

Human Resources Information System: A Study on Dnet Social Enterprise



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UNITED INTERNATIONAL UNIVERSITY

A Project Report Submitted to the School of Business and Economics in Partial Fulfillment
of the Requirements for the Degree of Bachelor of Business Administration.

Internship Report
On
Human Resources Information System: A Study on
DNET Social Enterprise

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September 05, 2021

Letter of Transmittal

September 05, 2021

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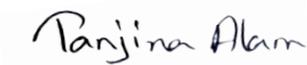
Subject: Submission of Internship Report.

Dear Miss,

I am delighted to able to prepare and present an internship report on the organization of Dnet which is working to develop of the lives of children, youth and women, as well as to the requirements of the INT – 4399 course of my internship program. The title of the internship report is “The HRIS Practices – A study on Dnet Social Enterprise.” Working within this organization as well as reporting on all aspects of their HRIS practices that was a knowledgeable experience and rewarding. On the other hand, it is an excellent source to learn about the HRIS practices at the practical workplace.

I am very grateful for your valuable support, cooperation and guidelines to prepare this report. Through my best efforts and hard work I have successfully completed this internship report. I would be thankful, if you mercifully accept this report. I hope you found this internship report paper to be satisfactory, if you have any questions or concerns about these cases, it will be my pleasure to answer any questions you may have.

Sincerely,


05-09-2021

Tanjina Alam

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Declaration of the Student

I am Tanjina Alam, student of United International University of Bachelor of Business Administration, Major in Management Information System. I do hereby declare that the Internship Report on “The HRIS Practices – A study on Dnet Social Enterprise” is real work and has not previously been submitted for a degree or accreditation.

I also hereby declare that this internship report work is solely done by me under my supervisor, Ms. Piana Monsur Mindia, Assistant professor, School of Business & Economics at United International University. This report is completed for the fulfillment of my undergrad degree, BBA Major in Management Information System from United International University.

Tanjina Alam
05-09-2021

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Acknowledgment

First and initially, I want to thank Allah for giving me the strength to carry out my duties and responsibilities throughout my internship and to complete my report in the time allotted.

My internship supervisor is Ms. Piana Monsur Mindia, Assistant Professor of School of Business and Economics at United International University and I am grateful for her consistent support, instructions, and observations during my internship time.

From June 02, 2021 to August 31, 2020, I had the honor of working as an Intern in the Human Resource Department of Dnet Social Enterprise Company. Especially Farzana Ahmed, Manager of HRD at Dnet and Farzana Tabassum, Executive of HRD at Dnet has been especially helpful in educating me and providing hands-on training in departmental operations. I am very grateful to them.

I am grateful to Dnet, its management, and especially the HR departments' colleagues for their kind assistance in preparing this challenging research with vital facts and data.

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Executive Summary

Dnet has been working as a nonprofit social enterprise company for the last 20 years to solve the problems of developing the lives of children, youth and women especially those who support the marginalized. They have a good track record of working on human rights, law, governance, social accountability as well as the right to information. Their inputs have been of international repute as well as national scale success in undertaking major initiatives such as InfoLady, Pallitathya Kendra, 999 and Apojon.

Presently more than 100 employees work in Dnet. In line with Dnet's strategy, HRD is attempting to ensure procedural justice, increase transparency while maintaining equality, and facilitate the creation of an organizational environment that considers individual's potentials and competencies, introduces a culture of innovation, and prepares all employees for changes at the workplace. Their HR department has recently implemented the new HRIS system which is having a beneficial influence on the organization's overall management and the performance. In this study, I have analyzed their new HRIS procedures and practices which are related to their HR related activities.

At the very beginning of this internship report, I have provided the introductory part where the first chapter has been covered by the origin of the report, its objectives, scope and the methodology of the study & analysis as well as the limitations I faced in preparing this report. The second chapter has been described by the literature review which provides a clear understanding of the importance of HRIS technology for a Human Resource Department. About the over view, their mission & vision, products and services and the HRD of Dnet Social Enterprise have been described in the chapter three. The fourth chapter focuses on my duties and responsibilities as an intern to the company which highlights the learning & the experiences I have gained during my internship period. Chapter five and six are included as the main part of this report, where chapter five is about the purpose & the objectives of the implementation of new HRIS system at Dnet Social Enterprise, through the new HRIS software - SMART HRM how the HRD of Dnet has performed on their HR related activities, what the benefits from using it. All these topics have been analyzed here. And based on this findings and analysis I have provided some recommendations in chapter six which will help the organization to develop their new HRIS system for performing effectively.

CHAPTER 01

INTRODUCTION

1.1 Introduction of the Report

HRIS (Human Resource Information System) is platform where an organization or company manages the functions of its human resource activities & day to day operations of HR. These systems are only used for HR related work. Using the HRIS system, they can easily collect up to date information for all their employees in the company, manage employees leaves, on boarding and benefits, reduce time and costs, monitor HR related rules and policies etc which create an orderly process and management environment. I have selected Dnet Company to prepare my internship report where I am doing my internship program. Dnet has been working for the last 20years as a non-profit social enterprise company to solve the problems of improving the lives of children, youth and women, especially those who support the marginalized. Since my major subject is HRM and I desire to learn about HRIS practices on a real working place, I have tried to discuss various issues related to the practice of their HRIS system in Dnet – Social Enterprise as the topic of the report.

1.2 Origin of the Report

The internship program is mandatory for BBA students at United International University to meet their graduation as well as the requirement of INT Course 4399. At the same time through this program, students get a great opportunity to introduce and present themselves in the job markets with also practical experiences. This internship report is based on a three months of intern and practical experiences at Dnet. The main purpose of studying and preparing this report is to know about the HR practices as well as their HRIS system. My internship course supervisor is Ms. Piana Monsur Mindia who is supporting and providing guidelines of each part of the report in time.

1.3 Objectives of the Study

1.3.1 Broad Objective

In this report, the primary objective is to get a clear understanding of the practices o HRIS at Dnet Social Enterprise.

1.3.2 Specific Objectives

- Get a clear and practical view of Dnet's HRIS activities and as well as how it helps to their HR department on their HR activities.
- To know about the developing of new HRIS instead of shortcomings of their old HRIS.
- To know the effectiveness of their new HRIS.

- To identify the lack of use of their current HRIS and to recommend some changes in order to increase its effectiveness.

1.4 Scope of the report

Dnet is one of the most reliable and well known organizations for social welfare development initiatives. This report is a summary of my 3months long internship experiences under the department of Human Resources at their corporate office.

In this internship report, I have tried to know about their HRIS practices for better HR management and activities. I attempted to describe the Human Resource Information System in detail. As well as to provide them my recommendations for overcoming some of the obstacles they were encountering.

1.5 Limitations

Despite the fact that my internship provided me with a fantastic chance to apply my theoretical academic learning to real-world settings here at Dnet Social Enterprise but there were certain difficulties that should be regarded limits for the preparing of this report.

The following are a few of them:

- Lack of time is a major limitation of this report as the Corona epidemic has affected in our work places. Main purpose of this study was to understand all aspects of HRIS practices so it needed more time to observe the HRIS activities but due to work from home, there was not enough time for observing.
- It was difficult to obtain information since not all employees were cooperative in providing it.
- Due to the corona epidemic and lockdown, it was difficult to take brief interview and discuss with HR personnel, for the reason the answers were given in a short period of time and throughout their business, there may have been inaccuracies.
- Because of the confidentiality, certain statements may not correspond to specific corporate policies and procedures.
- Because HRIS is a relatively new issue in our country, I found it impossible to find relevant publications or journals on the subject, which made gathering secondary data for my report quite challenging.

