

Report on
A Study on the Importance of HRIS at Banglalink Digital
Communication Ltd.

By
Showrav Paul
18304046

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

BRAC Business School
BRAC University
September 2022

© 2022. BRAC University – All rights reserved.

Declaration

It is hereby declared that

1. I wrote the internship report on my own and submitted it when I finished my degree at BRAC University.
2. The report does not include anything that has already been published or written by a third party, unless it is properly cited in the form of complete and correct referencing.
3. Nothing in the report has been approved or submitted for any other degree or diploma at a university or other institution.
4. I have credited my primary sources of assistance.

Student's Full Name & Signature:

Showrav Paul

Showrav Paul
Student ID: 18304046

Supervisor's Full Name & Signature:

Shihab Kabir Shuvo
Lecturer, BRAC Business School
BRAC University

Letter of Transmittal

Shihab Kabir Shuvo
Lecturer, BRAC Business School
BRAC University
66 Mohakhali, Dhaka-1212

Subject: Submission of Internship report on Onboarding Procedural at Banglalink Digital Communication Ltd.

Dear Sir,

With all due respect, I am submitting this letter of transmittal along with my internship report on Banglalink Digital Communication Ltd.'s HRIS importance. All of the knowledge I have acquired while working at Banglalink Digital Communication Ltd. is contained in this report. My whole report is made up of knowledge I've gained during the past three months.

I think I complied with all the requirements outlined in the BBA Internship Guideline Structure when preparing my report, as well as the directives provided by my organization's superiors. If you would please accept this report, I will be glad. You are welcome to ask me for clarification if you have any further questions regarding this report.

Sincerely yours,

Showrav Paul

Showrav Paul

Student ID: 18304046

BRAC Business School

BRAC University

Date: September 30, 2022



Non-Disclosure Agreement

This agreement is formed and entered into it by and between Banglalink Digital Communication Ltd. and Showrav Paul, a student at BRAC University, in order to guarantee that the student won't disclose any private information about the firm without authorization.

Showrav Paul

Showrav Paul

Student ID: 18304046

BRAC Business School

BRAC University

Acknowledgement

I would want to express my gratitude to my supervisor, co-supervisor, and the field supervisors at my place of employment. They have given me their unwavering support so that I may appropriately finish this report on the importance of HRIS in a private firm.

My co-supervisor and supervisor have supported me whenever I have needed support with any questions in order to submit this report accurately. The supervisors at the company were quite helpful and successfully informed me about the importance of HRIS and other similar things, which significantly helped me in writing the report. I thus wish to give these individuals my sincere gratitude.

I'd like to start by saying that I'm grateful for the opportunity to do an internship at Banglalink Digital Communication Ltd, one of Bangladesh's top service and customer-focused telecommunications companies.

Following that, over the course of my internship, I had the kindest guidance, collaboration, and supervision from my academic supervisor, Mr. Shihab Kabir Shuvo, and my co-supervisor, Mr. Ahmed Abir Choudhury, from BRAC Business School, BRAC University. Second, I want to thank Khawja Sabree Huda (HR Service Delivery Lead Specialists) and Abdur Rafeu Yead (HR Service Delivery Specialist). They gave up their valuable time to be my supervisors, and I am really appreciative of it.

Last but not least, I want to sincerely thank all of my Banglalink Digital Communication Ltd. intern colleagues for helping me during this internship period.

Executive Summary

Keywords: HRIS, Private, Telecommunication, Communication, Banglalink.

I've covered the main duties performed by Banglalink's Human Resource Information System (HRIS) in this report. Additionally, I have attempted to describe the variations in how various Banglalink information systems were used and operated. The main goal of the paper was to define the overall Banglalink HRIS concept and its operational operations. Recently, Banglalink has shifted their HRIS software from Vpeople to Oracle which is Cloud based Human Capital Management (HCM). Banglalink aims to increase the productivity and efficiency of their business by utilizing HRIS effectively.

There is no doubting that the nature of labor is changing quickly. Human Resource Management needs to be prepared to cope with the consequences of the evolving workplace as a part of a company. At Banglalink, HRIS playing a vital role in HR functions. Therefore, careful planning of the HRIS implementation and formulation is required in order to carry out the operations successfully. In addition to this, management now recognizes the effectiveness of its HR activities. The predicted organizational success is greatly impacted by HRIS orientation. My suggestion is that Banglalink focuses more on using their new HRIS software, which covers an employee's whole lifetime, as the primary method for managing internal affairs so that the extra time and resources can be used to other fields.

Table of Contents

Declaration	2
Letter of Transmittal	3
Non-Disclosure Agreement	4
Acknowledgement	5
Executive Summary	6
Table of Contents	7
List of Figure	9
List of Table	10
List of Acronyms	11
Glossary	11
Chapter 1: Overview of Internship	12
1.1. Student Information	12
1.2. Internship Information	12
1.2.1. Period, Company Name, Department/Division, Address	12
1.2.2. Internship Company Supervisor's Information	12
1.2.3. Job Scope	12
1.2.4. Regular Responsibilities	13
1.3. Internship Outcome	13
1.3.1. Student's Contribution to the Company	13
1.3.2. Benefit of the student	13
1.3.3. Problems/Difficulties faced during the internship period	14
1.3.4. Recommendation to the company on future Internship	14
Chapter 2: Organization Information	15
2.1. Telecommunication Industries in Bangladesh	15
2.2. Company Profile	16
2.2.1. About Banglalink	16
2.2.2. Background and History of Banglalink	17
2.2.3. About VEON	18
2.3. Mission, Vision, Objectives and Slogan	18
2.3.1. Mission of Banglalink	18

2.3.2.	Vision of Banglalink	19
2.3.3.	Objectives of Banglalink	19
2.3.4.	Banglalink Slogan	19
2.4.	Core Values of Banglalink	20
2.4.1.	Customer Obsessed	20
2.4.2.	Innovation	20
2.4.3.	Collaborative	20
2.4.4.	Entrepreneurial	20
2.4.5.	Truthful	21
2.5.	Corporate Division of Banglalink	21
2.5.1.	Management team	21
2.5.2.	Organogram	22
2.6.	Product, Services, Businesses and Others of Banglalink	22
2.6.1.	Products offered by Banglalink	22
2.6.1.1.	Prepaid Packages	22
2.6.1.2.	Postpaid Packages	23
2.6.1.3.	Banglalink 4G	24
2.6.2.	Digital Services offered by Banglalink	25
2.6.2.1.	App Services	25
2.6.2.2.	Value Added Services (VAS)	27
2.6.2.3.	Financial Services	28
2.6.2.4.	Other Services	28
2.6.3.	Business and Others offered by Banglalink	29
2.6.3.1.	Business offered by Banglalink	29
2.6.3.2.	Orange Club by Banglalink	30
2.6.3.3.	eShop by Banglalink	31
2.7.	Data on different perspective	32
2.7.1.	Numbers of Employees	32
2.7.2.	Data on workers on primary activity categories	32
2.7.3.	Revenue from contracts with customers	33
Chapter 3: Project Part: Importance of HRIS at Banglalink		34
3.1.	Introduction	34

3.1.1.	Background	34
3.1.2.	Objective	35
3.1.2.1.	Broad Objective	35
3.1.2.2.	Specific Objective	35
3.1.3.	Significance	35
3.2.	Methodology	36
3.3.	Analysis on Human Resource Information System (HRIS) of Banglalink	36
3.3.1.	VLoung	36
3.3.2.	Vfleet	38
3.3.3.	Vpeople	39
3.3.4.	Oracle	40
3.4.	Benefits of using HRIS	42
3.5.	Conclusion	42
3.6.	Recommendation	42
	Reference	43
	Appendix	44

List of Figure

Figure 1:	Logo of VEON Group	18
Figure 2:	The Management Team of Banglalink (Source: Banglalink, 2022)	21
Figure 3:	Organogram or Organizational Chart of Banglalink (Source: Banglalink, 2022)	22
Figure 4:	Packages offered by Banglalink	24
Figure 5:	Fun & Entertainment Digital App Services	25
Figure 6:	Lifestyle Digital App Service	26
Figure 7:	Sports & Gaming Digital App Service	26
Figure 8:	Health & Education Digital App Services	26
Figure 9:	Messaging and Utility Service	27
Figure 10:	Fun & Entertainment Services	27
Figure 11:	News & Info Services	27
Figure 12:	Health & Education Services	28

Figure 13: Enterprise Solutions	29
Figure 14: Business Packages	29
Figure 15: Other Business Services	30
Figure 16: Orange Club Benefits	31
Figure 17: eShop by Banglalink	31
Figure 18: Employee Dataset (Banglalink marked red)	32
Figure 19: Primary Section Categories (Banglalink marked red)	32
Figure 20: Revenue table from contracts with customers (Banglalink marked red)	33
Figure 21: Vlounge Interface	37
Figure 22: Vfeet	38
Figure 23: Vfeet Car Registration Page	38
Figure 24: Vpeople Interface	39
Figure 25: Registration for Food and Pick & Drop Services through Vpeople	40
Figure 26: Oracle Interface	40

List of Table

Table 1: Subscriber of different mobile operators (BTRC, July 22)	15
---	----

List of Acronyms

HRIS – Human Resource Information System

HR – Human Resource

HRM – Human Resource Management

BTRC – Bangladesh Telecommunication Regulatory Commission

BTTB – Bangladesh Telegraph and Telephone Board

GB – Gigabyte

MB – Megabyte

Mhz – Megahertz

Glossary

Human Resource Information System (HRIS) – HRIS is a human resources software that integrates a variety of systems and procedures to guarantee the simple administration of data, business processes, and human resources.

Chapter 1: Overview of Internship

1.1. Student Information

My name is Showrav Paul, and I am a Bachelor of Business Administration (BBA) student at Brac Business School (BBS), BRAC University, with the Student ID: 18304046. My undergraduate studies began in the Summer 2018, and I hope to complete my undergraduate this year. I will graduate in 2022 with double major in Human Resource Management (HRM) and Management Information System (MIS).

1.2. Internship Information

1.2.1. Period, Company Name, Department/Division, Address

I have been given the opportunity to work as an intern at Banglalink Digital Communication Limited for three months, beginning on May 29th, 2022 and ending on August 29th, 2022. I work in the HR Service Delivery division, in the Human Resource and Administration department. The headquarters of Banglalink Digital Communication Limited is located at Tiger's Den, House 4 (SWH), Bir Uttam Mir Shawkat Sharak, Gulshan 1, Dhaka 1212, Bangladesh.

