Internship Report on

"A Study on the Importance and Usefulness of HRIS in Banglalink"

Submitted to:

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Submitted by:

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Letter of Transmittal

April 10, 2018

To

Jubairul Islam Shaown

Supervisor

BRAC Business School, BRAC University

Subject: Submission of Internship Report on "A Study on the Importance and Usefulness of HRIS in Banglalink"

Dear Sir,

With due respect, I am submitting my Internship report on the topic titled as "A Study on the Importance and Usefulness of HRIS in Banglalink" as a part of my BBA Program.

This is my great pleasure to submit the Internship report of my three months long Internship program in Banglalink Digital Communications Ltd. in the Human Resource Department with HR Operations team at Gulshan-1. This report has been prepared to fulfill the requirement of my internship program at my assigned organization in Banglalink. I have put my best effort to make this report a successful one. It has been a joyful and enlightening experience for me to work in the organization and preparing this report. However, this has been obviously a great source of learning for me to conduct similar types of studies in the future.

I am thankful to you for your guidance, suggestions, and constructive criticisms during the preparation of this report that only impelled me further into excelling. I truly hope that you too would genuinely enjoy learning about the organization and its operating procedures besides merely evaluating me based on the grading criteria set for this assignment.

Regards
Sincerely yours,

Tarek Ibne Kamal

ID: 14104192

Acknowledgement

With due respect and honor, I would like to mention some people who assisted me without any hesitation to complete my Internship report within the due time. Therefore, I would like to thank them all from the bottom of my heart.

In this practice, at first I would like to thank All Mighty Allah for making it possible for me to complete my work properly within the given time. Most importantly I would like to thank my Internship Supervisor Mr. Jubairul Islam Shaown who was always ready to guide me and solved all the difficulties that I faced during preparing my internship of the report.

Alongside, I would also like to thank Mohammad Mahbubul Alam (Head of HR Operations) and Mohammad Mafuz Hasan Bhuiyan (HR Operations Lead Specialist) my line managers in Banglalink who helped me by providing informative instructions. Without their help this project would have been difficult to complete.

Acronyms and Abbreviations

HRIS- Human Resource Information System

BTRC- Bangladesh Telecommunication Regulatory Authority

Ltd. - Limited

Telco- Telecommunications

Govt. - Government

WWF-World Wide Fund

VEON- Vimplecom

NASDAQ- National Association of Securities Dealers Automated Quotations

Pvt. - Private

GSM- Global System for Mobile communications

ISL-Integrated Services Ltd

TRI -Technology Resources Industries

ROE- Return on Investment

FNF- Friends and Family

SME- Small and Medium Enterprise

VAS- Value-Added Service

3G- Third Generation

4G- Fourth Generation

Mbps- Megabits Per Second

RAB- Rapid Action Battalion

LEA- Law Enforcement Agency

GR- Government Relations

SIM- Subscriber Identity Module or Subscriber Identification Module

SMS- Short Message Service

CR- Corporate Responsibility

ISP- Internet Service Provider

IP- Internet Protocol

ICT- Information and Communication Technology

CEL- Computer Ease Ltd.

Executive summary

In this report I have discussed the major activities handled by the Human Resource Information System (HRIS) of Banglalink. Moreover, I have tried to discuss the difference between the usages and operations of different information systems that were used by Banglalink. The key purpose of the report has been to identify overall concept of HRIS of Banglalink and its operational activities. Banglalink has recently shifted their HRIS software that is called Vpeople from HITS. I have tried relating my theoretical knowledge to differentiate between the two software. Banglalink is an organization which is very practitioner by its nature. It has practiced almost every HR related issue to become more competitive in the market. By making effective use of HRIS, Banglalink tries to make their operation more efficient and productive.

To conclude, there is no doubt that the world of work is rapidly changing. As part of an organization, HRM must be equipped to deal with the effects of the changing world of work. HRIS is a significant part of HR activities at Banglalink. So to perform the operations successfully proper planning of HRIS's implementation and formulation is mandatory. Beside this, nowadays management realizes that effectiveness of their HR functions as well. HRIS orientation has a substantial impact to achieve expected organizational success. T add more, HR operations are responsible for ensuring proper employee satisfaction at the organizations and they have been entrusted with the operational authority of maintaining and updating the HIRS related claims and information. My recommendation is Banglalink needs to focus more on using their new HRIS software covering the whole lifecycle of an employee and making it the main medium for handling the internal affairs so that the extra time and efforts can be utilized in others sectors.

Literature Review

Human Resource Information System is one of the most important tools for any organization nowadays. In the Journal of Gupta B. (2013) maintained that HR Information System is an information system, which is basically used to track data relating to HR. It is one of the Management Information Systems. There has been a lot of change as to how employee data were stored before compared to present systems used in organization. It integrates information like employee details, pay roll, benefits, performance tracking and appraisal etc. Technological advancement led to a lot of changes in HR Management. The storage of data was now shifted from manual ledgers and books to computer hard drives and magnetic tapes. Storage of data became easier and a lot of manual work was removed. HR Management was later seen as a strategic building platform which dealt with the most important resource of any organization. Hence it came to be known as Strategic HR Management (SHRM). The HR Management had total make over when HR Information System was brought into implementation.

Traditional view of HRIS

HRIS is designed to supply information required for effective management of the organization i.e. for decision making relating to human resource. Human resource departments hold the record of the employees of the organization including personal history, skills and salary etc. The basic level of HRIS is used to help to manage employment relationships within the organization and employees. In previously Companies were used to tracking data on paper and spreadsheets and its take time to manage record properly and its time consuming too. Typical HRIS Record employee information, wage and salary data, review dates, benefits, education and training, attendance, performance data,/ appraisal results etc.

