DATA ANALYSIS PROBLEMS AND PROBLEMS SOLVING: QUANTANITE

United International University

Report on:

Data Analysis Problems and Problems Solving: Quantanite

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Enrollment Trimester: Fall - 203

Submission Trimester: Summer - 212

Date of Submission: 12/10/2021

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EXECUTIVE SUMMARY

This internship report is a reflection of the work at — Quantanite. The topic learned were data processing, data mining, data entry, data cleaning and was reported directly to The Higher Manager. The starting period of the internship was February and continued till May. The working status was as a full-time employee and experience were gathered was in international business. A lot of things like how data processing and how data mining can help a company, the international business environment in Bangladesh were learned during the internship period.

Quantanite is an international business-based firm. This firm does data processing. This corporation specializes in business process outsourcing, back-office, customer care, RPA (Robotic Process Automation) management, data labeling and automation, and sales enablement services. Fintech, banking and finance, automotive, and healthcare are among the industries served by the organization. The main exported product is grocery items of this firm.

This report was completed within a very short time. Outsourcing business is like an ocean. It has a lot of things and criteria. A little branch of export was just learned from this ocean. Here, it was tried to cover all of those things by this report, what were learned in that duration. It was so challenging to learn as a professional. Analysis, observation, suggestion and conclusion are covered here. This information will help the organization to improve its atmosphere, if executed. It was a great experience because practical knowledge was gained from daily office tasks, new challenges and also had some difficulties too. All this information and practical experiences will be helpful to increase knowledge on how to deal with problems and that will support the future career.

INTRODUCTION

Data analyzing is a process of arranging data and processing it. In this data analyzing process data can be misled or misplaced. Data is a formalized fact that must be transformed into information. Until recently, when talked about data processing, it was meant a collection of

algorithmic, logical, or statistical operations performed on a small set of data. The convergence of computer technology, on the other hand, the demand for data conversion into information is growing in the real world.

Data analysis is one of the major works in any organization or any place. No company can come to any conclusion or any measure without data analysis. After collecting data, there should be mining, to make it useful. Data analyzing problems and solutions is now one of the major issues. Each and every organization and sector are storing data and that data is analyzed every day and organizations are facing different types of problems while doing this. So, that is why, solution of the problem is needed. A business can have different and many kinds of data. Those data must be organized and analyzed.

Data are divided into two parts. One is "qualitative data" and another is "quantitative data". All kinds of data need to be analyzed and data must need mining before reporting to the Super Manager. Each type of data gives different types of solution. All the machinery and results of (mathematical) statistics that apply to analyzing data, including - processes for analyzing data, techniques for interpreting the findings of such operations, methods for arranging the gathering data - are to make the analysis easier, more precise, or accurate. Researchers conducting quantitative or qualitative research should be aware of the barriers to reliability and validity. Data must have to be authentic and error-free.

Data collection can be possible in different ways like surveys, field analyses, polls, gathering information and many more. Data analysis can create many problems like data error, data mislead, data missing, work information data double entry and so many other errors but this needs to be error-free. Error data can create many problems and loss for any organization. If any wrong information or double information took place that can harm the overall analysis. For making error-free analysis, some tools are needed which can make it error-free. For solving problems, some questions or surveys and gathering proper information is needed. Data analysis and problematic data can accrue huge loss for any company. Questions in problem solving and data analysis assess the ability to -
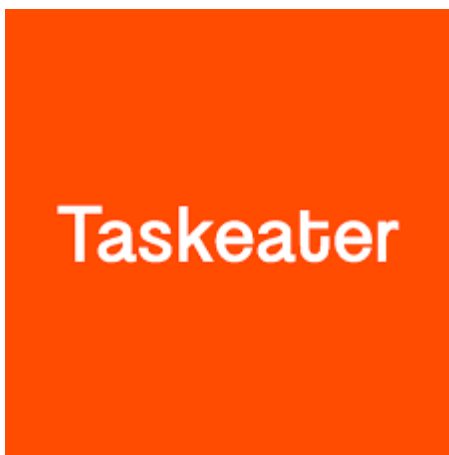
- Create a visual representation of the problem
- Think about the units involved
- Pay attention to how quantities are expressed
- Understand and apply various mathematical properties and representations
- Apply key statistical principles

- Calculate the chance of a simple or compound event occurring.

Data analyzing problems and solutions is one of the major concerns now. For that, depending on mathematical terms and software is a must. The demand for data conversion into information is growing in the real world. Real world is very competitive so all the data should be reliable. Data analysis errors can be problematic for any organization or institution. Data analysis can create biases. Data biases or double input of data can be harmful or risky for any company or organization.

ORGANIZATIONAL OVERVIEW

Quantanite (previously Taskeater) is a corporation that specializes in business process outsourcing like back-office, customer care, RPA (Robotic Process Automation) manage, data labeling and automation, and sales enablement services. Fintech, banking and finance, automotive, and healthcare are among the industries served by the organization.

