

Report On
Data security and privacy of employee record management in
Bangladesh: mitigating risk

By

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ID: 18104128

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

Bachelor of Business Administration
Brac University
June, 2024

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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:

Maisha Maliha Rahman
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Letter of Transmittal

Saif Hossain

Assistant Professor

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BRAC University

KHA 224, Progati Sarani, Merul Badda, Dhaka 1212.

Subject: Submission of Internship report on Data Security and Privacy of Employee Record

Management in Bangladesh: Mitigating Risk.

Dear Sir,

It gives me great contentment to submit the report I made for BRAC University's Bachelor of Business Administration while working at Light of Hope Ltd.

The internship report aggregates all of my learnings and experiences that I could gather during my 3 months Internship program at Light of Hope Limited in HR Department. This was a delightful opportunity for me to learn about corporate life. I hope this report seems valuable and well-grounded to you.

I am grateful for all the feedbacks and instructions that you provided. I hope that my report matches up to your expectation level.

Sincerely yours,

Maisha Maliha Rahman

18104128

BRAC Business School

BRAC University

Date: May, 2024

Non-Disclosure Agreement

This agreement is made and entered into by and between Light of Hope Limited and the undersigned student at BRAC University for the commitment of avoiding the unauthorized disclosure of confidential information of the organization.

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Light of Hope Limited

.....

Maisha Maliha Rahman

Acknowledgement

Firstly, all the praises and thanks to the Almighty Allah that I could successfully finish this Internship report having sound health.

My heartfelt appreciation to my academic supervisors, Assistant Professor, Saif Hossain, and Co-supervisor, Assistant Professor, Riyashad Ahmed, for all kinds of help while I completed my whole internship report as in the absence of their guidance I would never be able to write the report. The valuable suggestions that my supervisors have provided, helped me made it possible to finish the report properly.

Secondly, my sincere gratitude to Dr Nazmul Arefin, co-founder, Light of Hope Ltd, for his support and motivational insights.

I am grateful to Md Mesbahul Islam, my on-site supervisor at Light of Hope Limited for offering me the expert help and information I required to complete my project. Lastly, I'd like to express my honest gratitude to every senior colleague Mahfuz Ahmed, Tahmina Shathi, Md Emon, Nantu Kumar Dey at Light of Hope Limited for their endless care and provisions and made my 3 months of Internship worthy. Last but not least, it is only because of on-site supervisor's constant support and motivation that I could easily integrate and adapt to the corporate world while leading a healthy work-life balance.

Thank you.

Sincerely,

Maisha Maliha Rahman

ID: 18104128

Executive Summary

The report entails discussions on data security and privacy of employee record management in Bangladesh. Data security safeguarding processes and laws varies from one country to another country. Data security and privacy of employee record management are considered to be more crucial in maximum developed and developing countries, excluding Bangladesh because if it is not protected effectively, it can lead to a number of grave issues. Lastly, HR professional faces several challenges while safeguarding the information of employees. This report also includes current practices of data protection and the risks associated with the delicate data security. The report also entails a brief discussion regarding the ethical considerations related to the topic. Legal & regulatory compliance and analyzing potential vulnerabilities are also discussed in this paper. Lastly, a few recommendations are also given that may aid in upgrading the effectiveness of data protection.

Keywords:

1. Data
2. Security
3. Legal
4. Vulnerabilities
5. Safeguard

Table of Contents

Declaration.....	1
Letter of Transmittal	2
Non-Disclosure Agreement	3
Acknowledgement	4
Executive Summary	5
Table of Contents	6
List of Figures.....	7
List of Acronyms	8
Chapter 1 Overview of internship	Error! Bookmark not defined.
1.1 Student Information	9
1.2 Internship Information	9
1.3 Internship Outcome.....	9
Chapter 2 Organization Part	12
2.1 Introduction.....	12
2.2 Company Overview	13
2.3 Management Practices.....	19
2.4 Marketing Practices of Light of Hope Limited	22
2.5 Financial Performance and Accounting Practices	23
2.6 Operations Management and Information System Practices	25

2.7 Industry and Competitive Analysis	26
2.8 Summary and Conclusions	28
2.9 Recommendations	29
Chapter 3 Data security and privacy of employee record management in Bangladesh: mitigating risk	30
3.1 Introduction.....	30
3.2 Methodology	32
3.3 Findings and Analysis	33
3.4 Summary and Conclusions.....	40
3.5 Recommendations	41
References	42

List of Figures

Figure 1: Story Books	
Figure 2: Stationary.....	
Figure 3: Puppets	
Figure 4: Services	

List of Acronyms

CV	Curriculum Vitae
HR	Human Resource
HRD	Human Resource Department
LOH	Light of Hope Limited
CSR	Corporate Social Responsibility

Chapter 1: Overview of internship

1.1 Student Information

- Name: Maisha Maliha Rahman
- ID: 18104128
- Program: Bachelor of Business Administration
- Major/Specialization: Human Resource Management

1.2 Internship Information

1.2.1 Period, Company Name, Department/Division, Address

- Period: 3 Months (22nd January- 22nd April)
- Company Name: Light of Hope Ltd.
- Department/Division: Human Resource Department
- Address: Rezina Garden, 67/A, Dhanmondi 9/A Dhaka, 1209

1.2.2 Internship Company Supervisor's Information Name and Position

- Name: Md. Mesbahul Islam
- Position: Assistant Manager, HRD, Light of Hope Ltd.

1.2.3 Job Scope – Job Description/Duties/Responsibilities

As a HR and administration intern, I assisted HR professionals in their everyday administrative tasks which included various tasks and responsibilities. Here are the tasks that I had to carry out while working in Light of Hope Ltd.

- I. Screening and selecting resumes
- II. Schedule and coordinate interviews
- III. Updating employee database on a regular basis
- IV. Making monthly attendance report and handling attendance app PI-HR
- V. Creating official documents and communicating information within the company through e-mails.

1.3 Internship Outcome

1.3.1 Student's contribution to the company

I did my 3 months long internship in Light of Hope Limited and executed different administrative tasks to complete my job responsibilities. My key responsibilities are as follows:

- **CV sorting:** As I worked in HR department, I was responsible for organizing the recruitment and selection process. The first task is to screening the CV's and sort them to select the best matches with the position requirements by comparing them with the job descriptions. I sorted cv for different positions for example, Brand manager, Project coordinator, Operation manager, Partnership and business development manager, Supply chain manager, etc.

- **PI-HR App Management:** Light of Hope Ltd uses an app named PI-HR for recording the employees' daily attendance. During the three months I had complete access to the app and was responsible for approving attendance reconciliations, posting notice in the notice board, new recruit activation in the app, etc.
- **Monthly Attendance Report:** One of my tasks was to make monthly attendance report. I made attendance reports of January, February and March of Light of Hope Ltd by using average working time and other details, extracted from the PI-HR app.
- **Recruitment Assistance:** I collaborated with the HR team to post job openings on relevant platforms, screened received resumes and scheduled interviews and communicated with potential candidates.
- **Candidates' Details file making:** In Light of Hope Ltd I was responsible for filing certificate and personal information of new recruits.
- **Employee Records Maintenance:** I had to update and maintain accurate employee records in LOH's HR database, ensuring accuracy and confidentiality of all the information.
- **Official Documents creating:** I had to prepare several official letters or documents while working in the company. For example, offer letter, appointment letter, warning letter, clearance letter, experience certificate, etc.
- **Communicating employees:** I used to email all the employees on behalf of the HR department in order to inform the employees about holidays or other events.

These tasks were done by me on a regular basis during the three months of my internship period. I believe helping my senior employees and contributing in these small tasks I could help them to complete the work within the due time and reduced their work load to some extent.