Modern view of HRIS

Leading management thinker suggested that, "It is not technology, but the art of human and human management." That is the continuing challenges for executive in the 21st century. (Drucker, Dyson, Handy, Saffo, & Senge 1997). Similarly , Smith and kelly1997 believe that" future economic and strategic advantages will rest with the organization that can most effectively attract , develop and retain a diverse group of the best and the brightest human talent in the Market place. The effective management of the human resource in the firm to gain a competitive

advantage in the market place requires timely and accurate information on current employees and potential employees in the labor market. With the evaluation of computer technology, meeting this information requirement has been greatly enhanced through the creation of HRIS. With technological advancements many companies have realized the need to implement more sophisticated computerized systems, like Human Resource Information Systems. By moving to HRIS, companies are able to store up to date records, allowing them to better prepare for future growth in their companies. A computerized HRIS is designed to monitor, control and influence the movement of people from the time they join the organization till the time they leave it. Human resource information systems are built to reduce the manual work of HR expertise. HRIS helps to abandon paper forms or reports because all information is available through the system (Gupta, 2013).

Contents

Company Profile:

About Banglalink

Banglalink started its journey in February 2005. They have 30 million subscribers over a decade, and they are working relentlessly to better serve their customers. They are trying to provide mobile telephony at an affordable and economical price. The initial success of Banglalink was based on a simple mission: "Bringing mobile telephony to the masses". They are trying to reach to most of the people of Bangladesh (Banglalink, 2018).

They have some core values in their insights. These values strongly affect Banglalink and their daily operations. These values include being customer-obsessed, entrepreneurial, innovative, collaborative and truthful. Banglalink is working relentlessly to bring digital world to each and every customer to build a true digital Bangladesh, moving away from the traditional mobile operator to a technology oriented company (Banglalink, 2018).

Banglalink's core focus is their valuable customer and that's why they are trying to digitalize the way customers engage, communicate and operate both internally and externally (Banglalink, 2018). The company aims at enabling its customers to get the best of Digital Bangladesh and to create a digital ecosystem by providing the best to that customer's demand.

Banglalink is trying to grow by their innovative products and expanding their market segment. They are relentlessly trying to improve their network quality and customer

service by creating an extensive distribution reach across the country and establishing a strong brand that emotionally connected customers with Banglalink. They provide equal opportunities to employees and has always shown zero tolerance for any non-compliance activity. Their HQ became the first certified Green Office by World Wide Fund for Nature (WWF) in Bangladesh. The company has relatively formed a flat organization which is one of the best thing of this organization (Banglalink, 2018).

Banglalink Digital Communications Limited is a fully owned company of Telecom Ventures Ltd. which is a 100% owned subsidiary of Global Telecom Holding. VEON owns 51.9% shares of global telecom holding following a business combination in April 2011, between VEON ltd (Banglalink, 2018). Wind telecom s.p.a. VEON is a NASDAQ and Euronext Amsterdam-listed global provider of connectivity, with the ambition to lead the personal internet revolution for the 235 million+ customers it currently serves, and many others in the years to come. It offers services to customers in 13 markets including Russia, Italy, Algeria, Pakistan, Uzbekistan, Kazakhstan, Ukraine, Bangladesh, Kyrgyzstan, Tajikistan, Armenia, Georgia, and Laos. VEON operates under the "Beeline", "Kyivstar", "WIND", "Jazz", "Banglalink", and "Djezzy" brands (Banglalink, 2018).

About VEON

Source: (VEON, 2018)

VEON is a multinational telecommunication services Company headquartered in Amsterdam, the Netherlands. It predominantly operates services in the regions of Asia, Africa and Europe (wikipedia, 2018). It is one of the world's largest telecommunications services operators providing voice and data services through a range of traditional and broadband mobile and fixed technologies in Russia, Italy, Ukraine, Kazakhstan, Uzbekistan, Tajikistan, Armenia, Georgia, Kyrgyzstan and others. VEON has grown into

an international telecommunications and technology business with more than 235 million customers and the ability to serve more than 10% of the world's population (Banglalink, 2018).

Customers are always at the core of their business and that is the main reason for it's being pioneer in telecommunication industry. Their ambition is to bring a digital world to each and every customer. They believe in creating best services that deliver and ensure a better life. They always grab ideas and innovations and try to direct those opportunities where their potential is great. Their culture is inspired by heritage as a technology pioneer and fueled by constant desire to serve customers (Veon, 2002-2014).

Background and History of Banglalink

Sheba Telecom (Pvt.) Ltd. was granted license in 1989 to operate in the rural areas of 199 upazilas. Later it obtained GSM license in 1996 to extend its business to cellular mobile, radio telephone services. It launched operation in the last quarter of 1997 as a Bangladesh-Malaysia joint venture (Wikipedia, 20 February 2018).

Tiger's Den (Banglalink's Headquarters) at Gulshan-1**.** In July, 2004, it was reported that Egypt based Orascom Telecom is set to purchase the Malaysian stakes in Sheba Telecom through a hushhush deal, as Sheba had failed to tap the business potentials in Bangladesh mainly due to a chronic feud between its Malaysian and Bangladeshi partners. An agreement was reached with Orascom worth US$25 million was finalized in secret (Nishat, 2014). The pact has been kept secret for legal reasons, considering financial fallout and because of the feud. The main reason for the undercover dealing was the joint venture agreement between the Bangladeshi and the Malaysian partners, which dictates that if any party sells its Sheba shares, the other party will enjoy the first right to buy that. Integrated Services Ltd. (ISL), the Bangladeshi partner, was being 'officially' shown as purchasing the shares held by Technology Resources Industries (TRI) of Malaysia for $15 million. ISL then paid another $10 million to Standard Chartered Bank to settle Sheba's liabilities.

