



**Faculty of Business Administration
Daffodil International University**

**INTERNSHIP AFFILIATION REPORT ON
The Operational Activities of Odin Offshore Sourcing in
Bangladesh**

An Internship Report Presented to the Faculty of Business Administration in Partial
Fulfillment of the Requirements for the Degree of
Master of Business Administration (MBA)

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Letter of Endorsement

Internship Affiliation Report entitled Operational Activities of Odin Offshore Sourcing in Bangladesh submitted to the Office of Placement and Alumni to partially fulfill the requirements for Master of Business Administration (MBA) in Finance major in Faculty of Business Administration on .2022 it was done by **Md. Shahiduzzaman**, ID# **211-14-3296**. Reports have been received and can be submitted to the Internship Defense Committee for evaluation.

(All opinions and suggestions in this report are those of the author of the report only. The University does not endorse or deny these opinions or suggestions).



Mr. Nurul Mohammad Zayed
Internship Supervisor

Declaration

I am Md. Shahiduzzaman hereby declare that after completing my 03 (three) month internship at Odin Offshore, I am preparing my internship report on “Operational Activities of Odin Offshore sourcing in Bangladesh”, report is prepared under the supervision of Md. Nurul Mohammad Zayed (Assistant Professor), Department of Business Administration, Daffodil International University. I also confirm that this report is prepared for my academic purposes. This internship report is my real work. I believe this will help you to have a positive view of me.

I appreciate this opportunity to show my insightful gratitude to you for sparing your valuable time, guidance & Knowledge.



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Acknowledgement

First of all, I would like to thank Almighty Allah for completing the report on time. Thanks to the people who helped compile the report. I would like to express my sincere gratitude to my supervisor, Mr. Nurul Mohammad Zayed of Daffodil International University, for his guidance, valuable suggestions and benevolent advice throughout my postgraduate studies. increase.

It is very difficult to complete such a task without the cooperation of others. From the very beginning, his superiors, colleagues, team his leader, general manager, international relations manager and his president of ODIN Offshore his sourcing took valuable time to make suggestions, answer questions and provide various documents. gave me Helpful materials. I am very grateful to Mr. Abdulla Zahid (ODIN Manager) for giving me the opportunity to work in the organization. Special thanks to company director and trainer Sheikh Summon for providing valuable input into the preparation of this report. Thanks to Maria Khandakar and the rest of Odin's staff for their support when I needed it.

Executive Summary

This report discusses various aspects of the retirement plan and home evaluation process in the United States. And by conducting a comparative study, I was trying to find out how effective and well-regulated the US pension industry and financial institutions are, and how unstructured this retirement benefit sector in Bangladesh is.

First, the report describes the pension system in the United States. U.S. pension policy has several characteristics that make it very popular and widely supported by both government and non-governmental organizations, even for sole proprietorships. This austerity policy is very popular because of government regulation, people's desire to save, people's right to know, their contribution to the national economy, and their contribution to the domestic economy. The U.S. government is very conscious and seriously concerned about protecting the rights of retirees and providing financial security in retirement. The IRS (Internal Revenue Service) and DOL (Department of Labor) provide guidelines for employers to administer retirement plans that provide retirement benefits to their employees. Retirement plans also help employers achieve tax savings on organizational profits. The second stage of the report briefly discusses the valuation of assets. The methodology and tools required for real estate appraisal have been explained.

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1.1 Rationale of the study

The internship program is a prerequisite for obtaining a Master of Business Administration (MBA) degree from Daffodil International University (DIU). All students are required to complete an internship program before graduation. In the modern business world, internships help students demonstrate their skills and abilities from supervised experience, and can also demonstrate academic learning and acceptable professional, personal, and interpersonal conduct. . It is an opportunity for students to know the actual situation through this program.

This internship report is prepared on the basis of US Retirement Planning and Real Estate Valuation and Operations of Odin Offshore Sourcing in Bangladesh to meet the requirements of pursuing postgraduate studies in his MBA program at Daffodil International University (DIU) it was done. By completing this internship program, you will get to know the professional working environment.

I He has been working for Odin Offshore Sourcing since December 1, 2021 as a Financial Analyst. From there, I gained a better understanding of key issues such as: B. Conducting Real Estate Appraisals and Reporting Rules and Regulations for American Retirement Benefit Plans. This report reflects my performance at the company based on about one year of professional experience.

1.2 Objective

1.2.1 Broad Objective

The broad objective of this report is to analyze operational activities of “Odin Offshore sourcing in Bangladesh.

