Report on

Assessing the impact of **ERP module** in **recruitment process** to make the **functionality of an organization more efficient**

BY

Sayeda Ammara

18104262

A report submitted for the fulfillment requirement of degree for

Bachelor of Business Administration

To

BRAC Business School

BRAC Business School

BRAC University

December 2022

Declaration

It is officially declared that

1. I completed and submitted the internship report on my own after earning my degree from BRAC University.

2. The report does not contain any previously published or written material from a third party unless it is properly cited in the form of thorough and accurate referencing.

3. No part of the report has been authorized or submitted for a university or other academic institution's award of another degree or diploma.

4. I've given acknowledgment to my main sources of help

Student's Full Name and Signature:

<div align="center">

Sayeda Ammara

SayedaAmmara

18104262

MS. Tanzin Khan

Senior Lecturer

BRAC University

</div>

Letter of Transmittal

MS. Tanzin Khan

Senior Lecturer,

BRAC Business School

BRAC University 66 Mohakhali, Dhaka-1212

Subject: Submission of Internship report on Assessing the impact of **ERP module** in **recruitment process** to make the **functionality of an organization more efficient**

Ma'am,

With all due respect, I am sending this letter of transmittal along with my report from my internship on Impact of ERP Module at BJIT Ltd. This report contains all of the information I have learned while working at BJIT Ltd. My entire report is comprised of information I've learned during the last three months.

I believe that in writing my report, I followed all the guidelines supplied by my organization's superiors as well as the standards mentioned in the BBA Internship Guideline Structure. I would be happy if you would accept this report. If you need any additional clarity on this report, feel free to contact me.

Sincerely yours,

Sayeda Ammara

Sayeda Ammara

Student ID: 18104262

BRAC Business School BRAC University

Non-Disclosure Agreement

BJIT Ltd. and Sayeda Ammara, a student at BRAC University, have formed and agreed into this agreement to ensure that the student won't reveal any confidential information about the company without permission.

Sayeda Ammara

Sayeda Ammara

Student ID: 18104262

BRAC Business School BRAC University

Acknowledgement

I want to start by thanking JM Akbar, (Founder of BJIT Group), for giving me the opportunity to work as an intern there. Additionally, I want to extend my sincere gratitude to everyone at BJIT Limited who collaborated with me. They were friendly and inclusive, which made the workplace a wonderful place to be.

Moreover, at my place of job, I would want to convey my gratitude to my executive and senior executive. In order for me to properly complete this research on the impact of ERP in an IT firm, they have provided me with their unflinching assistance.

Last but not the least, in order for me to submit my report appropriately, my line managers have helped me anytime I've required assistance with any questions. The company's managers were very helpful and successfully educated me on the value of ERP and other related topics, which really aided me in producing the report. I therefore want to express my sincere gratitude to these people.

Executive Summary

BJIT Limited is situated in Bangladesh and focuses on developing software remotely. The company develops software for robotic procedures. Its main office is in Dhaka. They are wellknown in the information technology (IT) sector for their teamwork of strong and adaptable engineers who closely uphold product quality. Numerous Japanese and international businesses have continuously upheld this standard since 2001. Customers of BJIT come from all around the world.

The managerial structure of BJIT is typical of that found in the IT industry. In an effort to understand its operations, I concentrated on the essential business functions it performs: operational activities, human resources, and financial services. I didn't have accessibility to the data on their investments, so I couldn't focus on it. I largely relied on the means finding in my study because there isn't a lot of information on BJIT Group that is readily accessible to the public. I looked at all of the company's products and services, which I used in this document, to get a good grasp of it.

I concentrated on the features of the accounting and finance departments and the hr department to get a better understanding of the business operations of the company. But I have given company development initiatives the lion's share of my attention. In order to do this, I have included a list of the company's major projects, project acquisition strategies, and human resource requirements. I concluded by outlining my results, significant discoveries, and recommendations.

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Chapter 1: Overview of Internship

1.1 Information of Student:

My name is Sayeda Ammara, id: 18104262, a student of BRAC Business School, BRAC University. I have undergone major in Finance and minor in Accounting. I have started my undergraduation at 2018 and hope complete my graduation this year.

1.2 Internship Information:

1.2.1 Name of the organization along with department and location

I have worked at **BJIT Limited** as a **business development intern**. I have served the organization for **five months** at the **CEO Office** from 1st June, 2022 – 31st October 2022. The organization has a headquarter at House No.-2275, 2279, Panchkhula, Satarkul, Badda, Dhaka-1212. Along with that, the organization has two brunch offices at J block, Baridhara.

1.2.2 Information about the Supervisor

The opportunity to work in the CEO office has opened the door for me to work directly under the guidance of the CEO, JM Akbar. Apart from that, I was being supervised by and reported to Miss Rifah Nanjiba, currently working as a business development executive at CEO Office, BJIT.

1.2.3 Scope

I put in nine hours a day, eight to five, seven days a week at BJIT Limited. I completed several courses that covered the fundamental corporate norms of a company during the first month of my internship, which was essentially an information sharing exercise with my direct supervisor. Business Effective Communication, Perfecting Talent Management, Goal Setting, Strategy and Implementation, Finance Principles, and many other courses were among the offerings. In order for the CEO to finalize the selection, the CEO's office organizes a final interview with the candidates, thus I was also taught how to conduct interviews.

1.2.4 Roles and Responsibilities

- preparing documentation for forthcoming occasions, such as Annual AGM, 2022.

- Making presentations that help upper executives make decisions.
- Creating presentations for fresh business proposals
- Assisting with the CEO's Office's final interviews
- Creating and executing BJIT Academy training feedback surveys and employee satisfaction surveys
- Assembling policies, organizational diagrams, and critical announcements from the many departments of BJIT Limited
- Closely collaborating with the HR department to revise all departments' roles and duties
- Look for inspirational training for the employees of BJIT Limited
- Updating the HR policies for BJIT Limited.
- Creating professional communication standards for each and every BJIT location.
- Creating and presenting to upper management a concept for automizing recruitment process with the use of ERP.

1.3 Internship Follow-up:

1.3.1 My contribution to the organization

I was given tasks and responsibilities during my internship that were all crucial and necessitated a quick response. I think I made a positive difference in the organization's ability to function by effectively accomplishing these tasks.

Additionally, the tasks I was given were very important since they were to be distributed to all BJIT Limited workers, starting at the top management level, including the creation and compilation of BJIT Limited's Business and Human Resources Communication Guidelines. It followed that any error was unacceptable. While working on this project, I had to regularly interact with my direct supervisor and the HR executives to ensure that the data was error-free. I was able to guarantee that the paper was finished on schedule and that all employees received high-quality information, which pleased upper management as well.

Furthermore, I successfully prepared and planned an Automated recruitment proposal for the top management with the help of my boss. This initiative will assist BJIT Limited in fairly and impartially evaluating the potential of various individuals.

Additionally, it will enable us to recognize abilities that have been formerly impossible to visually identify.

As a result, recruiting will be of higher quality.

1.3.2 Advantages of working as an intern at BJIT

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 solve 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 politely engage with a range of supervisors in the workplace during my employment at BJIT Limited.

In addition, by examining the more fundamental causes of the difficulties I've encountered in

I've been able to use my analytical thinking and problem-solving skills lately. By assessing issues and taking advantage of possibilities, I have also enhanced my resource managerial abilities. Additionally, I was able to offer my line manager suggestions for enhancements. By examining problems and taking into account workable solutions, one can increase productivity and efficiency. The trip has also been enhanced by participating in cordial exchanges with various personnel, showed me how to show respect and regard for diverse professional organizations.

1.3.3 Limitations of the internship program

My internship at BJIT Limited was very rewarding and full of experiences. There were, however, a few significant challenges in the road.

I initially found it difficult to relate some of the concepts from the IT industry because my Finance lessons were more focused on managing money and monetary issues, ratios, financial statements, economic condition of the country and the world and so on. Since, BJIT is a software development company, a large portion of the work involved comprehending some of the core IT terms. For instance, in order to know what kinds of questions to ask to the candidates, I used to have to conduct a lot of study on their technologies and areas of expertise.

Additionally, the CEO office collaborates closely with the BJIT Group CEO and founder, thus all of our responsibilities must always be authorized by him prior to being distributed to senior

management. Sir was always traveling to various BJIT Group destinations across the globe, and the time frames were never in sync, making it challenging to schedule meetings with him. As a result, many of our initiatives had to be delayed. But my supervisor along with me were able to fix this problem with patience and persistence.

