, Dhanmondi, Mohakhali, Narayangonj, Bogura and Chattogram Branch, the percentage of gap in CV/Resume is 0%.

Particular 8: Utility Bill

S.N	Branch	Number of Employee	Crossover Error in Utility Bill	Error Percentage in Utility Bill
1	Head Office	10	2	20%
2	Gulshan	10	0	0%
3	Dhanmondi	10	1	10%
4	Mohakhali	10	2	20%
5	Gazipur	10	1	10%
6	Narayangonj	10	0	0%
7	Uttara	10	1	10%
8	Sylhet	10	3	30%
9	Bogura	10	0	0%
10	Chattogram	10	2	20%

Table 11: Particular 8 (Utility Bill)

Table 11 shows that, the number of 3 employees from Sylhet Branch, 2 employees from Head Office, Mohakhali and Chattogram Branch, 1 employee from Dhanmondi, Gazipur and Uttara Branch did not sumbit utility bill during their joining period. On the other hand, each and every employee from Gulshan, Narayangonj and Bogura Branch provided their utility bill during the joining period.

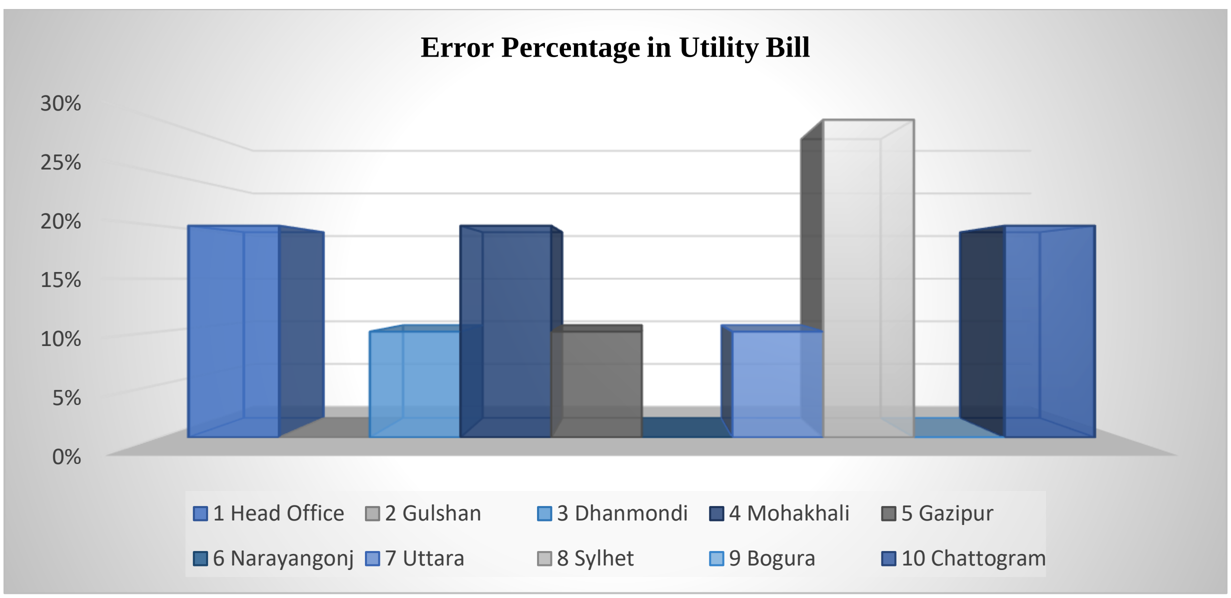

Chart 8: Error Percentage in Utility Bill

Interpretation: The Graph Chart 8 shows that, the highest percentage gap in utility bill occurred at Sylhet Branch which is 30%. After that, 20% gap occurred at Head Office, Mohakhali and Chattogram Branch. In Dhanmondi, Gazipur and Uttara Branch, the percentage is 10%. On the Other hand, in Gulshan, Narayangonj and Bogura Branch, the gap in utility bill is 0%.