1.2.2 Specific Objectives

The specific objectives of this report are:

- To describe the American Retirement plan.
- To explain property valuation and verification process

1.3 Company Overview

The internship program is a prerequisite for obtaining a Master of Business Administration (MBA) degree from Daffodil International University (DIU). All students are required to complete an internship program before graduation. Internships, In the modern business world, the population of pensioners has become a major social concern in Bangladesh as it does not have a social security system like many other developing countries. Population size, resources Bangladesh's pension sector will pose a major problem given the shortage of health care, existing poverty, inadequate health facilities and lack of social security.

Property Valuation is a process of determining the property's market value through adjusting the cap rate and NCF. And how much loan a client deserves against their property, it depends on the market value of the subject property. Besides, some of the very important tools are used to conduct property valuation and after the completion of whole process, the bank comes up with the final decision of sanctioning a loan. This report is very much important for them those who want to get a comprehensive idea of property valuation.

Bangladesh's pension system, both public and private, is not well developed, and many people do not know that there is a pension system. Government rules and regulations are poorly organized to protect the rights and interests of workers, and many types of corporate establishment workers in our country are left without a retirement plan. It's stolen. Above all, employees know nothing about pension plans. Regulatory authorities to protect employee welfare have not taken the necessary steps to protect the rights and welfare of employees. Employer contribution regulations are no longer current. The types of retirement benefits are not specifically defined or specified in the private sector, whether the benefits are specific benefits or defense contributions. Most companies do not have a benefit plan that can provide retirement benefits to their employees. Employers have not taken steps to reduce discrimination between highly paid and non-highly paid workers.

The U.S. government is very concerned and serious about protecting the rights and financial security of retirees. To attract employees with tax incentives, most organizations implement retirement plans. The rules, regulations, and reporting processes for retirement savings in America are very complex. Understanding everything and acting accordingly is very difficult even for US organizations. Also, it is very expensive to maintain an internal department for reporting retirement plans. So we hire a third-party administrator (TPA) to do our year-end reports. This challenging nature of the job makes it more difficult to train new hires to prepare assignment reports. Both trainees and trainers face various challenges during and after the training period. Therefore, this study explores how Odin Offshore Sourcing produces end-of-year allocation reports along with asset valuation reports and the challenges faced in training staff to produce allocation reports.

Outsourcing involves transferring the management and/or day-to-day execution of an entire business function to an outside service provider. The customer organization and provider enter into a contractual agreement defining the services to be transferred. Under the contract, the supplier acquires the means of production from the customer in the form of the transfer of persons, property and other resources. The Client undertakes to receive the Provider's services for the duration of the Contract. Offshoring is the transfer of organizational functions to another country, regardless of whether the work is outsourced or remains within the same firm/company. As a developing market for the outsourcing sector, Bangladesh has great potential, especially with competitive low wage rates, high labor supply and relatively cheap knowledge transfer to trained and developed skilled workers. I have. As the outsourcing field is still an untapped market, we not only have a competitive advantage, but also expect market leadership in the outsourcing field.

In today's cost-conscious, results-driven business world, more and more companies are turning to outsourcing as a tool to secure revenue growth while saving time and money, thereby increasing their agility. is maintained. For this reason, Odin Offshore Sourcing has remained firm in its commitment to providing quality services to help its parent organization, Townhouse Partners of USA, reduce costs while achieving more strategic business objectives and fixed.

1.3.1 History

ODIN Outsourcing started operations in 2014 with the vision of developing the outsourcing industry in Bangladesh. Odin's founders have overseas education, work experience, global business networks and a track record in outsourcing. The Profile of Odin's leadership is provided later in the presentation. Odin is an affiliate of Townhouse Partners, a leading New-York based firm, focusing on big data in financial services. Through its affiliate and independently, Odin works with overseas companies; both large and SMEs in the US, UK, and Australia. For these Clients, Odin provides outsourcing services, in financial technology (fintech), in big data and in graphic designing. Odin has grown rapidly since its inception and now employs around 100 people in its 8,000 SF office in Gulshan Niketan. Odin notable achievements include leading the data analytics for some of Wall Street's largest commercial transactions.

Odin provides technology-enabled outsourcing services in the areas of fintech, data and graphics. Odin also sees the opportunity to expand its service lines to include web and application development. As mentioned earlier, Odin is under pressure from its Clients to expand its existing service lines in Fintech, Big Data & Graphics. In response, 60 new people have been hired, and another 30 more are in the recruitment process. At the same time, there is opportunity to expand into development services, for web & mobile app. There is demand for such services both from existing Clients and new Clients.