1.2.2. Internship Company Supervisor's Information

As a Human Resource intern at Banglalink Digital Communication Limited, I worked under the direct supervision of and reported to Khawja Sabree Huda, who is currently working as a HR Service Delivery Lead Specialist in Banglalink. In addition, my line manager, my mentor and I work in the on-boarding procedural at Banglalink.

1.2.3. Job Scope

I worked 9 hours a day, Sunday through Thursday, from 9:00 a.m. to 6:00 p.m. at Banglalink Digital Communication Limited. During my first few weeks of the internship, I essentially went through a knowledge transfer session with my line manager and my mentor, during which I completed various courses that taught about the essential steps of on-boarding procedural and what things needed to be done before and after the on-boarding. Also, I have gone through the full HR rules and work HR's needs to do, like Talent Management, Goal Setting, Planning and Execution.

I have also learned about essential corporate values of a workplace Business Communication Skills, Finance Essentials, and many more.

1.2.4. Regular Responsibilities

- Preparing paper workers, like Acknowledgement letter, Letter of Joining and many more according to the company policy.
- Maintain the documents and data of new joiners in companies located place and online module.
- Provide information to new joiners if they face any difficulties with anything.
- Helping my line manager and other division member, the work assigned to me.

1.3. Internship Outcome

1.3.1. Student's Contribution to the Company

I was given a variety of tasks to complete throughout my internship, all of which were urgent and important. I feel that by effectively executing these jobs, I have helped the company run more efficiently.

As a intern there is lot information the company will share but while working in the on-boarding section of the HR Service Delivery Team, I needed to work with Joining Pack of a new joiner at Banglalink. The Joining Pack includes Acknowledgement Letter, Letter of Joining, Undertake, Appointment Letter and others according to the company policies. I have also worked at the HRIS team, as after few days of my internship started Banglalink was launching there HRIS System called ESS (Enterprise Support System). I was able to do all task assigned to me on schedule and at a high standard.

1.3.2. Benefit of the student

Being an intern at such a big company like Banglalink, was tremendously rewarding in terms of gaining real-world experience and learning new areas of expertise.

After successfully finishing my internship, I learned how to completely comprehend the abilities and qualities I developed at work. I discovered appropriate skill sets through on-the-job observation and by evaluating the office atmosphere and working conditions. This allowed me to tackle practical work problems. I've also learnt how to describe job chances by taking into account opportunities inside a business, industry, or sector, as well as improvements in my professional and academic standing. I learned how to efficiently and respectfully engage with a range of

employers in the workplace during my internship at Banglalink Digital Communication Limited. Finally, I discovered how to practice professional ethics throughout my internship by keeping a positive outlook.

1.3.3. Problems/Difficulties faced during the internship period

My internship at Banglalink Digital Communication Limited was very useful and full of opportunity for learning. There were, however, a few significant challenges in the road.

To begin with, in the division I worked that division of the HR department worked directly with the Audit Department. So, I did not have the access to all the information to work with. Then there were a lot of work with confidential information, which multiple I needed the permission to work with. Other than information accessibility I do not face that kind of problem at Banglalink.

1.3.4. Recommendation to the company on future Internship

First of all, internship is the learning face of the new graduate or to be graduate students who wanted to have the experience of real-life work. So needed works from other department then the department the interns are working like rotation of work so that the interns can get an experience in every department and work in every department.

Another recommendation can be that, there needs be sessions or seminar on different topics or subjects for the interns so that they can get an idea and listen to the leading leader of Banglalink. In order to preserve competition and motivation, I also wish that leaders and managers can enhance intern motivation sessions. It may significantly aid interns in improving their productivity, general knowledge, and specialized ability.

Chapter 2: Organization Information

2.1. Telecommunication Industries in Bangladesh

The cell phone is the most widely utilized and efficient form of communication on the planet. With the development of technology, nearly all social interactions in our country are now wireless and include a SIM card. The user base is subsequently expanding in a structured manner. Consumers are growing rapidly as a result of dropping call rates, decreasing phone costs, and strong rivalry among flexible organizations.

The Bangladesh Telegraph and Telephone Board (BTTB), the nation's former monopoly provider of telecommunications services, was compelled to enter a market with a private operator in 1989 after being given a license to provide, among other things, cellular mobile services, by which Bangladesh launches her telecommunication services. In the late 1990s, substantial changes were made to the deployment of fixed and mobile services in Bangladesh.

Four mobile phone providers—Banglalink, Grameenphone, Robi, and TeleTalk—are active in Bangladesh. The overall population of Bangladesh having mobile subscribers is 184.45 million, according to a report from the Bangladesh Telecommunication Regulatory Commission (BTRC) dated July 2022.

The subscription are numbers according to the mobile operators are given below –

Operators	Number of subscriber (In Million)
Banglalink	38.37
Grameenphone	84.80
Robi Axiata	54.53
TeleTalk	6.75
Total	184.45

Table 1: Subscriber of different mobile operators (BTRC, July 22)

In the wake of the merger of Robi Axiata and Airtel Bangladesh, Robi Axiata saw a gain in subscribers, and as of July 2022, the BTRC data base places Banglalink in third place among all operators.

¹Subscriber means the biometric verified subscribers/subscriptions who have any activity (voice, data, sms etc.) at least once in the preceding 90 days. (BTRC, July 2022)

2.2. Company Profile

2.2.1. About Banglalink



The journey of Banglalink began in February 2005. They have 30 million members and have been in business for ten years. They are always trying to improve their customer service. They are attempting to offer mobile phone service at a reasonable and cost-effective pricing. Banglalink's first success was built on a straightforward goal: "Bringing mobile telephony to the masses." Most of Bangladesh's population is what they are attempting to reach (Banglalink, 2018).

Their insights reflect some of their key principles. These principles have a significant impact on Banglalink's everyday activities. These principles include a focus on the client, entrepreneurship, innovation, teamwork, and honesty. As it transitions from a traditional mobile operator to a technology-focused business, Banglalink is working tirelessly to make the digital world accessible to each and every one of its customers in order to create a truly digital Bangladesh (Banglalink, 2018).

Banglalink aims to digitalize how consumers interact, communicate, and do business both within and outside since their precious customers are their primary priority (Banglalink, 2018). By meeting each customer's desire with the highest quality, the business hopes to enable its customers to experience Digital Bangladesh to its fullest and to build a digital ecosystem.

Banglalink is trying to expand by introducing new goods and broadening its market niche. By developing a wide distribution footprint throughout the nation and building a strong brand that emotionally bonded customers with Banglalink, they are steadfastly working to enhance the quality of their network and customer service. Employees are given equal opportunity, and they have never tolerated any sort of non-compliance behavior. Their headquarters was the country's first WWF (World Wide Fund for Nature)-certified green workplace. One of the company's strongest features is that it has a reasonably flat organizational structure. (Banglalink, 2018).

Telecom Ventures Ltd., a completely owned subsidiary of Global Telecom Holding, owns 100% of Banglalink Digital Communications Limited. Following a corporate merger between VEON Ltd. and global telecom holding in April 2011, VEON now controls 51.9% of the shares (Banglalink, 2018). Wind telecommunication s.p.a. For the 235 million+ users it already serves and many more in the years to come, VEON is a worldwide connection provider that is listed on the NASDAQ and Euronext Amsterdam exchanges. In 13 markets, including Russia, Italy,

Algeria, Pakistan, Uzbekistan, Kazakhstan, Ukraine, Bangladesh, Kyrgyzstan, Tajikistan, Armenia, Georgia, and Laos, it provides clients with services. The "Beeline," "Kyivstar," "WIND," "Jazz," "Banglalink," and "Djezzy" brands are used by VEON (Banglalink, 2018).

2.2.2. Background and History of Banglalink

In 1989, Sheba Telecom (Pvt.) Ltd. received authorization to conduct business in 199 upazilas' rural regions. In order to expand its operations to provide wireless mobile, radio telephone services, it eventually bought a GSM license in 1996. It began operating as a joint venture between Bangladesh and Malaysia in the fourth quarter of 1997. (Wikipedia, 20 February 2018).

Tiger's Den (the headquarters of Banglalink) in Gulshan 1. It was reported in July 2004 that Egypt-based Orascom Telecom was planning to buy the Malaysian stakes in Sheba Telecom through a covert transaction because Sheba had been unable to capitalize on the business opportunities in Bangladesh primarily because of a long-standing dispute between its Malaysian and Bangladeshi partners. In secret, a deal for US\$25 million was signed with Orascom (Nishat, 2014). Due to legal concerns, potential financial consequences, and the ongoing enmity, the arrangement has been kept a secret. The joint venture agreement between the Bangladeshi and Malaysian partners, which stipulates that if any party sells their Sheba shares, the other party will enjoy the first right to acquire such shares, was the primary driver of the clandestine transaction. The Bangladeshi partner, Integrated Services Ltd. (ISL), was 'officially' shown as paying \$15 million for the shares owned by Malaysia's Technology Resources Industries (TRI). ISL later paid Standard Chartered Bank an additional \$10 million to cover Sheba's debts.

Sheba Telecom (Pvt.) Limited ("Sheba") sold 100% of its shares to Orascom Telecom Holdings in September 2004. It cost US\$60 million to buy it. When it was sold, Sheba had a user base of 59,000, of which 49,000 were regular users (Kaisar, 2014). On February 10, 2005, it was rebranded and its services were introduced under the "**Banglalink™**" name. A 15-year GSM license for the entire country is held by Banglalink. Sheba Telecom (Pvt.) Limited changed its name to Orascom Telecom Bangladesh Limited in March 2008 to more closely resemble its parent firm. When **Banglalink™** joined the Bangladeshi telecom market in February 2005, everything changed overnight, making mobile phone use an incredibly practical and accessible form of communication for individuals from all walks of life. With a growth rate of 257% in its first year of operation, **Banglalink™** became the nation's fastest-growing mobile provider. This milestone was reached thanks to **Banglalink™** excellent communication, creative and alluring goods and services aimed at various market segments, aggressive network quality enhancement, and committed customer service (Nishat, 2014).

2.2.3. About VEON

An international provider of telecommunications services, VEON is based in Amsterdam, the Netherlands. It primarily provides services to customers in Asia, Africa, and Europe (wikipedia, 2018). It is one of the biggest telecommunications service providers in the world, offering voice and data services in countries including Russia, Italy, Ukraine, Kazakhstan, Uzbekistan, Tajikistan, Armenia, Georgia, and Kyrgyzstan using a variety of traditional and broadband mobile and fixed technologies. With more than 235 million users and the capacity to service more than 10% of the world's population, VEON has developed into a global telecommunications and technology company (Banglalink, 2018).