1.3.2 Benefits to the student

I believe my three-month internship at Light of Hope Limited as the foundational experience for my future profession. My first and most significant lesson was seeing a company's operations and work environment in real life. I learned about the corporate world's working cultures that we cannot understand by doing courses. I also learned about the daily operations that are necessary for the organization to function. It felt different to work at LOH because I was regarded like a regular employee and had to follow all the policies that are applicable for all employees. I think that having this job experience has improved my punctuality and attention to details. One of the primary duties is to keep a suitable schedule. Although I made a number of blunders while completing the jobs, but my supervisor's corrective comments and advice enabled me to recognize my shortcomings and get better in the workplace. I worked on my communication gaps and gained confidence in my ability to communicate. It takes a long period of time to adjust to any business culture but I made a gradual effort to fit in LOH work culture. Due to the constant workload upon the HR department, HR professionals are under a lot of pressure to meet deadlines at most of the times. I also made an effort to improve my capacity for working under pressure such as I made the first monthly attendance report within the first week of joining. Throughout my internship, I was constantly motivated and guided by my supervisor and co-workers, and this contributed to my learning. I was assigned task along with a given period of time and I had to deal with the circumstances and beat the obstacles in order to come up with

solutions. According to me, this internship participation, will greatly benefit me in the future and expand my professional career options. Lastly, recognition is a powerful motivator and I consider myself fortunate to have received recognition from LOH for each and every task I completed.

1.3.3 Problems/Difficulties faced during the internship period

There are obstacles associated with new experiences, and ultimately, it's about overcoming them that's what counts. During the early days I encountered some difficulties in my internship and needed some time to adapt to the new environment. Although I was satisfied with my work environment at LOH, I found it difficult to communicate. Since everyone was a senior to me, I was initially hesitant to make some queries. However, improving my communication abilities got me through. The office had very rigorous scheduling, I had to arrive on time and initially it was difficult to get used to the nine-hour workday. Maintaining constant involvement in tasks while meeting deadlines was difficult as well. At times, I had to complete multiple tasks at once. It was challenging to prioritize them first, but I eventually figured that out.

1.3.4 Recommendation

I am pleased with the work environment at LOH, especially the way they treated the interns and wanted interns to learn something from this brief experience. In my opinion, it would be better if the company keep treating interns like normal employees since it encourages new hires like myself to work in an environment where their presence is respected. Furthermore, based on my personal observations, we mostly work on the recruitment and selection process. However, HRD is responsible for a lot of duties that are crucial to the business. It can be beneficial for us to work in different industries in order to expand our knowledge of HR functions. It will open up new avenues for employment in upcoming fields.

Chapter 2: Organization Part

2.1 Introduction

The journey of Light of Hope Ltd started in 2017 and from its early stage it has been a trailblazing education organization whose goal is to equip young children with the 21st century skills they will need to succeed in the future. The company was started by Waliullah Bhuiyan and his university friends, who quitted their well-paying positions to create the business after returning to Bangladesh with their master's and PhD degrees. Seventy percent of Bangladesh's 3 crore primary school students will work in jobs that are obsolete as a result of automation and artificial intelligence. This possesses a serious threat to the future of our children. LOH have created a whole ecosystem with multiple brands concentrating on teaching skills such as creativity, problem-solving, and emotional intelligence because the basic educational system is failing to prepare today's kids for these skills. LOH have developed some incredible kid-friendly brands over the past six years, including Goofi, Kids Time, and other well-known children's characters. More than 300,000 children are directly impacted by LOH, and have taught more than 100,000 parents and trained over 20,000 teachers. Children utilize the company's books and products currently in more than 30 countries. LOH's next goal is to finish up national expansion and begin global expansion. The believes companies like Goofi have the ability to follow in the footsteps of Disney, Sesame Street, or LEGO. The journey of LOH is made with utmost hard work and honesty. LOH functions under five brands, each concentrating on particular goods and services with a single objective: "Preparing parents and children with skills for the future world". Sister concerns of Light of Hope Ltd-

- Goofi
- KidsTime
- Teachers Time
- Porua
- ToguMogu

At a Glance





Note. Sister concern of Light of Hope Limited - Google Search. (n.d.). www.google.com. Retrieved April 24, from

2.2 Company Overview

2.2.1 Light of Hope Limited

Light of Hope Limited started its journey from the scratch in 2017 with the goal of illuminating every child in Bangladesh with a moral and creative education. Initially it started its first project „Porua“ and over the time period the company has also spread its operation towards the kids“ skills development, they have been proving their integrity towards the environment by producing quality products and services that are maintained at all costs. Light of Hope started off into as an education- tech company, oversees the biggest after-school program in the country and teaches moral education to kids in grades four through twelve. The organization has been cultivating moral principles and artistic abilities by offering classes that encourage self-expression in form of arts, sciences, puppetry, magic, and story-telling skills. Kids Time, Goofi, and Teachers Time are the three wings of Light of Hope that improvises communication and serve as a link between children and their adult caregivers. At present, LOH is the pioneer and most reputed education-tech organization in Bangladesh. To maintain their smooth process for providing books and services, LOH has several experienced and dedicated human assets involved in the company. Several renowned brands such as Shokti, Unicef, Brac, Joy School English, Babuland, Unimart, Alpenliebe, Chupa Chups are few of the partners of LOH.

One of LOH’s vital assets, in addition to its intangible and tangible assets, is its workforce. Employees are just as valuable to the organization as other assets are in general. LOH is committed to creating a more positive work environment where employees are constantly motivated and ready to work with honesty and enthusiasm. Employee development opportunities and trainings are offered by LOH on a regular basis in order to help them elevate their knowledge and skills in their jobs. LOH believes that an employee's place of employment shouldn't be a place where they come and go following a basic work routine. Rather it needs to be a place where employees discover their unpolished skills and generate new ideas and scopes for the business. At present, LOH itself is employing over 100 employees and offers equal chance to the workers regardless of gender, religion, ethnicity. And hence having highly motivated employees, LOH has a low turnover rate.

2.2.2 Vision

“Light of Hope Limited attempts to understand the special needs of children and involves satisfying those needs by providing high level of services and products at affordable price range.”

2.2.3 Mission

- “To prepare children with skills needed for the future world.”
- “Initiates to reform education.”
- “To provide most engaging teaching programs to student.”
- “Provision of high-quality trainings to teachers and parents.”
- “To provide age-appropriate books for underprivileged children.”

2.2.4 Values and Principles

Light of Hope Limited's principles and values deals with three vital roles: the welfare of customers, staffs, and environment. The company considers that it is their duty to perform corporate social responsibility. LOH does not always focus on making profit, rather it focuses on accomplishing CSR and hence has an extreme sense of responsibility to its consumers, its staffs and its environment. In every day-to-day business expense, LOH's vital values and principles are implemented.

2.2.5 Quality Policy

- Committed to implement everything in the company's power to apprehend customer requirements to escalate contentment and achieve market leadership.
- Make a constant effort to enhance production technology and provide the best quality services and books in accordance with global norms.
- Dedicated for achieving the quality goal by providing consistent training for employees and keeping a positive work environment.

2.2.6 Corporate Social Responsibility

- **Porua:** Of the more than 100,000 schools in Bangladesh, fewer than 5% have libraries. Other than their textbooks, students don't have access to any reading materials. Consequently, when completing Grade 5, only thirty percent of the kids possess the ability to read and write in Bengali. This has a major negative impact on their career and future schooling. Storybooks help children develop their creativity, imagination, skills that children will need in the future. Among the 3 crore kids in the primary schools,

nearly half have never had the chance to read a storybook. Hence LOH came up with their first project “Porua” in order to make story books available to the underprivileged children. The goal is to spread happiness via the power of books, so since 2017, LOH started building libraries throughout Bangladesh. At present LOH has established 625 school libraries and distributed 170,000 books to children. LOH has also organized 57 book collection events. This project has immensely impacted the society. Currently 250,000+ children get access to books due to Porua. There school attendance increased by 17% due to the establishments of libraries in the schools. According to data, result in Bengali & science increased by 21.3%.