In September, 2004, Orascom Telecom Holdings purchased 100% of the shares of Sheba Telecom (Pvt.) Limited ("Sheba"). It was acquired for US$60 million. Sheba had a base of 59,000 users, of whom 49,000 were regular when it was sold (Kaisar, 2014). Afterward it was re-branded and launched its services under the "**Banglalink™**" brand on February 10, 2005. Banglalink's license is a nationwide 15-year GSM license. In March, 2008, Sheba Telecom (Pvt.) Limited changed its name as Orascom Telecom Bangladesh Limited, matching its parent company name. When **Banglalink™** entered the Bangladesh telecom industry in February 2005, the scenario changed overnight with mobile telephony becoming an extremely useful and affordable communication tool for people across all segments. Within one year of operation, **Banglalink™** became the fastest growing mobile operator of the country with a growth rate of 257%. This milestone was achieved with innovative and attractive products and services targeting the different market segments; aggressive improvement of network quality and dedicated customer care; and effective communication that emotionally connected customers with **Banglalink™** (Nishat, 2014).

Vision, Mission and Objectives of Banglalink

Vision of Banglalink:

The key or main vision is to understand the people need to be a pioneer. To comprehend people's needs best and create proper correspondence administrations to enhance people's lives and make it simple". Its vision is to make telephony accessible to mass individuals of Bangladesh. They want their employees to be innovative, customer oriented and reliable. They are trying to create new opportunities for customers as they navigate the digital world. (Banglalink, 2015)

Mission of Banglalink:

The mission is to get the needs of their customer and to reduce the total cost of using mobile communication and enhance the lives of people. Employees try to maintain those target as well as the core values in order to sustain and compete in the competitive market. Nowadays Banglalink is trying to achieve all those below mentioned factors:

• Assure a leading position in the Bangladesh mobile market in terms of customer satisfaction and ROE.

• Deliver superior and better benefits in every purchase of the customer experience (before, during and after sale) (Ltd., 2014).

• Increasing the shareholders' value is another main target of the company (Banglalink, 2014).

Objectives:

The Objective of the company is to ensure telecom service for all people of Bangladesh with minimum cost. Core departmental objectives is to:

➤ Provide innovative and effective customer care and support to ensure high quality service.

➤ Identifying and resolving customer related issues and problems that they are facing.

➤ Retain valuable customers for the company as well as generate revenue and increase company's profitability.

➤ Maintain a management culture of team work and innovation (Mini, 2017).

➤ Treat customers with courtesy, respect and consideration at all the times (Mini, 2017).

Core Values of Banglalink

Customer Obsessed

• Customer is in the main core of the Banglalink. They are in the center of attention and Banglalink do everything for their customer (Banglalink, 2015).

• They know That they can make most tough decisions when they know their customers best interest (Banglalink, 2015).

• All their innovations and services are created for customers need.

Collaborative

• Banglalink is trying to bring people together, united by their passion for their customers (Banglalink, 2017).

- They work with each other and they respect the time of others (Banglalink, 2017).
- Theybelieve in team (Banglalink, 2017).

Innovative

- Banglalink is always after innovation. They always try to get something new to the customer through their innovative and dynamic employees (Banglalink, 2015).
- They are adventurous and they always love to do new experience and new things.
- Banglalink tries to create new products and services quickly for their customer and stakeholders (Banglalink, 2015).
- They create new ways for their operations better than their competitor.

Entrepreneurial

- Banglalink holds ownership mentality and their employees always takes the company's responsibilities as their own.
- The employees are dynamic and innovative. They don't fear the failures because they believe learnings from failures will lead them to the highest pick of the success someday (Banglalink, 2015).
- They don't love to blame anyone for their failures. They look for solutions of the problem. □They collaborate with different parties to get something better.
- Team work is another key strategy of their success today (Banglalink, 2015).

Truthful

- Banglalink maintains honesty and integrity in every aspect of their dealings both internally and externally (Banglalink, 2015).
- They don't deny their mistakes and they try to keep their promises.
- They always try to do their business by maintaining business ethics in every aspect of their work (Banglalink, 2015).
- Also they perform different CSR activities for the development of the country and the people.

Banglalink Slogan

"Start Something New"

Source: (Google, n.d.)

