

Report On

“The Impact of HRIS Software on Employee Management in Paperfly Private Ltd”

By

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ID- 19104194

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

BBA - Bachelor of Business Administration

BRAC Business School

BRAC University

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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.

Student's Full Name & Signature:

Faria Ahmed Pial

19104194

Supervisor's Full Name & Signature:

Tanzin Khan

Lecturer, BRAC Business School

BRAC University

Letter of Transmittal

To,

Tanzin Khan,

Lecturer

BRAC Business School

BRAC University,

66 Mohakhali, Dhaka-1212

Subject: Submission of my internship report

Dear Madam,

With due respect, I am Faria Ahmed Pial present to you my internship report on “The Impact of HRIS on employee management in Paperfly Private Ltd”. My project solely represents the reflection of my last 3 months of internship with Paperfly Private Ltd and the outcomes of my learnings about the company, especially their HR department. I am very much grateful to you for your guidance and help throughout my whole internship period.

I worked hard on this project and tried to make it as accurate as I could. I would be highly grateful if you accept my report and if you need further information, I would be happy to provide you.

Sincerely yours,

Faria Ahmed Pial

19104194

BRAC Business School

BRAC University

Non-Disclosure Agreement

Paperfly Private Ltd & Faria Ahmed Pial signed to an internship agreement. Which is-

As an intern at Paperfly Private Ltd, I will be required to follow all company policies, especially those that prohibit any employee from bringing with them from any prior employers any proprietary information, trade secret, proprietary materials or processes of such former employers.

Thus, I declare that, this report will not contain any information which might create any negative impact on the company. Also, this report will not be published in any online journals. This will be saved in the library server in Brac University for plagiarism checking purpose.

Sincerely,

Faria Ahmed Pial

19104194

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Acknowledgement

First of all, I would like to thank Almighty Allah for everything.

After that I want to give thanks to my supervisor Ms. Tanzin Khan, lecturer, Brac Business School, Brac University to provide her immense support throughout the whole internship period. I am grateful to her for making my journey easier by giving good advises and showing her support.

I would like to thank my on-site supervisor Mrs. Nasima Ahmed, Manager, People department of Paperfly Private Ltd to show her support and help me to complete my internship. I'd want to convey my gratitude to Tanzeel Arefin Droho, Executive, Talent and Acquisition team and Md. Asif, Executive, HRBP who were generous with their time, knowledge towards me. They played role as my mentors and I am really grateful to them for being so helpful from day 1.

Finally, I am grateful to my parents and my family for all the support during my degree completion.

Without their support, it will not be possible for me to complete my report properly.

Thanks to all.

Executive Summary

Paperfly Private Ltd is an e-commerce logistic company where it operates everything by using smart technological tools. It has started the journey on February, 2016 and it has widest cash on delivery service all over Bangladesh. It is now working as a partner with the top brands in our country. Recently, it has collaboration with Ecom Express as well. It has almost 3000 Employees and 200+ points. To manage this huge number of employees, Paperfly launched an updated HRIS software which is called “Linespay” and it has authorized mobile app “Blue Force” to maintain field force.

This internship report basically highlights the HRIS software of Paperfly Private Ltd. By this report, I wanted to show the HR practice of the company and how the HR department is now using HRIS software to make their task easier and make themselves more productive.

I have observed the whole company in past 3 months and tried to gain knowledge as much as I can. This internship program encouraged me to work harder and gave me the opportunity to learn about the corporate sector from real life experience.

Key words- Logistic company, Human resource management, Human resources information system, Employee management, Leave Policy, software development.

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List of Acronyms

HQ- Head Quarter

DO- Delivery Officer

PIF- Personal Information Form

EP-Expected Performance

AP-Actual Performance

T&D- Training & Development

NOC- No Objection Certificate

3PL- 3rd Party Logistic

B2B- Business to Business

C2C- Customer to Customer

COC- Code of conduct

KYC- Know Your Customers

Chapter 1- Overview of the Internship

1.1 Student Information-

Name: Faria Ahmed Pial

Student ID- 19104194

Program: Brac Business School

Major: Human Resource Management

1.2 Internship Information-

1.2.1 Company Information:

Company- Paperfly Private Ltd.

Period- 3 Months (23rd May,2022- 23rd August,2022)

Department- Human Resources

Address- SKS Tower (5th Floor), 7 VIP road, Mohakhali, Dhaka, Bangladesh.

1.2.2 On-site Supervisor Information:

Company Supervisor's Name- Nasima Ahmed

Designation- Manager

Department- People

1.3 Job Scope:

1.3.1 Responsibilities and Contribution towards Organization-

During my internship period, my main task was file management, documentation and input data into HRIS. I helped in joining a new employee, handover all the tools from company to him. After that, I had to file-up his/her all the documents. In the meantime, I checked whether there is any missing information. If I found any, I called them to fill-up this again. The main and necessary documents we need are-PIF, NID, Certificates, NOC, photos etc. My one of the important responsibilities as an intern was to reallocate and organize the fill room properly. There are the files of all the employees from HQ and more than 5000 files of DO. I reorganized the fill room again and found out the missing files, missing documents from each file and collected them again.

Moreover, I have opened the wings ID for the employees in a daily basis. Whenever, A new Delivery officer join in any point of Paperfly, the point supervisor sent all the documents to HQ. After receiving the e-mail, I checked those and created an employee ID for them in HRIS Software which is called “Wings ID”. I created the username and Password for them as well. After completing all the step, I had to mail the wings ID, User Name and password to the PS of that point to handover to the new DO. Moreover, I called the candidates to inform them about their interview time, sent them an email along with the details of the timing, locations of the HQ. I also set the interview and booked the room in the Calendar. In the interview day, I coordinated the session as well. In the Payroll part, I had to call some resigned employees who have final settlement cheque in pending to collect them when these are ready.

1.3.2 Benefits to the students-

Firstly, I would to give thanks the whole HR team to provide me such a friendly environment where I never felt nervous or helpless. They helped me in every situation like an elder brother/sister. Taught me so many things for my future career. Along with these, I have received other benefits from Paperfly as wee. Such as-

- Provided an in-depth idea about the logistic company.
- Provided HRIS training in this internship period.
- They use MS Excel to complete their most of the task. So, it helped me welding my Excel knowledge.

1.3.3 Challenges I faced while working as an Intern-

- The recruitment process is quite lengthy at Paperfly. It took more than 12 days to get my confirmation and it is quite unorganized too.
- They provide only HRIS training for the HR department. But there is no other session for in depth idea about the job role of each person. They prefer on board job training. Sometimes, it creates difficulties for the new commers.
- They do not provide any transportation facilities for their employees. So, I faced difficulties to manage transport when I had to stay at office till 7 PM.

1.3.4. Limitations-

- **Confidentiality-** The organization does not want to share much information about their company as there are some confidential data and those need to be kept on secret. So, there are some information gaps which I could not collect from them.
- **Lack of timing-** Even though I got whole 3 months to complete my report but my I realized that I needed more few days to observe the whole HR department and understand the practice and policy of the company.

1.3.5 Internship Outcomes-

Back in my undergraduate life, in the last 4 years, I have learned so many things theoretically. We had to give presentations, case solving, report writing in each course. But we did not have the opportunity to learn those practically.

After joining Paperfly as an intern, I gained a corporate life experience. From Day 1, I had joined in their HRIS training session which was a great opportunity for me to be a part of this session and it will help me to buildup my future career as well. Secondly, it helped me to enhance my communication skill with others. I have seen how T&D team works, how recruitment & selection process goes on, what are the tasks of other department and so many things. So, this 3-month of internship not only helped me to complete my graduation but also, taught me about corporate sectors practically and also helped me to enhance my network as well.

1.4 Recommendation for the future internship of the company-

During my internship at Paperfly, I really learned so many things from them and I have a good knowledge now about a logistic company, its marketing strategy, HR policy and so on. Many companies do not provide any laptop for the intern. However, Paperfly has provided me a laptop, a desk as well. Which helped me to work without any hesitation. They also provided me a complete orientation too.

It is not possible that everything will be so perfect. The only problem I would like to introduce is, if they provide transportations for all the employees, it would save a huge time. Everyone would be able to come in the office within right time and also leave the office together as well.

Overall, I think that it was a best decision for me to choose Paperfly to complete my internship and if they improve some particular aspects, then without any doubt, it will be the best organization to complete internship for any student.

