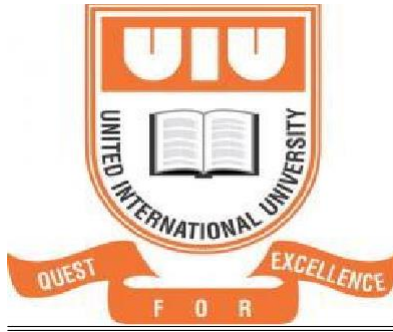


The Impact of HRIS (Human Resource Information System) on the Overall Performance of the Banking Industry - A Study in the Context of Bangladesh.





United International University

Course Name: Internship/Project

Course Code: INT 4399

Section: A

Project

On

The Impact of HRIS (Human Resource Information System) on the Overall Performance of the Banking Industry - A Study in the Context of Bangladesh

Submitted to:

Jakowan

Assistant Professor

SoBE, UIU

Submitted by:

Name	ID
Sumona Ahmed	111 192 106

Date: 7/1/2023

Letter of transmittal

7th January, 2023

To,

Jakowan,

Assistant Professor.

Department of SoBE United International University.

Subject: Submission of Project on “The Impact of HRIS (Human Resource Information System) on the Overall Performance of the Banking Industry - A Study in the Context of Bangladesh.

Dear Sir,

I would like to submit my project report on **the impact of HRIS (human resource information system) on the overall performance in the banking industry- a study in the context of Bangladesh.** This report will show the insights about the way of human resource information system is beneficial in cost effective and time saving manner for the HR function that are continuously running in a bank and also it has enhanced the productiveness of the employees. As a result, in the overall study I have try to use my expertise in creating an unique report and also try to explore the banking industry which you can experience while going through this report.

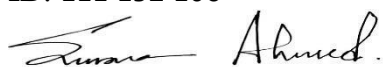
I sincerely hope that my report will be able to meet your expectation wise quality and content that I try to include in this report.

Please accept my apologies for the unintentional errors that may have occurred. Please accept my deepest gratitude for your tolerance and understanding.

Sincerely yours,

Sumona Ahmed

ID: 111 192 106



Acknowledgment

I am thankful to the almighty Allah for giving me the strength and making me capable to be determine for completing my project, task, overall study and report on time. I would like to thank and express my respect toward everyone who has assisted me in the preparation of my project report and made the overall situation in my favour to accomplish the report on time.

I would like to express my gratefulness toward my project supervisor, Jakowan, Assistant Professor, School of Business and Economics, United International University, for his cooperative behaviour and helpful guidance and support. Without his guidance, participation, support, and direction I would not be able to complete the overall report on time. I am looking forward to complete my project report under his supervision.

I would like to thank the HR department of Prime Bank Limited, Trust Bank Limited, Eastern Bank Limited, Al arafah Bank Limited, First security Islami Bank Limited, BRAC Bank Limited, IFIC Bank Limited and AB Bank Limited that they had allowed me to visit their head office and conduct the survey regarding this crucial matter and gather information from there and also for participating in the interview and survey.

Even after giving my full effort for this report there is still might be some unintentional error exist. I hope you will be kind enough for taking into account both those errors and this report.

Declaration about the Similarity Index

Title of The Report: The Impact of HRIS (Human Resource Information Source) on the overall Performance of the Banking Industry - A Study in the Context of Bangladesh.

The student's name: Sumona Ahmed

ID: 111 192 106

Supervisor: Jakowan

Department: BBA

I confirm that my internship report is a unique study project with no plagiarized material. To create this report, I did not employ any unethical practices.



Sumona Ahmed

ID: 111 192 106

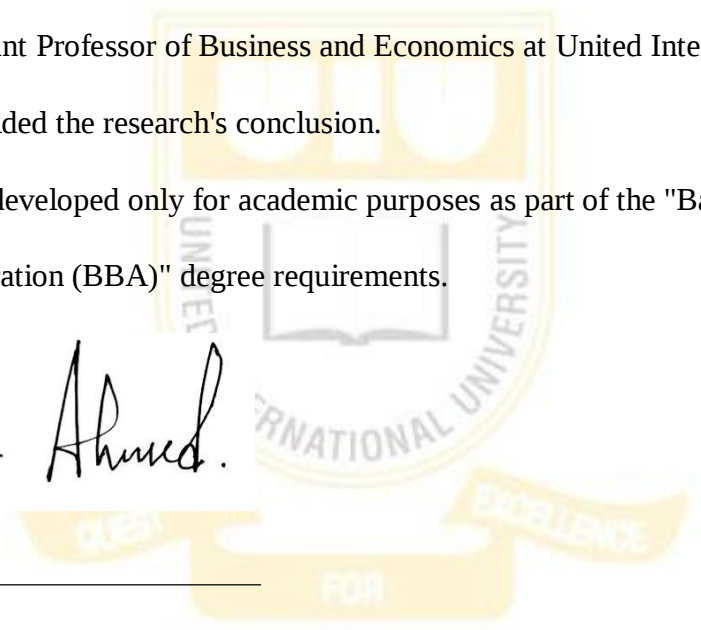


Declaration of the Student

I am Sumona Ahmed, student of United International University in Bachelors of Business Administration and majoring in Human Resource Management and Marketing.

I do hereby declare that,

1. The project report consists of the topic about **“the impact of the Human resource information system in the overall performance of the banking industry- a study in the context of Bangladesh”** is the reflection of my unique work.
2. My project is completely based on my creative work and on the analysis of the current practice of the Human Resource information system in the banking industry which I truthfully acknowledged.
3. Jakowan, Assistant Professor of Business and Economics at United International University, also guided the research's conclusion.
4. This report was developed only for academic purposes as part of the "Bachelor of Business Administration (BBA)" degree requirements.



Sumona Ahmed

ID: 111 192 106

Program: BBA (Major in HRM & Marketing)

School of Business and Economics

United International University

Executive Summary

This report depicts that human resource is an important part in any organization and at the same time among all the industry in Bangladesh the banking industry play a vital role in the economic growth and to balance the oval stability of the economic sector. So here the banks are getting more advanced in terms of operation and dealing with their customer and for the advancement and by adopting and implementing human resource information system software for all the HR activities that can be done and this software usage may reduce the workload and organized everything in a more updated way. As a result, the software impacts is a lot on the overall performance of the banking industry.

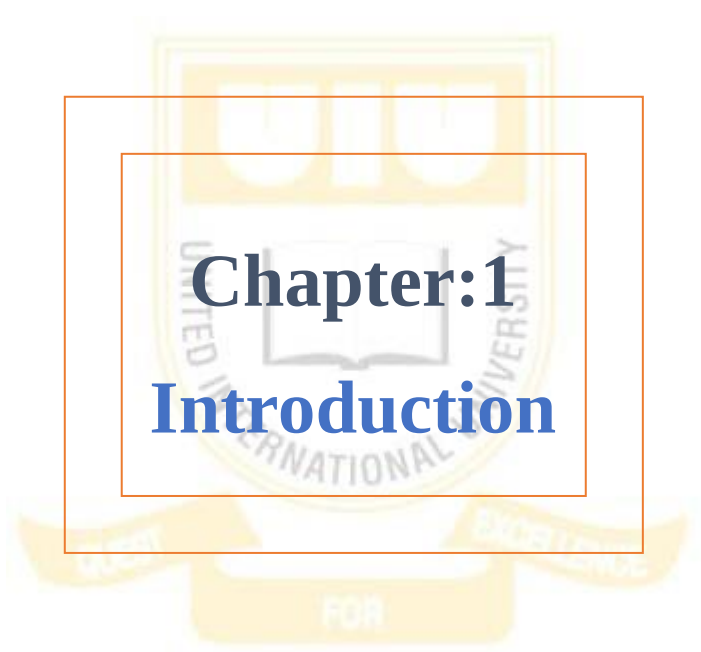
So to find out the impact of HRIS on the overall performance according to the study the data has been collected from eight renowned banks in Bangladesh and they are; Trust Bank Limited, Prime Bank Limited, Eastern Bank Limited, Al-Arafah Islami Bank Limited, First Security Islami Bank Limited, AB Bank Limited, BRAC Bank and International finance investment and Commerce Bank Limited. Throughout the study, the main understanding was the installation of software, the time frame of using it which is more than 3 years and the name of the software also different but most of them are using Oracle. Most important fact is that all the bank had given training to their employees for insuring the best use of the software and most of them are given on-the-job training. Also they have ensured enough knowledge and skill on IT to influence successful implementation of HRIS for their bank. Regarding this the top level management had a great influence and they got sufficient infrastructure to perfectly facilitate the implementation of the software and also they got a sufficient amount of financial capability.

