"The challenges facing for using ORACAL based attendance software."

Submission Date: 15th December, 2011

Submitted to
Md. Jabir Al Mursalin
Lecturer
BRAC Business School

Submitted by
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Letter of Transmittal

To

Md. Jabir Al Mursalin
Lecturer
BRAC Business School
BRAC University

Subject: Submission of Internship Report.

Dear Sir,

Here is my internship report that fulfills partial requirement of Bachelor of Business Administration (BBA) degree. It is considered to be an important part for a student of Business Administration to undergo an internship project. I prepared my internship report on **"The challenges of using ORACLE based Attendance software in Runner Group of Companies"**. I have tried my level best to reflect your valuable supervision, comments & suggestions in my report.

Thank you for your cooperation and direction throughout the period. With your support it has been easier to complete the task of writing the report. Here I am submitting my internship report and requesting for your acceptance.

Regards,

Rudaba Tazin
ID: 07304015

<u>Acknowledgment</u>

At first I would like to express my gratitude to almighty ALLAH who has enabled me to finish my BBA, my parents who have given me all the support throughout the time.

My sincere and deep sense of appreciation goes to all the people with whom I have worked these three months and also help me to prepare this report on **"The challenges of using ORACLE based Attendance software in Runner Group of Companies"**.

My deepest gratitude goes to my internship supervisor **Md. Jabir Al Mursalin** for his generous guidance, inspiration and necessary support during the preparation of this report. Without this timely help & assistance, I could not have complete this report.

My heartfelt gratitude to **Syed Shahidul Alam** for giving me such an opportunity to work with the RGC HR Team. Along with them I would also like to thank the **HR team** for their utmost support throughout the period for the most successful execution of my report.

Executive Summary

Runner Group of Company is a well-known organization in Bangladesh operating business in the sector of Automobiles, Real estate, Agro–products, and System technology. They are trying to build a quality corporate culture and modern technology. They have a target to become paper less organization with in 3 years. In favor of that they are using **ORACLE** *based Attendance software for keeping employee attendance, leave, tour, salary, employee number, etc. for keeping employee records. And this paper focus on exploring the challenges Of Oracle based attendance software on RGC. It is found that this software is not fulfilling all requirements of the HR department. It is limited only maintaining attendance of employees and workers of head office and factories. It is observed that sometime staff or officers of HR department faced haphazard and unexpected situations like double entry, category of leave, and report not coming properly. My study has been found out that, this software is not comprehensive HR software. Lots of thing needs to be added to make this software effective and functional. This paper provides also some recommendations for HR department of RGC for undertake suitable and effective steps toward better HR software.*

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Part I

The Organization

Introduction:

Technology plays a vital role in today's organization setting. To achieve the organization's goal(s) and objectives, employees need to be faster; target oriented, and also need to reduce man-hour. And to serve this purpose(s), technology is an essential ingredient which provides momentum in the work flow, and ensures efficiency and effectiveness in the given output provided by the employees. In view of this, today, technology has become an indispensible requirement for any organization-which is equally applicable for Runner Group of Companies (RGC).

Runner Group has a vision to be a paperless organization within next 3 years. To maintain all functions and activities of Human Resource department of any company using software or technological things. In view of this, RGC uses attendance software for HR department to make better, quick and effective report. Presently, they have stated using **ORACLE** based attendance software for keeping record on employee attendance, leave, tour, salary, number of employees etc which is using in its corporate office, Gazipura Service Center and Bhaluka Factory. In the year of 2012 total ERP will be introduce gradually.

Citing this Runners Automobile is one a kind, which has made a significant contribution to the technological sector of the home market, thus making a significant contribution to the GDP of the country and making huge employment opportunities.

Around year 2000, Runner Group started with Motorcycle business. Mr. Hafizur Rahman Khan being the Chairman of the company has ensured the success of the company, by keeping qualified and experienced set of employees.

Runner Automobiles Ltd has set up a motorcycle component manufacturing factory at Bhaluka. The factory was set up under technical collaboration with Luoyang Northern Ek Chor Motorcycle Company of China, the manufacturer of Dayang brand motorcycles. With existing facilities, the factory can weld and paint six components (frame body, fuel tank, rear fork, main stand, side stand and foot peg) imported from China after punching. The factory would be progressively expanded to manufacture other components.

History:

Runner Group of Companies is emerged into automobiles (motorcycle) business named Runner Automobiles Ltd. since 2000. Runner Automobiles Ltd. was registered in the Joint Stock Company of Banglaesh under Companies Act. 1994 as a Private Limited Company.

Since its inception, having the good reputation in the domestic automobiles market Runner Group of Companies is the avant–garde in the same horizon, also operating conglomerate business having a number of Strategic Business Unit through rapid growth that enable us to reach the desired and ultimate destination.

Runner Group of Companies will continue to evolve and adapt to a changing world, its basic foundation is unchanged from the time of origin of the Companies function and reflects the basic idea of fairness, honesty and a general concern to the customer. Runner always treat customer as a blood of the company and ready to do everything for its prestigious customers.

RGC is strictly maintaining its commitment to follow and respect all applicable and existing of the company laws.