Chapter 2: Organization Overview

2.1 Company profile

Figure 1: BJIT Logo

BJIT is a multinational provider of information technology and software development services that was established by Japan and Bangladesh companies. We provide business, Micro, and start-up clients with support for creating, enhancing, and standardizing their inner technological infrastructure and software solutions. We have been providing global corporate clients with services for more than 20 years, and we are CMMI Level 3 and ISO 9001 certified. The site of our main development center is Dhaka, Bangladesh.

Mr. JM Akbar started BJIT in 2001. Akbar started his career by hiring the best engineering graduates from Bangladesh and placing them in the IT divisions of significant Japanese companies. The business has expanded over the past two decades to become Bangladesh's largest provider of IT services, with over 650 engineers, offices spread across six different countries, and a clientele that includes well-known European and Japanese corporations. On his entrepreneurial path, Akbar received assistance from Kunitake Ando (now the Honorary Chairman of BJIT) and other former leaders from IBM Japan, Sony, and other high-tech organizations worldwide. One of Akbar's founders is Michael Korver, a bi-lingual American

businessman who was originally based in Tokyo and is now working with the company as an advisor.

2.2 Mission

Utilize Bangladesh's resources and expertise to offer top-notch IT services to clients worldwide.

2.3 Business Units of BJIT Limited

Altogether, BJIT has 10+ units. CEO Office is at the top of the chart. Under CEO Office the other departments operate. The units include Finance, Admin, Human Resource, Information Technology, Engineering, Marketing, Legal, R&D, Sales and SQA.
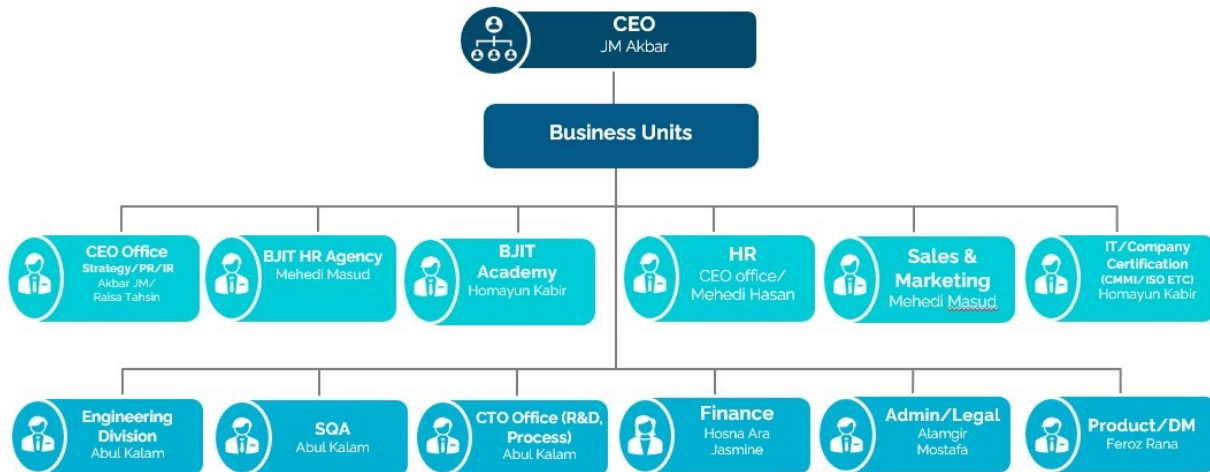
Figure 2: BJIT Business Units

2.4 Growth and future plan of BJIT

BJIT has started its journey in 2001 with a very countable number of employees. However, with its attractive work environment and ability to attract talent, BJIT has successfully employed a large number of people who have contributed in its constant growth. Within 20 years BJIT has hired more than 500 talents.

In near future, it has target to leverage around 1,000 talents. The ultimate goal of BJIT is to employ 10,000 human resources in the organization by 2030.
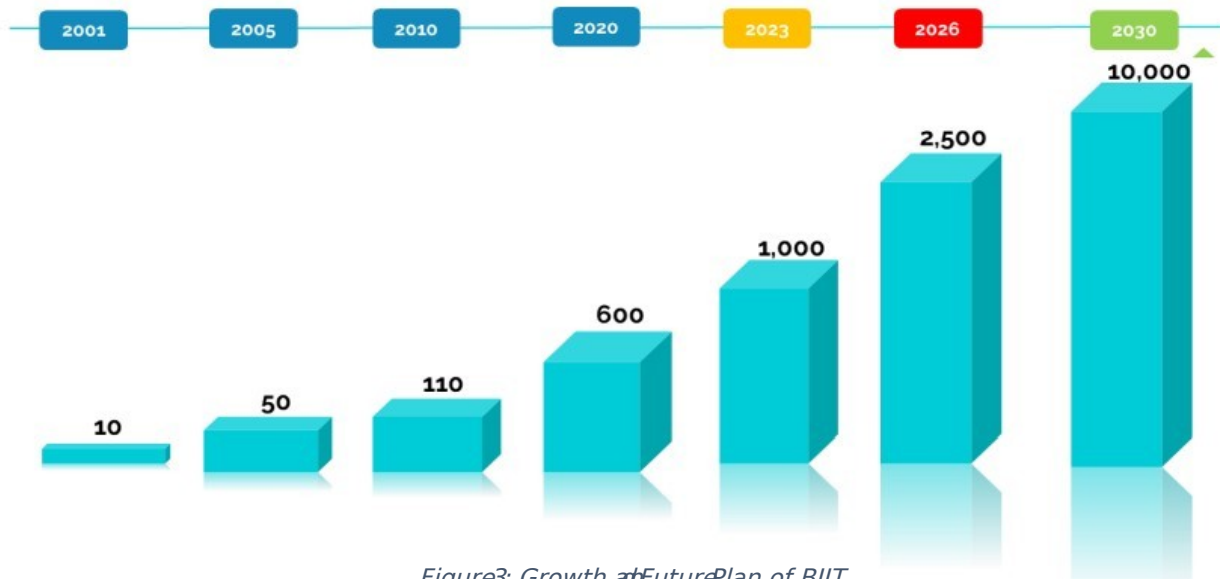
Figure3: Growth and Future Plan of BJIT

2.5 What Do BJIT Provide:

Offshore Development Team: A specialized offshore development team is the perfect option for businesses who lack the resources to hire developers yet need to swiftly scale up their internal resources. The service model from BJIT Group offers you a great degree of agility at a reasonable cost and within a limited amount of time.
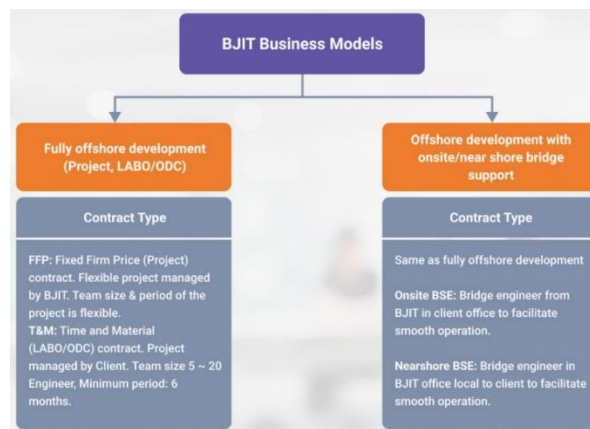
Figure 4: BJIT Client Engagement

Design and Develop Software: Customers will not put up with sluggish performance or apps riddled with bugs in today's fiercely competitive market. Customers can work with BJIT's QA specialists to guarantee their software is completely error-free. With more than 20 years of expertise, they constantly meet and surpass the exceptionally high standards of Japanese enterprise customers.

Quality Assurance and Test Automation: Customers won't tolerate slow performance or bugridden apps in today's fiercely competitive industry; thus, quality assurance and test automation are essential. BJIT professionals guarantee that the program is error-free.

Application Support & Maintenance Service: To solve all of the concerns, BJIT provides thorough application support and maintenance services. Their mission is to ensure that apps are effective and operate without interruption.

DevOps: They help companies adopt the DevOps mindset by modernizing processes, implementing technologies, and, most intriguingly, deciding to put an emphasis on people in order to create a collaborative and goal-oriented workplace.

Embedded Solutions: VLSI & CAD are two examples of the many embedded solutions they provide, which span a wide range. BJIT creates, produces, and delivers integrated solutions that precisely satisfy the demands and needs of our customers.

Cyber Security: At BJIT, we ensure that the customer is backed with cybersecurity software solutions, ensuring the client's anonymity and a universal grade of output, in addition to providing an end-to-end solution.

Mechanical Engineering: PLM, CAD, product development, and other mechanical engineering solutions are just a few of the many we provide. We create and provide top-notch engineering alternatives and embedded systems that satisfy the needs and demands of our clients.

