

Report On

**The Importance of Information/Database Management Systems in the
Modern Era – A Perspective from Chevron Bangladesh**

By

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An internship report submitted to the BRAC Business School in partial fulfillment of the
requirements for the degree of Bachelor of Business Administration

BBS Department
BRAC University
May, 2023

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Declaration

It is hereby declared that

1. The internship report submitted is my/our own original work while completing degree at Brac University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I/We have acknowledged all main sources of help.

Student's Full Name & Signature:

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Supervisor's Full Name & Signature:

Mr. Md. Hasan Maksud Chowdhury
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Letter of Transmittal

Mr. Md. Hasan Maksud Chowdhury
Assistant Professor,
BRAC Business School
BRAC University
66 Mohakhali, Dhaka-1212

Subject: Submission of the internship report on ‘The Importance of Information/Database Management Systems in the Modern Era – A Perspective from Chevron Bangladesh’.

Dear Sir,

I hereby submit the report “**The Importance of Information/Database Management Systems in the Modern Era – A Perspective from Chevron Bangladesh**” for the Bachelor of Business Administration internship program. Through my participation in the Legal Department, I have learned important legal matters and laws that all organizations should follow. Other than that, I have also honed my skills in making easy-to-use databases for the organization to help the Legal Department be more efficient.

Under the guidance of Mr. Md. Hasan Maksud Chowdhury, Assistant Professor of the BBS Department at BRAC University, I have prepared this internship report. His ideas and guidance have assisted me in meeting the goals of this report.

Sincerely yours,

MD. Ibnul Islam
21104038
BRAC Business School
BRAC University
Date: May Day, 2023

Non-Disclosure Agreement

This agreement is made and entered into by and between Chevron Bangladesh and the undersigned student at Brac University

.....MD. Ibnul Islam.....

Acknowledgement

I would like to start off by expressing my appreciation to Ms. Manal Mohamed, Legal Director of the Legal Department, Chevron Bangladesh and Ms. Nameera Ahmed, Legal Analyst of the Legal Department, Chevron Bangladesh for their invaluable assistance in writing and completing this report. I am able to complete this report because of the time and assistance they have provided me with.

My sincere appreciation goes out to Mr. Md Shahidullah Selim, Senior Compliance Analyst, Chevron Bangladesh, who has helped me with making the questionnaire for the surveys used in the research of this report.

Finally, I would like to portray my deepest gratitude to Mr. Md. Hasan Maksud Chowdhury, Assistant Professor, BRAC Business School, BRAC University, for his immense support during the writing of this report. His assistance, suggestions, and guidance are the reasons why I have managed to finish this report with as much detail as possible.

Executive Summary

This report aims to address how the use of Information and Database Management Systems helps a global powerhouse in the oil & gas industry like Chevron Bangladesh and its role in interdepartmental communication.

The purpose of this study is to gather data, observe, evaluate, and show the impact and importance of these systems in the day-to-day operations of Chevron Bangladesh.

The methods used to gather the data was through primary qualitative and quantitative research and observational research. Two survey questionnaires were prepared using Google Forms. One for a public survey and another for Chevron Bangladesh employees. For data visualization, Google Forms and Power BI has been used.

After successfully gathering and evaluating the data, I was able to come to the conclusion that storing information and data in this system helped with decision-making, interdepartmental communication, and helped operate the organization. In addition, after conducting the observational research, I was able to identify the generational acceptance of these systems and how the lawyers and legal department have slowly started incorporating these systems.

Keywords: Information; Data; Information Management Systems; Database Management Systems; Oil & Gas.

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List of Acronyms

D&I	Diversity & Inclusion
MNC	Multinational Corporation
OE	Operational Excellence
BBU	Bangladesh Business Unit
BLT	Bangladesh Leadership Team
CA	Corporate Affairs
SCM	Supply Chain Management
HSE	Health, Safety, and Environment
HR	Human Resources
CV	Curriculum Vitae
NDA	Non-Disclosure Agreement
CSR	Corporate Social Responsibility
PSC	Production Sharing Contract

Chapter 1

Overview of Internship

1.1 Student Information

Name: MD. Ibnul Islam

ID: 21104038

Department: BRAC Business School (BBS)

Program: Bachelor of Business Administration (BBA)

Major: Management of Information Systems (MIS)

Minor: Marketing

1.2 Internship Information

Here is the list of information regarding my internship at Chevron Bangladesh –

1.2.1 Company Information

Name: Chevron Bangladesh

Department: Legal Department

Tenure: 6th March, 2023 to 6th July, 2023

Address: Gulshan 2, Gulshan Centre Point, 14th and 15th Floor, Dhaka 1212

Logo:



Figure 1: Chevron Logo

1.2.2 Company Supervisor's Information

Name: Manal Mohamed

Organization: Chevron Bangladesh

Designation: Legal Director

Department: Transactions and Legal, International E&P

1.2.3 Job Scope – Job Description/Duties/Responsibilities

During my time at Chevron Bangladesh, I had the privilege and the opportunity to work alongside the Legal Team. I was entrusted with core responsibilities of the department and more. My tenure was originally from 6th March to 5th June. However, because my supervisor evaluated and was very happy with my performance, my internship duration was extended by one month, due to end on the 6th of July as I am writing this report. Some of the job responsibilities and tasks done by me in the Legal Department are –

Correspondence Management: At the very beginning of my tenure, I was handed over a correspondence tracker between Chevron Bangladesh and other parties. This tracker was already developed and updated by previous interns. The tracker worked like a calendar view. Additionally, there is also a matter-based list that records specific matters and correspondence. Each incoming and outgoing letter is sorted by the received and sent dates. Every letter reply

is tagged with the letter it is replying to, making it easier to figure out the letter thread. The letters are scanned, renamed following a naming convention, and uploaded to Chevron's database. The letters are then hyperlinked from the database to the calendar view.

Document Management: A huge part of my tenure in Chevron Bangladesh was managing documents of the Legal Department. These documents ranged from court case files, writ petitions, litigations, correspondence, and so on. My responsibility was to make sure that all of the hardcopy files that came to me were scanned, renamed, and uploaded to their designated folders in Chevron's database. When working with databases, these documents would be hyperlinked, making it easier to open them with just a click of a button.

Database Structure & Population: During my tenure, I was given the opportunity to make databases for the Legal team. Being an MIS graduate, it was easy for us to come up with database ideas on Microsoft Excel. The purpose of these databases was to make them easy to use so people who are not tech-savvy had no issues. I had helped make 12 databases in total with my coworker which were updateable and each of them was for different categories of work.

Landing Page and D&I Design: Chevron Bangladesh has its very own internal website built from the ground up that every department uses. The website shows different events, the work that each department does, and the current employees of the departments. As the Legal Department is currently starting to update its website, I was entrusted with the responsibility of making the landing page for the team. Additionally, the team wanted a D&I website to showcase diversity and inclusion which I worked on as well.

Interdepartmental Communication: During working on the landing page for the legal team, my coworker and I had to lead meetings with the IT and CA departments. We put forward our ideas, showed them the template I made, and took suggestions as to what we can do to improve

the current template. While working on the landing page, I also worked with the CA department to get the pictures that I want to use and the IT department requested for edit access to the website. As a result, I got to communicate with the other departments of Chevron Bangladesh.

Aside from that, I was entrusted with an important project involving litigation. In this project, I worked with the SCM department to carry out the project smoothly and meet deadlines.

Event Organization and Logistics Support: In the 4 months of my internship, we have had a few events. I was entrusted with logistics support for each of the events. For example, during Ramadan, we had a BBU Legal Team Iftar. During this event, I made a datasheet that tracked the name, the total number of attendees, and how many drivers would be accompanying them. I also helped out in packaging the Iftar for the drivers and delivering it to them. The second event was a Post-Eid Legal Team Catch Up where I was entrusted with making reservations for the team.

Apart from that, the biggest event where I provided logistics support is the Appreciation Lunch which had Bangladesh Leadership Team (BLT). My coworker and I had to plan out a complete three-course meal with a fixed budget for the event and present it to the Legal Director to get approval.

Handover to Future Interns: At the very end of my tenure, I was given the task to prepare a workflow for future interns. The workflow consists of a step-by-step guide on how to do specific tasks. The purpose of this workflow is to make sure the interns can use it to learn how to carry out tasks and if they forget anything, they can refer to the workflow for a fresh reminder.

My coworker and I also worked on an Event Toolkit. The toolkit hosts various templates, designs, and ideas for future events. The purpose of the toolkit is to make it easier for the team to prepare for the event without hampering work. Apart from that, we have also made datasheet

templates that future interns can use in making any future datasheets that the legal team might need.

1.3 Internship Outcomes

During my tenure, I have contributed, learned, and faced challenges in Chevron Bangladesh. Here is an in-depth explanation of the outcome of my internship –

1.3.1 Student's Contribution to the Company

I have already touched on some of the contributions I have provided to the company. Here is a detailed look –

- When working with Correspondence Management, I noticed there were a few mistakes made by the previous interns while making the calendar view and matter-based list. These mistakes caused some confusion when I was working on it. After thoroughly rechecking everything, I identified that most of the letters were not maintaining the sent and received dates. So, I completely restructured the calendar view and matter-based list to clear out any confusion for the team.
- During the BBU Legal Team Iftar event, the datasheet I made was updateable and it took advantage of some of Excel's functions. Which made it easier for the team to update it in my absence. Apart from that, I was responsible for packaging the Iftar for the drivers and hand-delivering it to them.
- I was entrusted with making the Legal Landing Page for the team. I lead meetings with IT and CA departments, took suggestions from them and my team, and finally created a template for the landing page and completed it. I also did in-depth research for the D&I website and presented my ideas to the team.
- While providing the logistics support for the Appreciation Lunch, I went to various food courts in Gulshan to plan out the three-course meal within the budget presented.

After getting approval from the Legal Director, I planned out the total number of food items that we need, placed orders for the items, and collected various dessert items for the Make Your Own Waffle segment of the event. I also created table name tags for the attendees, created ice-breaking question prompts, and gave a presentation on Operational Excellence (OE) Moment.

- While working on the handover for future interns, I made a simple step-by-step guide for future interns. The purpose was to make the lives of future interns and teams much easier. They can refer to the guide if they are confused in the absence of their supervisor.
- I also created templates, designs, and ideas for the Event Toolkit. As stated before, the toolkit hosts various designs and templates so the team does not have to waste too much time on creating things for the event. I have contributed by providing designs and templates for the nametags and ice-breaking prompt questions.
- During the end of my tenure, I was given the privilege and the opportunity to train the entire Legal Team on Microsoft Excel. Me and my fellow intern took a one hour long workshop session.

1.3.2 Benefits Gained by the Student

During the course of my tenure, I have gained a lot of valuable skills and insights. Working in a global powerhouse like Chevron has opened my eyes to the corporate world and how the oil & gas industry operates. I am grateful and humbled by the training I received from the Legal Team.

First of all, the team ensures that every set of interns receives training from each of the departments present in Chevron Bangladesh. This is something other department interns do not get. My supervisor was kind enough to set up Who We Are: Leading the Chevron Way training with CA, SCM, IT, Finance, and HR departments during the 4 months of my internship. These trainings helped me to understand how each department works in the oil and gas industry.

Secondly, I have gained new knowledge in working with database management tools and how to constantly update them. This has helped me to always be on top of my work and has made me more efficient. I have also gained knowledge about ADAIRO, which is an action list tracker that helps track ongoing and completed work. After creating my own ADAIRO, I have improved my time management skills.

Thirdly, Chevron has a motto – “Do it Safely or Don’t Do it at All”. This motto has helped me understand that you should always put your health first and work second. Whenever I came across any safety hazards, I reported them to the team. This has made me more observant.

Fourthly, the Legal team encourages teamwork and interdepartmental communication over individual contribution. The team constantly reminds us that it is not a competition, we are not going against each other. We are a total of two interns on the Legal team. We have worked together on every task that was presented to us. We made sure we completed everything within the deadline, asked each other for help, and helped each other improve. This culture is not only within the interns but also within the entire organization. This is apparent when we worked with IT and CA departments for the landing page and the litigation project with the SCM department. This experience has made me a team player.