Chapter 2- Organizational Part



2.1 Company Profile-

Paperfly Private Ltd is a cloud service enabling company to quickly collect documents, data, signatures, KYC, and payments from their clients. In addition, to offering doorstep delivery services at the union level throughout Bangladesh, Paperfly also offers fulfillment and warehousing services. After launching in February 2016, Paperfly now handles the largest amount of e-commerce in the country and has the most cash-on-delivery coverage (3rd Party Logistics). The entire process is supported by advanced technologies that we developed from beginning. The company's supply chain is "near to" paperless, and it keeps track of the movement of packages at 25 different areas. It has 139 nationwide delivery points now.

The company is always developing with innovative methods to resolve crucial logistics problems. In an effort to manage "Return/Reverse" from consumers more clearly and meaningfully in the year 2020, Paperfly has launched 2 separate services (both of which are free). There will be a continual flow of additional services. The goal of all businesses is to create the infrastructure necessary for a successful e-commerce drive. Paperfly is pleased to provide delivery services for a variety of major online retailers, including Daraz, Ajker Deal, Bagdoom, Shoparu, Aarong, Bangla Shoppers, and Bikroy.com. Paperfly now provides the same level of services to all small- and medium-sized online retailers due to its extremely robust and tested global infrastructure.

2.2 Overview of the Company

2.2.1 History-

Customers once had to go to the hassle of going to a courier counter to take off or drop off a package and also had to pay in advance. It took a huge time to deliver the parcels in the destination as well. In August 2015, three people planned to bring up such a business idea where people will get doorstep parcel delivery and pick service. So, together 3 friends start the journey of Paperfly Private Ltd where the customers not only get the doorstep parcel delivery service but also warehousing, packaging, labeling, sorting, sending to the destination countrywide. The Idea peeked up on 2015 and it finally launched in February 2016. This is the first 3PL who starts to provide seamless delivery service since April,2017. Accordingly, it continuous it's journey and making partnership with top class brands. From early September 2021, it launched commercial services in the domestic courier-cargo industry. In 2022, the leading E-commerce logistic company of India which is called "Ecom Express" invested Tk202 crore which is another great achievement of Paperfly.



Figure 1- Timeline of Paperfly

2.2.2 Vision-

Paperfly's vision is to become the best delivery solution provider to create a complete online shopping experience.

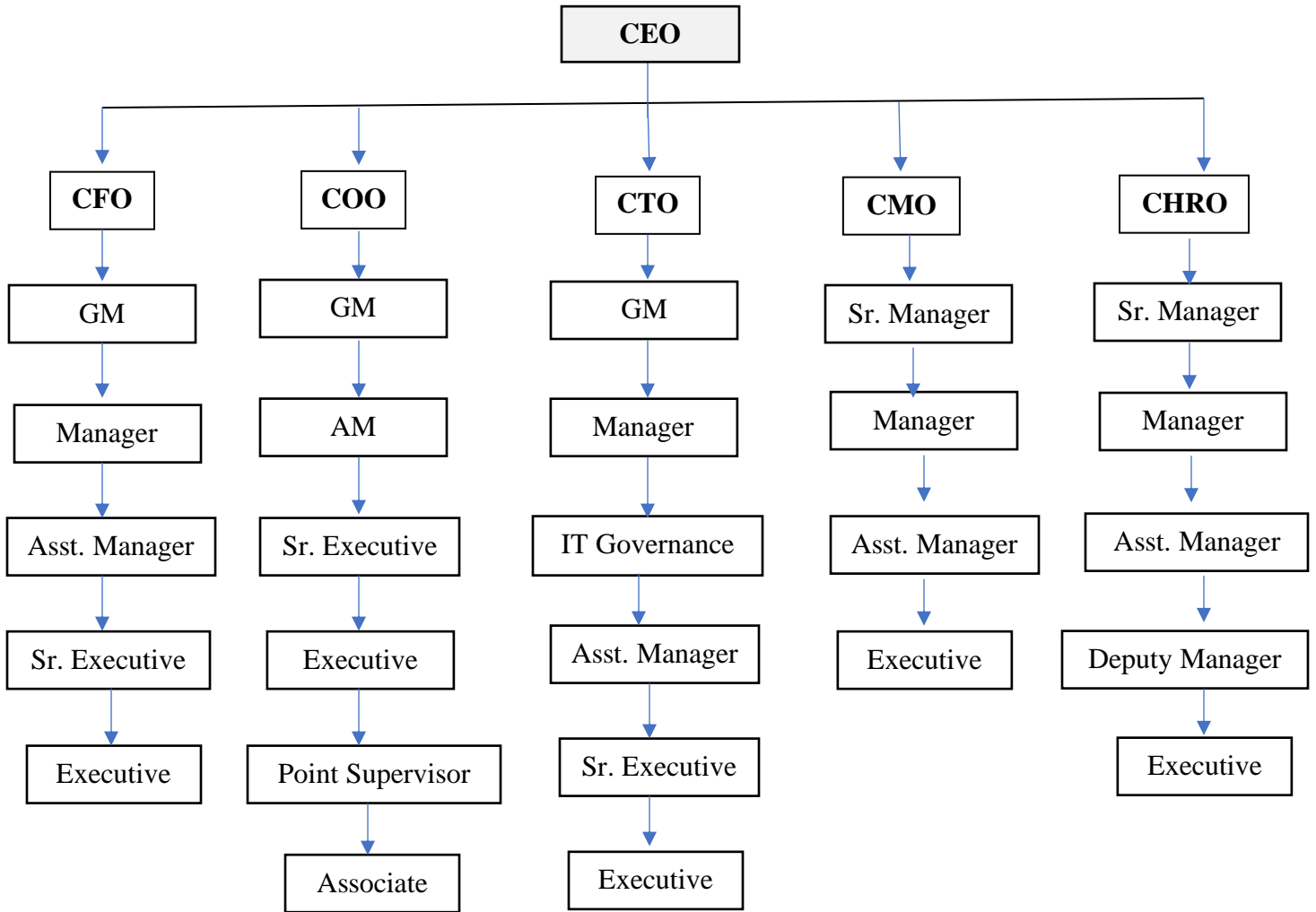
2.2.3 Mission-

- ✓ To work with all kinds of business person to make their business easier & successful
- ✓ To ensure widest delivery coverage with cash on delivery all over the Bangladesh.

2.2.4 Core Values-

- **Innovation & Creativity-** People at Paperfly strive to become more innovative and creative so they can observe the market from new perspectives and come up with ideas to change or add anything for the betterment of the company.
- **Passion & Self- driven-** A great interest in anything is known as passion. The urge to do something is motivated by a desire to accomplish it. Paperfly motivate the employees in a way that they become self-motivated and feel interest to work by their own.
- **Team work & Leadership-** Teamwork enables individuals to use their abilities and talents to reach the goals. This process of teamwork is encouraged by an excellent leader. The leaders of Paperfly tend to maintain a great teamwork each time with their leadership.
- **Trust & Integrity-** Integrity refers to doing the right thing in the appropriate manner. Paperfly always focus on the integrity and try to keep the trust of its customers. They always work hard to provide the best service to the customers.

2.2.5 Organogram-



2.2.6 Products & Services-

The main service of Paperfly is to deliver products all over the country. They have-

- ✓ SMS Notification
- ✓ Cash on delivery
- ✓ 363 Days delivery
- ✓ End to End digital
- ✓ Return Management
- ✓ Courier & Cargo



- ✓ **SMS Notification**- when a parcel arrives in the point, Paperfly sends a SMS to its receiver to inform about the parcel.
- ✓ **Cash on delivery**- cash on delivery is one of the most important parts of any ecommerce platform. Paperfly follows this technique and ensure doorstep delivery service. By this, Paperfly assures 100% loyalty to its customers.
- ✓ **363 Days delivery**- the service of Paperfly is always open. Without 2 Eid days, customers can order, browse and take any types of service anytime within these 363 days.
- ✓ **End to End digital**- Paperfly ensures end to end delivery service. They not only delivery products but also, they have warehouse and packaging solution. In this way, they provide hassle free delivery service.
- ✓ **Return Management**- when a customer order something from online, it looks beautiful but after getting those on hand, they might not like those. In that case, Paperfly allows return policy. They can easily return their parcel by paying only the delivery charge.
- ✓ **Courier & Cargo**- There are more than 100 courier service in Bangladesh but the use of digitalization in those companies are very less. Paperfly brings courier & cargo service where, it provides door to door and convenient & express delivery service.