2.6 Clients Of BJIT

BJIT has a dynamic client base all over the world. The top-notch quality of service and reliable solutions has enabled them to serve most reputed organizations throughout the world.

Figure 5: Clients of BJIT

2.7 Hierarchy Chain

The CEO and the Board of Directors are BJIT Limited's top policy-making entities as a worldwide company. The company's performance standards are set and upheld by these senior managers. Through a variety of meetings, BJIT Limited's top management adopts policies and decisions. They collaborate to create policies that are best for the business and will help BJIT accomplish its goals and objectives.
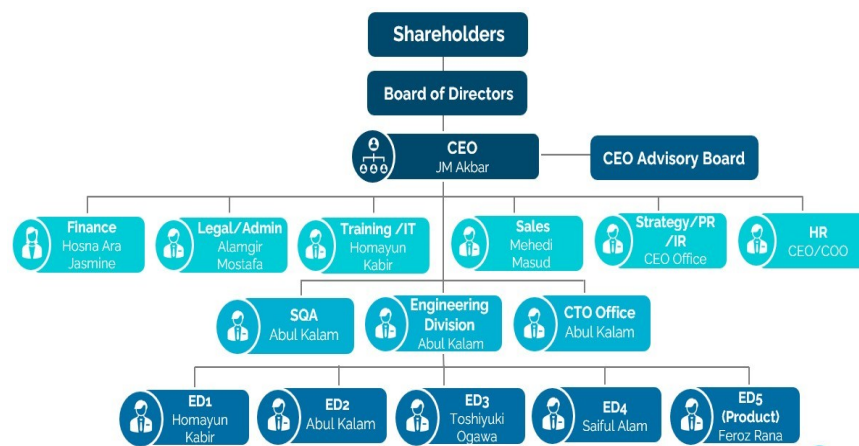
Figure 6: Hierarchy Chain of BJIT

2.8 Recruitment Policy

The hiring procedures and practices are outlined in the BJIT Limited HR Guidelines. The purpose of this policy is to define BJIT Limited's workforce planning procedure and to guarantee

that hiring judgments are made in accordance with righteous, impartial, and equal standards. Gender discrimination is prohibited by business policy for all of its workers. Additionally, BJIT Limited seeks to retain both present and future workers depending on their unique competence, regardless of their age, sexual orientation, social standing, race, life style skin color, disability, faith, or other socio - economic backgrounds. This makes it possible for the management group to guarantee that the business offers equitable employment chances. BJIT Group does not consider anyone under the age of 18 for contractual or long-term work.

2.9 Recruitment Process

BJIT follows a structural process for recruitment. From receiving CVs from candidates to making final decision, everything is efficiently done by a team. The entire process follows a flow chart in which from receiving CV to hiring falls under a structure. Once the resumes are received, they are directly forwarded to the recruiters for decision making. The selected candidates are, afterwards, being send to the hiring team to examine whether the candidate is qualified enough for the post or not. If yes, he/she is then forwarded to the next stages which are project exercise, followed by onsite interview. If the interviewee successfully passes the levels, he/she is then verified by background and references. If the hiring team is satisfied enough with the overall performance and witness an error free background, the candidate is finally hired.
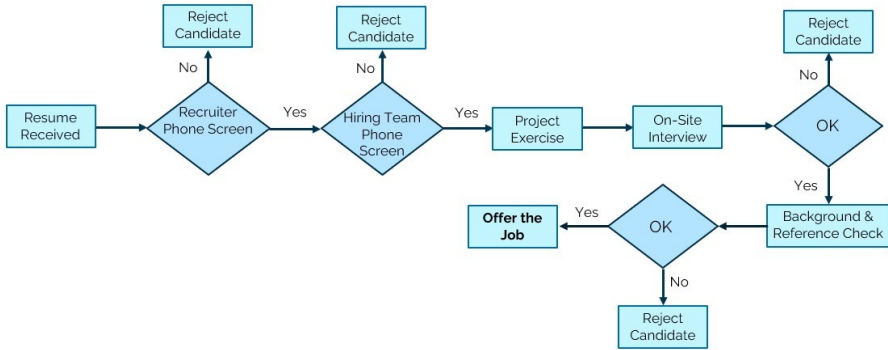
Figure 7: Recruitment Process of BJIT

2.10 Employee Training and Development after Recruitment

The chosen applicant formally joins the company once they accept the employment offer. Following this, the new hires participate in an orientation session where they are presented to the

entire BJIT Limited's functional areas. Depending on their degree of experience, they are then allocated towards the BJIT Academy for instruction. The freshly hired engineers are put through a thirteen-week knowledge transfer session from BJIT on the subject for which they were employed.
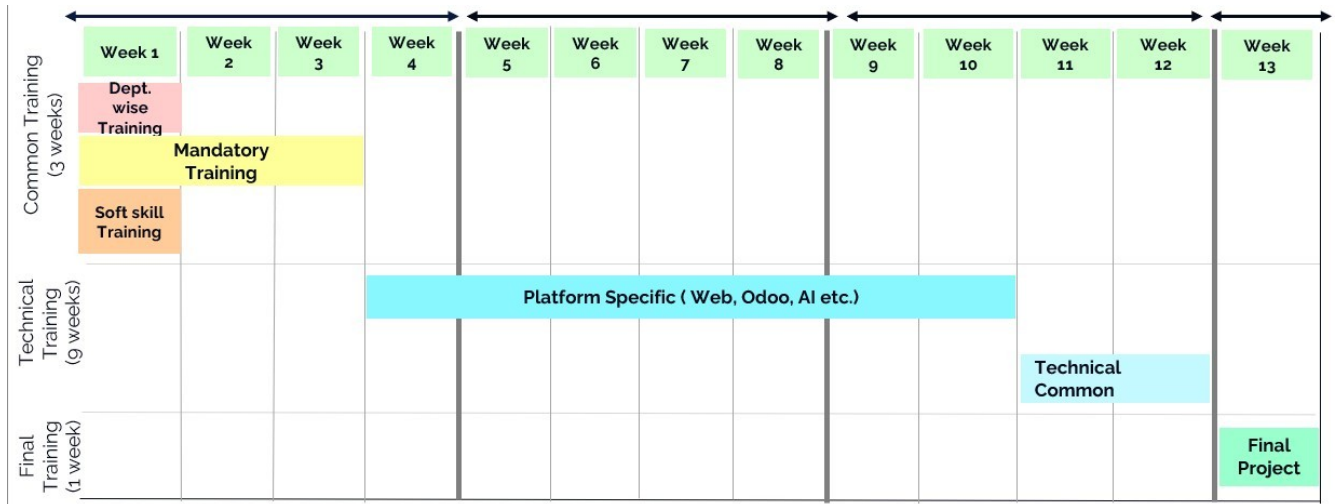
Figure 8: Employee Training and Development

2.11 360 Degree Performance Evaluation Technique

A 360-degree performance appraisal system is used by BJIT Limited to evaluate employee performance at work. This approach allows intermediate and other employees as well as top management to anonymously rate a worker. The information gathered from these evaluations is subsequently incorporated into that person's performance evaluation, which also forms the basis for the wage review.

360 Evaluation Modules

- HR & ADMIN Evaluation 10%
- Manager or Supervisor Evaluation 15%
- Team Member Evaluation 60%
- Peer Evaluation 15%

❑ Personal Attributes 10%
❑ Achievement against Goal 50%

- Team Member Evaluation
- Peer Evaluation
- Manager or Supervisor Evaluation
- HR & ADMIN Evaluation
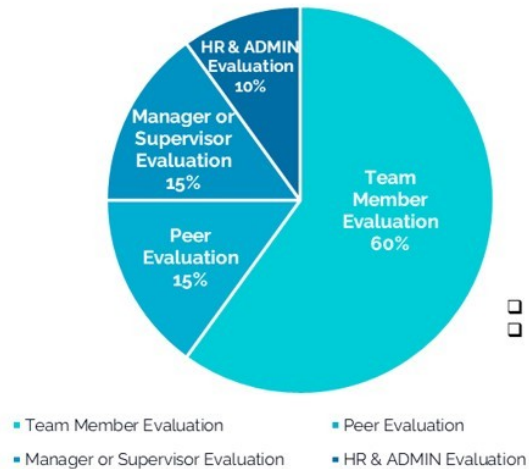
Multi Source Assessment