- **Goofi:** Goofi encourages creativity, empathy, and imagination among children to create a brighter future and it is passed on through some best-selling story books. Goofi has crafted and created some characters which are used to represent different emotions or values. Characters such as Addy is used to convey creativity, Bluetooth for problem solving, Tiya for emotional intelligence and Sofia for moral values. Goofi offers various story books which promotes all the mentioned values in children. Goofi also host puppet shows in various events which are held for children to raise awareness about potential issues related to kids. In the puppet shows Goofi uses the different crafted characters in order to communicate and demonstrate many important issues to the children.
- **MOU:** On March 24, 2023 Light of Hope, ToguMogu and Grameen Danone signed an agreement together to solve malnutrition problem in Bangladesh. In Bangladesh, over one-third of children under five suffer from malnutrition. The three organizations accumulate the knowledge of Grameen Danone in creating nutritious food items, the educational sector of Light of Hope in developing future skill through popular Goofi characters that children adore, and the reliable platform of ToguMogu for parents. Goofi puppets will visit schools to spread knowledge and teach kids about high quality food and nutrition.
- **Campaign:** The UNHCR and Light of Hope have worked together to held the "Campaign for Empathy and Peace" in December 2022 and January 2023. Both organizations believe that during all time, it's vital to know how to reflect empathy. It is imperative that kids learn this concept at an early stage in life. As a result, they have conducted engaging and enjoyable storytelling sessions to more than 10,000 students in 20 schools located throughout Dhaka and Cox's Bazar.

2.2.7 Products and Services of Light of Hope Ltd

Figure 1 Story Books



Note. Goofi Story Books: <https://togumogu.com/products/categories/story-books>



Figure 2 Stationary



Note. Goofi Stationary: <https://togumogu.com/products/categories/buy-brand-toys-from-togumogu>

Figure 3 Puppets



Note. Goofi Puppets: <https://togumogu.com/products/categories/goofi-toys>

Figure 4 Services



2.2.8 Plants of Light of Hope Ltd.

LOH is associated with innovation and excellence. They are continuously increasing their capacity and stimulating innovation in the goods they produce. Research and development efforts are focused entirely on crafting specifications for each product based on client preferences and packaging, making it highlighted from other close substitute products. LOH maintains top-notch equipment and cutting-edge production techniques because they never prioritize anything above quality. LOH makes the soft copy of books and then they print and assemble the books by third party.

2.2.9 Partners of Light of Hope Limited

Light of Hope Limited is currently involved in the provision of several goods and services which are classified into 3 wings. Their highly skilled research and development staff handles all aspects of product research and development, guaranteeing constant innovation and advancement according to the dynamic market. The company's marketing department initiates plans to create the optimal routes for their intended customer base. Overall, LOH has partnered with a few multinational brands to make the process efficient and worldwide. They're:



2.3 Management Practices

2.3.1 Leadership Style

Leadership styles contains the capability to influence an organization's level of transparency, employee motivation, and extent of employee contribution. The leadership style used by Light of Hope Limited is democratic, or more precisely, participative. It is imperative for the participative leadership style to incorporate all related employees in the decision-making process. Hence this kind of effort grow employee involvement in organizational activity and a sense of importance. It supposedly increases their drive to work. LOH's management constantly illustrates a democratic leadership style, enabling employees to provide advices before making the final decisions. Therefore, there is always a transparency, which reduces internal miscommunication. I have witnessed the head of departments are responsible for setting up meetings with several all employees. As a result, it strengthens the impact of any choice in which all related employees have a say.

2.3.2 Recruitment and Selection Process

Light of Hope Limited's one essential function is recruitment and selection process. Because selecting the ideal applicant who fits the designation perfectly might have a ripple effect on the company's performance. Hence, the organization has carefully preserved the process' effectiveness and efficiency. As a resource for the business, LOH is constantly seeking employees and offers ample opportunity for them to represent their skill and knowledge in the workplace. In order to expand more, they are continuously hiring, without any sort of biasness,

they hire people from all regions, religions and ethnicities. An employee has the chance to grow from their current role if they can demonstrate sincerity and gain experience throughout their job. Different LOH categories are used to recruit people according on positions and required classifications. They are:

- Sales Executive
- Junior/Senior Executive
- Entry-level Management
- Mid / Senior Level Management
- Non-Management Staff

When LOH hires, it always ensures that the word gets out to the prospects in a proper way by using several portals such as LinkedIn and offering multiple application methods. Prior to the employment process, LOH has established a few fundamental guidelines and standards. For example:

- The primary focus needs to be on merit.
- Prior to hiring, each applicant's professional history should be reviewed.
- Everybody should have an equal opportunity, and there should be transparency at every stage of the procedure.

2.3.3 Training and Development

Every organization primarily initiates training and development initiatives to improve staff's knowledge. Over the time period of job, staffs acquire expertise and skills. Thus, businesses provide people with the means to grow personally and advance in their roles, enabling them to provide more efficiently to the organization. Depending on the roles and requirements of each employee, Light of Hope Limited sets up various training and development opportunities. They are:

- **Field Training:** Employees who work in several marketplaces are typically suitable for this kind of training. Most of these employees are sales officers. Upon hiring, all sales executives are required to take part in field training while the supervisors track, after which employees' performance is evaluated. The HR and senior executives they have chosen are then advised by their supervisor to make an appointment.
- **In-house training:** After completion of field training, sales staff participate in this training. They mostly learn about their responsibilities during this two-seven days course, which also includes an appraisal of the skill they have learned.
- **On-the-job training:** The initial three months of an employee's job are considered as a probationary period at LOH, where supervisors give tasks and employees are required to learn about their entire roles and obligations. The worker is also considered as a trainee during this time period, and their performance is assessed. When the probationary term ends, the staff is needs to attend a single final interview where seniors attempt to gauge the person's level of learning. In this training, employees pick up knowledge by doing their real work.

- Managerial training: To enhance performance efficiency and assist the business reach its objectives, LOH also motivates its management to participate in off-the-job training.

2.3.4 Compensation

"Better is the compensation & benefits, better is the performances and retention!" stated by Waqar Azmi (2020). Compensation and Benefits is imperative, from boosting productivity to inspiring internal drive.

Human resource managers are responsible to create pay and benefit packages that will encourage employees to work hard and remain motivated over the time period of their careers. In addition to their base pay, LOH offers its employees a number of fringe benefits.

❖ Compensation

- Base pay and bonus depend on experience and qualifications, all LOH employees receive a moderate base pay on a regular basis. In addition, if an employee's skill set and knowledge is valuable to the organization and they are able to serve as a valuable asset, their remuneration will be increased further. Excluding their base pay, workers receive two bonuses yearly.
- Sales bonus: Sales executives at LOH receive additional incentives, which are determined by the extra number of goods sold which crosses the targeted sales.

❖ Benefits

- Transportation Facilities: LOH offers official transportation in the form of excellent air-conditioned buses to all employees at all level for events and other activities which are held outside Dhaka.
- Lunch: All LOH employees, regardless of designations, receive partially funded lunch services. Employees receive tea two times a day. The LOH's amenities are well followed and thoughtfully built with maximum hygiene maintenance in mind.
- Paid leave: Each staff is has a certain amount of leave, which can be used by them as needed. LOH offers 21 days of paid leave yearly.

2.3.5 Performance Appraisal System

LOH follows a few steps in assessing performance of employees in the organization. Since 2019, they have been practicing performance appraisal system. LOH still practices traditional performance appraisal system. The measures followed by LOH are:

- In order to achieve the LOH's goals, employees and their supervisors together establishes specific, quantifiable, and attainable goals at the beginning of each performance cycle. At

the end of the cycle performance can be measured by comparing the goals and the final outcomes of employees.

- On a regular basis supervisors hold meetings with employees to check in with their reports, give feedback and resolve issues that are acting as hurdles in the way of achieving goals. Weekly or monthly meetings take place based on the needs of the organization.
- Supervisors are responsible for assessing employee's performance through formal performance evaluations, which takes place annually, by comparing to the pre-established goals and competences.
- High-achieving employees receive rewards and recognition for their success in various ways, including bonuses, incentives, promotions, etc. This encourages a positive aura in the company and pushes employees to achieve success.