2.3 Management Practice

2.3.1 Management Functions of Paperfly-

A Management process is important for a company to measure all the activities, upcoming project planning, proper communication and define all the resources. There are mainly 4 steps that Paperfly follow to maintain its management functions-



- **Planning-** Managers of Paperfly make a proper goal for a project, they discuss about the probable action plan for the projects and set a meeting to discuss with other employees. For planning phase, they follow 2 types of planning management process-
 - I. **Strategic-** this planning management is used for a long-term goal. All the upper level of management team set a draft of their plan and then they discuss with the managers.
 - II. **Tactic-** Tactic planning strategy is for any short-term goal. Here, basically managers set the planning chart and for the final requisition, they discuss about the plan with upper-level management team.
- **Organizing-** In the organizing part, the managers of Paperfly organize the plan to make the project successful. It is very important to maintain communication within the team as it is a team work. In this phase, managers make a list of the responsibilities that what which part will be done by which group.
- **Leading-** After completing the first two phases which are- organizing & leading, managers now coordinate the activities of the employees. They give priority of the mental health of the employees, motivate them as much as they can and give proper guidelines as well.
- **Controlling-** It indicates about the monitoring and the progress of the plan. When Paperfly sets any goal or target, managers then monitor the progression of the project. They also keep eyes about staffing the employees properly.

2.3.2 Communication practice- The upper-level management team always follows a good communication with all the employees. Before starting any project or announcing any news, they call a meeting with all the employees and share their plans. They have regular communication with each department. Each department has a good bonding with each other too.

2.3.3 Leadership Style- The success of a company mostly depends on the leadership style of the team. Paperfly always gives value of the opinion of each employee. Everyone has the right to give any types of suggestion for the betterment of the company. But final decision is taken by the management team. Paperfly has a strong management team and each person has leadership skill by which they can motivate the employees. They maintain the team work with their great leadership as well.

2.4 Marketing Practices

2.4.1 Segmentation & Target Customer:

a. Segmentation- When it comes about the effectiveness of the market, segmentation is a very important part. Hence, Paperfly divided the segments into 4 steps. These are- Demographic, Geographic, Psychographic & Behavioral segmentation.

Table 1-Market Segmentation

<p><u>Demographic</u></p> <ul style="list-style-type: none"> • Age- 25-50 • Gender- All types • Occupation- Regular Occupation 	<p><u>Geographic</u></p> <ul style="list-style-type: none"> • Area- All over the country • Main target area- Dhaka & Chittagong
<p><u>Psychographic</u></p> <ul style="list-style-type: none"> • Business owners • Low to high- status consumers 	<p><u>Behavioral</u></p> <ul style="list-style-type: none"> • Loyal Consumers • Regular users • Emergency delivery

b. Target Market- The main target of Paperfly are all types of business personalities & merchants who needs to delivery any products quickly. Such as- B2B, C2C and regular customers as well. That is why, their target areas are Dhaka & Chittagong to attract the business men easily. Also, the customers in the urban areas are the target customers of Paperfly.

Main clints of Paperfly Private Ltd are given below-



Figure 2- Clients of Paperfly

2.4.2 Positioning- the goal of Paperfly is to serve easy, convenient and smart logistic service all over the Bangladesh.

The tagline of Paperfly is- *“Delivering Happiness”*

a. 4P's-

- **Price-** Paperfly sets the pricing according to the market research. It charges 60/- per delivery within Dhaka and 130/- outside Dhaka.
- **Place-** It has points and hubs all over the country and in every division, Paperfly has branches.

- **Products-** Paperfly offers e-courier services. Besides that, they have courier and cargo service as well.
- **Promotions-** For the promotional purpose, it uses different types of TVC, Promo code, campaigns, digital branding.

2.4.3 Marketing Channels- Paperfly uses social media, Website as the marketing channels. They have their own Facebook page where they post digital banners, different promotional videos to attract the customers.

2.4.4 Branding and Promotions- Paperfly mostly follows digital branding activities. Whenever they any initiatives for a new project and they launch it, they provide different type of launching offer and seasonal campaign as well. Such as- few months ago, Paperfly launched a project which is called “Mango project” and they created leaflets, online campaigning for the project. Some promotional strategies as given below-

- ✓ Social Media Ads
- ✓ Digital poster
- ✓ Online campaigns



Figure 3- Mango Project



Figure 4- Digital Branding

2.5 Financial & Accounting Practices

2.5.1 Financial Performance

Current Ratio- Current ratio indicates the present situation of the company. Paperfly Private Ltd. Uses current ratio to know about their company condition. It is important to know that if any short-term obligation comes, the company can bear how much money. A satisfied current ration can meet the clients, ensure safety for the company too.

Current Ratio= Current Asset/ Current Liabilities

Profitability Ratio- Paperfly uses gross margin ration to find out the profitability of the company. It is important for a company to know the current asses, revenue, balance sheet etc.

Gross Profit Margin- It is important to know how much assets remaining after the company has used to expense for the goods. Paperfly uses it to keep track about the remaining fund and to know whether it has sufficient asset to them. The formula is-

Gross Profit= Sales- Cost of goods sold / Sales

2.5.2 Accounting Practices

Paperfly Private Ltd follows all types of core accounting principles and always aware of tax payment policy to avoid any kind of unwanted situation and corruption. Moreover, Paperfly uses a smooth accounting cycle to experience a better accounting practice. It follows fiscal policy from July1 to June 30 to make the financial statement.

For the accounting cycle or the flow of Paperfly they use some steps given below:

- Journal
- Ledger
- Trial Balance
- Financial Statement

Under financial statement, they use Income statement, cashflow to make balance sheet.

2.6 Operational Practice

The operational department of Paperfly works very hard to serve properly. For that, they have night and day shift. They also work on holidays as well so that they can give their best to serve their customers.

There are some sub divisions in the operation part. These are-

- ✓ Courier
- ✓ Pick & Fulfillment
- ✓ Return
- ✓ Delivery Operations
- ✓ Shuttle



Figure 5- Branches of Paperfly

Operation team serves 363 days to the customers. Since they work shift wise so, customers get response anytime they want. Operation team is also responsible to collect data of field force employees. They take care of the hubs & points. If any accident occurs during duty, they handle the situation by taking necessary steps too.

2.7 IT Practice

Paperfly has a strong IT support team. There 6 Sub department of IT department. These are-

1. Business Analyst
2. BI
3. Software development team
4. IT Infrastructure
5. IT Security & quality control
6. Change & Release Management.

All these 6-sub department has different roles and responsibilities towards the company. I am going to explain each department briefly below-

1. **Business Analyst**- The main task of this department is to find out the gap between IT sector and the business by using different types data analysis and then they report about the situation to the CTO and stakeholders.
2. **Business Intelligence**- BI uses raw data to create a meaningful information for the company. By using BI tools, they create graphs, charts and other meaningful projects to measure KPI of the company also identify current market stands.
3. **Software development team**- this team works hard to develop the required software, coding, updating mobile app, adding any new features in the app. They use SQL, JavaScript, C++, Python for the coding purpose.
4. **IT Infrastructure**- IT infrastructure is responsible to manage IT environment within the company. It takes care of other sub-department, operate and manage the cloud computing system properly.
5. **IT Security & quality control**- Cyber security is a very crucial part of any e-commerce business. IT security mainly works to prevent any kind of threats and hacking from other parties. It also controls the access of the employees within the company.
6. **Change & Release Management**- this team is responsible for a successful delivery process. It works with the delivery operation department to plan, schedule the delivery process and also development of the software.

2.8 HR Practices in Paperfly

2.8.1 HR Philosophy, Code of Conduct, The Laws, HR Functions, Hierarchy Structure of HR Department in Paperfly Ltd

HR Philosophy of Paperfly-

- Developing an easy & good line of communication for everyone
- Building a winning team
- Providing the best HR service within the organization
- Ensuring equality in every step
- Recruiting the best talent for the company
- Discrimination & Politics free work environment

Code of conduct-

- Ethical and responsible towards company
- Support and obey all the laws of the company
- Anti-corruption and anti-money laundering
- Maintain labor law code properly
- Ensure confidentiality of the company during transferring any data.