And finally, I have improved my communication skills. I have always struggled with talking to people or presenting my work. In Chevron Bangladesh, my supervisor identified this issue and has helped me work on it from the very start of my tenure. She has set meetings for me with feedback coaches and made me present the OE Moment in front of the BLTs during the Appreciation Lunch. All of these have helped me improve and come out of my comfort zone. Apart from these, I have learned how to talk rationally and in such a way that it does not create conflict between people or departments. This is thanks to the Legal team.

Chevron Bangladesh and the Legal Team have helped me grow as a person beyond measure. I am forever indebted to them for the love and support they have showered me with. Even as an intern, I was never allowed to feel like an outsider. I was always presented as a part of the core team and they have ensured I can present myself in that way.

1.3.3 Problems/Difficulties Faced During the Internship

Although my time at Chevron Bangladesh as an intern was filled with many highs, there were also many lows. I have faced difficulties in a lot of aspects during my internship.

First of all, I faced difficulties in coping with the environment. Chevron Bangladesh has an amazing work environment. All of the office equipment is top-grade and sourced from the USA. The equipment used is specifically for health and safety concerns. It was difficult for me to come out of my university phase and start working in the corporate world.

Secondly, the generational gap between permanent employees and interns is huge. This caused an issue in communication as our generation's speech is sometimes seen as disrespectful to the older generation. It was difficult for me to make small talk with most of the employees as I had never done it before and coming up with topics to talk about was a daunting task for me.

Finally, being from a business background, it was hard for me to work in the legal department. The work I was handed over was completely new to me. The dialect used in court files, and some terms that were commonly used within the departments –took me a while to understand and use.

However, I can proudly say that these difficulties were slowly mitigated with time. As time passed, it was easier for me to grasp how to behave, make small talk, learn the terms used, and incorporate them into my dialect.

Chapter 2

Organization Part

2.1 Introduction

Chevron Corporation also known as ChevronTexaco Corporation is an American MNC that was founded after the merger of Pacific Oil Company and Standard Oil Company of Iowa (Curley, 2023). Its headquarters is located in the U.S.A. in the state of California, in San Ramon.

The company currently operates in 180 countries, including Bangladesh, Australia, China, and Thailand. Chevron is always expanding to different countries as they are the leading oil and gas provider in many countries.

Chevron is involved in earth exploration, petroleum exploration, hydrocarbon exploration, oil & gas production, refining, marketing, transporting, manufacturing chemicals, and power generation. Chevron is the second-largest oil company in the United States, falling behind ExxonMobil in terms of revenue (*Chevron Corporation* 2023). ExxonMobil is the descendant of Standard Oil.

2.1.1 Company Profile

Name of the Company:	Chevron Corporation
Type:	Multi-national Corporation
Industry:	Oil & Gas
Founded:	September 1879
Founders:	Charles. N. Felton, George Loomis, and Lloyd Tevis
Current CEO:	Mike Wirth
Headquarters:	San Ramon, California, United States of America
Regions:	180 countries
Slogan:	<i>"We believe humanity can solve any challenge"</i>
Email Domain:	xyz@chevron.com
Website:	https://www.chevron.com/

Table 1: *Company Profile of Chevron Corporation*

2.1.2 The History of Chevron Corporation

Although Chevron Corporation was founded on September 10, 1879, it began its journey much earlier. In the 1860s, prospectors were obsessed with a new form of black gold. This black gold is oil. Chevron Corporation underwent multiple handovers and name changes before being known as Chevron Corporation.

During the 1860s, it was originally called California Star Oil Works. In 1876, California Star Oil Works finally struck gold as they found oil in Pico No. 4, a remote portion of the Pico Canyon (Chevron, *Chevron history* 2022). This was the first successful oil well in California and the state was declared as an oil-producing state. California Star was later acquired by Pacific Coast Oil Co. on September 10, 1879 (Chevron, *Chevron history* 2022).

In 1900, Pacific Coast Oil Co. agreed to be acquired by Standard Oil Co. as the latter company had the marketing genius and financial stability that Pacific Coast Oil Co. lacked. However, Pacific Coast Oil Co. wanted to retain its original name. After 6 years of operating together and structural changes, in 1906, the two companies formed a new entity – Standard Oil Co. (California).

In 1926, Standard Oil Co. (California) created a new corporate structure and changed its name to Standard Oil Co. of California or Socal. Socal focused its expansion on Saudi Arabia after depleting most of the oil reserves in the U.S.A. during World War I. After getting approval from the Saudi Government, Socal finally found oil in 1938 and went into a joint venture with Texaco, forming a new company named Caltex (Chevron, *Chevron history* 2022).

After World War II Socal started to experience an era of growth. From 1951 to 1969, the revenue grew from \$1 billion to almost \$6 billion. During this period, Socal developed products such as Chevron Gasoline, Chevron Supreme Gasoline, and Chevron Custom Supreme (Chevron, *Chevron history* 2022).

In 1984, Socal wanted to expand its reach further. So, on the 5th of March 1984, Socal chairman George Keller submitted a bid for Gulf Oil Corp., which was U.S.A.'s 5th largest petroleum company (Chevron, *Chevron history* 2022). After the acquisition of Gulf Oil Corp., Socal doubled its expansion and through the merger, there was a new name for the company – Chevron Corporation.

In 2005, Chevron Corporation changed its name to Chevron Corp. after acquiring Unocal Corp. made it easier for Chevron Corp. to expand to the Asia-Pacific. That is how Chevron started operating in Bangladesh. Now, Chevron Corporation operates in more than 180 countries worldwide.

2.1.3 The Chevron Way

Chevron Corporation believes in the Chevron Way. The Chevron Way talks about the company's vision, mission, values, and beliefs. It works as a guideline on how the company works and shows an understanding of the company's culture. Since 1989, the company's values, missions, and objectives have been to address environmental concerns and the protection of biodiversity.

Chevron believes that humans are the main source of energy and that human ingenuity can solve any obstacles. This is why Chevron identifies itself as "The Human Energy Company" (Chevron Policy, *About Chevron* 2023). The company believes following the Chevron Way helps get results the right way.

2.1.3.1 Vision

The vision of Chevron Corporation is "*We define energy in human terms*". As stated earlier, Chevron believes that the main source of energy is human energy and without human ingenuity, it is impossible to innovate and make the world a better place. This is why Chevron envisions human energy as a long-term solution and is working tirelessly to provide energy for the people around the world who rely on the company (Chevron Policy, *About Chevron* 2023).

2.1.3.2 Mission

The mission of Chevron is solving any and every challenge with human energy and ingenuity. Chevron believes that no obstacles can ever be conquered without innovation, creativity, and collaboration (Chevron Policy, *About Chevron* 2023). With these, the company aims to make the world a better place for future generations.

2.1.3.3 Key Values

Chevron has a very diverse and caring work culture. The company believes delivering results safely and responsibly is more important than meeting huge goals. Chevron's motto is – “*Do it Safe or Don't Do it at All*”.

The motto emphasizes that employees should always prioritize their health, safety, and family over work. This is translated into the flexible working hours Chevron provides for the ultimate work-life balance. And this small detail enables the company to deliver unwavering quality (Chevron Policy, *The Chevron Way* 2022).

Chevron employees also volunteer all around the world. They are encouraged to apply their skills in helping people and the environment. Volunteering activities include providing basic needs, improving education, and strengthening the community in which the company operates. Without a strong backbone, society cannot advance, and without advancing there will not be any business growth (Chevron, *Chevron culture* 2022).

2.1.4 Operational Excellence (OE)

A unique value that the Chevron Corporation follows across the globe is Operational Excellence (OE). Operational Excellence is a set of values that ensure the protection of people and the environment, which helps Chevron achieve its vision, which is to be THE global energy company admired by people, partners, and performance (Chevron, *Chevron Operational excellence* 2022).

Operational Excellence mainly manages 7 aspects. These aspects are workforce safety and health, stakeholders, reliability and integrity, environment, process safety, efficiency, and security (Chevron, *Chevron Operational Excellence* 2022). Operational Excellence helps Chevron to meet its objectives: eliminating fatalities, injuries, and illness, eliminating safety incidents, and operate with reliability, managing environmental risks, using resources

efficiently, preventing security and cybersecurity breaches, and addressing business risks through stakeholder engagement.

Every employee must follow OE while working to ensure not only their safety but also the safety of their colleagues. Whether it is on the field of the gas plants or in the corporate office in Dhaka. OE helps everyone to communicate, identify, and eradicate any concerns.

2.1.5 Chevron Logo

Chevron's Logo has undergone some changes since 1906. Although the shape is still the same, the meaning of the logo derives from a different source. A chevron is a V-shaped stripe that is seen on the uniforms of people with high ranks who have served a service for a long time.

At first, the Chevron logo was only assigned and used on some of the products of Standard Oil Co. However, after gaining a larger reputation, the logo started being used for the entire corporation (Mandzhieva et al., 2022). Making it one of the most recognizable symbols all around the world.

2.1.6 Chevron Leadership

Chevron Corporation believes that its culture is strongly built upon trust, responsibility, and integrity. This is why Chevron's leaders are role models who believe the only way to lead the future of energy is by upholding the culture with pride.

Chevron's leadership is split into the board of directors and corporate officers. They are responsible for directing the affairs of the corporation. They have expertise in policy-making, science, technology, research, academia, and engineering and hold immense knowledge of government, legal issues, and regulatory issues (Chevron, *Chevron leadership* 2023). Michael K. Wirth, the CEO of Chevron is the Chairman of the board of directors.

2.1.7 Organogram

Here is the organogram for Chevron Corporation –

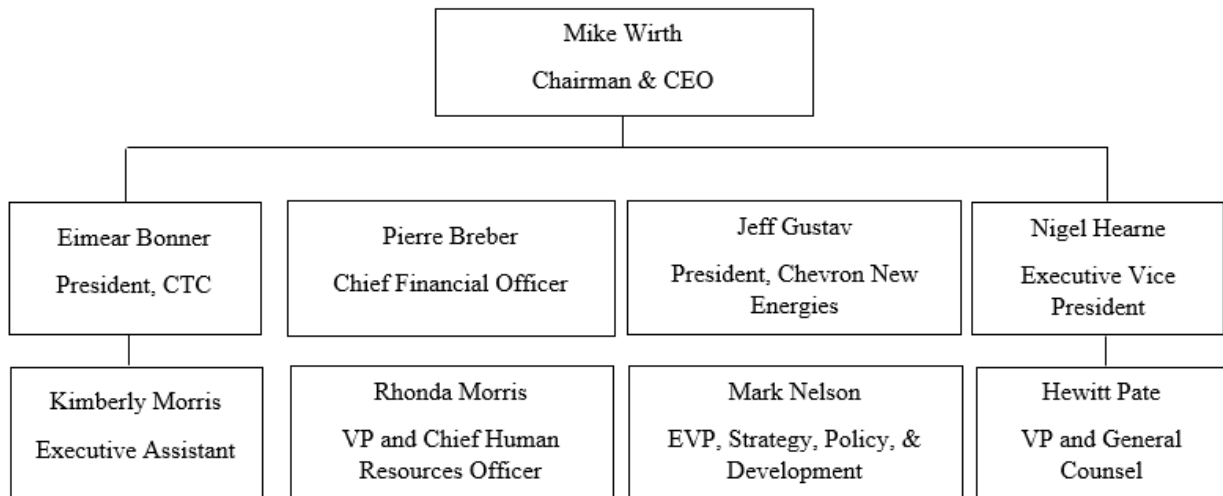


Figure 2: Organogram of Chevron Corporation

2.2 Overview of the Company

Below is an overview of Chevron Bangladesh –

2.2.1 About Chevron Bangladesh

In 1999, Occidental Petroleum, PetroBangla, and Unocal Corporation announced the start of natural gas extraction from the Jalalabad gas field, located in Sylhet, Bangladesh. The gas field was developed and operated by Occidental of Bangladesh Ltd. with the partnership of Unocal Bangladesh Ltd. (Occidental Petroleum Corp., *Occidental*, and *Unocal announce startup of Bangladesh Gas Project* 1999).

Afterwards, Unocal Bangladesh Ltd. received the rights to all of the gas fields. Chevron Corporation started its journey in Bangladesh in 2005. After acquiring Unocal of Bangladesh, Chevron Corporation opened its subsidiary named Chevron Bangladesh (*Natural Gas and Petroleum in Bangladesh* 2022).