So through Human resource information system they try to ensure high productivity, effective judgement, proper documentation, effective recruitment process, update the personal directory of employees, time attendance, leave management and also interconnect all the departmental activities within the HR division. As a result, the employees of the banks are satisfied as they are trying to update their system technologically.

Table of Contents

Executive Summary.....	6
1.1 Introduction	3
1.2 Origin or background	4
1.3 Scope	4
1.4 Objective	4
The secondary objectives are;.....	5
1.5 Methodology of the study:.....	5
1.5.1 Sample size:	5
1.5.2 Sampling techniques:	5
1.5.3 Area and time of research:	5
1.6 Limitations	6
Literature Review	8
3.1 Industry Scenario	12
3.2 Organizations to be included in the research	13
3.3 Brief descriptions of the selected organizations3.3.1Prime Bank Limited.....	13
3.3.2 Vision.....	13
3.3.3 Mission	14
3.3.4 Corporate philosophy	14
3.3.5 Eastern Bank Limited	14
3.3.6 Vision.....	14
3.3.7 Mission	15
3.3.8 Values	15
3.3.9 Al-Arafah Islamic Bank	15
3.3.10 Vision.....	15
3.3.11 Mission	15
3.3.12 Commitment.....	16
3.3.13 First Security Islami Bank Limited	16
3.3.13 Ab bank Limited	17
3.3.14 Vision.....	17
3.3.15 Mission	17
3.3.16 BRAC Bank.....	17
3.3.17 Vision.....	18
3.3.18 Mission	18
3.3.19 IFIC Bank limited	18
3.3.20 Vision.....	18

3.3.21	Mission	18
4.1	HR function of selected Bank that are done through HRIS.....	20
4.1.1	Recruitment.....	20
4.1.2	Performance management	20
4.1.3	Audit and legal compliance	20
4.1.4	Reward and recognition	20
4.1.5	Compensation and benefits	20
4.1.6	Training and development	20
5.2	Findings.....	30
6.1	Recommendation	32
6.2	Conclusion.....	33
7.1	References	35
7.2	Appendix.....	36

The logo of United International University is centered in the background. It features a shield with three open books at the top, an open book in the center, and the text "UNITED INTERNATIONAL UNIVERSITY" around the shield. Below the shield is a banner with the text "FOR EXCELLENCE".

Chapter:1

Introduction

1.1 Introduction

Human resource management is considered as the mother for any organization because depends on this department all other departments activities are being decided and distributed and also helps to perform different processes to the overall strategy of an organization. If the HRM is strong and well developed and are being secured by well protection, then it may consider as the competitive advantage for any organization. It utilizes for the management and in any organization people are considered as the human capital. So, as everything is getting advanced and Technology adoption has also been increased adopting the technological innovation as a result here it comes to use human resource management system and human resource information system utilizations advanced the activities. In case of industry perception, it is important among all the banking industry the HRIS plays a vital role in economic growth and stability maintenance. So here also HR department plays a vital role for people management and the other departmental activities to make this activity more updated and almost all the banks are being trying to adopt and install the human resource information system to monitor the employee, create a proper database which will include all the information regarding the employees and if any decision need to take it then they can go through the overall report from the HRIS at a glance. Because we know that human resource information system allows- end users: HR professionals, functional level managers Andrew employees to collect, Store, maintain, analyses and disseminate the patient information regarding the HR policies, functions and strategies for ensuring and a securing forms consistent performance. The software utilizations impact a lot on the overall performance of the employees of the banking industry so I had try to conduct a study over eight renown Bank name as Trust Bank, Prime Bank Limited, Eastern Bank Limited, Al-Arafah Islami Bank Limited, First security Islami Bank Limited, AB Bank Limited, BRAC Bank and IFIC Bank limited. All the bank had already HRIS in their HR activities and they also have given proper training so that the employee won't feel any sort of hesitation or faces in difficulties while working on it. This system has created so many changes by inputting the data regarding the attendance of the employee we can monitor their regular movement and also performance appraisal appropriate compared to those banks who are still following the traditional system to improve their employee's growth and performance level.

1.2 Origin or background

This study has been conducted to find out the impact of a human resource information system on the overall performance of the banking industry. So here study has been conducted on the basis of both secondary and primary data as a result it depicts the real picture of the current banking industry while utilizing the HRIS software. While collecting the data I had visited eight renown banks head office to have a one-to-one conversation and complete the overall questionnaire. Where I get the get to know that the HRIS has play various role in banks just like payroll system, performance appraisal, succession planning, training and development, audit & legal compliance, reward and recognition, attendance of the employee's, compensation management etc. So this report tries to covers all the perspective of the HRIS software impact on the overall performance of the employees in a bank and the overall report is organized through several chapter to have a clear understanding about the overall study.

1.3 Scope

This overall project covers the eight top ranking bank's HRIS impact on the overall performance of the banking industry. Here I try to cover their way of generating the software and also the implementation of the HRIS in their HR division and also in other divisional activities. In human resource information system, it basically includes collecting employee related information database and employee personal information data is contents name, designation, salary range, family information, gender, joining date in the organization, contract address (both permanent and temporary), educational qualification, date of birth, career relation information (transfer, promotion and separation) and also any criminal record like if any employee did any sort of misconduct.

In case of giving the input in the information system one can get output like about employees of particular branch, employees who are eligible for promotion, employee's career status and future growth area, employees for retirement, employee who are about to transfer, salary procedure for employee, gender wise/ designation wise/age wise/location wise report. This study also covers the management and organizational structure, HR activities performed by the banks. To collect the data, I personally visit the head office of each Bank particularly in the HR department on the job time so that I can get the clear view or opinion of them.

1.4 Objective

The **core objective** of the study is the HRIS software utilization actually in the performance of the employed in the banking industry. Also to discover the factual setting of a division

implementing the usage of HRIS and that to ensure the long-term success in their operation and to find out the changes that had happened due to the installation of the software.

The secondary objectives are;

- To gather the overall information about the HR function in the banking industry.
- To recognize the limitation and barriers in successful effective implementation of human resource information system.
- To get the idea about the objective of a human resource information system.

1.5 Methodology of the study:

As the study is done in both descriptive and explorative. Here both secondary data used from different data sources and also primary data is being used.

The core source of **primary data** collection is both formal and informal as with the structured questionnaire in some of the bank I had personally taken the interview in some of the bank and in some of the banks I have collected the information by using Google forms.

The **secondary data** has been collected by reviewing relevant articles, journals, and books, published documents and also from official websites.

1.5.1 Sample size:

As the study conducted over eight banks which means the sample size is 8.

1.5.2 Sampling techniques:

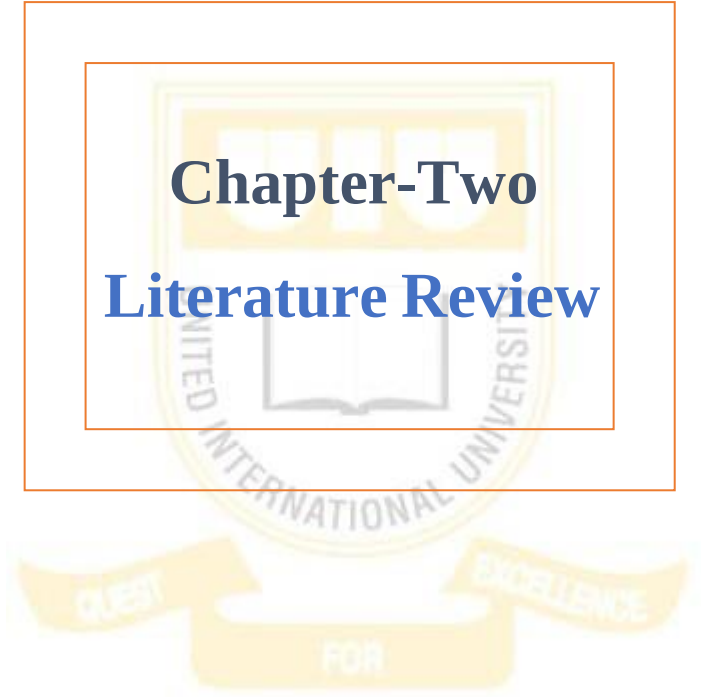
I have used 5 point Likert scale and also both close ended and open ended questions for preparing the questionnaire to collect the data. Also the percentage and convenient sampling method I've been used over here.