Corporate Division: The Management team of Banglalink

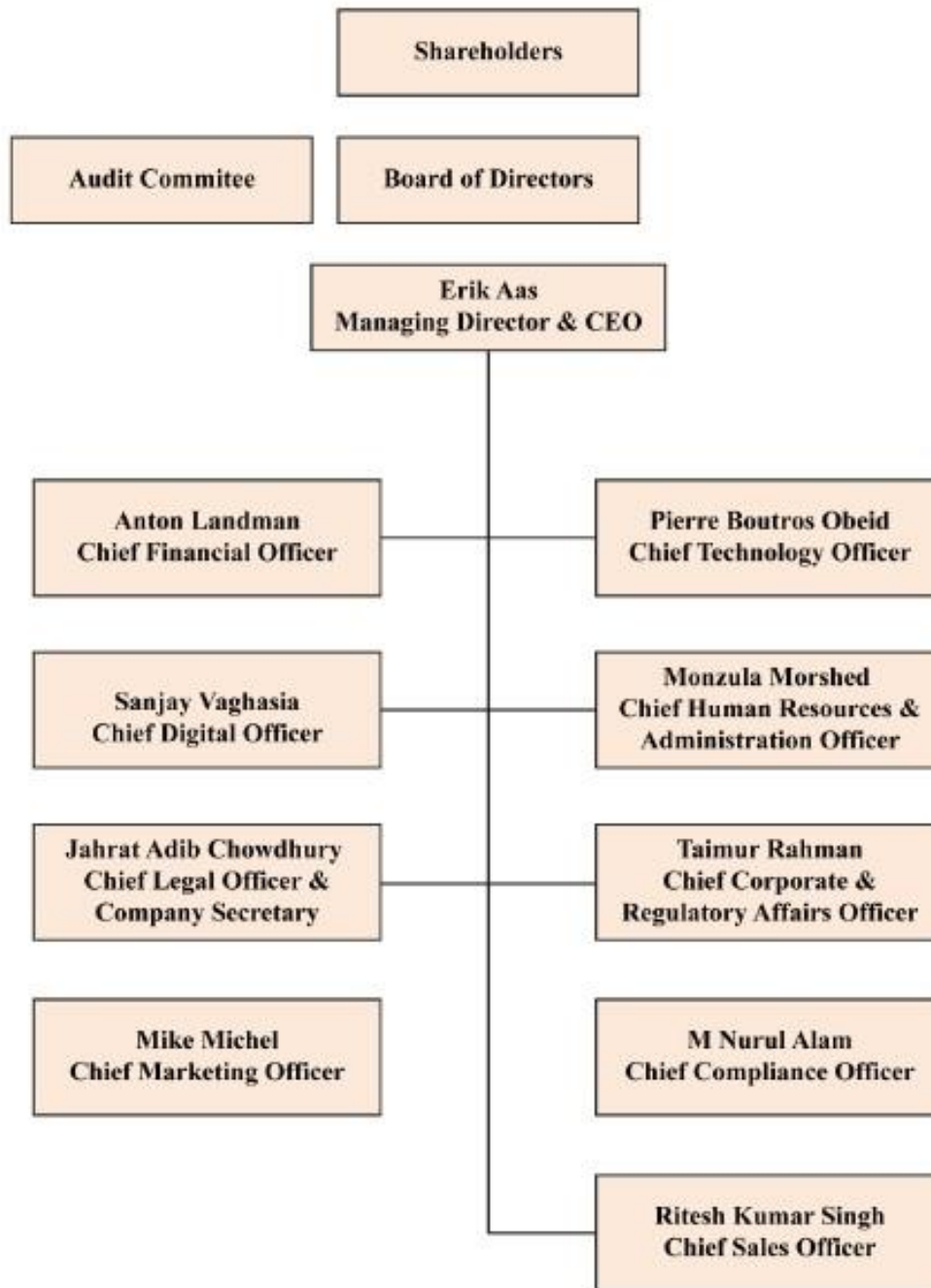|	
Chief Executive Officer	Erik Aas
Chief Financial Officer	Anton Landman
Chief Marketing Officer	Mike Michel
Chief Digital Officer	Sanjay Vaghasia
Chief Human Resource & Administrative Officer	MonzulaMorshed
Chief Technology Officer	Pierre Boutros Obeid
Chief Legal Officer	JahratAdib Chowdhury
Chief Compliance Officer	M Nurul Alam
Chief Corporate & Regulatory Officer	Taimur Rahman
Chief Sales Officer	Ritesh Kumar Singh

Source: (Banglalink, 2018)

Organogram

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                        ┌─────────────────┐
                        │  Shareholders   │
                        └─────────────────┘

┌─────────────────┐     ┌─────────────────┐
│ Audit Commitee  │     │ Board of Directors │
└─────────────────┘     └─────────────────┘

                   ┌──────────────────────┐
                   │      Erik Aas        │
                   │ Managing Director & CEO │
                   └──────────────────────┘
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Anton Landman Chief Financial Officer	Pierre Boutros Obeid Chief Technology Officer
Sanjay Vaghasia Chief Digital Officer	Monzula Morshed Chief Human Resources & Administration Officer
Jahrat Adib Chowdhury Chief Legal Officer & Company Secretary	Taimur Rahman Chief Corporate & Regulatory Affairs Officer
Mike Michel Chief Marketing Officer	M Nurul Alam Chief Compliance Officer
	Ritesh Kumar Singh Chief Sales Officer

Figure 1: Organogram or Organizational Chart of Banglalink

Source: (Mini, 2017)

Product Lines or Services of Banglalink
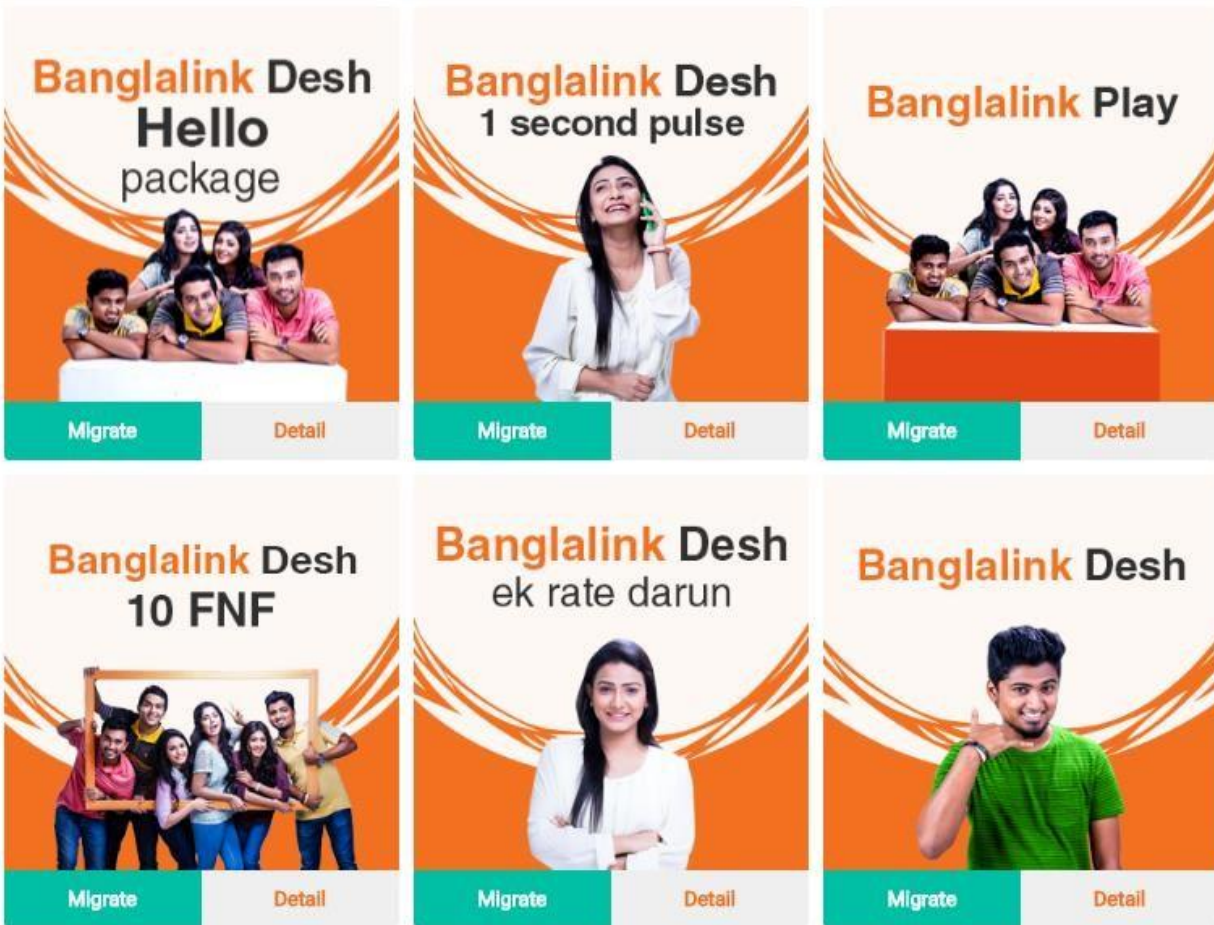
Product of Banglalink:

Figure 2: Packages offered by Banglalink
Source: (Banglalink, 2018)

1. Prepaid Package:

Banglalink primarily recommends two prepaid plans, Desh and Banglalink play. Adding some changes with BanglalinkDesh they offer they offer their other prepaid packages like Desh hello, Desh7FNF, Desh 10 FNF, Desh 1 second pulse and others (Anon., 2018).

• Banglalink launched Desh on September 14, 2006. Desh is one of the cheapest prepaid plans in the country by tariff. It gives you 10 paisa per 10 seconds to all Banglalink FNF numbers.

• Bangllaink play provides 16 FNF at any number and the best rate is 4.17 paisa per 10 sec. For special FNF 29 paisa per SMS and 100 SMS only at 99 paisa per day (Anon., 2018).

2. Postpaid Packages:

Banglalink postpaid packages are mostly customer centric and it provides the best value for money. Currently there are two postpaid plans.

• **Banglalink Inspire:**Banglalink inspire brings special new features for post-paid subscribers with remarkably low call rates, a whole lot a fnf numbers and other services and facilities. In Banglalink Inspire 42 paisa per minute call rate for two supplementary numbers (Banglalink, 2018).

• **Banglalink SME:**Banglalink SME package offers attractive tariffs and a complete package customized to suit the needs of small and medium enterprises. It offers 1second pulse to Banglalink numbers and 10% bonus on incoming calls from other operators.

3. Banglaink PROpaid: Designed for new generation professionals, Banglalink PROpaid provides the best value in voice and internet bundle, exciting partnership offers and flat PAYG rate which make life convenient. This worry-free connection empowers you to seize 5 opportunities over challenges in your daily life. PROpaid has an energized identity that is easy to relate to (Banglalink, n.d.).

4. Banglalink 3G:

Banglalink 3G provides their customer the fastest internet speed even on the move with the HSPA+ connection. Banglalink 3G brings the experience of using mobile broadband on 3G mobile phone/devices. One can enjoy video streaming, download, video calling, high speed data transmission with 3G connection. In 2014, BTRC (Bangladesh Telecommunication Regulatory Commission) declared that Banglalink's 3G data service is the fastest in our country. Besides providing the fastest 3G internet, Banglalink is the second operators in Bangladesh to cover 64 districts (Banglalink, 2018).

5. Services Offered:

Banglalink is always adding up to the range of their Value-Added Services for all of their customer's convenience.

The Value-Added Service (VAS) section will disseminate the customer with the new services that can now benefit from, which will give them all the freedom they need, making mobile communication more exciting, convenient and enjoyable. Since its beginning Banglalink has always wanted to offer their customer some innovative products and services on a regular basis.

Banglalink offer the following Value-Added services that designed to meet customer's need: GolpoChoraGaan, Friend Findre, Amar Tune, Azan Alert, Namaz Alert, Stock information, BanglalinkJigyasha, Quran, Messenger, Call Block, Internet, Voice Adda, Missed call Alert, Song Dedication, SMS, SMS email, SMS adda, SMS Facebook, Daily Facebook, Instant Recharge, Money Transfer. Banglalink provides different digital services also with the vision of making a digital platform which will make easy of people's life and day to day activities (Banglalink, 2018).
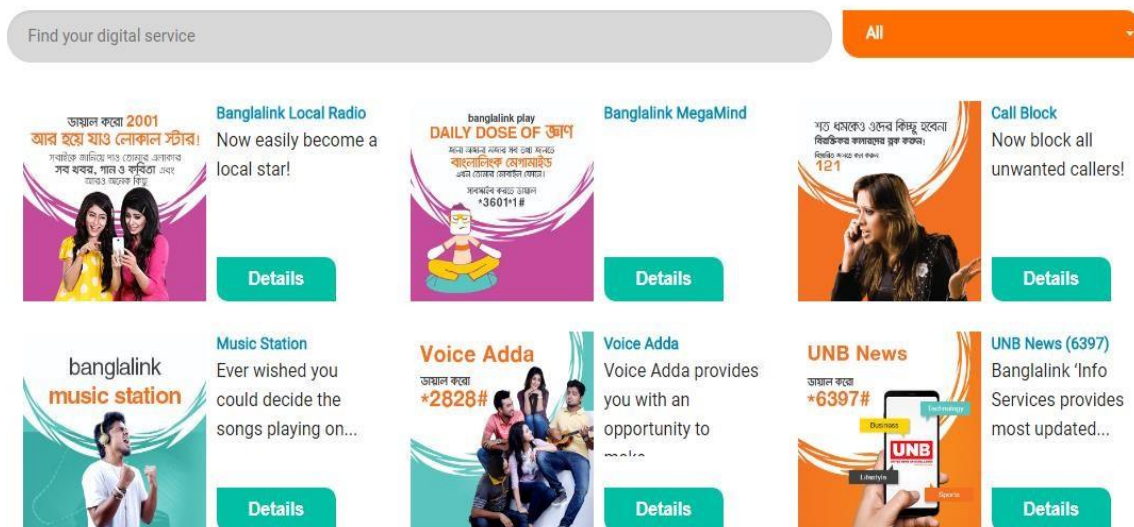