By acquiring Unocal Bangladesh Ltd., Chevron Bangladesh owned all of the properties, gas plants, and products of Unocal. Chevron Bangladesh is currently the largest producer of natural gas in Bangladesh. It later expanded and opened two more gas fields. One in Moulavi Bazar and another in Bibiyana. The company produces over 50% of Bangladesh's natural gas and produces over 80% of its condensate (Chevron Policy, *About Chevron Bangladesh* 2023).

Chevron Bangladesh is working with the government of Bangladesh to harness the natural resources of the country. Chevron Bangladesh currently has over 3000 employees and of them, 95% are Bangladeshi nationals. Ensuring that the company helps provide jobs to the Bangladeshi population to further strengthen the country (Chevron Policy, *Our businesses* 2023).

Other than securing natural resources, Chevron Bangladesh has also partnered with the Government of Bangladesh and PetroBangla to help Bangladesh with its goal of becoming a developed country by 2041 (January & Walker, *Chevron: A 25-year journey towards Energy Sustainability in Bangladesh* 2023).

2.2.2 Products of Chevron Bangladesh

Although Chevron Bangladesh does produce products for the country, it is important to take note of the fact that the company's primary focus is exploration and production. The company does not sell the products to the people. Instead, they sell the products to the country's national oil company – PetroBangla. Some of the products Chevron Bangladesh produces are –

- 1. Natural Gas** – Chevron Bangladesh produces natural gas from its three gas fields in Bangladesh. The gas fields are located in Bibiyana, Moulavi Bazar, and Jalalabad. Natural gas is used for electricity generation and domestic use.
- 2. Condensate** – During the production process of natural gas, a type of liquid hydrocarbon mixture is also found. This liquid is called condensate and Chevron

Bangladesh produces it alongside natural gas. Condensate can be processed into jet fuel, gasoline, and diesel.

2.3 Company Practices

Below is an explanation of the practices Chevron Bangladesh follows –

2.3.1 Departments of Chevron Bangladesh

There are a total of 9 departments in Chevron Bangladesh. These are – HR, Legal, Compliance, IT, HSE, CA, Finance, SCM, and Operations. Most of these departments are based in Dhaka but Operations is based on Chevron's Jalalabad, Moulavi Bazar, and Bibiyana gas fields.

The HR department is responsible for recruitment, administration, performance management, employee relation, compensation and benefits, and payroll. The HR department also handles any disruptions reported to them.

The Legal department in Chevron Bangladesh is different from other MNCs. In most other MNCs, the Legal department is only responsible for any lawsuits that the company may face. However, in Chevron Bangladesh, the Legal department does much more. Apart from handling lawsuits, most departments need to communicate with Legal before doing anything. For example – as Chevron does not have a marketing department, the CA department is the one that does PR or press conferences. The CA department needs to go through the Legal department to make sure whatever speech will be presented does not cause any lawsuits. The compliance department works closely with Legal.

The Compliance department is responsible for business conduct and the ethics code. The Compliance department gives training to every employee to make sure they are well aware of the ethics followed by Chevron. The ethics code is made up of four questions – if it is legal, if it is consistent with company policy and human rights, if it is consistent with The Chevron

Way, and if it were to be made public, would the individual be comfortable with it? (*Chevron Business Conduct Ethics Code 2023*).

The IT department manages all of the technological aspects. They are responsible for the maintenance of the office equipment, servers, setting up new devices, and maintaining the security and integrity of all information and databases. If anyone faces any technical problems, it is encouraged to report them to IT.

The HSE department is responsible for workplace safety and security. Apart from that, the HSE department makes sure that all of the employees are fit for duty. The department follows a motto – “*do it safely or don’t do it at all*”. This encourages every employee to put their health first and work second.

The CA department is responsible for making sure the Chevron name holds a positive meaning. They identify opportunities to give back to society and the environment. The way they accomplish this is through CSR. In 2014, Chevron Bangladesh launched a \$10 million CSR programme to help the local people of Sylhet to create their small businesses (Khan, *Chevron launches \$10m CSR scheme* 2015). The CA department also hosts charity events for handicapped people. They have successfully been doing it since 2017.

The Finance department is responsible for controlling the incoming and expenditures of the company. They obtain and handle the money on behalf of the company and analyze outcomes before finalizing any financial decisions.

The SCM department manages the goods, materials, data, and finances needed for producing a product. They make sure that all of the raw materials are delivered to the gas fields at the earliest while spending the least amount of money to do so.

The operations department is responsible for producing natural gas and condensates in the three gas fields in Bangladesh. They ensure that the gas fields are operating properly and safely,

identify ways to make production quicker and more efficient, and also ensure all of the equipment is up to standards so no hazards can occur.

2.3.2 Recruitment and Selection

The recruitment and selection process of Chevron is quite extensive. Chevron's recruitment process consists of 5 tests. Initially, after a candidate applies for a position, the CVs are sorted out based on specific criteria the department is looking for. After sorting out the CVs, the selected candidates are contacted via call and notified.

The selected candidates then must sit for an exam depending on which department they applied to. For example – in the Legal department, we only had to sit for the GRE English exam. In the Finance or SCM departments, candidates have to sit for GRE Math and English exam. Candidates must score 80% or above marks to be called for the next stage.

Candidates who successfully scored 80% or above on the exam are called for an interview. The interview board is made up of highly skilled individuals from different departments. If a candidate successfully passes the interview, they will be called for medical and security tests.

Chevron Bangladesh will ask candidates for academic certificates, transcripts, and birth certificates, and to fill out an FCPA form. During the medical test, the candidates are required to do an alcohol test, blood test, and urine test. The medical test costs are completely covered by Chevron Bangladesh. The security test is conducted with the information filled up on the FCPA forms.

After successfully, passing both medical and security tests, Chevron Bangladesh contacts the candidates through phone calls and sends the offer letter and NDA via Email. The candidates can start working after signing and sending a scanned copy of the NDA.

2.3.3 Leave Management

Chevron Bangladesh allows its interns 5 days of paid leave during the entire tenure. Interns need to fill out a form stating the reason for taking the leave and give it to HR. The HR department then evaluates the form and grants the leave.

In case of serious health concerns, Chevron Bangladesh gives paid leave indefinitely. The HSE department declares unfit for duty after evaluating medical documents and asks the employee to only attend work after receiving medical clearance from specialist doctors.

2.3.4 Training and Development Initiatives

Chevron Bangladesh hosts 1-2 training and development events each month which are mandatory for all employees. The events are hosted on different topics each time and they always strongly emphasize safety, security, and personal growth.

Other than that, these events try to identify issues currently going on in the industry or in the company itself and address them. Right before the end of each event, an open mic Q&A session takes place to encourage employees to ask questions or speak up about a problem.

During our tenure as Legal Interns, the Legal Department with the help of other departments set up various training sessions. This is something not many interns from other departments get. The training sessions are called “Who We Are: Leading the Chevron Way”. During these pieces of training, different departments teach us how they operate and what is the Chevron Way.

We received training from Compliance, IT, HSE, CA, and SCM departments. Apart from that, interns from every department receive inductions, which are small introductions from different departments. And last but not least, every intern receives international training from the Chevron corporation online to learn more about Chevron.

2.3.5 Performance Management (PMP)

Chevron Bangladesh has a unique way of measuring the performance of its employees. The measurement is called Performance Management or PMP. PMP Goals are goals set by the employees themselves to achieve personal development and growth goal. Every employee is given a PMP Goals sheet and is evaluated by their supervisor at the end of the year.

PMP Goals are split into four categories – Align and Inspire, Build Relationships, Grow Capabilities, and Deliver Results. The employee is given the choice of setting their own goals in the first three categories. The Deliver Results part shows how the employee met those goals.

PMP strongly emphasizes teamwork and self-development. The employees are encouraged to build relationships by participating in interdepartmental communication and aligning themselves with their coworkers. They are also encouraged to inspire their teammates to do better and improve. The employees are also encouraged to grow their capabilities for self-improvement because no matter how old they are, they can always learn and grow.

Successfully meeting the goals and delivering results helps the employees gain recognition and become forerunners for future promotions.

2.4 Industry and Competitive Analysis

Below are PESTEL, Porter's Five Forces, SWOT, and Marketing Mix analysis for Chevron Bangladesh –

2.4.1 PESTEL Analysis

PESTEL analysis is used to understand a company's external environment. The 6 external factors in PESTEL have an impact on an organization, company, and industry. The 6 external factors are – political, economic, social, technological, environmental, and legal.



Figure 3: PESTEL Analysis Framework

Here is a detailed PESTEL Analysis of Chevron Bangladesh –

- **Political**
 - Chevron Bangladesh has the support of the Government of Bangladesh.
 - Since Chevron Bangladesh is providing the country with oil and natural gas, it enjoys tax benefits from the government.
 - The change of government parties can cause issues in the operation of the company.
- **Economic**
 - Helping locals start their businesses through their CSR project.
 - Promoting women's empowerment through development projects.
- **Social**
 - Helping the handicapped through charity events every year.
- **Technological**
 - Develops technology solutions to boost business growth.

- Encourages innovation among employees and uses them afterwards.
- **Environmental**
 - Continually improving environmental performance and reducing impacts on the ecosystem.
 - Reduces environmental footprint by managing assets efficiently.
 - Includes the environment in decision-making and acts accordingly.
 - Continuously do safety checks to ensure no accidental gas releases happen.
- **Legal**
 - Ensuring ethics code and conduct are maintained properly.
 - Maintaining environmental laws & policies.

2.4.2 SWOT Analysis

SWOT Analysis is used for assessing four internal aspects of any organization or company.

These four aspects are – strengths, weaknesses, opportunities, and threats.



Figure 4: SWOT Analysis Framework

A SWOT analysis for Chevron Bangladesh has been done below –

- **Strengths**

- Chevron Bangladesh has a strong partnership with the Government of Bangladesh and PetroBangla.
- Partnership with the government means the company enjoys tax benefits.
- Chevron Bangladesh has been operating in Bangladesh for the past 25 years. They already have the experience and expertise of Chevron Corporation.
- Already established strong operations with three gas fields running in the country.
- Technological capabilities that other oil and gas companies do not have.
- **Weaknesses**
 - Having strong partnerships with the government means regulations and policies that can impact operations.
 - Only focusing on natural gas means limited growth opportunities.
 - Vulnerable to prices and market demand as the country is heavily dependent on natural gas.
- **Opportunities**
 - As Bangladesh has a lot of unexplored gas fields, the company has a lot of opportunities to discover new sources in Bangladesh.
 - As the energy demand grows in Bangladesh, it gives Chevron Bangladesh new opportunities to expand.
 - Chevron Bangladesh can slowly shift towards renewable energy sources to further diversify its operations.
- **Threats**
 - The fluctuation of price of oil and gas in the global market can have a huge impact on the business of Chevron Bangladesh.
 - New environmental regulations can hamper the operations of the company.

- Political instability or the change of political parties can have a massive impact on the operations and practices of the company.

2.4.3 Porter's Five Forces

Porter's Five Forces are used to identify and analyze competitive forces that help determine an industry's strengths and weaknesses. This model can help companies understand where they are in terms of competition and identify how they can improve in the industry.