The laws followed by Paperfly-

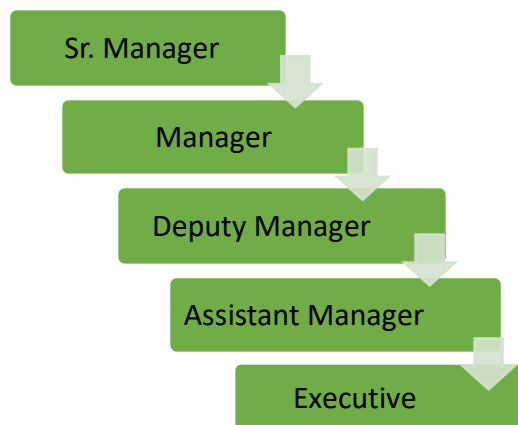
- Labor Law Code 2006
- Penal Code- 1860
- Contract Act- 1872.
- Digital Security Act- 2018
- The Companies Act-1877
- Other laws

HR Functions-

The main HR functions of Paperfly are given below:

- **Recruitment & Selection**
- **Training & Development**
- **Compensation & Benefits**
- **Performance Appraisal**

2.8.2 Hierarchical Structure of Human Resources Department-



2.8.3 Employee recruitment and selection-

Recruitment-

Recruitment and selection process is the very important part for a company to select the most talented and right candidate for the particular position and department. HR department is accountable for the whole recruitment process. There are two types of recruitment process-

1. **Internal Source:** Before posting in different job sites, they firstly inform the current employees about the vacancy through an email. The current employees who want to shift in another department or former staffs who want to re-join here, they are involved in this

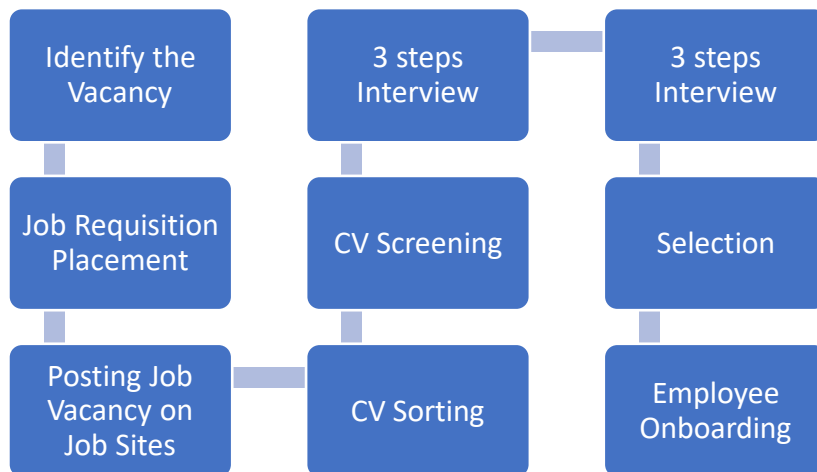
process. Internal recruitment is easier than external recruitment because it is faster process and it operates as a motivation for the employee. Moreover, existing employees are already aware about all the rules, regulations of the company. So, company prefer this process for some particular department.

2. **External Source:** Diversification is a very important part for a corporate sector. Sometimes it is important to recruit a new employee to bring diversification in the team. When Paperfly wants to recruit new employees from outside, they post about the job vacancy with the job details in different job sites. They use- social media, Job fairs, Job sites such as- bdjob.com, LinkedIn for posting the job. It is a bit lengthy process as there are few steps to recruit a fresher. Sorting the perfect cv is also another important task and takes time.

Selection-

A selection process is used to identify the most qualified candidate who would be best fit the requirements of the position in an organization. This selection process varies in different situation. It can be easier to very complex. It depends on the particular post and the department to find out the most productive and appropriate candidate.

They mainly follow 9 steps to select a candidate. These are-



Interview Process-

There are 3 steps interview process at Paperfly Pvt ltd.

- **Primary Interview-** In the 1st stage, they arrange a primary interview session with the candidate, discuss about some basic knowledge about his/her filed and some IQ test
- **Excel test-** This is mostly applicable for the department of Finance & Accounts. They arrange an excel test to identify whether this candidate is applicable for the post or not.
- **Final Round-** After passing previous two steps, candidates are called to sit with management level to find out the best one for the company.

Negotiation: After the selection process, they sit for a negotiation about their salary. After that, employee will join in a particular date with all the documents.

Probation: Probation period is applicable for all the employees. Probation period is for 6 months. In this time, line manager will be responsible to notice his effort towards the company. A performance appraisal form will carry total history for the employee and if he successfully passed this 6 months, s/he will get the confirmation letter issued by HR department and department Head.

2.8.4 Training & Development-

As a courier-based company, the aim of Paperfly is to develop its last mile filed staffs as well as the mid-level managers who are responsible for leading the teams working in the fields. The training & development terms found in 2021, with an aim to develop the KSA model which is -

- K= Knowledge
- S= Skill &
- A= Attitude of the employees

Paperfly provides different types of In-house training programs for the employee of HQ. such as-

- **Leadership training-** Leadership training basically important for the Area Managers of Paperfly. Area Managers are responsible for a particular area under which they maintain all the points within that area. So, this leadership training helps them to enhance the skills and teach them how to motivate the employees and how to maintain huge number of filed forces.

- **HRIS training-** HRIS training is mandatory for the HR department as HR team is responsible for updating all the data of the employees in the software. HR Interns are also involved in this process as well.
- **Filed- force training-** The assistant manager of T&D along with GM of operation department, sales department visit the points according to their schedule each month. They observe the condition of the employees there and arrange training session to upgrade their effort, behavior and goal.

In the process of developing employees, training & developing team follows some steps to complete the training session. These are-

- **Step 1-** Identify and specify the role for each job and then identify the gap between expected performance and actual performance of the employee.
- **Step 2-** Before conducting a training session, they visit field officers to observe field operation and suggest effective operation to the management.
- **Step 3-** Conduct TNA model for the employees and then design and develop training context according to their needs and gaps.
- **Step 5** Schedule training calendar and budget
- **Step 6** then they dry run the training session by giving different types of hypothetical case study.
- **Step 7-** Lastly, evaluate of the training through various learning tools and methods.

If they find that,

$EP=AP$, training will be successful

$EP < AP$, training will be highly successful

$EP > AP$, training will not be successful and in that case, training will be started from the very beginning step for them.

2.8.5 Compensation and benefits-

Compensation & benefits plays a vital role to attract the best employee. It should be set according to the market competitiveness. Paperfly offers a smart compensation package for its employees.

Which includes:

- Basic Salary
- Festival Bonus
- Medical facilities
- Life Insurance
- Sales increment

In Head Quarter:

For the employees of HQ, Paperfly offers Basic salary and allowances such as mobile bill, house rent etc. Beside this, it also offers different types of allowances as well. Along with this, they get festival bonus, medical facilities etc. Provident fund allowance will be added with their benefits policy soon.

Field- Force:

The delivery officers, point supervisors are the main field force of Paperfly. Monthly, they offer Basic salary and life insurance, medical allowance if any accident occurs. Moreover, it offers extra incentives facilities as well. such as- there are commission facilities for completing per delivery package, bike rider and bi-cycle riders get allowances for their vehicles too.

Allowance:

- **Festival Bonus-** All the employees receive yearly 2 Eid bonus which is 50% of monthly salary. Here, the condition is employee has to be a permanent in the company and s/he needs to complete at least 6 months. These 2 bonuses are before Eid-ul-Fitr & Eid-ul-adha. Other festival bonus only receives by the particular religion's employees.
- **Sales Increment-** This increment is applicable for the field force employees and the sales, tele-sales department. From the beginning of each month, the supervisor set a goal/target for each team and if they can successfully fulfil the target, they receive a good amount of increment.

- **Medical Facilities-** Paperfly bears all types of medical bills if any employees face any types of accident. Moreover, if a family member of the employee from HQ become sick and needs big amount of money, they get all types of support from Paperfly.
- **Life Insurance- Paperfly** offers group life insurance and accidental death cases. When an employee joins here, they introduce about the insurance policy to each employee.
- **Maternal leave-** Paperfly allows 2 times maternal leave. Within this policy, mother will receive 6 months of leave, medical allowance and salary. Paperfly allows paternal leave as well where, father will get a certain day to leave and medical allowance for her.

2.8.6 Performance Appraisal:

Paperfly Private Ltd follows Key Performance Indicators (KPI) to evaluate the performance of the employee. It occurs after 6 months from joining. This process depends on some important factors. Some of these are-

- **Time Management-** Time management is a very important criteria for performance appraisal. Supervisor always notice and note down about the time management of the employee.
- **Attendance-** It is another crucial factor for each employee. Field force employees has to give attendance through software and in HQ, they need to punch their ID card in the scanner regularly.
- **Communication skill-** The sales department has to be very much concerned about their communication skills. If they do not communicate with the clients properly than the clients will not satisfied with the service as well.
- **Error free work-**Since, Paperfly operates everything by using technological tools so, employees have to be serious about their task and work should be error free. Supervisor checks how much concentration an employee gives to his/her work.
- **Leadership Skill-** Leadership skill is another important factor for the performance appraisal form. It indicates how a person maintains any situation by using his/her brain. If there are huge pressure of work, how he manages everything and so on.