1.3.2 Vision

Our broader vision is to develop the outsourcing industry in Bangladesh. This has helped us invest for the long-term – in developing people, technology and relationship with Clients.

1.3.3 Mission Statement

'Is to provide SMEs with access to skilled human resources overseas, technology and robust process.

1.3.4 Core values

'Core values encourage behaviors throughout our company that will help us fulfill our mission, vision and goals'.

It believes that following these core values are keys to success:

- Accountability
- Celebrate success
- Commitment to excellence
- Commitment to people
- Creative solution
- Effective communication
- Embrace diversity
- Focus on pro-active solution
- Integrating outstanding service
- Positive attitude
- Results-oriented change
- Team work
- Technical competence

2.1 Work Related Activities

I have involved with the property valuation process which is important for those who are looking for the loan by mortgaging their property. It is prepared as part of the evaluation/verification process and it helps the bank to verify the current property condition and determine the value of the property of the prospective borrower so that the risk of being loan defaulter can be reduced through scrutinizing the details of the property. I have been giving my vigorous effort to learn and working relentlessly to prove myself. The tasks that I am being involved is provided in beneath;

Specific Responsibilities:

- Collecting the required documents from the clients
- Matching the property attributes
- Identifying the market value of the property
- Determining the calculated value of the property
- Measuring the repayment capacity of the client's creditworthiness.
- Savings Account opening.

2.1.1 Collecting the required documents from the clients

When borrowers request for loan, we usually try to know what type of loan they are seeking for, as clients can avail loans in two ways by mortgaging their property. One is acquisition and another one is refinancing. Acquisition is when anyone wants to purchase another property is known as acquisition and refinancing refers to when anyone wishes to renovate their property is known as refinancing. After knowing their requirements in details, we ask the clients to provide the Due Diligence/supporting documents and let them know about the requirements and the process they need to know and the process we have to go through for processing the loan. The documents are used in order to assess the creditworthiness of the prospective borrowers.

2.1.2 Employing the 3rd party

After completion of the verification and analysis of the documents, we inform our clients and request them to employ third parties in order to verify the authenticity and credibility of the documents provided. Basically, 3rd parties are involved to identify the mismatches of the borrower's information.

2.1.3 Matching the Property Attributes

One of the most significant part is matching the property attributes, we usually match the information between the surveyor reports and the information that clients provide. Here, we mainly emphasize on identifying the deviation of location of the property, building structure and condition of the property, standard of fixtures and facilities, area and whether planning restrictions is applicable. To match property attributes, we use some templates. When we find any discrepancy in the information, we highlight the information and inform the clients to scrutinize.

2.1.4 Identifying the Market Value of the Property

As part of the whole process, we need to find out the market value of the property.

- **Location:** Location plays a significant role to determine the property value higher or lower. If the property is located in any commercial/industrial zone or central city then the property is valued exceedingly higher. There are mainly two components which determine the value of a particular property; capitalization rate and Net cash Flow of the property,
- **Earning:** If a property has a very good net cash flow such as how much it is earning monthly or yearly. Earnings are considered as the creditworthiness of the property whether the owner can repay the money or not.
- **Size and age:** If the size of the property is bigger and the age of the property is favorable then it will get higher market value in terms of getting a loan.

These are some other factors which are also considered in valuing a property along with some personal judgments.

2.1.5 Determining the Appraised Value of the Property

Here, I have to do details evaluation of a property's value which is also finally reviewed by the analyst but there is a certain task conducted by me. I used some parameters like the size of the property, how many bedrooms and bathrooms the home has as well as any extras such as smart home features. What is the current condition of the home is also considered? Here one important thing I have to differentiate a home that was remodeled warrants a higher value than a well maintained one. Now, let's come to the calculation part of the valuation -

We usually do this valuation to know the size of the loanable amount against the value of the property for securing the loan thus determine how risky a loan. To calculate this value, I use customize tool of the bank which gives me the result of the percentage of loan against the property. After identifying the LTV ratio, if we find that the LTV ratio is below 100 % of the property value then clients might get the loan considering the other factors.