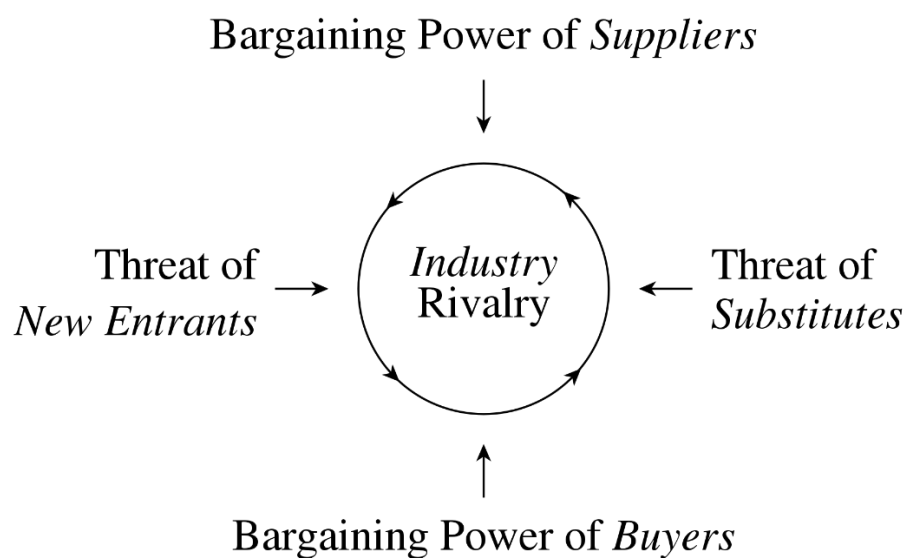


Figure 5: Porter's Five Forces

The five forces are – the bargaining power of buyers, the bargaining power of suppliers, the threat of new entrants, the threat of substitutes, and competitive rivalry. Here is an analysis of Porter's Five Forces for Chevron Bangladesh –

- **Bargaining Power of Buyers (Low)**

The bargaining power of buyers in the natural gas industry in Bangladesh is low. The primary buyers from Chevron Bangladesh are the government, the national oil company, power companies, and industrial consumers.

Since Chevron is the biggest oil and gas company currently operating in Bangladesh, the buyers have very limited alternative options. Aside from that, natural gas is an important energy source for Bangladesh. The scenario reduces the bargaining power.

- **Bargaining Power of Suppliers (Moderate)**

As Chevron Bangladesh works in partnership with the Government of Bangladesh and PetroBangla, the bargaining power of suppliers is low to moderate. Although there are alternative companies that can also supply power, the involvement of the government helps balance the situation.

If the government by any chance decides to not be directly involved in the gas field development and regulations, suppliers may gain the power to bargain.

- **Threat of New Entrants (Moderate)**

The oil & gas industry requires extensive exploration, investment, research, production, infrastructure, and time. All of these factors help act as a barrier for new companies to make an entry into the country's oil & gas industry.

However, if the government decides that they would like more companies to operate in Bangladesh to increase production and resources then it would increase the threat. This is why the threat of new entrants is moderate.

- **Threat of Substitutes (Low to Moderate)**

At the current stage, natural gas is the go-to energy source in Bangladesh. It is a low-cost, high-availability, and cost-effective alternative that does not do any harm to the environment. However, the recent shift towards coal burning for electricity poses a small threat to the industry.

In addition, more countries moving towards renewable energy sources can be a threat to Chevron Bangladesh if the government decides to switch to a more renewable source of energy.

- **Competitive Rivalry (Moderate to High)**

Chevron Bangladesh operates in a competitive environment due to the presence of other MNCs, the national oil company PetroBangla, and local companies. However, the PSC between Chevron Bangladesh and PetroBangla makes it a bit less hostile between the two entities.

Although the competitiveness also depends on factors such as production capacity, size of the gas fields, the success rate of exploration, etc. Since Chevron Bangladesh has been operating in Bangladesh for 25 years, the company enjoys a large competitive advantage over its competitors.

2.4.4 Marketing Mix

The Marketing Mix is made up of the 4 Ps – Product, Price, Place, and Promotion. These are the factors that are used to ensure meeting desired goals.



Figure 6: 4Ps of Marketing Mix

Below is a detailed explanation of the Marketing Mix of Chevron Bangladesh –

- **Product**

Chevron Bangladesh primarily produces natural gas and condensate-associated products. The condensate is used to produce jet fuel, gasoline, and diesel.

- **Price**

Price is determined based on market demand and governmental regulations. The prices are negotiated with the buyers in the energy sector. For example, the products are bought by the national oil company PetroBangla from Chevron Bangladesh.

- **Place**

Chevron Bangladesh distributes their products to PetroBangla. PetroBangla then sells the products to the people of Bangladesh.

- **Promotion**

As stated earlier, Chevron Bangladesh does not have a marketing department. This is why the company relies on CSR to uphold its brand image. This is the reason why Chevron Corporation launched a \$10 million CSR programme to enhance its reputation in Bangladesh.

Chapter 3

Project Part

3.1 Introduction

As the years progress, it is becoming clear that data is the key to succeeding in the modern era. Although data itself is not information, when organized, it becomes information. Storing these meaningful data is called information management and where we store it is called a database. In addition, regularly updating this information inside the database is called database management. For something with such simplicity, it is astonishing to believe what big of an impact this has.

An information management system is the backbone of any organization, be it local or multinational. Information management systems can increase the productivity of an organization, improve interdepartmental communication, increase competitive advantage, and reduce errors in the long run. All the big players in every industry rely on this, which is why they became this big in the first place.

Many people believe not every type of industry needs to rely on information or data. When we first hear about information or data management, we think about big tech industries like Apple or Samsung. Even in Bangladesh, many people believe multinational companies like GP, BAT, Unilever, etc. need to rely on data. And the reason behind it is simple – these are consumer brands dealing with consumers. So, of course, they would need to rely on consumer data to improve.

But from an oil and gas industry perspective, even a global powerhouse like Chevron relies on information and database management systems to conduct its operations. In our country, the

oil and gas industry is most of the time overlooked as people are not familiar with how big this industry truly is.

In this chapter, I will be taking an in-depth look at how Information or Database Management Systems are the main driving force for organizations. I will be discussing the importance of these systems, a small glance into how Chevron's Legal Team uses them, and the benefits of such systems. The entire chapter will be from the perspective of MNCs.

3.1.1 Literature Review

In the research paper titled *The Generational Dimension of Technology Acceptance: The Case of Generation X and Millennial Managers*, the authors observed a select few organizations. The observation is called naturalist observation which is done in the real-world environment to observe phenomena happening in natural ways. The study collected data on how different generations of managers take notes using technology when faced with a challenge.

The reason I am touching on the generational dimension is that it is quite apparent in our real world that the older generations are reluctant to change. While traditional ways work for them, taking notes in a notebook, the more modern ways of doing it seem much easier to people of our generation. Being reluctant to change and adapt technology to their lives is only holding them back. As such, many organizations with older generations of higher-ups do not see the point of digitalization.

In another research paper titled *The Impact of Management Information Systems Adoption in Managerial Decision Making: A Review*, the authors touched on the technology adoption model developed by Davis. The model is one of the most influential research models in finding out the acceptance rate of information systems in organizations.

Two determinants determine whether it will be accepted. One is perceived ease of use and the other is perceived usefulness. One of the key issues that many older generations face with

technology is that they find it complicated. So, the easier it is to use the technology, the more open they will be to accepting this new technology. This is partly why most information management system user interfaces are so simple. The main goal is to make it so simple that anyone can use it.

And finally, an article published by Deloitte, titled *The Case for Disruption Technology in the Legal Profession* the author speaks about how modern technologies have disrupted the practice of law. As it is getting easier to draft legal documents using AI, many law firms are against it as it harms the integrity of such documents.

The article goes over how law firms need to adapt to the digitalization movement to survive and how the use of AI and big data has changed the business model in not only corporates or consumer brands but also law firms.

Although in this paper I will be mainly touching on the importance of information and database management systems in work life and Chevron Bangladesh, it is important to note that I will also be discussing the generational gaps and the recent pandemic events.

With the recent events, the importance has increased, and more people are now open to using these systems. Apart from that I will also be discussing how corporate legal departments and law firms are adapting to digitalization.

3.1.2 Broad Objective

The broad objective of this report is to evaluate the impact, importance, and value of information and database management systems and how it is used in day-to-day operations in MNCs but also in general work life.

3.1.3 Specific Objectives

The specific objectives of this report are to –

1. To show the impact of how Information and Database Management Systems help interdepartmental communication.
2. To show the impact of how Information and Database Management Systems help the oil & gas industry.
3. To evaluate the acceptance of Information and Database Management Systems and other digital tools among lawyers and legal departments.

3.1.4 Significance

The effects of digitalization on the modern workplace have been an important addition to managing data. Consumer brands have been taking advantage of this the most. Although many people believe only consumer brands need to rely on data, that is far from the reality.

The purpose of this study is to show the importance of information and database management systems in the oil & gas industry, how these systems help interdepartmental communication, and how in recent years, lawyers have become more open to working with these technologies.

The findings of this study will help us understand the importance of information and database management systems and how they can help make operations more efficient in MNCs operating in different fields.

3.2 Methodology

Here is a detailed look at the methodology used to conduct this research –

3.2.1 Research Type

Although the research type is primary research as I am collecting the data myself, I have also used a mixture of qualitative and quantitative research. Qualitative research is best used in an interview situation. It helps better understand a situation and take the interviewee's opinions,

and experiences. Quantitative research is best for survey questionnaires to circulate a target group. It can have open-ended, closed-ended, or mixed types of questions.

For example, I have used qualitative research methods to interview the Legal Analyst of the Legal Department to better understand why the lawyers are not too trusting of technologies and why the legal team is currently focusing on document management systems.

And I used the quantitative research method to create two similar questionnaires to circulate to both Chevron Bangladesh employees and the general public on social media. The questionnaires have mixed questions.

I have also done observational research. This research type is all about observing a target group in its most natural setting. This method helps us understand if a particular idea that we have of a group is true or not. In addition, observing the group in a natural setting means there will be no chance of bias.

For example, since I worked in the Legal Department, I have used observational research for a specific objective – to find the generational acceptance of Information and Database Management Systems among lawyers and legal departments.

3.2.2 Data Collection Techniques

As stated earlier, for collecting data for the report, I have decided to conduct primary research, which involves surveys. I have created two survey questionnaires in total. One is for collecting data to show the impact of information or database management systems in work life and the other is the impact of these systems in Chevron Bangladesh.

For the survey, I will be using Google Forms. It is the easiest way to circulate the questionnaire among various people. In addition, to show how and why Chevron Bangladesh's Legal Team started using information and database management systems, I interviewed the Legal Analyst

of the Legal Department, Ms. Nameera Ahmed. She provided me with an in-depth understanding of the impact of these systems on the Legal Team.

She also gave me an interesting insight into why lawyers are cautious about using technologies and pointed me towards one of Deloitte's articles titled "*The Case for Disruptive Technology in the Legal Profession*" to better understand why lawyers were reluctant to move towards technology.

3.2.3 Data Visualization Tools

To visualize the data gathered from the two survey questionnaires, I have decided to use Power BI. It is one of the easiest-to-use yet powerful tools that can help visualize data at a moment's notice. It is extremely user-friendly. Power BI is also a readily available free software by Microsoft that anyone can use. Making it much easier to feed it data to visualize it.

Apart from that, there are some data visualizations I will be using from the Google Forms responses tab. The reason is some multiple-choice question answers are shown together if visualized in Power BI, which makes it hard to understand.

3.3 Findings and Analysis

Below is a detailed description of the research findings and analysis –

3.3.1 Findings from the Interview

Ms. Nameera Ahmed, the Legal Analyst of the Legal Department of Chevron Bangladesh, was kind enough to allow some time for me to go over some key events. My main focus of the interview was to understand why the Legal Department started to work on document management and how it has helped interdepartmental communication.

3.3.1.1 Problem Statement

Digitalization is moving at a rabbit's pace and it is showing no signs of stopping. The Chevron Corporation has always encouraged the use of technology to mitigate risks and maximize efficiency. Chevron Bangladesh is no different. Database management systems were present from the very start of the organization.

However, it was not being used as heavily in the Legal Department as they would have liked at the time. The database management system was only being used to store some documents that the legal team saw fit at the time. Fast forward to the Covid-19 pandemic, the team realized how important the database management system is.

During the pandemic, there were times when the team needed important legal documents that could make or break multiple cases. Since the entire city was in lockdown, the team could not access the building. However, after taking a specialized permit, they could finally come to the office, find the important documents, and leave. All of this while risking their health and lives.

That is when the team proposed using the database management system extensively to store every softcopy of available documents to ensure that there are multiple copies and as a backup if another pandemic hits the globe.

3.3.1.2 Shifting Priorities

After the pandemic was over and the team could return to work from the office, they decided to start working on the document management project. The Legal Department fully shifted its priorities to scanning, renaming, and uploading every document that the team had access to and uploading them to Chevron Bangladesh's databases.

It is a lengthy process that will take years to complete as there are countless documents. However, the team has achieved significant progress in the past year and is showing no signs of slowing down any time soon.

