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Internship Report on

The Preparation Process of Documents in Resource Centre at Save the Children in Bangladesh

Save the Children

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An Internship Report on

The Preparation Process of Documents in Resource Centre at Save
the Children in Bangladesh

<u>Submitted To:</u>
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<u>Submitted By:</u>
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Date of Submission: 9th May, 2017

Declaration Letter

This is to certify that the research paper entitled 'The Preparation Process of Document in Resource center at Save the Children' submitted by Farzana Akther Kazol (ID: 14164059) as an impartial fulfillment of the requirement for the degree of Master of Business Administration (MBA) from BRAC University is a record of candidates own work carried out by his under any supervision. All verbatim extracts have been distinguished by quotation marks and all sources of information have been specifically acknowledged.

....

Dr. Suman Paul Chowdhury

BRAC Business School

BRAC University

Student's Declaration

I do hereby declare that the work presented in this internship report titled "The Preparation Process of Document in Resource center at Save the Children" is an original work done by me under the supervision of Dr. Suman Paul Chowdhury, Assistant Professor of BRAC Business School, BRAC University. No part of this report has been previously submitted for any academic certificate or Degree. The work I have presented also does not breach any existing copyright and any portion of this report is not copied from any work done by anyone and the organization where I worked has no objection on the content of this report.

....

Farzana Akther Kazol

ID No.: 14164059

Program: MBA

Major: Finance

BRAC University

Letter of Transmittal

30th April, 2017

Dr. Suman Paul Chowdhury

Assistant Professor, and

Coordinator, MBA Program

Business Administration

BRAC University

Subject: Submission for Internship Report on 'The Preparation Process of Documents in Resource Center at Save the Children in Bangladesh

Dear Sir,

I have prepared an Internship Report on "The Preparation Process of Documents in Resource Center at Save the Children in Bangladesh" which I am submitting along with this letter. It was an energizing experience working under your supervision and preparing this report further enhanced my insight about how to prepare and write a report.

I am thankful to all those people who provided me important information and give me valuable advices. I would be happy if you read the report carefully and trying to answer all the questions that you have about the report.

I have tried our best to complete this report meaningfully and correctly as much as possible. I do believe that my tiresome effort will help you to get ahead with this sort of venture.

Thanking You

Yours Obediently

Farzana Akther Kazol

Id: 14164059

Acknowledgement

Executive Summary

Save the children is one of the foremost welfare organizations for children around the world. Eglantyne Jebb founded on 1919 in England. At present, it operates its activities in 120 countries around the world. In Bangladesh it has started its activities in 1972.

The mission of this organization is to provide maximum benefits to the underprivileged children of the world. In order to do so, Save the Children operates various programs around the world, most of these programs are based in the world's poorest countries, where millions of children struggle to survive and thrive. Their focused programs are health, population and Nutrition (HPN), Education Field Operations and Disaster Management.

Now a days, their activities are not limited in organizing programs. They involve themselves in writing articles and publishing them to mass media (e.g. newspapers). These articles and documents are planned to be stored in an archive. The documents stored in the archive are prepared to be uploaded and made available in the internet. For this purpose, Save the Children designed a website named Resource Center. This website is created to make available all the documents whenever they are needed.

Table of Content

Chapter 1

Introduction

1.1 Introduction:

NGOs work for the welfare of people, earth and environment. NGOs mission is to improve the poor condition of people, encourage awareness among people to save the environment and children. One NGO takes initiative for one purpose such as BRAC's main activities is to provide microfinance to poor people; Save the Children works for the child health education and critical link provides emergency medical service. These NGOs publish many articles in newspaper based on their research survey or observation. They store these documents in their database. Like others Save the Children has also taken initiative to create an archive in the internet. This archive is designed to store all hard and soft documents in a website called resource center. For the reason, this report is made to present the process of preparing document in website. This report is also depicted the whole work process in step by step. That's why I have named my internship report "Document Preparation in Resource Center".

