

Report On

The impact of technology on the HR functions of Datapath Limited

By

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

Brac Business School
Brac University
January 2024

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Declaration

It is hereby declared that

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

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Letter of Transmittal

Dr. Najmul Hasan
Assistant Professor in Information System,
BBS
BRAC University
Khan 224 Bir Uttam Rafiqul Islam Avenue

Subject: [Submission of Internship Report]

Dear Sir,

This is my pleasure to display my entry level position provide details regarding 'Recruitment and Selection Procedure of DataPath Ltd', which I was appointed by your direction.

I have attempted my best to finish the report with the essential data and recommended proposition in a significant compact and comprehensive manner as possible.

I trust that the report will meet the desires.

Sincerely yours,

Niloy Ghosh
18104156
BRAC Business School
BRAC University
January 24, 2024

Non-Disclosure Agreement

This agreement is made and entered into by and between [DataPath Ltd.] and the undersigned student at Brac University.....

Executive Summary

This study primarily focuses on the impact of technology on Data-path Limited's HR operations. At the beginning of its introduction, the report provides an overview of its background, scope, primary and secondary objectives, methodology, and any writing-related limitations. An overview of the organizational structure, services offered, history, mission, vision, and values of Data-path Limited are given in this chapter. The report is based on an analysis of Data-path Limited's HR department in the third chapter. It also covers the impact of technology on the core HR functions of the company. Three main responsibilities conclude Chapter 3. These include hiring and the HRP-based selection procedure; training and development; the system for performance appraisals; safety; HR compliance; and the payment system of the business. A survey was completed by thirty-six employees of the company to obtain accurate information about how technology affects HR-related tasks. This has led to the identification of the analysis and conclusions in Chapter 4. Chapter 5 contains some of the survey's recommendations, which highlight the problems that the organization has to solve in order to enhance its rules and policies in light of the findings and research. The last component of the paper covers the overall experience of the internship and the impact of technology on Data-path Limited's HR operations.

This study was produced by integrating survey data on the impact of technology and HR operations at Data-path Limited with primary and secondary sources.

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Chapter 1

[Introduction of Report]

1.1 Background of the Report

The internship program helps participants obtain practical business experience, which enhances the application of their academic knowledge. The core of each business is its human resources division. The most valuable resource a business has is its human capital. Ensuring that the company achieves both its corporate objectives and each employee's personal ambitions is the main goal of human resources. In this paper, I have addressed every impact that technology has had on Data-path Limited's HR processes. Data-path complies with five essential HR responsibilities. First, hiring and HR planning, which finds the best candidate to meet the company's goal. Second, workers who receive training and development opportunities have greater autonomy and control over their education. Thirdly, performance reviews help authorities monitor a person's development. HR compliance safety comes in second at Datapath Ltd. and ensures employee safety. Finally, Payroll & Compensation oversees the benefits and financial system.

1.2 Scope of the Report

The topic area for the necessary investigation is provided by the report's scope. While bearing in mind the steps and administration needed to create a retirement plan—which Data-Path oversees—I tried to cover every subject in my report. I have focused on how technology affects Datapath Limited's HR operations in this area of the study. The influence of modern technology on human resource operations is shown in this study.

1.3 Objectives of the Report

- The purpose of this research is to demonstrate how Datapath Limited's HR operations have been impacted by technology. I'll go into great depth about my four months as an HR intern at Data-path Ltd. in this post.
- **Primary Objective:**
To find out “**The impact of technology on the HR functions of Datapath Limited**” is the primary objective of this report.
- **Secondary Objectives:**
 - ✓ To conduct hiring and selection research at Data-path Limited based on human resource planning.
 - ✓ To look at Datapath Limited's Training and Development.
 - ✓ To look at the staff of Datapath Limited's performance appraisal.
 - ✓ To assess Datapath Limited's HR compliance and safety.

To look at Data-path Limited's Payroll and Compensation System

1.4 Methodology

I have done both primary and secondary research for this internship report.

- **Primary Research:** Data-path Ltd workers were the source of all survey results, which were gathered through the use of a questionnaire tailored to the report's subject matter.
- **Secondary Research:** To ensure that this report is as accurate and relevant as possible, additional relevant data was gathered for its compilation from the Data-path website, the July business services website, and an article.

1.5 Limitations

- ❖ Since Data-path is strict about the information they provide, there were certain limitations while collecting data.
- ❖ Online sources don't have much information on Data-path Ltd.
- ❖ It takes more than four months to learn about the 401K business through an internship.
- ❖ Because Data-path Ltd is based in the US and is not allowed to discuss sensitive material with interns, some of the information is based on conjecture.

Chapter-02

Organization's Introduction

2.1 Datapath's History.

First legally registered outsourcing company in Bangladesh, Data-path Limited, makes use of July Business Service. Datapath is controlled by Ashfaqur Rahman, John Humphrey, and Jim Hudson. Its parent company is July Business Service. With cooperation operations in Bangladesh and the United States, the firm works out of its Waco, Texas headquarters and offers third-party administration (TPA) administrations for American retirement and benefits systems. Among the greatest companies in the US is without a doubt July Business Service.

Administration and recordkeeping services for retirement plans are provided by July Business Services in collaboration with companies and financial specialists.