Diagram of the loan disbursement procedures:

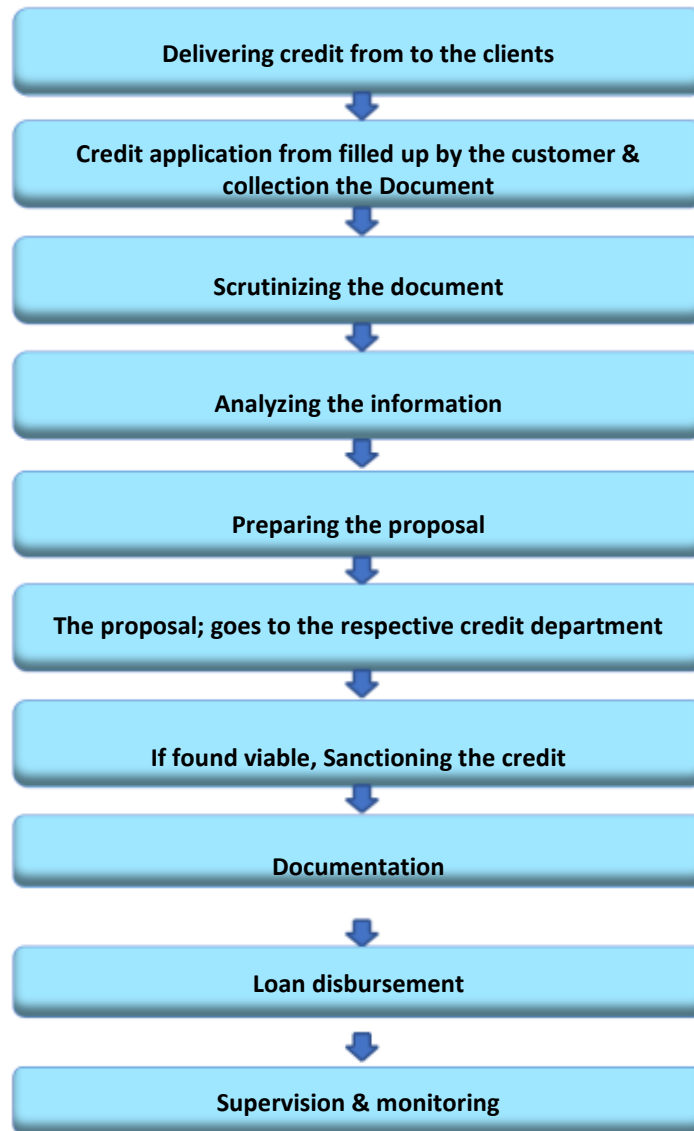


Figure 1: Loan Approval and Disbursement

2.1.6 Offering a Sanction Letter

After completion of the analysis when a loan is permitted by the respective authority, I usually prepare the sanction letter which contains, the credit history of the applicant, whether provided documents is authenticated, legal documents of property which is mortgaged and the current and anticipated market value of the property which is mortgaged. Besides that, the bank charges a processing fee for all the efforts that we put into to get the sanction letter ready.

2.1.7 Other Relevant Activities

- **File Management:** Most often, I help my manager in managing the files, like arranging the documents of property valuation. Besides, I usually download the supporting documents from designated website and make order them according to company's format. Working in an organized way increases the productivity of the work.
- **Receiving Phone Call from Clients:** Besides my work, I need to receive the call from clients to discuss about the loans as they follow-up the status of disbursed loans. Then, by knowing the status of the valuation I respond to them accordingly. Besides that, I often call clients to know some information regarding the subject property for which borrower is asking for the loan.
- **Using Seal on Documents:** In a financial based organization, using seal on documents is very common and essential therefore, I need to use the seal on documents wherever it's needed. Once my boss guides me on how to seal and where to seal on documents to verify then I use it accordingly.
- **Scanning Documents:** Scanning documents is mandatory to update in the system since it provides more safety to the financial institution. Most often, I help my boss to scan the documents since we need to keep scanned documents into the system. Thus it makes the organization more secured.
- **Reporting to the Boss:** I have to report the progress of my work what I am doing. Besides, if I face any problems, I usually go to my boss to solve the problem. He is cooperative with my work which helps me at work.
- **Photocopy:** I usually take random photocopies whenever needed thus increase the productivity of the work.

2.2 Organization Wide Activities

As a part of the fulfillment of the requirements for the degree of Masters of Business Administration (MBA), I have got an opportunity to work as an intern at ODIN and gained some real corporate experience over here. As it is a USA based company working for US clients, I did not have any idea before about Odin's business operation. During the orientation, the human resource manager has given a little introduction about the business operation, which was very insightful. Following the orientation, the next day I had the training on the basic fundamentals of property

valuation and the retirement plans of USA. Over there I received training from Mr. Abdulla Zahid who is the manager of the outsourcing department of ODIN. After receiving training for one day from Mr. Abdulla Zahid, the picture of ODIN's operation was very clear to me.

