

Report On
**“A Critical Analysis of HRIS of Chemist
Laboratories Ltd.”**

By

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18164006

An internship report submitted to the **BRAC Business School** in partial fulfillment of the
requirements for the degree of
Masters of Business Administration

BRAC University
January 2021

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Declaration

It is hereby declared that

1. The internship report submitted is my/our own original work while completing degree at BRAC University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I/We have acknowledged all main sources of help.

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Letter of Transmittal

Parveen Sultana Huda

Lecturer

BRAC Business School,

BRAC University

66 Mohakhali, Dhaka-1212

Subject: Submission of Internship Report on “A Study on HRIS of Chemist Laboratories”

Dear Madam,

With due respect, I am submitting my Internship report on the topic titled as “A Study on HRIS of Chemist Laboratories” as a part of my MBA Program. This is my great pleasure to submit the Internship report of my three months long Internship program in Chemist Laboratories Ltd. In the Human Resource Department with Human Resource team. This report has been prepared to fulfill the requirement of my internship program at my assigned organization in Chemist Laboratories. 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.

Sincerely yours,



Masum Islam

18164006

BRAC Business School

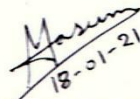
BRAC University

Date: January 10, 2021

Non-Disclosure Agreement

“I thereby declaring that every information about “Chemist Laboratories Ltd.” used in this report is non-confidential and they have every knowledge about the content of this report”

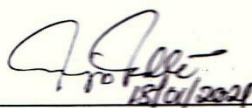
Student’s Full Name & Signature:



Masum
18-01-21

Masum Islam
18164006

Company Supervisor’s Signature:



Sumaiya Sultana
18/01/2021

Sumaiya Sultana
HR Manager
Chemist Laboratories Ltd.

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 Ms. Parveen Sultana Huda 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 Sumaiya Sultana (HR Manager) who helped me by providing informative instructions. Without their help this project would have been difficult to complete.

Executive Summary

To fulfill my Post Graduation, I have done internship in this semester (Fall 2020). Chemist Laboratories give me the opportunity to do internship in HR. Chemist Laboratories has helped me obtain several maneuvers related to Human Resource Department, which involves, Preparing and keeping employee information and documents in respective employee file, Helping former employees to acquire their original certificates and related records, Data entries of employee details in database, etc. In this report I have discussed the company's who are leading the market for providing the HRIS in Bangladesh and compare their services with the demand of Chemist Laboratories and also their present software. 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 Chemist Laboratories.

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List of Acronyms

HRIS	Human Resource Information System
GMP	Good Manufacturing Practice
POS	Point of Sale
EEO	Equal Employment Opportunities
HRMS	Human Resource Management System
HR	Human Resource
WHO	World Health Organization
HCM	Human Capital Management
PIM	Personal Information Management

Chapter - 1

Introduction

1.1 Objectives of the Report:

General Objective

The general objective of this report was to analyze the HR practice and Human Resource Management System (HRIS) in Chemist Laboratories Ltd and to complete my total credits for post-graduation.

Specific Objectives

- To determine how HRIS Work in practice.
- To know the present HRIS Supply in Bangladeshi Market.
- To Identify the present situation of Chemist HRIS
- To examine the Current demand of HRIS In Chemist Laboratories.
- To get a general idea about the demand and supply of HRIS.

1.2 Scope of the Study:

At present, one of the leading business sectors is the pharmaceutical industry. In terms of business profit, growth, and efficiency, it has seen colossal growth in the last two decades in our country. This report gave an in-depth idea about the HR practices and how the company is maintaining its HRIS during my internship period. This internship report is the total experience with the HR Division and the organization as well. It was a privilege of working with the HR team and learning about their activities.

