



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

**INTERNSHIP AFFILIATION REPORT ON
VAT & Tax Management of B-Trac Technologies Ltd.**

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)

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INTERNSHIP AFFILIATION REPORT ON
VAT & Tax Management of B-Trac Technologies Ltd.

Letter of Transmittal

August 20, 2022

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Subject: Submission of the internship report on “VAT & Tax Management of B-Trac Technologies Ltd.”

Dear Sir

It is a great pleasure to hand in the internship report titled “VAT & Tax Management of B-Trac Technologies Ltd.”, 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 for a leading organization in Bangladesh and to gain an in-depth knowledge on different areas. Throughout the study, I have tried my level best to accommodate information as much as I could, which I thought were relevant and informative. I tried my level best to make this report concise and informative.

I am grateful to you for your guidance and kind cooperation at every step of my endeavor. I would be grateful if you would kindly accept the report and forward it to the respective department of AIUB.

Sincerely yours

Fahmida Dipty

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Faculty of Business Administration

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Letter of Endorsement

The Internship affiliation report entitled “VAT & Tax Management of B-Trac Technologies Ltd.” 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 Finance & Accounting, Major in Management Information Systems, Faculty of Business Administration on August 28, 2022 by Fahmida Akhter Dipty, ID# 18-39031-3 . The report has been accepted and may be presented to the Internship Defense Committee for Evaluation.

(Any Opinion, suggestions made in this report are entirely that of the author of the report. The University does not condone nor reject any of these opinions or suggestions).

Md. Mehzabul Hoque Nahid

Internship Supervisor

Acknowledgement

To begin with, I'd want to express my gratitude to Allah for allowing me to finish my report on time.

My academic supervisor, Md. Mehzabul Hoque Nahid deserves special recognition. It means a lot to me to say thank you from the bottom of my heart for your kind words of encouragement, constructive supervision, and advice. I also want to finish this report because of what you did for me.

I'm also grateful to all of the personnel at B-Trac Technologies Ltd, Accounting & Finance Division for allowing me to do my internship at B-Trac Technologies Ltd. in Bangladesh. I would like to express my gratitude to Md Salahuddin, Senior Executive. You helped me out a lot and gave me a lot of useful information. You also helped me figure out how to write a good report.

I'm also appreciative to all the department staff for their gracious acceptance. When I approached them, they were quite helpful in teaching me the job process and providing pertinent material for my report. It was a fantastic opportunity to intern at such a company. I'll be able to use the experience I've gained in my future career planning.

Executive Summary

The management and board of directors of B-Trac Technologies are committed to achieving the objectives. Additionally, they have a strong incentive to maintain the organization's transparency, and they work hard to support efforts to maintain its stability and financial soundness. They are also abiding by the VAT & tax law of Bangladesh in doing Business. B-Trac Technologies has been successful in acquiring long-term corporate clients, dealers & customers to trust in them to provide the best product and effective IT solutions. They are properly maintaining all sort of financial documentation with their customers and the government along with business.

This report is made on my working experience of three months on B-Trac Technologies Ltd. The internship program helped me to understand how an IT Trading Company works. B-Trac Technologies is a value-added distributor of many global tech giants. It is a concern of Bangla Trac Group. Bangla trac Group was formed in 2004 and B-Trac Technologies was formed in 2017.

This report has been presented based on my observation and experience in the VAT and Tax section of the company. This report also contains some elements which are necessary to understand the business and the other concerns of Bangla Trac Group.

The report mentions the total scenario of B-Trac Technologies Ltd like what is their vision, who are their customers & partners, what kind of products they deal with and so on. But as I have worked in the VAT & Tax section, the report will focus accordingly.