Previous Logo

Current Logo

Quantanite helps high-growth organizations develop low-cost offshore teams. The organization works with some of Europe's and the world's most intriguing digital companies and startups. There are specialist teams to assist the clients with lead creation, data processing, data entry, moderation, and internet research. Quantanite is a global professional services firm that specializes in business process transformation, notably through robotic

process automation (RPA), intelligent automation, and the establishment of dedicated teams in offshoring shared service centers. It works with both small businesses and large enterprises to reimagine business processes and use the best combination of automation and human intelligence. Mikko Tamminen launched Quantanite in 2014 and has since become a well-known personality in the business process transformation field, lecturing frequently on topics such as the future of work technologies and preparing for a more automated society. Mr. Mikko has worked in Asia's emerging markets with private equity. He has a patent in the United States and is a best-selling book in Finland. He earned his bachelor's degree in business studies from the University of Warwick and the University of Pennsylvania's Wharton School.

Quantanite is different from other BPO companies in that it genuinely cares about your company's success. Quantanite pays attention, offer ideas, and collaborate with the customers. Then, in a developing digital world, this organization assist one in striking the correct balance between developing technologies and human skills to create immediate gains and long-term success.

Quantanite has a great organizational culture. The working culture is very friendly and employees engage in their work. Anyone can speak to the chief officers without any hesitation. The organization established its values and inherited the culture of the organization. The upper management and employee support a friendly relation so that employees can feel free to share his or her creative ideas.

METHODOLOGY

This report is carried out in the exploration of data analysis. Basically, the exploration analysis is identifying the market prominence. When the business is growing it requires analysis for conducting business further. Everyone needs to follow some rules and regulations in order to get a proper explanation.

Data sources: In this report, both primary and secondary data are used. Two types of data were collected while doing this report.

Primary sources:

1. Primary information was collected from the operation manager and workers of the association

2. Key source of information obtained through the conversation with the manager of business development

3. Some perceptions assumed a momentous job to get some true data

4. Actual fact from representative

Secondary sources:

1. Information from the Official website of the Quantanite

2. Newspaper

3. E-commerce book

4. Internet.

OBJECTIVE

In this sector, while working for data analysis and data management some new ways of managing data were founded. The broad objective of this report is to acquire the knowledge how the general activities and services work and the processing findings. For processing any data, some requirements are:

- ✓ Data processing
- ✓ Data mining
- ✓ Data entry
- ✓ Report directly to the higher manger
- ✓ Data cleaning

Some specific objectives of this report are:

- To acquire basic knowledge of data management works
- To get a clear notion about the processing mechanism, customer care, RPA managed, data labeling and automation
- To know about the company's rules, culture and legal issues
- To learn how to get faster information and raise service
- To recommend some possible solutions for improving subsist limitations

SCOPES AND LIMITATIONS OF THE REPORT

Every academic and professional has some scope and limitation in reporting.

- The scopes are:

    The honorable supervisor from the university and Quantanite Company are very cooperative in the case of data collection and interpretation. Co-workers also helped a lot by providing information.

    Problems and query are very real and related issues, so it is favorable for future career enlightenment.

- The limitations are:

    It is very difficult to know about a company perfectly in a short period as an intern within the period of three months. Being an intern, there is limited access to gather specific information. Employees are unable to give the company's actual inner facts. There is also lack of availability of data in online.

    As this is the first job experience done, so there is a lack of experience to collect and interpreting all the information properly.

    There were limited resources given by the organization. Companies have a shortfall of data sources and in consequence, it is difficult to collect data. The agreement was covert, so some difficulties were there to make the report and during the data collection.

LITERATURE REVIEW

Quarter of 2015, while the number of mobile subscribers surpassed 7.1 billion, the number of internet-connected gadgets was expected to reach USD 50 billion by 2020. In 2012, the total amount of digital data on the planet was 2.7 zettabytes. This volume was expected to expand by three times in 2015, and by 40% in each of the following years.

The expansion of digital information, data diversity and high-speed transmission has arisen in a slew of issues. Data storage, Real-time processing, analysis and administration all are arisen from expansion. Only the basic research on the data problem is being undertaken, the subject has not yet been fully evaluated. This study allowed to investigation of the data concept, its

importance and classification of various aspects, the BD's resource, technology, difficulties and security in-depth. According to (Morgan & Sonquist 2012)., BD processing and analysis necessitate the use of precise analytical technology and instruments. Except for those who involving the existence effect of interaction, the challenges of evaluating survey data have been handled very thoroughly. Assuming the additivity resulted in enhance efficiency in conducing multivariate analyses, even with non-numerical variables.

In recent decades, the number of different modes has been raised with variations of particular mood. General experience has two main modes: mail and face-to-face surveys. The assessment of the user's ability to appreciate and accept data uncertainty, nature of the topic, related information, and relevance of the date policy issues will help to surveyor judge how far a person can go.

The procedure of collecting, measuring, and evaluating correct insights for research using established approved procedures is referred to as data collection. On the basis of the facts gathered, a researcher might evaluate their hypothesis. Regardless of the subject of study, data collecting is usually the first and most significant phase in the research process.