Group Directory:

Rapid growth of Runner Automobiles Ltd enables the group to expand its business in other fields as well. Now this company of 2000 is a publicly listed diversified Group of Companies, more than 1200 employees working in different companies of the group as shown below:

1. Runner Automobiles Ltd. (RAL)
2. Runner Motors Ltd. (RML)
3. Runner Bricks Ltd. (RBL)
4. Runner Agro Products Ltd (RAPL)
5. Runner Properties Ltd (RPL)
6. Runner System Technology (RST)

Product:

- Runner Automobiles Ltd
  - o DAYANG
  - o FREEDOM
- Runner Motors Ltd. –
  - o EICHER Truck
  - o Mahendra Mahendra Shaktimaan Tractor
  - o Pick up – Foton, Force.
- Runner Bricks Ltd. –
  - o Premium Brick
  - o Standard Brick
  - o Picket Bricks
  - o Hole Bricks
- Runner Agro Products Ltd. –
  - o Pesticide
  - o Fertilizer
  - o Seed
- Runner Properties Ltd. –
  - o Real Estate Development
- **Runner System Technology** –
  - o Software Development / Out Sourcing
  - o Call Center

Organogram:

In the Groups organogram HR Department is under the corporate bodies of Runner Group of Companies. The organogram of HR department is approved by the top management. The organogaram of RGC and HR department organograms are as follows:

Organization Chart of
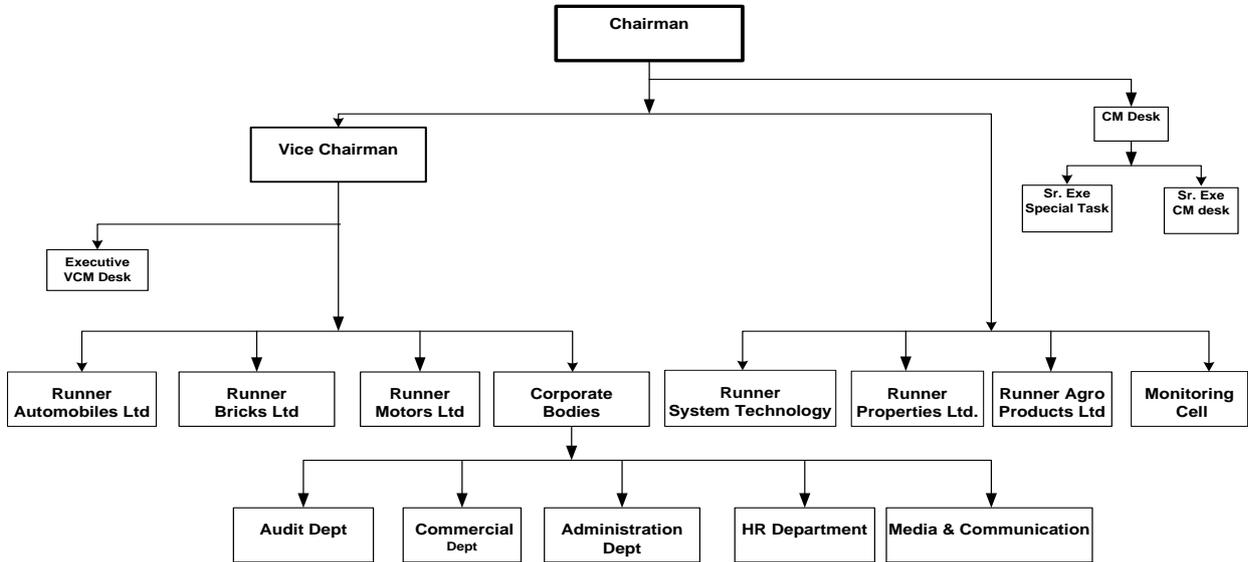**Runner Group of Companies**
Year # 2011

Figure 1: Organogram of RGC

Runner Group of Companies
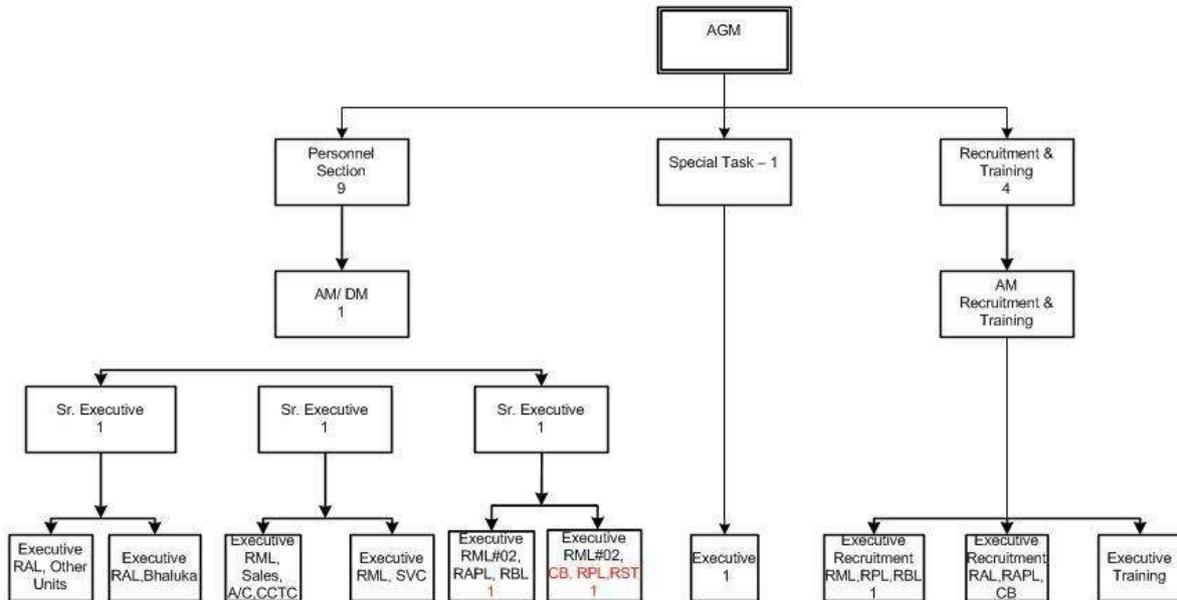HR Department
Organization Chart -2011