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Chapter 1

Introduction

1.1 Rationale of the Study

This report will undoubtedly boost other students' knowledge of Bangladesh's IT business industry and the different services provided by B-Trac Technologies in order to maintain its position as the country's leading IT Business organization. I have gained a variety of new skills via my experience, including communication skills, technical skills, organizational skills, and analytical skills. Along with that, I have developed the ability to work under pressure and, most crucially, the practical understanding necessary to manage workloads. While working as an intern at B-Trac Technologies, I have got the opportunity to observe and learn from the accounting & finance division's general activities specially the VAT & Tax management. As an intern at B-Trac Technologies head office, which is a sister concern of BanglaTrac Group, it was an excellent opportunity to have a better understanding of the VAT & Tax activities and performance of certain divisions of the organization in order to meet the internship requirement.

1.2 Objective

1.2.0 Broad Objective

This internship report is prepared primarily to demonstrate the VAT & Tax management system of the B-Trac Technologies Ltd.

1.2.2 Specific Objective

This study emphasizes on following aspects:

- To provide an overview of the insights of B-Trac Technologies
- To demonstrate the VAT & Tax activities of finance division of B-Trac Technologies.
- To know about various VAT types and their short descriptions
- To know about VAT related topics like TDS & VDS.
- Preparing the VAT document
- To demonstrate the practical experience

1.3 Background of B-Trac Technologies

Incorporated in 2014, B-trac Technologies Ltd. is a premier Value-Added Distributor in Bangladesh helping people & businesses to connect with the power of technology. It is the trusted partner of leading Technology Vendors, Resellers & System Integrators for our deep expertise in IT Distribution. To provide end-to-end IT solution, B-Trac Technologies maintain strong partnership with leading technology vendors such as Dell Technologies, HP, Microsoft, Panasonic, RSA, AVITA & Nextgo.

Bangla Trac Group, which is the mother of B-Trac Technologies, started its journey back in 2008 with the commercial launch of its IGW operation as one of first three licensed private IGWs in Bangladesh. The journey evolved with vertical and horizontal diversification in business portfolio throughout last 10 years.

Current business portfolio of the group can be categorized in two broad domains: ICT & Power. B-Trac is a prominent name in the local and international ICT market with its footprint in voice & data communication, IOT, Cloud, Big Data & BPO.

B-Trac believes in core strength of relentless pursuance of well-defined Vision, firm commitment to the Mission and demonstration of responsible Values

1.3.0 Mission

The mission statement of B-Trac Technologies Ltd. Is:

“We are committed to enable our Partners in achieving their Business & Digital goals through Innovative Solutions & Service Excellence while ensuring Sustainable Growth and Stakeholders’ Value.”

1.3.1 Vision

B-Trac technologies want to make sure that there is a process in place that makes sure that all technological transformation activities are profitable. Precision, reliability, on time delivery, cutting machines and solutions for the needs of the industry are their main goals.

Their people, products, processes and exclusively their stakeholders are all separated so that they can meet the needs of their most demanding customers. It is their main goal to make sure that their performance reflects the clear vision of their vision:

“A Dynamic Global Company driving Stakeholders’ success through Excellence, Integrity & People Leadership.”

1.3.2 Core Values

- Focus on dealers and customers
- Teamwork
- People First
- Customers Success
- Excellence through Humility
- Integrity
- Innovation
- Environmentally Responsible

1.3.3 Goals of BTL

B-Trac's people, products, and processes are all set up to meet the needs of its most demanding clients. Their main aim is to produce a quality that shows the vision of Excellence in Technology.

1.3.4 Strategic Objectives

- ✓ The objectives are to run a transparent and high-quality business using the market mechanism in a way that is legal and socially acceptable. This is what their mission and vision are all about.
- ✓ Dealers & Customers are the company's top priority. They want to keep their products efficient, innovative, and high-quality with a great delivery system.
- ✓ Their goal is to bring sales through high-quality business as a long-term, growing company that gives fair returns to our shareholders.
- ✓ They are committed to our community as a corporate citizen and to the progress of the country as part of our corporate responsibility.
- ✓ Employees are the heart of B-Trac. They do this by giving them a good pay package, training, development, and career planning for their employees.
- ✓ They strive for fulfillment of their responsibility to the government through paying entire range of taxes and duties and abiding by the other rules.
- ✓ They are careful about the environment and climate change, and they do their best to make their home country happy and clean the soil.