Figure 1: Logo of VEON Group

Customers are always at the center of their operations, which is the primary factor in its pioneering status in the telecommunications sector. Their goal is to make the digital world accessible to every single client. They are committed to providing top-notch products and services that guarantee better lives. They constantly grab onto concepts and new ideas, trying to guide them into areas where they have the greatest chance of success. Their tradition as a technological pioneer informs their culture, which is propelled by a continual desire to please clients. (VEON, 2002-2014).

2.3. Mission, Vision, Objectives and Slogan

2.3.1. Mission of Banglalink

The mission is to understand consumer demands, lower overall mobile communication costs, and improve people's quality of life. In order to survive and compete in the cutthroat market, employees work hard to uphold both those targets and the basic principles. Banglalink is now working to attain all of the aforementioned goals:

- Assure a leading position in the mobile market of Bangladesh in terms of ROE and customer happiness.
- Deliver superior and improved advantages to every customer experience buy (before, during and after sale) (Ltd., 2014).
- Another important goal of the organization is raising the value of its stockholders. (Banglalink, 2014).

2.3.2. Vision of Banglalink

Understanding the necessity for individuals to be innovators is the essential or primary vision. to thoroughly understand people's requirements and provide suitable communication services that would improve and simplify people's lives. Its goal is to open up telephony to the majority of Bangladeshis. They seek individuals that are creative, focused on the needs of customers, and trustworthy. In order to help clients, traverse the digital environment, they are attempting to develop new options for them (Banglalink, 2015).

2.3.3. Objectives of Banglalink

The company's objective is to provide affordable telecom service to every Bangladeshi citizen. The primary goal of the department is to:

1. To assure high-quality service, offer creative and effective customer care and assistance.
2. Identifying and solving customer-related concerns and difficulties.
3. Continue to recruit and keep profitable clients while also generating income for the business.
4. Continue to foster an innovative and collaborative management style (Mini, 2017).
5. Always be kind, respectful, and considerate to consumers (Mini, 2017).

2.3.4. Banglalink Slogan

“Start Something New”



2.4. Core Values of Banglalink

2.4.1. Customer Obsessed

Since the consumers are the major focus of the telecom industry's operations, the most crucial value is that of being "customer oriented."

- Customer is in the Banglalink's central area. Since they are the center of attention, Banglalink goes above and above for their client.
- Knowing their consumers' best interests allows them to make even the most difficult judgments.
- All of their developments and offerings are made to meet consumer needs.



2.4.2. Innovation

Innovation is the second-most important value for the telecom sector after consumers. Innovation is necessary for telecom to advance even little.

- Banglalink is continually seeking innovation. They always work to provide customers with something fresh attributable to their creative and spirited staff.
- They have a spirit of adventure and a constant desire to try new things.
- For their customers and stakeholders, Banglalink strives to swiftly develop innovative goods and services.
- They innovate more effectively than their rivals when it comes to their operations.



2.4.3. Collaborative

- Banglalink aims to join individuals that have a love for their clients.
- They cooperate with one another and value others' time (Banglalink, 2017).
- Banglalink had faith in the group.



2.4.4. Entrepreneurial

- Employees at Banglalink have an ownership mindset and always view their duties as their own.
- The staff members are creative and active. They don't fear failure because they think that setbacks will teach them valuable lessons that will help them succeed in the future.
- They dislike placing responsibility elsewhere for their mistakes. They search for answers to the issue. They work together with various parties to improve things.
- Another essential technique for their current success is teamwork.



2.4.5. Truthful

- In all of its interactions, both internally and internationally, Banglalink upholds honesty and integrity.
- They endeavor to follow their commitments and don't try to hide their errors.
- They always strive to conduct business in a way that upholds business ethics in all aspects of their operations.
- Various CSR programs are being carried out by Banglalink for the benefit of the country and its population.



2.5. Corporate Division of Banglalink

2.5.1. Management team

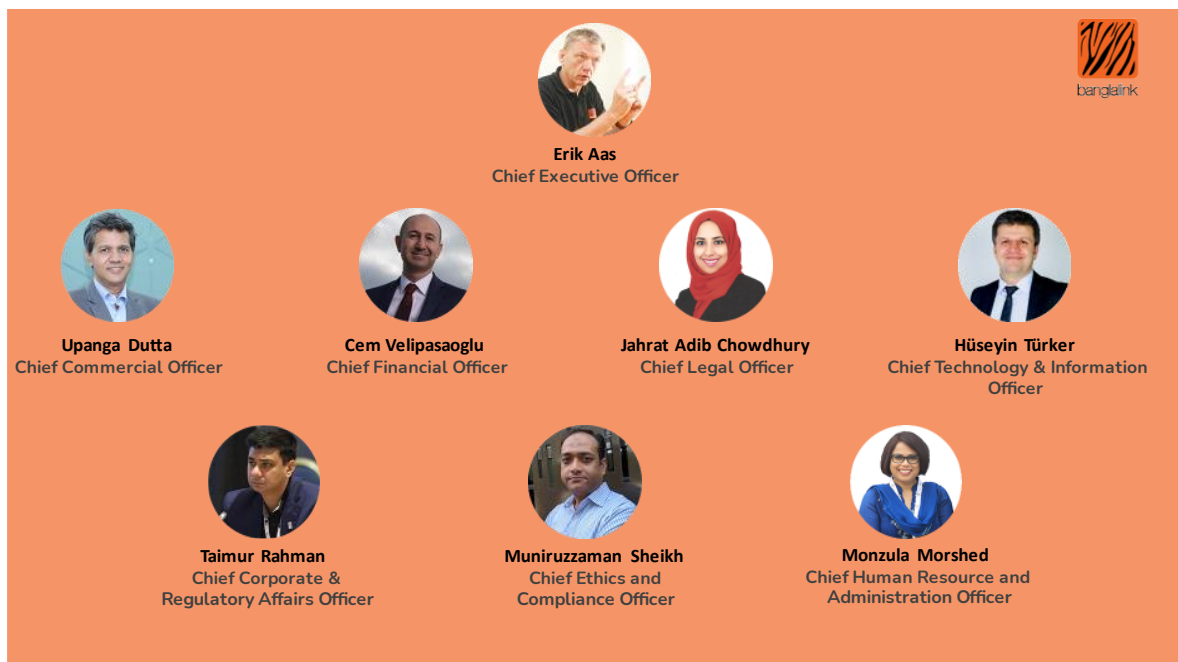


Figure 2: The Management Team of Banglalink (Source: Banglalink, 2022)

2.5.2. Organogram

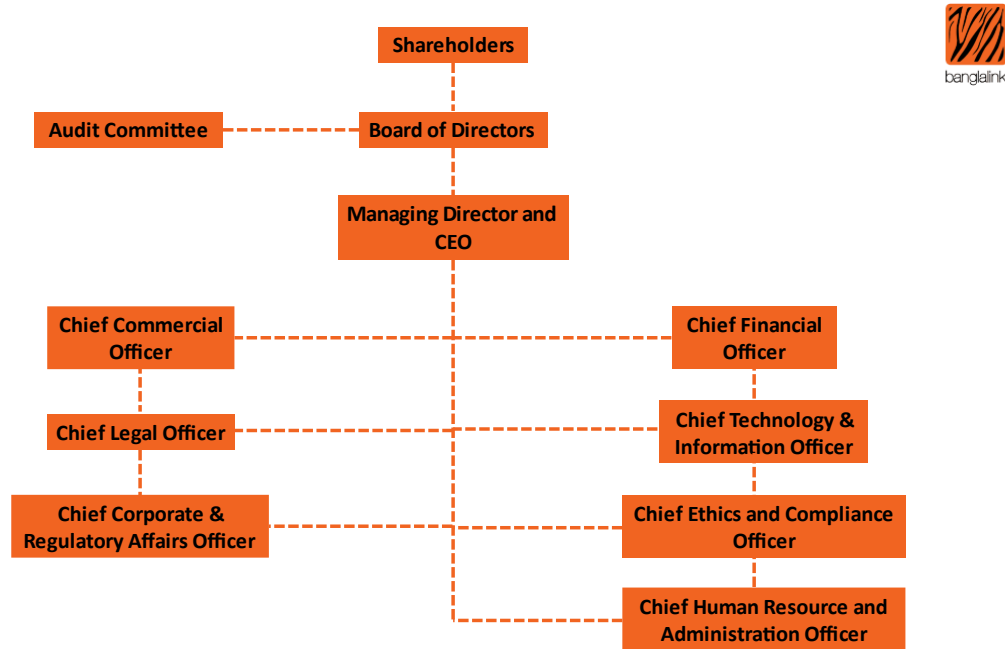


Figure 3: Organogram or Organizational Chart of Banglalink (Source: Banglalink, 2022)

2.6. Product, Services, Businesses and Others of Banglalink



2.6.1. Products offered by Banglalink

2.6.1.1. Prepaid Packages

In the prepaid packages section, the packages are divided into different sections, which are –

1. **Internet:** Internet section of the prepaid side, there are different section how you like to use the internet packages. Like there is **Mini Pack Family** where you can get the packages like *100 MB for 7 Days only at Tk. 16* or you can also get the *1.5 GB for 7*

Days just at Tk. 66 and any other offers. In the internet section you can also get the **Regular Pack Family, Large Pack Family, Unlimited Pack Family** and all them have their own packages of style like the Mini Pack Family had.

2. **Voice:** Voice packs have **2,3,4,7,10 and 30 Days Pack** where you can utilize the package in voice calls.
3. **Bundles:** Bundles are basically the combination of Internet Packs and Voice Packs with the time and in low cost. Banglalink have **Lite Bundle Family**, who want to use lite bundles in a limited cost and **Heavy Bundles Family** with a heavy amount of offers with heavier cost.
4. **Packages:** There are packages for the prepaid user. Banglalink offers plan like **Banglalink Desh Ek Rate Darun, New SIM Offer and Tk.224 Bundle Offer in Banglalink New Prepaid SIM!** which offers can be used by the prepaid users.

2.6.1.2. Postpaid Packages



Just like prepaid packages, postpaid packages also divided into different sections, which are –

1. **Internet:** Internet section of the postpaid side, there are different section how you like to use the internet packages. Like there is **Mini Pack Family, Regular Pack Family, Large Pack Family, Extra Large Pack Family, Unlimited Pack Family** and all them have their own packages of style.
2. **Voice:** Voice packs have only option where came to voice package options. **7- and 30-Days Pack** where you can utilize the package in voice calls.
3. **Bundles:** Bundles are basically the combination of Internet Packs and Voice Packs with the time and in low cost. Banglalink have **Lite Bundle Family**, who want to use lite bundles in a limited cost and **Heavy Bundles Family** with a heavy amount of offers with heavier cost.
4. **Packages:** There are packages for the prepaid user. Banglalink offers plan like **Banglalink Inspire, Tk. 299, Tk. 499 and Tk. 999 Postpaid Bundle Package offer** which offers can be used by the postpaid users.