Figure 3: Digital Services Offered by Banglalink

Source: (Banglalink, 2018)

Banglalink 4G
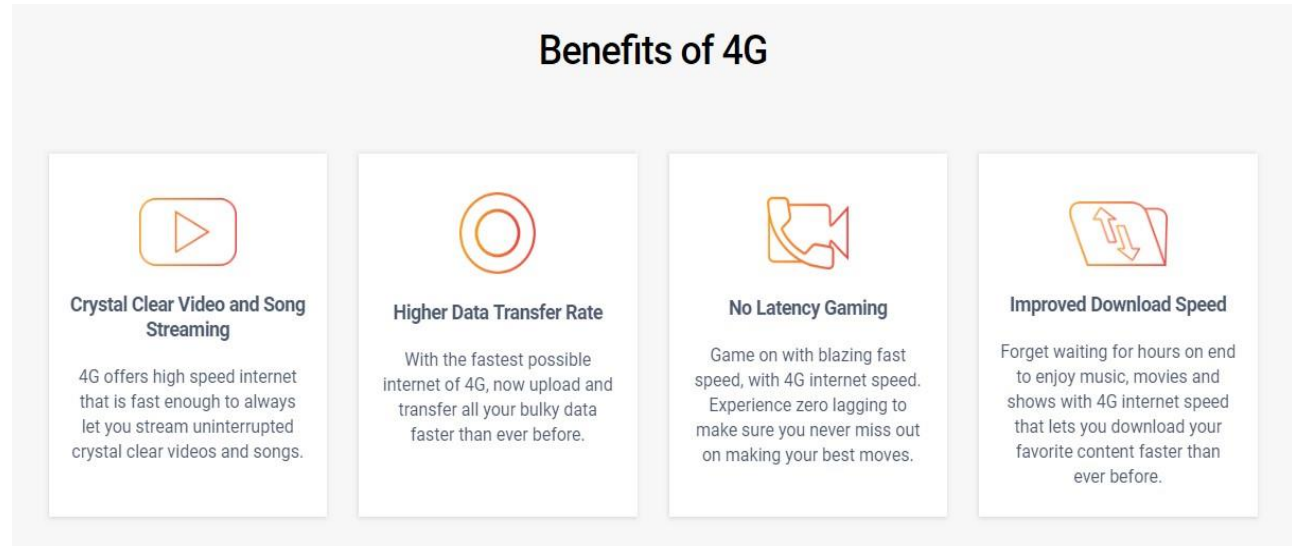

Source: (Banglalink, 2018)

Bangladesh has recently entered into a new era of internet experience. And that is 4G! To get the best internet experience for customer Banglalink has been awarded technology neutral spectrum in the 1800 and 2100 MHz bands (VEON, 2018).

BTRC conducted the auction and Banglalink has acquired:
   • 5.6 MHz paired spectrum in the 1800 MHz band; and

   • 5 MHz paired spectrum in the 2100 MHz band (VEON, 2018).

The spectrum is mainly technology neutral which means we can use any band in any technology. This will not only enable 4G but also increase the performance of 3G network. Banglalink will have to pay a total of USD 308.6 million for the spectrum excluding VAT (VEON, 2018).

Benefits of 4G

Source: (Banglalink, 2018)

4G will give us new and fastest internet experience around the country. Bangladesh Telecommunication Regulatory Commission (BTRC) impose rules and regulations on the quality of service where the minimum speed for the service will be set at 7 Mbps and the regulator would be tough on ensuring quality. The service provided by 4G network will ensure No buffering while HD streaming, also HD video calling, high quality music streaming and other services.

Banglalink CEO Erik Aas said "Now we are focusing on digital services which will also push customers to empower their digital life." The 4G services will play a vital role in boosting socioeconomic growth of the country by facilitating healthcare services, remote education, transportation and financial services, he added.

Introduction to the report
Rational of the study

This study was proposed by me because this is relevant to my course of study moreover this course is included in my course structure (BUS 400). In this program of internship I was selected to work under a supervisor and assist my supervisor at his routine work. The opportunity I was given helped me to learn the categories of work and had experience to work with an organization and fortunately was able to apply my academic knowledge. Whenever I will work with an organization as a student of BRAC University, the organization will get a preface about the university and from my internship experience that preface was very positive. Furthermore, the experience I was able to achieve from this 3 months long program I can apply to my real life work place, community and business and this course the main principle of the program is to expose the students to the professional life.

Scope and limitation of the Study

As I had to present an Internship report to BRAC University from the beginning of my internship I had to try accruing relevant information for my report. However, I faced problems as Banglalink has their own policies for outsiders. According to their policies I had restrictions to access some of the information. Therefore, some information I got from my line manager and sometime I failed to collect whereas the information is confidential. For preparing this report some problems and limitation have encountered which are as follows-

- I was not allowed to go through the confidential information of the Organization.
- Employees had enormous work pressure that they could not cooperate with the information sometimes.
- I had to hinge on secondary data besides primary data for the repot.
- The time of Internship was very limited and I was assigned to various assignments.

Objectives of the report

Broad Objective

- To know more about the functions of HRIS and how Banglalink is operating this software.

General Objectives

- To give an idea about the HRIS and how important it is in an organization.
- To find out the reason behind changing the previous HRIS software.
- Finally, to give some recommendation based on my findings.