1.3.5 Product Overview

B-Trac Technologies is doing business of vast numbers and categories of product. Below are the category wise products overview:

Desktop Computers

- ✓ Dell Optiplex 3060 Minitower TPM enabled i5 (8th Generation)
- ✓ Dell Optiplex 3080 Tower i3 (10th Generation)
- ✓ Dell Optiplex 3080 Tower i5 (10th Generation)
- ✓ Dell Optiplex 3080 Tower i7 (10th Generation)
- ✓ Dell Optiplex 5080 Tower i7 (10th Generation)
- ✓ Dell Vostro 3888 Tower i5 (10th Generation)
- ✓ HP 280 Pro G8/MT/ Intel Core i3
- ✓ HP 280 Pro G8/MT/Intel Core i5
- ✓ HP 280 Pro G6/MT/Intel Core i3
- ✓ HP 280 Pro G6/MT/Intel Core i5
- ✓ HP 280 Pro G6/MT/ Intel Core i7

Laptop Devices

- ✓ Dell Latitude 3420
- ✓ Dell Latitude 5420
- ✓ Dell Latitude 7420
- ✓ Dell Latitude 5320
- ✓ Dell Latitude 5420
- ✓ Dell Latitude 5520
- ✓ Dell Latitude 9420
- ✓ Dell/INP 3501 (11th Generation Intel Processor)
- ✓ Dell/INP 3505 (AMD Ryzen)
- ✓ Dell Inspiron 3511
- ✓ Dell Inspiron 5310
- ✓ Dell Inspiron 5410
- ✓ Dell Inspiron 5510
- ✓ Dell Inspiron 5515

- ✓ Dell Vostro 3400
- ✓ Dell Vostro Notebook 3500
- ✓ HP Envy 13
- ✓ HP Envy X360 Conv 13
- ✓ HP Pavilion 13
- ✓ HP Pavilion X360 14
- ✓ HP Pavilion Aero 13
- ✓ HP/14S DQ2095TU
- ✓ HP/15S-DU3025TU
- ✓ HP/15S-EQ1167AU
- ✓ HP/15S-DU3025TU
- ✓ Avita Essential
- ✓ Avita Liber V
- ✓ Avita Magus

Printer & Scanner

- ✓ HP Deskjet IA 2135 All in one
- ✓ HP Laserjet
- ✓ HP Laserjet Enterprise Printer
- ✓ HP/IT-500 INKTANK – MFP
- ✓ HP Smart Tank 515 All in One Printer
- ✓ HP-M12W/LASERJET-SFP

Server

- ✓ Dell Poweredge T140
- ✓ E R340
- ✓ Dell Poweredge XR12

Software

- ✓ Kaspersky Endpoint Security for Business

- ✓ Microsoft®Windows Server STD CORE 2019 Government OLP
- ✓ Microsoft®Exchange Server Enterprise 2019 Sngl OLP
- ✓ Microsoft Windows 10 Prof 64bit
- ✓ Microsoft Office Home and Business 2019
- ✓ Microsoft®Azure Subscription Services Open

Server Accessories

Laptop & Desktop Accessories

Printer Accessories

Service

1.3.6 Customer

- ✓ B2C: B-Trac Technologies sell their products to retailers all over the Bangladesh
- ✓ B2B: B-Trac Technologies sell their products directly to other organization for their internal purposes.

