



Challenges of Data Conversion in  
HRIS at Fiber @ Home Ltd.

**Internship Report**  
**On**  
**Challenges of Data Conversion in HRIS at Fiber @ Home Ltd.**



**Submitted to:**

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## Challenges of Data Conversion in HRIS

### Letter of Transmittal

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**Subject:** Internship report on “Challenges of Data Conversion in HRIS at Fiber @ Home Ltd.”

Dear Sir,

It is a great pleasure to present to you my internship report on “Challenges of Data Conversion in HRIS at Fiber @ Home Ltd.” on which I have diligently worked on during my Internship period in the HR Department of Fiber @ Home Ltd.

I have gained the most interesting and practical experience while working on this report. My endeavor for gaining knowledge about a crucial HR process has not only been fruitful but has also given me the opportunity to play an important role in the operation of the project. Incorporating vast amount of information into a concise report was indeed a challenge for me. I sincerely hope that the report will meet the standards of your expectations. I am always available for further query and clarification.

Sincerely,

-----  
Anika Noushin  
ID: 10 10 41 64  
BRAC Business School  
BRAC University

## Challenges of Data Conversion in HRIS

### Acknowledgement

All praise to Allah, the Almighty and the Merciful, without whose blessing and endorsement this report would not have been accomplished.

The successful completion of this report might have never been possible without the support and help of few people whose inspiration and suggestion made it happen. First of all, I would like to thank my academic supervisor Md. Jabir Al Mursalin, Assistant Professor, BRAC Business School for guiding me throughout the completion of my report on **“Challenges of Data Conversion in HRIS at Fiber @ Home Ltd. Ltd.”**

I would also sincerely resemble thank Md. Masud Rabbi (AGM, HR) for his endless guidance and support and helping me with all the information required for the successful completion of my report. Besides I would also like to take this opportunity to thank my colleagues Mr. Mahmudul Hasan (Sr. Executive, HR), Marina Sultana (Executive-I, HR), Afruza Khanam (Executive-II, HR) and Nurjaman Khan (Executive-II, HR) who helped me with collecting different information and for giving me support and inspiration. Special thanks Mr. Tanvir Hasan and Ms. Sabrina Akter for sharing a part of their knowledge which was really very helpful.

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Finally, a special gratitude to Late Fazley Elahi Chowdhury (PhD), Assistant Professor, BRAC Business School, also known as Faisal Sir for being an everlasting part of our E-Business family and making us realize that whatever one loves to do should do it till the last breathe. You taught us that “Simplicity is the utmost sophistication.” Sir, wherever you are, may you rest in eternal peace. **I would resemble to dedicate my internship report to Faisal Sir.**

## Challenges of Data Conversion in HRIS

### Declaration

This report is prepared by me Anika Noushin. While preparing this report I visited-  
These websites are cited in the reference sector.

- ✓ Fiber @ Home Ltd., (n.d), Retrieved from <http://www.fiberathome.net/>
- ✓ Data Conversion Framework, (n.d), Retrieved from <http://www.fivepoint.net/services/implementation-services/2013-06-25-21-04-44/data-conversion-framework>
- ✓ Optical Fiber Transmission Network, (n.d.), Retrieved from [http://www.btrc.gov.bd/old/index.php?option=com\\_content&view=article&id=126&Itemid=501](http://www.btrc.gov.bd/old/index.php?option=com_content&view=article&id=126&Itemid=501)
- ✓ Matt Ryan, Critical Steps for a Successful Data Conversion, (n.d), Retrieved from <http://www.legalfiles.com/Portals/0/whitepages/Critical-Steps-for-Successful-Conversion.pdf>

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### Executive Summary

Fiber @ Home Ltd. is one of the growing local companies in the telecommunication and transmission industry of Bangladesh. It is working to reduce the wastage of national resources and to ensure the growth of communication sector in all areas, BTRC issued the Infrastructure Sharing Guideline. Using a view to optimum utilization of existing network, not allowing reduplication of network in the same route and to reach all upazilas of the country, Nationwide Telecommunication Transmission Network (NTTN) License was obligatory at that time. Fiber @ Home Ltd. visions about a tomorrow where the whole Bangladesh is connected with one single thread and everyone has his portion of the information super highway. Those moments are not far. They are developing a completely Secured & Robust optical fiber backbone network nationwide. They are destined to build a network up to the Upazilas of the country. Working towards that goal Fiber @ Home Ltd. has built Underground Metro Ethernet Network in multiple Metropolitans. Fiber @ Home Ltd. has undertaken a project to cover Bangladesh by laying out optical fiber network with a view to facilitate country's ever-expanding TELCO, ISP, PSTN, BWA (WiMax), and cable TV etc sector. Fiber @ Home Ltd. applied and was duly awarded the NTTN (Nationwide Telecommunication Transmission Network) License from the BTRC on 7 January 2009. It is the first ever company to receive such a license in Bangladesh. Fiber @ Home Ltd. also awarded with ITC (International Terrestrial Cable) License on 5th January, 2012 and IIG (International Internet Gateway) license on 12th April, 2012.

The company has a total workforce of around 377 employees. Fiber @ Home Ltd. as an employer highly put emphasis on an employee-oriented workplace culture and values the well-being of its employees. At the same time, the organization focuses on each and every rules and regulations set by the Government. According to Bangladesh Labor Law the minimal age of a person capable for working is 18, and any of the employees in Fiber @ Home Ltd is not under 18 years old. While taking interview especially in time of joining employees are asked to provide photocopy of their national ID card which is a proof that they are not below 18 years old. For permanent employees, they have be in a probationary for six months, after that if the line manager feels that the employee is capable to join the organization as permanent then the probationary period ends else the period is extended for extra three months. In terms of contractual employees, according to the need organization the time period of contract is extended. The payment scale of the organization is very confidential and it is maintained as per company rules. The employees are allotted with fourteen days of casual leave and fourteen days of sick leave.

The target of preparing this report is to give an idea about the organization Fiber @ Home Ltd., the atmosphere of working as an intern, job description in recruitment division and finally the challenges that are faced while working in HRIS.

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# Chapter 1: Introduction

## Challenges of Data Conversion in HRIS

### 1.1 PREFACE

The history of internet is not that old even in developed countries. The people of Bangladesh had to remain in dark about it for a long time because of the non-availability of the service in this part of the globe. The main obstacle to start the service was to have data circuits to a suitable overseas location. However in this condition a few young talents started dialup e-mail service and made it commercially available for public use. In late 1995 the government of Bangladesh invited applications to subscribe the VSAT (Very Small Aperture Terminal) data circuits.

On June 4, 1996 the VSAT base data circuit was commissioned for the first time in the country. Upon VSAT commissioning, internet connectivity was established & its services were made available to the public. After internet was launched, the June 1996 National polls results were made available to the netizens (it is the combination of the words 'internet' and 'citizens', which means people who are always active in online communities as a regular user of internet) of the world using World Wide Web. This was the first ever usage event of its kind in Bangladesh. The effort was appreciated in many corners especially among the Bangladeshis living abroad.

At present the usage of internet is used massively, as a result, the metropolitan cities and towns are cluttered with hazardous overhead optical fiber/cables. There are optical fiber/wired networks in the same area laid by the multiple ANS operators causing huge wastage of the national resources. Therefore, reducing the hazardous optical fibre, minimizing the wastage of national resources, BTRC had given licenses namely Nationwide Optical Fibre Telecommunication Transmission Network to Power Grid Company of Bangladesh (PGCB) and Nationwide Telecommunication Transmission Network (NTTN) license to Fiber @ Home Ltd. to build and maintain a common telecom transmission network across the country. As NTTN licensee, Fiber @ Home Ltd. is building a nationwide underground optical fiber transmission backbone to create a platform for National Information Highway. This will help building a cost effective and commonly utilizable nationwide transmission backbone up to the Upazilla Headquarters. BTRC mandated the licensee a set of time frame to reach all Upazilla Headquarters within ten years of acquiring license. According to the timeframe by the first year of issuance of license, licensees have to provide the NTTN connectivity covering up to 5%, within second year 10%, by third year 20% as well as by tenth year 100% of Upazilla Headquarters. This company is laying out fibre optical network to facilitate country's TELCO, ISP, PSTN, BWA (Wimax), and Cable TV Operators etc.