Figure 02: Diagram

Vision for Future:

The Vision that motivates people and drives the business of *RUNNER GROUP Of Companies, "To become a leading business conglomerate by developing quality products, attaining customer trust and contributing to the Nation/Society"*

RGC has a plan to build their business in following ways:

- *Manufacture a complete motorcycle in Bangladesh with next five years.*

- *Unit Price of the motorcycle to be reduced*

- *Organic growth in their existing markets*

- *Quick and effective entry into new markets*

- *Potentially attractive acquisition, joint ventures or other strategic alliances*

Part II
Job

Nature of job:

Human Resources Department (HRD) is under the tree of corporate bodies which is divided into three sections such as Employee Relations, Recruitment & Selection, and Training & Development. Each and every section has their unique nature of job. I am working in the employee relation section. This section has huge responsibilities and those are described as follows.

I. <u>Manpower Planning :</u> Manpower planning is the major concern of HR department. For recruiting people we have to consider the manpower target for the year. This is needed to be fixed after the confirmation of organogram for the year. Based on that, manpower increased gradually and being posted to each departments of concern. It also can be change in the middle of the year based on the departments' crises and expectation.

II. <u>Confirmation:</u> Confirmation is most important part of this job. Every employee stays 6 month in provision period and after that I have to take an exam of those employees. The authority was fixed a range for confirmation for each employee. If they are eligible then I will confirm them and send them the letter of confirmation. After that I send a copy to the accounts department for salary confirmation, one copy to the employee file and one copy to respective department head.

III. <u>Job description:</u> When an employee joined in RGC then we have to provide them their job descriptions based on their job criteria.

IV. <u>Vacancy:</u> At the end of the year we analysis employee vacancy. It was based on the each department organogram. If the organogram shows vacancy only then I recruit new employees and it was revised each year.

V. <u>Evaluation:</u> Evaluating each and every employee performance and keeping the updated record of that is a very vital work. For better evaluation higher management divided it into two parts, one is half yearly evaluation which is done middle of the year and another one is the yearly evaluation which is done at the end of the year.

VI. <u>Release:</u> Release is another vital work for HR employee relation. To release an employee I have to clear his record from each department like; Admin and

Accounts for financial clearance and his own department for approval. After all this clearance I have to prepare and issue the release letter with his working experience certificate. In any case I may need to arrange an exit interview for the employee.

Besides all this major works I have to do many others like Attendance, Salary, Late present report, Mobile bill, Organogram, Leave update, Posting order placed, Disciplinary action, Monthly report, Profile update of employee, Update the organization details etc.

Specific Responsibilities of job:

As an Intern of HRD I have lots of duties and responsibilities. My job responsibility is given billow:

1. Act to achieve overall sales target of Runner Group every year under the guidance of the supervisor.

2. Maintain liaison with the relevant departments for the matters related to Personnel of RPL

3. Monitor the daily Attendance, leave status to ensure the monthly attendance and leave report.

4. Monitor the database of the employees of RPL

5. Monitor and supervising Leave Register and all kinds of annual leave records, leave encashment and personal file etc regularly for the employee of RPL.

6. Assist Supervisor in conducting inquiry or investigation regarding any kind of Human Resources matters for the employee of RPL.

7. Assist Supervisor in conducting performance appraisal of the employees at the time of confirmation and half yearly/ yearly performance appraisal and finalize the report for the employee of RPL, Service

8. Deal with all incoming and outgoing HR letters/mails and reports delay, if any, and take necessary action in consulting with supervisor if and when required.

9. Supervise Transfer, Resignation, Confirmation, Promotion/Increment, Vacancy

Analysis issues and take necessary action in consulting with supervisor.

10. Supervise to developing questionnaire and conduct survey on employee.

11. Assist supervisor to Prepare Organogram and Monthly report.

12. Assist Supervisor in analyzing strength and weaknesses of existing employees.

13. Assist Supervisor in manpower planning for achieving Group's target.

14. Assist Supervisor in preparing Human Resources Information System (HRIS) and coordinates respective department in this regard.

15. Assist Supervisor to prepare Yearly Company Profile.

16. Assist Supervisor in various task related salary, allowance, bonus, leave and disciplinary matters related to attendances, turnouts etc.

17. Assist Supervisor in building Team and instigating team spirit.

18. Assist Supervisor in developing positive attitudes and taking motivational program for the employees of the employees.

19. Assist Supervisor in developing job description, terms and condition of each position.

Critical Observations:

RUNNER Group of Companies provides a good service to the new comers and gives a very positive working environment. Personally, I am satisfied with their way of working, environment of office, and cooperation of every works. There are lots of others benefits here but I am impressed on the facilities like free lunch and free transport facilities which are provided to all employees.