2.9 HRIS Practices in Paperfly

Paperfly Private Ltd is an e-commerce logistic company. It operates almost everything by using smart technological tools. It is always concerned about the employee data savings policy and HRIS software. It has Wings which is the authorized website of Paperfly. From CEO to field force, each employee has their personal employee account and employee code, which is called Wings ID. But recently, they have found out that it is a bit back dated software and there are some missing tools. For which, they face some difficulties to update data. That is why, on 23rd May, 2022, they launched a new HRIS software which is developed by Divine IT Limited.

2.9.1 Linespay- HRIS Software

Linespay is now the authorize website for Paperfly Private Ltd to manage employee. To manage the whole software, they have used prism. ERP and to maintain the payroll policy, they have used linespay. There are some important features to collect employee information and save those in the software. These are-

- Employee Name
- Designation
- Contact Number
- Father's and Mother's name
- Gender
- Marital Status
- TIN Number
- Date of Birth,
- NID, Passport No. or Birth Certificate No.
- Present Address
- Education
- Basic Salary
- Date of Joining

Login –

This is the login page of the HRIS software for Paperfly. They give minimum access for all the employees. They will be able to edit some particular part of their own account. But other access is only reserved for HR department.

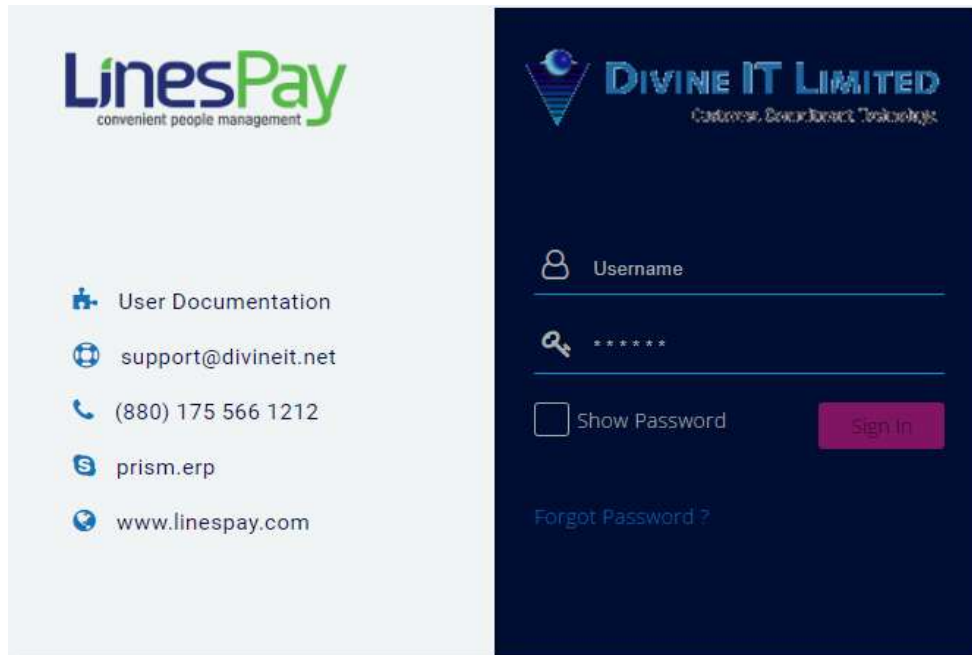


Figure 6- HRIS Login Page

Add New Employee –

After login to the website, by clicking HRM, add new employee feature will appear. Then some information's such as- Basic information, Emergency contact, Account Information, Address should be filled up.

Figure 7- Employee Profile Create

Leave Policy-

By using the HRIS software, employees can easily apply for their leave. After getting the approval from authority, they will also be able to get the notification. It makes their life easier because now a days, they do not have to run with pen and paper to get an approval for taking leave. Rather they can apply in any emergency cases from their home as well.

Benefits of users-

- It has access from anywhere and it is easy to use.
- After login here, it will count the attendance automatically.
- It will enhance productivity of the employees more than before
- It will play a vital role for Payroll department as they do not have to give salary manually by using other tools.
- All types of HR related task will be done by one software from now on.

2.9.2 Blue Force-

Blue Force is an authorized mobile app of Paperfly. It is mainly for the field force level. After joining Paperfly, each Delivery officer gets their own employee ID and password. By those, they can login to this app and get the access to start their delivery process.



Figure 8-Blue force login

Blue Force Interface-

This is the homepage of the app. After login for the first time, employees are asked to change their password. Then they can see all the features of the app.



Figure 9-Blue force interface

Leave Management-

By using this option, employees can apply for leave. After investigating, HR department will approve or reject the application.

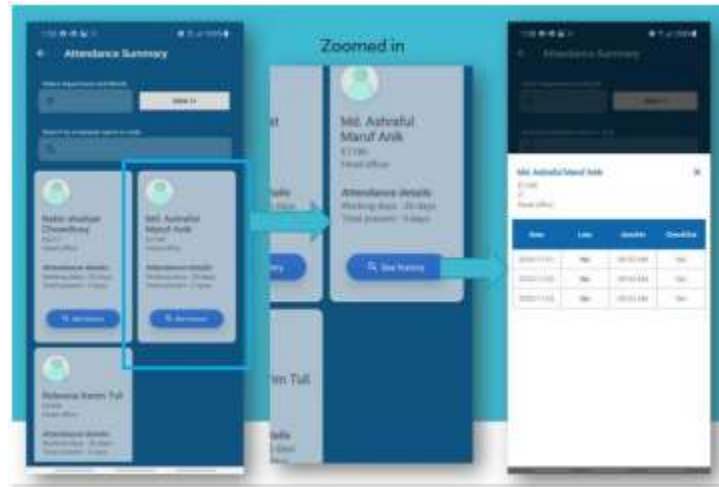


Figure 10- Leave management

HR Manual View-

This is the dashboard for the use of HR purpose. By using this, employees can get the idea about the rules, policy, code of conducts. And HR department check the dashboard by this feature too.



Figure 11- HR manual view

2.9.3 The impact of HRIS on HR activities of Paperfly-

HRIS software is mainly used to save all the employee data in an organized way. It helps to track data and manage the tasks. Before using the HRIS software, Paperfly used documents to keep tracks of the data. As a result, there was a chance of missing any files. When they launched their first HRIS software Wings, it made their life easier but there were many functions missing. Such as- payroll was not added in that software, there was no training & development feature and also attendance was not monitored by this software.

From June, 2022 Paperfly launched a new software. By which now the employees will get a lot of facilities if they can use it properly and best utilize it. Such as-

- **Employee Management-**

It is now easier to keep track and find out any information of the employee within a second. Before this software, they had to search in the file room to find out the file or the document which used to take a long time. But now, they can easily search in the software by the employee code.

- **Employee efficiency-**

HRIS software enhance the productivity and efficiency of the employees since it takes less time to input employee data from files to software and it minimizes audit findings as well. employees can concentrate on other tasks easily after completing the data update.

- **Attendance monitoring-**

While employees will enter in the software, it will count their attendance. So, supervisors do not need to keep track of each employee's attendance updates individually. Before the software, employees had to give signature on their entering and leaving policy. So, HRIS software makes it easier and time savings.

- **Data security-**

HR software ensure data security within the company. It does not provide all the access to the employees. Employees can see their own account but cannot edit anything as all the information are confidential. They can use leave policy features, have the access to see

COD of the company and attendance sector. Since, HRIS is for the use of HR department so, they provide role-based access to the employee. For these reasons, data are safe and secured in this software which gives Paperfly more security assurance.

- **Performance Appraisal-**

Performance appraisal process is also easy now. The supervisor will check the attendance and leave practice of the employee. And by observing other criteria, they will be able to fill-up the appraisal form through this software.it will be hassle free and less time consuming as well.

2.10 Industry Analysis and competitiveness

2.10.1 Porter's Five Force Factors-

- Threats of new entrants: **Low**

There is a good number of logistic companies in our country. Existing companies are trying to become more successful and competitive in the market. They have already invested huge amounts of money in their business and it is not that easy to manage partners and clients for the company. So, there is a low risk of new entrance.