1.2 Origin of the Report:

Internship Program of BRAC University is a post-graduation requirement for the MBA students. The main purpose of the internship program is to get the student exposed to the job world. Being an intern, the main challenge was to translate the theoretical concepts into real life experience. An internship is like a glimpse of the real job.

The Real Purposes of the Internship Program are:

- ➢ Practical knowledge about the job responsibility.
- ➢ To experience the real corporate world.
- ➢ To compare the real situation with the lessons learned in the Academy
- ➢ To fulfill the requirement of MBA Program.

This report is the result of three months long internship program conducted in Save the Children in Bangladesh and is prepared as a requirement for the completion of the MBA program of BRAC Business School.

1.3 Objective of the Report:

Based on two objectives I have prepared this report:

➢ Primary Objective:

The main objective of this report is to provide necessary information about the procedures of preparing document in Resource Center by the Save the Children through the Everyone Pop Mob Department and recommendation.

➢ Secondary objective:

✓ To have a clear view about what is actually happening in the NGO.
✓ How the NGO complete the project with in time limit.
✓ To collect information and insight about the procedure of preparing document in an official website.
✓ To find out problems faced while conducting the procedure.

1.4 Scope of the Study:

The report is prepared on the basis of work which means it is the real scenario of the selected organization. So the scope of this report is limited. The first scope of this report is to have practical knowledge about document are prepared for storing in an archive. The scope of this report is to cover different aspects of management such as planning, organizing, stuffing, correcting. This knowledge has helped to prepare the whole report.

1.5 Methodology:

The study is conducted in a systematic procedure starting from selection of the topic to final report preparation. The integral part was to identify and collect data; they were classified, analyzed, interpreted and presented in a systematic manner to find the vital points. The overall process of the methodology followed in the study is explained further.

❖ Sources of Data:

Data are collected from both primary and secondary sources.

- ➢ Primary Source:

  - ✓ Observation of the organization
  - ✓ Discussion with the officials and concerned expert

- ➢ Secondary Source:

  - ✓ Internet
  - ✓ Articles

❖ Collection of Data:

Primary data I collected from observation method, face to face communication with the officials. Secondary data was collected from the Save the Children websites, Resource Center website and other related websites and documents.

1.6   Limitation:

Depending on the practical experience this report has been prepared. But there were some information associated with the report was confidential enough to disclose to the external world. Another problem was time constraint and lack of reference. In case of research, the report was prepared with the help of Resource Center website and the official website only. The duration of my work was only three months. But this period of time is not enough for a complete and clear study. It is because of the limitation of information some assumptions were made. So there may be some personal mistakes in the report. Although there were many limitations I tried to give my best effort to furnish the report.

Chapter 2

Job Responsibilities as Intern

2.1 Job Responsibilities as Intern:

As an intern, I was required to complete 3 month internship at any organization. I did my internship at Save the Children. I started my internship on October 9th October 2016 and finished on 25th December 2016. The office was at house no: CWN (A) 35, Road No: 43, Gulshan- 2. It was fulltime internship. I worked with Everyone Pop Mob Department. I had some specific responsibilities.

- ➢ Data compilation and segregation
- ➢ Data shortlisting
- ➢ Data input and upload
- ➢ Data tracking
- ➢ Data compilation and wording
- ➢ Document description and finalization

2.2 Description:

Data Compilation and Segregation:

Data compilation is done from many documents which are hard copy and soft copy, inputting information into a database, and analyzing the results for further suggestions, improvements and recommendation. Data segregation is certain data that has been restricted to certain users for view. Data can be filtered so that only the resources that are available to the individual will be seen.

Data Shortlisting:

Documents written on different issues are read for data shortlisting. Data shortlisting is to read first then find out the summary of documents. This helps to understand on which topic the document is written.

Data Input and Upload:

There is a website for keeping data about documents. Office employees collect data from them and fill in a form which contains document title, description, theme, and source. The employees must fill in the form and upload the form on the website.