- Peer/ Coworker 50%
- Evaluation of Supervisor by Team Members 50%

- Evaluation of Supervisor by Team Member
- Peer/ Coworker
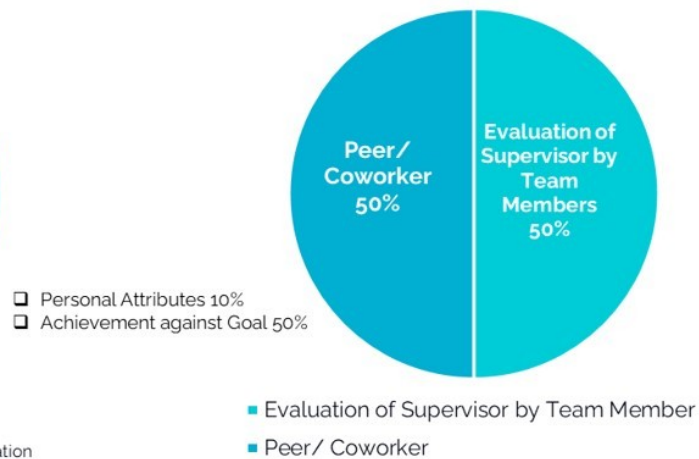
Figure 9: BJIT Employee Performance Evaluation Model

2.12 Efficient Information transfer and Collaboration

BJIT Limited, one of the top IT companies in the nation, responds to new technology developments to satisfy market expectations. The dedicated IT section of the business is in responsible for ensuring the accuracy of the technical information. For efficient business operations, BJIT Limited now uses Google Drive and ERP to store the data of countless employees.

Enterprise resource planning, or ERP, is a technique for managing and integrating key elements of an organization's operations. Companies find ERP software packages appealing because it helps them achieve resource efficiency by unifying all of their functional areas on a single platform. Designing, stock acquisition, sales and purchasing, trademark, administrative, and talent acquisition are just a few of the operations that can be combined into one platform by an ERP system.

Employees of BJIT Limited are urged to update all of their accurate individual, institutional, and industrial information in the ERP database. When a new employee joins BJIT, their human resources staff sets up a profile for their comfort so they can enter all the relevant data. This online record helps to maintain track of an employee's whole history and even makes it easier to uncover vital contact information.
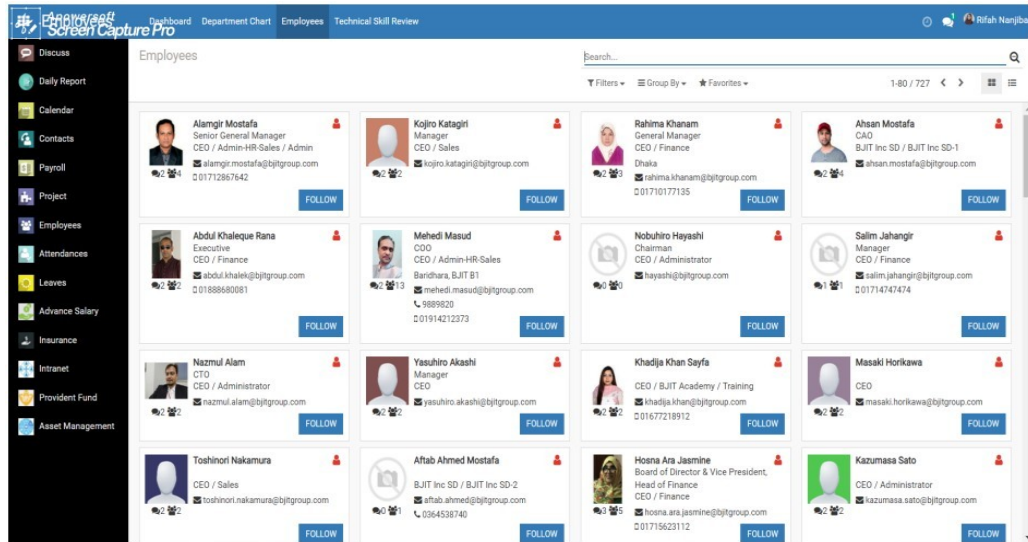
Figure 10: Employee Information in ERP Software

2.13 Annual Sales and Growth of BJIT

At BJIT Limited, the specialized Accounting and Finance Department is essential for resource optimization and supporting top management in decision-making. The department is currently under the direction of Mrs. Jasmine, who is formerly the Head of Finance at BJIT Limited. At BJIT Limited, the fiscal year typically begins on July 1 and ends on June 30.

Other details regarding the company's financial statistics, yearly reports, and accounting procedures are private and are not permitted to be disclosed to the general public.

Year	Sales (BDT)	%	Employee	Average growth
2011~2012	74,201,538	158%	100	
2012~2013	100,099,805	135%	130	
2013~2014	109,082,974	109%	140	
2014~2015	126,210,722	116%	160	
2015~2016	166,683,676	132%	180	130%
2016~2017	215,159,894	129%	230	
2017~2018	280,663,115	130%	290	
2018~2019	486,407,803	173%	430	
2019~2020	523,866,116	108%	500	
2020~2021	596,049,895	114%	510	
2021~2022	894,074,843	150%	714	
2022~2023	1,341,112,264	150%	1,000	
2023~2024	2,011,668,396	150%	1,399	
2024~2025	3,017,502,593	150%	1,959	
2025~2026	4,526,253,890	150%	2,743	150%
2026~2027	6,789,380,835	150%	3,840	
2027~2028	10,184,071,253	150%	5,376	
2028~2029	15,276,106,879	150%	7,527	
2029~2030	22,914,160,319	150%	10,537	
2030~2031	34,371,240,478	150%	14,752	

Figure 11: Financial Growth of BJIT

2.14 7P's of BJIT

Product: An offshore provider of IT solutions renowned for offering cost-effective, high-quality services. Our service delivery teams have consistently satiated the demands of Japanese commercial clients, who have given us favorable feedback. Custom software design and development, quality assurance and test automation, DevOps, AMS, and embedded solutions are just a few of the services offered.

Price: The price aspect is represented by the support fee that BJIT bills its customers. Because of the inexpensive costs and high-quality services, many foreign customers are attracted to the business.

Place: The priority of Global Offices is their clients. At BJIT, they put a lot of care and effort into serving their clients in a way that meets their expectations and aspires to go above and beyond. Altogether BJIT has 8 offices across the world with sales agents and engineers to offer

the finest service. To give their clients the finest service possible, they combine their individual knowledge and collective experience.

| 2001 | 2011 | 2014 | 2019 |
| BJIT Limited (Bangladesh) 2001 ~ | BJIT Oy (Finland) 2011 ~ | BJIT Academy (Bangladesh) 2014 ~ | BJIT Filial (Sweden) |

| BJIT Inc (Japan) 2004 ~ | BJIT SG PTE (Singapore) 2013 ~ | BJIT Corp (USA) 2015 ~ | BJIT NL (Netherlands) |
| 2004 | 2013 | 2015 | 2021 |
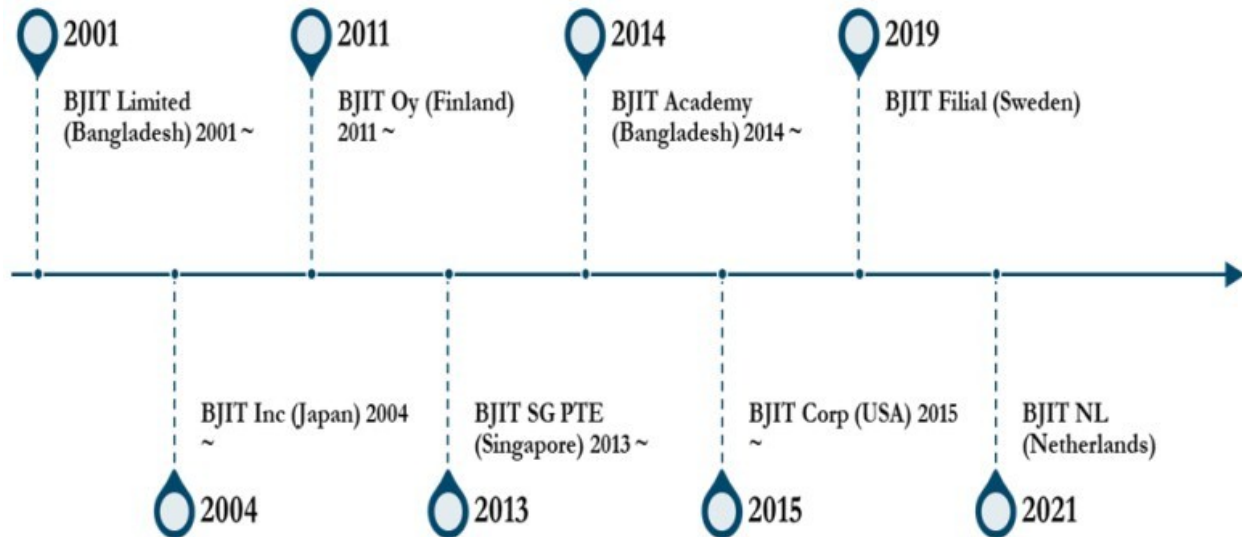
Figure 12: Worldwide Offices of BJIT

People: Clients and all employees of BJIT Limited are both included in the people component of the marketing mix. All the staff members, whether technical or not, as well as support staff may belong among these people. When choosing a prospective employee, it's important to consider the credibility of the remaining workforce. BJIT lately established its brand value and advanced the business by opening branches in a multiple nation. These also have put a major influence on how prospective employees see the caliber of services and benefits offered by the business.