There are more products which are offered by Banglalink which are –



Figure 4: Packages offered by Banglalink

2.6.1.3. Banglalink 4G



In order to provide customers with the finest internet experience, technology-neutral spectrum in the 1800 and 210 MHz bands has been given to Banglalink (VEON, 2018). The auction was held by BTRC, and Banglalink purchased:

- 5.6 MHz paired spectrum in the 1800 MHz band; and
- 5 MHz paired spectrum in the 2100 MHz band (VEON, 2018).

Since much of the spectrum is technology neutral, any band may be used with any technology. This will improve the performance of the 3G network in addition to enabling 4G.

All around the nation, 4G offers the newest and fastest internet experience. The 4G network service ensures that HD streaming, HD video calling, high-quality audio streaming, and other services are available without buffering. "Now we are focused on digital offerings which will also drive people

to empower their digital lives," said Erik Aas, CEO of Banglalink. Through the facilitation of healthcare services, distance learning, transportation, and financial services, the 4G services would be crucial in fostering the socio-economic progress of the nation, he continued.

2.6.2. Digital Services offered by Banglalink

2.6.2.1. App Services

There are Fun & Entertainment, Lifestyle, Sports & Gaming and Health & Education apps for the digital services.

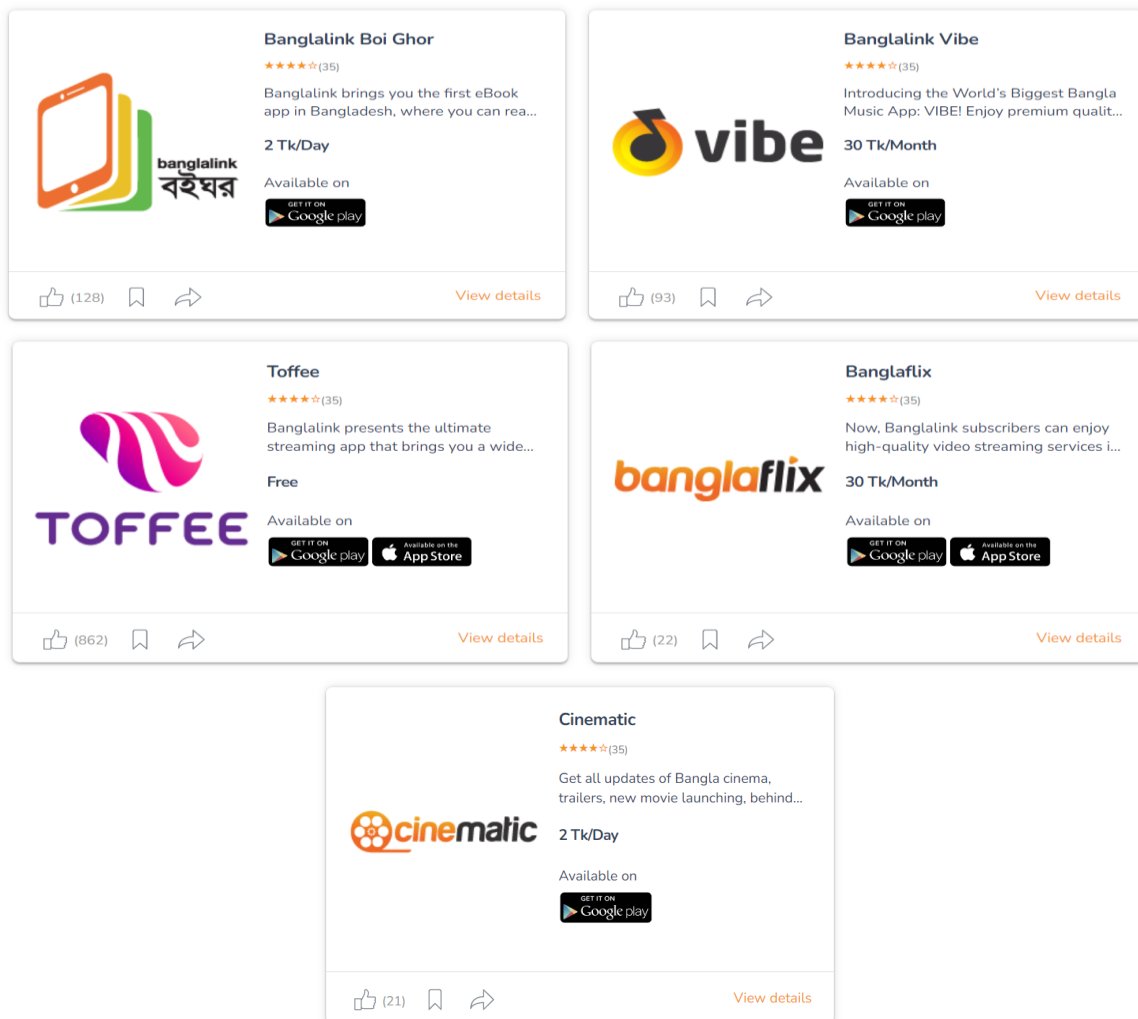



Figure 5: Fun & Entertainment Digital App Services

Lifestyle



MyBL App

★★★★☆ (35)

With all the self-services of Banglalink at your fingertips, we are bringing you ...

Free


Available on

GET IT ON Google play
Available on the App Store

👍 (533) 📌 ➡
View details

Figure 6: Lifestyle Digital App Service

Sports & Gaming



Game On

★★★★☆ (35)

Banglalink presents the brand-new app "Game On" for live cricket and football...

2 Tk/Day

Available on

GET IT ON Google play
Available on the App Store

👍 (88) 📌 ➡
View details

Figure 7: Sports & Gaming Digital App Service





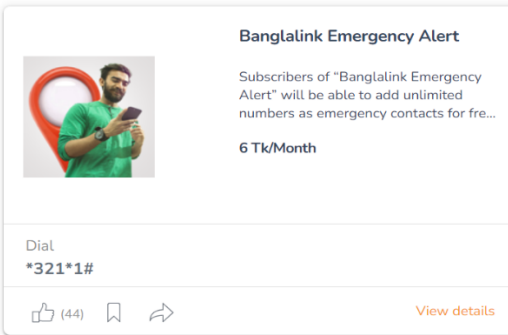
<div style="border: 1px solid #ccc; padding: 5px;"> <div style="display: flex; align-items: center;">  <div style="margin-left: 10px;"> <p>Daktarbhai</p> <p>★★★★☆ (35)</p> <p>Banglalink introduces Daktarbhai – an app which brings healthcare to your...</p> <p>40 Tk/Month</p> <p>Available on</p> <div style="display: flex; gap: 5px;"> GET IT ON Google play </div> </div> </div> <div style="margin-top: 10px; display: flex; justify-content: space-between; align-items: center;"> 👍 (66) 📌 ➡ View details </div> </div>	<div style="border: 1px solid #ccc; padding: 5px;"> <div style="display: flex; align-items: center;">  <div style="margin-left: 10px;"> <p>TutorsInc</p> <p>★★★★☆ (35)</p> <p>Now, MyBL App users can easily access to digital education service with TutorsInc. It...</p> <p>Free</p> <p>Available on</p> </div> </div> <div style="margin-top: 10px; display: flex; justify-content: space-between; align-items: center;"> 👍 (22) 📌 ➡ View details </div> </div>
<div style="border: 1px solid #ccc; padding: 5px;"> <div style="display: flex; align-items: center;">  <div style="margin-left: 10px;"> <p>DocTime</p> <p>★★★★☆ (35)</p> <p>Using DocTime app, Banglalink customers will be able to enjoy high...</p> <p>50 Tk/Month</p> <p>Available on</p> <div style="display: flex; gap: 5px;"> GET IT ON Google play Available on the App Store </div> </div> </div> <div style="margin-top: 10px; display: flex; justify-content: space-between; align-items: center;"> 👍 (78) 📌 ➡ View details </div> </div>	<div style="border: 1px solid #ccc; padding: 5px;"> <div style="display: flex; align-items: center;">  <div style="margin-left: 10px;"> <p>Pulse</p> <p>★★★★☆ (35)</p> <p>Now Banglalink customers can consult with more than 1000 specializ...</p> <p>Free</p> <p>Available on</p> <div style="display: flex; gap: 5px;"> GET IT ON Google play Available on the App Store </div> </div> </div> <div style="margin-top: 10px; display: flex; justify-content: space-between; align-items: center;"> 👍 (1) 📌 ➡ View details </div> </div>

Figure 8: Health & Education Digital App Services

2.6.2.2. Value Added Services (VAS)

Messaging & Utility



Banglalink Emergency Alert

Subscribers of "Banglalink Emergency Alert" will be able to add unlimited numbers as emergency contacts for fre...

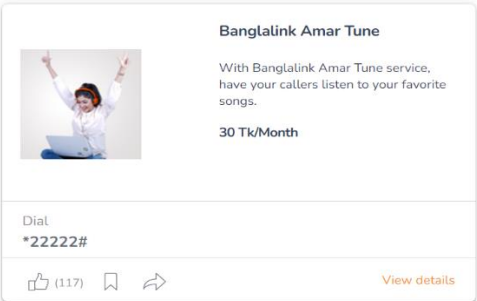
6 Tk/Month

Dial
***321*1#**

👍 (44) 📌 ➦ [View details](#)

Figure 9: Messaging and Utility Service

Fun & Entertainment



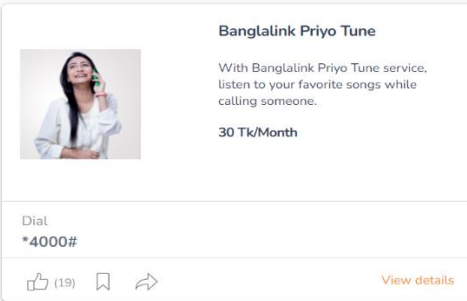
Banglalink Amar Tune

With Banglalink Amar Tune service, have your callers listen to your favorite songs.

30 Tk/Month

Dial
***22222#**

👍 (117) 📌 ➦ [View details](#)



Banglalink Priyo Tune


With Banglalink Priyo Tune service, listen to your favorite songs while calling someone.