Data Tracking:

When the data input and upload are done, editing and approving the data are started. This task is called data tracking. Any sort of correction is made on the website by using the 'edit' and 'approved' options.

Chapter 3

Organization Overview

3.1 Organization Overview:

Save the Children Fund commonly known as Save the Children, is an international non-governmental organization that promotes children's rights, provides relief and helps support children in developing countries. It was established in the United Kingdom in 1919 in order to improve the lives of children through better education, health care, and economic opportunities, as well as providing emergency aid in natural disasters, war, and other conflicts.

In addition to the UK organization, there are 29 other national Save the Children organizations who are members of Save the Children International, a global network of nonprofit organizations supporting local partners in over 120 countries around the world.

Save the Children promotes policy changes in order to gain more rights for young people especially by enforcing the UN Declaration of the Rights of the Child. Alliance members coordinate emergency-relief efforts, helping to protect children from the effects of war and violence. Save the Children has general consultative status with the United Nations Economic and Social Council.

3.2 History:

Save the Children Alliance was founded in Geneva in 1977 by a number of Save the Children organizations, to co-ordinate their work.

In 1997 a more formal structure was set up and the organization was renamed the International Save the Children Alliance. Soon afterwards, a permanent secretariat was set up in London. This was later moved to Geneva, but currently is based once more in London. Since 2010 it has been known as Save the Children International.

Save the Children International continues the worldwide aims of the original Save the Children organization, which was founded in 1919 in London and became part of the International Save the Children Union founded in Geneva in 1920.

Save the Children was founded in 1919 after the First World War. It was founded in the United Kingdom by Eglantyne Jebb, a British social reformer, in order to improve the lives of children through better education, economic help, emergency aid, and health care in the United Kingdom. In 1924, the League of Nations adopted Jebb's charter on children's rights.

3.3 Structure of the Organization:

Save the Children is an international umbrella organization, with 30 national organizations serving over 120 countries. All members of the alliance are bound by the International Save the Children Alliance by laws which include The Child Protection Protocol and Code of Conduct. These set a standard for common values, principles, and beliefs.

The Save the Children website states that the member organizations work towards achieving four key initiatives:

a)   Secure quality education for 8 million children affected by armed conflict.

b)   Expand and improve their presence in countries of strategic importance.

c)   Create a stronger voice for children where more than one member has programs by integrating country operations.

d)   Become the emergency response agency for children worldwide by improving disaster preparedness and response capacity so that they can best deliver immediate and lasting improvements to children

3.4 Save the Children in Bangladesh:

While Bangladesh has made significant progress in addressing national health and education challenges over the past three decades of its independence, the country remains one of the world's poorest. Over a third of the population is under the age of 18 and almost seven million children between five and 14 have to work to help their families survive. These limitations are compounded when populations are forced to seek their livelihoods in remote and disaster-prone areas where they are at high risk each year.

In Bangladesh, all activities of Save the Children consist of different sectors- child protection, child poverty, Health, Nutrition and HIV/AIDS, Education, Policy Rights, Humanitarian sector.

3.5 Activities in Bangladesh:

Save the Children has been working in Bangladesh since 1970, improving the lives of millions of children through programming focused on better nutrition, maternal, newborn, and child health, education, and child protection.

Humanitarian:

In the organization's nearly five decades in Bangladesh, Save the Children has responded to humanitarian crises and natural disasters, such as Cyclone Mahasen, which hit the southern coast of Bangladesh in May 2013, causing severe flooding and damage to

thousands of communities.

Figure 1: Clinical support in Cyclone Mahasen

Child Protection:

Currently, Save the Children is a lead partner on the Bangladesh MaMoni Health Systems Strengthening Project, a four-year USAID-funded program under the Maternal and Child Health Integrated Program (MCHIP), which is working hand in hand with the Ministry of Health and Family Welfare to reduce maternal, newborn and child mortality in Bangladesh.

