



**Faculty of Business of Administration  
AMERICAN INTERNATIONAL UNIVERSITY-BANGLADESH  
(AIUB)**

**INTERNSHIP AFFILIATION REPORT ON  
Staff Tracking System of World Vision - Bangladesh**

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

**Supervised By**

**Md. Mehzabul Hoque Nahid**

Assistant Professor

Department of MIS

**Submitted By**

**Shann Lemuel Cantada**

**19-40637-1**

Department of Human Resource Management

Faculty of Business Administration

Date of Submission: August 24, 2022

**INTERNSHIP AFFILIATION REPORT ON**  
*Staff Tracking System of World Vision – Bangladesh*

## Letter of Transmittal

August 24, 2022

Mr. R. Tareque Moudud  
Director  
Office of Placement & Alumni (OPA)  
American International University-Bangladesh  
408/1, Kuratoli, Khilkhet, Dhaka 1229.

Subject: **Submission of the Internship Report on Staff Tracking System of World Vision - Bangladesh**

Dear Sir

It is a great pleasure to hand in the internship report titled Staff Tracking System of World Vision - Bangladesh, which was assigned to me as a partial requirement for the completion of the degree of Bachelor of Business Administration (BBA).

It is my honor and privilege to work in an NGO (non-government organization) in Bangladesh and gain a piece of in-depth knowledge in the human resource department. Throughout the study, I have tried my best to accommodate relevant information as much as I can. I have tried my greatest to prepare the report worthwhile and conversant.

I am grateful for your generous guidance and kind cooperation at every step of my endeavor.

I sincerely hope this internship report will meet your approval to demonstrate my abilities. I would be very well pleased if you let me know about any clarifications that will be needed.

Sincerely yours

**Shann Lemuel Cantada**  
**19-40637-1**  
Department of Human Resource Management  
Faculty of Business Administration  
American International University-Bangladesh (AIUB)

## **Letter of Endorsement**

The Internship affiliation report entitled **Staff Tracking System of World Vision - Bangladesh** has been submitted to the Office of Placement & Alumni, in partial fulfillment of the requirements for the degree of Bachelor of Business Administration (BBA), Major in Human Resource Management, Faculty of Business Administration on August 24, 2022, by **Shann Lemuel Cantada, ID- 19-40637-1**. The report has been accepted and may be presented to the Internship Defense Committee for Evaluation.

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**MD. MEHZABUL HOQUE NAHID**  
*Internship Supervisor (Academic)*  
*Assistant Professor, Department of MIS*  
*Faculty of Business Administration*  
*American International University-Bangladesh*

## **Acknowledgement**

I am pleased to express a profound sense of gratitude and all praises to the Almighty God, the omnipotent, whose blessing has enabled me to complete this report.

Initially, so much obliged to my internship supervisor MD. MEHZABUL HOQUE NAHID (Assistant Professor, Department of MIS, Faculty of Business Administration, American International University-Bangladesh (AIUB)), for his endless support, inspiration, and guidance which abetted me during this internship.

I would also like to express my hearty appreciation to the entire People & Culture department at Word Vision-Bangladesh, especially Director John Selvaraj. Without their support, it was not easy for me to complete my internship successfully. With the help of their proper guidance and cooperation, I have completed it suitably. I opt to express appreciation to all the executives with whom I discussed all the relevant issues regarding the study. Therefore, my gratitude to those who bestowed information personally and institutionally regardless of their busy schedule.

Finally, I would like to express my appreciation to the American International University–Bangladesh (AIUB) for providing me with this invaluable internship opportunity and assisting me in every way possible in completing my internship. I am obliged to everyone since it is because of them that I stood on the verge of completing my degree.

## **Executive Summary**

This report was constructed with the intention to showcase a descriptive analysis of the staff tracking system of World Vision – Bangladesh (WVB). WVB is one of a global Christian relief, development, and advocacy organizations working in Bangladesh. A detailed history of WVB and its various concerns have been comprised in the report. Also, along with some discussion of their tasks and developments. My core responsibilities were aiding my supervisors in a mannered way possible.

Part of my internship was to write a report which reflects what I have learned throughout my time there. The WVB and especially the People and Culture department were overhauled completely in this study. Through the two-month internship, I did not only gain a lot of knowledge, but more importantly, I had a great chance to sharpen my skills in a professional working environment. No less than essential, the communication technology that I have learned is the communication skills that I have been trained and practiced through giving presentations, discussing with the supervisors, experts in the field and other staffs within and outside the organization.