30 Tk/Month

Dial
***4000#**

👍 (19) 📌 ➦ [View details](#)

Figure 10: Fun & Entertainment Services



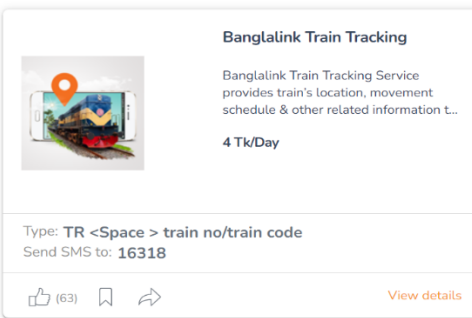
Banglalink SMS News Service

Banglalink SMS News Service will provide all breaking news from bdnews24.com

2 Tk/Day

Dial
***2324#**

👍 (13) 📌 ➦ [View details](#)



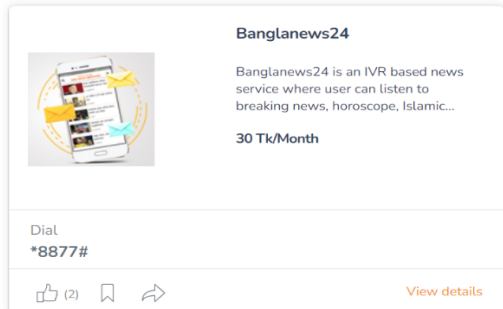
Banglalink Train Tracking

Banglalink Train Tracking Service provides train's location, movement schedule & other related information t...

4 Tk/Day

Type: **TR <Space> train no/train code**
Send SMS to: **16318**

👍 (63) 📌 ➦ [View details](#)



Banglanews24

Banglanews24 is an IVR based news service where user can listen to breaking news, horoscope, Islamic...

30 Tk/Month

Dial
***8877#**

👍 (2) 📌 ➦ [View details](#)

Figure 11: News & Info Services

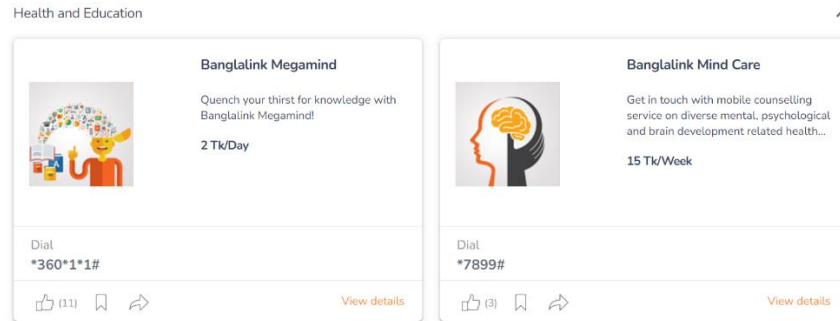


Figure 12: Health & Education Services

2.6.2.3. Financial Services

In the financial services includes the **Mobile and Financial Services** like, talk non-stop with Banglalink Auto Recharge through bKash, Mobile Banking, Mobile Money Order, Recharge from bKash to get more and more cashback, Recharge from Nagad to get attractive cashback, get attractive cashback when recharging with Rocket, Nagad Special Week Ongoing, bKash Special Week Ongoing, Qos Drive-Test Overview and Recharge with Nagad for Mega Cashback.

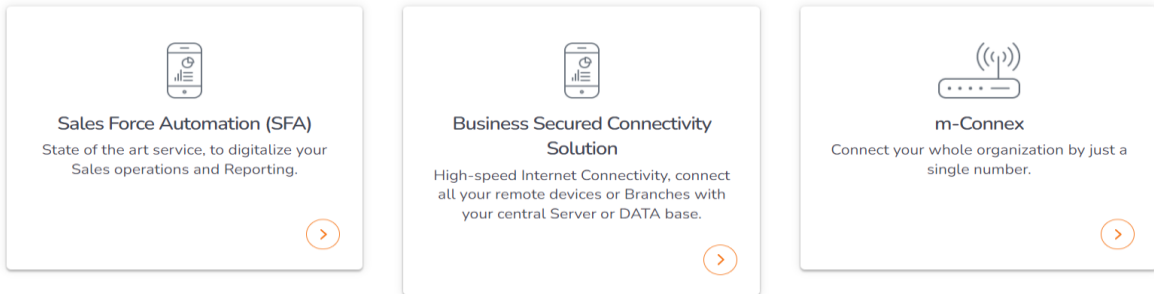
2.6.2.4. Other Services


In this section it includes the Special Pack Offers by Bangalalink. It includes Stream more to win exciting prizes with Vibe! Special Toffee Internet Packs! Then there is **Do Not Disturb Services** which includes Promotional SMS Do Not Disturb Service (DnD). After that there is **Downloadable Files** and **Messaging Service**.

2.6.3. Business and Others offered by Banglalink

2.6.3.1. Business offered by Banglalink


Enterprise Solutions






Sales Force Automation (SFA)
State of the art service, to digitalize your Sales operations and Reporting.

>



Business Secured Connectivity Solution
High-speed Internet Connectivity, connect all your remote devices or Branches with your central Server or DATA base.

>

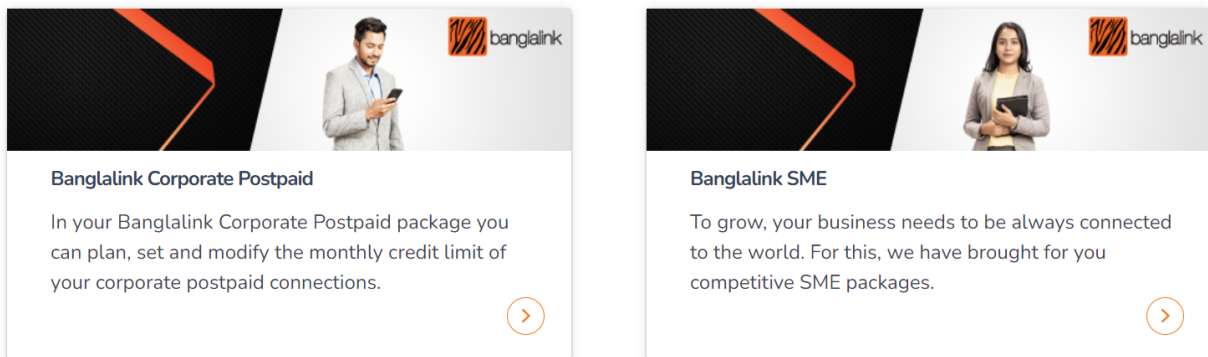



m-Connex
Connect your whole organization by just a single number.

>

Figure 13: Enterprise Solutions

Packages






Banglalink Corporate Postpaid

In your Banglalink Corporate Postpaid package you can plan, set and modify the monthly credit limit of your corporate postpaid connections.

>



Banglalink SME

To grow, your business needs to be always connected to the world. For this, we have brought for you competitive SME packages.

>

Figure 14: Business Packages



Figure 15: Other Business Services

2.6.3.2. Orange Club by Banglalink

Orange Club is club for Banglalink user where Banglalink Premium users can get discount and offers from different Hotels, Hospitals, Restaurants, Fashion and Services.

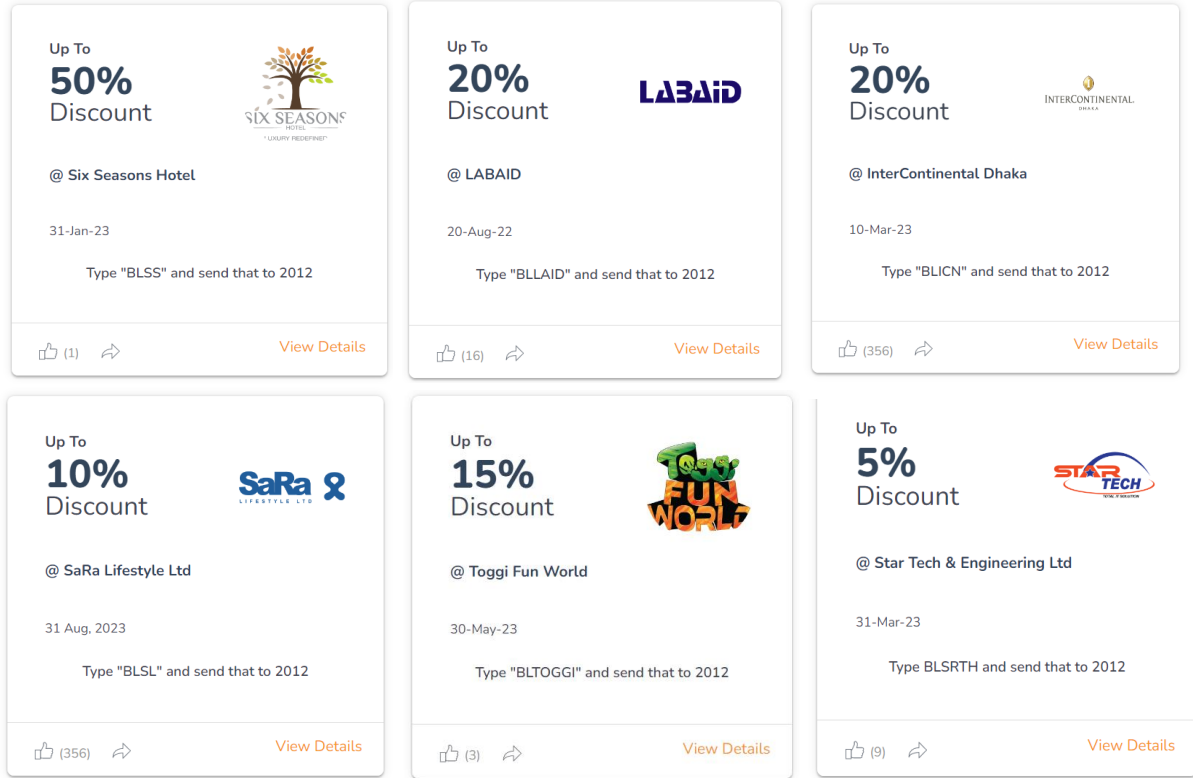


Figure 16: Orange Club Benefits

2.6.3.3. eShop by Banglalink

eShop is the digital shop by Banglalink where you can get new connection with 019 and 014 number from Banglalink and can check the 4G sim is ready or not from your house. There is no need to go to the Banglalink Care Center for this. Also, with can get the MyBL App, eSelfcare, Banglaflix, Banglalink Vibe, Boighor, Toffee and other facilities from here.