Figure 2: Drama Program on Child Marriage

Education:

Save the Children has an ambition for 2030 that is in line with the sustainable development goal for 2030 which states that all children learn from a quality basic education.

Figure 3: Save the Children Educational Program

Health, Nutrition and HIV/ AIDS:

Save the Children has conducted many research and survey on this sector such as Enhance Management of Pneumonia in Community (EMPIC), Clinic Appeal, HIV/ AIDS Program, MaMoni health Systems strengthening, SIDA global moments and so on.

Chapter 4

Project

4.1 The Preparation Process of Document in Resource Center:

The report is prepared on the basis of work which means the work I was involved for three month internship program. Save the Children, working as UNICEF delegate all over the world, has taken an initiative to compile all the soft and hard documents related to child health, education. Basically there are many government and non-government agencies who publish different reports. In different time, these reports are useful and work as vital data source. That's why Save the Children has taken a decision to compile all the soft and hard documents into a website so that donors, office employees, volunteers can write new reports with the help of previous report. Save the Children gives the project under Everyone Pop Mob Department in Health Nutrition and HIV/ AIDS sector. The project requires a master planning such as how to design website, what would be the name of the website, what should be in website, who would be the team member, how the work will be done within time limit and so on.

The project work has started from October 2016 and ended on January 2017. Most of the project work is done by the team members but some of its work is done by some volunteers. The volunteers are recruited for the project work because some of its work such as translating the report in English, writing the information on the website, uploading, creating thumbnail, correcting spelling and grammar mistakes cannot be finished by them because of very short time limit. That's why they selected some interns from BRAC University. I was one of them who was selected for the project work. Intern group was given two weeks or 15 days to upload 1500 reports. A good teamwork was required to finish the task properly. In these weeks we uploaded 1500 reports on website.
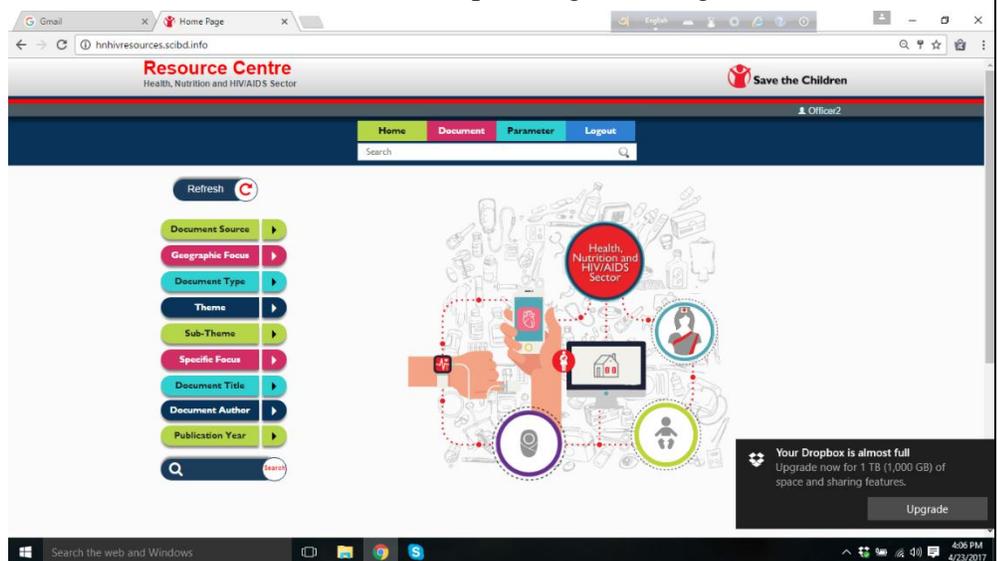

Figure 4: The Opening of Resource Centre

4.2 Steps of Document Preparation:

To compile the entire document, Everyone Pop Mob decided to store all documents into an archive. This archive will be available on website. It planned to complete its work in different steps. These steps are described below-

Step 1: Design a website:

At first the team gave a name to its archive which is resource center. The website address is **hnhivresources.scibd.info**. With this address resource center website is published on the internet. Only those who have username and password can access the website. This username and password is given to employees by the ICT Department of Save the Children.