1.3 Methodology:

As the Focus Of this Report is on HR Automation, based on the company demand and exploration of the market supply. We like to give a clear idea to those who would like to buy HRIS for their company. The nature of the report will be exploratory and descriptive. I have used primary and secondary data to complete my report

Primary Data

I have collected primary data from,

- Direct interview
- Observation

Secondary Data

I have collected secondary data from the following sources,

- Browsers and websites
- Journals
- Research papers
- Newspapers
- Companies Brochures

1.4 Limitations

Confidentiality

As there was much information regarding the organization, some area was secret and confidential. So there an information gap which let down the report at some places.

Time Constraints

It was a major drawback which is time constraint while I doing my report. I needed more time to observe the HR practice and HRIS. I had to be busy with my assigned tasks. So, I think I did not get enough time for in-depth observation, data, and knowledge before working on this report.

Lacking knowledge of Corporate Sector

I had no in-depth knowledge regarding the corporate sector which is my limitation. It took some time to get adjusted to the working schedule.

Chapter - 2

Company Profile

2.1 About Chemist Laboratories:

With only three locally manufactured products, AgroVet division started its operation in 1998. We have at present there are 73 (133 presentations) locally manufactured & imported poultry & livestock products successfully present in the market.

Pesticide Unit is a newly formed unit dedicated to the diversification of agro business through agricultural chemicals and public health insecticides. The unit was established with the initial prospect of becoming the market leader in agrochemicals sector in Bangladesh.

2.2 Background and History of Chemist Laboratories:

With the vision to ensure health for the people by manufacturing quality product at reasonable price Chemist Laboratories Ltd. Started its journey in the year 1968. Today Chemist is a name for Quality & Service. Chemist is one of the few pharmaceuticals in Bangladesh which manufacture injectables since 1970. Now with the range of hormones, steroids, an aesthetic intraarticular & antibiotic injectables Chemist maintaining its strong growth & stability since long. Chemist plant is established in Barisal which is a beautiful city with hundreds of canals. Barisal is called the Venice of Bangladesh. It's about 240 km away from the capital Dhaka & very near to the sea The Bay of Bengal. The Production quality and the management made this company very much stable in the competitive market. In 2005 Chemist obtained ISO 9001:2000 Quality Management System. It has been upgraded to ISO 900:2008 in 2011 for its product development, manufacturing, Quality assurance, Marketing, Sales & distribution of human & veterinary pharmaceutical products by Orion Registrar, Inc, USA. Chemist also endorsed the UN global compact in 2004.

To produce quality human & veterinary medicine the factory & Q.C. has the most reliable, latest & modern equipment's from USA, UK, Germany, Italy, Belgium, Japan and other countries like South Korea, China, India, Taiwan.

The people of this company are trained to ensure GMP (Good Manufacturing Practice) prescribed by WHO.

2.3 Business Areas:

1. Chemist Laboratories Ltd. (Human)
2. Chemist Laboratories Ltd. (Veterinary)
3. Chemist Herbal care & Nutraceuticals Ltd.
4. Chemist Herbal Care Ltd. (Ayurvedic division)
5. Chemist Agrobiotech Ltd. (Plant tissue culture of potato & orchid)
6. Chemist Crop Care Ltd. (Pesticides, Fungicides, micro nutrients)
7. Chemist Laboratories Ltd. (food division)


2.4 Business Moto:

With our motto “Ensures healthy living everyday” we like to proceed further.