Finally, a good recommendation has been published that can further boost WVB's capabilities to an unparalleled degree. Despite the difficulties, I attempted to make my report as beneficial as possible, given the finite resources I had.

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# Chapter 1

## Introduction

### 1.1 Rationale of the Study:

This has been prepared considering the importance of fulfilling the requirement to complete my BBA program as well as to narrate down the professional experience during my two months of internship period working at World Vision - Bangladesh. The significance of this report is to understand how academic learning can help into professional environment.

In World Vision - Bangladesh, I am working under the People and Culture department. The department provides consultancy and guidance to staff in various human resources functions including employee and labor relations, HR policies and procedures, compensation, benefits, performance management, recruiting, and training by ensuring that HR operations & systems are effectively reviewed, implemented & monitored in line with WV International and EARO policies and standards. Also communicate World Vision's Christian ethos and demonstrate a quality of spiritual life that is an example to others.

As an intern, I have learned about few of the qualities that employees under the People and Culture department must possessed and they are the following:

- Ability to maintain confidentiality
- Proficient in coaching, mediating, influencing, facilitating, presenting, communicating, analyzing, and problem-solving.
- Excellent computer skills including Microsoft application skills including Word, Excel, and PowerPoint. Proficient with internet navigation and electronic records management as well.
- Must have cross-cultural sensitivity and problem-solving skills.

In addition, I have learnt how this department functions. What they offer and obligations. I have additionally learnt how to provide a quality service. I have comprehended the entire procedures of this unit.

## **1.2 Objectives:**

- i) To understand and gain knowledge of the professional environment for future career.
- ii) To describe the process of managing files and documents.
- iii) To take part in interviewing the intern candidates to become potential employee of WVB.

## **1.3 Background of the Organization:**

World Vision - Bangladesh is a global Christian relief, development, and advocacy organization creating lasting change in the lives of children, their families, and communities living in contexts of poverty and injustice. We are committed to serving and partnering with people in need. Through development, relief, and advocacy, we pursue the fullness of the life of every child by serving the poor and oppressed regardless of religion, race, ethnicity, or gender as a demonstration of God's unconditional love for all people.

World Vision - Bangladesh works in the following sectors to achieve protection, care, and participation of children:

### ***Faith and Development:***

World Vision - Bangladesh aims to include faith leaders in creating positive dialogue surrounding child development and protection so that they can use their influence in communities for the betterment of children's lives.

### **Advocacy and Campaign:**

To increase the number of children protected from all forms of violence, including physical and psychological abuse. This includes children, enjoying positive and peaceful relationships with parents and caregivers, and receiving increased access to quality public services provided by the government.

### **Humanitarian and Emergency Affairs, DRR, CCA and Response:**

To create a strong network that will provide immediate support and relief to disaster struck areas. Also, to slow the spread of COVID-19 and reduce its impact on vulnerable children and families.

## **Grant-Funded Projects:**

- ***Nobo Jatra- New Beginning:***

Nobo Jatra- New Beginning is a seven-year USAID Resilience Food Security Activity implemented by World Vision Bangladesh in partnership with the Government of Bangladesh and Winrock International.

- ***BIENGS At a Glance***

BIENGS (Bangladesh Initiative to Enhance Nutrition Security and Governance) is a Multisector Nutrition Project aiming to improve maternal and child nutrition of 153,825 nutritionally vulnerable families (1,701,100 people) in Jamalpur and Sherpur Districts and strengthen health nutrition service delivery systems through a pro-poor governance model.

The project is co-funded by the European Union. It is being implemented by a consortium of national and international development entities.

- ***Strengthening Gender Equality and Social Inclusion in WASH in Bangladesh:***

SHOMOTA is a DFAT funded five-year integrated project targeting access to water, sanitation, and hygiene (WASH), empowerment of women and people with disabilities, and engagement with government and the private sector aligned with the outcomes of Water for Women Fund.

- ***Gender Inclusive Pathways out of Poverty:***

The Gender Inclusive Pathways out of Poverty project is a DFAT and ANCP funded livelihoods initiative working with ultra-poor households in climate vulnerable communities in the Ukhiya and Teknaf subdistricts of Cox's Bazar. The project will address the economic, climate and child safety related challenges faced by the target communities, utilizing a 3-pronged approach of the ultra-poor graduation model, complemented with disaster risk reduction (DRR) interventions and capacity building on child protection.