1.5.3 Area and time of research:

To conduct the study, I have chosen HR side of banking industry where I was looking for the human resource information system's impact over the employee's performance and time frame for the research is fall, 2022 trimester.

1.6 Limitations

- One of the biggest constraints is the time shortage as I need to collect the data from the head office in the office hour which means between 10:00 am. to 6:00 pm. So most of them couldn't give me the proper explanation even if they are willing to do so.
- As HR division maintain the highest security among all other departments or division in the bank. According to the project we required HRIS related information where it also include the security of the organization and employee's identity security, any statistical data or other relevant data can't be included as the survey is quite restricted.
- Banking industry is one of the most competitive sector because to be in the market they need to offer attractive service to their customer as a result they need to maintain some secrecy and for that reason the targeted data are so confidential that it couldn't gather it as per the expectation.
- Also due to privacy issue I need to explain some of the data on the basis of interpretation and also on the basis of the websites data as the topic is crucial issue which belong to a vital department.
- Another major constraint is that the HRIS is a vital fact or part for the banking industry so relevant books, Publications, facts and figures are not that much available. As a result, these barriers niche the scope of accurate analysis. If these limitations were not being there, then this study would be more useful and attractive.
- Lack of proper cooperation from the management due to security reason high workload as it is the year ending time and this time of the year they got huge rush for closing the accounts and publishing their annual report preparation.
- So the accuracy of the primary data is not properly confirmed.



Chapter-Two

Literature Review

Literature Review

The human resource information system (HRIS) is a buzzword in the human resource management process. As people are moving into the use of Technology in an advanced way and in terms of HR and organizations become more efficient through the use of technology by the help of HRIS. HR professionals especially who are in developing countries, absence of the capability clearly linked to business. Capability such as strategic decision making, market oriented connectivity, fast adaptability, socio-cultural management, value chain knowledge and HR technology know how they are missing and are amongst the lack of abilities of HR professionals (Long.2008). As time is changing so quickly now the focus is on implementing fast change, and will achieve higher importance **(Boselie and Paauwe, 2005)**

There are a number of studies associated with Human Resource Information System (HRIS) in the world, though only some numbers of them concerning HRIS within the banking region of Bangladesh.

The global banking and financial sector, as well as Bangladesh specifically, are both highly competitive and subject to strict government regulation. To comply with rules, share information, and uphold common standards, these institutions under the central bank's control must maintain a set of standard operating procedures, tools, and technology. Additionally, the rivalry in the banking and financial sector forces participants to maintain efficiency and provide new services, if not at the same level as their rivals. As a result, the adoption of new technologies and services is influenced by society in a domino-like fashion. The results of our investigation appear to be consistent with what is observed in practice. **(Rahman, December 2016)**

It is well acknowledged that employees with IT expertise play a key role in the adoption of new IT applications in organizations. Therefore, the adoption of any technological breakthrough must take into account the human factor. It highlights how crucial staff members' talents and inventiveness are when implementing new technologies. The innovativeness of top executives and staff members' IT skills are the two factors in this dimension that are examined in the current study. The first component refers to the top executives' capacity for innovation as a personal trait, while the second one indicates the workforces' IS/IT proficiency. **(Alam, Masum, Beh, Hong, August 2016)**

The tested outcomes of this are in agreement with earlier work. The opinions of the sample respondents indicate the favorable sentiments regarding HRIS. HRIS should be accepted and deployed in order to promote improvement in business operations since it offers a clear picture of operational performance and may be utilized in conjunction with other computerized applications to boost performance. **(Arefin, Hossain, June 2019)**

Despite the large amount of earlier study on the perceived significance of HRIS applications to business in academic and research settings, there is little work that deals with factor analysis on this topic. However, this study offers substantial data to back up this claim. The author discovered two key aspects of the implementation of HRIS from the survey: the facilitation of HR activities and enhanced communication. The first factor includes five elements that explain why HR end-users believe IT should be used in HRM: more effective and efficient workforce allocation; promotion of corporate culture; assistance in creating employee career plans; automation of HR department's repetitive tasks; and improved employee services. **(Bhuiyan, Gani, September 2015)**

The original intention was to streamline the HR procedures while accommodating geographic diversity and business demands. Choosing the new software was a move the corporation made for both business and strategic reasons. All of the HR procedures were supposed to be supported by the software. When the senior management made a decision in this respect, a committee was created that included representatives from IT and HR. Instead of selecting a pre-made program, the team chose to create its own. **(Jahan, May 2014)**

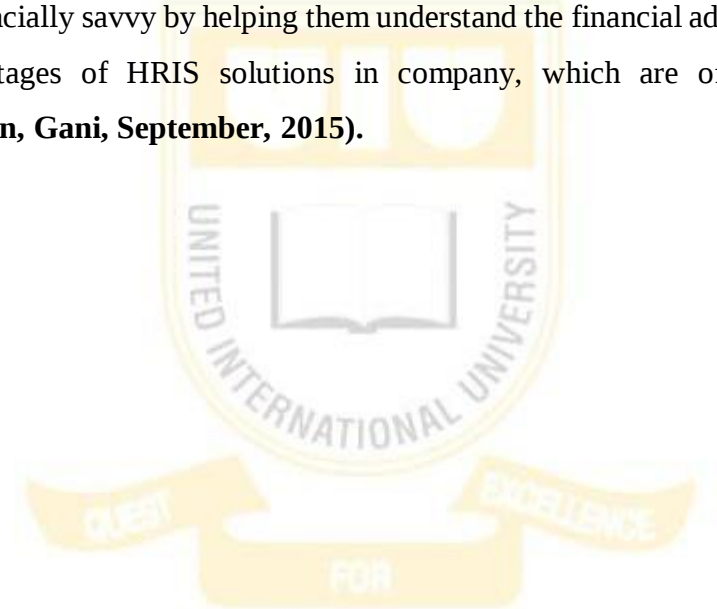
The results indicate a modest correlation between payroll and rewards for human resources and the effectiveness of human resource management when employing ICT. As a result, despite the pandemic, information and communication technology can help achieve performance efficiency. **(Rahman, Mutsuddi, Roy, Amin, Jannat, December 2020)**

The study's conclusions imply that defined timelines and upstream national policies from the ministries of science and technology, health and family welfare, and information and communications technology made it easier to adopt the ICT tool for HRH management in the public health sector. The findings confirm the present body of knowledge that the process of developing health-related policies is significantly impacted by the national governments and other countries' upstream political goals. **(Bhattacharyya, Dutta, Shafique, Islam, Islam, Anwar, December 2021)**

Future research on this topic has more potential and avenues open to it. The researcher is optimistic that this study would help Bangladesh create appropriate E-HRM procedures, taking into account the culture of each particular organization. **(Hossain, May, 2017).**

Through generating a distinct knowledge of the implementation bottlenecks and suggesting solutions to go around them for improved implementation, this research is anticipated to help policy. Thus, it would be crucial to adapt and customize the current tool to meet the demands of the stakeholders using the study findings. **(Bhattacharyya, Shafique, Akhter, Rahman, Islam, Rahman, Anwar, November, 2020).**

After all, it is evident that HRIS software, whether they are used by state-owned, privately held, or international private commercial banks, have a major favorable influence on a company's financial performance. Findings from the study, however, may help HR professionals today become more financially savvy by helping them understand the financial advantages above the operational advantages of HRIS solutions in company, which are often well-justified. **(Bhuiyan, Rahman, Gani, September, 2015).**



Chapter-Three
**Organizational Background/
Industry Perspective**

3.1 Industry Scenario

Bangladesh was following the state **Directed Credit Policy** to rebuild the economic condition immediately after the independence in 1971. Private banks were not allowed to do their activities until 1982 and the overall banking sector was properly dominated by the government on commercial and specialized banks. So from the past the banking sector of Bangladesh has never been smooth in terms of operating as a result they have been struggling in the last couple of years as well. Because most of the banks are facing trouble in terms of loan default, high non-performing loans and other issues as well. But the worst part is that when the bank is already facing trouble when Covid 19 came into our life as a result in 2021 the banking industry faces a lots of ups and downs. So to overcome from this situation the Bangladesh government has taken some decisions and necessary steps by implementing some monetary and fiscal policies.