The report was given to me as a part of my **Internship Necessity**. Internship report is an essential methodology for all the students in the BBA program. Recruitment activities will provide the idea that how the HR department of Fiber @ Home Ltd. is conducting the Recruitment process by storing all the information through *Data Conversion* from storing only the hardcopy of CVs to storing all the information of the CVs in HRIS as well as datasheet for the organization's further development and enrichment. There will be details of working methods and procedure in this report.

## Challenges of Data Conversion in HRIS

### 1.2 BACKGROUND OF THE INTERNSHIP REPORT

For the successful completion of the Bachelor of Business Administration (BBA) program every student of BRAC University must accomplish a three months of Internship program. The Internship program refers to an attachment with an organization under the observation of a supervisor in the organization. In addition a faculty from the university is also endorsed as an advisor for each of the student who provides guidance, help and support to the student regarding his/her learning process and report preparation. I got the opportunity to do my internship in a nationwide telecommunication and transmission organization which is one of the largest service providers in Bangladesh, “Fiber @ Home Ltd.”

Under the proper guidance of my organizational supervisor, Mr. Md. Masud Rabbi (AGM, HR), I have conducted my study on “**Challenges of Data Conversion in HRIS at Fiber @ Home Ltd.**”. My faculty supervisor Mr. Md. Jabir Al Mursalin, Senior Lecturer of BRAC University also approved the topic and authorized me to prepare this report as a part of the fulfillment of my internship requirement and gave me proper guidance and assistance over time.

### 1.3 ORIGIN OF THE REPORT

At present days a single day without technology especially mobile phone, computer and internet is hard to think. I chose Fiber @ Home Ltd. because this company not directly but indirectly helps other organizations to give the internet support. Moreover, without manpower support this task is not possible. By recruiting suitable manpower HR department supports the organization. I main topic of this report is a very initial stage of to keep record of the recruitment process properly and is essential for every organization. This report is completely original.

### 1.4 OBJECTIVE OF THE INTERNSHIP REPORT

#### **1.4.1 Primary Objective**

The primary objective of this internship report is to figure out the challenges I faced while storing hardcopy data's in a softcopy format of employment program of Fiber @ Home Ltd. Moreover, another intention is to find out the proper layout of keeping trace of the CVs for future and create a better CV bank for the organization. The Culture of Fiber @ Home Ltd. is totally different from other organizations. There have been conducting their recruitment process according to their recruitment policy. But it is important to conduct studies across organizations to compare its results in order to create sound knowledge, especially for relatively new concepts like **Best Practices vs. Best Fit**. Second, although employment opportunities or process is a topic that has been increasingly examined from both academic and practical perspectives, its conceptual framework is still unclear. They believe in providing better opportunity to their employees and consider giving chances to learn.

## **Challenges of Data Conversion in HRIS**

### **1.4.2 Secondary Objective**

The secondary objective of preparing this internship report is to fulfill a partial requirement of having BBA degree from BRAC Business School.

### **1.5 SCOPE OF THE REPORT**

The report deals with the procedure of keeping trace of the candidate details who apply to the organization in the race of being a part of the organization. Both the theoretical and practical issues of the study are given. The study will allow learning about the steps, process and procedures that are maintained to accumulate CVs for future. Again, not only storing the CVs manually but the total procedure of CV scanning to employee selection is sorted in a simple method while storing the softcopy version. The study will also help to learn the practical procedures followed by the leading organizations. Moreover the study will help to differentiate between the practice and the theories that direct to realize how the organization is recruiting. Lastly the report contains many suggestions which will provide the opportunity to find out the ways to make the recruitment process more effective and efficient.

### **1.6 METHODOLOGY**

#### **Sources of Information**

- **Primary:** The primary information is collected through face to face interview, observation and by participating in the data conversion of recruitment process directly.
- **Secondary:** The secondary information collected from website, magazine, memorandum, journals, internal database and some other relevant sources. Both primary and secondary data sources were used to generate this report. Primary data sources are scheduled discussion with employees of HR departments of the organization, informal discussion with professionals' and observation while accomplishing day to day jobs. The secondary data sources are website, different published reports, manuals, different publications of "Fiber @ Home Ltd."

### **1.7 LIMITATIONS**

- Due to company policy some of the information was not exposed by the organization or the employees. It itself was a challenge.
- Another big challenge is to submit a qualitative internship report before the internship ends.
- Time constraint was also a major challenge for preparing the report given by the organization because besides preparing the report as an intern I had to work like an employee.
- Technical difficulties are another limitation that I faced during preparing this report.

## Chapter 2: The Organization

## **Challenges of Data Conversion in HRIS**

### **2.1 OVERVIEW OF FIBER @ HOME LTD.**

Fiber @ Home Ltd. Limited, a Nationwide Telecommunication Transmission Network (NTTN) Operator, who has been awarded the license by Bangladesh Telecommunication Regulatory Commission (BTRC) on 9 January 2009 and has completed its fourth year roll-out obligation by extending its underground optical fiber network across the country. They provide Transmission Services to ANS Operators (ISP, Cable TV, Telco, etc.), ICX, IGW, IIG and Government Organizations. To support their clients they provide different type of services and solutions through their robust and secured network to ensure best quality. They also are carrying the International Terrestrial Cable to provide a backup and safe path for international internet communication.

### **2.2 HISTORY OF FIBER @ HOME LTD.**

To reduce the wastage of national resources and to ensure the growth of communication sector in all areas, BTRC issued the Infrastructure Sharing Guideline. With a view to optimum utilization of existing network, not allowing duplication of network in the same route and to reach all upazilas of the country, Nationwide Telecommunication Transmission Network (NTTN) License was obligatory at that time. Under such context a group of Bangladeshi entrepreneurs formed a company, Fiber @ Home Ltd. which acquired the NTTN license on the 7th of January 2009. This is a project entirely financed by local investors without involving any foreign shareholders.

Fiber @ Home Ltd. dreams about a tomorrow where the whole country is connected with one single thread and everyone has his share of the information super highway. Those moments are not far. They are developing a completely Secured & Robust optical fiber backbone network nationwide. They are destined to build a network up to the Upazilas of the country. Working towards that goal Fiber @ Home Ltd. has built Underground Metro Ethernet Network in multiple Metropolitans.

Fiber @ Home Ltd. plays a major part in the communications sector in Bangladesh in providing better services, especially Telecommunications. They build, develop, operate and maintain a nationwide optical fiber based Transmission Backbone to enable a common connectivity platform for different service providers like mobile operators, cable TV operators, ISPs etc. and thus helping to create a Digital Bangladesh. This common infrastructure will use national resources optimally in the growing need of Information & Communication Technology and Telecommunication sector.

Fiber @ Home Ltd. has undertaken a project to cover Bangladesh by laying out optical fiber network with a view to facilitate country's ever-expanding TELCO, ISP, PSTN, BWA (WiMax), and cable TV etc sector. Fiber @ Home Ltd. applied and was duly awarded the NTTN (Nationwide Telecommunication Transmission Network) License from the BTRC on 7 January 2009. It is the first ever company to receive such a license in Bangladesh. Fiber@ Home Ltd. also awarded with ITC (International Terrestrial Cable) License on 5th January, 2012 and IIG (International Internet Gateway) license on 12th April, 2012.

## Challenges of Data Conversion in HRIS

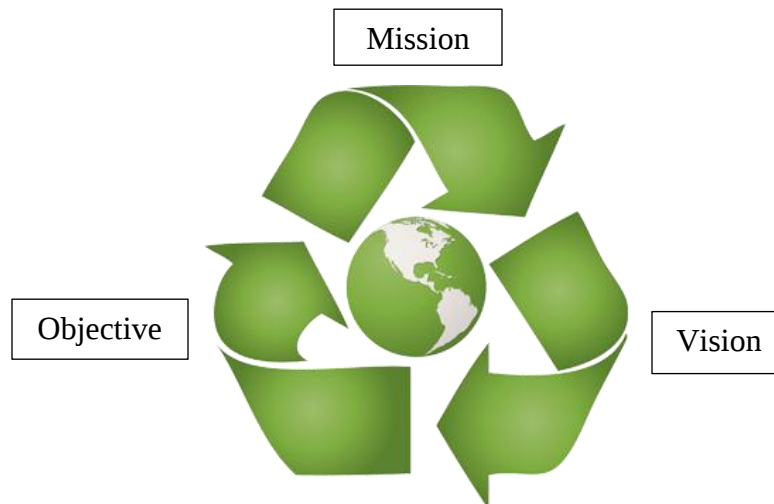
### 2.3 MISSION, VISION, OBJECTIVE OF FIBER @ HOME LTD.