3.3.1.3 Impact of Shifting to Information/Database Management

Now that the legal department has fully shifted its attention to uploading every document to Chevron Bangladesh's database management system, how they do every task has changed significantly.

Previously, if the team needed any documents, they would have to pull out the document from its designated location and then work on it. After the work was done, they would put the documents back to where it was.

Now, if the team needs any documents, they simply pull out the soft copies of the document and work on them. If the team needs to pull out one of the documents, then whoever is pulling it out adds a small note notifying the entire team that one of the hardcopy documents is currently with them.

Apart from that, as I have stated earlier, the role of the Legal Department in Chevron Bangladesh is far beyond just handling litigation and court documents. Other departments have to work hand in hand with the team to ensure tasks are being carried out precisely.

For example, the Legal Department has to work on multiple projects with the HR, CA, Operations, and SCM Departments. The use of database management systems has helped increase interdepartmental communication so much that the team has noticed a significant improvement in efficiency and time management.

Shifting to an information and database management system has had a huge impact on both intra-departmental and interdepartmental communication not only for the Legal Department but also for the other departments as well. Apart from making communication easier, it has also had an impact on efficiency and decision-making.

3.4 Findings from the Surveys

As stated earlier, I have conducted two surveys using Google Forms to evaluate the importance and impact of Information and Database Management Systems on the work life of the public and the employees of Chevron Bangladesh. The questions asked were targeted towards finding out how much impact Information and Database Management Systems have impacted people's lives and how it has helped with interdepartmental and intra-departmental communication.

Below I will be giving an in-depth explanation and evaluation of the responses received and what it entails. I have divided the findings into two parts for the two surveys.

3.4.1 Findings from the Public Survey

The public survey was put out on social media platforms for the random public to participate. I have received an overwhelming number of responses. The total response count was 51. The reason I did not stop at 50 was that I did not want any rounded-up biased percentage in the responses. There was a total of 10 questions, these can be seen in the Appendix portion of this report.

Below is a detailed breakdown of the responses –

Are you familiar with information/database management systems? by Responses

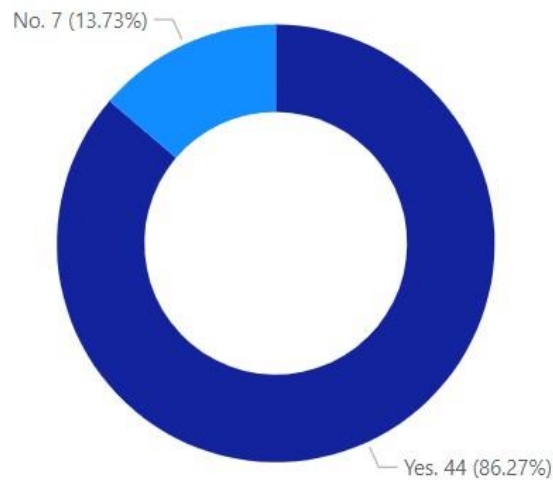


Figure 7: Familiarity with Information and Database Management Systems

As we can see from the figure above, the first question was to know how many participants were familiar with these tools. From Figure 07, out of 51 participants, the majority, which is 44 participants (86.27%) were familiar with such systems. While only 7 participants (13.73%) were unfamiliar. We can evaluate from this response that the majority are aware of such systems and their importance.

What kind of database management systems have you used?

51 responses

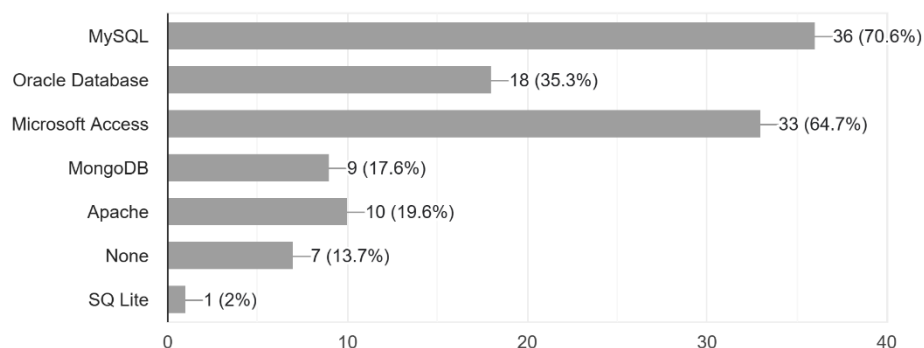


Figure 8: Types of Database Management Systems Used

The second question was to see what types of software the participants were familiar with. It is no surprise that most participants knew of MySQL as it is one of the most widely used database management systems around the world, as shown in Figure 08. Microsoft Access comes a close second as it used to be widely regarded as the best tool to learn database management. Sadly, it is not used much anymore.

How frequently do you use information/database management systems for your job responsibilities? by Responses

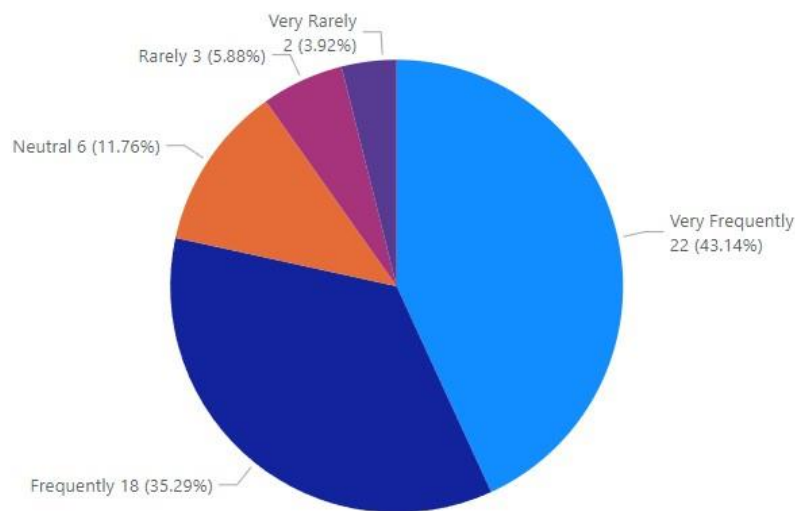


Figure 9: Frequency of Usage of Information/Database Management Systems for Work

As we can see from Figure 09, 22 participants (43.14%) out of 51 voted that they very frequently use these systems for their job responsibilities, while 18 participants (35.29%) voted for frequently. What we can understand from this chart is that in the modern day, these systems are being used even outside the work of IT. Departments like HR even store employee information now on database management systems for ease of access and security.

How important is information/database management system for your work? by Responses

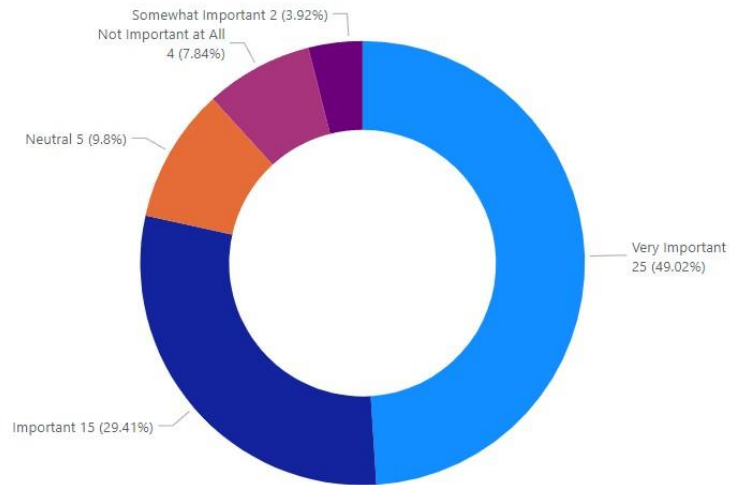


Figure 10: *The Importance of Information/Database Management System*

From Figure 10, we can see that 25 people (49.02%) voted for very important and 15 (29.41%) people voted for important to this question. Although there are a few neutral participants, the majority acknowledged the importance of these systems in their work life. This part of the survey makes it clear how important information and database management systems are nowadays.

How would you rate the impact of information/database management systems on the efficiency and effectiveness of everyday tasks and activities?

51 responses

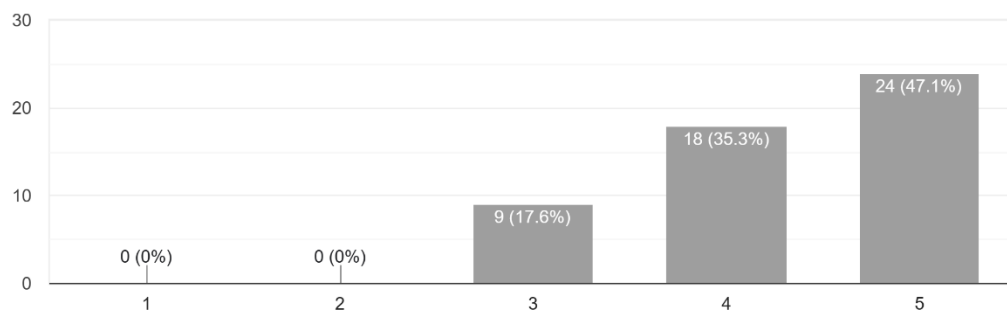


Figure 11: *The Impact of Information/Database Management Systems*

In this part of the survey, I wanted to know about the impact of these systems. This question was used as a linear scale where 0 is the lowest score and 5 is the highest score. Out of the 51 participants, 24 participants (47.1%) rated the impact of these systems a 5, 18 participants (35.3%) rated it a 4, and 9 participants (17.6%) voted neutral.

How impactful have information/database management systems been to enhance your decision-making abilities?

51 responses

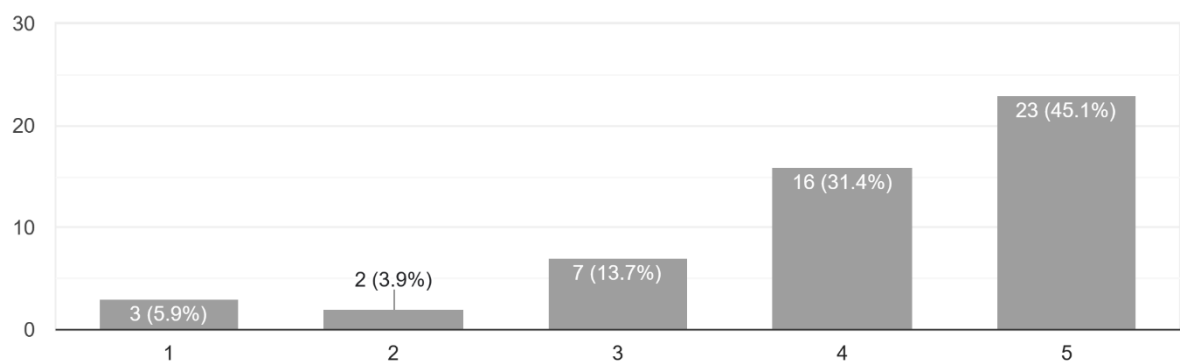


Figure 12: *The Impact of Information/Database Management Systems on Decision-making*

Almost every organization has to rely on information and data to make decisions. Making the right decision is crucial to gain an advantage over the competitors. As we can see from Figure 12, 23 participants (45.1%) and 16 participants (31.4%) rated that these systems have had a very high impact on their decision-making abilities. Although there are a few participants who rated neutrally and low, the scales are more tipped towards the positive rating.