1.3.7 Organization Structure

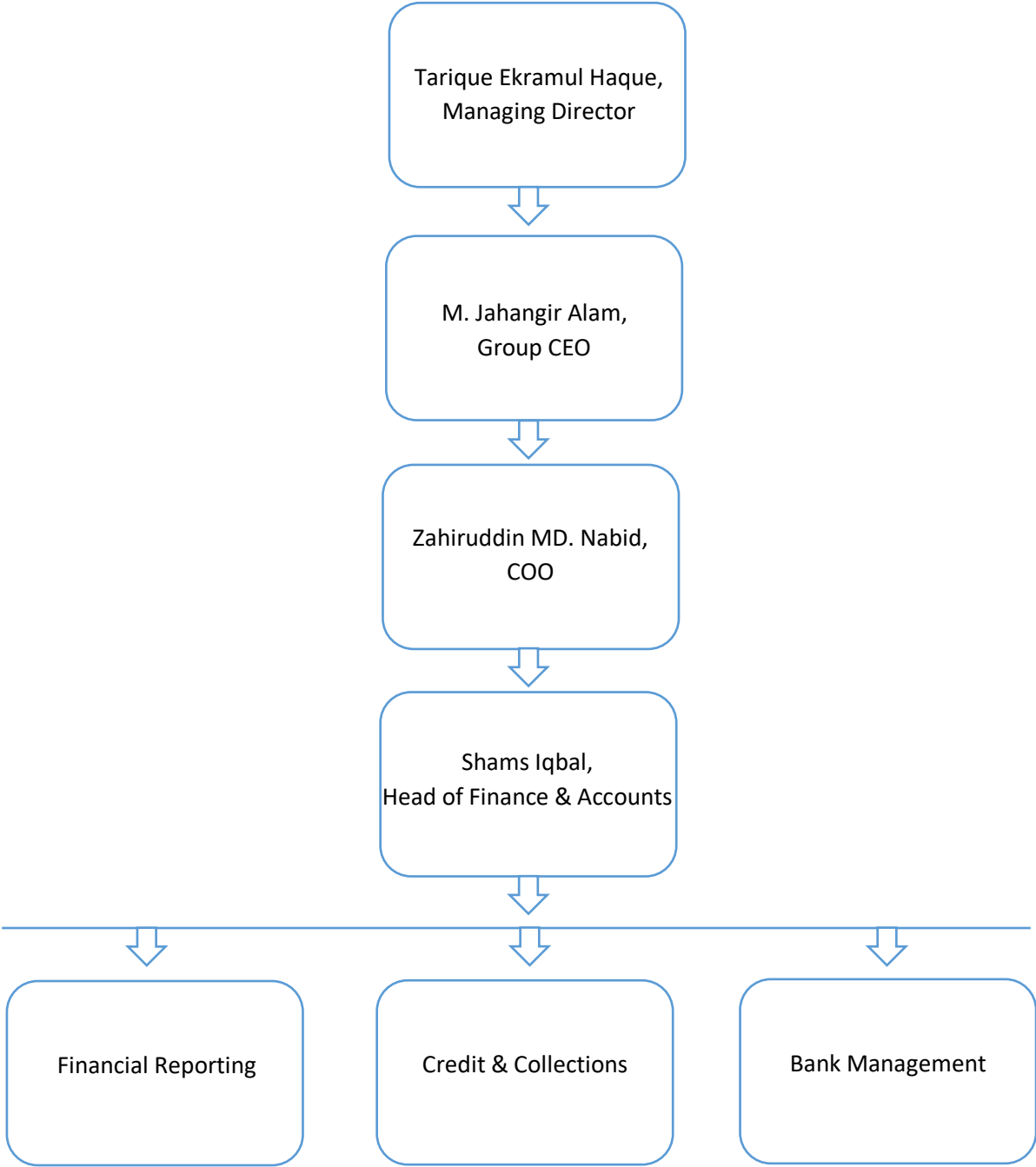


Figure: Organogram of B-Trac Technologies

Chapter 2

Activities Undertaken

2.0 Job Overview

I have been working more than 3 months in B-Trac Technologies Ltd. I am assigned as an intern at VAT & Tax division in the Finance & Accounts Department. It's a great pleasure to work under Md Salahuddin, Senior Executive and the VAT & Tax team.

2.1 Job Responsibilities

- ✓ Preparation of VAT-4.3, 6.2.1
- ✓ Issuance of VAT-6.3
- ✓ Preparation and submission of VAT Return
- ✓ Responsible for all VAT related queries and filings in proper way.
- ✓ Ensure monthly proper TDS deduction from Suppliers.
- ✓ Calculating VDS (Vat Deduction at Source) and assisting in preparation of monthly proper TDS, Challans on various heads of Income Tax
- ✓ Keep the supervisor up to-date with my activities

Brief discussions of VAT Documentation

A charge known as a value-added tax (VAT) is imposed on companies at each stage of the manufacturing and distribution process, typically whenever a product is resold or has value added to it. A VAT is assessed on the difference between an asset's acquisition price and its saleable value (Ismail, 2017).