2.4 Marketing Practices of Light of Hope Limited



Source. Self-created

Light of Hope Ltd is the pioneer in this field and needs a distinctive marketing strategy to meet its goals and stay profitable. Their present marketing strategies are:

Product: Light of Hope Limited currently offers 12 distinct products and services under three of its own brands. Here are some different products that are aimed at different markets. Because of

the rigorous adherence to a quality policy during the production process, the products are of an international quality. Their packaging is eye catching and of high quality considering that it is a Bangladeshi product. Their primary concentration is on children story books and skill development courses. For this reason, LOH's brand value is greatly enhanced by the caliber of their merchandise and packaging. They are currently expanding their efforts in research and development sector and launching new products and services. Within a few months they will launch a day care service which will be beneficial for working parents. The organization is also trying to enhance the quality of their existing products and services.

Price: The products' prices are all very reasonable given the quality of the goods and services. They make sure that prices are reasonable for maximum people in our society, from the lower middle class to the upper classes. Their price is more concentrated than that of their competitors, giving them a competitive advantage. They use a variety of techniques, like as discounts and gifts, to increase sales. After purchasing products and services from LOH, customers are therefore in a win-win position because they received the goods and services at a affordable price with top-notch international quality.

Place- It is imperative for every company to design their logistic systems in a way that makes the availability of the products easier for the target customers. In simple words, ensuring the convenience of the consumers while buying the products. The products should be visible and available in every possible place to reach the consumers. For this purpose, LOH has its distributional channel very flexible by opting for personal delivery services. They follow distribution channels such as Manufacturer-Distributors-Customer & Manufacturer-Customer. They are located in Dhanmondi, Dhaka and this location goes hand in hand to be near with their targeted customers. They also use courier services such as REDX. They have all the modern and developed transportation systems are helping LOH to deliver the products on time.

Promotion: LOH uses restricted promotional strategies, including social media marketing and other sponsored advertisements, to market its goods and services. They use care-based marketing for their products during the campaigns. For example, dispelling societal stigmas and pointing out any misunderstandings in society. In terms of promotion, LOH mostly employs social media by uploading informative videos which are mostly done by the CEO of the company. In the videos they inform customers about their products and services and how these goods can positively impact children in the economy. Its promotional operations take the customer's social obligations into consideration, which is one of its key essential components.

2.5 Financial Performance and Accounting Practices

2.5.1 Financial performance

Since the last 7 years LOH has been operating in the market efficiently. During the time period, the company has successfully utilized its financial resources to generate profit. In the first 2 years of the business which is 2017 and 2018 the business was incurring a loss. From the year 2019,

the firm has successfully managed in achieving its breakeven point. And then from the middle of 2021, the company has started spiking its profit successfully. Here is a ratio framework to assess the liquidity of the company:

- **Profitability ratio:** The gross profit margin ratio is the revenue earned against the cost of goods sold (COGS). Goofi's gross profit margin has elevated in the recent years. Kids Time and Goofi has incurred an increase in net profit margin, on the other hand Teachers Time profitability has not increased significantly over the years. As the two wings of LOH has rising net profit margin, it's a sign that the business is controlling costs well and generating more profit per unit of sales. Return on capital employed calculates the profitability of a business in relation to the capital employed in the business. The business's ROCE has been rising over the years which means that the company is making better returns on the capital invested by the entrepreneurs, either through higher profitability or by effective utilization of the equity.
- **Liquidity ratio:** Current Ratio involves the current assets against current liabilities of a business. The organization's current ratio fell in the last 2 years which means that the company's existing assets are not enough to pay for its future expenses. This is because the company has been investing in a few new projects recently which they plan to launch at the end of this year. Acid-test ratio or quick ratio assesses how effectively a business can utilize its liquid assets which is excluding inventory in order to pay off its current liabilities. The company's acid test ratio has also worsened which indicates a deterioration in the company's ability to pay current liabilities without opting for inventory sales. On the other hand, accounts receivable turnover has increased over the years.

The company is becoming more efficient at making profits against its sales and equity which is signified by its increasing profitability ratios. But the company's liquidity ratios, overall worsened suggesting that the business might lack behind in paying off its current liabilities.

2.5.2 Accounting practices

All transactions considered reliable and transparent if financial reporting is done using accurate accounting procedures, which assist stakeholders to take right decisions for the future of the business. The businesses use accrual basis accounting. Regardless of when money is paid, accrual basis accounting consists of transactions when they incur and gives a better view of a business's financial performance. The business uses first-in-first-out (FIFO), to value their inventory. LOH is implementing straight line method for depreciating its non-current assets such as computers and laptops. The organization also prepares their financial statements according to accounting principles. The statements such cash flow statement, income statement, and balance sheet are made annually. LOH also incorporates proper disclosures in their financial statements as well follow accounting rules and laws, such as IAS. In order to assure the correctness of their financial accounts and compliance of accounting rules and regulations, the business go through external audits conducted by independent auditors on a regular basis.

2.6 Operations Management and Information System Practices

2.6.1 Operation Management Practices

According to Adam Hayes (2021), operations management consists of making use of personnel, supplies, machinery, and technological resources. Operations managers develop, and deliver products and services to customers according to customer requirements and the capabilities of the organization. Therefore, maintaining the efficient management of the entire activities is the responsibility of the management staff at LOH.

- **Data Management:** In terms of operation management in LOH, efficient information management is also taken into account. Effective operation is carried out by making sure that data is coordinated amongst employees, the business, departments, and shareholders. With the assistance of the authorities, all information is gathered and transformed by LOH's other department devoted to information system management, ensuring effective operation management. Advanced software technology is used to store required data. The MIS department gathers all the data from various departments, and then further analyzes it to help with strategy development and management decision-making.
- **Resource Maintenance:** LOH produces and manufactures their goods from highly skilled third parties who have their own plants. The production unit is maintained on a regular basis and is also examined in accordance to demand or production. For instance, in relation with resource planning, third party's machinery is optimized and increased if greater production is required.
- **Quality Control:** Maintaining the quality of their products is LOH's top priority under all conditions. It has a separate department called Quality Control that is in charge of maintaining the quality of its output. This department always conducts research and development to raise the output value.

2.6.2 Information System Practices

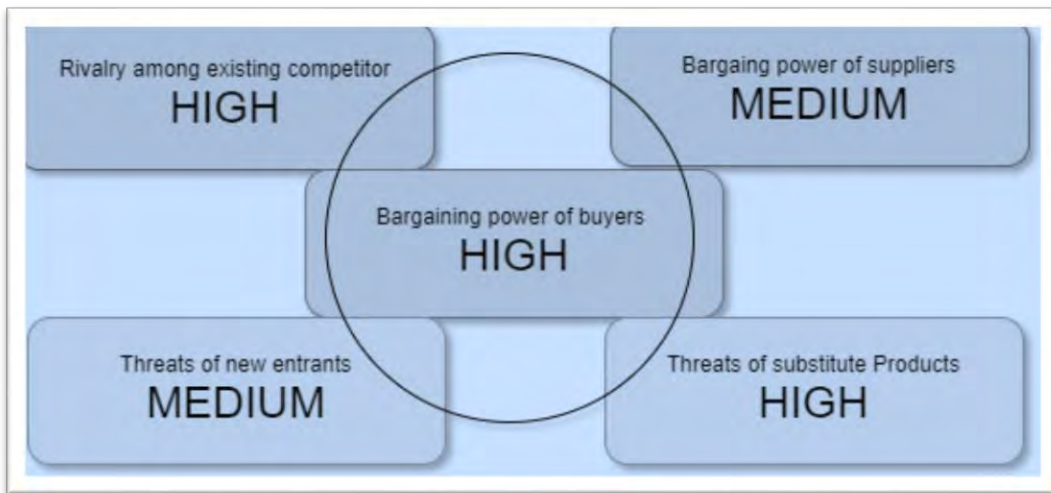
Effective data or information management allows a business to have a competitive edge in the modern world. HR representatives handle employee data and necessary procedures that require critical information to be completed immediately. Due to the dynamic business environment, traditional HR roles have evolved. HRIS, or the Human Resource Information System, is one of them. An updated HRIS is updated regularly by Light of Hope Limited to ensure an efficient management procedure. Hence a large sum of their manual work have been reduced to automation. These are scenarios in which they employ their HRIS:

- Initially, they build a LAN connection inside for information transfer in order to secure contact both internally and externally.
- They use a software named PI-HR to monitor staff attendance. Employees needed to provide their login and log out time in the app and the app accepts it by detecting the location. The software then automatically generates the employee data and timing. From there, the information can be readily extracted by the HR and other related officials.