During the training period, I have been taught about how does a plan document looks like followed by the printed version of a census file. Afterwards, the whole training was limited between RPF 1 and RPF 2. I have received training from Mariya Khadakar. I have also appeared for several exams based on the training given and scored comparatively good marks. After each exam, the trainer used to talk to us regarding our mistakes in the exam. Thus, I learned about the whole allocation process and some mechanisms behind that process. In the meantime, I got the access in the Administration test server and observed different functions under that software. Afterwards, I have been given several mock plans to complete. According to my understanding, the whole allocation process can be divided into several part and we had to perform our work based on those steps which is lengthy process, arduous. And during my internship period, I have performed the following activities which helps me a lot to improve my analytical and technical ability



Figure 2: Retirement Plan & Benefit Process

In addition, Townhouse Partner and on their behalf, Odin Offshore is providing the following services to its US business clients-

1. Plan design: Retirement plans are made to meet the unique goals of each employer. Whether your goal is employee recruitment and retention, or maximizing the benefits of your critical employees, we have the expertise to develop the plan that's right for you.

2. Plan setup: To efficiently setup retirement plan or to convert the existing plan from current provider. Odin's dedicated setup team provides hands-on services to coordinate all aspects of plan setup. Our services include:

3. Plan Documents: It offers comprehensive plan documents prepared by experienced ERISA consultants. Its capabilities include:

- Prepare Enrollment Materials
- Coordinate Enrollment Meetings
- Prepare Setup Paperwork
- Contribution Submission Procedures
- Coordinate Transfer of Assets
- Prepare Letter to Previous Provider
- Coordinate Information Needed for Takeover

3. Plan administration: Townhouse's consultants have over 10 years of plan administration experience and are experts in this highly technical field. A dedicated account manager oversees customer plans supported by a team of experienced professionals.

Odin's consultants have over 10 years of plan administration experience and are experts in this highly technical field. A dedicated account representative serves client's plan, supported by a team of experienced professionals.

PLAN OPERATION SUPPORT: We provide everything our clients need to maximize the value of their plans, including phone and email access to advisors. Its services include the following:

- Eligibility Calculations
- Contribution Allocations
- Vesting Calculations
- Distribution & Loan Processing

COMPLIANCE TESTING: Its account manager provides full compliance testing services to maintain the integrity of customer plans. Its testing services include the following:

- Top Heavy Testing
- ADP & ACP Testing
- Minimum Coverage Testing
- General Nondiscrimination Testing

TAX COMPLIANCE: ODIN's consultants deliver signature-ready tax returns to fulfill all tax filing requirements. Its services include the following:

Form 5500

- Form 1099-R & Form 945
- Form 5330 (when needed)
- Form 5310 (for plan termination)

3. Plan Recordkeeping: ODIN and Townhouse Partner provide automated recordkeeping services through their alliance partners and through Townhouse's daily valuation recordkeeping platform:

- 24 Hour Internet Access
- Daily Valuation of Accounts
- Plan Sponsor Account Access
- Quarterly Participant Statements

4. Participant services: Through its alliance partnerships with financial providers, Townhouse makes available high-quality tools for participants to plan for and achieve a secure financial future.

5. Payroll Services: A single provider for retirement and payroll services reduces clients' workload and increases accuracy and efficiency. Townhouse guarantees are some of the strongest in the industry, but our goal is to process your payroll error free every time.

7. Fringe Benefit: Townhouse Partners provide the following benefit.

- Medical reimbursement plans
- Flexible spending accounts and Section 125 Fringe Benefit Plans
- Health Reimbursement Arrangements (HRAs)
- VEBA and other specialized funding designs
- Premium-only plans
- Other forms of reimbursement or claims processing programs

3.1 Constraints and Challenges Identified and Observed in the organization

In my tenure at Odin Offshore Sourcing, I have encountered with some problems that hamper the productivity of the employees and interns. The problems are stated below:

Lack of attention: The length of training and volume of information sometimes forces the employees to lose attention.

Frustration: The work is complex as well as totally unique for Bangladesh. As a result, trainees may become dissatisfied and quit their jobs. The reason of complexity is the process is very lengthy which is quite tough for the beginners to acquire and to apply while necessary.

Online Software and Model: Though the software is expensive but the process of using this software requires acquired and precise knowledge. Sometimes it works mysteriously, makes mistakes. This added the burden of trainees.

Different procedures for different record-keepers: The procedures for downloading account information are different for different Record-keepers. Trainees often had problems with that.

Complexity: The rules and regulations are very complex and as Bangladeshi people have no idea about that, it is more difficult for them to understand the things.

Too much information: During the training trainees were overwhelmed by the volume of information. So many found it difficult to understand and remember all the things.