1.6 Methodology of the study

This study and the internship report were based on academic theoretical knowledge, reading various HR and HRIS relevant literature, reports, group conversations with senior Dnet Social Enterprise colleagues, and other qualitative data gathering methodologies.

Here's a short summary of the data gathering and research for this report:

1. Type of the data: This report has been prepared based on primary & secondary data which are described below:

- i. **Primary Data:** Hand on experiences like taking interviews from the manager of the HRD at Dnet; discussions and communications with senior colleagues on various departments of Dnet Social Enterprise, and direct observations and practical working experiences on overall HRIS related activities were used to collect data.
- ii. **Secondary Data:** Various articles, documents, HR and HRIS reports, online publications, & various websites were used to collect the data.

2. Data Source: The method describes how data is interpreted and analyzed. After searching through the different databases that assisted me in preparing my report, I was able to obtain the information. The foundation is divided into two sections:

- i. **Primary Sources of collecting the data:** The following are some of the methods and sources used to collect the data such information:
 - √ Face to face conversations with the HR teams of Dnet Social Enterprise.
 - √ Conducting an interview session with a structured interview questionnaire.
 - √ Group discussions with senior colleagues on various departments of Dnet .
 - √ Experiences on HR related activities as well as HRIS practices.
- ii. **Secondary Sources of collecting the data:**
 - √ Articles, annual reports which are related to the HR and HRIS practices and activities.
 - √ Official Websites of Dnet Social Enterprise.
 - √ Internal Reports of HR and HRIS of Dnet Social Enterprise.

CHAPTER 02

LITERATURE REVIEW

2.1 HRIS (Human Resource Information System)

HRIS, or Human Resource Information System, is a software or online solution that is used for a variety of functions such as

- Data entry,
- Data tracking,
- And All HR-related processes inside a company's data management.

Nowadays, in all the activities related to the HR division of an organization, HRIS has become a highly effective and vital element for HRD.



Figure 2.1: What is HRIS?

As it is an easily accessible database, all operations and activities of the organization related to the HR program can be run smoothly. It can be stored on a company's server, in the cloud, or by a third-party provider. Human Resource Management and Planning are also aided by HRIS. HRIS is a collection of systems that help an organization accomplish a variety of critical activities more efficiently. Some of them are:

- Keeping track of employee databases
- Directories,
- Tracking of applications,
- Benefits of administration,
- Payroll management,
- Work scheduling,
- Attendance and Time Keeping,
- List tracking,
- Compliance procedures,
- Insight reports,
- Employee self-service,
- Performance management and so on

To be more explicit, the author has provided the following definitions:

According to the **Klyenhans, 2006** - Human Resource Information System (HRIS) is an acronym for Human Resource Information System, and it's a computerized programme that allows human resource managers to collect, organize, store, update, and retrieve information essential for employee management.

The goal of the HRIS, like other technologies, is to enhance employee productivity, in this instance, HR department efficiency. HRIS is a technology that has progressed from a simple data management system to a management information system to a true decision support system during the previous thirty years. (**Waddill & Marquardt, 2011**)

Johnson, 2010 - Human Resource Information Systems (HRIS) is a method of managing human resource activities and applications that makes use of information technology. It is a computerised system that tracks employees and their unique job information. It generally consists of a data base or interconnected data bases.

HRIS is defined by **Tannenbaum (1990)** as a technology-based system for acquiring, storing, manipulating, analyzing, retrieving, and distributing important information on an organization's human resources.

Kovach, 1999 – HRIS is a systematic process for gathering, storing, preserving, accessing, and validating data on an organization's human resources, personnel activities, and organizational unit characteristics.

In addition, HRIS facilitates the integration of human resource management (HRM) with information technology (IT). It combines HRM as a subject, as well as core HR activities and procedures, with the realm of information technology (**DeSanctis**).

An HRIS, like any other complex organizational information system, is made up of more than just the computer hardware and software programmers that make up the technical portion of the system; it also contains the people, rules, processes, and data needed to run the HR department. **Hendrickson (2003; Hendrickson)**

2.2 Working Components of HRIS

Every interaction a candidate or employee has with the company is recorded and saved as data. In this case, HRIS is quite useful. The majority of HRIS solutions now provide customized programmes based on the organization's particular needs and growth plans. In general, most businesses employ six main HRIS components.

- a) Database Administration and Management:** Most HRIS solutions come with a ready-to-use database where all of an employee's information may be kept and managed effectively. The operator can simply enter personnel information into the HRIS system. The goal is to be able to access all of the data from this HRIS from anywhere in the world at any time. Compensation information, workers' emergency contact information, employment history, present contact information, performance review marks, learning metrics, and other sorts of data can be kept on HRIS. This database serves as the hub for all HR-related operations, as well as the possibility to run a paperless workplace.
- b) Management of Time and Labor:** It takes a long time to monitor the check-in and check-out timings of thousands of employees. Employees may now punch in using their biometrics in most offices. This data necessitates ongoing operational governance. Supervisors may now formalize leave requests, and the information will be connected to payroll. Punctuality and attendance may be monitored with an effective HRIS.
- c) Payroll Functions:** Payroll is regarded as one of Human Resources' most critical responsibilities. Better HRIS can make it simple for managers to upload and retrieve attendance data and personnel data. As a result, the manager may be error-free, and things become a lot easier. It also aids in the improvement of tax compliance.
- d) Benefits Management:** It is not usually synonymous with medical or retirement benefits. It also contains data, inquiries, feedback, and benefits communication. For benefit management, HRIS provides an "all-in-one" platform.
- e) Employee Interface:** Employees can be accessed using HRIS. Employee self-service provides an atmosphere in which workers have more operational independence. Employees may update their personal information, check their pay scales, amend any information, download papers, and modify their retirement benefits programme using HRIS, which is simple, engaging, and time-saving.
- f) Employee Retention and Talent Acquisition:** Finding and keeping the right people is critical to the organization's success. The usage of HRIS also helps in recruitment and retention. Employees also require career planning, training, and awards in order to

continue to progress, gain confidence, and be happy. HRIS improves the applicant experience while also making it simple for managers to find, track, and hire the finest people.

2.3 Benefits of HRIS

The usage of HRIS provides several advantages for the company.

- a) Record Keeping:** HRIS maintains track of any changes to everything linked to the organization's personnel. When it comes to personnel data, it may be considered the most reliable source.
- b) Compliance:** It contains materials for identifying employees in the event of fraud, theft, or misconduct, as well as quick contact information in the event of an accident, worker identity information, and expiration dates for various certifications. Each of these pieces of information may be discovered in HRIS in a matter of seconds.
- c) Efficiency:** All of these operations would be exceedingly difficult to manage without HRIS, and employees would waste a lot of time.
- d) HR Planning & Strategy:** Data tracking is critical for conducting HR and company strategy. The manager can do this in a short amount of time thanks to HRIS. This is where HRIS proves to be quite useful and effective.
- e) End of the paper-based workplace:** Using HRIS decreases the usage of paper in the office, which improves the office's appearance, lowers the organization's costs, and benefits the environment in a positive way.
- f) Self-service HR:** Managers and other employees can use HRIS to self-serve. They get the capacity to make decisions about their own life. If HRIS is implemented appropriately, employees will have a pleasant experience.