- Threat of substitution: **High**

Customers are already dependent on such easy-going delivery services where they are getting the opportunity to send and receive the parcel by setting on their home. Moreover, such companies are trying to innovate more ideas to make the service better and attractive than each other. So, it is easy to find out the substitute of such service if they find better service from others.

- Power of Suppliers: **High**

The business partners are the key elements of Paperfly. Suppliers play a vital role in decision making and products/service supply process. There is always a high chance of increasing the rates according to the economic condition. So, the power of supplier is high as well.

- Power of buyers: **Low**

The delivery charge of Paperfly has been set according to the market research. Even, Paperfly tries to set the price at a lower price so that everyone can take the service from them. So, there is no chance of bargaining about the price or service from the side of buyers.

- Rivalry among existing competitors: **High**

The demand of the logistic company is very high now in the market. The main competitor of Paperfly Private Ltd is Redx, SA Paribahan. The competition among them is very high and each company is working very hard to become more successful than each other.

2.10.2 SWOT Analysis



1. Strength

- **Price Competitiveness-** The delivery charge inside Dhaka is BDT 60/- and outside Dhaka is BDT 130/- which is convenient for any types of customers. According to the market research, Paperfly offers services with the minimum possible delivery charge.
- **Fastest delivery** – Paperfly ensures delivery within 48 hours inside Dhaka and outside Dhaka. So, it is the fastest delivery service provider in our country who can deliver the products in any emergency.
- **End to End Delivery-** Paperfly not only deliver your products to your doorstep but also, it will pick your product from your home so that you have an excellent delivery experience without facing any hassle.

2. Weakness

- **Service Quality-** Maintaining the service quality is a very important part of a business to become successful. Sometimes it is not possible to go with the same flow and that time customers become dissatisfied with the service.

- **Technological Failure-** Since, Paperfly operates everything by technological tools. Due to some unavailability of network, it creates a huge problem for the company to operate the next move

3. Opportunity

- **Urban Area-** The target area of Paperfly is Dhaka, Chittagong and the urban areas of the country. The people of urban areas are very satisfied with the service of Paperfly as they are getting such opportunities from their rural areas too.
- **Global Market-** Paperfly not only attracts the local market but also, it is now partner with the Ecom express which is an Indian e-commerce courier service. It is a great opportunity for Paperfly to introduce itself globally.

4. Threats

- **Competitors-** The competitors in this sector are increasing day by day. It is a threat for Paperfly to become more successful and top 1. Other companies try to attract their customers by offering various offers, TVC etc. which is a threat for it.
- **Market Competitiveness-** The competitiveness is increasing in the market rapidly. Each company is trying to find out the best idea to get the market competitiveness which is a threat for Paperfly as well.

Recommendation & Conclusion-

According to my observation, I would suggest Paperfly to be more focused on the service quality. To attract the customers, they can create TVC, offer different promocode and also, update their mobile app so that, customers can easily take their service and they show their willingness to be the return customer.

Chapter-3: Project Part

3.1 Introduction –

My internship report is on the HRIS software of Paperfly. Here, I did not only get the opportunity to work with HRIS but also with the whole HR department. By observing the HR team and the data from empres.ERP, I have gotten the chance to evaluate, analysis and monitor their HRIS software.

Paperfly invested a good amount of money to choose the best and the right HRIS software for their company. It is important to select the software which will be best fit with the company goal, value, policy and other rules & regulations. The software they are using now is to track the data, manage the huge number of employees in an organized way so that they can provide the best HR service to its employees internally and customers meet their demand too. As a new software, there are some lacking which should be upgraded and by implementing some wise decision, it can be the best investment of Paperfly.

3.1.2 Research Topic-

My research topic is “The impact of HRIS in employee management in Paperfly Private Ltd”

3.1.3 Problem Statement-

HRIS software is now a digital solution to make the HR related task easier and more productive which Paperfly could not adopt fully. By this report, I want to show that Paperfly can make themselves smarter and more successful by the proper use of HRIS software and how much effective it is in employee management.

3.1.4 Research objectives-

✓ Broad Objective-

The aim of the study is to identify the impact of HRIS in employee Management in Paperfly Pvt Ltd.

✓ Specific Objective-

- To know the features in HRIS software
- To find the effectiveness of HRIS software in employee management

- To identify the impact of HRIS in the company to enhance the productivity of the employees.

3.1.5 Research question-

The purpose of this survey is to complete my internship report with proper information. I hope you will spare 2 minutes for me to answer my questions. I ensure you that your given information will be remained confidential and will be used as a source for my report.

1. What are the features you are currently using in HRIS software?
2. Does HRIS software make data saving easier?
3. How much effective HRIS software is to manage employees and leave policy?
4. Do you agree that HRIS helps to enhance the productivity of the employees?

3.2 Literature Review-

According to the author (**Hendrickson 2003**), Human Resources Information System (HRIS) can be shortly defined as a process that can exploit the information system for the feasible & efficient HR function. It is such a tool which aimed to support the planning, administrative and decision-making process and continuously, it is improving (**Ostermann, Staudinger & Staudinger, 2009**). When Management Information System (MIS) just came in the market and achieved a huge amount of response, in 1980s, industries started to think about HRIS software to include in their day-to-day tasks.

According to the researcher (**Enshur et al., 2002**), technology can be used for recruitment & selection, Training, Compensation and benefits and if a company use a mixed HRIS software then the productivity of that company will enhance surprisingly. HRIS works as a weapon for a company to upsurge its manpower and helps to achieve the strategic goal. It helps to input the employee data/information more accurately and timely, reduce labor cost and gained the competitive advantage among the firms.

Author (**Anderson & Caldwell, 2018**) highlights that while some organizations have achieved significant success, others have failed due to insufficient development, misaligned technology

resources with organizational goals, issues with departmental coordination, and employee acceptability. When it comes to increased connection, the great majority of these systems were merely used to document how users interacted with their friends.

Lastly, in 1945 and 1960, HR people had to complete their activities manually which created different issues. Nowadays, it makes the task easier and safe than before. However, HRIS software will be problematic if the employee input any wrong data in the software and it is a bit costly so, the small business will not be able to afford it. But it will bring a huge positive change for a company if they can use it properly.

3.2.1 Significance-

The objective of the research is to see how Human Resource Information System works for the company. As a logistic company, how fast it is growing and what are the problems they are facing. Human Resources Information System (HRIS) contains a pivotal database which has application tracking features, employee demographics, options for compensation and benefits and much more. It serves as a central source for all of essential employee data, including the most recent data employee satisfaction. HRIS software enhances the productivity of a company which saves a lot of time of the employee by inputting all the data very quickly and accurately. It navigates huge bulk data and due to have centralized storage, it ensures the security of the data. So, it is very emergent for each company to add HRIS software in their HR department to avoid mistakes and augment the productivity.

3.2.2 Methodology & data collection-

Research Method:

I have used **Qualitative data** for my research purpose. Because, Qualitative data indicates that kind of information which cannot be measured, counted, or simply expressed using numbers. It is extracted from speech, audio, and multimedia files using data visualization techniques like textboxes, concept mapping etc. I need some data which will express the details or explain the situation. For that reason, I have used some questionnaires to ask the employees inside the

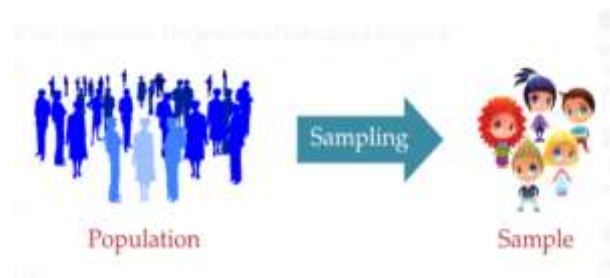
company and also used google form to get the proper information in details from them. Thus, the information I have collected those cannot be measured or counted Here, I mostly used ordinal data to know the experience level and also nominal data to categorize some variables as well. And the data has been collected from 15th July,2022 to 31st August,2022. I have followed a structural formation to take the interview of the employees and then converted those in a quantitative data according to the needs of the research purpose.

Sample & Sample size:

Sample means target a group of people from a large number of populations to collect data & different types of information for the research purpose and the whole process is called sampling. There are 250+ employees in the Head Quarter of Paperfly. Among this huge population, I have targeted the HR department and IT department to collect data for my research purpose. Since, these two departments use HRIS software to complete their task. That is why the people of these two departments are my sample.