Lack of association with practical work: During theoretical training, the trainees don't get idea about the real work, so they tend to wonder what they have to do in future and sometimes get frustrated. **Repetitive:** During training trainees asks lots of basic questions which are repetitive to some extent and sometimes it irritates the trainer.

Limited number of access: The software is very expensive that's why Odin has very limited number of access to this software. Sometime, we had to sit remain idle to get access in the online software.

Lengthy process: Conducting a property valuation is lengthy process which comprises so many steps. For having sound understanding about the task, I had to undergo an extensive theoretical training session which took long time approximately 2 months which was quite tough for me to come up with a new environment and new people.

Information: Due to work pressure it was difficult to get enough time to gather information for making an informative, rich and analytical report.

Confidentiality: Due to the organizational secrecy about preserving official information, some important information is not shown here. Like, the Social Security Number (SSN) of the participant, how much is their compensation, how much they defer, to provide employer contribution or profit-sharing which formula the client or employer follows. It is strictly prohibited to take official documents or customer data outside the office premises.

Rigid rules and regulations: As the congress change the rules and regulations every year according to the economic and fiscal policies, so it is difficult to compare the result with previous year. Employee Compensation Limits, HCE Limits, Eligible Executive Compensation Limits, Deferral Limits, etc. vary from year to year. So, it is difficult to compare.

Challenge in Market Value Evaluation: I have learned how market value is determined which factors are important to determine the value of a property. But sometimes, conducting property valuation becomes very challenging and arduous when the clients cannot provide us the necessary supporting documents which are very much essential in order to come up with outcome of property valuation.

Taking Analytical Decision: Based on the analysis on property, we have to derive loan to value, loan to cost, Debt Yield NOI and DSCR which are the main components to decide whether the potential borrower is worth of getting the loan or is there any possibility of being the borrower delinquent. And this analysis is very much important and hard to decide for an employee like me who are not enough experienced.

Irregularity of Work: In my tenure, I have observed that there is a lot of irregularities present in the department I work. Officers working with a specific task have to stop suddenly and move to another work or to issue some other documents. Besides, I faced the irregularities of work distribution. When I was doing a task, they gave me another and I had to skip the current one to do that one. As a result, the previous work remains undone. Ultimately this causes irregularities of work taking more time than usual.

Inadequate Facility for Interns: User ID & password aren't provided for interns, as a result, interns have to depend on other officers for working and sometimes it happens that while working Interns need to move to another table or have to look for other officer's desk to be available. Therefore, even simple work takes longer time to finish and hampers concentration.

Lack of Training: I was not provided any extensive training from my current company. And an extensive training is very much required for the task, I have been involved with. If they would have provided me an extensive training then I could have been more productive. As a result of this issue, I need to take help frequently from the senior analysts which is disturbing for them as they have their own work.

The Tendency of Keeping Work Pending: I have seen that some officials have the tendency to keep the works pending and they do it intentionally sometime. As a result, occasionally they give me more pressure to do the pending work in a very short time. However, this kind of pressure is truly challenging for me as I have to comply their instruction accordingly.

3.2 Academic Preparation

3.2.1 Mismatch

In our academic degree, we were taught and given idea about almost every sector. But I have a very limited scope to apply my theoretical knowledge in my working organization. Since I work on property valuation, we need to do the calculation in excel and bank's software. When it comes to making decision through using excel and model, I face some difficulties most often.

That's why it is quite difficult to match practical work with the acquired theoretical knowledge. While studying at DIU, I got a chance to study computer-related courses such as Fundamentals of Computer and Computing & Business Application. In this course, I got many ideas about the software but while working at Odin, I didn't find similarity with the banking software therefore, I face difficulties in operating software. Besides that, I have learned why the bank keeps mortgage against the loan but here I have got the chance to work with directly and found slight mismatches with my academic knowledge.

3.2.2 Missing Knowledge and Skills

During my MBA academic tenure, I had to gain knowledge in various aspects of accounting. But here, very few of them are required to apply. The university always puts emphasis on the theoretical knowledge but I did not get much scope for gaining practical knowledge on accounting and finance activities. I have experienced few mismatches and the suggestions against these are explained below-

- Universities should organize workshops for their students before the internship program so that students can get an idea and be prepared for the challenges and problems they will face while doing their internship. Moreover, the university should give emphasis on practical knowledge along with the theoretical information to the students.
- DIU can arrange Business seminars more often so that the students can build up their knowledge about the practical job life through the participation and interaction with different successful corporate person.
- In ODIN, mostly I worked on Microsoft word and excel. The Microsoft office and Microsoft excel programs should be offered to have an extensive knowledge on these areas
- DIU can teach the students about corporate philosophy, ethics and environment. Some students have fear about corporate life and it might help them to boost up their confidence.