#### 2.3.1 Mission

- Building a neutral network allowing all Access Network Service (ANS) operators to provide their services through the network.
- To enable Nationwide affordable Value Added Services (VAS) platform for the end users.
- To reach all the Upazila headquarters with a Robust, Secured and Faster Transmission Backbone Network to enable connectivity to multiple Government and Non-Government entities.

#### 2.3.2 Vision

To Build, Develop, Operate and Maintain a Nationwide Optical Fiber based Transmission Backbone to enable a common connectivity platform for a Digital Bangladesh. This common infrastructure will use national resources optimally in the growing need of information technology and telecommunication sector.



**Figure 2.3.2-1: Mission, Vision & Objective**

#### 2.3.3 Objective of Fiber @ Home Ltd.

To develop their network they follow step by step process to keep their quality and standard of work. All works are properly QC by their expert engineers and they deliver their client quality service with updated devices from Brand Vendors.

## Challenges of Data Conversion in HRIS

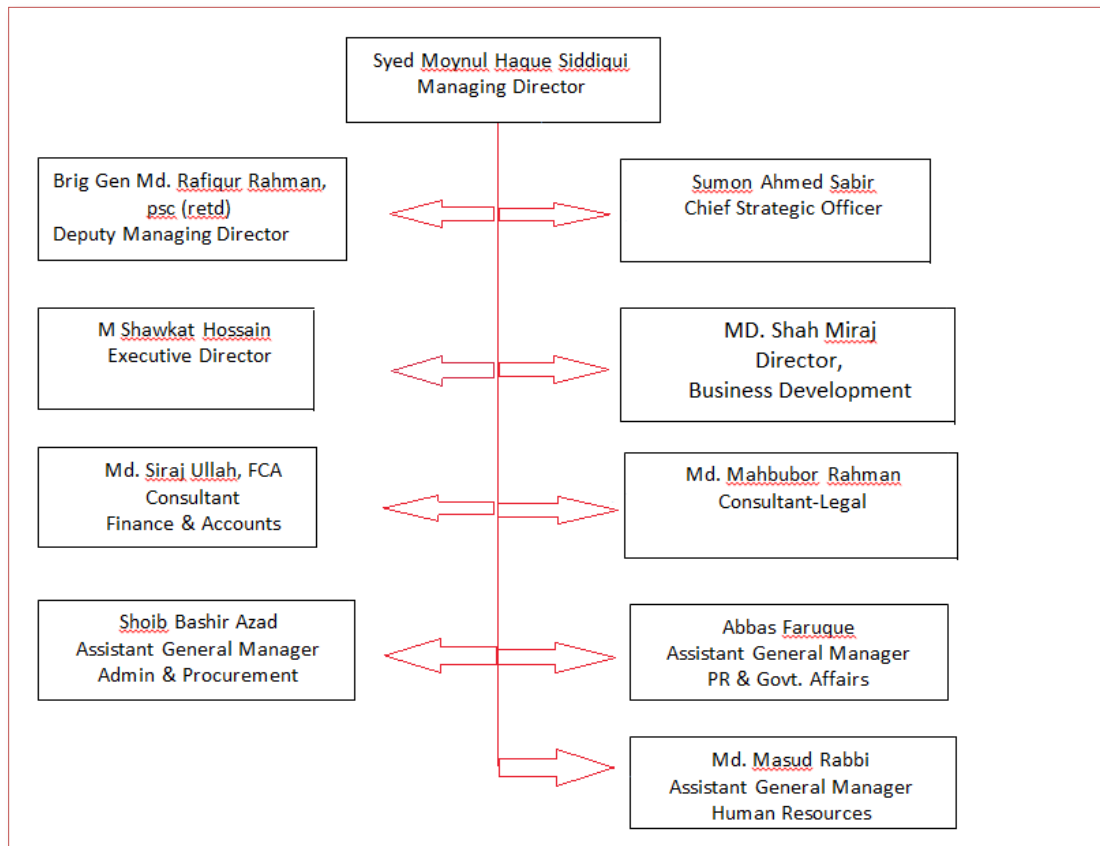
### 2.4 LEADERSHIP TEAM OF FIBER @ HOME LTD.

|                                          |                               |
|------------------------------------------|-------------------------------|
| Mr. Moynul Haque Siddiqui                | Managing Director             |
| Mr. Nasir Khan                           | Director                      |
| Mr. Wahidul Haque Siddiqui               | Director                      |
| Mr. Nasimul Alam Chowdhury               | Director                      |
| Mr. Md. Habib Ullah Babul                | Director                      |
| Mr. MKM Mohiuddin                        | Director                      |
| Brig. Gen Md. Rafiqur Rahman, psc (retd) | Deputy Managing Director      |
| Mr. Sumon Ahmed Sabir                    | Chief Strategic Officer (CSO) |
| Mr. Akter Ul Alam                        | Chief Technical Officer (CTO) |
| Mr. Md Abdul Alim Munshi                 | Chief Financial Officer (CFO) |

**Table 2.4-1:** Leadership Team of Fiber @ Home Ltd.

## 2.5 ORGANOGRAM

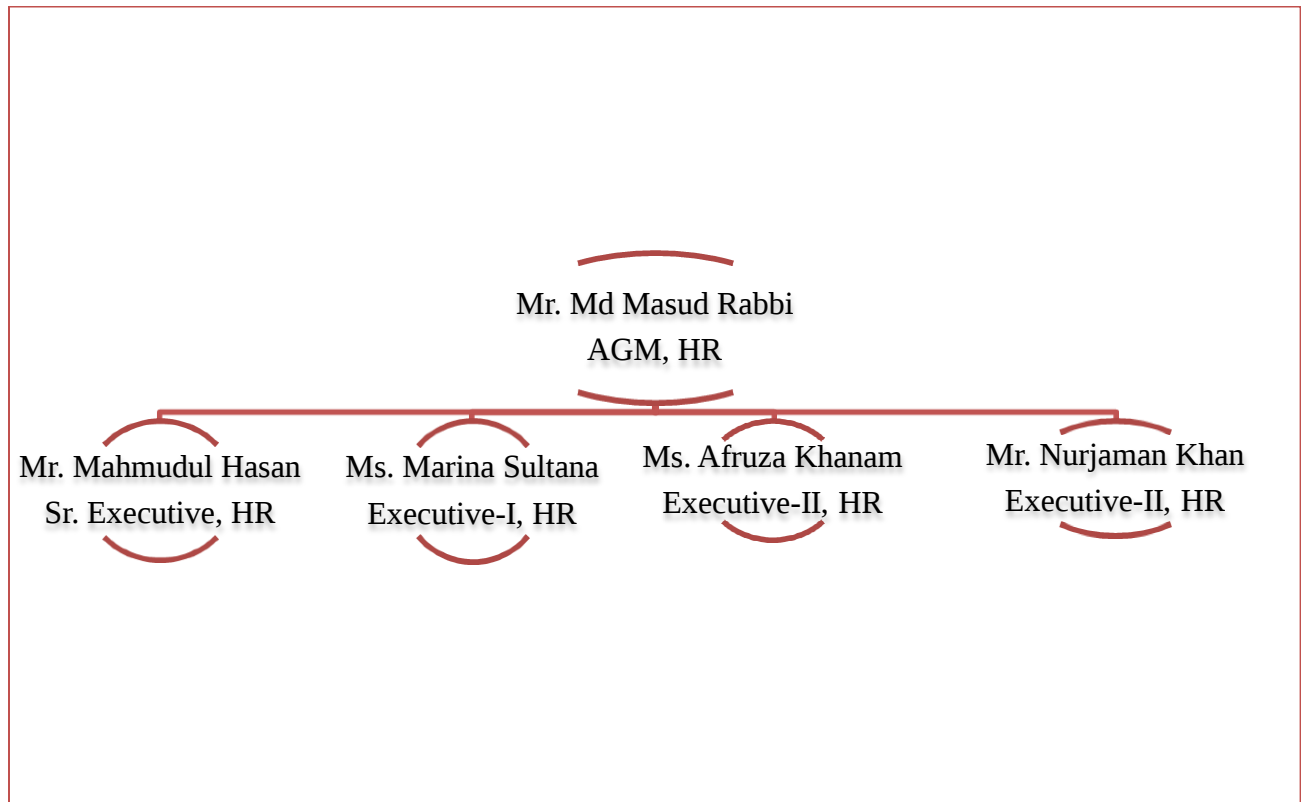
### 2.5.1 Organogram of the Organization