6.1 Challenges and Solutions

The methodology also addressed several challenges encountered during the implementation process. These challenges were categorized into technical and operational challenges, each requiring specific solutions to ensure the successful implementation of the methodology. Technical challenges included compatibility issues with existing IT infrastructure and the complexities of data migration and integration. These issues were addressed through close collaboration with the IT department, which developed customized solutions to ensure seamless integration and data synchronization. This involved creating interfaces and data exchange mechanisms that allowed for smooth communication between the spreadsheet models and the HRIS. For example, one of the technical challenges encountered was the integration of the spreadsheet models with the HRIS. This required developing custom scripts and interfaces that allowed for real-time data synchronization between the two systems. By working closely with the IT department, these technical challenges were successfully overcome, ensuring that the integration was seamless and effective. Operational challenges included ensuring data consistency across departments, maintaining data security, and overcoming resistance to change among HR personnel. To address these challenges, standardized data entry protocols were implemented to ensure consistency and accuracy. Enhanced security measures were also put in place to safeguard confidential employee data through measures such as encryption and access restrictions. Regular training sessions were conducted to familiarize HR staff with the new spreadsheet modeling techniques and to address any concerns or resistance to change.

For instance, to overcome resistance to change, the HR department conducted regular training sessions and workshops to demonstrate the benefits of the new spreadsheet modeling techniques. These sessions helped to build confidence and proficiency among HR personnel, making it easier for them to adopt and utilize the new tools. Additionally, a feedback mechanism was established to allow HR staff to provide input and suggestions for further improvements, fostering a sense of ownership and collaboration.

6.2 Lessons Learned and Best Practices

The internship provided several key lessons and best practices that were crucial for the successful implementation of the methodology. One of the most important lessons learned was the importance of continuous training for HR personnel. By providing ongoing training, HR staff were able to maximize their proficiency in using spreadsheet tools, leading to more efficient and accurate data management. Another key lesson was the need for a feedback mechanism to iteratively improve spreadsheet models based on user input and evolving business requirements. By regularly soliciting feedback from HR staff and other stakeholders, the methodology could be continuously refined and improved to better meet the needs of the organization.

For example, regular feedback sessions were held with HR staff to gather their input on the effectiveness of the spreadsheet models and identify any areas for improvement. This feedback was used to make iterative adjustments and enhancements to the models, ensuring that they remained aligned with the evolving needs of the HR department. Future recommendations included exploring advanced analytics capabilities within spreadsheet tools, such as the use of artificial intelligence (AI) for predictive analytics. These advanced tools could provide even deeper insights and support more strategic decision-making in HR functions. Additionally, expanding the use of cloud-based solutions could enhance data accessibility and collaboration, further improving the efficiency and effectiveness of HR operations. For instance, by integrating AI and machine learning algorithms into the spreadsheet models, the HR department could gain predictive insights into employee turnover, performance trends, and training needs. This would enable more proactive and strategic HR management, helping to drive better outcomes for the organization

Chapter: 7

Findings, Recommendations & Conclusion

7.1 Findings of the Report

The data analysis presented in Table 4 to Table 11 and Chart 1 to Chart 8 regarding the various particulars of employee documentation at IDLC Securities Limited, the following 8 specific findings can be derived:

1. Table 4 and Chart 1 shows that, the Mohakhali Branch had the highest percentage in the submission of any one of their academic certificates (SSC/HSC/Honors/Masters). After Mohakhali Branch, Head Office, Bogura and Chattogram Brach took the place which is 10%. Which indicating lack of awareness in Human Resource Department regarding the required documentation.

2. Table 5 and Chart 2 shows that, the Head Office and Sylhet Branch both exhibited the highest percentage (40%) for any one/two/three/four academic marksheet (SSC/HSC/Honors/Masters) submission. After that, 30% mismatched occurred at Gulshan, Dhanmondi, Narayangonj, Bogura and Chattogram Branch. In Mohakhali and Uttara Branch, the percentage is 20% in each Branch and 10% mismatched was occurred in Gazipur Branch. Which suggesting a significant gap in the submission of these documents could affect employee verification process.