Information/Database management systems has helped your organization in improving efficiency in interdepartmental and intra-departmental work. by Responses

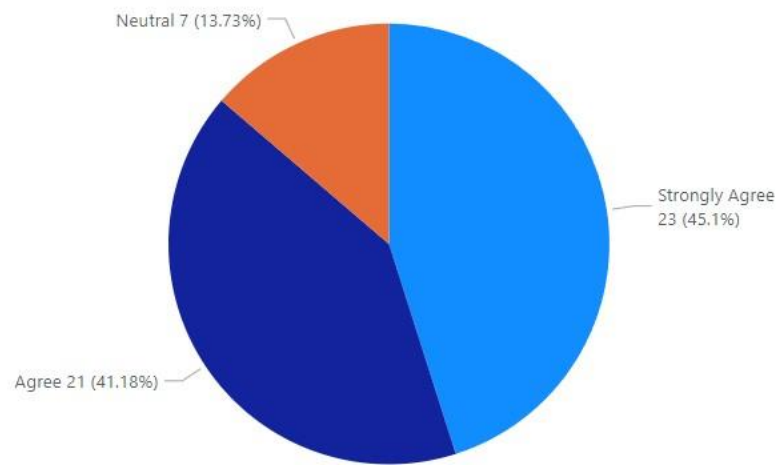


Figure 13: *Information/Database Management Systems Helped Improve Efficiency in Interdepartmental and Intra-departmental Work*

As one of the specific objectives was to evaluate and show the impact of information and database management systems on interdepartmental and intra-departmental communication, I asked the participants what they thought about it. And as we can see from Figure 13, 23 participants (45.1%) and 21 participants (41.18%) voted for strongly agree and agree respectively. While the rest of the 7 participants (13.73%) were neutral towards it. This helps us understand that these management systems have had a huge impact on communicating within and with other departments.

A good information/database management system can improve productivity as all of the required data are readily available. by Responses

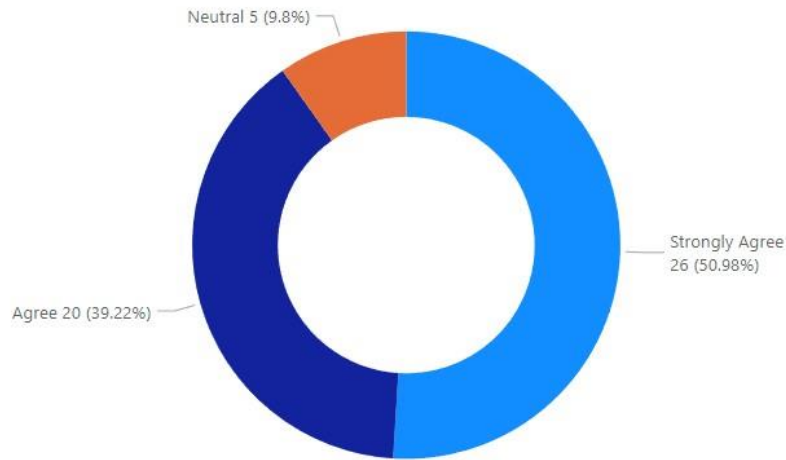


Figure 14: Impact of Information/Database Management Systems on Productivity

While working in Chevron Bangladesh, I noticed a significant improvement in my productivity as I had to always work with database management systems and update the information accordingly. This is why I wanted to know if others have a similar experience. From Figure 14 we can see that other people have had similar experiences. 26 participants (50.98%) and 20 participants (39.22%) out of 51 participants voted strongly agree and agree respectively while only 5 participants (9.8%) voted neutral.

Every organization should have a dedicated information/database management system for productivity and efficiency. by Responses

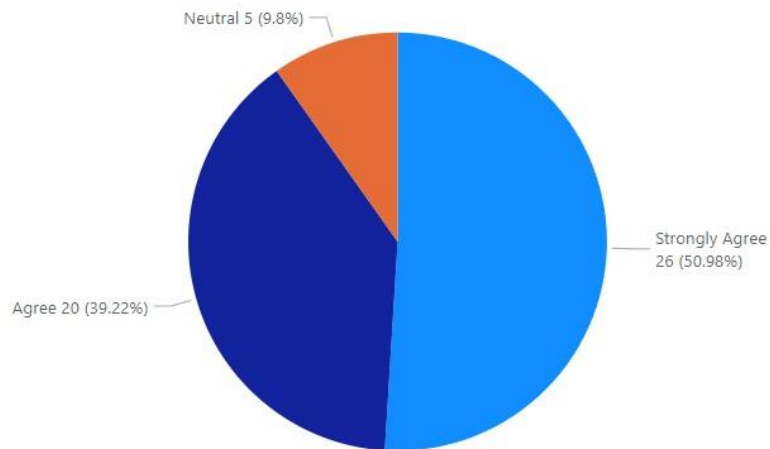


Figure 15: Opinion on Organizations Having Information/Database Management Systems

From Figure 15, we can see 26 participants (50.98%) and 20 participants (39.22%) voted for strongly agree and agree respectively. As this survey was done on social media platforms, I have had many people who shared their past work experiences where the organization did not have dedicated information or database management systems and a simple task would take them hours to do. The reason is not having required information readily stored and available.

Information/Database management system has

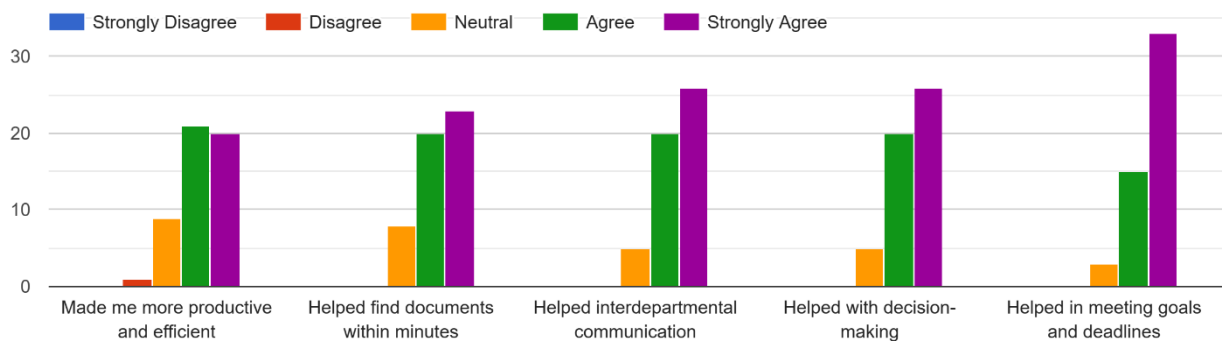


Figure 16: The Impact of Information/Database Management Systems on Different Aspects

For the last question, I wanted to see what kind of impact these systems had on the participants on the aspects that I faced during my tenure. I will be glancing over the majority votes and not focusing on the minor ones.

For the first aspect, 21 participants voted agree and 20 participants voted strongly agree. In the second aspect, which is finding documents within minutes, 22 participants voted for strongly agree and 20 participants voted for agree. In the third and fourth aspects, which are interdepartmental communication and decision-making, 26 participants voted strongly agree and 20 voted agree. And for the final aspect, which is meeting goals and deadlines, an overwhelming 28 participants voted for strongly agree and 15 voted for agree.

These findings from the public survey prove that information and database management systems have a huge impact on multiple important aspects of work life. It is quite apparent from the findings that the importance and impact of these systems cannot be overlooked. Every organization should focus on having a dedicated database management system to gain an advantage.

3.4.2 Findings from the Chevron Bangladesh Survey

The second survey, which was made for the employees of Chevron Bangladesh has the same set of questions that the public survey has but with a few option changes to protect confidentiality as per the guidance of the Compliance department. Unfortunately, I could not get as many responses as I wanted originally. I only received 11 responses as many employees were reluctant to participate. However, these 11 responses were from employees of HR, SCM, CA, Legal, and Compliance. So, the responses are from diverse departments.

The main purpose of this survey was to evaluate and show the impact of information and database management systems of Chevron Bangladesh in the oil & gas industry. As stated earlier, the questions of this survey will also be attached to the Appendix section of this report.

Below is a detailed breakdown of the responses –

Are you familiar with information/database management systems? by Responses



Figure 17: Familiarity with Information and Database Management Systems

As we can see from Figure 17, all 11 participants were familiar with information/database management systems. since almost every employee from Chevron Bangladesh works with the organizational database system.

What kind of database management systems have you used?

11 responses

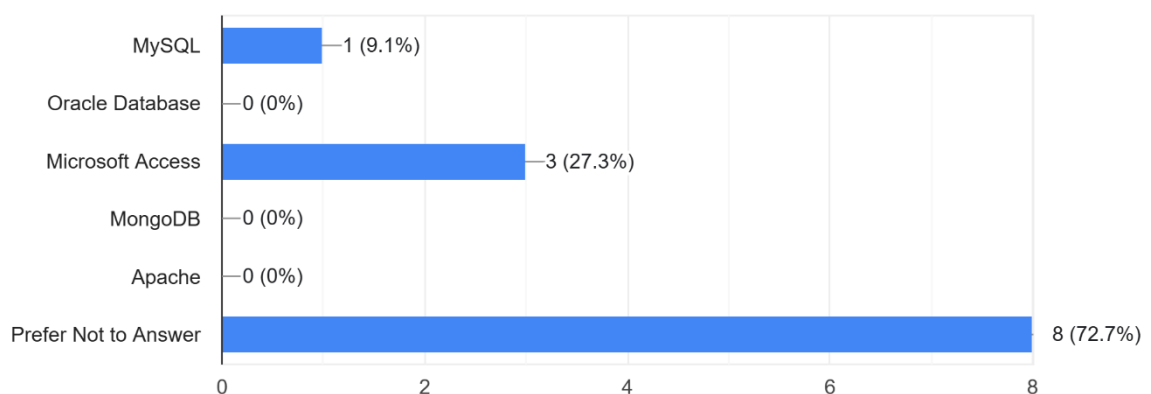


Figure 18: Types of Database Management Systems Used

From Figure 18, we can see that 8 participants (72.7%) preferred to not answer what database management systems they have used. The reason is that they wanted to maintain confidentiality to not leak any information.

How frequently do you use information/database management systems for your job responsibilities? by Responses

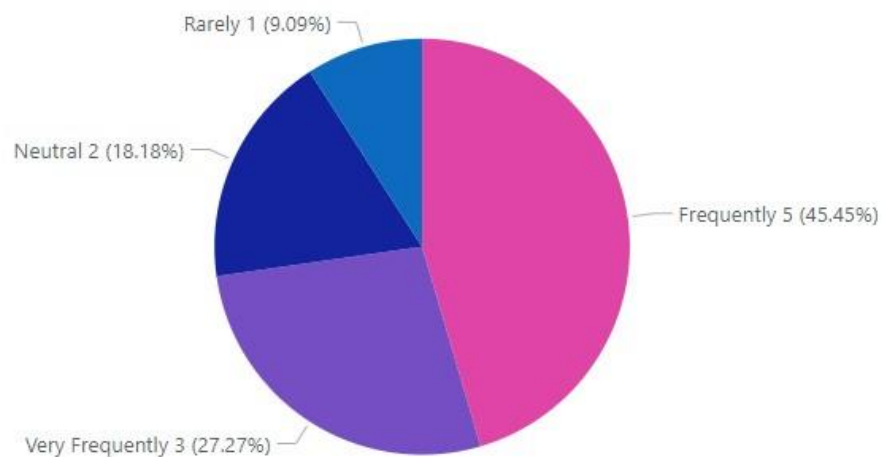


Figure 19: *Frequency of Usage of Information/Database Management Systems in Chevron Bangladesh*

From Figure 19, out of the 11 participants, 5 participants (45.45%) voted frequently and 3 participants (27.27%) voted very frequently. 2 participants (18.18%) were neutral while 1 participant (9.09%) used the systems rarely. This shows that some employees are not required to use these systems as often as others but the majority do use it frequently.

How important is information/database management system for your work? by Responses

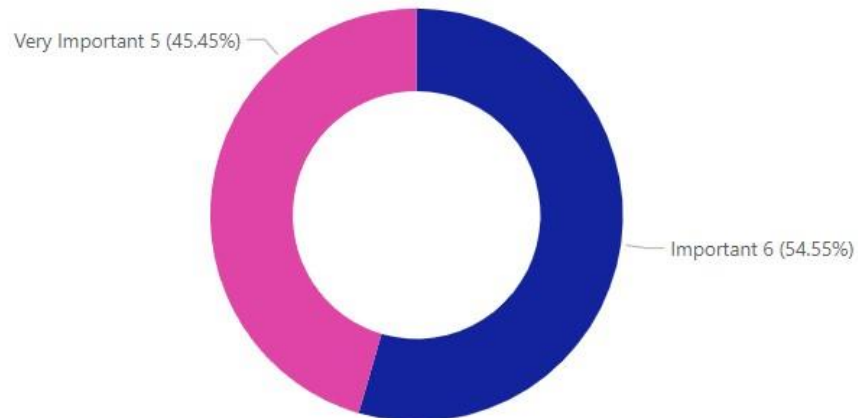


Figure 20: *The Importance of Information/Database Management System at Chevron Bangladesh*

As we can see from Figure 20, out of the 11 participants, all of them responded highly towards the importance of information/database management systems for their work. 6 participants (54.55%) voted important and 5 participants (45.45%) voted for very important. This chart shows how important these systems are for operating in the oil & gas industry.