One of the major changes that had happened is that the Bangladesh Bank offer single-digit borrowing and lending rate back in April 2020. Here they try to attract the investor.

In 2021, the banking industry was facing access fund availability and this happened because of the excess cash and low investment opportunity due to Covid 19 situations along with the huge cash booster from the Bangladesh Bank. The remittance increased drastically to the current

situation there is a shortage of as a result banking industry cash flow has been taken under control over the multi-currency transaction.

Also banking not that much will be organized as a result to develop ration most of them are adopting advanced technology to organize and manage the systems more appropriately as a result most of them are looking for e-banking, mobile banking which can be accessed easily from anywhere by the consumer.

3.2 Organizations to be included in the research

For the study purpose eight banks are being selected and their names are given below:

- Trust Bank
- Prime bank Ltd
- Eastern Bank Limited
- Al-Arafah Islami Bank ltd
- First Security Islami Bank limited.
- AB Bank Limited
- BRAC Bank
- IFIC bank Limited

3.3 Brief descriptions of the selected organizations

3.3.1 Prime Bank Limited

Prime bank limited is one of the leading local commercial bank in Bangladesh which is established in 1995. This bank is best known for its expertise and institutional banking and its innovative digital banking service. The bank initiated business model restructuring and centralization project to bring more compatibility in its banking practice.



3.3.2 Vision

Their vision is to become the one of the best commercial bank in terms of best management system asset quality capital adequacy profitability having strong liquidity.

3.3.3 Mission

Their mission is to become the customers first choice and that's why they are more focused on become market driven and institution with good co-operate governance structure also they want continuous improvement in their business policies procedure and efficiency by adopting the technology in every level of their activities.

3.3.4 Corporate philosophy

They got different corporate philosophy for their customer employees, shareholder and community as they are wondering to become the best commercial bank in Bangladesh they try to give the best service to their customer in terms of employee try to give best sort of services and in terms of their shareholder they try to give the progressive value and stable financial institution to them to develop the community for them as they are socially responsible corporate citizen in a tangible manner by adherent closely to the national policies in Bangladesh.

3.3.5 Eastern Bank Limited

They are the leading corporate bank in Bangladesh as they are fully capable in terms of IT corporate governance and service excellence. As a result, this bank emerged as one of the most valuable financial institution in Bangladesh and their goal is to face new challenges in the competitive marketplace and improve their manpower and relationship for the banking activities.



3.3.6 Vision

Their vision is to become the most valuable brand in terms of providing Financial Service and creating long lasting value for their stakeholder and have proper capability in terms of operating in the way they are doing business by delivery sustainable growth in Bangladesh.

3.3.7 Mission

- They provide service excellence for the both internal and external customer
- They try to ensure optimum shareholders value
- They are constantly on the process to change their system procedure and training to maintain an upgraded their challenging team to achieve their service excellence and to provide the best corporate and culture to their people to excel.

3.3.8 Values

- **Service excellence:** They provide customer delight, customer satisfaction and timely solution are being given by them to their customer.
- **Commitment:** They properly know the road map and according to that they do their part before they are being told.
- **Openness:** They are transparent in terms of business plan to encourage two-way communication and achievements and celebrate the results.
- **Integrity:** They believe in whatever they promised to their customer and their respect relationship and they are totally against in terms of abuse of information power.

3.3.9 Al-Arafah Islamic Bank

Al-arafah Islamic Bank was established as a Private Limited bank on 18 June 1995. Their main objective is to achieve success by following path that has been shown by our Rasul(SM). This Bank is sponsored by the renowned Islamic scholars and pious businessman of the country who contribute in the national economy as well.



3.3.10 Vision

They want to be the Pioneer in Islamic banking in Bangladesh and also want to contribute significantly to the growth of the national economy.

3.3.11 Mission

- They want to achieve the satisfaction of Almighty Allah both here and hereafter
- The banking practice is based on the proliferation of shariha.

- They try to provide quality service try to adopt let us Technology
- They try to give fastest and efficient customer service.
- High standard ethics and balance growth
- They believe in study and competitive return on equity
- Always try to be Technology advanced and try to retain their resource for excellent performance and also try to give best compensation package to their employees
- Lastly they try to involve more micro and SME financing

3.3.12 Commitment

As they are customer focused and try to follow the Islamic rules so they are focusing on steering growth in both mobilizing deposit and making investment to keep their position as a leading Islami Bank in Bangladesh.

3.3.13 First Security Islami Bank Limited

This is also another renowned public limited company in the banking industry and this Bank is being established in the year 1999. They are also following the Islamic guidelines to conduct the operation in a modern and progressive way. They are continuously working for developing long term strategic plans for their dynamic growth by adopting the changing situation in the market as the client's choice so diversified. They are also providing excess to its boat Bass customer throughout the country channels which includes sub- branches, internet banking and mobile financial services as well.



3.3.13 Ab bank Limited

Ab bank is the first private bank in the Bangladesh and it established on 31st December, 1981 and the full form of this Bank is Arab Bangladesh Bank. They had started their journey with the mission to become the best performing Bank of the country as they want to secure their place the best service creating long lasting value for client, shareholder and employees and also particularly for the target it community they are going to serve.



3.3.14 Vision

Their vision is to become the trendsetter for innovative banking with excellence and perfection.

3.3.15 Mission

They want to become the best performing Bank in the country.

3.3.16 BRAC Bank

They have started their journey with the vision white banking solution to 'unbanked' small and medium entrepreneurs. In 2001, BRAC Bank did not start its journey like any other conventional Bank as the visionary about previous neglected small and medium Enterprise sector place a significant role engaging and creating employment in the country is the thought of creating such banking service. BRAC bank is a performance driven organization as they try to value each and every activities as pillars.



3.3.17 Vision

They want to build profitable and socially responsible financial institutions which will focus on the market and business with growth potential and also they are focusing on enlightening healthy demographic and poverty free Bangladesh.

3.3.18 Mission

They want sustainable growth in a small and medium enterprise section as a result facility for continuous opposite growth. To achieve efficient synergies between banking branches. And they manage various lines of business under their proper control with the environment they don't want to compromise with a compliance and on service quality.

3.3.19 IFIC Bank limited

International finance investment and Commerce Bank Limited is a banking company which is incorporated in the people's public of Bangladesh and they are established in the 1976 because of the joint venture between the Government of Bangladesh and sponsors in private sector. Here the objective is to working as the finance company within the country setting up the joint venture financial institutions for abroad.



3.3.20 Vision

They want to be the best financial Service provider through advance balanced and inclusive growth and deliver the best value to their stakeholders.

3.3.21 Mission

Their mission is to provide best service who have creative set of mind. And they are committed to the welfare toward the targeted consumer for providing their service. Lastly they are focusing on growth and profitability by being in the competitive market.