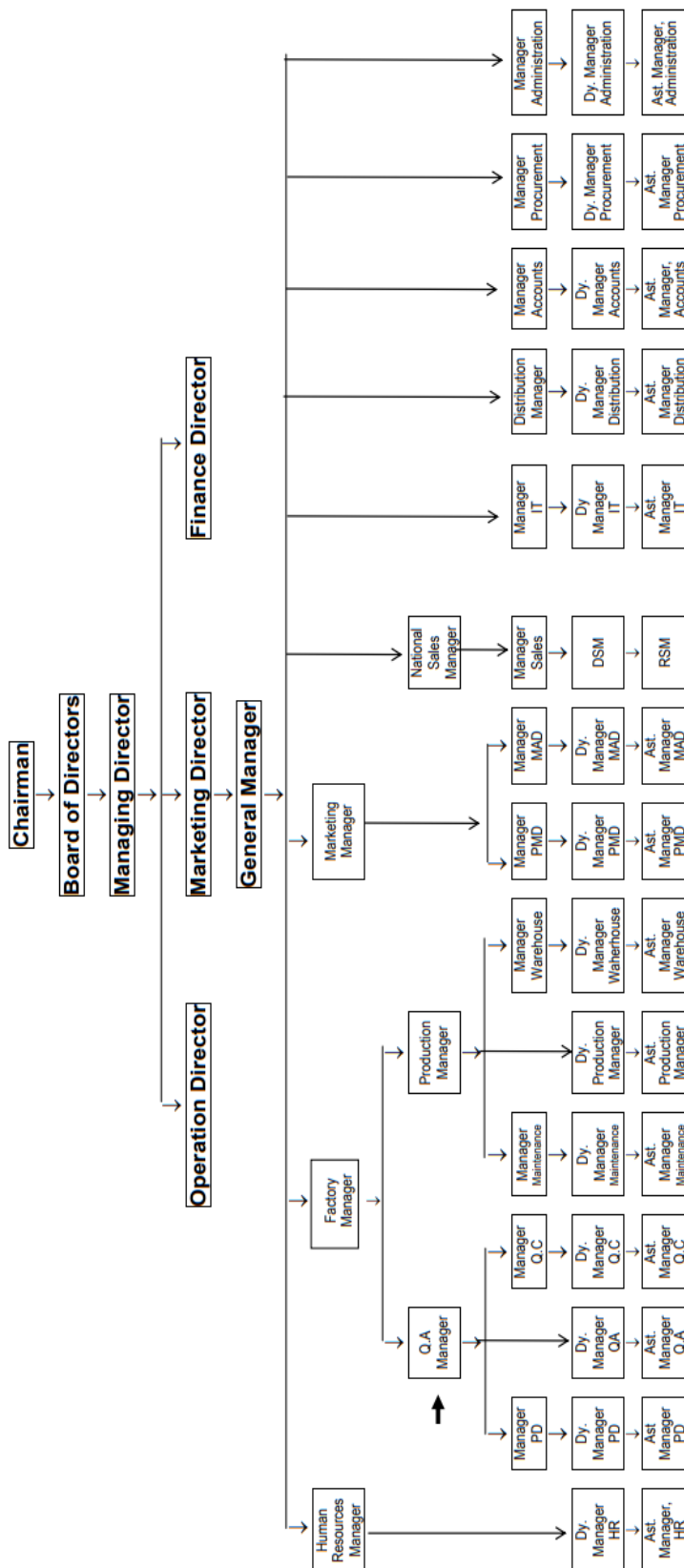
2.5 Top Management:

Managing Director	Golam Sarwar
Director Accounts	Lutfur Rahaman
Director Operation	Mahabubur Rahaman
Director Marketing	Moshur Rahaman
Director Food	Rakib Rahaman
Director Executive	Md. Abdullah Al Farabi

2.6 Organogram:


Chemist Laboratories Ltd.
 Barisal
Organogram

Revision No. 02
 Effective Date: 01.01.2007



2.7 Place of Operation:

Chemist Laboratories Are Currently Operating on 16 Points of Bangladesh Including a central Distribution Center. They are:

Serial Number	Depot Name
1	Dhaka
2	Savar
3	Narayangonj
4	Barisal
5	Faridpur
6	Khulna
7	Jessore
8	Bogra
9	Rajshahi
10	Rangpur
11	Mymensingh
12	Sylhet
13	Comilla
14	Chittagong
15	Noakhali
16	Patuakhali
17	Pabna
18	Central Distribution Center (CDC)

Chapter – 3

Top HRIS Providing

Companies in

Bangladesh

3.1 Introduction:

Choosing the right HR and Payroll software service in today's business field will change your business's roadmap. Since this program is a structured job chart portfolio for workers, their rights and the growth of the business. The backbone of any effective company is employees in every sector. An organization gets online management through the HR and Payroll program and even stands on an organized track.