Below I have described some of the main VAT documentation assigned to me:

VAT 6.3: It's an invoice like document for retailers that they can show their buying products have already included VDS. This invoice have two pages for a single invoice. One page is collected by Retailer.

VAT 4.3: Evidence of purchase of inputs such as Bill of Entry or VAT invoice is to be enclosed with VAT-4.3. Without the Bill of Entry of VAT invoice, input tax is not creditable in Bangladesh's invoice-based credit VAT system.

VAT 6.2.1: It is a monthly document of every different model product. In this document there is a record of beginning inventory, purchase and selling with the amount of product and value of the product and VAT amount.

Chapter 3

Constraints/Challenges

I do have faced a variety of challenges and I believe it's a way of learning new things. There was no exception in my instance, as I was enrolled in an internship program. I had to overcome various challenges in order to obtain the desired goal of internship.

3.1 Problem Observed in the Organization

While working as an intern at B-Trac technologies Ltd. I have encountered several issues and difficulties these are:

3.1.1 Problem faced with software

There is a lot of trouble with the software that is accessed through internet. Actually the software is managed by NBR and I am totally not familiar with it. It automates the entire process of a VAT. It meets the making of VAT procedures and also can work with B-Trac Software. But the problem is that the interns are not allowed to login the core software of B-Trac.

3.1.2 Inconsistency in Work

I've seen a wide range of employment concerns in this department throughout my internship. Officers assigned to a task must immediately stop working, switch to another assignment, or issue new paperwork. I experienced the same uneven distribution of labor as a result. While I was at work, they gave me another one, and I had to turn the first one down. The earlier work is therefore still lacking. In the end, this causes workplace issues to take longer than usual to address.

3.1.3 Inadequate Facilities for Interns

Interns at B-Trac Technologies Ltd. do not have access to ERP, user ids, or passwords even office Wifi. As a result, I was forced to rely on my mobile data which is expensive.

3.1.4 Limitations in Acquiring Knowledge of the Department

I have experienced lack of knowledge as officials barred me to explore through other activities in the department due to confidential concerns.

3.1.5 Job Placement after Internship

Currently there is a rare job facility after internship programme. Even after having a good performance the management hardly gives opportunity for a job placement.

3.2 The Limitations between Academic and Practical Knowledge

3.2.1 Discrepancies of Knowledge and Skills

University should establish such facilities to enhance students' ability to interact more actively with the activities of many organizations and to connect academic knowledge with practical and real world experience.

3.2.2 Office Software in AIUB

There are numerous software programs accessible that we use on a regular basis. One of these is Microsoft Excel. Although we had a great deal with office software throughout our academic life, I have still felt the lacking in calculation in Excel.

3.2.3 Less Industry Visit

I think the field trip is required to gain more knowledge practically. But due to Covid-19 issues students were unable to gain the industrial trip facilities. There are some theoretical courses that requires industry visit which would have been helped us achieve real world experience. If we get the opportunity to experience a bit of corporate life, that would help us to prepare ourselves. Corporate engagements will definitely help to what actually happens in a workplace. (Nahid & Farhana, 2021)

3.2.4 Limitations in Organizational Activity

There is a significant distinction between theory and empirical explanation. There is a gap between the given work and other organizational operational duties. As my background is Accounting & Finance, I am unfamiliar with the products of this Tech Company. It was little bit tough for me to understand the whole VAT activities of the finance division.

3.2.5 Report Making Limitations

I have various constraints when writing my report. Initially, gathering information was impossible due to the diverse activities of department. The duration of my work was only 12 to 14 weeks. But this period of time is not enough for a complete and clear study. There is a great information of VAT & Tax issues which I was unable to gather due to limitations.