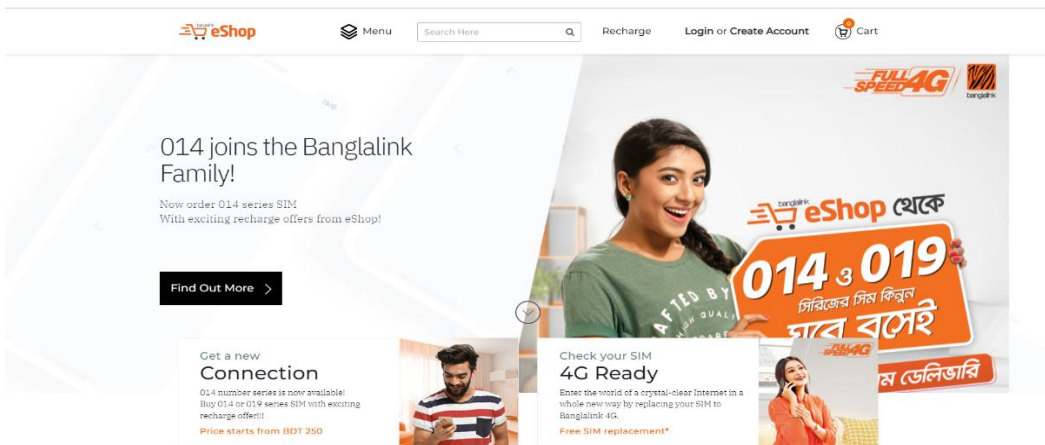


Figure 17: eShop by Banglalink

2.7. Data on different perspective

2.7.1. Numbers of Employees

The following chart sets forth the number of our employees as of December 31, 2021, 2020 and 2019, respectively:

The following chart sets forth the number of our employees as of December 31, 2021, 2020 and 2019, respectively:

	As of December 31,		
	2021	2020	2019
Russia	28,235	26,453	28,003
Pakistan	5,091	4,539	4,325
Bangladesh	1,128	1,137	1,200
Ukraine	3,794	3,628	3,527
Uzbekistan	1,555	1,604	1,594
Kazakhstan	3,868	2,521	2,142
HQ	116	187	286
Others	799	824	2,634
Total*	44,586	40,893	43,711

Figure 18: Employee Dataset (Banglalink marked red)

2.7.2. Data on workers on primary activity categories

The number of our workers as of December 31, 2021, broken down by region, is shown in the following chart and our projections for the primary activity categories:

Category of activity ⁽¹⁾	As of December 31, 2021					
	Russia	Pakistan	Ukraine	Kazakhstan	Uzbekistan	Bangladesh
Executive and senior management	21	24	18	13	12	8
Engineering, construction and information technology	5,027	804	1,469	1,281	430	344
Sales, marketing and other commercial operations	14,799	3,130	964	1,501	352	552
Finance, administration and legal	2,020	541	444	231	146	123
Customer service	4,915	250	775	660	370	35
Procurement and logistics	471	76	65	53	35	23
Other support functions	982	266	59	129	210	43
Total	28,235	5,091	3,794	3,868	1,555	1,128

Figure 19: Primary Section Categories (Banglalink marked red)

2.7.3. Revenue from contracts with customers

The breakdown of revenue from customer contracts for the years ended December 31 may be found in the table below. For each reportable category in 2020, the Company provided "Service revenue" (Mobile and Fixed) separately from "Sale of equipment and accessories" and "Other revenue."

	Service revenue						Sale of Equipment and accessories			Other revenue			Total revenue		
	Mobile			Fixed			2021	2020	2019	2021	2020	2019	2021	2020	2019
Russia	2,916	2,917	3,485	552	523	539	472	366	446	10	13	11	3,950	3,819	4,481
Pakistan	1,285	1,134	1,229	—	—	—	18	11	6	105	88	86	1,408	1,233	1,321
Ukraine	980	869	812	68	59	52	—	—	—	7	5	6	1,055	933	870
Kazakhstan	459	392	379	91	78	66	17	7	2	2	2	39	569	479	486
Uzbekistan	193	196	255	1	1	2	—	—	—	—	1	1	194	198	258
Bangladesh	553	527	525	—	—	—	—	—	1	11	10	11	564	537	537
Others	81	102	135	—	19	27	—	4	8	—	—	2	81	125	172
HQ and eliminations	(15)	(31)	(34)	(17)	—	—	1	—	—	(2)	(2)	(2)	(33)	(33)	(36)
Total	6,452	6,106	6,786	695	680	686	508	388	463	133	117	154	7,788	7,291	8,089

Figure 20: Revenue table from contracts with customers (Banglalink marked red)

Chapter 3: Project Part: Importance of HRIS at Banglalink

3.1. Introduction

3.1.1. Background

Now in the era of digitalization and AI. Every people, organizations, companies and others are adapting to this era. Each and every company in Bangladesh also started to adapted to digital era by implanting the HR Information System or HRIS for their own working environment, to make the day-to-day HR works for easy to handle, to make it less time consuming and make the working environment more digital era and different from others. According to their own work culture every company has its own unique style of HR Information System (HRIS). So, what is HRIS? HRIS is a human resources software that integrates a variety of systems and procedures to guarantee the simple administration of data, business processes, and human resources.



Though now is an era where everything is been done by computers and automated. Before that, in a company the attendance was counted by writing in a big record book. A true story at Banglalink is before the HRIS came to play there were glass room in every floor of the Tiger's Dean Headquarter. The glass room was small and there was always guard inside of that room. So, when a employee came to office and went to their own respectively working floors every employee needed to write their names, ID, designation, time of coming to the office and leaving the office in the record book. And the guard who seats right there kept that record book and remained everyone to right their information every day. After the month ends, the HR needed to count the present and absent of an employee. This is both make the work harder, time consuming and sometimes the information can be missing. So, this type of attendance is handed quite easily by the HR Information System (HRIS).

The HRIS is important to day-to-day activities like at Banglalink. A HRIS will help with your Attendance, Performance Management, Payroll, Claims, News and Updates, Reporting and Analysis, General Goal, Core HR Services and many more. This will be the one stop solution for all the employees for a company and alongside the HR itself.

The purpose of this study is to provide understanding of the key role of Human Resource Information System (HRIS) in a company. More to that, in study will also highlight of Banglalink Digital Communication Limited is using their HRIS in their day-to-day activities and how it is

making the employees to work easily while not thinking about it to much. Also, how the HR team is looking in to the system and making their work easier and less time consuming.

3.1.2. Objective

3.1.2.1. Broad Objective

This report will showcase the importance of Human Resource Information System (HRIS) and the usage of HRIS in every day work circle at Banglalink Digital Communication Limited. The objective is to analysis why a HRIS is so important at a company and how it has changed the daily task to simpler task and what more a HR Information System can bring to a company.

3.1.2.2. Specific Objective

- To learn more about the usage of HRIS in a multinational company
- To learn the rationale behind replacing the prior HRIS software.
- To know, how it is adding value to the company
- To learn which functions are mostly use by the employees at Banglalink
- Finally, I'll provide some suggestions based on my research.

3.1.3. Significance

According to the data of 1st August 2022, from the HR Service Delivery team there are 1164 active employees working at Banglalink under the Banglalink payroll. Some of the employees are working outside the headquarter. The employees who are working outside the headquarter, are hard to keep track on their performances, on their attendance, on their payroll issue and many more. HRIS is like a system which will help you to overcome to all these problems and came all the employees came to one rooftop in a single place and using the same system like the others.

The finding of this study will have a significant impact because this will help us to know how HRIS is adding value to the company though it's a system for Banglalink. Aside from that, this research will provide me with the opportunity to investigate, know and fully comprehend the importance of HRIS, how this is adding value to a large organization like Banglalink and how it his helping the employees of Banglalink life easier. Also, while investigating when I need to talk to employees then I will come up issue and problem that the employees are facing while using the system.

3.2. Methodology

The implementation of this study is based on the data I gathered from various sources utilizing certain techniques. Information was collected from these two sources –

- Primary Data –
 - Conducted interview of the employees who are controlling the HRIS, the administration side of the system.
 - Direct communication with the employees who are using the HRIS at the work place.
- Secondary Data –
 - Literature reviews reports published on the relevant topics
 - Overview the official website of Banglalink and their HRIS

3.3. Analysis on Human Resource Information System (HRIS) of Banglalink

Banglalink Digital Communication System has its own Human Resource Information System (HRIS) which is called Oracle. Previously it was Vpeople. On June 19th 2022, Banglalink shifted their HRIS activities to Oracle and till date they are shifting everything to Oracle and making a one stop solution for the employees.

Oracle is an Oracle Cloud Human Capital Management (HCM). Through this a employee can do the Core HR Services and Attendance; Performance Management; Talent Review; Compensation; Learning, Reporting and Analysis; General Goal; My Team; Promotion Approval Rules and many more.

Aside of Oracle there other HRIS Software that Banglalink uses, which are –

1. VLoung
2. Oracle
3. Vpeople
4. Vfleet

3.3.1. VLoung

People at Banglalink said that VLoung is the hub of all information and what you want to know about Banglalink are all written here. All the information, contact information of different department employees, support, values of Banglalink, Ethics and Compliance, Employee Handbook and many other things.