Step 2: Selecting components of the Website:

When the Resource Center website page is opened with the help of Username and Password, some options such as Home, Document, Parameter and Login/ Logout are shown to the user on the first page.

In Home Page, there are document source, geographic focus, document type, theme, sub- theme, specific focus, document title, document author, publication year.

In Document page, there are Document upload, Document update and Document approve options. In this page, the volunteers worked for the project. They basically uploaded the document and after uploading, they had to update the documents if there were any change made in writing the document.

Figure 5: Components for the Website

In Parameter page, there are document source, geographic focus, document type, theme, and sub-theme, specific focus, register user, update user, assign role access options. But no one can access through the options without the permit ion of authority. This means the option will not show any document without the authority.
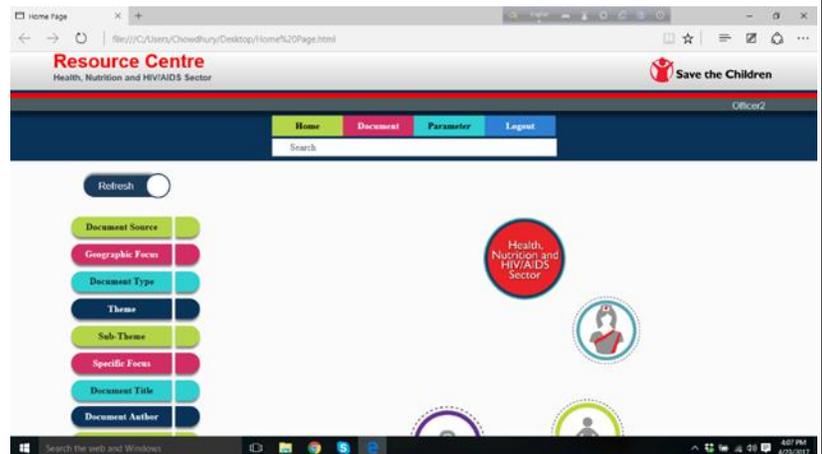
Step 3: Document summary writing:

Interns are given a form to fill up with information. This form contains title, document description, publication year, document type, geographic focus, theme/ sub-themes, document author, publication year. This information is gathered through reading documents.

For example, the document's headline is Baseline Survey on HIV/AIDS Affected Youths in Bangladesh- 2005. Interns at first read the whole document especially its executive summary and find out the summary of the report that describes the theme of it. For this report the document description will be the prevention HIV/ AIDS among youth in Bangladesh. From this description, we can understand that this report has provided some suggestion for the prevention HIV/AIDS among youth in Bangladesh and this information has been gotten by conducting a survey on Bangladeshi youth people.

How to get information:

The information needed to fill in the form is gathered from documents. From above example, we can understand how the information is found from a document such as the document's headline is Baseline Survey on HIV/ AIDS Affected Youths in Bangladesh. From reading the heading, it is easily understandable what the document title, document type, document source would be etc. but in some cases it is not easy to find out the information because the information is not given clearly. In that case, it is necessary to read the whole document and try to find out them.

Among the information needed to fill up the form, the document type and description part are very important. In some cases, it is quite difficult to sort out the type of the document and how the document is described in two sentences. Then recommendation part gives some hints to find the description.