Methodology:

Execution of this study is based on the information that I have collected from various sources using specific methods. Here I used:

- ✦ Literature Review
- ✦ Interview of the field related stakeholders

Information was collected from two sources-

- ✦ Primary data
- ✦ Secondary data

Primary Sources:

- Conducted interview of the employee who controls the HRIS.
- Direct communications with the employees at work place.

Secondary Sources:

- Literature reviews of relevant topics.
- Overview of the official website of Banglalink Digital Communication Ltd.
- Reviewed reports published on related topic.

I have piloted this Interview with the employees who control the HRIS end of HR operations. I have also interviewed the employees about the advantages that they think has unbolted because of using HRIS and also switching into different software. For that, to have the best result I have directed the interview among Banglalink employee only and it was expedient for me too.

Human Resource Information System (HRIS) of Banglalink:

Banglalink Digital Communications Ltd. has its own Human Resource Information System (HRIS). This HRIS has the responsibility of employee attendance maintenance, leave verification, employee profile update, preparing reports for different departments and performance management. Banglalinknow maintain their HRIS through the software called "V People".

HRIS is a management information system that is specifically a software or online solution for the data entry, data tracking, and data information needs of the Human Resources, payroll, management, and accounting functions within a business.

List of Most Popular HR Software Companies:
- o **ORACLE'** HUMAN CAPITAL MANAGEMANT CLOUD
- o **Infor**
- o **Workday**
- o **KRONOS**
- o **CERIDIAN**
- o **SAP**
- o **Criterion**
- o **corehr**
- o **EPICOR**
- o **Ascentis**

Vpeople:

Banglalink has named their HRIS "Vpeople". This software is developed by Computer Ease Ltd (CEL). CEL is a software company that was established in 1992. They are specialized in customized business application development.

Language:

➢ **Front end:** Vpeople is designed by two coding languages and the front end was designed by using VB.NET. Visual Basic .NET (VB.NET) is a multi-paradigm, object-oriented programming language that is implemented on the .NET Framework (En.wikipedia.org, 2018).
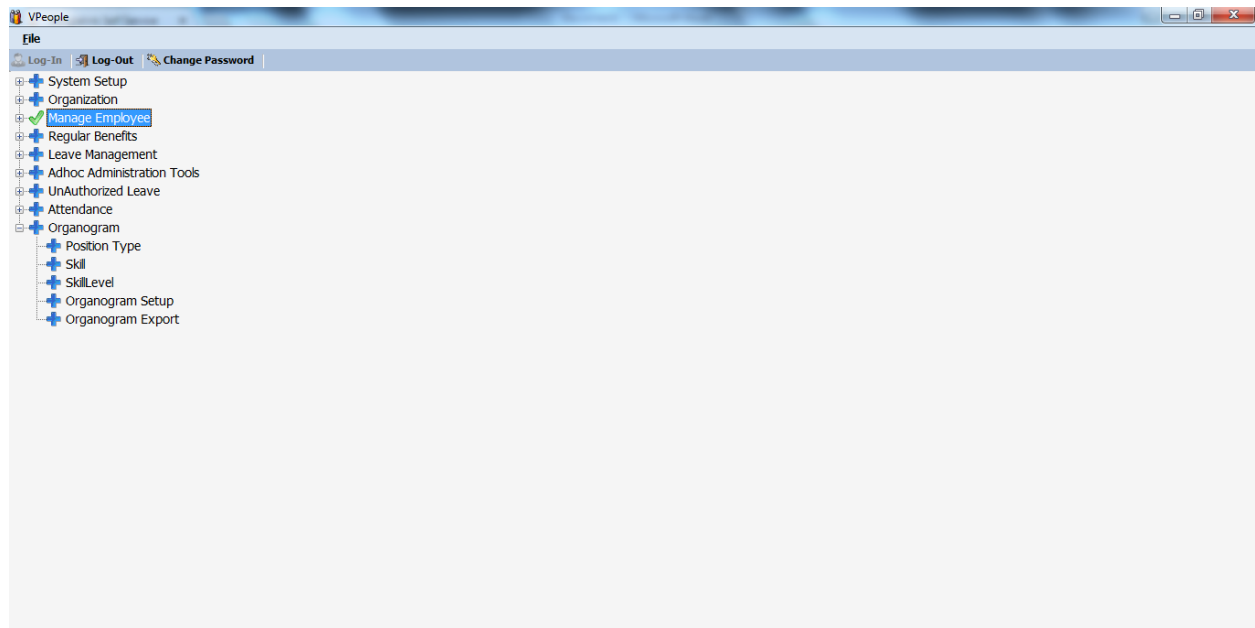

Source: (Vpeople, 2018)

Back end: The back end of Vpeople was developed by using ORACLE. Oracle Database is one of the most popular multi-model database management systems produced and marketed by Oracle Corporation. It is one of the world's most popular databases for running online transaction processing, data warehousing and database workloads (En.wikipedia.org, 2018).

Source: (Vpeople, 2018)

Functions of Vpeople:

Profile: Data such as names, titles, addresses, family information, educational qualification and salaries of basic start kept as an employee profile. Salary and position history, reporting structures, performance appraisal histories, and other critical employee information are maintained in this part. Other information like company-related documents such as employee handbooks, emergency evacuation procedures, and safety guidelines are provided as well.

Delegation management: Delegation is the assignment of any responsibility or authority to another person (normally from a manager to a subordinate) to carry out specific activities. It is one of the core concepts of management leadership. However, the person who delegated the work remains accountable for the outcome of the delegated work (En.wikipedia.org, 2018).
Therefore when an employee is delegating another employee his/her responsibility, first it must be accepted by delegated employee.

Attendance: By logging into the user end of Vpeople (Employee personal accounts), employees can check the entry and exit time of the office. By this access if there is any mistake or review is needed regarding the timing, they can claim or send update request for updating the actual information to be recorder. Therefore, this part is called employee self-service.

Overtime: Employees claim their overtime hours by using Vpeople. As the entry and exit time is been recorded, employees request their overtime hours to be adjusted with their salary and with the confirmation of their line manager, the overtime allowance get adjusted with the salary amount.