Recommends:

- Need to pay in small amounts of salary to the interns.

Part III
Project

Summary:

Runner Group of Companies HR department is consists of 15 people. They are very proficient and hardworking. They are efficient and well trained for using technological advantages. In their department they are using **ORACLE** based attendance software for keeping employee attendance, leave, tour, salary, employee details and total employee number, etc. But this software is not sufficient and supportive for them. For these the reasons they are facing problems in their work. My report is based on this software Problems, so I have made questionnaires for HR people and they answered professionally. I have 15 questioners in total and their opinions help me to prepare this report as well as identify the problems and potential solution successfully. Besides this I have discus with few IT people, from where I got a clear view on this software. In report I discus only few important points because it is based on few technical things.

Objective:

My study has guided by the following objectives:

1) To find how could oracle attendance software work in corporate houses in Bnagladesh.
2) To know the present scenario of oracle based attendance software in Bangladesh.
3) What will **HR department** gets benefits/facilities from oracle based attendance software.
4) To konw impact/consequences of oracle based attendance device/software in the formulation of HR polices and rules & regulations?
5) To identify the problem in implementing this in corporate houses in Bangladesh.
6) To determine/**explore** the prospects of oracle based attendance device/software in Bangladesh.

Methodology

Research methodology is an important part of the any research for generating scientific knowledge. It shows the path to doing research work. I want to conduct my study by collecting primary and secondary sources of data for betterment of my research paper.

1. **Data Collection**

   Data collection is core for any research. Data is raw materials for a research. I will collect data and information from different sources as:

2. **Primary sources**

   o **Observation:**

      Observation is accurate watching, noting of phenomena as they occur in nature with regard to cause and effect and mutual relationship. I have desire to observe **attendance software** related services **which is related to the activities of HR Department of Runner Group of Companies.** I will also observe IT infrastructure, **Knowledge and skill of** human resources and technological equipments.

   o **Discussion and in-depth interview**

      I have discussed with **different level of officers of RGC.**

   o **Interview Schedule**

      My research field area is **RGC.** For primary sources of data I have take 15 officials of RGC. Interview is close-ended, based on a set of questions.

   Table 1: **List of Respondents in the Study**

No of Respondents	Status
1	AGM
2	AM
3	Sr. Exe
9	Exe
Total 15	

3. **Secondary Sources**

   I will use secondary sources of data to enrich my study. Secondary sources help me get to information about concept of **oracle based attendence software.**

It is the basic sources of evidence for the study. Secondary sources that I used are different publications, journals & seminar papers. For unavailability of adequate books on this I have to depend on line sources. Basically most of the information collected from on line.

Limitations

1. Shortage of time
2. Inadequate information
3. Employee does not share main problem
4. Absence of privious study

This kind divices are very new to the private organizations.

Part IV
Main Body

Chapter-01 # ORACLE Based Attendance Software

1.1   ORACLE:

Based in Redwood, California, Oracle Corporation is the largest software company whose primary business is dealing with database products. Historically, Oracle has targeted high-end workstations and minicomputers as the server platforms to run its database systems. Its relational database was the first to support the SQL language, which has since become the industry standard.

Along with Sun Microsystems, Oracle has been one of the leading champions in network computers. This attendance software is developed on the basis of Oracle for HR department in RGC.

1.2   How ORACLE works in RGC:

RGC introduce ORACLE based attendance software for HR department which help them to reduce their work load. This software is used in 3 different locations which is given bellow:

1) Head office, Dhaka.
2) Factory of RAL, Bhaluka.
3) Central Service Center, Gazipura.

These are very important documents for HR department. We need to have a strong and protected network system for this. How this network works are shown in the following chart with description.

- **PC:**
Work station PC under the HR attendance server makes HR related Task.
- **Server:**
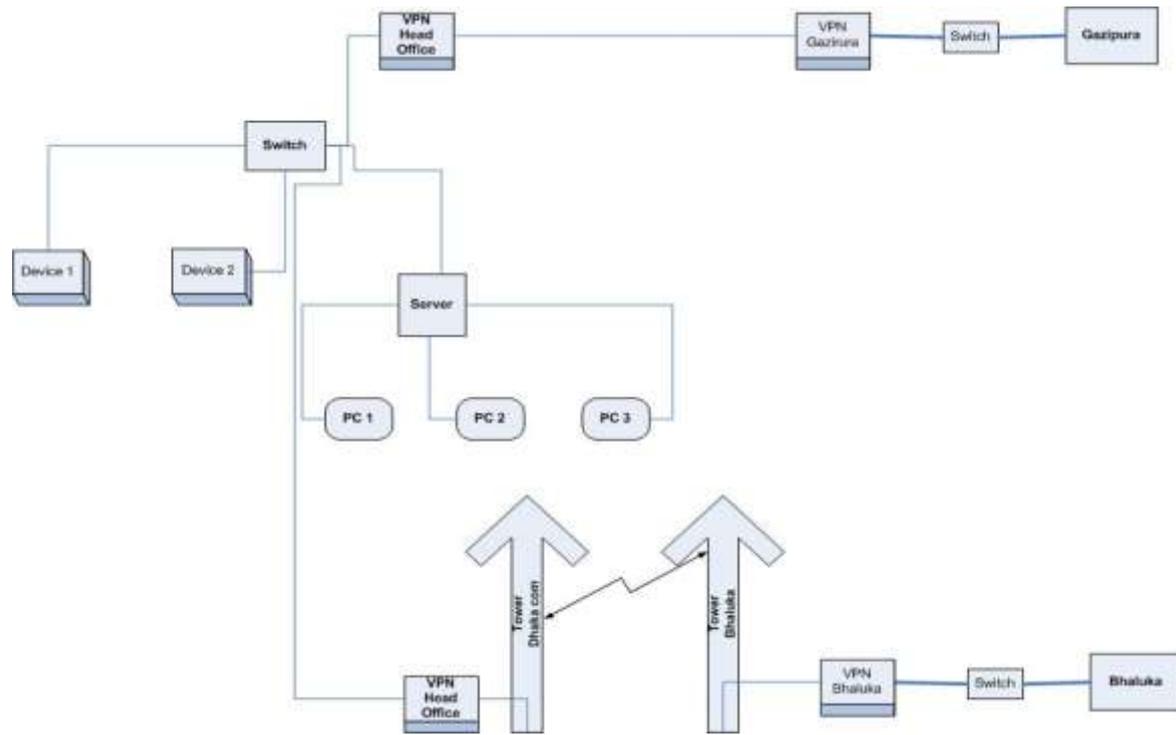Attendance server generates attendance and other HR reports.