Step 4: Document Upload:

After filling in the form, interns type the information written in the form. To type the information in Resource Center website, interns at first click the document option. There are options such as document upload, document update and document approve. Interns again click the document upload option. The document upload option shows a page that contains the same information as the form. There are some rules to maintain while typing the information on website such as Document title should be written in Bold, reference number should be given for hard document. This reference number is used for searching document file. Only hard documents are required reference number because upload document and thumbnails are remained empty. This means hard documents do not have soft copy. So when they are uploaded in the Resource Centre, the Upload Document and Thumbnail options remain vacant and reference number are typed in red color with the description. Reference number is provided for the hard documents so that they could be found very easily.

Figure 6 Document Upload

In Document Upload, there are options for uploading soft documents and creating thumbnails as well. When all the information is given properly, upload option which is showed at the bottom of the page is clicked to up the document in archive. In this way hard and soft documents are uploaded on website.

Creating Thumbnails:

At first, a screenshot is taken with the PrtSc button in the keyboard. This screenshot is copied and pasted to the Windows Paint option. In there, the cover page is cropped and saved on the desktop.This thumbnails is uploaded by clicking choose file.
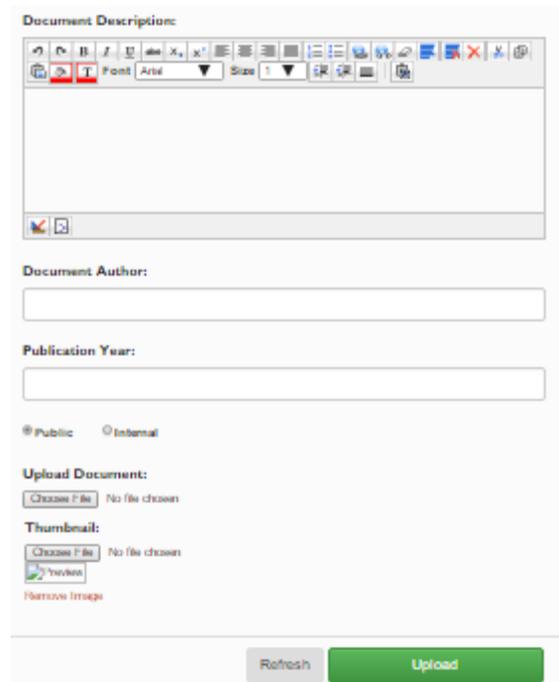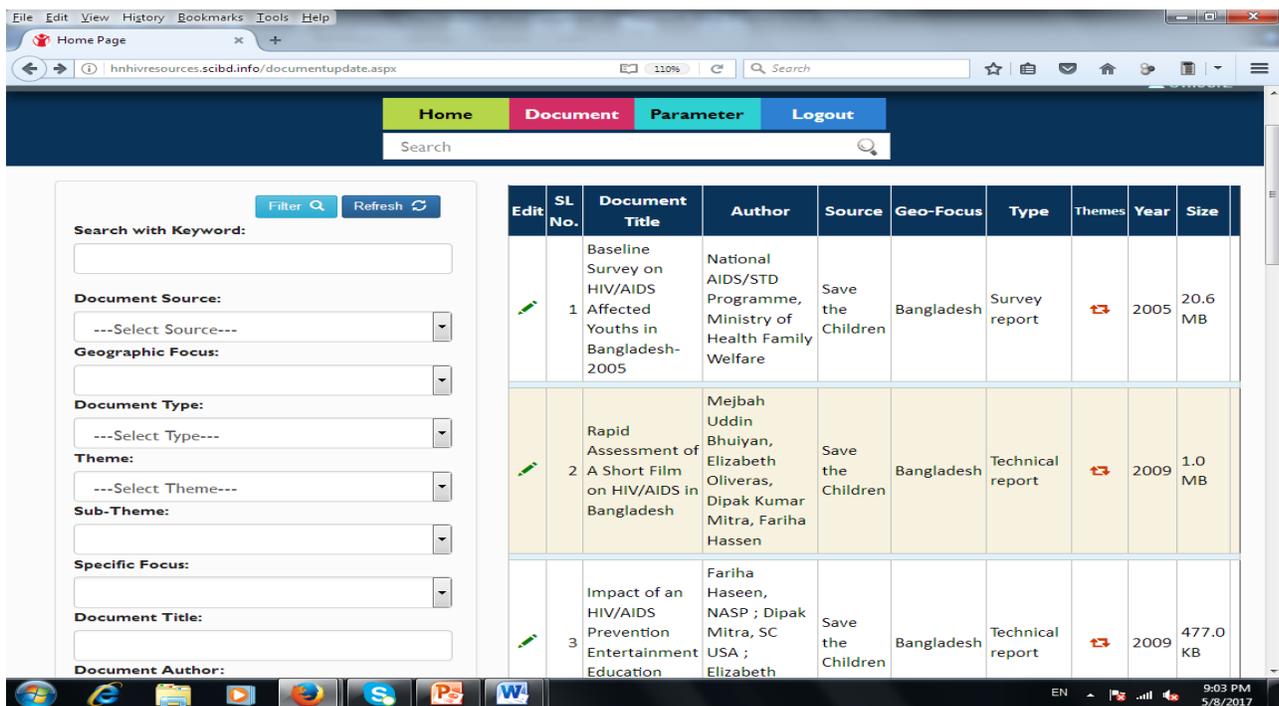
Step 5: Document Checking:

When all the documents are stored in the archive, the next step for checking started. During the uploading document, many mistakes are made such as spelling and grammar mistakes, giving wrong font size, forgetting coloring the reference number or typing mistakes, uploading wrong documents or not attaching thumbnails and so on. These are checked before updating any documents.

At the bottom of the Home page, there is search option, when the option is clicked all uploaded documents will show up on the screen. Interns at first click the headline of document. It will show the information related to the document. From there, interns can check all the mistakes which are made during uploading documents.

Step 6: Document Update:

While uploading documents, many mistakes are made in typing the information. After uploading documents, mistakes are sort out and needed some correction. For the correction interns updates the document. This correction is made in Document Update option. This option comes out by clicking the Document bar. In there, uploaded documents are showed and corrections are made. A screenshot of document update is taken to show a sample.

Figure 7: Document Update

Step 7: Document Approve

The last option of the Document bar is the Document Approve. In this option, uploaded documents are checked by the authority. Only the authority of the document has the power to check these documents. If the authority does not satisfy, the wrong document will show in the updated document option
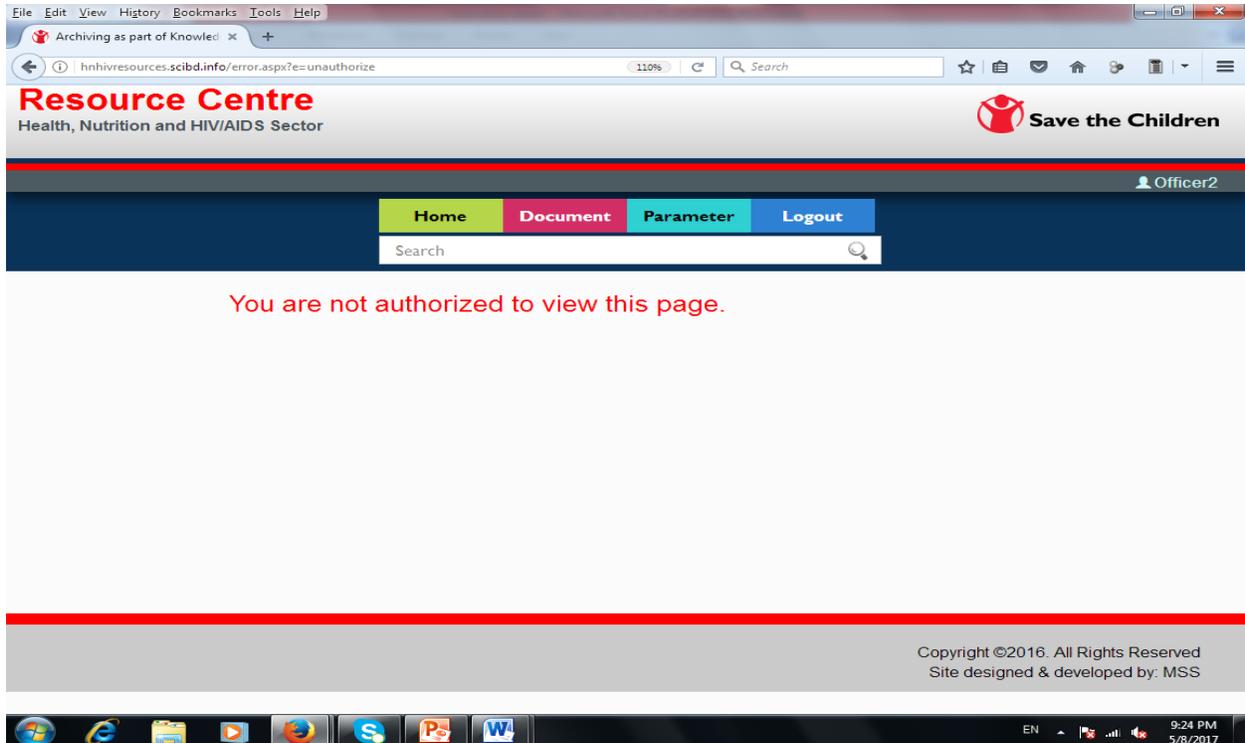