Process: This procedure addresses the company's administrative and managerial responsibilities, such as handling job application queries, routine employee feedback, and managing and keeping all employee data. By making sure that these procedures are carried out successfully, organizations can establish an efficient operational process. BJIT Group is emphasizing becoming a clientcentric business as part of its new vision. This implies that during the decision-making process, the requirements and perspectives of the customers will be prioritized. Reviews of customer satisfaction increase as clients' experiences do. This will enable BJIT Limited to draw qualified candidates from both local and foreign markets.

Promotion: Promotion includes all of the strategies a business use to connect with its target market. Over the years, BJIT Limited has distributed recruitment circulars in major national daily publications to alert prospective employees to job openings. BJIT Limited has lately started using social media to recruit people by advertising its positions available on its official Facebook and LinkedIn accounts. BJIT Limited has also recently upped the importance of its outreach initiatives and programs.

Physical Existence: The tangible elements of the service providing offer physical proof. The target audiences of an organization assess a wide range of tangible characteristics, from the amenities offered to employees to the aesthetics of commercial properties and work environments. BJIT Limited has unquestionably seen rapid expansion regarding its actual office space, thanks to the development of numerous new offices and the enlargement of international branches. It will surely affect the decisions made by their target clientele.

2.15 SWOT Analysis for BJIT

❖ *Strength:*

➢ **Strong company culture:** BJIT has a strong company culture. Since, the company is built with the collaboration of Bangladesh and Japan, it practices both the languages inside the organization. One of the most unique cultures of the company is addressing everyone with

"San" which represents politeness in Japanese.

➢ **Exceptional client service:** BJIT successfully provide extra ordinary client service in relatively cheaper price. The company is always upfront to provide possible solution for every problem to the client. On top of that, whenever a client visits the organization for a physical meeting, they are welcomed whole heartedly by the employees.

- ➢ **Customer relationships are developed on a fundamental basis:** BJIT Limited always deal directly with the customers and serve them with top priority. Customers and their demands always hold the first position in BJIT's to do list.

- ➢ **Production is extraordinarily efficient and economical:** BJIT believes in serving the most efficient product in relatively cheaper rate to the customers.

- ➢ **Strong moral principles:** BJIT always follows the rules and regulations of the company very strictly. It has some unshakable norms for which it is widely known in the industry. Providing the best service is the most important among them. Apart from that, it has some other principals. For example, addressing everyone "San", monthly orientation, department scrum meeting/morning meeting and so on.

❖ *Weakness:*
- ➢ Determining the target market is insufficient for the emergence of products and markets.
- ➢ Service regulations that are challenging to comprehend.
- ➢ The organizational structure's reporting levels are very complex.
- ➢ The absence of senior management's direct involvement in the creation of the new service.
- ➢ A lack of measurable goal.

❖ *Opportunity:*
- ➢ Evolving consumer preferences help to increase the appeal of their items.
- ➢ More opportunities arise as the target market undergoes a fresh geographic transformation.
- ➢ The company might focus on the market category that the sector has largely ignored.
- ➢ Creating a premium service or good.
- ➢ introducing an existing product

❖ *Threat:*
- ➢ The rival has unveiled a brand-new, trimming IT service.

➢ Competing companies have greater accessibility to vendors and distributors.

➢ A brand-new piece of software is now accessible.

2.16 Porter's Five Force Analysis

New Entrants Threat: The study may vary depending on the part of the business—technical or service—you're looking at. However, because BJIT Limited primarily caters to international clients, there is a very significant risk of new competitors entering the service and technological sectors. This is a result of Bangladesh's quick technological advancement and development. A fresh wave of investments and firms are starting to appear in the nation.

Substitution Threat: The threat of alternatives is minimal for the organization because Bangladesh has very few significant IT firms that only cater to international clients. Therefore, the substitution threat is moderately low when taking into account BJIT's market segment and public image in the IT sector.

Buyer's bargaining power: The purchasing power of BJIT Limited's clients is similarly modest.

Rates are established for all customers, and since the corporation deals directly with other businesses, purchasers have little room for negotiation.

Supplier's bargaining power: The suppliers' negotiating position is likewise weak. The services are sold by the vendors for a predetermined price under a contract. As a result, most of the discussions are managed by the government at a set price. We can therefore infer that the suppliers of the corporation have relatively little negotiating power.

Threat of competitors: BJIT Limited's competitors are fiercely competitive. Similar IT businesses are already succeeding in the IT sector, like TalentPro Bangladesh LTD. and Datasoft.

2.17 Conclusion

Specifically, BJIT Limited, one of the biggest IT companies in the nation, started operating in Bangladesh more than 20 years ago. The company is growing quickly thanks to its substantial global presence. Currently, the company works with clients including Sony, Google, Panasonic, Fuji Soft, and other companies. With its well-known products, BJIT Limited is gaining recognition and therefore is presently acknowledged by a variety of organizations. The company's growth is being ensured by the new corporate headquarters. Additionally, operational competence protects the company's financial stability, which draws in a lot of investors and stockholders.

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2.18 Recommendation

I had the opportunity to actively communicate with the company's senior management while serving as an intern in the CEO Office at BJIT Limited, which helped to ensure that events were successfully organized. The range of jobs and projects that were assigned allowed me to learn more about the whole company and develop skills that would serve me well for the majority of my career.

However, after working as an intern for a few months, I realized that there is a lot of area for improvisation and enhancement for BJIT. For example, with the help of major departments, BJIT can initiate new cultures such as, flagship internship program, pre-employment aptitude test etc. These will enable BJIT Limited to use human resource efficiently to enhance operations.

Moreover, I witnessed that BJIT Limited has more rooms to increase employee satisfaction. To elaborate, BJIT should provide more essential benefits to employee. For instance, since the location of BJIT head office is at a very corner of the town, it is inconvenient for most of the

employees to attend office daily. To mitigate the issue, BJIT should provide a secured transportation system for the employees.

Finally, I think BJIT Limited has the potential and resources to emerge as one of the finest IT businesses in Asia. However, to make the dream come true, BJIT should focus more on increased productivity driven by employee satisfaction. To further explain, a giant IT company like BJIT should organize ceremonies and functions which will bring all the employees under one roof along with enhancing their dedication to the company.

Chapter 3: Assessing the impact of ERP module in recruitment process to make the functionality of HR more efficient

3.1 Introduction:

Background:

BJIT is a multinational software development and IT service provider dedicated to offering premium IT support at a competitive price. It is a joint venture between Bangladesh and Japan that provide large, SME, and start-up clients with assistance in developing, enhancing, or scaling both their internal business software and their software products. The mission of BJIT is capitalizing the skillsets of Bangladesh to deliver global customers high-quality IT support.

The evolvement of ERP (Enterprise Resource Planning) has brought significant improvement in BJIT's employee management.

The integration of ERP in BJIT's recruitment process is a result of forethought of having a solo platform for HR functions that will prove to be more flexible and easily accessible. The conventional hiring process includes paper work and analysis of authoritative personal to hire suited candidate for the organization. Moreover, lack of synchronization of data, unavailability of necessary information and required time to transfer data into one department to another influence the decision making negatively and often result in failure while choosing the most suited candidate for the organization even after spending significant amount of time. Consequently, the organization is desirous of a solution that will bring suitable talents by using lower time and resources. This is where ERP system comes on stage.

Unlike the traditional hiring process, ERP software does not require the time to read the resume of the candidate rather it lines up the candidates in an ascending order depending on the key words inputted by the HR personal. Along with that, uprooting the exact data from candidate's profile and placing them in certain area have successfully reduced the tendency of making wrong

decision. Thus, features of ERP E.g., email unification, synergic recruitment, applicant appraisal all together bring perfection in BJIT's hiring policy.

3.1.2 Objective:

Broad Objective:

The objective is to analyze the importance of implementation of an ERP module inside an organization to increase the efficiency and productivity of the organization and to reduce the intercompany communication gap.