**Figure 2.5.1-1:** Organogram of Fiber @ Home Ltd.

## Challenges of Data Conversion in HRIS

### 2.5.2 Organogram of HR Department



**Figure 2.5.2-1: Organogram of HR Department**

## 2.6 SERVICES

Fiber @ Home Ltd. is offering multiple services to clients from their very first day. Service diversification will make the organization to be a leader in NTTN operation of this sector in the industry. The organization is currently providing multiple categorized services to the clients to meet their demands. The services are given below-

### 2.6.1 Passive

#### 2.6.1.i Dark Core

It is dark core point to point lease service from one location to another where there is no involvement of active equipment's of Fiber @ Home. Client lease the fiber core and light-up the fiber through their own active equipment's.

## Challenges of Data Conversion in HRIS

### 2.6.2 Active

#### 2.6.2.i IP/Ethernet

It is MPLS based IP/Ethernet Service. The Ethernet service is provisioning through IP/MPLS network where Fiber @ Home is offering MPLS based L2VPN and L3VPN based service. Client has choice to make their network topology under p2p, p2m or m2m manner through the transmission lease line. Clients can ask for 1Mbps to 10Gbps lease line transmission service nationwide. Presently Fiber @ Home has 10Gbps network and it will be upgraded to 100Gbps within 2014.

#### 2.6.2.ii SDH

It is provisioning through the SDH network. We are maintaining separate overlay network for SDH to serve the clients. Fiber @ Home Ltd. is offering 1E1 to STM-16 lease line transmission service nationwide.

#### 2.6.2.iii DWDM

It is provisioning through the SDH network. We are maintaining separate overlay network for SDH to serve the clients. Fiber @ Home Ltd. is offering 1E1 to STM-16 lease line transmission service nationwide.

#### 2.6.2.iv FTTx

Fiber @ Home Ltd. has huge GPON based FTTX network at Dhaka Metro standardized for home broadband services by the ITU. The GPON based FTTx network would enable the ISPs to provide seamless and value-added IP services to the retail broadband users. It would also enable the CATV service providers to provision digital video broadcasting and IP multicasting services for the SD TV as well as HD TV services.

#### 2.6.2.v.a Co-Location Service

Fiber @ Home Ltd. is providing collocation service to the ANS operators in pops owned by it and also in other places shared with Mobile network operators. ANS operators can co-locate their aggregation/pre-aggregation router and distribution switch at our different. Fiber @ Home Ltd. will facilitate necessary power, rack space, grounding and 24x7 accesses for the service.

## **Challenges of Data Conversion in HRIS**

### **2.7 PARTNERS**

Business of Fiber @ Home Ltd. depends on healthy relationships with customers, business partners, and suppliers. They build and nurture strong relationships that are mutually beneficial, making sure that they deeply understand the people they deal with, so that they can anticipate their (partner's) needs and always aim to exceed their expectations. Everyone in their organization contributes to the quality of the relationships they build and they actively seek feedback.

They are proud of their reputation, built over these years, which depends on their consistently doing the right thing. Integrity is their cornerstone and character is as important as ability. They build trust and act with honesty. They comply with their Business Ethics Policy, management system and all local rules and regulations. Fiber @ Home Ltd. fosters a culture of transparency and responsibility.

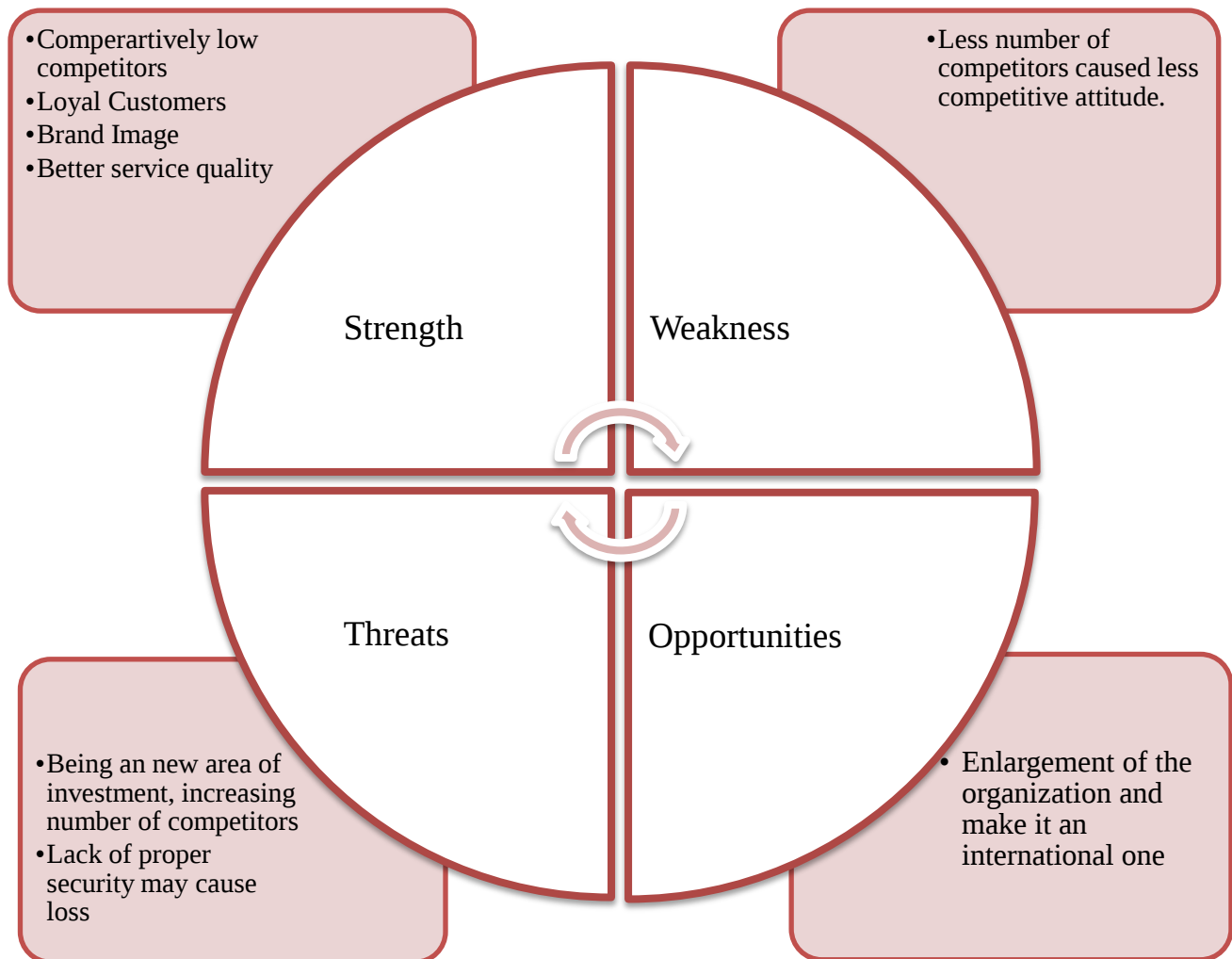
Fiber @ Home Ltd. divided their partners in 3 measures –

- a. Clients
- b. Financial Partners &
- c. Service Partners

## Challenges of Data Conversion in HRIS

### 2.8 SWOT ANALYSIS

SWOT analysis is done to review the overall strength, weakness, threats and opportunities of an organization. SWOT analysis of Fiber @ Home Ltd. is given through a diagram for better understanding:



**Figure 2.8-1: SWOT Analysis**

## **Chapter 3: Internship Experience**

## **Challenges of Data Conversion in HRIS**

### **3.1 INTERNSHIP**

Internship report is an essential approach for all the students in the BBA program. I am doing my internship in Fiber @ Home Ltd. in the in the HR department and is looking after and learning from recruitment activities that will provide the idea about how the HR department of Fiber @ Home Ltd. is conducting the Recruitment process by storing all the information through *Data Conversion* from storing only the hardcopy of CVs to storing all the information of the CVs in HRIS as well as datasheet for the organization's further development and enrichment. There will be details of working methods and procedure in this report.