Internships are quickly becoming essential for any job and can offer a lot of experience to students hoping to excel ahead. I personally learned several things on my own internship experience.

4.1 Implications to Organization/Company

- **Career Skills:** I have learned how to write a concise email, answer a telephone, or shake a hand there is a professional way to do everything. Working in an office environment, I have the chance to observe how others operate and take on those attributes that I feel work best, whether it's communication, behavior, or office etiquette.
- **Experience Company Culture:** Internship allows me to gather experience about working environment and how top-level employees treat their subordinates, how they cooperate to get the job done. Luckily, I have got an opportunity to do internship in such an organization where top to bottom everyone is very much friendly and cooperative.

- **Compensation:** If an internship pays well, then it works as great motivation for intern and offer better learning experiences.
- **Time management and discipline:** I have to be at the office by 9:30 and sometime I am used to leave a bit late in the evening. After reaching home, I have to start preparing my internship report. Thus, I have learned how to manage time and how to be punctual in terms of everything. Discipline is indispensable for being successful as well as to reach the goal. Here, my organization helps me to be disciplined by marinating formal attire, abiding by company's rules and regulation whereas I was not habituated few of them previously.
- **Email writing:** Prior to work in Odin, I didn't have any precise idea about how to write professional email. Our HR manager emphasized on writing professional email and taught us every rules and regulations of writing email. Now-a-days, it is truly working in terms of applying for any job or to communicate with business personnel.
- **Determining Property Attributes:** I have got a detailed idea of a property what sort of things needs to be included in the property so that it would be considered as ideal property. If the building is followed by the engineer instructions, building fittings, building interior, building age and building land has been considered thus increase the value of the property. However, I have learned these attributes which will help me in my future in acquiring and valuing a property
- **Determining Property Attributes:** I have got a detailed idea of a property what sort of things needs to be included in the property so that it would be considered as ideal property. If the building is followed by the engineer instructions, building fittings, building interior, building age and building land has been considered thus increase the value of the property. However, I have learned these attributes which will help me in my future in acquiring and valuing a property.
- **Property Bank Value Calculation:** In property valuation, I have learned another important thing which is called loan to value calculation. To identify this value, I was used valuation software of the bank. Besides that, I had to do some calculation part in excel which was customized by the bank. Moreover, in Bank value calculation, I also

take consideration of the earnings of the property. As a result, I have got another precise idea to compare the earnings that the owner of the property has submitted.

- **Improvement of Problem-Solving Skills:** In property valuation, these skills are important as analysts to compare the prices between market value and appraised value. There were some technical parts if the loan to value is below eighty percent, we had to consider other parameters of the property holder where the interest rate is high. However, this was useful to think technically whether the loan will be sanctioned or not.

4.2 Implications to University's Internship Program

- **A Way to Apply Skills:** Actually, internship is the opportunity to test out the skills that I developed in university, college or previous work and see how they work in the real world. By applying my skills at internship, I have got get an idea of my biggest strengths and areas of improvement.
- **Professional Connections:** Internships are an excellent opportunity to build professional connections. Unlike networking events, the people I connect with during an internship spend time with them in a professional setting and become familiar with their work. Therefore, these connections will give me a strong recommendation in the future.
- **A Job:** Sometime, Internship offers job to grab through good performance during internship period. This type of opportunity depends on company recruitment policy and their culture. My organization where I am doing internship, it also offers job opportunity but it is very much competitive. I have learned from here how to compete with others to grab the opportunity.
- **New Skills:** There's a very good chance to learn new skills at internship. I have developed lots of skills through internship. I have learned to operate few new software programs like relius, a type of analysis. Most importantly, I have developed a good skill in terms of MS-Excel proficiency whereas previously my knowledge and skill about excel was zero. In the real world of employment, learning never stops, and it's great to start adding to skills.

In addition, the knowledge and experience I have been gathering from Odin is really extensive and educative which will help me a lot to execute in other organization where I will work in future. Hope that the aftermath of working in Odin will be very much fruitful for my career as well as for my growth.

5.1 Summary

Through this internship program, I got to know the idea about offshore company and how it operates and the services that they are providing. Mainly, I worked for property valuation department which is involved with providing loan to the property holder by mortgaging the property. After exploring the IRS rules and regulations, it may be concluded that the American retirement benefit plan is encouraging the American citizen to save money for their old age. But in Bangladesh, we still face so many problems in regards to employee's retirement funds. The smooth functioning of industry depends on the activities of the institutions that supervise the functioning of the industry. For all types of retirement plan reports, the IRS and DOL have separate reporting deadlines, which must be maintained by the plan sponsor. But we don't have that sort of organization to protect employee's right; moreover our government did not have any emphasis in this sector. But if we can change the current system than it will be a huge achievement for the whole country. America's retirement plans serve the stock market, get people interested in the stock market, and serve the economy as a whole. This report will help improve Bangladesh's pension system.