Chapter 4

Lessons Learned

4.1 Lessons Learnt from the Organization

According to a study, employers look for traits in their interns such as a commitment to lifelong learning, general skills, time management, teamwork, attention to detail, networking, extracurricular involvement, professional attitudes and behaviors, and academic success(Nahid & Farhana, 2021). These usual skills were acquired as a student have enabled me to successfully experience throughout my internship. It was a great opportunity to get a closer look to the activities, experience and gain practical knowledge.

4.1.1 Professional Communication

It can be challenging to adjust to working in a professional situation as an intern for the first time. However, it is the most effective approach to gain practical experience and learn how to navigate the workplace. The ability to speak with different types of people in a professional situation is one of the most valuable abilities I gained during my internship. Following supervisor's advice and discussions with supervisor are also the activities that helped me to cope with professionalism. These activities differ from those with lecturers or classmates. Now I do have a greater understanding conducting myself as a professional. This would really assist me in job interviews, since I would be more confident and sounder more mature and experienced in a corporate atmosphere.

4.1.2 Networking

During my internship, I had to build professional relationships with my colleagues. As I began my professional career, it allowed me to form significant relationships. According to the contacts and relationships I have established, I will be able to face different job environments in the future. I will also be able to add references to my resume and that might help to get job because references will help to identify me as a professional me.

4.1.3 Technical skills

I have gained a variety of skills linked to computers specially MS Excel & MS Word. As an intern I had a few access to the ERP system under supervisor.

4.1.4 Organizational Culture

Each organization has its own corporate culture, and this organization has its own organizational culture. I successfully adjusted their organizational culture within a few days due to their friendly approach in a professional way. I've made a significant improvement in my self-assessment condition; I have now enhanced my confidence level in such a way that it provides me with a hidden benefit of working in such an organization. I also learned about time management and discipline, working under pressure and dealing with different walks of people.

4.1.5 Coping with New Working Environment

This company maintains a healthy work environment. This is a very motivating factor for an employee. A positive work environment translates into increased performance. Both employee and employer rights are carefully protected to ensure the security of both parties. Employees show a high level of work ethics. Employees are allowed to work under any amount of stress. My colleagues and bosses helped me tremendously.

4.2 Lessons Learnt from the University (AIUB)

AIUB has provided us with this opportunity to gain actual work experience prior to pursuing position of a full-time employee. Additionally, the potentials I have developed during my academic career considerably increased my ability to excel in a demanding workplace. My academic experiences from a university viewpoint allowed me to adapt a number of cognitive skills that not only improved my ability to perform, but also enabled me to better suit myself to be more professional in the real world. The potential and cognitive abilities I have developed during my academic career are listed as follows.

4.2.1 Adapting the Decorum

The most important factor in becoming more prominent with academic culture, which enabled me to align with organizational ethics, is academic decorum's suppleness. For instance, ensuring the utmost punctuality when handling jobs and rigorously adhering to organizational prototypes. Last but not least, we developed strong habits of complying with rules.

4.2.2 Leadership and Team-management

During the academic life, we had to practice different team works with a case study, assignment, project activities etc which helped me throughout my internship program in a practical way.

4.2.3 Time Management

Time management is a part of human discipline that I have experienced throughout my internship program. Attending office, having lunch, completing given task, leaving office- All these have a strong disciplinary relationship with time management.

4.2.4 Adaptability with changes

Changes in situations are uncontrollable. It is wise to be practical with changes and accepting it strategically. Our faculty members have always helped us to learn handling projects and cases which helped me to adapt with changes.

4.3 Lessons Learnt for Future Career

My academic and professional experiences have helped me to develop a wide range of new skills, including multiple cognitive skills. Along with that, I have improved my ability for working under pressure and, more importantly, my actual knowledge of how to handle assignments under pressure. Finding work in the "hidden" market will be simpler & than doing it online or in the newspaper. I can use networking to assist me land that crucial first job. Last but not the least, I have strongly enhanced my professional network.