#### **3.1.1 My Experience In Fiber @ Home Ltd.**

Fiber @ Home Ltd. does not treat its interns as apprentices or less important part of the organization but the organization treats its interns as important parts as well as employees of this firm. The interns are provided the opportunity to explore the real business & professional world. It also offers learning by doing culture for interns. So, as an intern of Fiber @ Home Ltd. of recruitment division in the HR department I used do jobs that are usually done by in this function. Overall, my experience working in the organization is really good. I have got a supervisor who gives task and make it in easy to understand, a bunch of colleagues who are very helpful.

#### **3.1.2 My Job Responsibilities in Fiber @ Home Ltd.**

My basic job is collecting CVs from different sources and maintain a datasheet in excel file for keeping proper track of the CVs. The resumes that come daily by post or in reference of some other employee or even collected from different other sources like BD Jobs. I put a reference number/ serial number for further tracing and mark out for which position the CV has arrived and then archive them.

Secondly, I help my colleague to screen the suitable CVs that arrived for a particular post and send them to respected department for departmental feedback. After the CV gets evaluated from the department then I make a possible list for interview session for the position. Once a date is scheduled for the interview, I then call the shortlisted candidates for and inform them about the practical test/written test/interview session (as per department and position).

After the interview held, my task was to create a candidate/examinee assessment sheet including the feedback given by the interview panel. I have to update those data's in the assessment sheet.

Apart from these responsibilities, I also translated various forms in Bangla as a number of employees like technicians, drivers, peons, and security guards are not highly educated to understand and fill up the forms and other notices that are provided to the employees.

### **Challenges of Data Conversion in HRIS**

Another of my task was to check that all the employees working all over Bangladesh had their proper signed job description or not. If yes, keep them in a supplementary file (for each department a single file) and update the checklist.

Moreover, I was given to make Transfer Policy for the organization as an assignment including transfer allowance. I took time to finish the task, as it was completely new experience for me.

In addition keeping softcopy records of different policies and other important documents falls under my work.

### **3.1.3 Learning Outcome**

Being a part of HR the most important thing I learnt is the way of dealing with various kinds of people. Sometimes handling situation with smile, sometimes need to be a bit tough but most essentially need to be very much patient.

Besides, I learnt the entire process of recruitment, from manpower requisition to selection. I get to know the complete procedure of joining on the job after selection for a post. From submitting resignation letter to exit interview, clearance from the departments, till the resignation effective day.

I got knowledge about an office environment be like. How it feels working from 9 am to 6 pm, arriving in the organization on time in other words is being punctual is mandatory for every employee. As the organization has a punch card system, every entry and exit is traced and is saved as a record for the organization. After a working month ends, list of people who entered late and left the office earlier before their work hour finishes are made by the authority and send them notices. In some aspects the authority takes necessary steps against the employees who enters in the office late and leaves the office early.

### **3.1.4 Personal Overview**

My personal overview about the organization is that it has a very friendly ambience and people working here are very cooperative and concerned. At the beginning colleagues from HR department taught me few necessary things that are needed in everyday corporate life. Being a bit nervous I did mistakes quite some time but with patience they taught me again and again. They made me feel completely at home. They are really fun loving and enjoy our working times. Though my supervisor is a very good, cooperative, helpful person, I personally am a bit scared of him. But everytime we meet he tries to make me at ease and make me understand my new responsibilities.

# **Chapter 4: Challenges of Data Conversion in HRIS**

## **Challenges of Data Conversion in HRIS**

### **4.1 INTRODUCTION TO THE PROJECT**

A regular day without cellphones, cable TV or internet is not possible. And Fiber @ Home plays a major part in the communications sector in Bangladesh in providing better services, especially Telecommunications. They build, develop, operate and maintain a nationwide optical fiber based Transmission Backbone to enable a common connectivity platform for different service providers like mobile operators, cable TV operators, ISPs etc. and thus helping to create a Digital Bangladesh. This common infrastructure will use national resources optimally in the growing need of Information & Communication Technology and Telecommunication sector. As Fiber @ Home is a growing organization. Day by day, its activities are increasing and competing with that the demand for new manpower requisition is also increasing. To keep track of all the resumes that the organization receives everyday, we were introduced to an excel format, where we would enter the necessary data to gather the summary of the CV to have a look at a glance and keep updating the feedback regularly to the datasheet. In this report, I would like to discuss about the challenges I face regularly while maintaining the datasheet.

### **4.2 LITERATURE REVIEW OF DATA CONVERSION**

#### **4.2.1 Definition of Data Conversion**

Data conversion means changing data from one file type to another. There are many data conversion programs on the market that support a wide number of text, database, spreadsheet and graphics formats. If a text document, database or spreadsheet format is not supported in a packaged conversion program, the textual data within the file can be converted. According to my report, data conversion means typing data from hardcopy to storing them as softcopy version in word file or spreadsheets.

#### **4.2.1 Starting Journey Of The Datasheet**

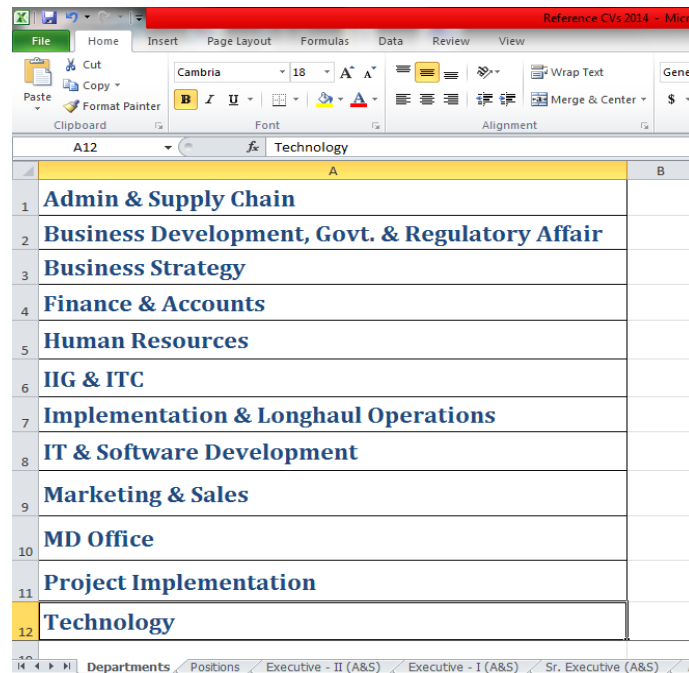
The excel format was initiated by AGM of HR department Mr. Md. Masud Rabbi, in order to keep record of all the reference CVs that the department receives from the employees working in the organization. The CV bank was getting enriched day by day, and the increasing number of both hardcopy and softcopy CVs were very hard to keep in track. So, to keep proper track of manpower support of future, he decided to maintain a better datasheet system for the organizations as well as departments welfare.