How would you rate the impact of information/database management systems on the efficiency and effectiveness of everyday tasks and activities?

11 responses

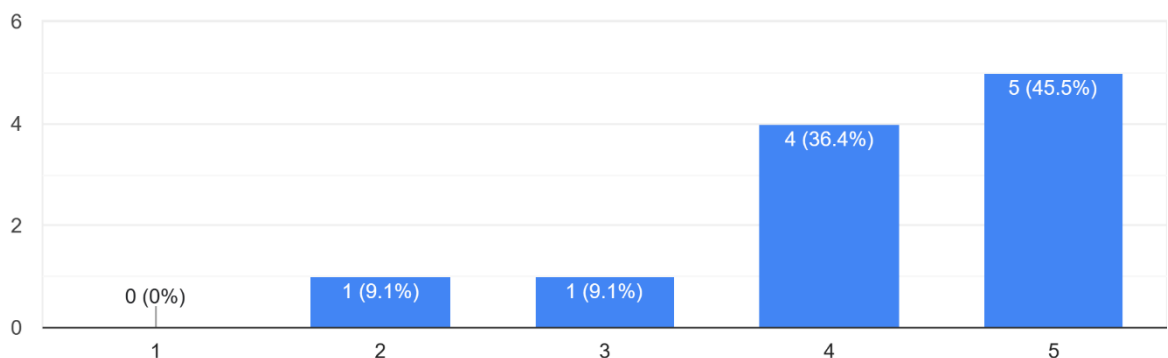


Figure 21: *The Impact of Information/Database Management Systems in Chevron Bangladesh*

I have already gone over the impact of information/database management systems in detail from the interview with the Legal Analyst in the Legal Department. This is why I wanted to see what employees of other departments thought about it. As we can see from Figure 21, 5 participants (45.5%) rated the impact a 5 and 4 participants (36.4%) rated it a 4 on the linear scale. The other two participants were neutral and rated a 2 respectively.

How impactful have information/database management systems been to enhance your decision-making abilities?

11 responses

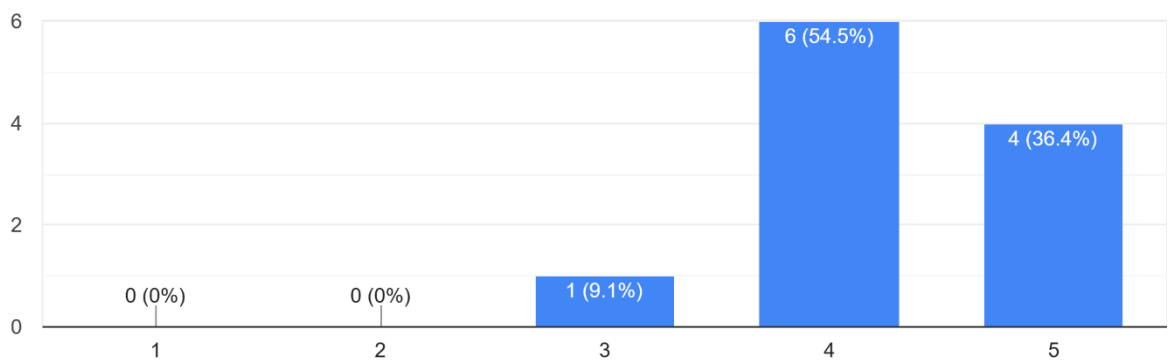


Figure 22: *The Impact of Information/Database Management Systems on Decision-making in Chevron Bangladesh*

As discussed earlier, in the oil & gas industry, Chevron Bangladesh relies on every data and information possible. The information helps in decision-making and the safety and security of the operations. From Figure 22, we can see that 6 participants (54.5%) rated the impact of these systems a 4 and 4 participants (36.4%) rated it a 5. While only 1 participant was neutral. This proves how big of an impact these systems have on the decision-making abilities of people from different departments.

Information/Database management systems has helped your organization in improving efficiency in interdepartmental and intra-departmental work. by Responses

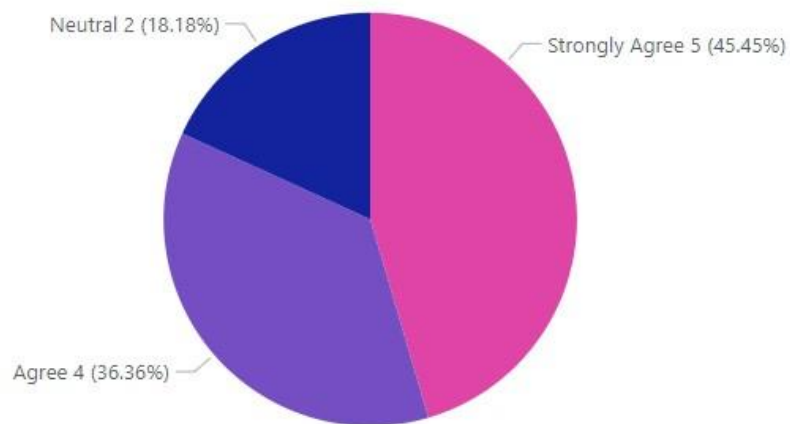


Figure 23: *Information/Database Management Systems Helped Improve Efficiency in Interdepartmental and Intra-departmental Work in Chevron Bangladesh*

As I have mentioned earlier, all of the departments of Chevron Bangladesh rely on each other. Interdepartmental and intra-departmental communication is extremely important in the oil & gas industry as every communication has a domino effect and one wrong communication can cause huge losses and worse, lives. From Figure 23, we can see that 5 participants (45.45%) strongly agree that these systems helped improve efficiency in both interdepartmental and intra-departmental work. While 4 participants (36.36%) agree with it.

A good information/database management system can improve productivity as all of the required data are readily available. by Responses

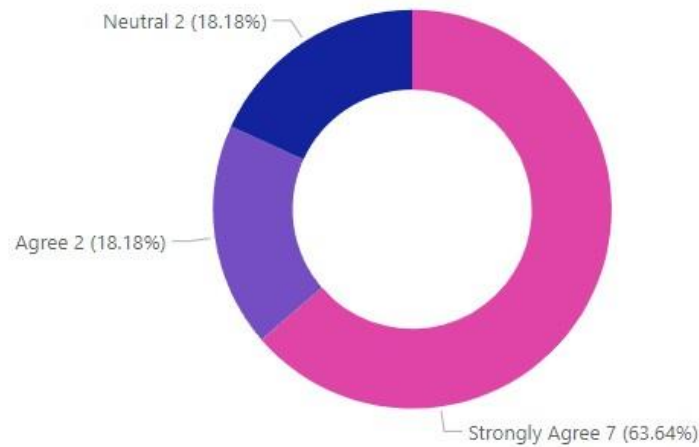


Figure 24: *Impact of Information/Database Management Systems on Productivity in Chevron Bangladesh*

In Figure 24, we can see that 7 participants (63.64%) strongly agree that these systems have made them more productive as data are always available. 2 participants (18.18%) agree with it and 2 participants (18.18%) are neutral towards the statement.

Every organization should have a dedicated information/database management system for productivity and efficiency. by Responses

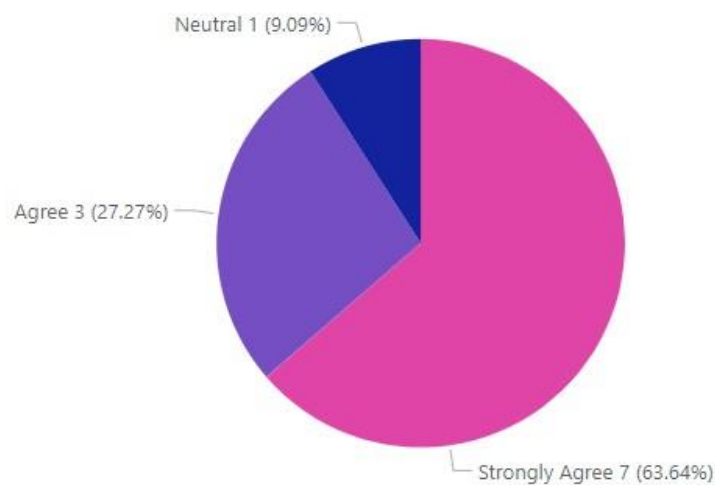


Figure 25: *Opinion on Organizations Having Information/Database Management Systems*

As Chevron Bangladesh have an extremely strong database management system that employees from every department use, I wanted to know what the employees think about this statement. And as we can see from Figure 25, 7 participants (63.64%) strongly agree that every organization should have a dedicated database management system. While 3 participants (27.27%) agree with the statement.

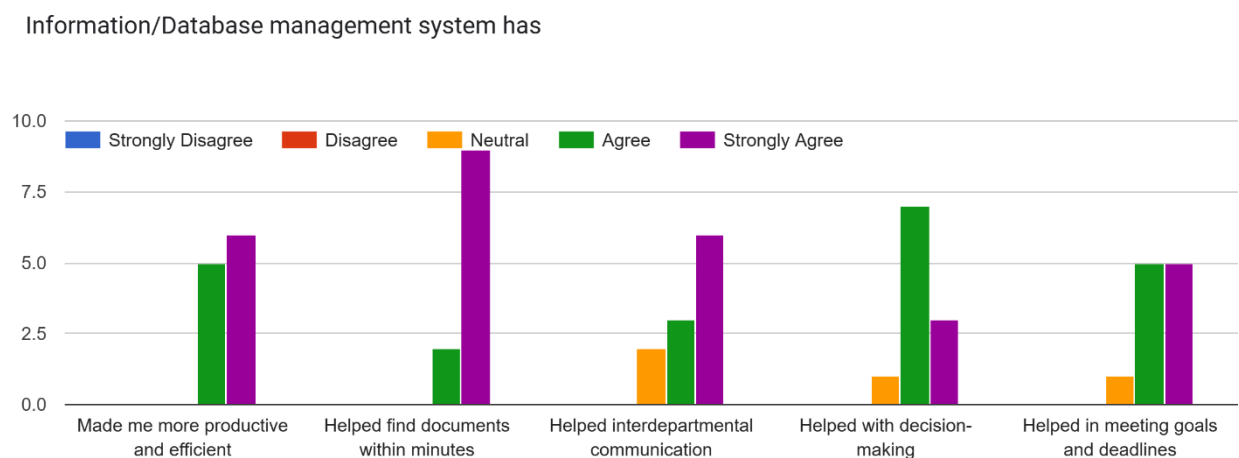


Figure 26: *The Impact of Information/Database Management Systems on Different Aspects in Chevron Bangladesh*

To round it all off, I wanted to see what the employees of Chevron Bangladesh think about information/database management systems regarding the aspects used in the public survey questionnaire. From Figure 26, we can see that the first aspect, which was increased productivity and efficiency, 6 participants strongly agree with it and 5 participants agree with it.

On the second aspect, which is helping find documents, an overwhelming number of participants voted strongly agree while only 1 participant agreed with the statement. Whether

or not these systems helped in interdepartmental communication, which is the third aspect, 6 participants voted strongly agree, 3 voted agree, and 2 participants had a neutral stance.

On the fourth aspect, which was helping with decision-making, 7 participants agree with the statement, while 3 strongly agreed, and 1 was neutral. And finally, on the final aspect, which was if these systems helped meet goals and deadlines, 5 participants strongly agreed with the statement while 5 other participants agreed with it and 1 was neutral.

The findings from the Chevron Bangladesh survey helped me understand the impact and importance of information/database management systems in the oil & gas industry. The findings helped me conclude that these systems helped Chevron Bangladesh in not only storing and updating information and data but also helping with decision-making, productivity, and efficiency, and to ensure safety and security and avoid major incidents.