Chapter 5

Conclusion

5.1 Concluding Statements

Internship experience in a specific organization provides an opportunity to demonstrate oneself in a competitive environment where we can put our theoretical knowledge into practice by converting it into organizational deliverables. Without any doubt, the internship program at B-Trac was one of the most important places for me to put my efforts and demonstrate my abilities. I not only justified my knowledge here, but I also enriched some essential organizational skills that were critical to my career. This internship has helped me achieve a variety of goals, including increasing my ability to adapt to a new organizational environment, improving communication quality by dealing with vendors, connecting theoretical knowledge to practical workplace applications, and so on.

During the three months of the internship program, I was involved in various tasks for the organization such as preparing a VAT memo for the financial audit, creating VAT challan for nominated vendors, maintaining bills and quotation register, and so on.

Professional workplaces have always been a competitive area for individuals who must embrace difficulties and adapt to changes. Neither a company nor an employee is flawless. I had to deal with some problems throughout my internship at B-Trac. As I was not a full time employee, there was some limitations and restrictions. Nonetheless, these challenges assisted me in being more knowledgeable in coping with ambiguity. Missing knowledge and abilities in my academic life can sometimes put me in a bind when it comes to executing responsibilities for the company.

I have gained many potentials from the academic life in AIUB and internship period in B-Trac. I have learnt adapting decorum along with managing equity and equality. Made myself more accurate doing peer communication and adapting with organizational culture. In addition, I had learned a lot of new technical abilities that I had never used before. Overall, I feel that the skills and experiences I received during my academic and internship years enabled me to improve personally and professionally. I am confident that these things will benefit me in the future as I pursue a competitive job.

5.2 Strategic Recommendation

5.2.1 Recommendation for the B-Trac

During my internship at B-Trac I have experienced several complexities which made my journey here difficult sometimes. The first thing I have observed here is that interns do not have access to Wi-Fi. So we had to use mobile data to access internet.

The second thing I had been facing was limited working access. Although I believe that the financials are highly confidential. But I think some of the activities of the department should be allowed to the interns to be learned. It will be beneficial for interns if authority would allow the intern to use certain resources and provide identical authorization, so that they could practice their given task properly with full of confidence.

5.2.2 Recommendation for AIUB

AIUB can introduce more hands-on workshops or seminars on professional or corporate knowledge. Although AIUB has helped and supported the students in such a way that they can adopt themselves in any corporate organization.

It would be quite beneficial for the students if they can get to know more about advance software used in corporates. If students are introduced and taught on software, it would be helpful in professional as well as internship program as majority of big companies use software.

Visits to industries offer a significant chance to learn the most recent information about the real world. Theoretical understanding alone is insufficient. If AIUB could provide a setting where students could go directly to specific industries and gain more practical knowledge. In this regard, sponsorship of the industry visit would be greatly appreciated.

Chapter 6

Proposed Improvement Plan

6.0 SWOT Analysis of B-Trac Technologies

A company's SWOT analysis is a framework used to assess a company's competitive position and to create strategic planning. It stands for strengths, weaknesses, opportunities, and threats. The SWOT analysis evaluates internal and external variables as well as present and anticipated future situations.

| Action Plan | Strengths | Weaknesses | Action Plan |
|--|--|---|--|
| <ul style="list-style-type: none"> ✓ Keep consistency of the strengths in order to keep pace with world-wide technological development. | <ul style="list-style-type: none"> ✓ One of the largest IT Company in Bangladesh. ✓ Fast service provider. ✓ Experienced management team. ✓ Strong distribution channel. ✓ Well- known brand name and reputation. ✓ Ability to manage customer wisely. ✓ Has strong retailer and dealer base. | <ul style="list-style-type: none"> ✓ Lack of Training programs ✓ B-Trac head office is rental; it doesn't own property for main office. ✓ There are other IT categories in the market which isn't touched yet by B-Trac. | <ul style="list-style-type: none"> ✓ Hands on training program should be provided soon. ✓ Proper plan, strategy & action sales should reach such a level to own infrastructure in the future. ✓ Research & product development should be given more emphasis. |
| Action Plan | Opportunities | Threats | Action Plan |
| <ul style="list-style-type: none"> ✓ Analyze the market and grab the market cap. | <ul style="list-style-type: none"> ✓ Demand for new and innovative products. ✓ Different brands of the world wants to do expand business and in Bangladesh B-Trac is one of the options. ✓ New innovation and technology. ✓ Massive demand in our country. | <ul style="list-style-type: none"> ✓ Change of customer's demand and taste. ✓ Entry of more competitors in the market. ✓ Government tax policy is becoming harsh ✓ Unstable dollar exchange rate. | <ul style="list-style-type: none"> ✓ Strategic planning will help overcome problems & issues. ✓ Build trust on own products to keep strong base of the products. ✓ Study dollar market closely to grab opportunity. |