- ***Nutrition Sensitive Value Chains for Smallholder Farmers (NSVC):***

The proposed 5-year USD 4.75 million project aims to improve nutrition of 20,000 smallholder male and female farmers and their households (HHs) in Jamalpur district,

North Bangladesh. Adopting a nutrition sensitive agriculture (NSA) approach, it aims to improve nutrition through multiple pathways.

### **1.3.1 History:**

World Vision was first involved with Bangladesh by responding to the cyclone victims of Bhola in 1970 during devastating tidal surges in the coastal areas of the country. Later the organization carried out relief operations in refugee camps in India in 1971. Following Bangladesh's independence in 1972, it started relief and rehabilitation programs as per the invitation of the Bangladesh Government.

### **1.3.2 Mission:**

To follow our Lord and Savior Jesus Christ in working with the poor and oppressed to promote human transformation, seek justice, and bear witness to the good news of the Kingdom of God.

### **1.3.3 Vision:**

The objective of this organization is ‘To achieve sustainable well-being and build a brighter future for 5 million vulnerable children in Bangladesh by tackling causes and addressing effects of poverty, inequalities, and injustices.’

### **Promise of People & Culture Department:**

People & Culture is working to enable World Vision to keep our promise to the world’s most vulnerable children by attracting, developing, and empowering our greatest driver for success – our staff.

### **Core Values:**

- *We are Christian* – in the abundance of God’s love, we find our call to serve others.
- *We are committed to the poor* – we are called to relieve their need and suffering, engaging a relationship between the poor and the affluent.
- *We value people* – we regard all people as created and loved by God, each with a unique claim to dignity, respect, and intrinsic worth.

- *We are stewards* – we are faithful to the purpose for which we receive resources and manage them in a manner that brings maximum benefits to the poor.
- *We are partners* – as members of the WVB partnership, we accept the obligation of partnership, shared goals, and mutual accountability.
- *We are responsive* – we are responsive to life threatening emergencies as well as complex social economic situations requiring long-term development.

## **Chapter 2**

### **Activities undertaken**

#### **2.1 Work Related Activities:**

As an intern, I have learned to work under the supervision of the supervisor of the People and Culture department of WVB to provide administrative support. I tried to comply and understand the whole process of this institution.

##### **2.1.1 Filing Human Resource documents**

Updating company databases by inputting new employee contact information and employment details. Also, included in these documents are the declaration of the beneficiaries, contract renewal, transfer letter, joining letter, change of job designation, and review of salary.

##### **2.1.2 Assisting the People and Culture staff**

Aiding in the planning of company events, coordinating new hire orientations, and responding to staff inquiries regarding Human Resource policies, employee benefits, and other HR-related matters.

##### **2.1.3 Taking Part in the Interview of New Interns**

Taking part in the interview panels of 12 Female Youth Professionals working as an intern for 6 months in their respective field work area program and finally concluding their internship based on their poster presentation and individual interviews. Out of 12 candidates, 3 candidates are recruited for a full-time position in their respective departments.

##### **2.1.4 Data Entry**

Using WVB's own data management software called "Staff Tracking System (STS)". With this software, I had a task of managing a total of 723 staff members of World Vision – Bangladesh with their respective job level, basic salary, house rent allowance, transportation allowance, outpatient allowance, other allowances, position, location, and cluster/project/national office.

In addition, aside from inputting staff member details, the software itself includes a File Archive Database system, too. I had the task of scanning 716 hard copies documents and turning it into a soft copy via PDF (Portable Document Format).

## **2.2 Other Activities**

- Editing 118 profiles of World Vision Service Awardee's Profile (Certificates) based on their dedicated services in the organization through year-wise; 5 years, 10 years, 15 years, 20 years, 25 years, and 30 years. In addition, I had to modify each staffs' informal pictures by removing their background picture, resizing through standard Paint, cropping with Paint 3D, and saving it as a PDF.
- Video editing of the introduction of my department, People & Culture (P&C).
- Scanning Young Professional (Intern) Evaluation Form for each department: Education & Child Protection, Sponsorship, Livelihood, Health & Nutrition, Finance, and Child Protection & Safeguarding.