Figure 8: Document Approve

Chapter 5

Findings and Recommendation

5.1 Findings:

This website is designed to store all soft and hard documents into an archive. The website is customized as per its requirement. The team members have collected the documents, prepare them and input them in the website. Sometime, team members faced some problems working with this website. These problems are given below:

➢ Finding correct document description:

It is difficult to describe a report without executive summary. Executive summary contains the summary of the whole report in short when executive summary is not found in the report it is difficult to describe the report within two sentences.

➢ Disagreement in writing description:

When executive summary is not found in the report, one description is not understandable to others. In this case, misunderstanding occurs among the team members.

➢ Unclear document type:

Document type contains books, chapters, global policy, and national policy. The team members at first focused on document types. That time it was difficult to specify the type of document.

➢ Only employees can visit the website:

The website can be visited by the employees of Save the Children. Common are not allowed to visit the website. Those are permitted who have username and password. The Resource Centre is opened to work with them.

➢ Not understandable the approved document:

It is not possible to know which document is approved which means when a document is updated with correction, few minutes later the updated document appear in the update option. Thus it was difficult to update document sequentially. For this reason, same documents are checked again and again.

5.2 Recommendation:

- ➢ Supervisors can help the interns to write meaningful and appropriate document description.
- ➢ When team members do not agree with each other in writing document description, they may sit together to write document description appropriately.
- ➢ The team members would give a meaningful definition about the different types of documents. This can be written in the Resource Centre. Such as manuals of child nutrition goes under tools category or any documents published by Directorate General of Health Services, Ministry of Health and Family Welfare is supposed to be a national policy document.
- ➢ This archive is created for the staffs of Save the Children only. This cannot be visited by commons. But there are many interesting documents which may help to create awareness among people. To do so the authority of Save the Children may redesign the Resource Centre for the common people.
- ➢ Those documents must be removed from document update option so that checkers can get not checked documents and maintain sequence.

Chapter 6

Conclusion and Reference

6.1 Conclusion:

Though there are some difficulties in editing the documents, Resource Centre is prepared to compile the entire document that is published by Save the Children and non-Save the Children. This archive is designed for the help of employees who can use the data source in their future survey or take the suggestion from them. In addition to this, the archive creates a place on the internet that will store new documents in the future. It makes easy to access to employees to get information from anywhere or anytime.

6.2 References

> http://hnhivresources.scibd.info/documentupload.aspx

> https://bangladesh.savethechildren.net/