Chapter-Four
Discussion of selected
HR function
of the selected organizations

4.1 HR function of selected Bank that are done through HRIS

By using modern technology every work is getting simply done in the shortest possible time. This also happens by using HRIS for improving the performance of the employee in the banking sector but they had not properly adopted the system but they are applying this system in certain HR function and they are discussed below:

4.1.1 Recruitment

The process of recruitment begins when someone is about to leave a position and the reason behind this can be anything. The process ends when they receive resume and completed application from the job seekers. The result came from the process is by selecting a number of qualified job seekers. So here HRIS roles arise, the HR by default set the criteria or standard and they will specify the area and if the applicants form matches with those areas then they will get short listed them and automatically within shortest possible time.

4.1.2 Performance management

As the data of human resource are being gathered in the HRIS database so when the organization need to evaluate the performance of their employee they can go through the overall report and get maximum idea from there.

4.1.3 Audit and legal compliance

They set a reminder for the audit over the HRIS software and through that they organize and always get prepared before that. Here compliance also try to collect the information over the HRIS so that they can appropriately follow the legal rules and regulation.

4.1.4 Reward and recognition

Whenever an employee does something like achieving monthly goal then in the HRIS system a reward point get automatically added as a result they get and recognition email which is by default set to congratulation them and they also try to increase the employee engagement by arranging offline session to congratulate them for increasing their productiveness.

4.1.5 Compensation and benefits

These vital parts nowadays are almost done through HRIS software as a result according to the position and performance it was what are the benefits that may be employees will get and also the salary range by analyzing the previous data regarding this matter.

4.1.6 Training and development

As per the data from the HRIS when HR will see the performance level and the errors rate of an employee on the basis of that to increase the growth level easily find out which employee may require to reduce their performance error that are continuously while doing their work.



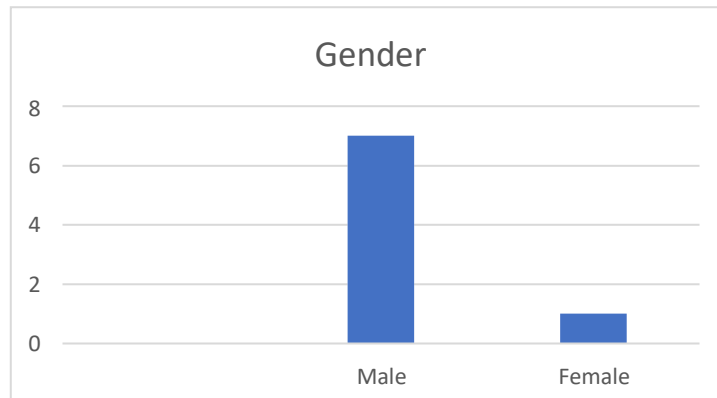
Chapter-Five

Analysis & Findings

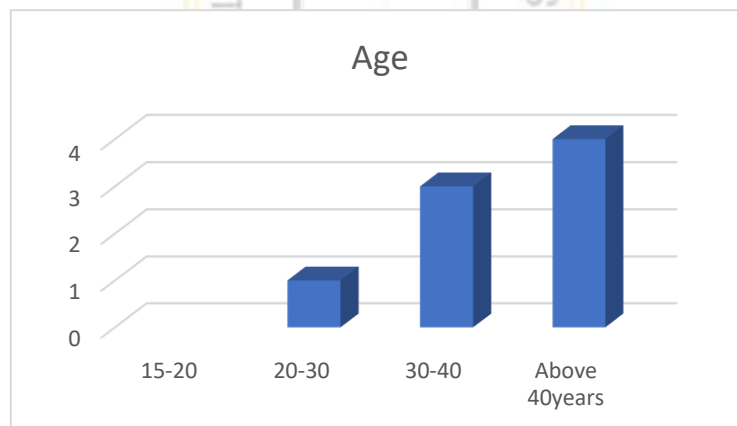
5.1 Analysis

The human resource information system is an important innovation for the banking industry. As their activities get easier by utilizing this software as one of the vital tasks of the Banking sector is to record the information in a more organized way and this task gets so easier nowadays. Find out the impact of HRIS on the performance of the banking industry had collected information from 8 renowned are given below:

-Among the participants 88% was male and rest of the participant was female.



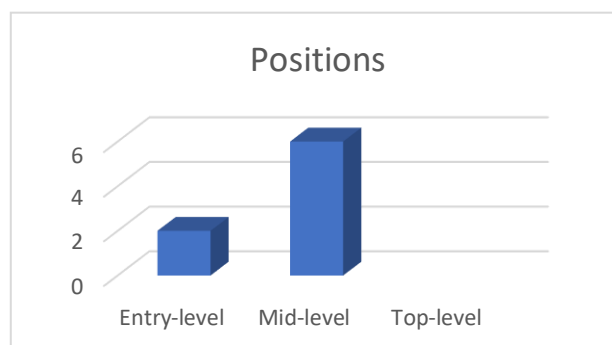
-Among them 50% is above 40 years old and 13% is between 20-30 years old.



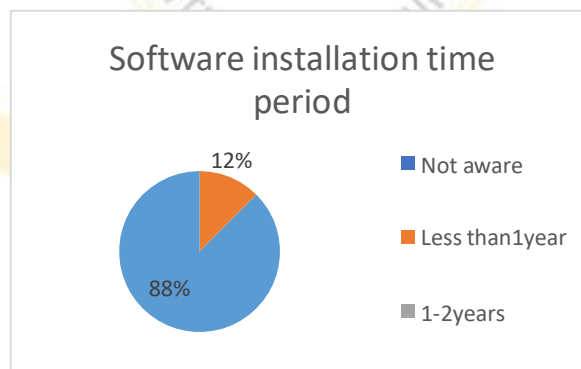
- After that all of them are married and they have done their Masters as well in terms of educational qualification.



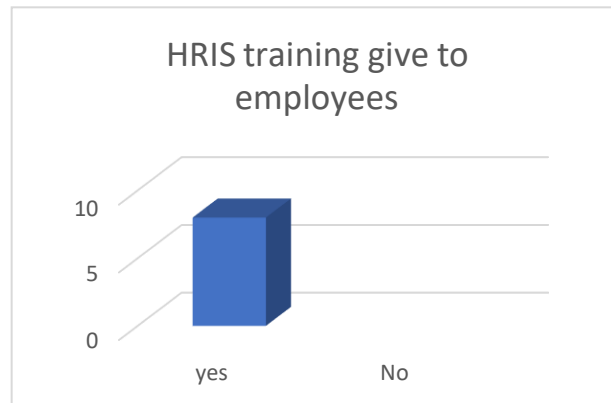
- I was lucky that I got chance to interact with mid-level employees who are well experienced and this kind of participant is around 75%.



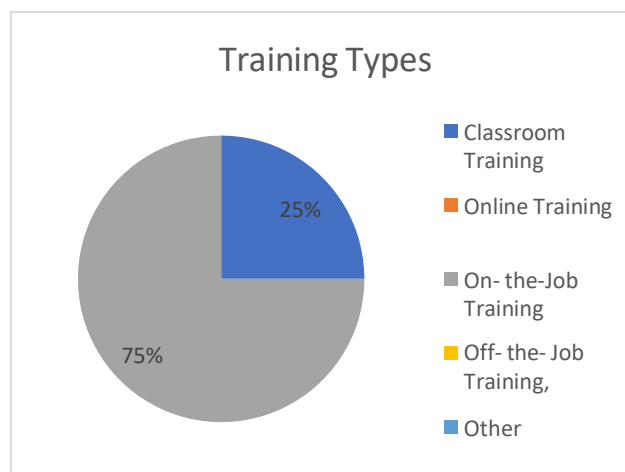
-In case of HRIS software installation 88% Bank had installed software and utilizing in their HR activities.



- All the organization have given for training to their employees to start their operation properly by utilizing the HRIS software.