6.1 Proposed Improvement Plan for Organization

| Existing Problem/ Weak Areas of the Organization as identified in the AR | Actions to be Taken/Proposed Solution to the Problem | Strategy (Mode of implementation or ways of addressing the problem) | Office/Personnel Involved (Who will implement and who will benefit/affected by the Action/Solution) | Resource Requirements (Manpower and Financial) | Expected Concrete Result/Outcome |
|---|---|---|---|--|---|
| 1. Problem faced with Software | Adapting workshops & training. | List of problems found in the software. | BBA department to rectify the issues and developed by IT department. | Expert IT team, budget for the development. | Easily adapt software in any workplace. |
| 2. Limited access in work | Ensuring access to task related to major subject. | Identifying reasons for why tasks are pended. | Organization should allow access to task related to major subject. | Concern department head and supervisor's supervision | Will help both academically and professionally. |
| 3. Inadequate facilities Wi-Fi for interns | Allowance from authority to let intern use resources. | In what extent which resources are required for interns? | HR department allocate certain resources for interns. | Resources | Adequate facility for interns ensured. |

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Appendices



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OBJECTIVE

Seeking an internship in MIS, Finance or Accounting that could help to use my knowledge and acquire skills for starting developing career as well as contributing in organizational activities.

PROFILE

HIGHLIGHTS

- Self-motivated, organized and detail oriented
- Strong interpersonal communication and presentation skills
- Proactive, able to plan and organize work
- Able to work both independently and in a team
- Analytical, problem resolving and decision-making skills

SKILLS

- Efficient in Windows
- Efficient in MS Word, MS PowerPoint and MS Excel.

ACADEMIC QUALIFICATION

| EXAM TITLE | CONCENTRATION/ MAJOR | INSTITUTE | RESULT | PASSING YEAR | DURATION |
|--|----------------------------------|--|-------------|------------------------|----------|
| Bachelor of Business Administration | Management Information System | American International University of Bangladesh, Dhaka | 3.35 / 4.00 | 2022 (Expected) | 4 Years |
| | Accounting & Finance | | | | |
| Higher Secondary School Certificate | Commerce | Dhaka Commerce College, Dhaka | 4.33 / 5.00 | 2018 | 2 Years |
| Secondary School Certificate | Commerce | Hermann Gmeiner School & College, Dhaka | 4.78 / 5.00 | 2016 | 2 Years |

LANGUAGE PROFICIENCY

| LANGUAGE | READING | WRITING | SPEAKING |
|----------|---------|---------|----------|
| Bangla | High | High | High |
| English | High | Medium | Medium |

EXTRA
CURRICULAR
ACTIVITIES

Organized Different Events
Winner in Art and Dance Competition
Leading choreographer for dance in different events

INTEREST

Travelling, Reading Books, Photography & Watching movies

PERSONAL DETAILS

Father's Name: Md. Abul Hossain
Mother's Name: Shahina Hossain
Date of Birth: 20th August, 2000
Blood group: A+
Marital Status: Married
Nationality: Bangladeshi
Religion: Islam

"I CERTIFY THAT ALL THE INFORMATIONS THAT I HAVE GIVEN ARE GENUINE"

FAHMIDA AKHTER DIPTY