Performance: Performance development plans and the previous records of every individual employee has been tracked and recorded by Vpeople. It's not just enough to have plans; if they are not recorded in a central system they can easily parish. Employee Training and Development team along with the line managers plan and coordinate training needs assessment and it is a vital tool of succession planning for their future. This planning is a yearly process. This particular segment is comprised of employee ratings, recorded achievements, training need evaluation and Individual Development plan.

Leave: Banglalink Leave management is comprised of Pre-apply and Post-apply option. If employees face any problem and cannot contact with the office or their line managers before taking a leave, they can apply for post leave application as well. If any employee wants leave s/he needs to apply at least one day before the leave day and also need to get approval from their line managers. There are six types of leave allowed by Banglalink. They are Annual leave, Casual leave, Day OFF, Paternity leave, Maternity leave, Pilgrimage Leave, Sick leave. Pilgrimage leave can only be taken once in a employment tenure and often taken for performing Hajj or hence any other reason. And in case of Paternity leave or Maternity leave, unlike any other leaves the leave days will count the weekends as well.

Source: (Vpeople, 2018)

Payroll: One of the most important parts that have been processed through Vpeople is the Payroll procedure. All the employees of Banglalink get their salaries after the clearance from HR

Operations through Vpeople. HR Operations team deducts and adds the bill of any particular employee like overtime allowance, cafeteria bill, transportation bill, mobile bill (if any).

Separation: If any employee asks for separation, they need to claim separation through Vpeople. The process is better known as Exit clearance. Employees request for Exit clearance approval through Vpeople.

Reason for choosing Vpeople over HITS:

HITS is a management software that specialized in developing software products to manage, serve and secure people from birth to death over Cloud using Microsoft latest technologies of IoT. Over the course of 20 years, HITS has become one of the most prominent and customizable people management software solutions, used by renowned corporate organization (HITS Solutions, 2018).

Upon asking the employees what are the reasons behind switching into Vpeople from HITS, the reply was, "Reason for using Vpeople is the opposite of the reasons of not using HITS."

- HITS is not user friendly.
- Using HITS causes waste of time as for every step, concern must go through a lengthy procedure.
- HITS is not properly functional to provide management required information.
- Complete employment lifecycle is not manageable.
- Limited access to Employee self-service.
- The usage cost of HITS is extremely high.

Comparison between the two HRIS:

Vpeople	HITS
Vpeople is user friendly.	HITS is not user friendly.
Simple procedure for every solution.	Lengthy procedure for every solution.
Fully functional to provide management required information.	Not properly functional to provide management required information.
Complete employment lifecycle is fully manageable.	Complete employment lifecycle is not manageable.
Access can be given to any employee to any extend.	Limited access to Employee self-service.
Usage and maintenance cost of Vpeople is comparatively very low.	Usage and maintenance cost of HITS is extremely high.

Benefits of using HRIS (Vpeople):

Any organization using a HRIS system represents a very large investment decision. The usual benefits of using a HRIS are quick access to information, improved accuracy, cost saving, enhanced efficiency etc. To add more sense we can take the reference of Sadri and Chatterjee (2003), where they mentioned that computerized HRIS function enable, faster decision making, development, planning, and administration of HR because the storage of data is much easier to update, classify, and analyze. Last but not the least, employees can access the information they need to effectively support their everyday activities. Specific benefits of using Vpeople also include:

- Complete maintenance of employee life-cycle
- Higher Information accuracy

- Better planning and program development than before
- Better internal communications in terms of employee self-service and processes
- Reduction in cost of operations and data storage
- Faster procedure for any related activity
- More flexible towards any changes.

Recommendations:

Banglalink has always prioritized the maintenance of good human resource practice from the very beginning of their journey. In the course of my interviews for completing my report, I have realized that employees have no objection with current HRIS (Vpeople's) operation. But in some case they have also suggested some betterment that will ease their everyday activities. As Vpeople is the new HRIS and still needs some development to done, some of those are recommended below:

➢ If the personal file management of every individual employee's could be stored and managed through Vpeople, it would save a lot of office space and time of HR operations team.

➢ If Vpeople could process data analytics to draw conclusions about the information they contain, with the aid of specialized systems and software then many managerial decisions and causes of different problems like employee turnover and dissatisfactions could be measured with graphical representation.

➢ Currently Banglalink has another service providing software named Tiger's Lounge where employees get some services like Business card, medical insurance card and traveling services which could be merged with Vpeole, making it one stop service provider that would be easier to use and also a convenient option for the employees.

➢ If key stakeholders could get access to some of the information stored and provided by Vpeople that they require then it would be easier for them to complete their job and also the employees who are assigned to give those information to those respective

stakeholders. It will also save their time to acquire information.

Conclusion:

Human resources information system is one of the most important parts in an organization's HR function and regular operations. Initiating a proper upgrade of an effective HRIS can be sure-fire for any organization to stay competitive in the industry and to deliver more effective and streamlined service. To sustainably survive in this competitive era of globalization an organization like Banglalink needs to be more focused on creating innovative ways to ensure effective use of HRIS. Moreover, HRIS is essential for Multinationals corporations like Bangalink to ensure effective people management and to get a competitive edge in the corporate world accordingly. Furthermore, the HR services are becoming self-service rather than paper based transaction with the help of HRIS that resulted into more effective and efficient HR department ensuring maximum employee satisfaction.

At the end of this report it can be strongly highlighted that the HRIS better known as Vpeople of Banglalink has created an efficient and effective way of giving service to the employees which is one of the main reasons behind the organization's recent success.

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Appendix:

Questionnaire of the one on one interview is provided bellow:

1. *Does Banglalink Digital Communications Limited have any HRIS software?*

2. *Which software they use?*

3. *What are the functions covered by it?*

4. *What are the benefits of using this software?*

5. *Do you have any complain against it?*