## Challenges of Data Conversion in HRIS

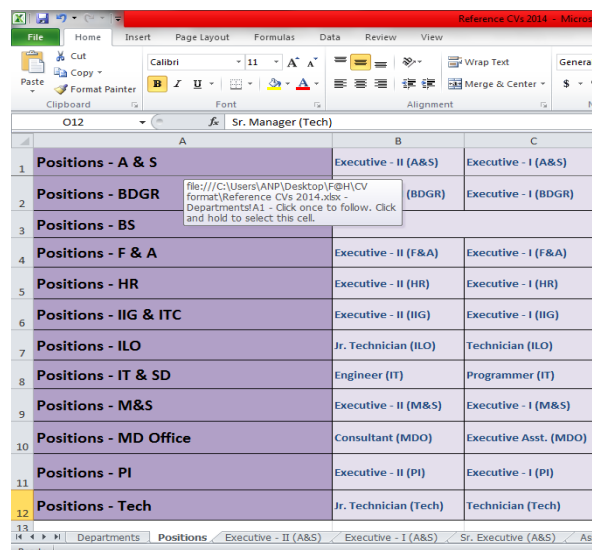
To maintain the CVs received as a result of job advertisement (referenced, internal and external) in the CV bank properly, the following process would be helpful. Open an excel sheet, name it “CV BANK, (Year)” for the task to get easier.

- Name the first sheet as “Department” and write the entire departments name in a column.



|    | A                                               | B |
|----|-------------------------------------------------|---|
| 1  | Admin & Supply Chain                            |   |
| 2  | Business Development, Govt. & Regulatory Affair |   |
| 3  | Business Strategy                               |   |
| 4  | Finance & Accounts                              |   |
| 5  | Human Resources                                 |   |
| 6  | IIG & ITC                                       |   |
| 7  | Implementation & Longhaul Operations            |   |
| 8  | IT & Software Development                       |   |
| 9  | Marketing & Sales                               |   |
| 10 | MD Office                                       |   |
| 11 | Project Implementation                          |   |
| 12 | Technology                                      |   |

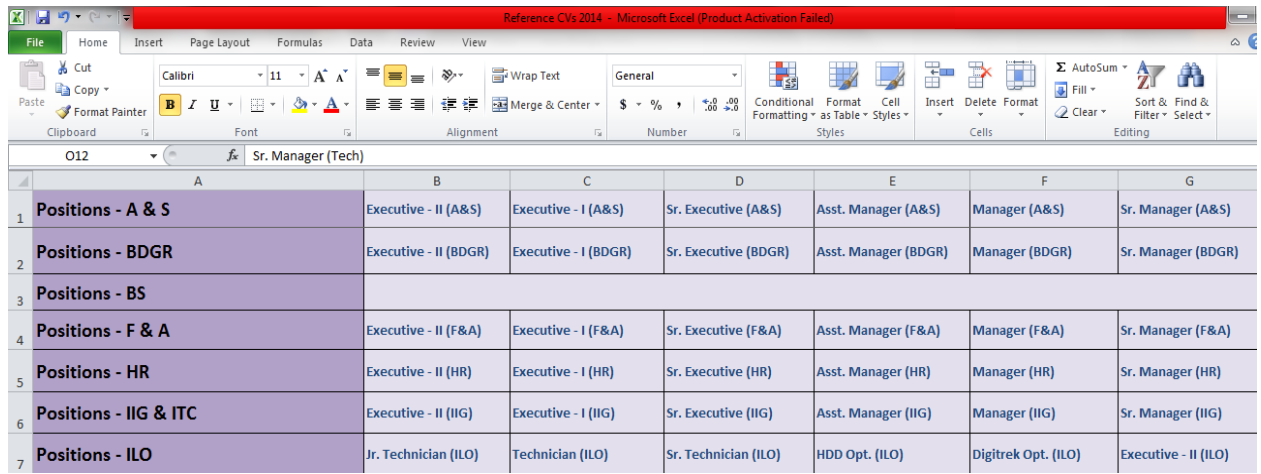
- In the second sheet, write “Position – ‘dept. name’” in the first column hyperlink it with the same department name situated in the previous sheet. For example- Link “Position – A & S” with “Admin & Supply Chain”. It will help to keep trace.



|    | A                     | B                     | C                     |
|----|-----------------------|-----------------------|-----------------------|
| 1  | Positions - A & S     | Executive - II (A&S)  | Executive - I (A&S)   |
| 2  | Positions - BDGR      | Executive - II (BDGR) | Executive - I (BDGR)  |
| 3  | Positions - BS        |                       |                       |
| 4  | Positions - F & A     | Executive - II (F&A)  | Executive - I (F&A)   |
| 5  | Positions - HR        | Executive - II (HR)   | Executive - I (HR)    |
| 6  | Positions - IIG & ITC | Executive - II (IIG)  | Executive - I (IIG)   |
| 7  | Positions - ILO       | Jr. Technician (ILO)  | Technician (ILO)      |
| 8  | Positions - IT & SD   | Engineer (IT)         | Programmer (IT)       |
| 9  | Positions - M&S       | Executive - II (M&S)  | Executive - I (M&S)   |
| 10 | Positions - MD Office | Consultant (MDO)      | Executive Asst. (MDO) |
| 11 | Positions - PI        | Executive - II (PI)   | Executive - I (PI)    |
| 12 | Positions - Tech      | Jr. Technician (Tech) | Technician (Tech)     |

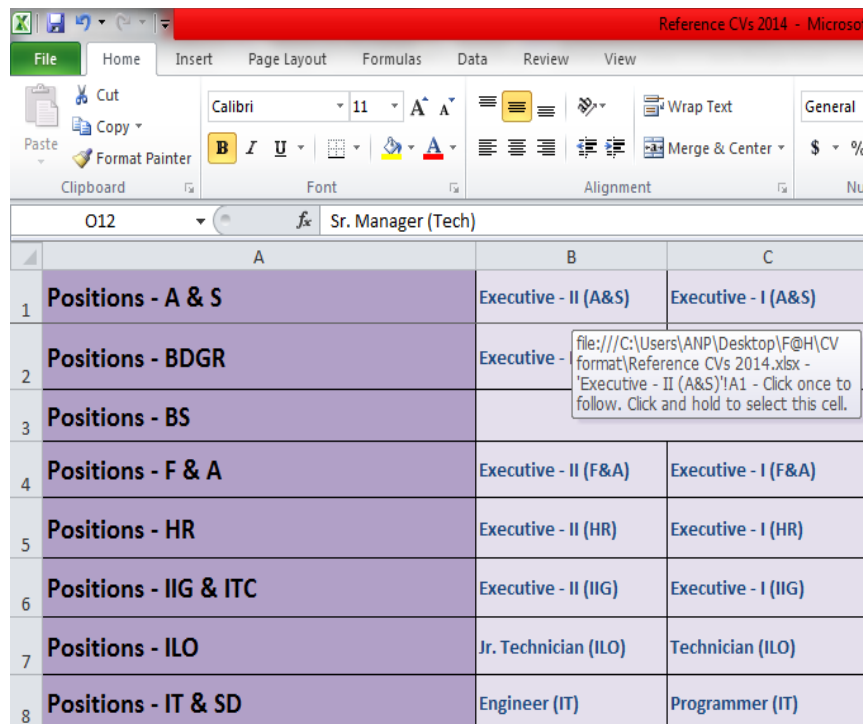
## Challenges of Data Conversion in HRIS

- The next step is to write the name of the positions beside “Position – ‘dept. name’”.



|   | A                     | B                     | C                    | D                    | E                    | F                   | G                    |
|---|-----------------------|-----------------------|----------------------|----------------------|----------------------|---------------------|----------------------|
| 1 | Positions - A & S     | Executive - II (A&S)  | Executive - I (A&S)  | Sr. Executive (A&S)  | Asst. Manager (A&S)  | Manager (A&S)       | Sr. Manager (A&S)    |
| 2 | Positions - BDGR      | Executive - II (BDGR) | Executive - I (BDGR) | Sr. Executive (BDGR) | Asst. Manager (BDGR) | Manager (BDGR)      | Sr. Manager (BDGR)   |
| 3 | Positions - BS        |                       |                      |                      |                      |                     |                      |
| 4 | Positions - F & A     | Executive - II (F&A)  | Executive - I (F&A)  | Sr. Executive (F&A)  | Asst. Manager (F&A)  | Manager (F&A)       | Sr. Manager (F&A)    |
| 5 | Positions - HR        | Executive - II (HR)   | Executive - I (HR)   | Sr. Executive (HR)   | Asst. Manager (HR)   | Manager (HR)        | Sr. Manager (HR)     |
| 6 | Positions - IIG & ITC | Executive - II (IIG)  | Executive - I (IIG)  | Sr. Executive (IIG)  | Asst. Manager (IIG)  | Manager (IIG)       | Sr. Manager (IIG)    |
| 7 | Positions - ILO       | Jr. Technician (ILO)  | Technician (ILO)     | Sr. Technician (ILO) | HDD Opt. (ILO)       | Digitrek Opt. (ILO) | Executive - II (ILO) |