Specific Objective:

- Understanding the ERP Module
- Understanding the functionality of an ERP
- Realizing the significance of an ERP software for an organization

3.1.3 Research Question:

1. How will HR personal's time and effort be reduced by the deployment of ERP (Enterprise Resource Planning)?
2. Whether the HR department is able to pool of candidates that are more suited for the company than those found through conventional hiring process?
3. Is automatization in hiring process bringing positive changes in the organization?

3.1.4 Significance of the Issue:

Manual hiring process in our country has hardly been flawless, i.e., captivating inaccurate candidate due to ambiguous job description, doing data entry by hand, lacking of proper alliance among recruiting team etc. have always prorogued the way of successful hiring which has ultimately, effected the organizations profitability. However, more than 90% of businesses have climbed the ladder of significant development after implementing ERP by eliminating action

times, increasing synergy and consolidating organizational data. Therefore, preparing report on this issue is significant to portray how integration of ERP software will bring noticeable changes in any organization's HR framework by increasing efficiency and decreasing error simultaneously.

3.2 Literature Review:

ERP is a pre-packaged business application server that enables an organization to streamline and combine the bulk of its business operations, share common data and practices across the enterprise, and produce and access information in real-time. An ERP system's main objective is to eliminate the need for repeated data entry.

ERP systems are suites of software applications that integrate a firm's information flow and business processes. For an increasing number of firms, ERP systems offer the means to coordinate complicated, multifaceted operations. At the core of the system is a centrally located database that collects, stores, and manipulates data that are available throughout the firm.

Different department inside an organization maintain different software system for their operation. To elaborate, finance department of a company has to maintain their own software and database for their operations and keeping their information safe. All the information about employee salary, company budget and expenses, company profit and loss are kept safe in the database of finance. In order to prepare the financial statement, finance department has to prolong a software. Likewise, human resource department, admin department along with all the other departments inside the company have to carry on different software based on their personal need. ERP, on the other hand, combines all the departments in one software designed for multiple use and allows them to communicate more efficiently within the organization along with assuring confidentiality.

ERP (Enterprise Resource Planning) is a software that harmonizes all the departments of an organization in one operational system. In one device or software, it can serve for multi-purpose according to the need of the department.

Let's talk about hiring process for an example. In our country, a good number of organizations depend on people and paper to conduct the hiring process. A common scenario is, as soon as a company decides to hire a new employee, it has to go through a long walkway of recruitment

chain in which most of the activities need human support and collaboration. All the departments in the company have to be together in the journey. However, lack of collaboration often results in misconduct and setback. To further explain, HR department do not have the accessibility to the financial information about the company due to which they remain uninformed about the budget for hiring a new employee.

To change the scenario, ERP comes in. In ERP all the departments update the necessary information so that the rest of the departments of the company can be on the same page.

ERP replaces the outdated isolated computer systems used in finance, human resources, manufacturing, and the warehouse with a single, integrated software program that is divided into software modules that closely resemble the outdated standalone systems.

The software is still separate for finance, production, and the warehouse, but it is now integrated to ensure that someone in finance can view the warehouse.

3.3 Methodology:

For the fulfillment of the paper, all the data and information will be collected from both primary and secondary methodology of research.

Primary Methodology:

- Interviewing the employees of BJIT and another competitive company
- Conducting surveys in two different IT companies (BJIT and Talent Pro)
- Overseeing the functionalities of different departments such as HR, Finance, Admin etc. of two different IT companies, one with ERP software (BJIT Ltd.) and one without ERP software (Talent Pro)

Secondary Methodology:

- BJIT website
- Documents provided from BJIT
- Secondary research E.g., internet, article, journal etc.

3.4 Significance of 4P to understand ERP Model

There is no elevated model that concisely explains ERP in the literature today. Despite the fact that many providers have comprehensive pamphlets and white papers outlining the capabilities of their goods, some customers still struggle to completely understand what it is. But the 4Ps marketing strategy is well known to many individuals. The Ps in the 4Ps marketing model initially indicated to "people," "product," "promotion," and "pricing," and it was a general marketing approach (Alexandrou, 2002). The 1980s and 1990s saw considerable use of this concept. This concept was refined throughout time to become a business model, substituting process and performance for promotion and pricing. The conceptual ERP model that was offered was built using this modified 4P business model because majority of the managerial people are used to with the concept.

3.4.1 Most Significant Elements of ERP (The 4P):

The four parts of the ERP paradigm are put into practice using a methodology. The inclusion between all the elements is shown in Figure 13.
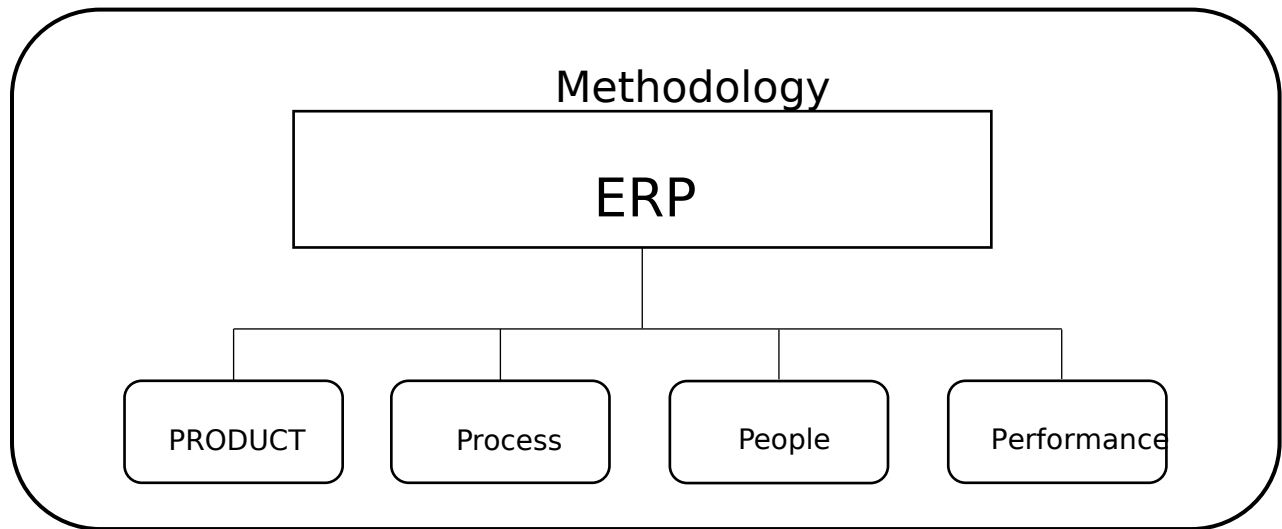
Figure13 4P's of ERP

Each of the four components is surrounded with methodology to show how they are all addressed and put into practice together. Each of the four elements is briefly explained in the following section.

Product:

As mentioned earlier, ERP is a software that integrates all the departments and functionalities of an organization in a single loop. To perform this duty spontaneously, every ERP system has multiple basic plugins. Such as:

Human Resource:

Usually, the administration of an HR module will involve many people. This generates a lot of paper and data, which can result in mistakes.

A connected HR module to organization's ERP system will help to automate personnel management processes. Automation might be able to reduce processing times, making payroll the most significant area where this will become apparent. For example, through automation company might be able to process termination data within milliseconds as opposed to two weeks in some countries.

Alongside, a company can streamline other processes like leave requests and recruitment through automation because they require no inputs from human users before being considered as completed moves forward.

Finance:

The finance module of ERP is no trivial matter. The organization becomes reliant on an ERP system in all aspects of their work life.

This module includes the general ledger and accounts receivables which allow for a record for keeping track of data, transactional at records and other management tools which are required by law. This module also consists of integrations tools that allow access to the information in realtime and in order to continually report on data related to proformas and forecasts.

The modules also include standardization and support tools which can be used for cross-functional collaboration through problem solving, building on top of an existing base or applying a standard solution such as a set of best practices.

Supply Chain:

SCM is the oversight and improvement of functionalities and resources, which help maximize profitability.

Supply Chain Management Module in ERP system helps a company to connect supplier to final demand. SCM gets advantage in the era of trade liberalization it helps organizations to control risks, develop a consistent level of customer satisfaction and by ensuring fair market price for materials through quantifying the real-time requirements more efficiently. There are mainly five accesses to SCM module: Control order release and status changes, Request consideration for inventory issuance, breakdown analysis, inventory evaluation, access shipment arrival stock & accuracy of ordering.