CHAPTER 03

OVERVIEW OF THE ORGANZITION

3.1 Overview of the organization

Dnet has been working as a nonprofit social enterprise company for the last 20 years to solve the problems of developing the lives of children, youth and women especially those who support the marginalized. They have a good track record of working on human rights, law, governance, social accountability as well as the right to information. Their inputs have been of international repute as well as national scale success in undertaking major initiatives such as InfoLady, Pallitathya Kendra, 999 and Apojon.

A group of young professionals with the objective of global development, 20 years ago on January 01, 2001, took the initiative to establish an organization, where the power of information and communication technology in the socio-economic field will be implemented and its name is given Dnet. And since then, the organization has been working tirelessly to revolutionize the development of women, children and youth in the social environment of Bangladesh. In addition to predicting the importance and potential of ICT, the goal of this talented young group was to promote access to information and knowledge for all citizens to meet the development goals at the national, constitutional and international levels.

3.1.1 Mission, Vision and Core Values of Dnet

a) Mission: To influence marginalized life in Bangladesh and beyond, integrate models of social enterprise as well as promote innovative, effective and sustainable solutions.

b) Vision: Creating a society where the participation of all classes and business' stakeholders can participate on generating information and knowledge as well as facilitating equitable distribution for poverty alleviation.

c) Core Values

- ☞ Empathy
- ☞ Mutual Respect
- ☞ Integrity
- ☞ Accountability
- ☞ Conscious Spending

3.1.2 What they do

Dnet focuses on developing new products and services for women.

In both rural and urban environments, children and youth may have a positive societal influence. These solutions benefit not just women, children, and teenagers, but also their families, creating a ripple effect across the community.

Youth were eventually included to the major target demographic since we feel that today's change makers are the youth. They have the enthusiasm, passion, ambition, and compassion to contribute to societal change while



also inspiring others via their work and inventive mentality. Their work style will serve as an example for the youngsters, inspiring them to become future leaders and ensuring a steady flow of production for personal growth.

- √ Healthcare,
- √ Education,
- √ Women's empowerment
- √ Entrepreneurship,
- √ And citizen rights are some of the areas in which we operate.

They encourage innovation in order to provide solutions that are successful, repeatable, and scalable. Their solution designer method is to build solutions with a broad impact that can enhance people's lives and their socioeconomic standing.

They provide solutions to many of the issues that face us, using a combination of creativity and intelligence to make life simpler such as:

a. Service Tracker through Online (OST)

A complete, adaptable & versatile solution for tracking, exchanging, managing data & services

b. Bridge Solutions

Telecom Platform Solution for Business that may be used as a connection interface to Voice

Services and Telecom SMS.

A platform solution which is Bridge Solution for organizations, who want to interact with their consumers via a strong the Platform of Telecom & function as a service aggregator for VAS in the development sectors, as well as expand service offerings to include commercial clients.

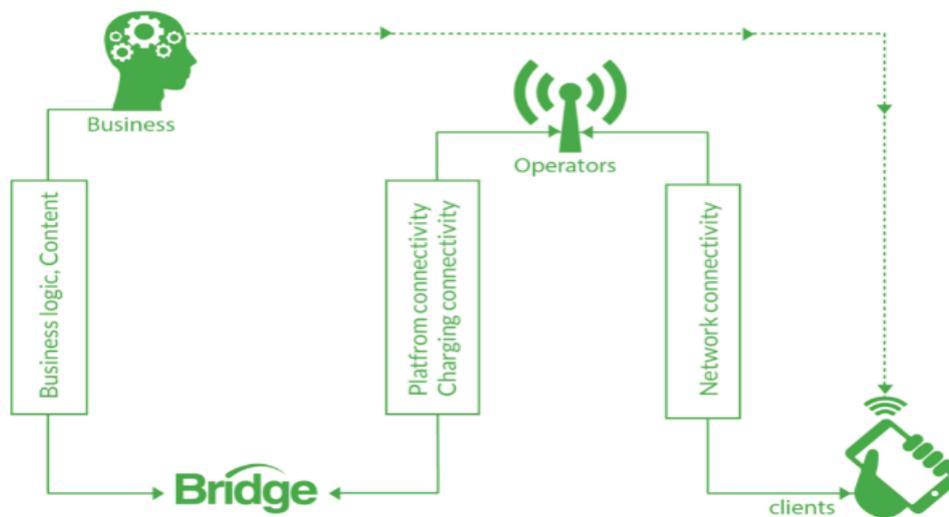


Fig: Bridge Solutions Business Model

c. Call Center Solutions

With a technologically savvy, full-fledged, infrastructure that is ready to use, they provide all sorts of businesses and organizations one-stop call centre solutions.

They provide round-the-clock call centre service with email support, live chat, and outbound call centre services like phone survey, telemarketing, customer relationship management as well as medical transcription, all of customer supports which are fully customizable according to the needs of their clients.

They provide hardware and technical support 24/7/365 as well as a dedicated team of trained and ready contact centre employees.

The ICT Division's 999- NHD)– National Help Desk, the Aponjon Call Center & the 24/7 Doctor's Counseling Service are just a few of our active projects.



d. Business Intelligence

Business Intelligence is one of Dnet's newest operating divisions, but it comes with a long

history of a detailed and a methodical, scientific approach to all types of data.

They provide a wide range of goods and services, including professional and organizational capacity building, digital analytics, market intelligence, an IaaS (Information-as-a-Service) platform based on Big Data sources & plug-and-play DSS. Everything data is digested and sent by them.