- It is applicable for every position of each department.
- Create pages named after each positions of every department and link them with the position name so that by clicking on the position name, the page named on the position comes.



|   | A                     | B                     | C                    |
|---|-----------------------|-----------------------|----------------------|
| 1 | Positions - A & S     | Executive - II (A&S)  | Executive - I (A&S)  |
| 2 | Positions - BDGR      | Executive - II (BDGR) | Executive - I (BDGR) |
| 3 | Positions - BS        |                       |                      |
| 4 | Positions - F & A     | Executive - II (F&A)  | Executive - I (F&A)  |
| 5 | Positions - HR        | Executive - II (HR)   | Executive - I (HR)   |
| 6 | Positions - IIG & ITC | Executive - II (IIG)  | Executive - I (IIG)  |
| 7 | Positions - ILO       | Jr. Technician (ILO)  | Technician (ILO)     |
| 8 | Positions - IT & SD   | Engineer (IT)         | Programmer (IT)      |



## **Challenges of Data Conversion in HRIS**

### **4.3.3 Repetition Of CVs**

Sometimes we get same CVs referred by various people. And the datasheet does not react on same information all the time. So, to avoid double entry of the same CV, one have to put his best effort to recognize every single CV that come everytime to figure that if the CV was entered in the datasheet previously or it is the very first time that the CV was received.

### **4.3.4 People Having Same Information**

Many people apply in the organization against various posts. Some of them have similar name or a part of their name is similar. While entering their basic information in the datasheet, the datasheet sometimes gives objection to take the entry because of similar information (name, date of birth, organization, degree etc). It causes waste of time.

### **4.3.5 Technical Difficulties**

As all these work are done over computer/laptop, sometimes these devices get hang and stop working properly. In addition, sometimes while saving the updated version on server the internet connection gets disconnected, which create difficulties while uploading the latest updated version and replaces with the old one.

### **4.3.6 Trouble To Understand**

Sometimes when we get new CVs, we get them in a hand written manner. Some are understandable, some writings are not understandable. It is troubling for us, as wrong information entered by us might cause damage to the candidate.

### **4.3.7 Lack of Information**

Every single resume that we get is entered in the datasheet. Some CVs that we get are not in a proper manner. It means, the basic information that we update in the database, some of them are not there in the CV which make the datasheet incomplete as there CV.

### **4.3.8 Not Maintaining Proper Format**

Sometimes we get resumes for technician/jr. technician post which is not exactly CVs but a bunch of certificates only. It gets hard for us to gather information from those certificates and update them properly in the datasheet.

### **4.3.9 Keeping Softcopy**

As I told earlier, we keep both hardcopy and softcopy in our CV bank. The CVs we get through mail or collect against advertisement from various websites are already in kept as softcopy but the CVs that we get by post or as a reference CV are scanned in PDF form and get attached in the datasheet. Many a times the scan machine gets out of order and sometime pages get stuck in the machine. Both the situation kills time and hampers in working order.

## **Challenges of Data Conversion in HRIS**

### **4.3.10 Update Every Information's Regularly**

The biggest challenge we face is to update information's regularly (whether the CV is sent to the respected department or not, what is the feedback from the department, is the CV shortlisted for the position, was he called for interview on scheduled date, will he come for the interview, did he arrived in the interview session or was update, the feedback from the interview board, is he selected for the position, expected joining date etc). Besides keeping track of regular updating CVs, these seem the toughest part.

## **4.4 FINDINGS**

The finding of the report is to overcome the challenges faced while converting the data in the softcopy version rather than keeping them alike they are. It would not end the problem but will turn into a massive problem afterwards.

### **4.4.1 Overall Findings**

The overall findings of the reports are-

#### **4.4.1.i**

Firstly, converting from hardcopy to softcopy needs proper concentration towards itself else it will turned into a huge difficult to overcome the situation. Secondly, maintaining two or three reference datasheet at a time causes difficulty to maintain chronological serial number in each datasheet. Next comes repetition of same CV through several persons, as we have to handle many CVs at a time, it becomes hard to recall the previous reference number.

#### **4.4.1.ii**

Again, some people have similar information's including names, date of births etc. and the datasheet wants to enter the previous information that is stored. Technical difficulties, which have become a common problem nowadays. Moreover, trouble in understanding handwritten CVs is another challenge I faced during data conversion period.

#### **4.4.1.iii**

In addition, More or less CVs that we get are not in a proper manner. They have lack of proper information that are needed to maintain our CV bank. Some of the candidates send their documents as CVs which causes severe trouble while preparing datasheet. Maintaining softcopy reference and updating regularly are some other challenges that I face while converting the datasheet.

## **Challenges of Data Conversion in HRIS**

To overcome these problems the recommendations are-

### **4.4.2 Recommendation**

- The only solution of concentration problem and reference number problem faced while data conversion is paying proper attention towards the work itself. No other alternative for this challenge is available.
- There is no substitute of stopping repetition of the CVs from various people. The only outcome to this challenge is finding the CVs manually if it seems familiar and then put the entry.
- To overcome the same information challenge, it would be beneficiary to avoid auto correction suggested by the datasheet and do the task as it is being done usually.
- Technical difficulties may arrive anytime; the possible way to avoid the outcome is to keep proper backups (sometimes it might not work as well).
- Possible solution for problems in understanding data's written in hand is to take help from other colleagues. If anyone is not available at that time, mark the place, skip the information for that particular period and move to next information
- In case of lack of proper information and format problem there is no other alternative rather than skipping the required part.

## **Chapter 5: Conclusion**

## **Challenges of Data Conversion in HRIS**

### **5.1 CONCLUSION**

Recruitment, one of the most important function of HR department. To keep regular update of the resumes that are arriving, the necessary data are being collaged together in a spreadsheet to keep proper record of them. This task is important because, it would help to figure out necessary data's in emergency period though there is no hardcopy CV along.

As Fiber @ Home is a growing company and it is expanding its business throughout the country, a huge number of manpower supports is needed. It is not always helpful to keep records in papers at the present time. In time of crisis finding a simple CV in hardcopy is very much time consuming whereas, when they are stored in datasheet it is very easy to find required information in few minutes including attachment.

The challenges/difficulties that are faced during the data conversion period are-

- Conversion From Hardcopy to Softcopy
- Maintain The Reference Number/Serial Number
- Repetition Of CVs
- People Having Same Information
- Technical Difficulties
- Trouble To Understand
- Lack of Information
- Not Maintaining Proper Format
- Keeping Softcopy
- Update Every Information's Regularly

In order to overcome the challenges faced while data conversion in HRIS some steps could be helpful. They measured steps are-

- Paying proper attention while entering data's
- Searching manually helps in some cases of repetition
- Avoid auto correction in some special cases
- Backup is an alternative suggested for recovery from technical difficulties
- Taking help for coworkers/colleagues to understand hand written information is a recommended substitute.
- In some cases skipping information's for time being might help.

To conclude, I would mention that without facing challenges nothing can established properly. So, by trying to overcome again and again one can be successful in any manner no matter how hard the job is. As Fiber @ Home Ltd. is trying to maintain their CV bank in a completely new format in spreadsheet, it will be easier to keep record as the time passes.

## Challenges of Data Conversion in HRIS

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## Challenges of Data Conversion in HRIS



A slide thumbnail with a white header, a dashed line, a small circle, and a large tan body with the word "INTRODUCTION" in red. A red bar is at the bottom.

## **INTRODUCTION**

A slide thumbnail with a white header, a dashed line, a small circle, and a large tan body with the words "THE ORGANIZATION" in red. A red bar is at the bottom.