- Aside from that, PI-HR stores all relevant data that is kept updated by the HR department using its information system. Information about all employees, for instance, such as their basic details, date of hire, leave updates, pay, benefits, and etc.
- Over the years, LOH has improved its information system, and the app they have is specifically designed for use by employees. The software offers a number of options to carry out tasks easily from any location. When an employee has to request a leave of absence or a market visit, they may do it with ease by using the app.
- The official information system includes field workers as well, and app tracks their daily attendance, order tracking, deliveries, and other activities. Hence, no manual labor is required.
- Through their regular emails, information is continuously shared, and staffs are directed to develop their databases with accurate data. All recruitment-related information, including the quantity of applicants, those who were shortlisted for interviews, attendance, outcomes, and so forth.

2.7 Industry and Competitive Analysis

2.7.1 Porter's Five Forces Analysis



- **Rivalry among existing competitors:** Light of Hope Limited faces severe rivalry from its current rivals. There are other businesses in Bangladesh that indirectly compete with STL and make/provide similar goods. Schools and other educational organizations are competitors of Kids Time. Other story book distributors and libraries are competitors of Goofi. In terms of puppets Miniso is one of the competitors out there. Hence there is intense competition in the market which necessitates further product enhancement in order to gain a competitive edge.

- Bargaining power of the suppliers: The bargaining power of suppliers is medium. Since large number of businesses selling involved in making stationary and soft toys, suppliers have a medium level of negotiating power. Firstly, LOH is quite particular about the quality of the products as they maintain high quality products. Hence, having high quality raw materials is vital. Because of the high standards, LOH does not accept goods from all supplier, negotiating strength is medium as many suppliers are willing to supply raw materials to STL.
- Bargaining power of buyers: Since availability of similar goods and services in the market, buyers have significantly high bargaining power. In order to preserve its brand loyalty, LOH is constantly improving the quality of its products and services, growing its market reach by focusing on the particular demands of each customer, and carrying out corporate social responsibility.
- Threat of new entrants: Threat of new entrants are medium. First of all, the possibilities and scope of this industry can attract new entrants sustaining in the long run with higher profitability is hard. For newbees, they need a large amount of capital to invest but achieving economies of scale is tough as the existing companies have achieved it by years of hard work and experience. Although brand loyalty in this market is low because there are a lot of options but creating brand value for new entrants is slightly difficult. So the threats of new entrants can be considered medium.
- Threats of substitute products: Threat of substitutes are high. There are a number of companies who offer story books, stationaries, craft & drawing courses for children. Additionally, every product is made with Bangladeshi consumers' preferences in mind, making it simple for consumers to move between different products. For instance, LOH sell puppets under the Goofi brand, while Miniso sell softs toys, which is more widely used.

2.7.2 SWOT Analysis



Source. Self-created

2.8 Summary and Conclusion

Light of Hope Limited, has made a solid reputation for itself in the industry through the last seven years of diligence and integrity. Over the years LOH has been offering high-grade products and services for children, that are created in our nation yet have an international standard of excellence. The primary factor in the company's success is the founders' experience and their contributions. Their persistent endeavor to provide novel products for every child segment led them to emerge as a prominent player in the market. Updated HR procedures are used rather than more classic one. They can serve a wide range of customers due to their very adaptable products and services, which are made or delivered using high-quality production or tertiary sector employees.

All changes, however, take time, and LOH is also developing and striving to change the equation of their products and services in an effort to adapt to the dynamic environment in the business world. The company's ultimate commitment to guide children and attaining to the top of the industry will eventually become evident.

2.9 Recommendation

While working with the HR staff during my internship at Light of Hope Limited, I noticed a few things that I would want to suggest some thoughts.

- I. First of all, because there is no set time for a break from work, the employees find the continuous working hours monotonous. It's hard for employees to concentrate for extensive period of time and maintain mental clarity. Hence, the company can allow employees to take time off from work for at least thirty minutes before rejoining it.
- II. Every product offered by LOH is of the highest caliber, but to distinct themselves from substitute products of other high ranked competitors, it will be better if they focus on their packaging, and research and development in this sector.
- III. As campaigns, promotional activities and advertisements boost product reach, it would be better if LOH focus on raising their allocation for superior advertisements in order to achieve their target clients.
- IV. LOH also needs to work on their policy and needs to cut down their production costs. The prices of their goods and services are less competitive which results in low market share.

Chapter-3

“Data security and privacy of employee record management in Bangladesh: mitigating risk”

3.1 Introduction

The world is growing more competitive day by day in all possible ways. The ability to adapt to dynamic economy and stay competitive is necessary for running a profitable business in the market. In order to increase its market shares, Light of Hope Limited has been improving its management techniques. Through efficient human asset management, the company is expanding their business. Along with increasing their market share on a regular basis, they are also competing with their competitors. In order to reach a wider customer base, they have been introducing more new brands recently. LOH maintain its database and guarantee efficient operation by using updated HRIS. During my internship at LOH, I made an effort to put my theoretical knowledge on the table in order to use it in the HR department. My aim was to learn the organization's processes and how each process is interconnected and impacts the others when accomplished. Hence, I decided to focus on the importance of data security and privacy of employee record in my report. Every procedure has difficulties, and an organization can surpass its competitors by overcoming these hurdles. All organizations had to make few changes to their casual operating processes during the epidemic.

3.1.1 Background

The whole report comprises the importance how handling of personnel records presents serious privacy and data security issues in today’s digital era. As technology is constantly transforming organizational procedures in Bangladesh, it is censorious to guarantee the availability, safety, and integrity of employee information. The motive of this paper is to present a thorough analysis of the ways in which ethical issues, potential vulnerabilities, legal and regulatory compliance, current practices, and data security and privacy in employee record management are impacted by these factors. Firstly, it is important to apprehend the current techniques of employee record management processes today in order to examine data security and privacy. Assessing the procedures used by Bangladeshi organizations for the collection, maintenance, and access to employee records is part of this report. It includes policies for sharing data, access controls, data retention policies, storage method, and data collection methods. Examining the advantages and disadvantages of present processes shows fields that need to be worked on in order to improve

data security and privacy. Ethical issues play a major role in deciding how employee data needs to be handled. By preserving employee privacy rights and maintaining protectionism in data processing operations, businesses can sustain ethical norms. Assessing the ethical structures that helps maintaining employee record-keeping procedures in Bangladesh, such as security rules, codes of conduct, and adherence to the values of accountability, equality, and transparency, is part of this assessment. There are a number of risks that impact employee record management systems and have the ability to damage data security and privacy. Regulating these drawbacks is necessary in order to utilize protective methods that efficiently mitigate risks. Prioritizing privacy means and efficiently investing resources are made easier by doing a thorough risk assessment. Data security and privacy in employee record management are primarily dependent on compliance with applicable laws and regulations. Organizations in Bangladesh needs to implement laws, such as the Digital Security Act and the Bangladesh Labor Act. Failure to comply of laws and regulations may lead to legal cases. Lastly, managing employee records efficiently and protecting it is crucial. Organizations in Bangladesh can improve their employee record protection measures and assure confidentiality and integrity of employee information by evaluating ethical considerations, identifying potential vulnerabilities, and analyzing legal and regulatory compliance. The base for further investigation and implementation of strong data security and privacy measures in personnel record management processes is laid out in this study.