Age Demographic: The age of the employees at Paperfly are mostly between 24-29 and there are almost equal number of male and female. So, it was a great opportunity for me to take interviews of the young generation and how they are thinking about this software.

Sample Size: I have taken interview of **20 people** for my research purpose. Among them, I have taken interview of **3-line managers** (Mock/oral Interview). Other **17 responses** were from the employees who are using this software regular.



Sampling Technique:

There are two types of sampling technique. One is Probability sampling and another one is non-probability sampling. I have used **non-probability** sampling for this research because, this is a

reliable sampling process and this process helped me to collect data easily within the organization. This process is also called random sampling.

Convenience sampling: I have used convenience sampling method because, this is the best way to collect information because, I can ask questions to the people around me and I can easily gather information from them. I have taken interview of the employees of Paperfly which helped me to collect data easily and it saved my time and cost as well. I did not go anywhere to collect the data rather I got all the information within my workplace. Also, I have used google form so that employees can share their real opinion without any hesitation and without reveal their information. This is how I have followed sampling technique to collect data for my report. For the research purpose, I have converted the qualitative data into the quantitative data by using the Likert scale and close-ended question to get the effectiveness of the response from the employees-

Likert Scale-

Table 2- Likert scale to measure response

Response	Score
Strongly Disagreed/Not Effective	1
Disagreed/Less Effective	2
Neutral	3
Agreed/Effective	4
Strongly agreed/Very Effective	5

Close-ended questions-

Table 3-Close-ended questions measure score

Response	Score
No	0
Yes	1

Data Collection Method:

I have collected both Primary and secondary data to complete my report following the below steps-

Primary Data- To collect primary data, I have used-

- Practical experience during my internship period
- Observation
- Direct interview of the employees

Secondary Data- I have collected some external and internal sources to collect my secondary data.

Such as-

- **Internal Sources:** Website, Annual report of Paperfly Private Ltd
- **External Sources:** Published business reviews from websites, Journals

3.3 Findings-

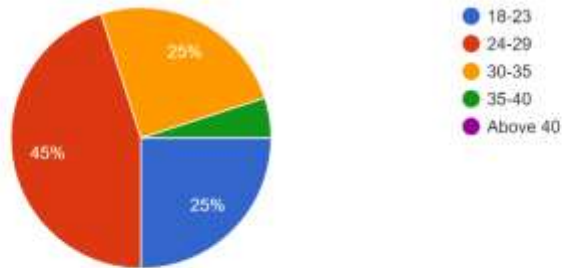
After observing for the last 3 months, I have found that as a startup Paperfly has become successful within a very short time and trying to become the best delivery service provider in the competitive market. Even though, they are quite successful in their delivery service however, internally it is not fully organized yet. They try to serve the best HR policy. Yet, for some lack of internal planning, they face some problems. Paperfly always uses smart technological tools to provide services. Before 2022, they used Wings as a HRIS software. From June,2022 they started to use Linespay to make their task easier and more upgraded. This software is still under development that is why, it is a very slow process. It takes a bit time to load the interface. Payroll has not been added yet in the software so, they make the salary sheet manually and it creates huge pressure for the team There is the lacking of sitting arrangement Infront of the HR desk. So, when employees come to take any types of help from HR, they cannot seat here. These are some factors come out from my findings.

For better observation, I have done a survey on 20 employees inside the company to see their experience and thought regarding the HRIS software. Now Let's see the analysis from the survey-

3.4 Analysis from the survey-

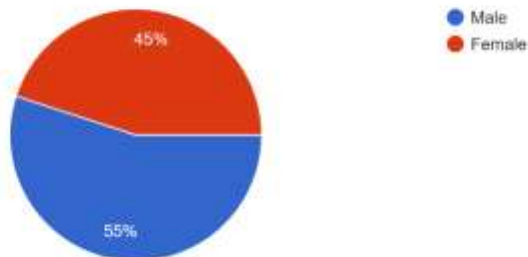
Demographic analysis-

What is Your Age?
20 responses



In this survey, we can see that, people from the age between 24-29 years participated the most. Their percentage is 45%, the percentage of 25% is from the age of 18-23years and other 25% is between 30-25 years.

Gender
20 responses

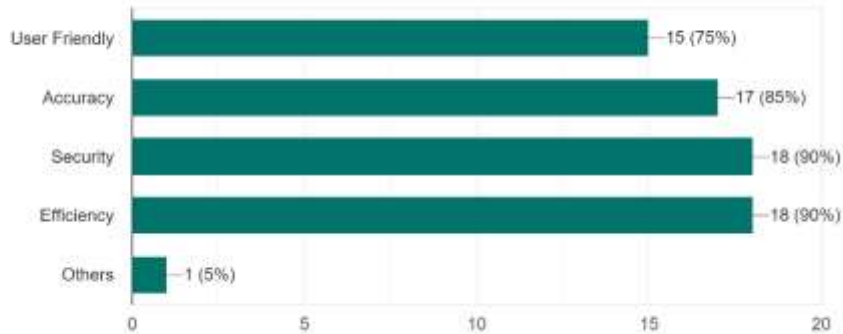


Here, we can see that, 55% of the participate are male and 45% are female. It also indicates that Paperfly does not tolerate gender discrimination and it wants to give equal opportunity to everyone.

HRIS related information-

What are the features you are currently using in HRIS software?

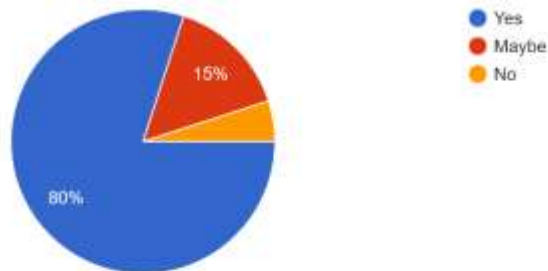
20 responses



From the bar chart, we can see that, HRIS provides different types of features to the employees of Paperfly. 75% employees find it user friendly; 85% employees find the accuracy during inputting data in the software, 90% employees think that it ensures security and 90% employees claim that HRIS enhances their efficiency.

Does HRIS software make data saving easier?

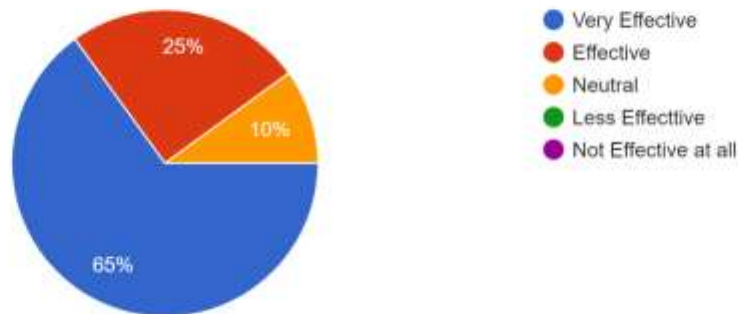
20 responses



This pie chart shows that, 80% employees believe that it is easier to save data in HRIS software. Previously, they had to use MS Excel to keep record of different data. However, after using HRIS software they find it more easy to input and save data in the software

How much effective HRIS software is to manage employees and leave policy?

20 responses



Let's see the opinion of the employees about the effectiveness of HRIS software. From the diagram, we can see that, 65% employees think that it is very effective and 25% said that it is effective. It proves that they are satisfied about the effectiveness of the software. Other 10% employees are neutral on this part because they are not fully trained on this software and cannot cope with the flow properly.

Do you agree that HRIS helps to enhance the productivity of the employees? (on a scale 1 is strongly disagree to 5 is strongly agree)

20 responses



This column chart shows whether they agree that HRIS software enhance the productivity of the employees. We can see that, 45% employees think that they are strongly agreed that it helps to enhance the productivity, other 45% employees said that they are agreed and only 10% employees vote neutral in this part.

3.4.1 In Depth Analysis-

- Paperfly follows 3 steps interview session to find out the best talent for the company. They take time to observe the employee, discuss with the team mate and also with the higher authorities about the possible candidate and then select the right candidate. Which is the best part of their recruitment policy.
- They launched a new HRIS software which is called linespay. It has some technical issue such as- it takes a long time to load and back forward, some features do not work properly yet.
- HRIS software supposed to make themselves more productive. But, updating employee data is a lengthy process here as it requires many stages to complete employee profile.
- While joining a new employee, they sometimes do not fill-up or resubmit any important documents. After a certain time, it creates a big issue and information gap. Which creates confusion while updating the information in the software.
- Since, Blue force is connected to the wings, sometimes the account of delivery officers does not work and they inform about the issue to their point supervisor. Point supervisor then requests HR team to reset the password of that DO. This is a very typical process which takes a huge time and ultimately, DO faces difficulties delivering the products on time.
- HR department arranges reward for the best performer each year. They provide crest, some other gifts as well to the employees to motivate them. Which is a good thing from their administrative department to show that they give value of the employees.