3.1.3 Achievements and Awards



3.1.4 Partners

International Agencies



Countrywide Partners



Corporate Partners



3.1.5 Organizational Structure

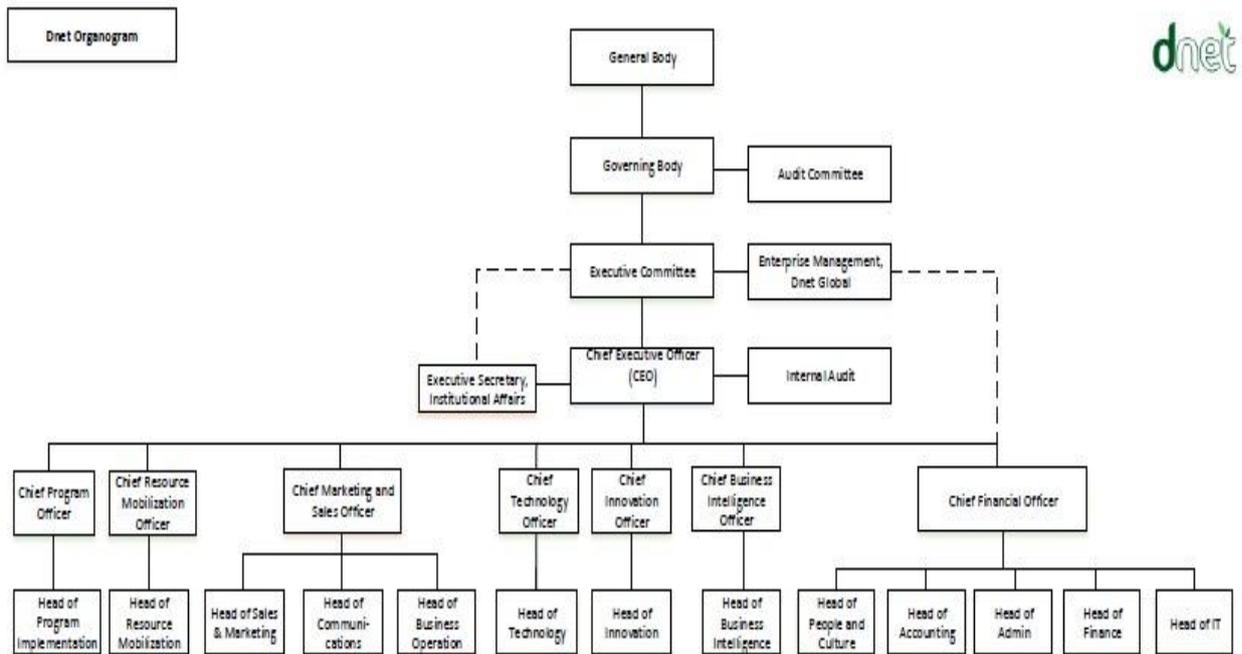


Figure 3.1: Organizational Structure of Dnet Social Enterprise

3.2 Human Resource Division of Dnet

The Human Resources Division of Dnet – Social Enterprise is attempting to achieve operational efficiencies by assisting the whole organization and aligning its HR strategy with the company's strategy. Dnet's HRD is also responsible for increasing employee engagement, developing effective job descriptions and specifications, increasing transparency, and ensuring equitable employment opportunities for all BRAC workers.

In addition, Dnet's HRD is trying to motivate their employees as well as creating their work descriptions and specifications, increasing job transparency and creating an equal employment environment for all employees. Since Dnet is a well known and largest organization as an entrepreneur in social welfare development and its activities are involved in worldwide, so they need a significant number of potential employees for applying and implementing their development strategies and activities as well as to achieve the organization's goals.

Dnet's HRD plays a role in evaluating the Dnet's all employees performance at their workplaces as well as inspiring and retaining employees in the organization. In addition, Dnet's HRD also plays a role in ensuring a better work environment where employees feel comfortable in their workplaces. So, it can be said that Dnet's HRD is working for their organization to develop the right people with the right skills at the right time.

3.2.1 Goal of Dnet HR Division

As Human Resource Division is a strategic partner of Dnet, so it works for Dnet by aligning HR strategies with Dnet's goals and objectives. In line with Dnet's strategy, HRD is attempting to ensure procedural justice, increase transparency while maintaining equality, and facilitate the creation of an organizational environment that considers individual's potentials and competencies, introduces a culture of innovation, and prepares all employees for changes at the workplace.

3.2.2 Objectives of Dnet HR Division

- ☞ Recruit the right people at the right place in the right time for Dnet Social Enterprise.
- ☞ To activate the culture and values of Dnet in the minds and workplaces of their employees for creating a right based human organization environment.

- ☞ Provide a series of training sessions for employees.
- ☞ Employees are trained to increase their competency in order to implement gender equity and diversity where employees work for Dnet Social Enterprise with their best effort regardless of religion, class, ethnicity, or sex and age.
- ☞ Develop and execute a performance appraisal system to determine an employee's skill level.
- ☞ Informing management through collecting and disseminating recent information from employees.
- ☞ HR Policy formulation, implementation, and monitoring are all handled through HR Compliance.

3.2.3 Hierarchy of HR Division at Dnet

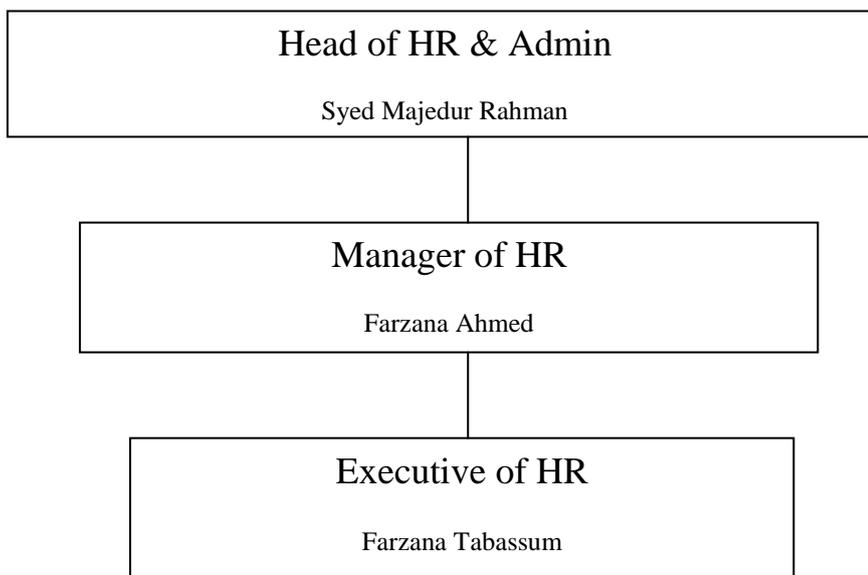


Figure 3.2: Hierarchy System of HR department at Dnet Social Enterprise

CHAPTER 4

INTERNSHIP EXPERINCES

4.1 Overview of the Internship Experiences

Dnet Social Enterprise is an excellent place for a recent graduate like me to learn about many aspects of the workplace. Dnet is also a company that encourages employees to have a positive work balance. Radiant also offers a first-rate work atmosphere, which lowers the likelihood of workplace stress. On the June 02, 2021, I began working with Dnet Social Enterprise as a Human Resource Intern at their Dhaka headquarters. I've been completing whatever I've been assigned since my first day at Dnet Social Enterprise. I worked in the Human Resources department and was responsible for a variety of HR-related tasks. I became more efficient as I worked more, and I was given additional duties for which I was extremely grateful. Every day was a challenge for me

- √ To complete assignments,
- √ Arrange my work,
- √ Adjust to the new atmosphere,
- √ And increase the satisfaction level of the company.

I had works that I had never done before on occasion. Every day, I was tasked with a variety of HR-related responsibilities as well as other basic office duties. I recognized that the more optimistic I am, the more I learn and get new experiences that I would need to succeed in the corporate world. Day by day, I began to learn how to be proactive at all times and deal with a variety of difficulties, manage workloads, and increase productivity. After a few days, it appeared to be quite effective. The first few days of my internship would have gone much more smoothly if I had learned it earlier.

I feel myself to be a totally different person now that I've completed my internship at Dnet Social Enterprise. Every moment of my career, any new experience, any comment, any judgment, I enjoyed it. Every experience I received during my internship at Dnet has aided in the development of my personality in some manner. I've gained knowledge of business culture and diverse organizational procedures, as well as new talents and strategies. This internship has better trained me to deal with various organizational circumstances in the future. I feel myself incredibly lucky to be a part of such a dynamic and forward-thinking group. They have motivated me to deal with a variety of difficult situations that would have been difficult for a recent graduate. With their ongoing guidance and support, all of my colleagues have inspired me. When I first started at Dnet Social Enterprise, I had no idea what to expect from the company and was a little concerned. The Human Resource

department of Dnet, on the other hand, welcomed me with open arms. They taught me so much without expecting anything in return. I'm grateful to be a member of such a fantastic group.

Work from Home: I had to work at home for a month during the lockdown. But still I got the benefits of it. Since all the activities were based on the internet, there was no interruption in the work. I also had office hours during the lockdown from 10am to 5pm and I had conversations with my seniors of HRD via Skype communication tools.

Going back to my undergraduate studies, when I chose Human Resource Management as my bachelor's degree major, I dreamed of working in a reputable business with great HR teams. Even though it was just for a brief time, this internship allowed me to be a member of that wonderful HR team.