5.2 Proposed Improvement Plan for ODIN

Existing Problem/Weak Areas of the Organization as identified in the AR	Strategy (Mode of implementation or ways of addressing the problem)	Actions to be Taken/Proposed Solution	Office/Personnel Involved (Who will implement and who will benefit/affected by the Action/Solution)	Resource Requirements (Manpower and Financial)	Expected Concrete Result/Outcome
1. Slow employee promotion practice	ODIN should ensure the transparency and proper evaluation for the right promotion at right time.	Odin should invest more on employees financially to bring out their best performance.	Top management will be involved along with HR department and Finance department.	To facilitate the promotional practice, ODIN requires more budget on payroll department.	As a result employees will be encouraged and in the long run, organization will be benefited.
2. Information Gap for Customers	Townhouse Partner should develop their websites where customers will get their desired information. Then customers will get faster services.	To update this information those who are working as analysts they need to be organize all the necessary information and required documents. Consequently, organized information will go to the IT department to be saved down.	To implement this, financial analyst, credit department, IT department and operation department should be involved thus customers will get benefited and the company will be able to increase their productivity at work.	Senior/experienced employees and more investment required.	Bank will be able to provide faster services. Customers will have idea of what are the necessary documents required.
3. Lack of Promotional Activities	Odin should increase their promotional campaign and activities.	For this, Odin can participate in different on campus recruitment and job fair.	To implement this top-level management department should involve devising some effective strategies which will expedite the promotion of the company.	Effective discussion should be held with the operation department for increasing the Promotional campaign.	Thus, it will increase the company reputation and attract skilled and competent employees to work in Odin.

<p>4. Visualize flows</p>	<p>ODIN can monitor Operational flows refer to the complete set of steps required to turn an order into a product and deliver it to the customer.</p>	<p>Proposed actions operational flows may involve many separate processes, employees and departments.</p>	<p>Creating visual representations of these flows can help company leaders understand how their operations function and may allow them to identify inefficiencies.</p>	<p>Odin can also consider sharing workflows with every department, staff member and manager that contributes to them.</p>	<p>This can help them identify their roles and how they affect the entire production process.</p>
<p>5. Embrace change</p>	<p>ODIN doing business which is changing rapidly, and the ability to adapt is often vital for them to remain competitive.</p>	<p>This may include technological changes, automation and different employee work expectations.</p>	<p>While these changes may present challenges, they can also provide many opportunities to improve processes and create greater operational success.</p>	<p>Supervisors can ensure that their companies have cultures of innovation by encouraging and rewarding new ideas..</p>	<p>Odin can also consider monitoring significant changes in their industries and integrating them into their business models.</p>

5.2.2 Recommendations for Odin: During my internship, I have faced some challenges therefore, I want to give some suggestions for those challenges. To eradicate the aforementioned problems Odin and Townhouse can do the following things:

- **Give Employees idea about the industry:** Organize industry orientation sessions for new trainees to give them idea about the industry and the organization.
- **Mix Theoretical Training with Practical/Technical Training:** The training session should be designed in such a way that combines both theoretical and technical training.
- **Create a Planned training program:** The training sessions should be properly planned and scheduled to remove disorganization.
- **Group work:** Form group of trainees, so that they can share and learn.
- **Using native language where needed:** Sometimes it is necessary to clarify some difficult issues in native language and let trainees discuss in Bengali.
- **Giving Breaks at Regular Intervals:** Regular breaks should be given during sessions to reduce stress and increase concentration.
- **Reduce the volume of information:** Don't provide unnecessary information and training. That will reduce the burden of both trainees and trainers.
- **Involve the trainees more and take feedbacks:** Take frequent feedback and suggestions from trainees, to modify training according to the need of the trainees.
- **Take a better Internet Connection:** For efficient operations and training a faster internet connection is essential.
- **Employee Retention:** With the above steps some additional steps like increasing salary and other benefits, ensuring career growth etc. will help to reduce employee turnover and thereby facilitate training.
- **Looking into the irregularity of the work:** Since interns are new and contingent workforce for the bank permanent employees are manipulating them which is unfair. This kind of irregularity hurts the interns or those who are working under senior employees.

Therefore, management should look into this for improvement which resulted in motivation towards the work.