3.5 Findings from the Literature

As stated earlier in the Literature Review portion of this report, I have read through three articles and research papers that talk about the following – the generational gap and the acceptance of technology among the older generation, the impact of management of information on decision-making, and the disruption technology is causing in law departments and lawyers. Upon reading through all of the research papers, I have gained an increased understanding of these topics and I have started noticing the things that the researchers talk about at my workplace.

To start, I would like to talk about the generational gap and the reluctance to accept technology in the older generation. In the research paper “*The Generational Dimension of Technology Acceptance of Generation X and Millennial Managers*”, the authors conducted a study to see how Generation X and Millennials do the same work.

It turns out that the Millennial managers dominated information-based tasks while the Generation X managers were more focused on preparing reports, deciding on organizational matters, and attending meetings. Apart from that, when observing what type of technology, the two generations were using to carry out their tasks, it was seen that Generation X only used emails, calls, and virtual platforms. Whereas the Millennials were observed to use emails, social media, online chat, videos, and other communication platforms (Asoba 2022).

After reading the research paper, I decided to observe my fellow employees from different departments of different age groups. Chevron Bangladesh hosts a diverse set of employees. Some employees are of Generation X, Millennials, and Generation Y. And after observing them for the past 3 months, I have noticed the following –

- Most older generation employees are reluctant to learn different techniques. For example, in one of the departments, the employees did not know how to bulk scan documents and they would scan each page individually. This process would take a long time.
- Older generation employees also had a hard time using different communication tools and they would much rather take notes on notebooks than on their laptops or phones.
- The younger generation of employees and interns were much more eager to learn different techniques to carry out tasks in a quicker manner. They were much more time conscious and wanted to get more work done in less time.

The Millennials and Generation Z employees and interns were much more efficient in carrying out technological tasks and even took the help of technology to save time. This gives the younger generation a huge advantage as they are more open to learning new technologies to make their lives easier.

The second piece of literature that I went through is an article by Deloitte titled “*The Case for Disruptive Technology in the Legal Profession*”. This is an excellent article that goes over the generational advancements among lawyers and how they have always been reluctant to use technology. However, the main focus here is how lawyers are lagging now that digitalization is taking over every industry at an alarming rate.

At the moment, technology is already being used in the courtrooms. Legal libraries such as iLegal, LawSauce, etc. have become the norm for lawyers and the use of tools like iAnnotate and TrialPad is being used (Haggerty 2017). Law firms are slowly shifting towards a para-legal form of workplace where they are hiring employees for database management tools.

Law is a profession that is already conservative by nature and many lawyers and law firms have been reluctant to trust the process of digitalization for quite some time. During the interview with the Legal Analyst, she stressed the point that most lawyers are reluctant because of the fear of confidential documents being leaked.

However, in more recent years and thanks to the new generation of lawyers, both corporate law and law firms are adopting technologies to their work. For example, the main fear of lawyers for the longest time was document leakage. But in recent times, data protection and dispute management have advanced so much that it is much safer to have digital copies of the documents stored than to keep hard copies.

That is why, while my time at the Legal Department, I have noticed how much importance the legal team gives to the database management system of Chevron Bangladesh. Every type of document that came to the legal team, was scanned, renamed, and uploaded before doing anything else with them.

The legal team is made up of hardcore law background people who have a history of practicing law for years and passing the bar exam. This team of individuals understood beforehand that

to get a huge competitive advantage, they need to start adopting technologies to make their lives a lot easier.

The final piece of literature that I studied to prepare this report is titled *“The Impact of Management Information System Adoption in Managerial Decision Making: A Review”*. The article talks about how important data is for companies. As the author says, data has become the lifeblood of organizations and the organizations that use the data the most effectively are the ones that are leading the industry.

The main topic of the article is the relationship between the management of information systems and decision-making. The model that the authors created is pretty simple. An organization will gather data and then put them in a database management system for safekeeping. Afterwards, when they need the data, they process it into information and create reports. These reports are then used to evaluate a certain situation and make decisions.

After reading through the article multiple times, I decided to observe how Chevron Bangladesh uses data to make decisions in the oil & gas industry. As Chevron Bangladesh is a part of the Chevron Corporation, extracting oil & gas from Bangladesh’s soil is sure to gain a lot of attention from society. Any mistake can cause massive losses and leave nationalists with a foul taste in their mouths.

For example, in the late 1990s, a huge pipeline and well blowout in Jalalabad caused massive losses to not only the company operating at that time but also took the livelihood of many people as houses and fields were destroyed. As per the acquisition agreement, when Chevron acquired Unocal, the company also acquired all of the data that caused the incident.

Since then, Chevron Bangladesh is working tirelessly to make sure such incidents can never occur again. The company uses the data to ensure that whatever oversights caused the explosion

are always addressed and every gas production field undergoes routine checks for utmost safety.

Apart from that, Chevron Bangladesh collects and stores data on its production rates. The operations team studies the data thoroughly to evaluate what needs changing to increase productivity while mitigating risks. As Chevron Bangladesh is the biggest supplier of oil, gas, and natural resources in Bangladesh, the company must be as efficient as possible. And studying the data to make decisions is the best way to achieve that.

As mentioned earlier, Chevron believes in giving back to the community, which is why the company invests in CSR to improve the quality of life of the people in the areas they operate in. Even doing something that seems simple requires a large amount of data and an ability to understand those data to identify what the community needs for their betterment.

During my tenure, I have also noticed that the HSE department, which is responsible for health and safety always keeps records of any injuries and medical history of the employees of Chevron Bangladesh. Employees are also encouraged to report any type of equipment malfunction. This is because this data helps the HSE department understand what each employee needs and also what equipment needs maintenance and how to prevent accidents.

In addition, as Chevron Bangladesh works very closely with the Government of Bangladesh and also hires employees from contractor companies, any form of miscommunication can cause massive disputes. This is why the company keeps hold of every form of data that is available to them so there can never be any sort of miscommunication or disputes. This is how database management systems help Chevron Bangladesh in the oil & gas industry.

3.6 Summary and Conclusion

In conclusion, in the modern era, every organization must move forward with digitalization. Many complicated tasks can be completed in a matter of seconds if the technologies are used

in a specific manner. Having technological knowledge can give anyone an edge regardless of the role they have in their organization.

Although the generational gap in the workplace is a concern, the older generations are reluctant to change and try to avoid the use of technology as much as possible. They are more accustomed to writing things down on pen and paper that noting them down on their computers seems like a hassle to them. However, this is slowly changing thanks to the helping hand and training they are receiving. They are more open to learning now than ever before.

We must remember that these are new to them and being technologically challenged is a normal thing. New things can frustrate everyone, it is the same case with us. When we grow old, we will have a hard time understanding the innovations that will come out. So, with proper care, they must be trained or they will never accept technology.

In terms of getting lawyers to be more open to technology, we can only hope that modern technologies and advancements do not cause more disruptions for them but rather make their lives much easier. And the only way to stop that is for lawyers to evaluate which digital tools they can implement in their work as these tools are being used now even in courtrooms.

Information and Database Management Systems have made the documentation process and storing of secondary sources of documents extremely convenient. In this day and age, every department is using these systems just for convenience. After the recent pandemic, companies that were reluctant to adapt to these systems have finally understood the importance of them. The use of these systems has not only made it easier to communicate it within the departments but also other departments as well.

The way that Chevron Corporation always emphasizes innovation and technology in the workplace, it is no surprise it is the same case in Chevron Bangladesh as well. During my tenure, I have learned a lot more than I had ever known. My transition from being a student

and doing my internship in a global powerhouse like Chevron Bangladesh has opened my eyes to how important Information and Database Management Systems truly are.

3.7 Recommendations

Here are some of the recommendations that I have after conducting the research –

- Every employee should receive technological training regardless of their age.
- Mandatory sessions should be held to mitigate the generational gap.
- Interdepartmental communication should be promoted further.

Apart from these three recommendations, I have not seen any other aspects that Chevron Bangladesh can improve upon.

3.8 Limitations of the Study

Some of the limitations that I have faced doing the research are as follows –

- I was not allowed to use any company data as it goes against the NDA.
- I was not allowed to name any names of the software that is used in Chevron Bangladesh as it goes against the NDA.
- Many questions that I wanted to include in the survey were not allowed as it might break confidentiality.
- Not every employee was comfortable taking part in the survey as they wanted to maintain confidentiality.
- Not every employee uses database management systems regularly, making it hard to find people who do use them and want to take part in the survey.
- Most employees were busy as it is the middle of the second quarter, which is one of the busiest times at Chevron Bangladesh.

- I was not allowed to circulate the Google Forms link through email as it could be seen as a bad practice.
- In the public survey many people did not initially understand what Information Management Systems were as they are more familiar with the term Database Management Systems.

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Appendix A.

Survey 1 – Public

The Importance of Information/Database Management Systems in Chevron Bangladesh

Form description

Are you familiar with information/database management systems? *

☐ Yes.

☐ No.

What kind of database management systems have you used? *

☐ MySQL

☐ Oracle Database

☐ Microsoft Access

☐ MongoDB

☐ Apache

☐ Prefer Not to Answer

Figure 27: Survey 1 Part 1

How frequently do you use information/database management systems for your job responsibilities? *

☐ Very Frequently

☐ Frequently

☐ Neutral

☐ Rarely

☐ Very Rarely

How important is information/database management system for your work? *

☐ Very Important

☐ Important

☐ Neutral

☐ Somewhat Important

☐ Not Important at All

Figure 28: Survey 1 Part 2

How would you rate the impact of information/database management systems on the efficiency and effectiveness of everyday tasks and activities? *

1 2 3 4 5

Very Low ☐ ☐ ☐ ☐ ☐ Very High

How impactful have information/database management systems been to enhance your decision-making abilities? *

1 2 3 4 5

Very Low ☐ ☐ ☐ ☐ ☐ Very High

Information/Database management systems has helped your organization in improving efficiency in interdepartmental and intra-departmental work. *

☐ Strongly Agree

☐ Agree

☐ Neutral

☐ Disagree

☐ Strongly Disagree

Figure 29: Survey 1 Part 3

⋮

A good information/database management system can improve productivity as all of the required data are readily available. *

☐ Strongly Agree

☐ Agree

☐ Neutral

☐ Disagree

☐ Strongly Disagree

⋮

Every organization should have a dedicated information/database management system for productivity and efficiency. *

☐ Strongly Agree

☐ Agree

☐ Neutral

☐ Disagree

☐ Strongly Disagree

Figure 30: Survey 1 Part 4

⋮

Information/Database management system has  Multiple choice grid ▼

Rows	Columns
1. Made me more productive and efficient 	☐ Strongly Disagree 
2. Helped find documents within minutes 	☐ Disagree 
3. Helped interdepartmental communication 	☐ Neutral 
4. Helped with decision-making 	☐ Agree 
5. Helped in meeting goals and deadlines 	☐ Strongly Agree 
6. Add row	☐ Add column

  Require a response in each row ☒ 

Figure 31: Survey 1 Part 5

Survey 2 – Chevron Bangladesh

The Importance of Information/Database Management Systems in Chevron Bangladesh

Form description

Are you familiar with information/database management systems? *

☐ Yes.

☐ No.

What kind of database management systems have you used? *

☐ MySQL

☐ Oracle Database

☐ Microsoft Access

☐ MongoDB

☐ Apache

☐ Prefer Not to Answer

Figure 32: Survey 2 Part 1

How frequently do you use information/database management systems for your job responsibilities? *

☐ Very Frequently

☐ Frequently

☐ Neutral

☐ Rarely

☐ Very Rarely

How important is information/database management system for your work? *

☐ Very Important

☐ Important

☐ Neutral

☐ Somewhat Important

☐ Not Important at All

Figure 33: Survey 2 Part 2

How would you rate the impact of information/database management systems on the efficiency and effectiveness of everyday tasks and activities? *

1 2 3 4 5

Very Low ☐ ☐ ☐ ☐ ☐ Very High

How impactful have information/database management systems been to enhance your decision-making abilities? *

1 2 3 4 5

Very Low ☐ ☐ ☐ ☐ ☐ Very High

Information/Database management systems has helped your organization in improving efficiency in interdepartmental and intra-departmental work. *

☐ Strongly Agree

☐ Agree

☐ Neutral

☐ Disagree

☐ Strongly Disagree

Figure 34: Survey 2 Part 3