Literature Review

There are a number of published papers related to the topic. A study was conducted at two call centers as these businesses deals with intensely monitored environment for staffs, increasing the scope of safety matters. The methodology used in this study is a questionnaire survey abide by semi-formal, qualitative physical interviews (Ball, Daniel & Stride,2012). The importance to maintain safety measures in terms of emails has increased along with the vitalness of electronic communications. Companies must evolve their internal techniques as there is no consensus on what consists as a reasonable expectation of security and the regulatory system has not held up with the ethical means in terms of email. Integrating legal compliance along with ethical management is made feasible by utilizing every approach (Sipior, Ward & Rainone, 2006). Several companies have used electronic systems for safely storing health related data of employees. The factors of EU data protection directive are: safe harbour, model contracts, binding corporate rules and adequate level of protection (Wallace & Mark,2010). Another article is based on safeguarding biometric information at work. In a study conducted in Australia, the regulatory system has the ability to overturn staff termination judgment based on non-consent for the collection of biometric data. The case showcases how legal protection is and how there is an increasing force to collect this kind of data. While using, collecting, storing, and maintaining of biometric data, the results of this splendid case do, allows more transparency and direction. It also convey message to management department which must apprehend the rights of staffs and their own responsibilities in terms to staff security (Holland & Tham,2020). Problems associated with data security and transparency in HR seems to improve when blockchain technology is used. Techniques to maintain delicate employee information has been investigated, given that data privacy and trust are going through difficulties for conventional HR systems. The article in short deals with its investigation of whether or not data security and transparency in HRM can be correctly maintained by the use of blockchain technology. The paper combines quantitative

methodology for blockchain usage in HR systems along with qualitative interviews with blockchain developers, IT experts, and HR departments. It aims to check if blockchain technology can identify problems about staff privacy and increases transparency in HR record management. This study also aims to find out whether blockchain technology can identify these problems in an appropriate way. The result showcases that blockchain technology can greatly impact in reducing data security threats and improving the quality of HR administration processes. Data breaches reduce as employee information may be safely stored in an unchangeable manner in blockchain's distributed ledger design. The paper also addresses implementation difficulties, making the way for advices to improve blockchain technology's integration into HR management (Mazharunnisa, PY, Apoorva, Poojasri, Jain & Shalini,2024).

3.1.2 Objectives of the Report

This paper's main objective is to comprehend the imperativeness of data security and privacy of employee records. Additionally, learning about the procedure organizations employ to support them in maintaining a safe employee record. Hence the objectives of this reports are:

1. Assessment of current practices in employee record
2. Evaluating ethical considerations
3. Identifying potential vulnerabilities
4. Analyzing legal & regulatory compliance
5. Evaluation of risk

3.1.3 Significance of the Report

The report's findings will offer a broad overview of current practices in employee record and risks associated with data privacy in the HR field, and following a thorough investigation, certain recommendations will be implemented by using the knowledge of the internship's three months. Companies would benefit from having a better understanding of the importance of data security and privacy of employee records management. The suggestion may also be useful to the business in reassessing and updating existing HR practices in the firm and also to reduce risks. Lastly, the research report will be beneficial for further research on the topic.

3.2Methodology

After careful consideration of the significance of the data security and employee record process for each firm, research was carried out to obtain an idea of real-world scenarios and to guarantee that the research gap was understood correctly. The report is done using a methodical approach that started with the topic selection and continued with gathering vital information from various forms of primary and secondary sources. Every piece of used data is carefully investigated and then used to ensure that the report is coherent and that all the points are given required attention.

A quantitative research technique was used in the study for this report in order to discover the information that was needed. Most of the information used in this paper comes from primary sources. As data was gathered by means of observation, survey, past articles and journals it was simpler to compare the degree of policy implementation in actual procedures and addressing issues. As an observer, I saw my senior colleagues as a participant in my observation. Hence, I was able to contribute and experience the genuine work environment. In order to get the full picture, further essential information was gathered by one-on-one interview sessions with my supervisor and other senior coworkers of the company. During the interview phase, no structured questionnaires were asked by me. Secondary data from the internet and relevant papers, web searches, reports, and articles were also included in the paper. I have used different methodologies for the various objectives.

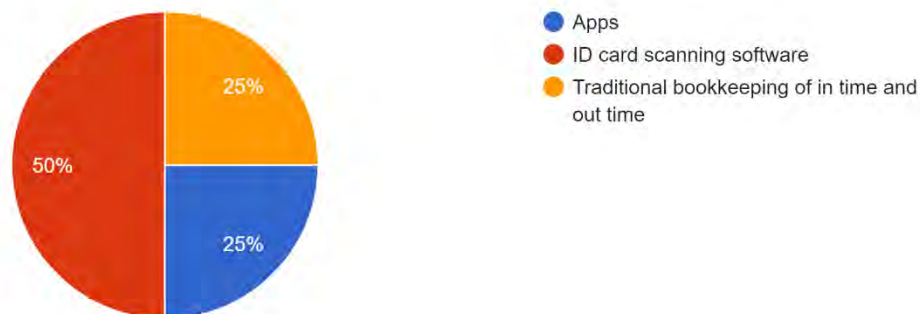
3.3 Findings and Analysis

3.3.1 Assessment of current practices in employee record

In order to assess the current practices in employee record in Bangladesh I have used a questionnaire(survey). Employees from different companies in Bangladesh has filled up the form and shared their personal opinions in accordance to the questions in the questionnaire. This survey has helped me to make an analysis about the current practices applied to employee record in Bangladesh. The analysis according to the survey responses are:

How employees' attendance are recorded on a regular basis?

20 responses

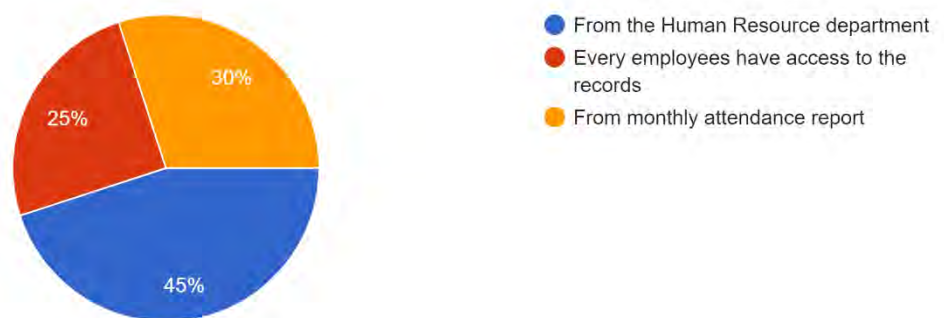


- 1) According to the response of the question approximately 50% companies are currently using ID card scanning software for recording employees' attendance on a daily basis. Whereas 25% companies use apps and remaining 25% still uses traditional bookkeeping to record employee attendance. Traditional bookkeeping possesses the risk of data being stolen. On the other hand, apps and id card scanning software comprise the risk of malware.

- 2) The second question in the survey: Are there specific policies in place regarding access to employee records? If so, please describe. According to the responses maximum employees agreed that only the HR department can access and handle the employee records. Some of the employees also commented that they don not have enough idea about the policies applicable for accessing to employee records as they do not work in the HR department.

How are employee records typically accessed or retrieved when needed?

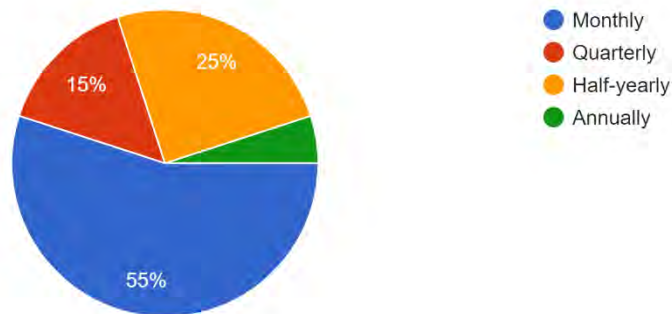
20 responses



- 3) According to the response 45% companies can access employee record from HR department which means that these companies are trying to maintain the confidentiality of the employee records. In 30% company other employees can have access to some employee data from the monthly attendance report. And in the other 25%, all employees have access to the records which means that the employee records possess serious risks and can be misused.
- 4) The fourth question in the survey: Are there any challenges or obstacles faced in maintaining accurate and up-to-date employee records? If so, please elaborate. According to the responses employees who uses apps or other software for recording employee records stated that the HR faces technical issues as an obstacle while maintaining the employee record. On the other hand, where employee records are maintained by bookkeeping, is much more time consuming to keep everything up to date and in place.