## **THE ORGANIZATION**

## The Organization



- OVERVIEW OF FIBER @ HOME LTD.
  - ✖ Was given license on 9 January, 2009 by BTRC
  - ✖ Is a NTTN organization
  - ✖ They provide various services and solutions
  
- HISTORY OF THE ORGANIZATION
  - ✖ Optimum utilization of existing network
  - ✖ Not allowing duplicate networks at the same place

## The Organization



- MISSION
  - ✖ Building a neutral network allowing all Access Network Service (ANS) operators to provide their services through the network.
  - ✖ To enable Nationwide affordable Value Added Services (VAS) platform for the end users.
  - ✖ To reach all the Upazila headquarters with a Robust, Secured and Faster Transmission Backbone Network to enable connectivity to multiple Government and Non-Government entities.

## Challenges of Data Conversion in HRIS

### The Organization

#### • VISION

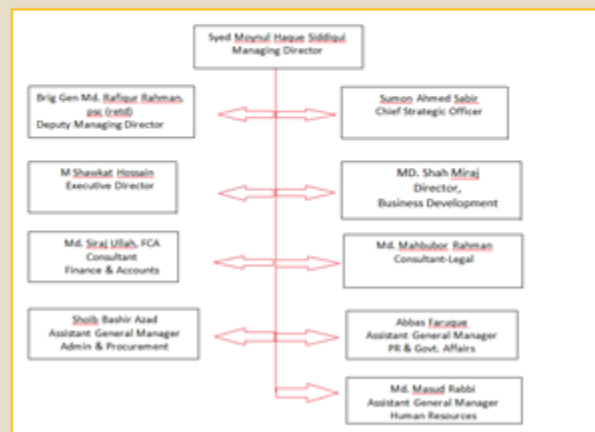
- ✖ To Build, Develop, Operate and Maintain a Nationwide Optical Fiber based Transmission Backbone to enable a common connectivity platform for a Digital Bangladesh. This common infrastructure will use national resources optimally in the growing need of information technology and telecommunication sector.

#### • OBJECTIVE

- ✖ To develop their network they follow step by step process to keep their quality and standard of work. All works are properly QC by their expert engineers and they deliver their client quality service with updated devices from Brand Vendors.

### The Organization

#### • ORGANOGRAM OF THE ORGANIZATION



## Challenges of Data Conversion in HRIS

### The Organization

#### • ORGANOGRAM OF HR DEPARTMENT



### The Organization

#### • SERVICES

- × Passive
- × Active

#### • PARTNERS

- × Clients
- × Financial Partners &
- × Service Partners

## Challenges of Data Conversion in HRIS

### The Organization

#### • SWOT ANALYSIS



### INTERNSHIP EXPERIENCE

## Challenges of Data Conversion in HRIS

### Internship Experience

- MY EXPERIENCE IN FIBER @ HOME LTD.
- MY JOB RESPONSIBILITIES IN FIBER @ HOME LTD.
- LEARNING OUTCOME
- Personal Overview

### CHALLENGES OF DATA CONVERSION IN HRIS



## ✧ DEFINITION OF DATA CONVERSION

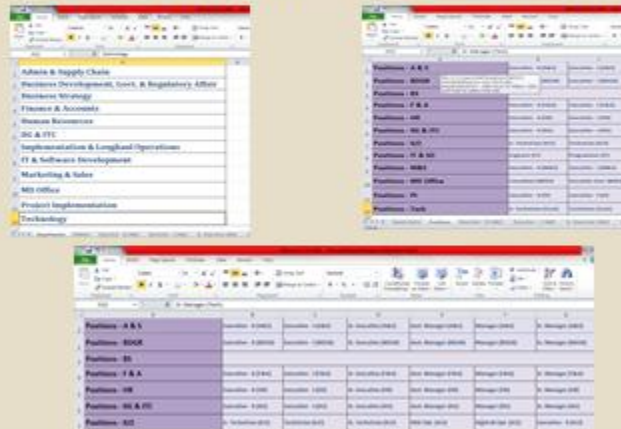
The screenshot displays the Microsoft Excel 2010 interface. The title bar at the top reads "Microsoft Excel - Product Calculation Table". The ribbon menu is visible, showing tabs for "File", "Home", "Insert", "Page Layout", "Formulas", "Data", "Review", and "View". The "Home" tab is currently selected, showing options for "Font", "Paragraph", "Styles", "Cells", and "Editing". The main workspace is a blank grid with columns labeled A through Z and rows numbered 1 through 1048576. The status bar at the bottom indicates "Formulas" and "Product Calculation Table".



- ✗ The advantages of data conversion (from hardcopy to softcopy) is given below-
- ✗ Any employee of HR department or higher authority can go through the CVs at a glance anytime as it is saved in server.
- ✗ Reduces cost as the organization does not need to keep any other paper written information of those resumes.
- ✗ To keep backup for future, the CVs are scanned and attached to the datasheet, which works as a reserved file both as hardcopy and softcopy.
- ✗ The reference number that is given to every resume gives a proof that the CVs are previously screened.
- ✗ Including the departmental feedback, interview feedback resembles that whether the CV is shortlisted for the position that it was applied for or got rejected. An overall preview can be done while skimming the datasheet.

### Challenges of Data Conversion in HRIS

#### • UPDATED VERSION OF DATA CONVERSION



The image displays three screenshots of HRIS software. The top-left screenshot shows a list of departments or roles, including 'Admin & Supply Chain', 'Business Development, Govt. & Regulatory Affairs', 'Business Strategy', 'Finance & Accounts', 'Human Resources', 'IT & ITT', 'Implementation & Longitudinal Operations', 'Marketing & Sales', 'MS Office', 'Product Implementation', and 'Technology'. The top-right screenshot shows a detailed view of a specific department or role, with columns for 'Position', 'Manager', and 'Status'. The bottom screenshot shows a table with columns for 'Position', 'Manager', and 'Status', listing various positions and their corresponding managers.

### Challenges of Data Conversion in HRIS

#### • CHALLENGES OF DATA CONVERSION IN HRIS

- × Conversion From Hardcopy to Softcopy
- × Maintain The Reference Number/Serial Number
- × Repetition Of CVs
- × People Having Same Information
- × Technical Difficulties
- × Trouble To Understand
- × Lack of Information
- × Not Maintaining Proper Format
- × Keeping Softcopy
- × Update Every Information's Regularly

## Challenges of Data Conversion in HRIS

### Challenges of Data Conversion in HRIS

#### • FINDINGS

- ✖ Conversion From Hardcopy to Softcopy
- ✖ Maintain The Reference Number/Serial Number
- ✖ Repetition Of CVs
- ✖ People Having Same Information
- ✖ Technical Difficulties
- ✖ Trouble To Understand
- ✖ Lack of Information
- ✖ Not Maintaining Proper Format
- ✖ Keeping Softcopy
- ✖ Update Every Information's Regularly

#### • RECOMMENDATION

- ✖ The only solution of concentration problem and reference number problem faced while data conversion is paying proper attention towards the work itself. No other alternative for this challenge is available.
- ✖ There is no substitute of stopping repetition of the CVs from various people. The only outcome to this challenge is finding the CVs manually if it seems familiar and then put the entry.
- ✖ To overcome the same information challenge, it would be beneficiary to avoid auto correction suggested by the datasheet and do the task as it is being done usually.
- ✖ Technical difficulties may arrive anytime; the possible way to avoid the outcome is to keep proper backups (sometimes it might not work as well).
- ✖ Possible solution for problems in understanding data's written in hand is to take help from other colleagues. If anyone is not available at that time, mark the place, skip the information for that particular period and move to next information.
- ✖ In case of lack of proper information and format problem there is no other alternative rather than skipping the required part.

## Challenges of Data Conversion in HRIS

### Conclusion

### Conclusion

To conclude, I would mention that without facing challenges nothing can be established properly. So, by trying to overcome again and again one can be successful in any manner no matter how hard the job is. As Fiber @ Home Ltd. is trying to maintain their CV bank in a completely new format in spreadsheet, it will be easier to keep record as the time passes.

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THANK YOU!!!