Figure 03: Data Diagram

- **Switch:**

Network switch reached data from finger print device and through data to server in hade office. In Gazipura and Bhaluka factory it reached data from VPN device.

- **Device:**

Device means the finger print device. It is on the ground floor of head office which received attendance of employees.

- **VPN head office:**

Head office VPN works differently for Gazipura and Bhaluka. In gazipura it is using to transmit and receive data. In Bhaluka it is only used to communicate with the head office.

- **VPN Bhaluka and GAzipure:**

In Bhaluka it end VPN device to receive and route data from head office VPN via AGNI system. On the other hand in Gazipure end VPN device receive and route data from head office VPN via Dhaka Com.
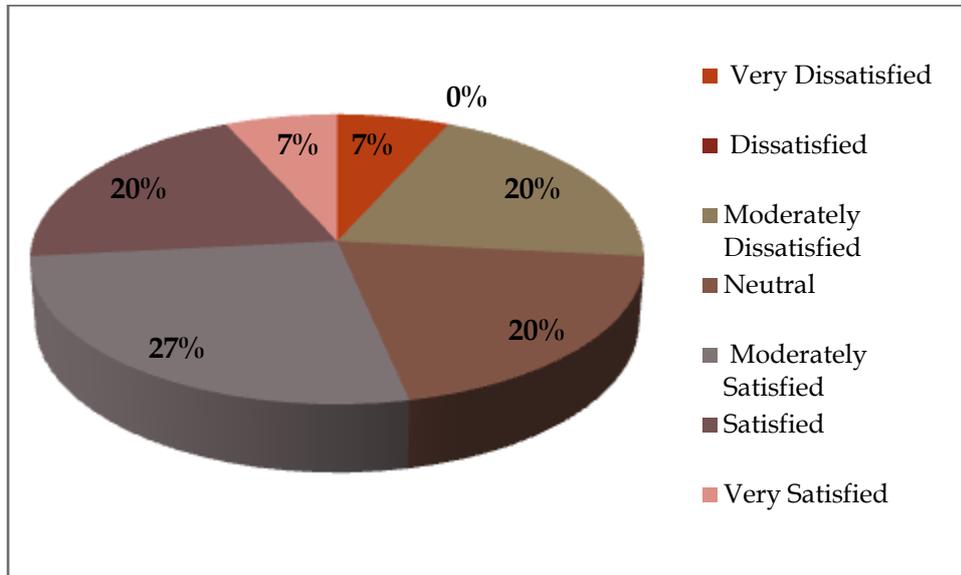
- **Tower Dhaka Com:**

It is a radio tower used to making connectivity with Bhaluka via AGNI system.

- **Tower Bhaluka:**

It is a radio tower used to making connectivity with head office via AGNI system.

2.1   Satisfaction level of user

- **Interpretation:**

    This graph depict that the satisfaction level for using this software is not that much high and pleasant. HR department is moderately satisfied by using this software which is 27 %. 20% users are neutral, moderately dissatisfied and satisfied and 7% users are very satisfied and very dissatisfied. So we can say that they are not satisfied for using ORACLE based attendance software for their usage. This software is not sufficient and effective for their day to day work.

- **Analysis:**

    The satisfaction level for using ORACLE based attendance software is not so satisfactory. Because by using this software HR department is facing difficulties, like-

    o   double entry (leave, tour and card attendance);
    o   repetitions of the leave entry;
    o   tours are not over-written by leaves;
    o   double entry creates miscalculation in individuals' monthly attendance;
    o   if there is no card attendance for more than one month, the name just disappeared from monthly attendance sheet;
    o   reporting format is not very effective and well organized; and so on.

Few problems are also undefined and not able to notice. This also creates a huge bothering for making reports for monthly attendance. This software is not updated and efficient for solving these issues. These are happening repeatedly. Even the data sometimes don't shows in a perfect category. These are the reasons why they are not pleased with this software.