## Chapter 3

### Constraints/Challenges

#### Observed in the Organization:

During the period of my internship in WVB, I encountered some difficulties which include:

- Language Barrier

I am quite weak when it comes to communication in Bangla. Majority of the staffs in World Vision – Bangladesh do know how to speak English but not in a professional manner.

- Application Uses

The Microsoft Office of World Vision is outdated. As I have been using the updated one, it was frustrating for me to understand and create any of the tasks that I was asked to construct with Excel and PowerPoint.

- Work Ethics

The work ethics in WVB is quite special as it includes diverse cultural ethnicity and religious beliefs of the staffs. The challenge that I had face was remembering their names as it was completely different from the people that I am exposed with. It took time for me to remember their names and calling senior people as Dada and Didi instead of Sir, Madam, Ma'am, or Miss.



## **Chapter 4**

### **Lessons Learned from the Internship Program**

#### **4.1: Lessons learned from the internship program:**

This section covers the new things learned at the workplace in terms of knowledge, skills gained, and relevance of the field work program to the theories learned in the classroom. Additionally, this will help me to understand how to utilize new things for my professional development in the real corporate world.

##### **4.1.1: Corporate Culture:**

- Equality – WVB set the policy and idea to approach that everyone, regardless of their gender, race, religious belief, ethnicity, and sexual orientation, amongst others, have an equal opportunity to procure services, gain employment, and have equal opportunities within an organization to advance and be paid for those services as everyone else.

##### **4.1.2 Practical Knowledge on Various Issues:**

###### **4.1.2.1 Video Editing and Photography**

- Gain valuable experience and accomplishment to furnish videos and pictures.
- Improved and enhanced my style of producing quality content that can be used in the events of the organization.

##### **4.1.3 Transforming Skills:**

###### **4.1.3.1 Communication**

My supervisor was primarily interested in my ability to write and speak professionally. I had the opportunity to demonstrate my written skills in my resume and joining letter. The ability to communicate effectively – to translate ideas and convey information – is a valuable skill and key in any field, whether it is with your supervisor, coworkers, clients, and employers.

#### **4.1.3.2 Interpersonal**

The ability to communicate effectively is often related to one's ability to relate well to others, or "people skills". I was interacting with my co-workers, supervisors, and directors. It's important to be able to build and maintain relationships and be the kind of person that everyone in the office will want. Interpersonal skills are also important because employers seek individuals who can identify the wants and needs of others and who can recognize and acknowledge the value of differing perspectives.

#### **4.1.3.3 Critical Thinking**

This refers to the ability of analyzing and evaluating a situation or issue and form a judgement. The tendency to think critically can be demonstrated by a willingness to ask questions to understand an issue from all possible angles, and to pose creative solutions to challenges. It is something my supervisor had likely emphasized and is highly valued by employers.

#### **4.1.3.4 Collaboration**

As an intern, I collaborated with other intern and company employees. The ability to communicate and relate well to others was certainly important for collaboration, as it is the capacity to work with others towards a common goal. As part of a team, I had to understand my own strengths and weaknesses so I know how I can best contribute, as well as be aware of how I can bring out the best in others.

#### **4.1.4 Professionalism:**

##### **4.1.4.1 Time Management**

As an intern, I never had a syllabus to tell when my deadlines are. It was up to me to organize my time and produce results. My supervisor wanted to know that I can prioritize responsibilities and recognize when it is appropriate to multitask or focus on one task at a time.

#### **4.1.4.2 Adaptability**

Today's work culture – whether you are hoping to intern for a startup or well-established organization – often requires even the most senior level executives to wear multiple hats. As an intern at WVB, one day I found myself supporting the administrative team and the next day helping the IT department. A willingness to become familiar with the different parts of an organization is viewed as an asset and increased my exposure within the institution.

#### **4.1.4.2 Receptiveness**

While taking initiative is important, so is the ability to receive feedback. For example, if I was asked about a time I made a mistake, I mentioned the feedback I received regarding the error and how I responded to it. My supervisor wanted to know that I was willing and able to address any weaknesses.

## Chapter 5

### Concluding Statements

#### 5.1 Concluding Statements:

According to academicians and researchers, employers in the business sector of Bangladesh anticipate their interns to have characteristics such as continuous learning abilities, transferable skills, multitasking, teamwork, precision, relationship building, extracurriculars, competent attitudes and behaviors, and academic achievements (Nahid & Farhana, 2021).