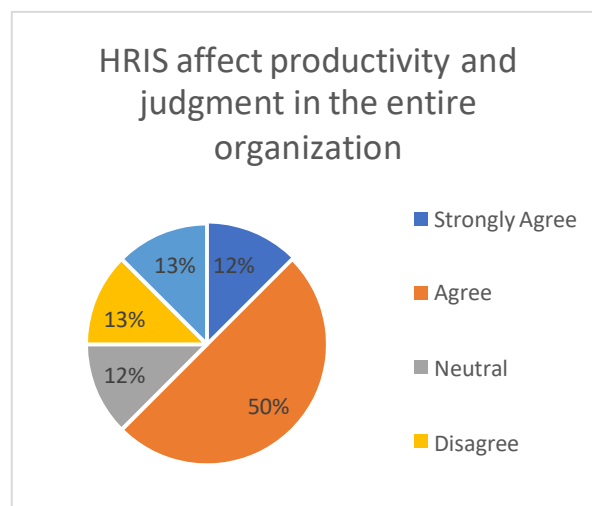


- To give training among the 8 banks, 75% follow on-the job training and 25% follow classroom training.

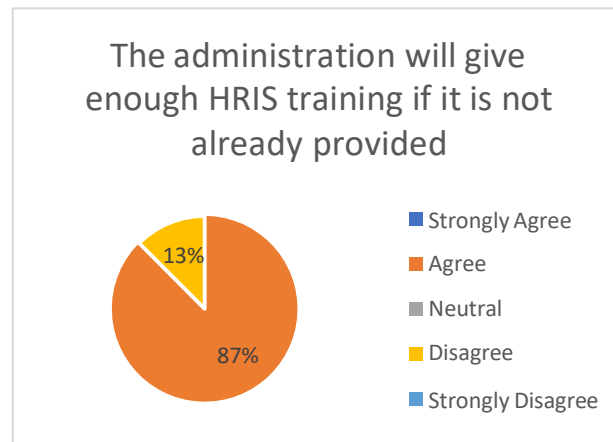


- After that 33% use ORACLE as the HRIS software but other used Empress, Temenos, PEOPLEEBL, Ababil, Trade innovation module, Orbit.

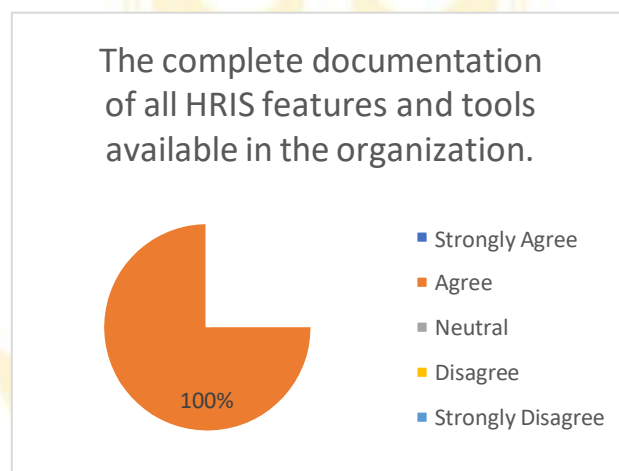
- Then we ask them if the HRIS affect productivity and judgement in the entire organization so here 50% pond positively agreed to this.



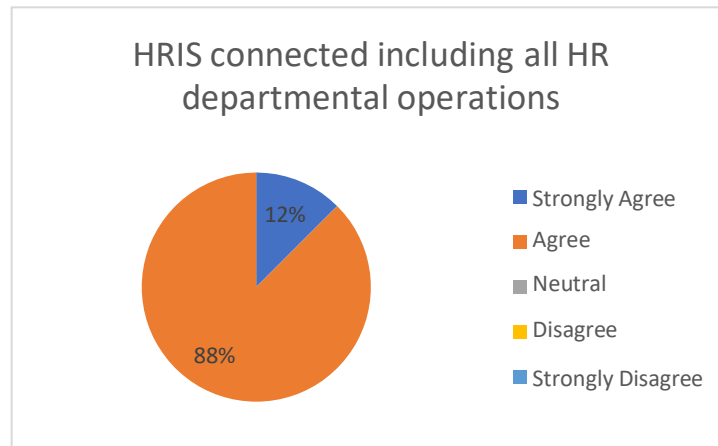
- After that 87% agreed that the administration will give enough HRIS training if it is not already provided but 13% this added to this statement.



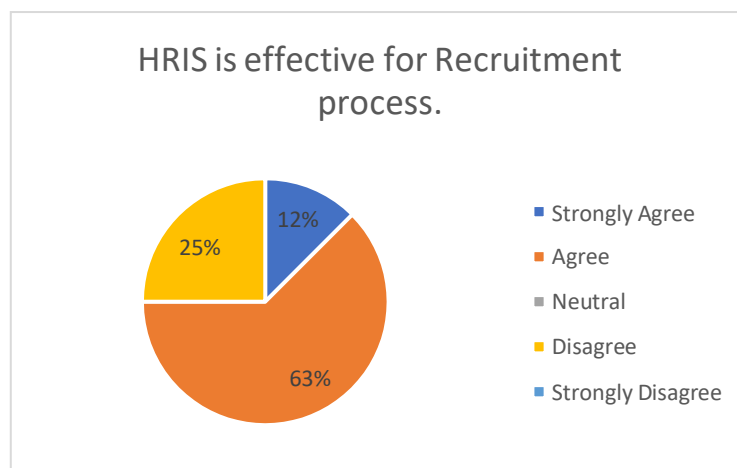
- One of the vital issue is too complete documentation so if the organization does complete documentation of all the human resource information system and for that purpose all features and tools available in the organization and here all of them agree to this.



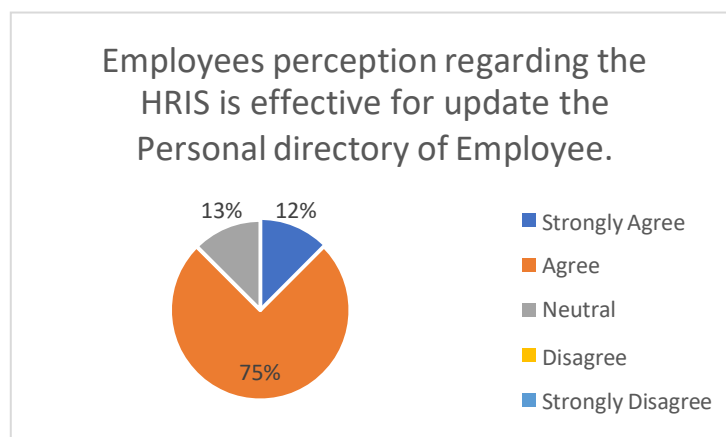
- In the organization HR works as the mother who connects all the other departments and just like that HRIS also connect including all HR & other departmental operations and here all of them positively agreed to this.



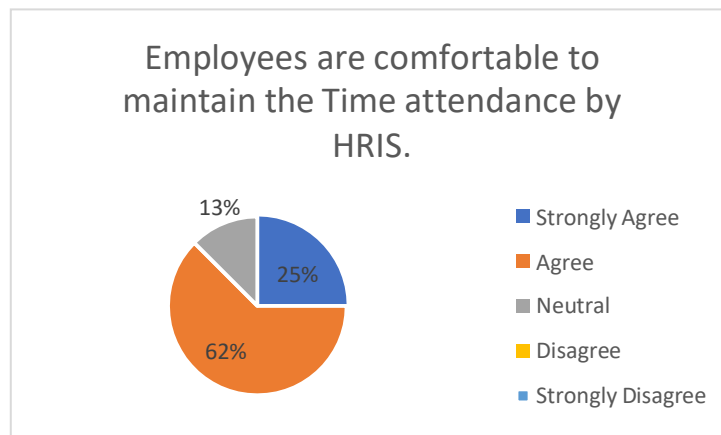
- Then vital issue in HR is recruitment process so here we ask them if the HRIS software is effective for recruitment process and 63% agree to this but 25% disagree to this.