2.2   Easiness to maintain
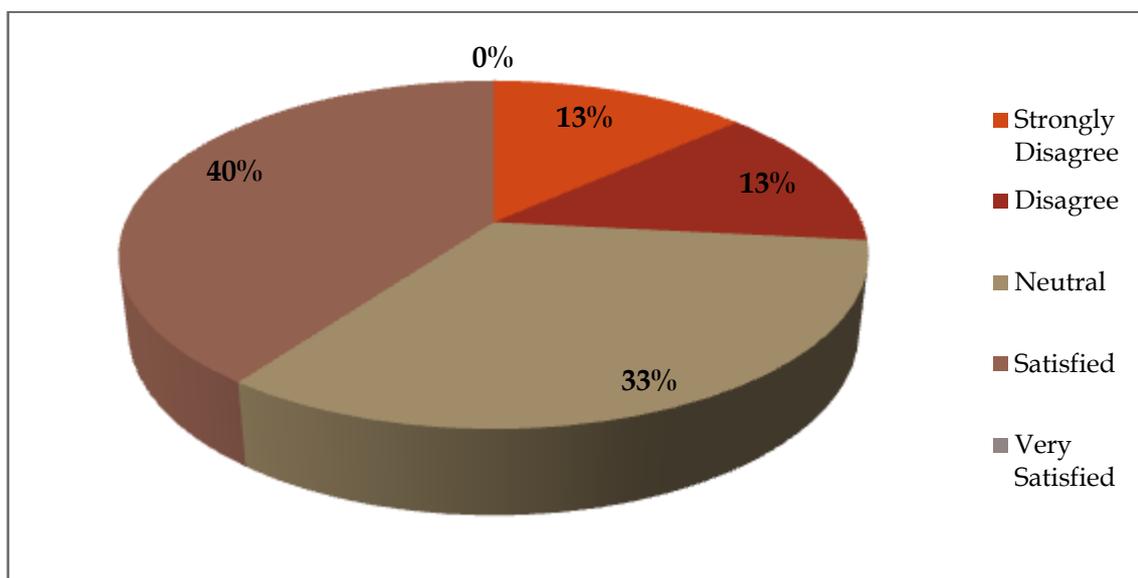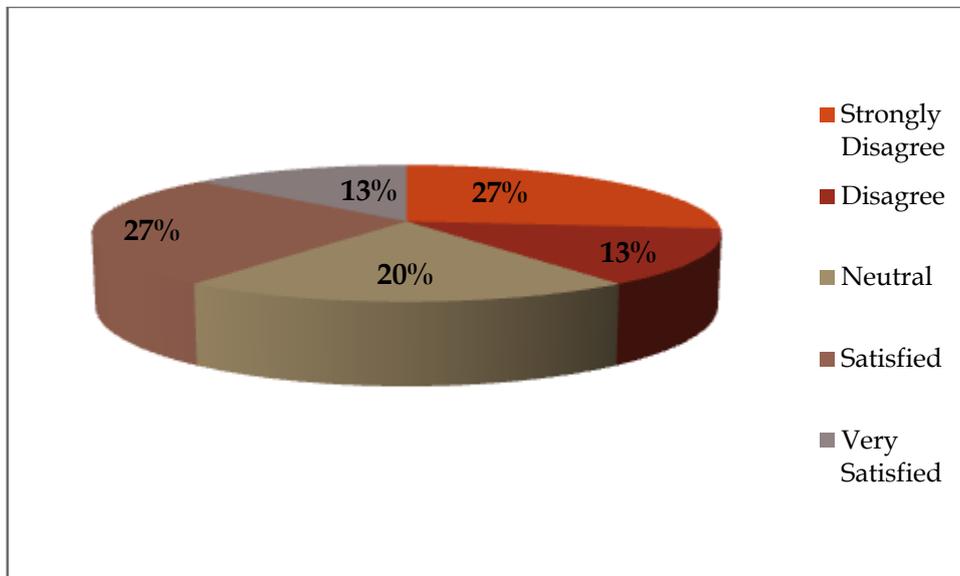

- Interpretation:

This graph shows how they are maintaining this software and is that easy to them or not. We can see those 40% employees are satisfied for using it, because the maintenance is so easy. 33% employees are neutral and 13% employees are disagreeing and strongly disagree for this issue. Although using of this software and maintain of this is trouble-free and easy for the employee.

- Analysis:

Software is easy to operate and easy to know the process of using. The employees are happy to have this maintenance. On the other hand few are not satisfied because it takes a huge time to keep the backup and updates of the report. The computers which use as a main server sometimes create problem for the employee. For this

reason the employee's regular work hampers a lot. To recover the problem and solve that took a long time.

## 2.2   Covers all required HR Functions

- Interpretation:

    This Pie chart, show that all the functions of this software cover all the requirements or not. There are two groups who are satisfied and strongly disagree with this. They have 27% in whole. 20% employees are neutral for this and 13% employees are Very satisfied but also disagree with this fact. So it varies based on the working condition of them.

- Analysis:

    Utility of this software does not fulfill all the requirements of employees. It has some problems like reappearance of entry, report does not show all the required data; don't make a valid report, etc.