4.2 My HRIS related Job Responsibilities

I was assigned to a variety of HR and HRIS-related tasks during my internship period at Dnet Social Enterprise.

a) Collection of Employee Data from Papers or Documents

At Dnet Social Enterprise, there are about more than 100 people (combination of short term and long term period) that work there. Each employee has a set of documents from which a variety of data was gathered for various purposes. As an intern, I frequently gathered required information from their given papers, such as

- A CV,
- A copy of their NID,
- And a birth certificate.

b) Identifying Information Gaps

I needed to figure out where the employees' information gaps were. Many essential sources of evidence, such as the

- NID number,
- Emergency contact number,
- Date of birth,
- Blood category,

And so on, were missing from the employee's resume or other papers. I had to make a note of the information gaps so that they could be easily collected. Personal files cannot be completed without them. In addition, without these details, the HRIS will be incomplete.

c) Keeping personnel files up to date with all essential documentation

A special file is created for each employee including many significant papers such as

- NID copy,
- Birth Certificate,
- Appointment Letter,
- Leave Form,
- And so on. This file is regarded highly significant and confidential.

These files have to be prepared using relevant papers given by the newly hired staff or employee.

d) Using Microsoft Excel to input the relevant data into HRIS

It's relatively unusual for some information to be out of sync. I was given the task of cross-checking a variety of papers, excel files, and other files for errors, then highlighting them and suggesting possible fixes then I put the data into SMART HRIS.

e) Verification of Employees ID card

The HRD of Dnet was going to give new ID cards to its workers with new SMART HRM IDs during my internship. So I double-checked all of the IDs to make sure there were no discrepancies in the information.

f) General Activities at Workplace

I had to do a lot of other things around the workplace, including printing and scanning important documents. I had spent hours printing photographs for the purpose of issuing new ID cards to the staff.

4.3 My Learning and Experiences from Internship Period

My first exposure to working culture was during an internship at Dnet Social Enterprise. Working in a corporate setting for the first time as a new graduate with no experience was really challenging. Fortunately, throughout my internship, I was able to learn and gain experiences a lot of new things.

a) New skills & abilities and how to put to apply

New information is one of the most valuable things I've learned from my internship. I've learned how to complete a variety of HR activities that are relevant to my intended career path. It also assisted me in honing the abilities I already have.

b) Academic learning and Real life experiences are compared

This internship provided me with the opportunity to put my university capabilities to the test and see how they perform in the real world.

c) Professional Communication at the workplace

I've improved my potential to interact professionally with coworkers. Conversations with coworkers and supervisors were quite different from discussions with people.

d) Professional Networking

This internship at Dnet provided me an opportunity to meet seniors who are already well-versed in the HR area. I didn't want to limit myself to only making memories, so I attempted to expand my professional network. I've made an effort to be proactive and meet new people in order for them to remember me.

e) Accepting constructive criticism with grace

Despite the fact that everyone at Dnet was really helpful and I strived to work with "zero mistakes," I was receptive to constructive feedback from both my coworkers and supervisors. I've always considered that constructive criticism is never personal, and that it is always for my own welfare and progress in order to enhance my job quality.

f) Teamwork

Because I had to complete a lot of group assignments every trimester at university, I was extremely familiar with collaboration and teamwork. Teamwork is more important here at work than it is at university, when one individual performed all the work and the ratings were

divided among the rest. It is more professional, and each team member must contribute to the project's completion.

g) Using of Microsoft Excel

At work, Excel is a major element. Excel is used for the majority of significant data-related operations. So, if someone knows how to use Excel, she will have a distinct edge at work. Excel's many formulae make it simple to do large jobs in a short amount of time.

h) Problem Solving

Internships exposed me to real-world job challenges and helped me improve my problem-solving skills and abilities.

i) Time Management

I've learned how to manage my time effectively. Because this is the start of my professional career, I've attempted to manage my time well in order to prepare for the challenges ahead.

CHAPTER 05

FINDINGS AND ANALYSIS

5.1 Implementation of HRIS at Dnet Social Enterprise

Dnet Social Enterprise has converted its information system from a manual to an advanced and digital HRIS after extensive preparation. Previously, during Dnet's early days, all HR-related operations and administration were done manually, which took a long time. The information was insufficient, and handling it was a tough and time-consuming task. Because Dnet is such a large organization with so many different operations, gathering all of the information at once was extremely difficult and time consuming. Then, in 2019, Dnet, they introduced their first ever SMART HRIS. Only the HR department of Dnet is allowed to use SMART HRM software.

5.2 Timeline of HRIS at Dnet

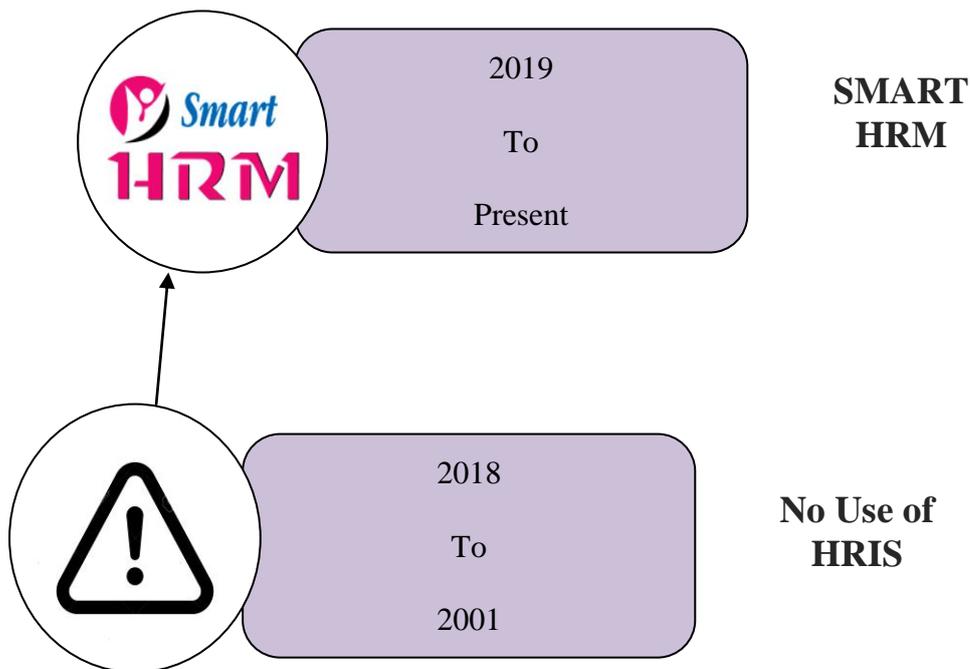


Figure 5.1: Timeline of HRIS at Dnet Social Enterprise

5.3 Factors Influencing Dnet to use SMART HRM

Dnet Social Enterprise is involving in various social development programs and these are widely range to the entire district of Bangladesh and beyond. And also they have more staffs and employees. So, The HR department of Dnet social enterprise implemented their HRIS system through SMART HRM software from Smart Software Ltd Company to implement and manage the HR related activities of all operational divisions as well as to maintain the information properly and up to date. Some of the aspects of their selecting this software are that –

- √ Reliability, speed and maintaining high security,
- √ User friendly,
- √ All kinds of functions can be accessed through one system,
- √ Flexibility,
- √ And 24/7 hours customer support.