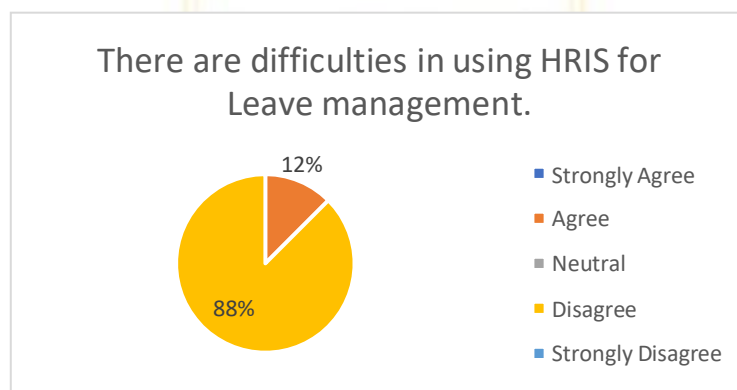
- If the organization need to be updated they want to be in the market in demand. So here we asked them if employees perception regarding the HRIS is effective for update the personal directory of employees and 87% agreed to this statement as Bank are practicing this for updating the personal directory.



- To distribute task and also to monitor, the employers need to know the employee's attendance in the organization and 87% agreed that employer are comfortable to maintain time attendance by HRIS.

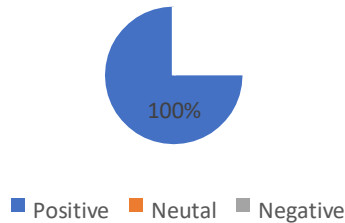


- But when we asked them that if they faces any difficulties in using HRIS for leave management so 88% disagree to these but 12% agree that yes they are facing difficulties in case of leaf management by using the software.



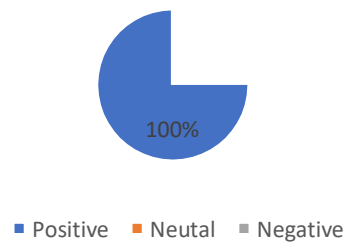
- To operate or to perform any in an organization and employee need to have proper knowledge and skill. This scenario is not different operating IT for the implementation of HRIS in their bank and here knowledge and skills play a big roll. As a result, all the participant respond positivity toward this.

knowledge and skills on IT influence
successful implementation of HRIS
in your bank



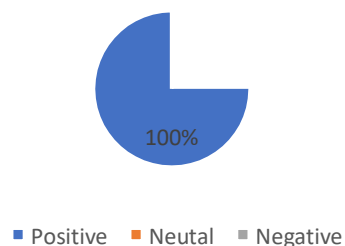
- All the organization top level management give their full attention and effort in ensuring successful implementation of HRIS so that they are is can be fully done through the software.

The roles of Top Management in ensuring
successfully implementation of HRIS



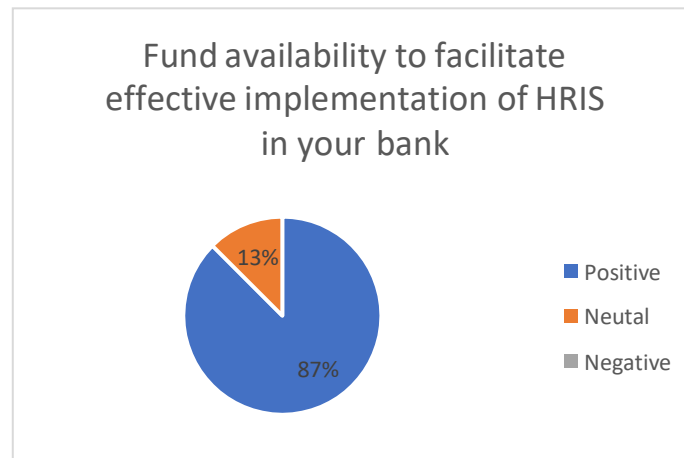
- All the bank respond positively that they got the available of IT infrastructure facilities for instrumentation of HRIS in the air Bank.

The availability of IT infrastructure
facilitate implementation of HRIS in
your bank

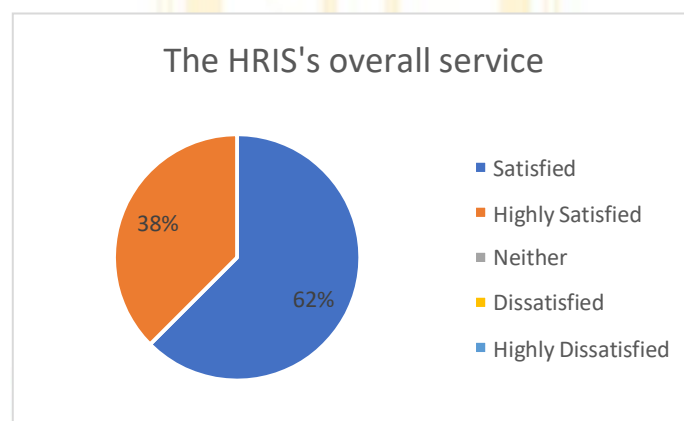


- HRIS maintenance and installation take a huge costing. Because of this reason the bank must have available fund. So here 87% bang got fund availability to facilitate implementation of

HRIS bank but 10% was a neutral regarding this matter as they didn't have proper idea about this.



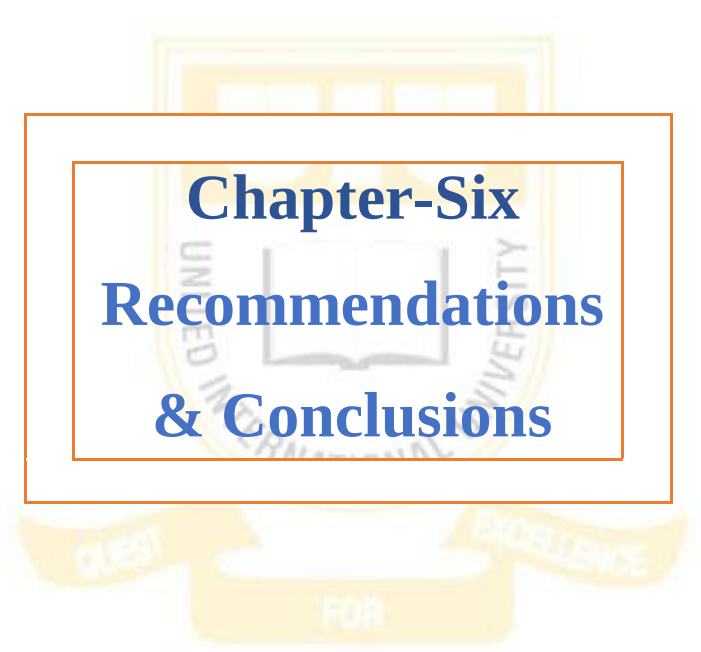
- In case of using HRIS experience Singh the overall 38% banks were highly satisfied but 62% were satisfied wanted to make their experience better by improving the overall performance.



5.2 Findings

As all the banks that are being selected for the study belong to the top ranking Bank in the banking industry of Bangladesh so they got a good practice of human resource information system. So some vital findings regarding the study discussed below:

- Among the eight banks some of them faces political disturbance and also at the same time the top level management has also got some major changes so for that reason their HR function may not that meet the bench mark as I was expecting. But all the banks perform all sorts of other functions in the organization. These banks also got succession planning but when I asked them verbally that if they had set up any program for succession planning in the software, they denied. By utilizing software, they can't do the succession planning procedure.
- Some of them had properly installed or upgrade their HRIS software for time attendance so for that they can monitor their employee's activities. Also they try to provide RFID to their employees for better monitoring purposes.
- In most of the bank's payroll management is not properly done through HRIS software still done the part manually.
- After that for the leave management system still follows the traditional process which means the employee need to give application manually and that application used for the official record but they did not keep that record over the HRIS software. They only record the information about the name of the employee who is eligible for leave.
- In case of corporate social responsibility(CSR) they do it manually that means they hello paper documentation even if they know that the software had the system they just give the notice by using that software.
- After that as the banks are only recording the joining date only but activities that are not being recorded on the HRIS software.
- Even after the installation of the software most of them still do performance appraisal on the basis of manual judgement not properly on the basis of HRIS software's report. Because here they give more priority on the management decision which means they are still following the traditional method.
- Lastly in case of transfer management they completely depend on the manual system as it depends on the management decision.