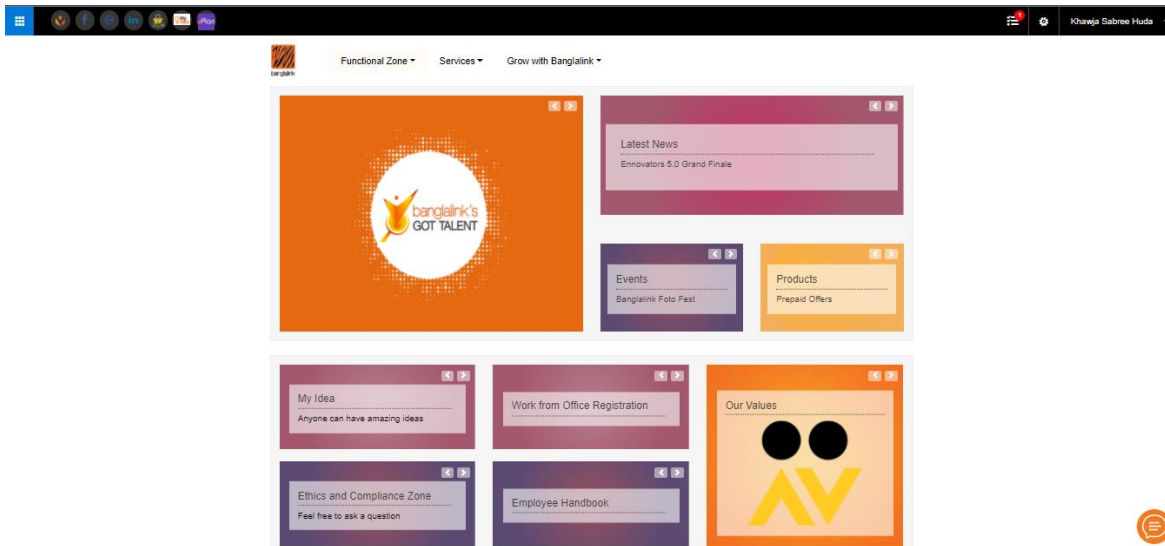


Figure 21: Vloung Interface

- Under Vloung, the most important thing is the **Employee Handbook**. In the Handbook every employee after getting the access needs to read through the full handbook, so that everyone could know the values, rules, regulations, policy and other stuffs which could be needed for the employees of Banglalink. The Handbook is a every beautiful and attractive way it has been design so that employees does not get bored while reading it. When a employee finished the reading the handbook, a mail to the employees line manager or supervisor will be send, that the employees has finished that reading of the handbook.
- Then there is a bar call **Services** by which, if anyone needs any services from any of the departments like, HR Department about the policies or about the payroll issues. Then it can be from the IT department about the laptop issue or anything needed to be fixed regarding IT. It also can from the Finance department about the financial stuff needed to be fixed, all the contact number with the person's name, email address and other details are there in the Services sections.
- In the top left of the bar of Vloung there is multiple section where anyone quickly access to any of the recent event or other functions. Like from there anyone can access to Workplace, which is like Facebook but its internal to Banglalink and only Banglalink people will see the post from the Banglalink people on different achievement and events and works they are doing and many other things.
Another thing is that from here any employee can access to the premium version of LinkedIn from their own personal email address.
Here an employee can also find MyIdea section where anyone can give ideas on different topic which will help Banglalink grow. Recent events updates and many more.

3.3.2. Vfleet

If anyone of the employees want to book a car for business purposes then then do not need to call any car or can randomly pick a car from outside the office or they do not need to call Uber of Pathao for it. Banglalink has it own software for this car registration and that is Vfleet.

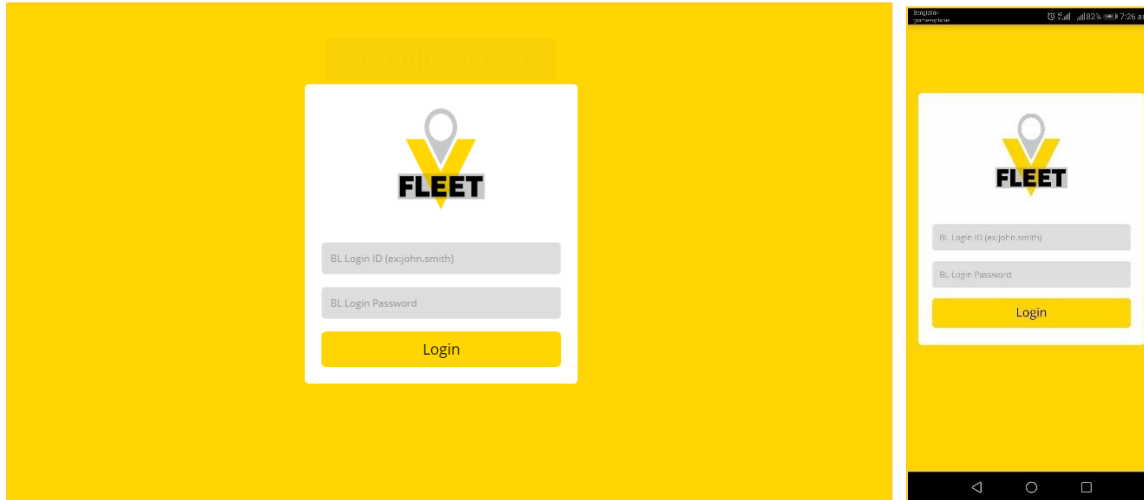


Figure 22: Vfleet

Vfleet has his own separate app and software to work on its own. Its on of the most used HRIS in Banglalink as many employees needed to get a car for their business purposes on different occasions. So, when a employee wants to register for a vehicles or cars for business purpose they needed to login in the Vfleet website of app with their Banglalink email, they put the information like what kind of vehicle they want, number of passengers, trip start and end date and time, location of the place and a short description which is not mandatory.

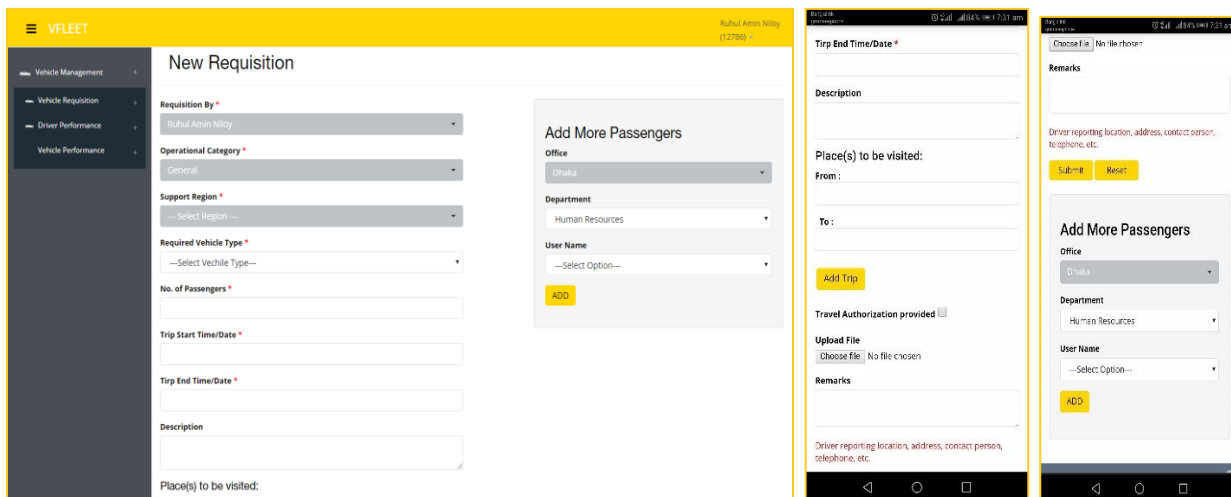


Figure 23: Vfleet Car Registration Page

After that you have register for a business trip on Vfeet. They you will get a text message about your driver contact number with name, car number and other things. Easy to use and it there is no hassle to book a car. Another thing is the Vfeet is fully free use for business purposes.

3.3.3. Vpeople

Banglalink has named their HRIS software “Vpeople” which was previously use by Banglalink for all the HRIS activities like Work From Office (WFO) registration; Performance; Dependent Declaration; Claims and other HRIS functions. Now Vpeople has been used for some of function and all other functioned are beginning shifted to Oracle Cloud HCM.

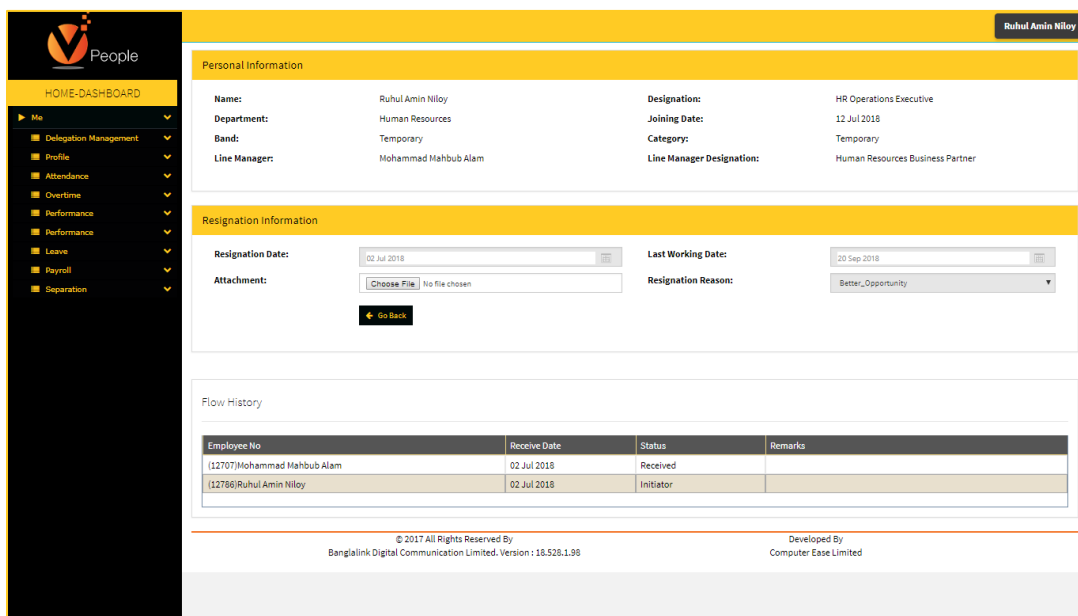


Figure 24: Vpeople Interface

As Banglalink shifting all the HRIS activities to Oracle Cloud, there are one to two things that can be seen in Vpeople and one of them is Registration for Pickup-Drop Service and Food Service. Banglalink has its own canteen for food service and they also have pick-drop service like other companies but to take this service they to register first then they can take these services. These services are subsidized.

So that these services every employee needs to visit the Vpeople page, login with their Banglalink email ID and then register for food and pickup services. There is no one to contact for this and no one to call for these services just some clicks and you are good to go for the next day to take this service. Hassle free and no problems will be faced.