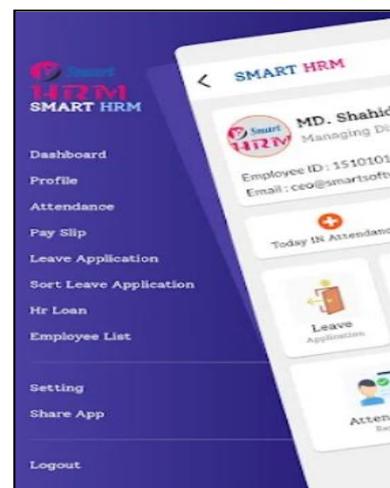


Figure 5.2: Factors of influencing to use SMART HRM

5.4 Solutions Provided by SMART HRM

SMART HRM is German software in where the enterprise resource planning (ERP) system includes. This software has been designed to make the difficult work of managing human resources easier. This powerful software allows the HRD of Dnet to handle:

- √ Employee information,
- √ Attendance,
- √ Leave management,
- √ Payroll,
- √ Summary of the HR reports



No matter how big or small your company is, SMART HRM can handle and manage all of your HR needs. This HR software has a user-friendly interface and offers simple management options for each step. Additionally, this HR software stores all information on a secure platform that is protected from unwanted access.

5.5 SMART HRM modules used by Dnet

The HRD of Dnet Social Enterprise uses different SMART HRM modules for a few specific operational activities and HR activities to manage across the organization. Usually only the HRD of Dnet Social Enterprise can access on it. But according the requirements, the HRD can access multiple modules depending on the module usage and type. The SMART HRM module used by Dnet is discussed below:

5.5.1 SMART HRM Human Capital Management (HCM)

The HR department of Dnet Social Enterprise uses the HCM module to improve work procedures and information management. It aids in the development of structured management, beginning with the inclusion of an employee's fundamental data and ending with his execution. Dnet's HR responsibilities go well beyond merely hiring new workers; it also helps employees with things like salaries, promotions, employee engagement, and incentives, bonuses and motivation. At Dnet Social Enterprise, the SMART HRM HCM module comes in useful for handling all HR-related operations. This module is used to do all of the essential HR tasks.

- ☞ Payroll,
- ☞ Personnel Administration,
- ☞ Time Management,
- ☞ Employee Management
- ☞ Attendance Management
- ☞ Leave Management
- ☞ Organizational Management, all these are sub-modules of HCM.

5.6 Usage of SMART HRM Human Capital Management at Dnet

SMART HRM HCM is a significant module that plays a key part in Dnet Social Enterprise's systematic management. Recruiting, promotion, compensation, employee engagement and other vital operations are all handled by the HR department. All of these tasks for the entire organization's employees are difficult to complete. SMART HRM HCM comes in handy in this situation.

Some of the following tasks are performed using SMART HRM HCM at Dnet Social Enterprise:

5.6.1 Organizational Management

This is a typical method of ensuring that various individuals operate on the same platform. At Dnet Social Enterprise, it ensures effective time management and resource allocation.

5.6.2 Personnel Administration

It is a procedure that allows any organization to manage its human resources. Personnel administration is used to monitor and record the document several HR tasks such as:

- Salary,
- Compensation,
- Benefits,
- And the orientation of the new employee

5.6.3 Employee Data Management

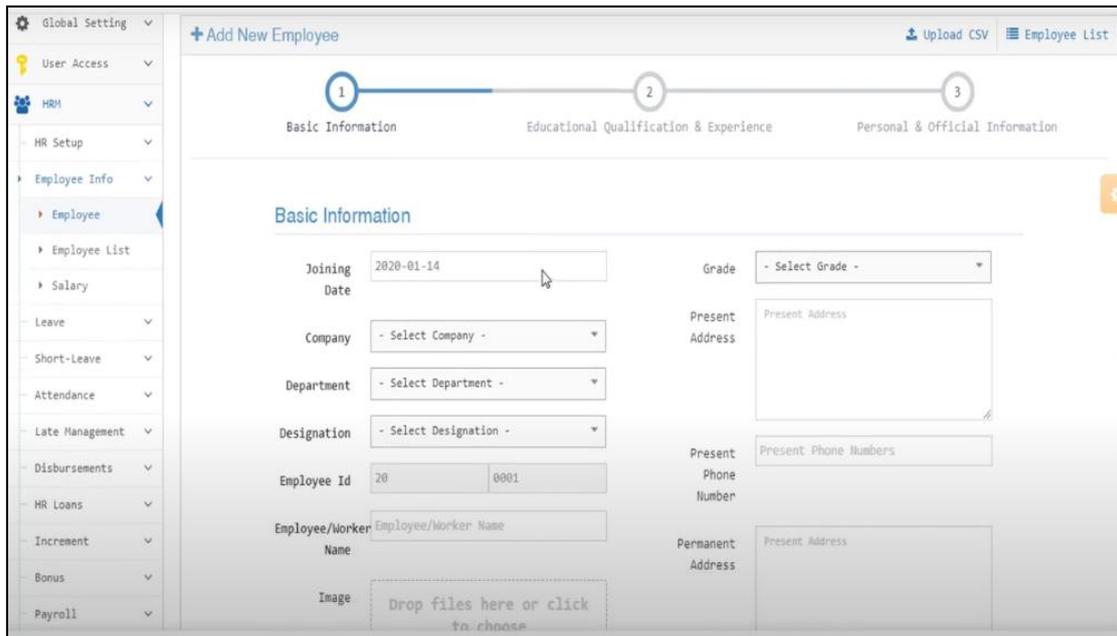
5.6.3.1 Employee Profile and Information

In this 3months of my internship period, the HRD provided me full details information and data on very nearly 100 workers of Dnet Social Enterprise which was recorded into the data base profile through SMART HRMS. The HRD of Dnet uses HRIS to keep track of every single employee's personal information that is important to the company. Mint things are included in the employees' files documents:

- Employee Name
- Death of birth
- Father and mother name
- Educational Qualifications
- Designation
- Nationality
- NID No
- Blood Group
- Present Address and permanent address

- Present Salary
- Departments
- Region
- Image

It also covers CV verification, previous experience, live assignment, and leave transactions, among other things.



Module 1: Employee profile and information of data list

5.6.3.2 Attendance Management

In Dnet Social Enterprise, the office hours are generally 9.00 a.m. to 6.00 p.m. Before entering the working environment room and cones, each employee must punch consider key. The HRIS is used by the HR department of Dnet to handle the attendance system. And By using SMART HRM – Attendance Management Module, they get an easy way to manage the attendance of their employees with collecting, storing, controlling, researching, adding the relevant information on regular attendance. This solution provides them with all of the features they need to satisfy their specific attendance management requirements. The software collects



data and calculates the rest of Dnet's staff attendance. The HRD of Dnet Social Enterprise can record all the information on all the following matters for all employees through their SMART HRM Fingerprint Attendance Management Module system:

- Employee ID
- Employee Name
- Department
- Designation
- Check Date
- Check In Time
- Check Out Time
- Status (In office)
- Action

Company	Department	Designation	Employee Id	Year & Month	Action
Pacific Design & Sou...	Continue	Accountant			Search Refresh

SL	Employee Id	Employee Name	Company	Department	Designation	Check Date	Check In	Check Out	O.Status	Generated	G.Time	Action
1	1438120130001	Asma Begum	Pacific Design & Sourcing	Office	Aye	2020-01-12 00:00:00	2020-01-12 08:45:32	2020-01-12 08:45:39	In Office		2020-01-12 10:02:38	
2	1338120280001	Mohammad Monir-uz-Zaman	Pacific Design & Sourcing	Office	DGR - Accounts	2020-01-12 00:00:00	2020-01-12 09:17:20		In Office		2020-01-12 10:02:38	
3	1638120060001	Torun Baroi	Pacific Design & Sourcing	Office	Asst Commercial	2020-01-12 00:00:00	2020-01-12 09:18:48		In Office		2020-01-12 10:02:38	
4	1438120780002	Md. Monwarul Islam	Pacific Design & Sourcing	Office	Merchandising Manager	2020-01-12 00:00:00	2020-01-12 09:21:52		In Office		2020-01-12 10:02:38	
5	0938120940001	Kazi	Pacific	Office	Property	2020-01-	2020-01-		In Office		2020-01-	

Module 2: Attendance Management (SMART HRM- HRIS)

As well as all the data is generated in the form of a graph of attendance of all the employees of Dnet Company on a monthly basis, which helps to the HR department of Dnet to generate salary, performance bonuses, and leave listing of their employees.