Data analysis was defined by John Tukey, in 1961: "Analyzing data is procedures, techniques for interpreting the result of procedures, planning the ways of gathering data to make analysis easy, more accurate and precise."

Shamoo and Resnik (2003) described data analyzing in various analytic procedure, that, data analyzing is a way to drawing inductive inferences from data, distinguishing the signal (the phenomenon of interest) from the noise present in data.

So, according to the authors, data analyzing is a process of systematically applying logical techniques to illustrate, condense, recap and evaluate data.

ANALYSIS AND INTERPRETATION

While working in the organization, different sorts of data and their processing systems were found out. Talking about data analysis has been done before. Here are some of the learning and working outcomes:

Acquire basic knowledge of data management works: All disciplines linked to managing data as a valuable resource are included in data management. At the very beginning, the idea was zero about how data management works. But now, it is not a problem anymore. Data management is the form of managing data and analyzing it from many sources. Collecting data from different kinds of sources, first party or secondary sources are the primary works. There are different kinds of data, some are vague and some are useful. Those data are sorted out through different kinds of tools. At first, data of a banking company was provided. That company has mixed kind of data like internal source collated data, survey-based data etc. Those data were sorted and processed while working. Some steps were followed during the work, such as-

- Create, access, and update data across a diverse data
- Store data across multiple clouds and on premises
- Provide high availability and disaster recovery
- Use data in a growing variety of apps, analytics, and algorithms
- Ensure data privacy and security
- Archive and destroy data in accordance with retention schedules and compliance requirements

Getting a clear notion about the processing mechanism, customer care, RPA managed, data labeling and automation: The company used so much machine language to process data and make it error-free. The processing mechanism is the primary goal of the data gathering. Processing mechanism is there to determine the magnitudes and phases of the excitation forces and responses generated by the sensing mechanism. RNA and aging are used. Multiple RNA processing mechanisms are altered in aging.

Data labeling is the process of recognizing and tagging data samples in the context of machine learning. The procedure can be carried out manually, but it is commonly carried out with the help of software. The process of identifying raw data (images, text files, videos and others) and adding one or more meaningful and informative labels to provide context so that a machine learning model can learn from it. For example, when the company gave the data of company camping, then, a survey was done to know the reach, the views and the status of that company. Customer care is the top priority over there. While working in the office, a customer was not satisfied with the findings, and the customer wanted to see the process and

solution. Then the company tried their best and give them the customer a proper explanation and way out.

Knowing about the company's rules, culture and legal issues: The company culture is very good and friendly. One of the examples of good company culture is celebrating employee's birthday together. The salary was always paid on time. Quantanite is very aware of the legal issues of a company. Taking care of employees is common. Sorting out anyone's problem together was a culture. People are very open minded here that they plan tours and other refreshment activities for the employees. Employees are always having their holiday and pay check on time. This company has one of the best working environments. The external affair department here, is very hardworking. New joining employees are always warm welcomed here.

Learning how to get faster information and raise service: Quantanite has many good ways to raise employee service status. Reward is provided against excellent work performance. As a fresher, learning how to process data fast and error-free, was leant from here. As there are workings with so much data sometimes, mistake is common. But the motivation of senior workers, gets the work done nicely. The highest data processor gets reward. Encouraging to accept both positive and negative feedback is a common practice inside the organization. The company maintains HR websites for necessary reasons. Discussing with colleagues in the meeting room is a regular practice which improves the quality of work by sharing knowledge.

Recommending some possible solutions for improving subsist limitations: The solution can be analyzed at any stage in its life cycle, including: during development, on a finalized solution prior to full implementation, or on an existing solution that is already in use inside an organization. To do so, the problems must be assessed for severity, the likelihood of recurrence, the impact on business operations, and the capacity of the business to absorb the damage. Quantanite has survey methods to improve work quality and gang heart to flow into the workplace. Company arranges meetings to sort out every limitation. Each and everyone's opinion matters and processed as per the suggestion. Sometimes, incomplete data processing is a problem but it gets done patiently.

CONCLUSION

This internship was a very effective and helpful experience. This internship helped a lot to test the future professional goals and made ready for the practical corporate world. The knowledge about working in the corporate world was gained. Much knowledge about data function out of bookish knowledge was gathered. By this internship period a lot of new stuff was learned, meeting and communicating with new people and growing new skills were done. Several of the learning goals has been completed and knowledge about international business was bonus learning. Understanding personal strength and weakness was a part of this internship. There is always many more to learn. But this journey was really great as a starter. It was a roller coaster ride with so many new faces, new environment and new learning outcomes.

RECOMMENDATION

Here are some recommendations for Quantanite based on the three months of working experience:

- ✓ Quantanite need to have more advanced software and more qualified people to do that.
- ✓ To get a clear notion about the processing mechanism, customer care, RPA manage, data labeling and automation; the company need to have people with engineering background. Only hiring people with business background will not help.
- ✓ Sometimes, employees took advantage of the friendly working environment. Company needs to be stricter in some cases, needs to have more strict rules.
- ✓ Giving reward for quick and more services is okay but people working in rush for reward - can decrease the quality of the service.

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