How frequently are employee records updated in your organization?

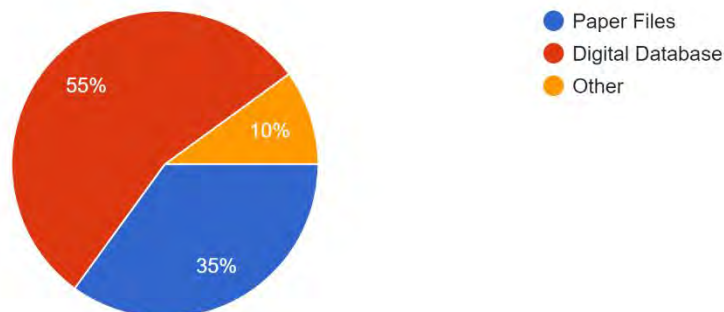
20 responses



- 5) As stated, 55% of the companies update the employee record on a monthly basis which is appropriate and helps in keeping the employee record updated all the time. 25% companies update the employee record twice a year. 15% companies update the employee record four times a year and only a mere of 5% companies update the employee record once a year, which is a poor practice.
- 6) The sixth question in the survey: Does your organization utilize any digital tools or software for managing employee records? If yes, please specify. In accordance to the responses approximately 80% companies are utilizing digital tools or software for managing employee record. Few companies are still constructing apps or software to record employee data in the future and few are still stuck in recording data on papers.

In what format are employee records primarily maintained?

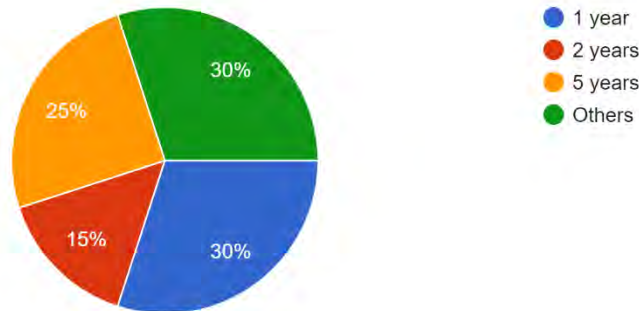
20 responses



- 7) As stated, 55% companies primarily store employee record in digital database if it is well encrypted, which is safer compared to paper files. Approximately 35% companies still use paper files in order to primarily store employee record.

How long are employee records retained in your organization before they are archived or disposed of?

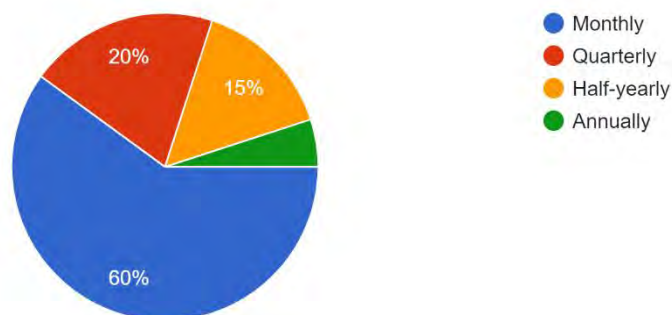
20 responses



- 8) According to the response in 30% companies retain employee records for 1 year before disposing. 25% companies retain employee records for 5 years before disposing which is an essential practice in the HR department. And only 15% companies retain employee records for 2 years before disposing.

How often attendance report of employees are made?

20 responses



- 9) In accordance to the response 60% companies make their attendance report on a monthly basis. 20% companies make the attendance report four times a year. 15% companies make the attendance report twice a year and only 5% companies make the attendance report once a year.

3.3.2 Evaluating ethical considerations

In order to evaluate ethical consideration in the workplace I opted for observation as the method. As I was involved in the HR department for three months, I have closely observed the ethical factors which plays a major role in the HR department. Since HR specialists frequently work with delicate data and take decisions that directly impact employees' database, ethical considerations in the HR department are pivotal. These are a few vital HR-related ethical components. Confidentiality comes at the top priority. HR personnels handle sensitive employee data, which includes salary details, TIN certificates, performance reports and other personal details of employees. Sustaining and safeguarding employee privacy needs diligent confidentiality. HR processes and regulations must assure equity and impartiality in recruiting, promotion, pay scale, and other measures. Any sort of discrimination on the basis of skin color, gender, age, religion, or handicap must be forbidden in every company. Employee should have proper knowledge on performance appraisal and pay scale which will lead to having a clear understanding of HR policies. HR specialists needs to treat all employees with respect, which will lead to a diverse and positive work environment. This entails making proper accommodations for employees with disabilities and promptly handling harassment or bullying occurrence. In every company, employees must be informed about the types of data that are collected, reason for the collection of data, and the ways they will be used. Before taking any personal information, consent is required. Employers are responsible for handling employee data privacy and securing against misuse, breaches, and illegal access. Data needs only to be used for the reasons mentioned at the time of acquiring data. It is the duty of employers to guarantee that staff data is accurate, current, and readily available to the staff when requested. Employees have complete access to their personal data and to do modification. Employee understanding and approval should be taken before sharing staff information with third parties for instance to process payroll or administer benefits. Employee observation should be well maintained such as transparent. Employers have the duty to manage employee data and application of information protection laws and regulations.

Lastly, evaluating ethical elements in staff record management involves making sure that processes for information collection, storage, and use are connected with the values of permission, safety, correctness, and respect for employees' rights. Implementing ethical standards in data safety and privacy needs constant assessments and changes to policies and procedures. At times, when their personal interest clashes with their job responsibilities, HR managers should practice work ethics. For example, when it comes to recruiting or promoting employees, HR professionals mustn't practice nepotism or give priority to known people. HR must consist of procedures to protect employees who reveal unethical affair. To remain updated on changing legal requirements, good practices, and ethical standards in HR sector, HR managers need to be well aware about the current practices all the time. HR management can influence to create a positive work environment where employees feel acknowledged, important, and treated equally by using all these ethical factors in the workplace. This will finally promote employee contentment, dedication and organizational triumph.

3.3.3 Identifying potential vulnerabilities

I investigated various aspects of the HR department's operations, systems, and processes is essential to find any potential drawbacks in them by conducting interviews of seniors at LOH. As HR department manages sensitive employee information, including financial information, performance appraisals, and personal information, hence poor data encryption or mediocre security measures can spike up vulnerabilities in HR software, which can lead to data breaches or leaks. Vulnerabilities may occur from insufficient training provided to HR management on data security procedures and standards. Delicate information can be leaked by HR personnel's error. For Instance, by answering to phishing mails or getting trapped in social engineering scams. The HR department may be fined if regulatory risks such as labor laws, company policies, or information protection laws are breached. Vulnerabilities may incur if audits or updates regarding compliance requirements takes place infrequently. For different services such as background checks and payroll procedures, HR departments usually outsource. Hence exposure may occur from sending delicate data to these outsourcers without proceeding with essential safeguards or from infrequent checking of their security processes. If required safety measures, like access limitations or surveillance systems, are not taken care of, tangible documents consisting sensitive employee data filed and stored in cabinets or offices may be stolen or fall to illegal access.