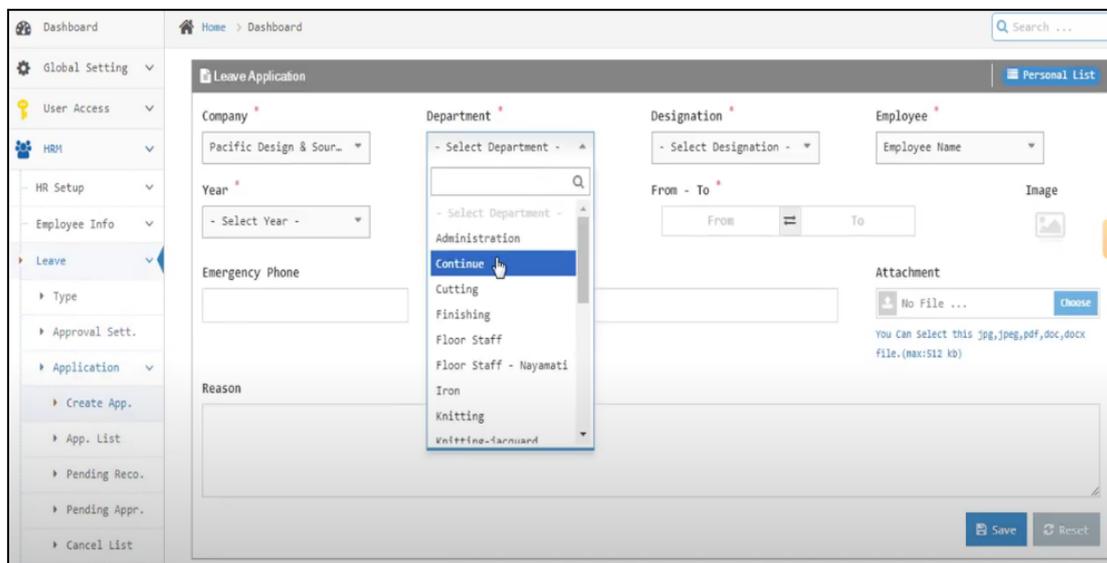
5.6.3.3 Leave Management

The HR division is also in charge of the left framework. All leave and designation exchange records of all the employees are kept by the HRD of Dnet. The HRD divides the employee leave into 3parts:

- Clause Leave
- Earn Leave
- Medical Leave

If any workers and employees of Dnet Social Enterprise needs casual or earn or medical leave then he or she must need to inform at the HRD through a Email and hard copy application. If the HR department accepts the leave application then it will be recorded into the module of the SMART HRM's leave management where the following information of that particular employee is mentioned:

- Employee Name
- Department
- Designation
- Year
- Leave Type
- Leave Granted Date (From.....To)
- Emergency Phone Number
- Contact Details
- Reason of Leave
- Application File by employee



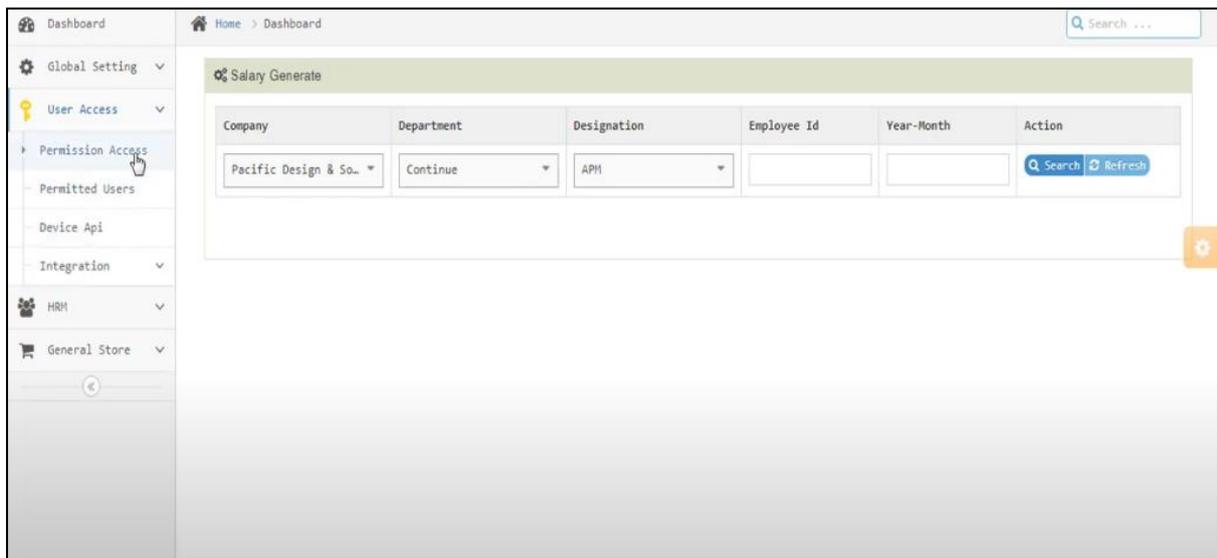
Module 3: Leave Management

5.6.3.4 Payroll Management

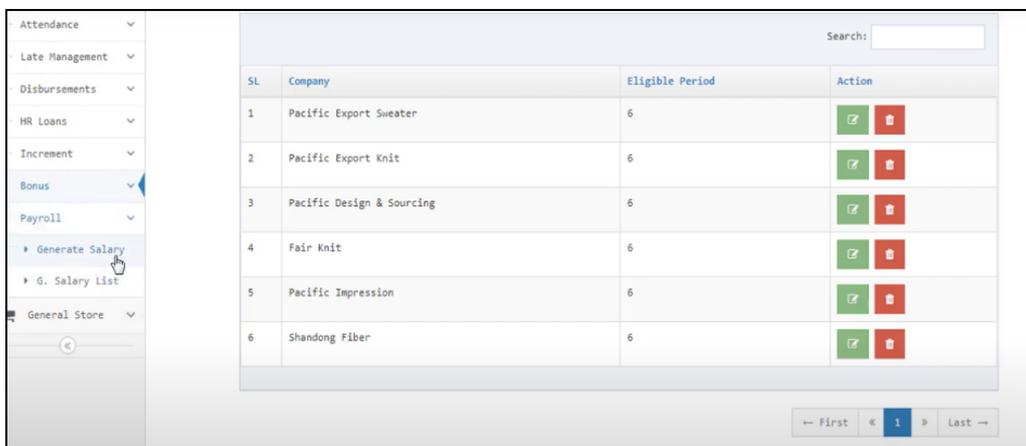
Payroll refers to Dent's pay scale and the benefits provided to its employees. All pay-related procedures are computed in payroll, from basic salary to overtime payments.