3.2 Human Resource Information System:

Human resource information system (HRIS) also known as human resource management system (HRMS), is generally an HR platform of information technology based on HR software. This allow HR to do their activity and follow processes electronically.

To put it another way, an HRIS can be seen as a way, by apps, for large and small corporations to take care of a variety of activities, including those pertaining to human capital, accounting, administration and payroll activities. A HRIS enables a business to schedule its HR expenses more efficiently, as well as to control and monitor them without allocating too much resources to them.

In certain cases, when it comes to making choices in HR, an HRIS would also translate to productivity improvements. The decisions taken should also improve efficiency and, as a result, all workers and supervisors should increase and become more productive in their production.

3.3 Benefits of HRIS:

Within every organization, the human resources department is viewed as extremely important for the whole organization. By offering everything from professional and talented labor to management training programs, employee enrichment opportunities and more, its multiple roles act as a supporting backdrop for the organization. Since labor is for most companies the single largest cost, human resources let corporations extract the greatest benefit from this significant asset. Viewing the importance of an HR department in an organization it is must to automate this department with HRIS. Inside this department, an HRIS will be used to help human resources workers and administrators enhance their productivity and the results of their activities.

Quick access to information, better precision, cost saving, improved performance, etc. are the advantages of using an HRIS. Computerized HRIS feature allows quicker decision-making, HR growth, preparation, and administration because data storage is much easier to update, identify, and evaluate.

Last but not least, human resources teams must have the right equipment and resources in place in order to operate optimally.

Benefits of using also include:

- Total employee life-cycle maintenance
- Better precision of details
- Effective preparation and implementation of services than ever
- Good organizational coordination in terms of self-service and protocols for workers.
- Reduction of operating and data storage costs
- Faster protocol for any operation associated
- More versatile with respect to any shifts.
- Run error-free payroll
- Efficient leave & attendance tracking
- Data security and easy accessibility
- Analytics to assist you in the decision-making process
- Better utilization of your HR team's time

HRIS can provide up-to-date, accurate and necessary information, statistics and figures through a computer terminal and can thus promote collective bargaining. It should be collective bargaining, rather than thoughts and fictions, as "what if analysis." HRIS will also help establish better interpersonal ties in the enterprise in the same way.

3.4 5 HR & Payroll Software Companies in Bangladesh:

In this Part there are broad context about the Bangladeshi Top Companies according to Reliability and affordability. This part is made by direct offerings of the company. Information are used from the company's website and brochure. In this part we discuss what are the offerings of Bangladeshi Software company which will lead us to Understand the Supply of the HR Software Market.

1. Jibika Plexus

Jibika plexus is one of the best HR and Payroll information management applications in Bangladesh. They have a smart management solution for the HR and Payroll software market. Jibika Plexus has some amazing features that are truly helpful to the management of an organization.

Offerings:

- 1) HR Management:
 - a) Letter disbursement
 - b) Personal file management
 - c) Leave management
 - d) Promotion management
 - e) Increment management

- 2) Attendance Management:
 - a) Attendance report
 - b) Melty shift attendance process
 - c) Absent identification
 - d) Daily pay management

- 3) Salary and Wages Management:
 - a) Wage sheet
 - b) Overtime separation (For Complacence)
 - c) Festival allowance management

d) Salary distribution process

4) Production Management:

- a) Everyone's production entry
- b) Piece Rate Changeability
- c) Pay sheet based on Piece Rate
- d) Workers skills identification

2. Zaman IT

Their HR and Payroll software is 'Smart Pay' by Zaman IT. In Bangladesh, they are a strong supplier of HR and Payroll services because the software they offer is user-friendly. You can use their applications from anywhere, with unlimited usage privileges. They offer the finest service at a lower cost. They also retained individual access and user panels in order to save time and maintain user privacy.