Process Flow:

A process flow is a visual representation of how information flows through an ERP system. It helps provide order, transparency, performance and scalability to an end-to-end party within an organization. The process of ERP in different departments are described below:

Finance:

This section aims to introduce the finance organization's internal process for trading goods.

First, the goods require authorization from the inventory. If authorized, then the goods are in available-stock status. When goods are not in a good stock, they are allocated through a requisition until they reach the required inventory level to be re-shipped. Orders placed by customers which fail to meet acceptable stock levels will also not be authorized by the inventory.

This management system has checks and balances within its process flow to ensure potential cases of fraud or consumers' refunds can be prevented. For example, an order is valid once confirmed with Authorization within Inventory Management as per certain cutoff times of day such as noon or 4pm. The finance organization should notify employees who contact customers if there is any delay on services because of circumstances beyond their control such as shortage due to inventory errors before the date for shipment given by supplier has been exceeded.
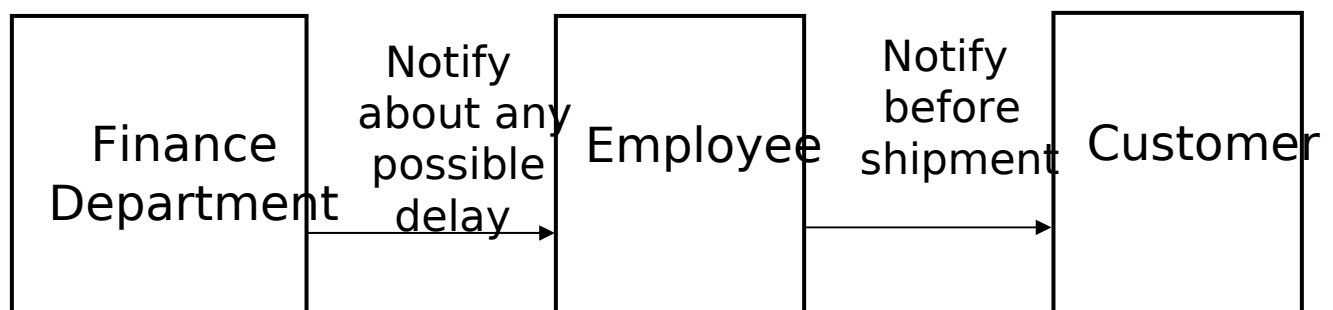

Figure 14 Process Flow of ERP

Process flows are also important for critical resources such as inventory and raw materials. They can be developed in order to show the functional relationships between modules, or as a mechanism to follow the progress of an invoice from input through processing and shipment until it has been paid through ERP.

Process flows are grouped into two categories: **batch flows**, which represent the time-space requirements for a production process, and **line/transaction** flows, which show how data is created, transformed, sent and received between dependent processes.

The design of the **ERP system** was influenced by the operations of a manufacturing plant. In a factory, when production is in progress, there is always one process operating at any given time. For example, when raw materials are being processed and manufactured goods are being assembled in the production line, no other processes can be conducted until it has completed its work. This type of organization enhances scalability and throughput because even if one process does not complete its work on time or cannot perform to specification, the other processes will continue to function without any interruption. This ERP system is designed with operations insights from the physical plant within which processes are controlled by one process at a time.

HR:

Human resources administration comprises the HR of the organization where information from such a source is accumulated and mapped for appropriate action, ideally leading to productive work environment, increased uniformity and successful implementation of initiatives guaranteeing a better quality of service delivery given by HR departments.

The employees are given manuals that explain the function of their responsibilities over certain well-defined operations. There can be many processes involved only some of which will be selected to provide an idea on ERP process flow in HR.

The ERP and HR department in an organization together ensures that their HR process flow is agile, able to respond with capacity reservation to growth, manage demand and understands the challenges of perpetual human resources management. Notably they manage crises responses,

employee attraction and hire, manage training and development strategies, talent acquisition strategies and much more.

People's Mindset:

Recent studies show that many customers are unhappy with the procedures or results of ERPs, and they will abandon the system at the first sign of failure.

In this essay, I will examine this underlying problem. **First of all,** it is a function of expectations and disillusionment. Expectations might be from a competitive company and even an eager user anticipating the convenience that this system might provide for his various tasks in a competitive business environment. **Secondly**, it has to do with most users being fearful to trial an new system out for fear if it doesn't live up to their expectations, misunderstandings from company policies and lack of a guarantee. **The other reason is that** it takes a lot of time and effort to setup a new site, to test everything and make sure it works properly.

Performance:

ERP is the backbone of most multinational enterprises in the world

With ERP, anyone can see and rely on the contemporaneous records necessary to manage company collaborations and transactions. ERP systems are used by a variety of industries, including manufacturing, retail, government and education to automate resource allocation and level out specific demand. The software system uses machine learning algorithms, which enable it to continuously adjust supply and demand. In manufacturing, ERP systems help with inventory management, material tracking, employee scheduling and other processes that require keeping track of the resources needed to produce a product. In retail, they can help with managing human resource data like scheduling employees or staffing events.

Next generation ERP solutions are now being implemented as cloud services.

Cloud-based environments span one specialty or organization, so there is less need for integration of information systems.

3.5 How may ERP enhance a business's operational efficiency?

ERPs play an important, if largely unrewarded role, in businesses everywhere. Jobs demand employees that have good information system skills and software engineers who are able-bodied code-writers conversant with Microsoft SQL Server, Oracle and SAP systems.

An ERP may be seriously helpful in implementing horizontal integration within the enterprise, as well as specific better ways of cooperating rather than repetitive execution of tasks to create efficiencies and maximize revenue streams.

The business benefits from automatic structures that will speed flow. The lengthy delays you experience now because of human hands holding operations back can be eliminated with ERP enabled automation. Automation is a key to reducing costs, improving efficiency and increasing productivity. The benefits of ERP enabled automation is that the process will be automatic and fully manual intervention is not required. The potential downside of ERP enabled automation is that it can be more susceptible to error as there are fewer human interactions that can help identify errors, and there is a risk of that error being introduced into the process at scale. A positive outcome of ERP enabled automation is that it can create a more efficient process. In comparison, old school manual processes were too inefficient to use with the volume of transactions taking place today. By automating these manual processes and creating efficiencies with them, business owners are able to realize ROI in their ERP investments as soon as possible.

Manual processes like this can be expensive, time-consuming and even non-existent. In addition to the inefficiencies, manual processes can also lead to errors which may inadvertently create liabilities, legal and regulatory compliance.

Continuous data flow in the organization is an important factor for its effective healthy operation, it can provide the support for the functions of management and control for enterprise strategy

Elements of Enterprise Resource Planning (ERP) provide a foundation of standards, practices, and organizational structures to manage information so that people in different departments all see the same information. ERP will help managers' survey their whole organization at a glance, as well as offer insights about how to make improvements along predictable paths.

An ERP system automates many aspects of business processes. The goal is directly improving macro-level process performance by generating an interlinked set of process goals that are optimized according to a range or maximizing criteria such as economies of scale and reduced duplication. This allows administrative tasks like dealing with requisitions and logistics costs to be automated without human error.

01 JD Library
ERP system will have JD based on organization requirement

02 CV Screening
Automate cv screening by ATS, define keywords and rank eligible candidate

03 Candidate Profile
Create candidate profile, automatically pull out required data and fill into specific fields

04 Email Integration
Integrates with company email and allow to send, receive and view mail as well as access email at one place

05 Collaborative Hiring
ATS allows to share data internally and with other departments while hiring

06 Bulk Message
Recruiters can send single email to multiple candidates

Figure 16: Functions of ERP

3.6 Comparison of efficiency between company with ERP and without ERP:

In a growing economy, no company can exist without an ERP software solution. In order to remain competitive in the market, a high performing ERP is an essential choice.

No matter its flexibility or compliance, convincing business stakeholders to implement a highperforming ERP as soon as possible will save time and human capital in the long term. However, before purchase organizations must also examine these five considerations: modularity, scalability and completeness of provided services; adequacy of quick response times for service requests; scalability expectations for future needs; standards used for development and deployment; and pricing.

Enterprise resource planning (ERP) is a type of software that helps organizations manage their business processes in a more efficient and streamlined manner. ERP systems typically integrate various business functions, such as finance, accounting, human resources, and supply chain

management, into a single system. This can help companies improve their overall efficiency by streamlining processes, reducing data entry errors, and providing better visibility into their operations.

On the other hand, a company without an ERP system is likely to have more fragmented and disjointed business processes, which can lead to inefficiencies and difficulties in managing and coordinating their operations. For example, without an ERP system, a company might have to rely on multiple standalone software programs to manage their finances, inventory, and human resources, which can result in data silos and reduced visibility into the overall business.