2.3   Availability of updates
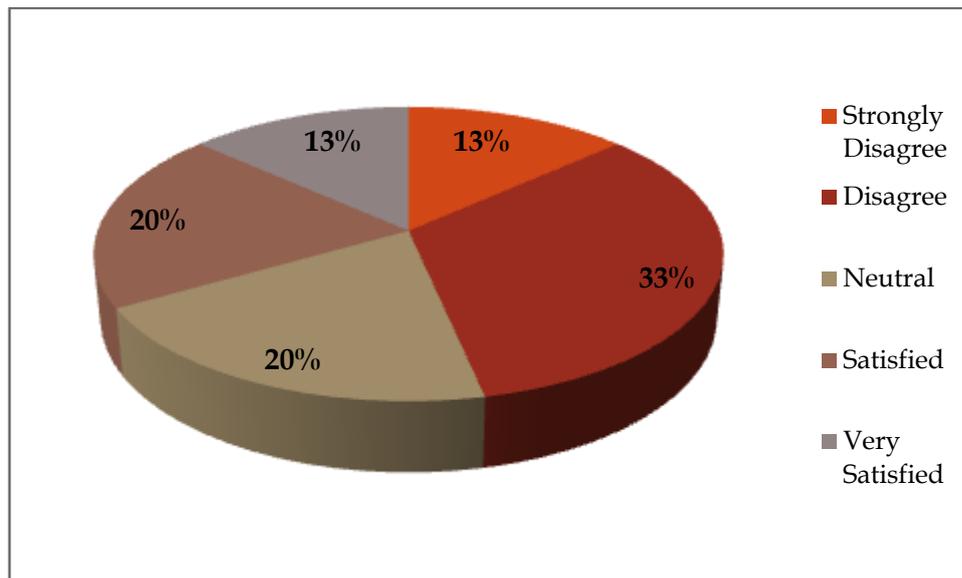
- **Interpretation:**

  Availability of the update is poor in this software. That's why it can't satisfy the needs of users. Only 13% of employee thinks that the updates are sufficient to do their tasks. But nearly 50% of the users find the software as an insufficient one. 20% of users are reluctant to express their opinion, why they remain neutral.

- **Analysis:**

  When any new situation arises and the requirement is new, updates are not available. When the operating system upgrades it requires newer update of the software to support with, which are rarely available. This difficulty creates reporting barrier and operation problems, so the disagreement level is almost 50%.

## 2.4   Software helps to reduce workload
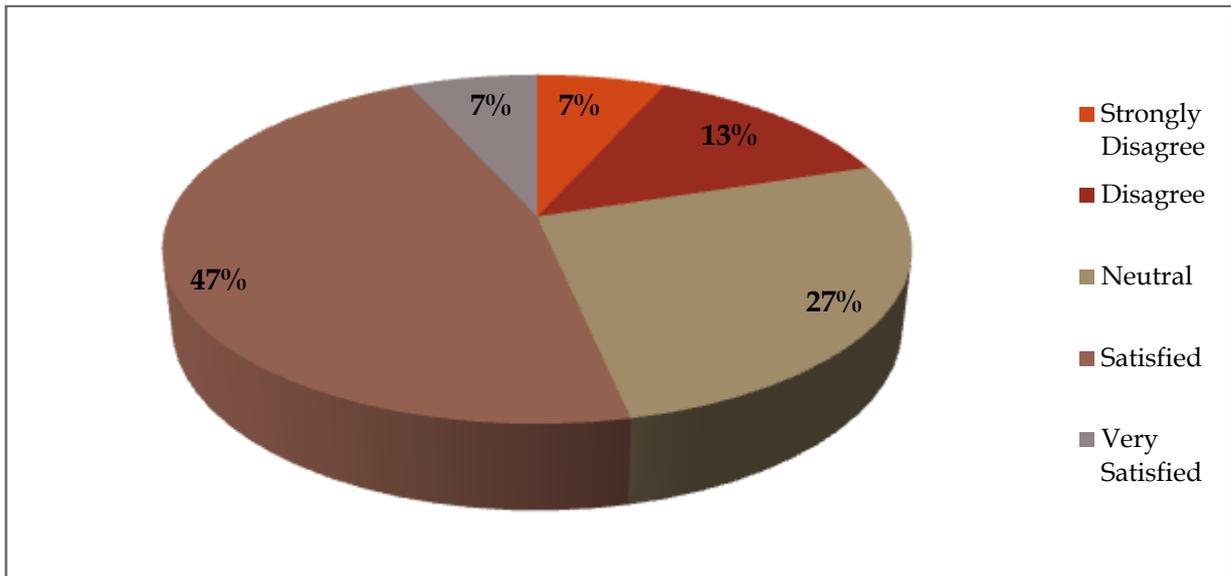
- **Interpretation:**

    HRIS with manual functionality takes much time and effort. Introduction of software surely saves time and effort, also brings more reliability. But this software also does the same, but the agreement level is 47% which is not satisfactory in the issue of reducing workload. Again 27% of a large population remains silent which seems to move toward disagreement of 13%.

- **Analysis:**

    Actually the software is not reducing the workload of manual system as expected. Users are not getting that feedback. Support system is not enough. So, only half of users think that it reducing workload.