Offerings:

- **Company information:** This main module focuses on presenting all the relevant details that they would like to provide in terms of details about their organization. They will edit their data as well.
- **Setup:** Information such as district, blood type, religion, branch, classification, post, weekend, holy day, etc. may be applied to the configuration client. They can even customize the machine.
- **Employee Information:** This main module focuses on supplying them with all the relevant details that they want to know in the employee list about any single employee from their company. In addition to employee details, they may even incorporate employee information.
- **Attendance:** Customers can conveniently monitor the involvement of their workers in the attendance function. The module provides them with all the functionality needed to fulfill their personalized attendance management needs, such as shift plan, shift delivery, shift erase, description of attendance, attendance process, and data upload.

- **Leave:** Customers can conveniently handle leave configuration, measurement and transaction of their workers in the leave feature.
- **Allowance:** All the details retained in this module applies to any allowances and benefits given to workers. This may include descriptions of house rent, salary, education allowance, allocation of allowance, record of allowance.
- **Deduction:** In this feature, all sorts of deduction processes are preserved, such as deduction setup, delivery and deduction logs.
- **Loan:** In this module, all the details relevant to any loan, such as loan type and delivery, is retained.
- **Salary:** A wage tracking scheme that helps keep track of the salary transfers of all its workers. In the wage method retained in this system, allowance list, deduction sheet, pay slip, bank sheet.
- **User Manage:** A consumer can access any of the functions in this scheme. Using the panel and access control to control all feature users.
- **HR Report:** HR provides all the options for managing the approach for human resources administration. To satisfy unique HR needs that fit their company, they can make some sort of combinations to build their custom rules. The module offers them all the functionality such as monitoring, current, missing, and leaves. Report on the weekend & vacation, punch, attendance and late report.
- **Provident Fund:** This module includes all the necessary details on the balance of the provident fund check, deposits, statement of checks, PF deposit, PF loan.

3.Gent IT

The HR and Payroll software features of Gent IT are the solutions for basic resource control, and along with the rich kit, payroll processing is simple to use.

Offerings:

Attendance/leave management: Attendance records are available in pdf format and have early and late leave counting services that are automatic. Public and business holidays are also seen.

Project Management: This person may be delegated to some individual duties by this. It helps to see the development of teams and lists of tasks and knowledge. It indicates logistical assistance as well.

Expense and Asset management: The software displays the classification, workflow, and cost and asset reports here.

Payroll management: In this segment, the primary emphasis is employee details, wage, deduction, salary structure, allowance.

Without these, they also have all the facilities that are attached to payroll software, such as loan management, training management and many other items.

4. Roopokar:

Another good HR and Payroll app in Bangladesh is Roopokar. For HR and Payroll services, they have built some nice features. Employee site, announcement section, leave handling of timetable, workplace change handling, holiday module, corporate scorebook, all report charts, protection and so on are their resources.

Offerings:

- Employee Management
- Payroll Management Module
- Performance Management
- Corporate Scoreboard
- Leave Management Module
- Attendance Management
- Holiday Management Module
- Daily Report section
- Announcement Section
- Expense Section
- Job Post Section
- Job Application Section

- Award Section
- Departments of company section
- Employee Designation section
- Database Backup
- Bulk attendance report upload facilities
- Integration with fingerprint
- Employee clock in and clock out system from employee panel
- Easy to use
- Attractive user interface

5. Solution Art:

This firm used to market custom apps, such as the company's own software. A user module, a recruitment module, a configuration module, an Increment and Development module, an appraisal module, a resignation module, and other basic software programs are also used with their tasks.

Offerings:

- User Module
- Leave Module
- Configuration Module
- Recruitment Module
- Employee Information Module
- Attendance Module
- Reporting Management
- Loan Module
- Increment Module
- Termination Module
- Retirement Module
- Resign Module
- Evaluation Management

Additional Offerings:

- “Pharma Art” a solution developed for Pharmaceutical Industries
- Customized software on demand of customers
- Combined Software
- Web Based Solutions
- Cloud Maintenance

3.5 Supply of HRIS in Bangladesh:

The availability of a product is the amount of such commodity that, for a given period of time, the sellers are able and willing to provide for sale at a certain price. Referring to that we can see almost all the company are willing to offer their product to any one and all of them are more or less offering similar type of HR Solutions. If we analyses the number of software companies, we can reach a conclusion that the supply of HRIS in Bangladesh is in a Handsome amount. If an organization is willing to pay accordingly they can have a HRIS by their choice.