Recommendation

Paperfly is doing their best to serve the customers. As a startup, it has some lacking to look after. I believe that, if they can overcome these steps, it will become one of the top logistic companies in Bangladesh. There are some recommendations for Paperfly by which they can improvement themselves for further growth find out their weakness-

- HRIS software should be faster so that employees do not get bored while updating data. And Employees should be well trained on this software before joining.
- There should be a calendar Infront of the meeting room so that everyone can see the booking schedule of the meetings. Because, the process of booking the meeting room is not organized and they do not get any room free for the meeting purpose and there is a shortage of meeting rooms too.
- Documentation should be more organized and supervised properly. Each necessary documents should be present in the file.
- The Website of Paperfly is not updated and SEO should be updated as well. these should be more updated so that everyone can get all their quires from that one place. As, we do not get the information's from the website easily.

Among all of these issues, one of the most important factors they should be serious about is the HRIS software and lacking of proper planning. Since, this software is a very important part of the company and it is newly launched. So, this project is not fully completed for some lack of planning and team work of the department. Employees do not find interest using it for the technical issues. Here, I would suggest some strategies for the company so that, by implementing these, Paperfly can enhance their productivity-

Strategic Implementation:

- **Staffing-** Proper staffing and replacement should be ready for each department and project. I have noticed that, job changing tendency of Paperfly is quite high and each month, employees switch job from Paperfly to other companies. When any new employees join in the replacement of the previous one, they do not properly understand the flow and start from the very beginning. It creates a negative impact on the project. So Paperfly should be more careful on staffing.

- **Proper Training & Development-** Paperfly is very much concerned about the training policy of their field force. But they should be more concerned about the training & development of other departments as well. When the new employees join, they do not get individual HRIS training rather, someone from the HR department simply give a brief about the software & how it works. It creates a big hassle for them when they start working on the software. So, HRIS training should be mandatory for each employee.
- **Promote engagement through communication-** Task should be divided properly and particularly within the HR people. Especially, HR operations team is a bit unorganized. They should discuss that which part will be done by whom. They should work as a team and share the each other's problems. It will help them to enhance the communication with each other. When updating data in the software, they should work more consciously.
- **Measure performance-** Audit team should be worked for this part. Each employee's performance should be reviewed properly so that, after getting the result management team can arrange a training session for them to enhance their productivity. Since, it is a new software, so the condition and the understanding level of the employees should be measured.
- **Review and Evaluate-** Management team should call a meeting each month for a meetup. Where employees will inform about the updates of the software and they can share about the problems, any opinion for the betterment of the company. According to the discussion, management can evaluate the progress and rearrange the training for those who will need it.

Conclusion

To conclude my report, I can say that Paperfly Private Ltd is a successful e-commerce delivery service in our country with its uniqueness of delivery process. Since 2016, it is working hard to provide the customers best delivery service which will provide them a hassle-free delivery experience.

Paperfly not only works for its customers but also it is equally concerned about its internal policy as well. To operate everything smoothly, it uses HRIS software and it never compromise with the service quality. Choosing the appropriate software for the company is a very crucial task which Paperfly did successfully. HRIS software helps the company to manage the huge number of employees easily and it helps to keep data in a safe zone. Paperfly is concerned about the employees too. They give proper value of each employee that is why, employees maintain their loyalty towards the company as well.

To sum it up, it was a best decision for me to complete my internship from Paperfly. The whole journey of last 3 month was so smooth and amazing. The experience & knowledge I have earned from this company on HR & HRIS will help me to implement my future career.

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Appendix

1. What is Your Age? *

18-23

24-29

30-35

35-40

Above 40

2. Gender*

Male

Female

3. Did you receive any HRIS training from the company?

Yes

No

4. Do you think that HRIS software is better than using MS excel? *

Yes

Maybe

No

5. What are the features you are currently using in HRIS software? *

User Friendly

Accuracy

Security

Efficiency

Others

6. Does HRIS software make data saving easier?

Yes

Maybe

No

7. How much effective HRIS software is to manage employees and leave policy? *

Very Effective

Effective

Neutral

Less Effective

Not Effective at all

8. Do you agree that HRIS helps to enhance the productivity of the employees? (On a scale 1 is strongly disagree to 5 is strongly agree) *

Strongly disagree

1

2

3

4

5

Strongly agree

9. Any suggestion/recommendation regarding HRIS software?

Project Proposal on

“The Impact of HRIS Software on Employee Management in Paperfly Private Ltd”

Introduction-

Paperfly Private Ltd is a cloud service enabling company to quickly collect documents, data, signatures, KYC, and payments from their clients. In addition, to offering doorstep delivery services at the union level throughout Bangladesh, Paperfly also offers fulfillment and warehousing services. After launching in February 2016, Paperfly now handles the largest amount of e-commerce in the country and has the most cash-on-delivery coverage (3rd Party Logistics). Paperfly Private Ltd operates everything through its own software which is called “Blue Force”. The entire process is supported by advanced technologies that we developed from beginning. The company's supply chain is "near to" paperless, and it keeps track of the movement of packages at 25 different areas and it has 139 nationwide delivery points.

Research Questions-

Dear Sir/Madam,

The purpose of this survey is to complete my internship report with proper information. I hope you will spare 2 minutes for me to answer my questions. I ensure you that your given information will be remained confidential and will be used as a source for my report.

5. What are the functions you have already used in HR software?
6. How do you feel about using HR software to complete your tasks?
7. What are the extra benefits do you get using this software?
8. What are the difficulties do you face using HRIS software?
9. To what extend do you think that your company should take steps to develop any particular part of HRIS?

Objectives:

Broad Objective-

The aim of the study is to identify the impact of HRIS in employee Management in Paperfly Pvt Ltd.

Specific Objective-

- To know about the use of HRIS in the company
- To find the effectiveness of HRIS software in employee management and leave policy
- To identify the impact of HRIS in the company to make a better workforce development

Literature Review-

Human Resources Information System (HRIS) can be shortly defined as a process that can exploit the information system for the feasible & efficient HR function (Hendrickson 2003). It is such a tool which aimed to support the planning, administrative and decision-making process and continuously, it is improving (Ostermann, Staudinger & Staudinger, 2009). When Management Information System (MIS) just came in the market and achieved a huge amount of response, in 1980s, industries started to think about HRIS software to include in their day-to-day tasks.

According to (Enshur et al., 2002), technology can be used for recruitment & selection, Training, Compensation and benefits and if a company use a mixed HRIS software then the productivity of that company will enhance surprisingly. HRIS works as a weapon for a company to upsurge its manpower and helps to achieve the strategic goal. It helps to input the employee data/information more accurately and timely, reduce labor cost and gained the competitive advantage among the firms.

In 1945 and 1960, HR people had to complete their activities manually which created different issues. Nowadays, it makes the task easier and safe than before. However, HRIS software will be problematic if the employee input any wrong data in the software and it is a bit costly so, the small business will not be able to afford it. But it will bring a huge positive change for a company if they can use it properly.

Preliminary Methodology-

I will try to collect both Primary and secondary data to complete my report following the below steps-

Primary Data-

To collect primary data, I will use-

- Practical experience during my internship period
- Observation
- Direct interview of the employees

Secondary Data-

I will collect some external and internal sources to collect my secondary data. Such as-

- **Internal Sources:**
Website, Annual report of Paperfly Private Ltd
- **External Sources:**
Published business reviews from websites, Journals

Significance of the issue-

The objective of the research is to see how Human Resource Information System works for the company. As a logistic company, how fast it is growing and what are the problems they are facing. Human Resources Information System (HRIS) contains a pivotal database which has application tracking features, employee demographics, options for compensation and benefits and much more. It serves as a central source for all of essential employee data, including the most recent data employee satisfaction. HRIS software enhances the productivity of a company which saves a lot of time of the employee by inputting all the data very quickly and accurately. It navigates huge bulk data and due to have centralized storage, it ensures the security of the data. So, it is very emergent for each company to add HRIS software in their HR department to avoid mistakes and augment the productivity.

Timeline-

My internship period is for whole 3 months. After completing it, I will submit my report within the 2nd week of September.