Based on SMART Payroll module system, the HRD of Dnet generate of the employees:

- Salary Sheet
- Salary Summary Report
- Pay Slip Print
- Daily Report on present and absent of the employees
- Leave and Late report
- Report on in time and out time
- Overtime Report
- Registration of Attendance
- EOT (Employee Ownership Trust) Statement
- Advance Salary Sheet
- Festival Bonuses



Module 4: Salary Generate Sheet – SMART Payroll



Module 5: Employees' Bonus Sheet

The HR division of Dnet Social Enterprise pays close attention to the remuneration employment structure. The structure of the organization's pay job was essentially different. A diverse class was divided by the compensation timeline. The pay position is mostly focused on the assignment by the board HR division. Include incentive and rise as part of the job's pay. A representative cannot be compensated unless he or she receives confirmation. After a half-year, a worker receives confirmation, and then the individual in question receives some type of incentive. In addition, after a one-year affirmation, a worker receives a bonus. On the other side, the individual in issue does not receive any additional compensation.

5.7 Benefits of Implementing SMART HRM

Dnet Social Enterprise gets benefits from SMART HRM in a variety of ways. Instead of utilizing a traditional information system, SMART HRM allows managers to effortlessly manage all data-driven operations while also allowing the business to move at a faster pace.

- √ **One Stop Solution:** All the information can be stored and accessed on it from anywhere. Any information entered or modified by the user of HR department as well as it will be automatically updated across the system.
- √ **Integrated Software:** By using all of the modules of SMART HRM, the HRD can communicate with one another and, if necessary, share data. To gather data, one does not need to use all of the components.
- √ **Accuracy:** However, SMART HRM assists by ensuring that data is not corrupted or lost once it is entered. There is no way for the data to be updated or amended once it is input correctly. As a result, it is highly advantageous to the HRD of Dnet since it assures that all data is safe and correct.
- √ **Customized Solution:** Dnet Social Enterprise is a huge company with several divisions. Dnet, like every large firm, has unique and specific requirements. It might contain operational as well as departmental requirements. SMART HRM is a highly straightforward, adaptable, and ubiquitous solution. Dnet can simply adapt and customize SMART HRM according to their requirements.
- √ **Data Analysis & Reporting:** It's difficult to rely on people to deliver precise data and detailed reports. Human mistakes may happen, and they can cost a company a lot of money. The HRIS of SMART HRM eliminates the risk because there is no chance of storing incorrect information.

- √ **Integrated Report Generation:** Managers at Dnet Social Enterprise can produce real-time reports utilizing the essential data, which would be exceedingly difficult and time consuming for an operator to accomplish manually.
- √ **Cost & Time Control:** All of the advantages listed above have one thing in common: they all save time. By using it, saves time, which saves money on things like printing and duplicating a lot of papers.

5.8 Key Findings

It was my first exposure to organizational culture. As a result, my observation may be inaccurate in detecting problems that aren't actually a problem in the ever-changing organizational environment. Following are some of the findings that I observed throughout my internship:

- i. Dnet Social Enterprise has a lot of paper-based activity. The Human Resource department, in particular, is overflowing with files, including many necessary and unnecessary papers, which may be an irritation as well as a waste of paper. The whole performance appraisal procedure is done on paper.
- ii. Dnet Social Enterprise offers an excellent organizational climate, which may help newcomers adjust to their new surroundings. Dnet Social Enterprise views its employees and workers as its most valuable asset.
- iii. The new HRIS system – SMART HRM software significantly enhances the information management system and aids the company in reducing costs and time.
- iv. SMART HRM improves the speed with which data is shared across the company and the HR division of the company and provides more complete and organized data. It aids in improving HR planning, forecasting, and decision-making accuracy on HR related issue.
- v. SMART HRM is a critical application that necessitates a high degree of expertise. It will be difficult for him/her to use SMART HRM modules if employees or interns do not get that degree of expertise. Although, before fully integrating SMART HRM, the HRD of Dnet gives training to its workers on how to use it.
- vi. In Dnet Social Enterprise promotions, grading and increments are done based on the performance of the employees. But, till they have not included the performance appraisal management module on their new HRIS system of SMART HRM.

- vii.** In the case for shifting and roasting duties of the employees and employee shelf service, they have no system of Schedule and Time Table Management and Employee Shelf Service module.

CHAPTER 06

RECOMMENDATIONS AND CONCLUSION

6.1 Recommendation

In my view, there are a few things that can be adopted and enhanced at Dnet Social Enterprise:

- i. At Dnet an intern's responsibilities are relatively limited. If interns were permitted to engage in more projects, it would be a fantastic opportunity to learn and gain experiences.
- ii. The new HRIS system is not allowed for all departments. Only the HRD of Dnet can access and use the HRIS system. So they should implement advanced HRIS and take the whole packages of SMART HRM from Smart Solutions Limited Company where all departments of Dnet Social Enterprise could be able to access and share the information and data. And in this case of a massive organization with a wide range of activities, this system will be easier & more time consuming to get all the information from anywhere at any time at once.
- iii. Dnet Social Enterprise should reduce the amount of paper they use. It will not only provide a clean working atmosphere, but it will also make all tasks safer and more convenient to do. It will also be highly cost effective.
- iv. Since, they have not included performance appraisal management module in SMART HRM. So, Dnet's performance evaluation method is still reliant on paper, which is costly and is not up to date. Dnet's performance evaluation should be connected to SMART HRM. And this HRIS system will be highly effective and time saving for the HRD as well as the organization.
- v. In the case for shifting and roasting duties of the employees and employee shelf service, they should include the system of Schedule and Time Table Management and Employee Shelf Service module in their new HRIS system and the software.

6.2 Conclusion

Human Resource department is an important part of any organization. HR policies and activities that are properly implemented benefit businesses in the long run by increasing employee performance as well as the growth of the organization. For this point of the view, Dnet Social Enterprise gives high priority on the management of their HR department. Many other HR practices like Human Resource Information System (HRIS) are important to the organization's management. Previously, during Dnet's early days, all HR-related operations and administration were done manually, which took a long time. The information was insufficient, and handling it was a tough and time-consuming task. By implementing the new

HRIS system through the SMART HRM software, they have changed their manually HR related activities. Only the HR department of Dnet is allowed to use new HRIS system. This effective HRIS software allows the HRD of Dnet to handle Employee information, Attendance, Leave management, Payroll, Summary of the HR reports and as well as the HRD of Dnet get more benefits by using this new HRIS system.

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Appendix

Provided ID card on during Internship Period



Interview Questionnaire

For HR Manager of Dnet Social Enterprise

Name:

Contact No:

Designation:

Email ID:

1) What factors have influenced you in implementing the new HRIS system?

2) On HR operations and activities what challenges and difficulties have you faced before the implementing of the new HRIS?

3) What software have you preferred to implement on the new HRIS system?

4) And what problems are you solved as a result of its implementation?

5) Can all employees use and access on this new HRIS system?

6) In what areas, activities and tasks of the Humana Resource Department you are using this new HRIS system?

7) And what are the benefits of using new HRIS system?

8) What problems are you currently experiencing using this software?