In general, a company with an ERP system is likely to be more efficient than a company without one, as the ERP system helps to streamline and integrate various business processes, providing better visibility and control over operations. However, it's important to note that the actual level of efficiency gained from implementing an ERP system will vary depending on the specific needs and capabilities of the company in question.

Let's take two organizations for an example. BJIT and Talent Pro are two organizations who belong two same industries. In spite of both being a member of IT industry, they witness very different recruitment process. The core difference is one is dependent on pen, paper and person for recruitment whereas the other has left it on tech and reduced time and energy of human resource and have been successful to reduce error and fraud caused by human interaction.

BJIT Limited has successfully incorporated ERP software in the organization which has enabled them to maintain better, stronger and less time-consuming communication and collaboration system inside the organization. Because of this, they have also been able to automize their recruitment process. On the contrary, Talent pro is functionating exactly oppositely for not having an ERP software in the organization.

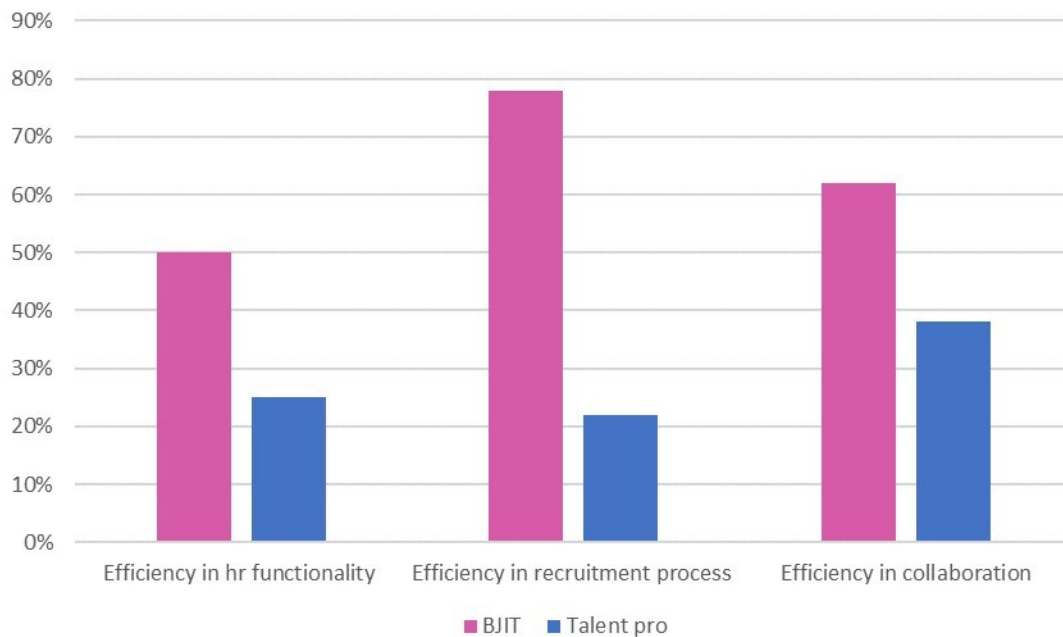The figure below will help to understand the situation more thoroughly.

Figure 17: Comparison of Performance Efficiency

3.7 Why ERP Software is not largely accepted by the companies yet:

In spite of the endless blessings of ERP, many organizations cannot gather courage to step forward to incorporate ERP in their organization. There are some very logical reasons behind it. Such as: *Lack of clear goals and objectives:*

It's important to have a clear understanding of what the ERP system is intended to accomplish and how it will benefit the organization. Without clear goals and objectives, it can be difficult to effectively plan and implement the ERP project.

Inadequate planning and project management:

An ERP project requires careful planning and coordination to ensure that all aspects of the project are completed on time and within budget. If this planning is inadequate, the project is likely to face delays, cost overruns, and other issues that can lead to failure.

Poor communication and collaboration:

Effective communication and collaboration between different teams and stakeholders is critical for the success of any ERP project. If there is a lack of communication or collaboration, it can lead to misunderstandings and issues with the implementation of the system.

Resistance to change:

ERP systems often require significant changes to business processes and workflows, and some employees may resist these changes. This can lead to adoption issues and ultimately result in the failure of the ERP project.

Poorly defined or changing requirements:

An ERP project should start with a clear understanding of the business needs and requirements that the system is intended to meet. If these requirements are not well-defined or change during the course of the project, it can lead to problems with the design and implementation of the system, ultimately resulting in failure.

Insufficient training and support:

ERP systems can be complex and require a significant amount of training and support to ensure that users are able to effectively use the system and get the most value out of it. If training and support are inadequate, users may struggle to use the system, leading to decreased adoption and reduced benefits.

Lack of executive support and sponsorship:

An ERP project requires support and sponsorship from senior executives and decision-makers within the organization to ensure that it has the resources and backing it needs to succeed. Without this support, the project is likely to face obstacles and challenges that can lead to failure.

Apart from these, another not-to-mention reason is the hidden cost of ERP. Although, ERP can bring many positive changes in an organization, it is undoubted that it introducing and running ERP software has many unavoidable costs.

One hidden cost of implementing an ERP system is the time and resources that are required to properly configure and customize the software to meet the specific needs of the organization. This can be a significant undertaking, particularly for large organizations with complex business processes. In addition to the time and resources required, there may also be a need to invest in additional training and support to ensure that employees are able to effectively use the system.

Another hidden cost of implementing an ERP system is the ongoing maintenance and support that is required to keep the system running smoothly. This can include things like regular software updates and patches, backups and disaster recovery planning, and ongoing technical support to troubleshoot any issues that may arise.

Finally, there may be additional costs associated with integrating the ERP system with other software and systems that the organization uses, such as CRM (Customer Relationship Management) and e-commerce systems. This can require the development of custom interfaces and integrations, which can add to the overall cost of implementing an ERP system.

In summary, while the benefits of implementing an ERP system can be significant, it's important for organizations to carefully consider the hidden costs associated with the implementation and ongoing maintenance of the system.

Overall, the success or failure of an ERP project depends on a variety of factors, including clear goals and objectives, thorough planning, effective communication and collaboration, a willingness to adapt to changes, and the ability to overcome technical challenges.

3.8 Pros and Cons of ERP

ERP (Enterprise Resource Planning) is a type of software that is used to manage and integrate a company's financial, human resources, supply chain, and other business processes. There are

both advantages and disadvantages to implementing an ERP system, which can include the following:

Pros:

Improved efficiency and productivity: An ERP system can help streamline and automate many business processes, reducing the time and effort required to complete tasks and enabling employees to work more efficiently.

Better decision making: By providing real-time access to accurate and up-to-date data, an ERP system can help managers and decision makers make more informed decisions.

Enhanced collaboration: An ERP system can facilitate better collaboration and communication among different departments and teams within an organization, enabling them to share information and work together more effectively.

Increased visibility and control: An ERP system can provide better visibility and control over key business processes, allowing managers to monitor and manage operations more effectively.

Reduced costs: By streamlining and automating business processes, an ERP system can help reduce the costs associated with manual labor and manual data entry, as well as the costs of errors and inefficiencies.

Cons:

High implementation costs: Implementing an ERP system can be a significant undertaking, requiring significant time and resources to properly configure and customize the software to meet the specific needs of the organization.

Complexity: ERP systems can be complex and difficult to use, particularly for large organizations with complex business processes. This can require a significant investment in training and support to ensure that employees are able to effectively use the system.

Lack of flexibility: Because ERP systems are designed to be comprehensive and cover a wide range of business processes, they can be inflexible and may not be able to easily accommodate changes or customizations that are specific to an organization's needs.

Dependence on technology: An ERP system is reliant on technology, and a failure or outage can have significant negative impacts on an organization's operations. This can require a significant investment in backups, disaster recovery planning, and technical support to ensure the system remains operational.

Resistance to change: Implementing an ERP system can require significant changes to an organization's business processes and the way employees work, which can be met with resistance from employees who may be resistant to change. This can require a significant effort to manage and overcome this resistance

3.9 Conclusion:

In conclusion, the implementation of an ERP system can provide many benefits to an organization, including improved efficiency and productivity, better decision making, enhanced collaboration, increased visibility and control, and reduced costs. However, these benefits come at a cost, and organizations need to carefully consider the hidden costs and potential drawbacks of implementing an ERP system. These can include high implementation costs, complexity, lack of flexibility, dependence on technology, and resistance to change. Overall, the decision to implement an ERP system should be carefully weighed against the specific needs and goals of the organization, and the potential benefits and costs should be carefully considered before proceeding.

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