2.5   User Friendly
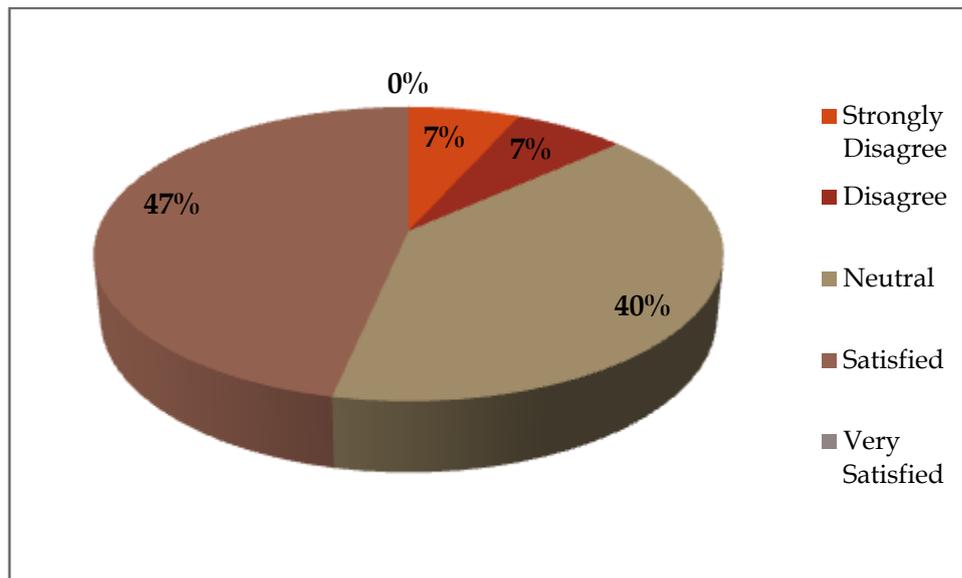
- **Interpretation:**

  The software is moderately user-friendly with a 40% of neutral response in the issue of user-friendliness. And the positive sign is that another 47% of users think that the software is easy to operate. Though the response is quiet contradictory but it is a optimistic view of the software.

- **Analysis:**

  Nearly 90% of the users find the software user-friendly because of its non comprehensiveness and very easy operation. Though this software is not purposing so much, but it seems easy for the entry level users.

This research shows us many problems which creates lot of difficulties to the employees of HR department. Sometimes these problems become so tough that employee becomes confused. Even they could not able to find the right causes of these errors. As a result, it affects on their report and produces a wrong report. Besides, it is also loosing the man–hours and efficiency level of employees. The major problems are discussed as follows.

i. Leave and tour entry in the software need to entry in a week without overlapping Friday and Govt. Holiday. If any entry is given on the Friday/ Govt. Holiday then it shows in the report that the person is absent for one day. The same thing happened both in leave and tour. While entering the leave or tour, it has to consider and aware this days. Otherwise salary advises to submit accounts department with wrong information.

ii. During the entry of Leave and tour, another thing have to consider which monthly closing and beginning date of a month. In RGC, the attendance month starts at 26th day and close at 25th day so that all employees can get his salary on 1st day of the month. If any entry is overlapping the said start-closing date then, the software provides various problems peculiar report such as one day absent, extra count, etc.

iii. If any employee is on tour for the entire month and doesn't give any single finger entry then his name is not shows in attendance list as well as employee list for that month. For this reason, it is not produce the exact report on attendance list and employees list. These are very crucial problem for making such reports.

iv. As per leave policy, if any one enjoys casual leave/sick more than he/she entitle then excess leave should treat as earn leave but the software is unable to do so. If any leave / attendance finger is entry in the same day then total system is blocked and don't appear any report at all. This is regular problem. For this reason, it is necessary to check all employees' attendance one by one for an error free report.

v. Any employees of RGC went to tour but before that if he gives his finger then it counts double attendance of that employee. So this is the problem for making the attendance sheet of that employee. For this double entry the attendance shows 32 or 34 days of the employee. At that time we have to find and check his each and every tour and leave record to make it accurate. During that time it creates a haphazard situation to all HR peoples.

vi. If an employee gives finger and work in that day even then some times the ORACAL based attendance software is unable to pick up the data form original data base which is called remote manager. As result someone has given his/her attendance but she /he is found absent which is very alarming for attendance report.

vii. During the hortal day it is allows to all employee to attend at office one hour later from the schedule timing. ORACAL based attendance software doesn't have that facility that it can be adjusted. If anything happens like this we have to fix these problems manually. This is an enormous hassle for us.

Recommendation

o   They can introduce Enterprise Resource Planning (ERP) for more effective and proficient software in HR department.

o   Need to provide a simple user menu. So the user can easily capture the system.

o   Need a specified server only for using this attendance purpose.

o   HR employees need a training program to understand the use of this software.

o   All computer of the HR department must be virus protected.

o   Network system need to be stronger for establishing this networking system.

o   Need more training facilities for using devices.

o   Software coding need to be correct to make a perfect report of employees.

o   Need to have strong security for HR document.

o   Need to have technical advantage for all employees.

Conclusion

Runner Group of Companies is a well–known organization in Bangladesh. They have a strong market position in all regions in Bangladesh. They are trying to build a good quality corporate culture and modern technology.

Oracle based software is very famous, convenient and user friendly all over the world. In Runner Group Companies, I have observed that they are facing huge problems on their Oracle based attendance software. My report illustrate that RGC does not get such benefits as they expect. This software is only used for attendance and leave of the employees of RGC. According to my study, the problem they are facing by using this software can be overcome by adding and editing new features to this software.

References

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- Consult with Information Technology department people.

- **Consult with RGC employees.**