As a student, I have gained these soft talents, which allowed me to overcome hurdles during my internship and impress my employers. In addition, I regularly attended seminars on career options, job fairs, and a symposium on industry-academic collaboration, which provided me with the essential perspective to locate the appropriate job and overcome selection barriers. Nevertheless, researchers and policymakers have advocated for Capacity Building trainings on Digital Transformation and Skilled Workforce Diversification to increase employee knowledge, skill, and talent since Covid-19 became the new benchmark (Ahmed et al., 2020).

In addition, they suggested development of a database structure for effective decision-making, especially in the context of human resources, by identifying skill shortages and potentials for the person and company in order to be ready for future unpredictability. In addition to my formal education, I feel that the internship training programs provided me with the ability to grow professionally inside a business, preparing me to be an effective contributor in today's competitive domestic and international markets.

## **Chapter 6**

### **Proposed Improvement Plan**

#### **6.1 Proposed Improvement Plan for Your Organization**

The only recommendation that I would give to World Vision – Bangladesh is to invest and upgrade their technology. All the personal computers, laptops, and other technological mediums are outdated and as far as I know, WVB has initiated their strategies of investing in new technologies as well as renting a bigger room space.

**References:**

Ahmed, N., Parvin, S., Parvez, A., & Nahid, M. M. H. (2020). The Pathways To Revive Organizational Stability In Covid-19 Pandemic: The Importance Of Nurturing Human Capital. *AIUB Journal of Business and Economics*, 17(2), 87–104.

Nahid, M. M. H., & Farhana, N. (2021). Investigating BBA students' conceptions and perceptions of internship: A case study from Bangladesh. *AIUB Journal of Business and Economics*, 18(1), 113–132.

<https://www.wvi.org/bangladesh>

# Appendices

## Appendix A: Résumé

### Job Experience

May 2019 – Present

**I.T. Assistant System Support,  
International Textile  
Procurement Services (I.T.P.S.)**

### Scholastic Record

#### American International University-Bangladesh

- BBA, Faculty of Business Administration
- First Major: Tourism & Hospitality Management
- Second Major: Human Resource Management
- CGPA: 3.99

#### LORDS – An English Medium School - Bangladesh

- Private Candidate – A’Level-Edexcel (Subjects: Business Studies and Economics)

#### International Turkish Hope School – Bangladesh

- Kindergarten 1 to O’Level-Edexcel
- AIUB Marketing “Business Incubator Competition”, 2019 – **Champion**
- AIUB Principles of Management Poster Competition, 2019 – **2<sup>nd</sup> Place**
- AIUB Department of Social Science “A Journey Towards the Socio-Political, Historical and Economic Dynamics and Evolution of Bangladesh”, 2019 - **Participant**
- AIUB Business Club “Strategy Making and Presentation at Biz-Evo 1.0”, 2019 - **Third Place**
- International Turkish Hope School, **Certificate of Excellence** – 2010
- International Turkish Hope School, **Certificate of Merit** – 2009



### Shann Lemuel Cantada

**Contact No:** +880-1743359054

**Email:** [shannlcantada@gmail.com](mailto:shannlcantada@gmail.com)

**LinkedIn:** [linkedin.com/in/shann-lemuel-cantada/](https://www.linkedin.com/in/shann-lemuel-cantada/)

#### Technical Skills

- Microsoft Word
- Microsoft PowerPoint
- Typing Master

#### Language Skills

- Tagalog (Native)
- English (Fluent)

Date of Birth: August 22, 1997

Gender & Age: Male, 24 Years Old

Nationality: Filipino

Address: House-67, Road-27, Flat-A2,  
Windsor Apartment, Gulshan-1,  
Dhaka-1212, Bangladesh

## References

### ❖ MAHMUDUL HASAN

Faculty of Tourism & Hospitality Management, Faculty of  
Business Administration

**American International University-Bangladesh**

**Email:** [mahmudul.hasan@aiub.edu](mailto:mahmudul.hasan@aiub.edu)

**Mobile No:** +880-1732627005

### ❖ MS. ESTELA ILAGAN

Director

**International Textile Procurement Services BD. Ltd.**

**Email:** [estela@itps-bd.com](mailto:estela@itps-bd.com)

**Mobile No:** +880-1711434139

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## Hobbies & Interests

- Traveling
- Listening to Music
- Gaming
- Outdoor Activities
- Learning Instruments
- Learning Foreign Languages