3. Table 6 and Chart 3 shows that, Gazipur Branch had no employees with training/professional certificates, indicating a lack of professional development or training opportunities for employees in that branch compared to others.

4. Table 7 and Chart 4 shows that, all branches (Head Office, Gulshan, Dhanmondi, Mohakhali, Gazipur, Narayangonj, Uttara, Sylhet, Bogura and Chattogram) had a 0% error rate for ETIN Certificate submissions, demonstrating complete compliance across the organization for this requirement.

5. Table 8 and Chart 5 shows that, both Dhanmondi and Gazipur Branches had a 10% error rate in NID submissions, highlighting a better communication or reminders regarding the importance of submitting this document.

6. Table 9 and Chart 6 shows that, the Head Office had the highest error percentage (30%) for the NID of Nominee submissions along with 20% in Gulshan, Uttara and Chattogram Branch and 10% gap occurred at Dhanmondi, Gazipur and Sylhet Branch, indicating lack of awareness to collect his document.

7. Table 10 and Chart 7 shows that, the Head Office, Gazipur, Uttara and Sylhet Branches each had a 10% error rate in CV/Resume submissions, suggesting that there may be a need for better communication regarding document requirements during the onboarding process.

8. Table 11 and Chart 8 shows that, the Sylhet branch had the highest error percentage (30%) in utility bill submissions, while Gulshan, Narayangonj and Bogura Branches achieved 0% error, indicating that the employees of Sylhet Branch along with Head Office, Dhanmondi, Mohakhali, Gazipur, Uttara and Chattogram Branches who did not submit utility bill may need to address the issue for not submitting this document.

7.2 Recommendations

1. Sent personalized reminders to the employees who have not submitted any of the required document (Academic Certificate/Marksheet//NID/NID of Nominee/CV/Resume/Utility Bill). This was done through emails, clearly stating the importance of these documents and the deadline for submission.

2. Provided a clear checklist of required documents that employees need to submit. This checklist was developed by using spreadsheet modeling and shared via email.

3. One HR personnel was assigned to follow up regularly with employees. This ensured accountability and a dedicated point of contact for employees with questions.

4. After receiving missing document, HR personnel verified the authenticity and completeness of the submitted documents, ensuring they meet the required standards and are correctly filed.

5. Updated the employee records in the HRIS with the newly collected documents, ensuring that all information is accurately reflected and organized for easy access.

7.3 Conclusion

The integration of spreadsheet tools with the existing Human Resource Information System (HRIS) at IDLC Securities Limited has demonstrated significant improvements in data management and HR operational efficiency. This internship report has highlighted the transformative potential of leveraging advanced spreadsheet functionalities to streamline HR processes, ensuring data integrity, and enhancing decision-making capabilities within the HR department. Looking forward, several recommendations have been identified to further enhance HR efficiency at IDLC Securities Limited. Regular training and development programs for HR professionals are essential to ensure proficiency in advanced spreadsheet functionalities. Continuous efforts to refine the integration of spreadsheet tools with HRIS, including software updates and process reviews, will keep the system robust and adaptable to evolving needs. Introducing automated reporting systems and leveraging predictive analytics using spreadsheet tools will provide valuable insights into workforce trends and future needs, enabling the HR department to anticipate challenges and develop proactive strategies.

In conclusion, this internship report underscores the significant impact of integrating spreadsheet tools with HRIS at IDLC Securities Limited. The improvements in data synchronization, integrity, and decision-making processes, along with the optimization of employee data management, highlight the critical role of advanced spreadsheet functionalities in modern HR operations. By implementing the recommended strategies, IDLC Securities Limited can continue to enhance the efficiency and effectiveness of its HR practices, ultimately contributing to the organization's overall success. The insights and experiences gained during this internship have been invaluable, providing a solid foundation for future endeavors in the field of human resource management.

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References

https://securities.idlc.com