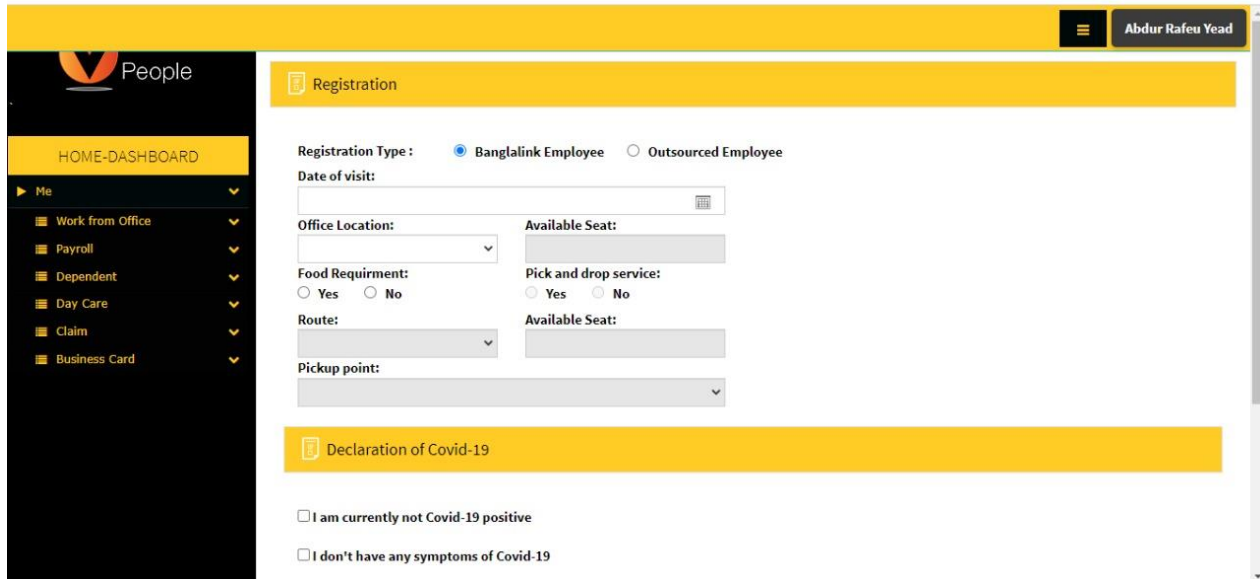


Figure 25: Registration for Food and Pick & Drop Services through Vpeople

3.3.4. Oracle

On June 19th 2022 Banglalink Digital Communication Ltd. Shifted their all HRIS activities to Oracle which is Cloud Based Human Capital Management. From June all the day to day HR activities have shifted to Oracle and Banglalink is trying to make Oracle the one stop solution for the employees. Because of Oracle which is HRIS for Banglalink had a lot of importance to the HR life.

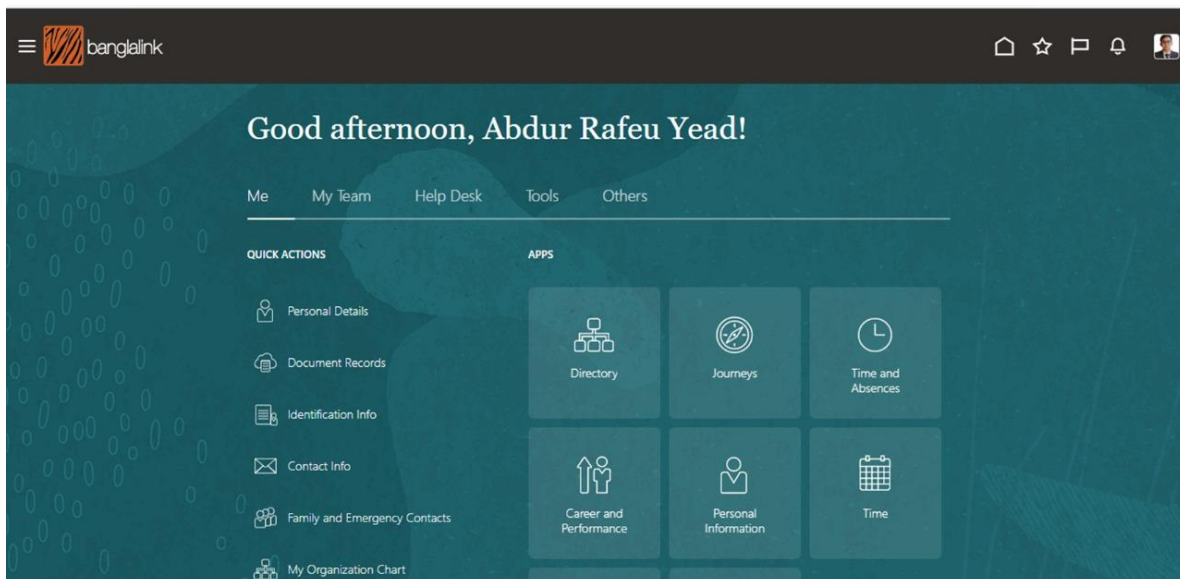


Figure 26: Oracle Interface

There are a listed of thing that needed be done if there was no HRIS at Banglalink which are –

- **Attendance:** The most importance part of a work life. Here in Oracle Time and Absences where the employees can add their attendance. Every day the attendance is being count when an employee comes to office and swipe their ID card before entry and after leaving the office swiping the card will count as an exit in that time.
While Working From Home (WFH), no one is coming to office, so that employees needed to manually add their timing at Oracle by visiting the Time and Absences sections.
- **Performance Management:** From Oracle, you can manage your performances by developing it. There are courses or classes to increase the performance of a particular employees and how to plan those performances can be there.
- **Payroll:** Under the payroll there are many functions are there are many times be used by the employees every month. (1) Pay slip is uploaded in the Oracle after the salary has been distributed to the employees. Everyone from Banglalink can download his or her own pay slip from Oracle. (2) Income Tax sheet is needed when it the time for tax payment. When the salary is distributed the Tax sheet is also being edited to the Oracle. (3) Provided Fund balance can also be shown from Oracle. (4) There is part of Banglalink where you can invest to the company and from that we can get notification and all the things from the Investment section.
- **Overtime:** There are sometime some of the employees needs to work overtime for their work pressure. At Banglalink the employees who are cable of applying for over time can apply for overtime just one click and this overtime is being approved by the line manager that he or she works under.
- **Leave:** Banglalink have Annual Leave, Casual Leave, Sick Leave, Pilgrimage Leave (which can be taken once in his or her whole Banglalink career), Paternity Leave, Maternity Leave. If anyone wants to apply for a leave then just needs to for the Oracle and there he or she can apply for leave. This leave his being also approved by the line manager of his or her department. From Oracle one can also see their leave balances and also the leave calendar.
- **Time:** There is a Time section in Oracle where one can see the time of previously working days, how many time and which day he or she work and what time, how many hours and all of them.
- **Calendar:** There is also a build in calendar according to the bridge holidays, national holidays and others events written if there are any events needed to attend.
- **NOC:** Sometime, for visiting other countries employees of Banglalink needs NOC (No Objection Certificate). So, from Oracle just with in one to two click they can have their NOC ready and signed in no time. Just it needs to be approved by the line manager.

There are more functions Oracle but this the important functions that are begin used by the most of the Banglalink Employees. There are also some new functions coming like the Food Registration, Pick & Drop Registration, Employee Data Base of new joiners and many more.

3.4. Benefits of using HRIS

While knowing the benefits of HRIS first the thing is to that what is HRIS. HRIS is a human resources software that integrates a variety of systems and procedures to guarantee the simple administration of data, business processes, and human resources. Any company that uses an HRIS system has made a significant financial commitment. Faster decision-making, development, planning, and administration of HR are made possible by computerized HRIS functions since updating, categorizing, and analyzing data storage is simpler. So, what are the benefit that HRIS are bringing in the table for an organization are given below –

- ❖ Day to day regular activities is being done by one single click
- ❖ Employees do not need to run anywhere for any kind of permission. All the work is begin done through email and Oracle.
- ❖ Reducing operation and data storage expenditures.
- ❖ Faster and flexible for any related activities.
- ❖ Flexible and hassle-free solutions of any documents.
- ❖ Accuracy of the information is high.
- ❖ Employees get the data they require to successfully support their daily tasks.

3.5. Conclusion

One of the most essential aspects of an organization's HR function and everyday operations is the HRIS. Any firm may give more effectively and efficiently service while staying competitive in the market by starting a suitable upgrade of an effective HRIS. A company like Banglalink Digital Communication Ltd. needs to be more focused on developing creative strategies to ensure successful use of HR IS if it wants to remain in this competitive age of globalization. In order to ensure effective personnel management and gain a competitive edge in the business sector, HRIS is also crucial for multinational firms like Banglalink Digital Communication Ltd.

This can be firmly highlighted at the end of this report that the HRIS of Banglalink has developed an effective and efficient technique of providing service to the workers, which is one of the primary reasons for the organization's recent success.

3.6. Recommendation

Since the beginning of their journey, Banglalink has always given the maintaining of strong human resource practices top priority. During the course of the interviews, I performed to prepare my report, I learned that employees had no issues with the way the present HRIS is being used. However, because Oracle is a new HRIS and still has to be developed, in certain cases they have

also advised several improvements that will make their daily tasks simpler. Some of them are mentioned below:

- According to the employees compare to previous HRIS, Oracle is not user friendly and sometimes it's hard-to-find things that are needed.
- As it is a new system for Banglalink there are a lot bugs in the system as sometime it gives wrong information on Attendance another thing.
- The HR operations team would save a lot of office space and time if the personal file management of each individual employee could be saved and handled through Oracle.

Reference

1. BRTC Mobile Subscribers Statistics. Link: [http://www.btrc.gov.bd/site/page/0ae188ae-146e-465c-8ed8-d76b7947b5dd/-](http://www.btrc.gov.bd/site/page/0ae188ae-146e-465c-8ed8-d76b7947b5dd/)
2. Telecommunication in Bangladesh. Wikipedia Lin: https://en.wikipedia.org/wiki/Telecommunications_in_Bangladesh#Mobile_phone_operators
3. Financial Report and Data Report from VEON official site, Link: <https://www.veon.com/media/3314/dutch-annual-report-2021.pdf>
4. Gupta, B. (2013). Human Resource Information System (HRIS): Important Element of Current Scenario. IOSR Journal of Business and Management, 13(6), pp.41 46.
5. Anon., 2018. Banglalink (Banglalink Digital Communications Ltd.). [Online] Available at: <https://www.banglalink.net/en/personal/packages?tid=6?tid=6?tid=6&tid=6> [Accessed 1 April. 2018]
6. M. HEATHFIELD, S. (2018). Human Resources Information System (HRIS) HRIS Definition and Description. [Blog] the balance.
7. Ngai E. W. T. and Wat F. K. T (2004)" Human resource information systems" a review and empirical analysis
8. Mayfield M., Mayfield J., Lunce S., Human resource information systems: a review and model development, Advances in Competitiveness Research 11, 2003, 139 151
9. Sadri, J. and Chatterjee, V. (2003), "Building organizational character through HRIS", International Journal of Human Resources Development and Management, Vol. 3 No. 1, pp. 84 98
10. Kamal, Tarek Ibne (2018), "A Study on the Importance and Usefulness of HRIS in Banglalink"; link: <http://dspace.bracu.ac.bd/xmlui/handle/10361/10471>

Appendix

1. How many HRIS applications are there at Banglalink?
2. Which function is the mostly used function in the HRIS?
3. Has HRIS made life at Banglalink easier than before? And how?
4. What are the difficulties the employee faces while using the HRIS?
5. What are the difficulties the HRIS management team faces which the HRIS system?
6. Which HRIS was easier to use, Vpeople or Oracle?
7. Suggestions or advices for HRIS