It is vital to identify drawbacks in information security and safety connected to employee record management, to safeguard confidential data and maintain trust in a business. Employee records may be used without authorization due to lack of safeguarding of data. This means safeguarding both digital and tangible access, such as frail passwords and the absence of multi-factor authentication, and tangible access, like unauthorized individuals accessing filing cabinets. Access log audits must be conducted on a regularly in order to mitigate these risks. Encrypting data is vital to prevent unauthorized access. When encryption tools are not used, data can be stolen, specifically when it is being sent over or stored. Documents that include delicate staff data should be stored in a safe place with access limited to authorized employees only. Such as using lockable cabinets, safe storage locations, and surveillance as needed. One of the main factors to data misuse is human error. All employees dealing with delicate data should receive regular updated training on best practices for information security. Threat may take place from inappropriate termination processes or from inappropriate observation of an employee's access after termination. Since the pandemic, work from home has become a common scenario in Bangladesh so HR management needs to make sure that whether remote access to HR systems is safe. Sensitive HR information may be at danger if employee use unsafeguarded devices or insecure remote access methods. When HR management purchases different products or services from sellers, threats may incur if the suppliers are unknown. An HR software provider with security issues, for example, can endanger the whole system. Vulnerabilities may intensify by insufficient planning for fixing HR-related issues, such as allegation of harassment, layoffs, or cybersecurity incidents. To mitigate peril, efficient communication process and backup plans are vital. Unattended risk in out-of-date HR software or systems that are not protected by suppliers could leave data accessible to attack by cybercriminals. The security of the HR department can be gridded by recognizing and solving these drawbacks by using proactive techniques such as constant risk appraisal, employee training, security audits, and keep updated policies.

3.3.4 Analyzing legal & regulatory compliance

In order to analyze legal and regulatory compliance in data security and privacy of employee records management Bangladesh, I have used secondary research methodology by using past articles and journal. Legal and regulatory compliance in data security and employee record privacy management is protected by several of laws, regulations and guidelines. Companies running in Bangladesh need to comply with certain legal requirements, use data security methods, and assure compliance with related laws to protect delicate data and protect employees' privacy rights. One of the most important human rights in today's world is privacy. Due to dramatic technological advancement people became dependent on data and communications technology, personal information has been acting as the new currency and fuel of the web. Though the technological advancement makes life easier, faster, and more efficient overall, it also possesses threats to data security over time because a number of actors continuously track our online activities, often without our knowledge. Hence, information security is currently one of the most controversial topics in the modern world. Worldwide, many policy measures have been implemented in response, but Bangladesh is falling behind in this scenario. It is essential to do research in this case in order to determine if Bangladesh's current laws are sufficient to safeguard citizens' rights to security. There are several international human rights laws that protects the right to privacy. For example: Universal Declaration of Human Rights, 1948, art. 12; the International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families, 1990, art. 14. (Islam,2023).

Bangladesh is still in its infancy in terms of handling privacy rights and related factors, though privacy protection has become a crucial issue which is influencing cybercrime. The Bangladeshi Constitution's and a few other laws' privacy safeguards are insufficient to assess the issues brought to light. As privacy is a human right, significant international agreements such as the UDHR, ECHR, and ICCPR has been made on this matter (Faruque & Habibullah,2018). It is crucial to take into account all privacy concerns when building a safe program, especially in today's world where human resource is one of the most imperative assets. Every project plan must have privacy effect analysis (Psy.D, 2016). Management department in the United States are continuously under pressure to make improved and quicker decisions due to international competition. Investments in information technology are constantly updated as an important tool for improving business decisions. However, it is evident to be immensely difficult to completely utilize of investments in information technology. This is specifically applicable in business's departments such as human resources (HR), but still HR department is appropriate to succeed from information technology because of longer lead times often involved with dynamic changes. In order to achieve a power over competitors at international level, managers need to limit labor expenses within a budget, improved customer services from employees and always focus to improve ways to gain both. These aims need to be achieved excluding a decrease in numbers and an international workplace where employees come from a large range of cultural backgrounds and geographic destinations. Even normal duties like as maintaining workers' records and following legal and regulatory requirements has increased geometrically. Due to this complexity,

technology needs to be used in more intricate ways than just to make regular work easier to manage. Using information technology to manage human assets more efficiently is the main goal of managers (Broderick & Boudreau, 1992). In several countries there are laws and regulations which are put in place to protect employees' data but still Bangladesh is lagging behind in this matter. Hence Bangladesh needs to incorporate a few laws and regulations in order to safeguard the sensitive employee data.

3.4 Summary and Conclusion

Every organization in today's world needs to maintain its competitiveness at all times in order to guarantee increased levels of efficiency in products and services. Traditional processes and methods have gone through some changes over the years, and companies are evolving a lot in order to cope up with these changes. The performance of a firm's human assets and how they are handled within the firm directly affects the firm's ability to achieve its goals.

With many excellent prospects, LOH's work is commendable because they have been in this field for quite some time now and have shown improvements in a variety of areas. They also hold a sizable market share as a result of their effective resource and asset management. In spite, of being a medium sized company, LOH ensures that the right policies, perks, and facilities are provided throughout the employee life cycle. Throughout my internship at LOH, I have noticed that the company is quite rigid about its policies in order to guarantee each employee's data and privacy safety and to provide a positive work environment that is suitable for them. Their employee privacy policies are crucially utilized in all managerial practices. Finally, regarding their data security and privacy of employee record management, I believe that even though they have been involved in the business for only a few years, every step of the process is well-managed by their policies. Despite this, LOH, a 2017-founded company, continues to hire employees and manage their record securely.

In the context of Bangladesh, the report "Data Security and Privacy of Employee Record Management in Bangladesh: Mitigating Risk" entails the critical problem of protecting employee data. The report started off by focusing on how important data security and privacy are, especially when it comes to employee record keeping. The paper lists the several risks such as evaluation of risk, data breaches, and non-implementation of regulations which arises from insufficient data protection measures. This paper also showcases how data security and privacy are currently practiced in Bangladesh, specify vital weaknesses and vulnerabilities.

The paper consists of suggesting a number of mitigating ways which can improve privacy and data security in the administration of employee records. These methods cover both procedural measures like recurrent audits and employee training programs, as well as technological ones like encryption and access controls. The research also focuses on how imperative it is to coordinate these moves with legal and regulatory frameworks in order to assure thorough compliance.

The study concludes by concentrating on the crucial necessity of data security and privacy safeguards in Bangladeshi employee record management. Protecting sensitive employee data must be a company's top priority, given increase in frequency of data breaches and the regulatory concentration on privacy issues. Companies may mitigate the risks connected with data security breaches and improve overall compliance with laws and regulations by putting advised mitigation methods into practice. These techniques involve technology developments and procedural enhancements. Maintaining a company's brand image and the confidence of its shareholders and human resources requires acquiring a culture of data security and privacy awareness.

My major goal in assembling all of the activities I have done and the lessons I learned is what this paper initiate to accomplish. Since I fully took the responsibility of handling the employee records in LOH, I was able to present accurate information on the importance of security of employee records based on my bookish knowledge and illustrate how a business like LOH handles its employee records securely.

3.5 Recommendations

Although being the first mover in education tech sector in Bangladesh, Light of Hope Limited has built a few business standards over time and modified them considering changing company requirements. I would like to suggest that LOH and other organizations should take into consideration the issue of data security in the companies. Here are some of my opinions listed below:

- Ensure that all employee records which includes sensitive HR paperwork, financial information, and personal information are securely encrypted. Companies needs to use robust encryption techniques to prevent unauthorized access to data. The HR professionals need to review and update access authority on a regular basis according to designations and responsibilities.
- Organizations need to provide security awareness training sessions to all employees to inform them of the importance of privacy and data security. This can be done by incorporating specialized training courses on managing confidential employee data and the risks associated by data breaches.
- To find gaps and vulnerabilities in employee record management systems, by holding regular security audits and penetration tests. Speedily settle any issues found to reduce the chance of data breaches.
- On a regular basis update software and systems for managing employee records with the most recent security patches. Constantly detect issues and fix them quickly to stop from being violated by usage of these issues.
- Always monitor for new cybersecurity trends and dangers, use threat intelligence sources and implement constant monitoring methods. Assess and mitigate threats to staff record privacy and security as soon as possible

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