Chapter-Six Recommendations & Conclusions

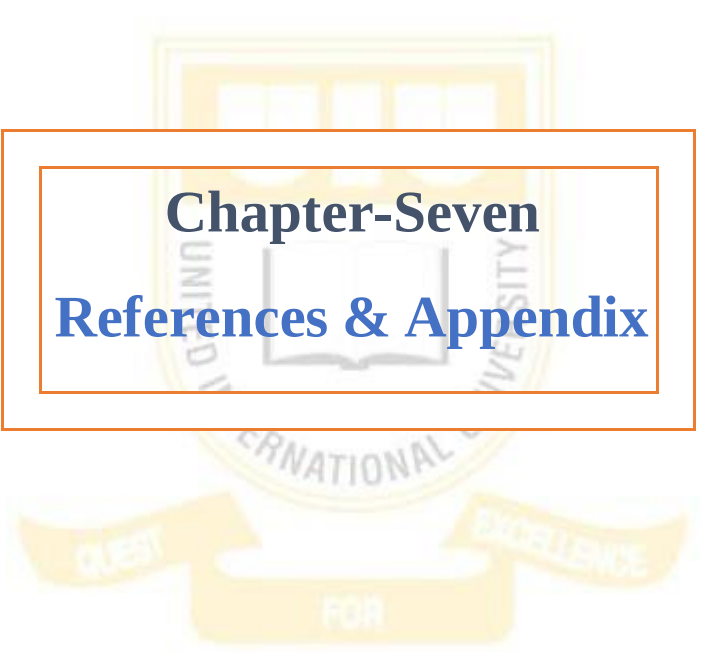
6.1 Recommendation

These banks try to adopt the HRIS software in a proper manner but still they should be concerned with the factors that create barriers. So for the betterment of the bank and for effective utilization recommendations that arise from the findings discussed below:

- In the banking industry they need to rethink and select in advance about the next successor who will run the organization as the activities can't be hold back due to this reason should have done succession planning through HRIS. So that when the appropriate time arises they can easily check the information from the database and on the basis of that they can decide or at least they can short list the next Successors. Because by database easily find out the employees who are going for retirement soon. Also here they can set up reminders with a text that who will retire in the next three months. If this process is done properly then the HR division will get a proper opportunity to prepare the appropriate person who will replace that employee who is going for retirement.
- To monitor, and set the task roster policy, employee Roaster policy, attendance summary, fault attendance, manual attendance register and worker status all this thing they should done over the HRIS software the performance appraisal sheet may update on a regular basis.
- These bank should input the data related to payroll in the HRIS so that the system automatically gets updated parole feature.
- In case of the CSR activities they should not only notice providing activity but also should input the data regarding details they can show proper proof with exact time frame in the annual report.
- Lastly, for the overall appraisal increasing the employee engagement of the organization activities and also for the HR division these Bank can set up question, appraisal from can be set up, create schedule task or assignment over the HRIS software for active participation and update the information on a regular basis.

6.2 Conclusion

Human resources play a vital role in any organization and it can change the overall scenario of the organization culture if it is in the hand of technologically updated people. Nowadays everything is getting advanced so HR functions are also being done in an advanced way by using software and advanced technology is getting adopted compared to the previous year. Here about the usage of HRIS in HR function and it allows to manage the payroll function, training and development, compensation management, Audit and legal compliance, recruitment, performance appraisal, reward and recognition and also to enter link all the development activities. So this usage of HRIS has a great impact in the banking industry and as per the data collected from the 8 renowned banks which are; Trust Bank, Prime Bank Limited, Eastern Bank Limited, Al-arafah Islami Bank Limited, AB Bank Limited, BRAC Bank Limited and IFIC Bank Limited. These banks use the advanced facilities by implementing 8 because now they are getting a proper database of their employees and full field Their employee organization needs in a cost effective & time efficient manner. Among these banks some are really huge according to their work activities so they might can use multiple databases or a number of interconnected ones. These databases will store basic employee information (such as compensation related information, personal data, company roles etc.) also information related to administration benefits, and other aspect of HR function. To improve the overall performance of the organization, information sharing and communication between the company and employees it plays an important role as it makes it easier for the HR department to smoothly done all companies and employees It plays an important role as it made it easier for the HR department so smoothly all the functions. As we know that the competition among the bank is intense then other industry so they try to do something different from the other bank and to become the employees first choice for employment or to done their financial transaction over they are bank by being their consumer and here HRIS may use as the competitive advantage. This study may contribute to the banking industry in Bangladesh to improve more in their overall performance and also to have an effective HR system. The limitation or the constraint that are being found through the study will help these banks to overcome through taking proper initiative.



Chapter-Seven

References & Appendix

7.1 References

- AkshayRamesh Taskar, A. R. (2018). A Study of Development of Human Resource Information Systems HRIS and its Effectiveness in the Banking Sector of India. *International Journal of Management Studies*.
- Faruk Bhuiyan, M. G. (2015). Usage of Human Resource Information System and Its Application in Business: A Study on Banking Industry in Bangladesh. *Ibusiness*.
- Lacković, I. (2011). Human Resource Information Systems in Croatian Banks: Current Practice and Trends. *Business*.
- Singh, D. P. (2011). Role of Human Resource Information System in Banking Industry of Developing Countries. *Economics*.
- Wairimu, C. (2016). INFLUENCE OF HUMAN RESOURCE INFORMATION SYSTEMS ON PERFORMANCE OF THE BANKING INDUSTRY IN KENYA. *Strategic Journal of Business & Change Management*.
- Mbugua, C. (2015). THE ROLE OF HUMAN RESOURCE INFORMATION SYSTEMS IN ORGANIZATIONAL EFFECTIVENESS: A CASE STUDY OF KENYA COMMERCIAL BANK. *Business*.
- Radhika Agrawal, S. P. (2020). A Study of Development of Human Resource Information Systems and its Effectiveness in the Banking Sector. *Business*
- THE BANKING INDUSTRY IN KENYA. *Strategic Journal of Business & Change Management*.

7.2 Appendix

Dear respondent,

We are seeking your feedback to help us completing this survey on **The Impact of HRIS (Human Resource Information System) on the Overall Performance of the Banking Industry - A Study in the Context of Bangladesh**. This will take 15 minutes and we will be grateful to you for your efforts in completing this form.

1. Gender:

- a. Male
- b. Female

2. Age:

- a.15-20
- b.20-30
- c.30-40
- d. Above 40years

3. Marital status:

- a. Married
- b. Unmarried

4. Educational level:

- a. SSC
- b. HSC
- c. Bachelors
- d. Masters
- e. PHD

5. Position:

- a. Entry-level
- b. Mid-level



c. Top-level

6. When were the software application at your bank managed to install?

- Not aware
- Less than 1 year
- 1-2 years
- 2-3 years
- More than 3 years.

7. Which Software (HRIS) do you use?

- SAP
- ORACLE
- PEOPLE SOFT
- SYNESIS SYNERGY ERP
- Others. Mention, if any...

8. Did you anticipate that the administration will give enough HRIS training if it is not already provided?

- a) Yes
- b) No

9. If so, what kind of instruction has been given?

- I. Classroom Training
- II. Online Training
- III. On- the-Job Training
- IV. Off- the- Job Training,
- V. Others. Mention if any _____

10. How does knowledge and skills on IT influence successful implementation of HRIS in your bank?

11. What are the roles of Top Management in ensuring successful implementation of HRIS?

12. How does the availability of IT infrastructure facilitate implementation of HRIS in your bank?

13.How does Fund availability facilitate effective implementation of HRIS in your bank?

14. HRIS affect productivity and judgment in the entire organization.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

15.The administration will give enough HRIS training if it is not already provided.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

16.The complete documentation of all HRIS features and tools available in the organization.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

17. HRIS connected including all HR departmental operations.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

18.HRIS is effective for Recruitment process.

- Strongly Agree
- Agree

- Neutral
- Disagree
- Strongly Disagree

19. Employees perception regarding the HRIS is effective for update the Personal directory of Employee.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

20. Employees are comfortable to maintain the Time attendance by HRIS.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

19. There are difficulties in using HRIS for Leave management.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

20. How might you rank the HRIS's overall service?

- Satisfied
- Highly Satisfied
- Neither
- Dissatisfied