Chapter – 4

HRIS in Chemist

Laboratories

4.1 Present Situation:

Chemist Laboratories is looking for a new and improve HR & Payroll management System. Their old system is not good enough to meet new challenges. Their software is application based and based on an old interface.

Old Software Contains,

- A. Leave Management
- B. Attendance Management
- C. Payroll Management
- D. Employee Information
- E. Provident Fund Management

4.2 New Software Requirements of Chemist Laboratories:

Chemist Laboratories are looking for a new and improve HRIS. With their old ability, which are leave management, attendance management, payroll management, employee information, Provident Fund Management They are now wish to have more advance possibilities. Their requirements are as follows,

Basic Requirements

Personnel Info Management (PIM)

- Store in a single location all knowledge from this app.
- Use employee documents to monitor and correct contact and travel details for employees.

- Manage the employment information of workers by determining wage rates, salaries and other information.
- Identify a module of monitoring by identifying employee supervisors. Use PIM to keep time to time track of past work experience, educational details, skills and other criteria.
- Display and check when needed for employee information.
- Generate personalized reports on workers.

Leave /Time off Management

- Defining ways of leave that are important to the company.
- Show on a single screen details on leave eligibility, leave period, account balance, history & compensated time-off.
- Defining days off (staff vacation planning). Allow employees to apply for leave online and Supervisors may approve or reject leave application online also.
- Send automatic e-mail updates on leave from workers and superiors.

Time & Attendance Management

- Take advantage of correct monitoring of project information.
- Build time sheets to monitor project assignments and responsibilities of employees.
- Defining days off (weekends and specific holidays).
- Manage all job task timesheets.
- Create weekly or monthly timesheets.
- Generating time updates that are awaiting or accepted.
- For HR administrators and supervisors, simple, precise and succinct attendance monitoring.

Recruitment

- Applicant database
- Scheduling of interviews
- Identify HR executives for career openings.
- Keyword marking for advanced screening of candidates
- Recruiting facility for social media via Facebook
- Candidate/applicant history maintenance
- Vacancies can be posted to the website's RSS Feed

Performance

- Using key performance indicators (KPIs) unique to each work description, build performance reports.
- Enable supervisors/managers to review the success of subordinates.
- Enable workers to grasp the aspirations of employers.

Dashboard

- Quick launch panel.
- Pending leave requests.
- Employee distribution within departments.

Portability (Web Based)

- Regular backups
- Automatic updates

Additional Requirements

- Software collaboration (Accounting and HR Software)
- Fully Customization
- Access restrictions

4.3 Recommendation:

Chemist Laboratories 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 objection with current HRIS operation. They want to have a new HRIS.

As the demand of Chemist Laboratories, the best possible company from above list will be “Solution Art”. Reasons,

- Only solution art Provide Their Own unique customize software
- They make collaborative software solution. Accounting and HR under one software.
- They offer web-based software

Though “Solution Art” Charges Higher then the other HRIS Provider, their offerings are unique. Chemist Laboratories Is a Pharmaceuticals Company. They deal with a huge amount of market people. Without a collaborating Accounting and HR software it will take huge time to make payroll and send to the accounts.

4.4 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 Chemist Laboratories needs to be more focused on creating innovative ways to ensure effective use of HRIS. Moreover, HRIS is essential for Multinationals corporations like Chemist Laboratories 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.

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Appendix:

Questionnaire of the one on one interview is provided bellow:

- Does Chemist Laboratories Limited have any HRIS software?
- Which software they use?
- What are the functions covered by it?
- What are the benefits of using this software?
- Do you have any complain against it?