With a modest office in Uttara and few activities, Data-path Ltd was founded in 2006. First, useful activities were given to July. First, it hired six different people, each with a varied set of skills to help them understand the artwork. When the firm employed 50 people in 2010, Data-path relocated to Gulshan. In July, they made the decision to reduce staff in the US because Data-path was already handling all painting projects from Bangladesh at the time. In the retirement plan industry, Data-path has grown in strength in more recent times. In 2015, Third-Party Administrators made the decision to contract with them to handle their company plan. Data-Path ended up moving to Mohakhali and taking up a 15,000 square foot home as a result, needing to hire a lot more staff. Except for July Business Services, Datapath now provides services to eight other clients, and there are plans to add many more in the near future. As a result of our company's projected extraordinary expansion in 2022, a new office in Bashundhara R/A will be required.

2.1 Vision

Data-path's goal is to become the industry leader in outsourcing. Transitioning from traditional Business Process Outsourcing (BPO) to the next generation of BPO.

2.1 Mission

Data-path employs cutting-edge technologies to provide effective service to its clients. Data-Path Ltd. is built on the following two foundations: transformation and innovation.

2.1 Value Statement

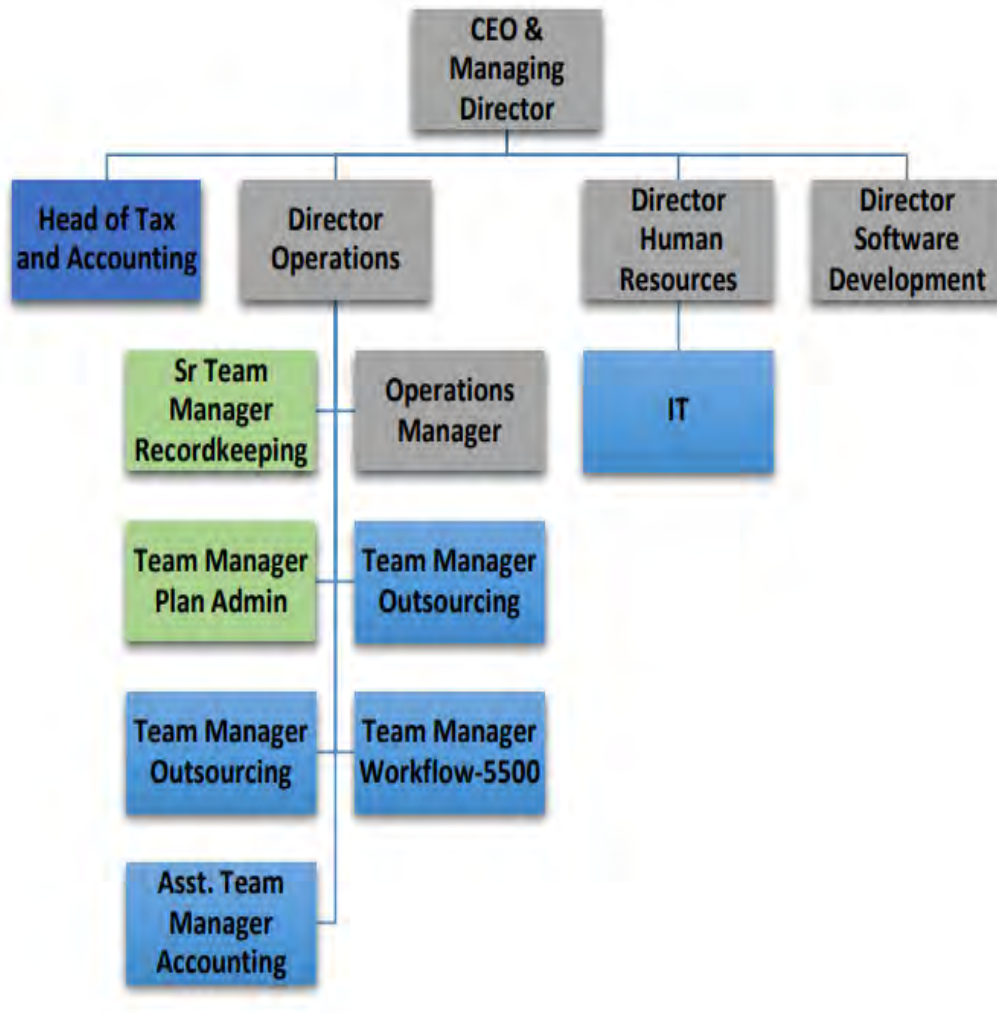
Employees in the United States can use Data-path to ensure their 401(k) retirement and pension plans. The procedure is entrusted to independent administrators in order to promote transparency and reduce prejudice.

2.1 Service

July Business Services and Data-path Limited provide the following services to its US business clients:

- **Design of a retirement plan:**
 - In essence, it helps with the creation of retirement plans that satisfy the unique objectives of every company. It has the know-how to create the best strategy for clients, whether the goal is to attract and retain key personnel or to optimize benefits for key employees.
 - **Retirement plan:**
 - The purpose of creating a retirement plan is to either effectively build retirement arrangements or switch out the present supplier for a more suitable one. We provide many services, including Loan Policies, Volume Submitter Docs, Submission Contribution, and Documentation setup.
 - **Retirement Plan Administration:**
 - Workers at Data-path have more than eight years of experience administering plans, making them specialists in this extremely specialized industry. A group of knowledgeable experts will serve as the client's plan's account consultant.
 - **Services to Participants:**
- July offers its clients access to top-notch tools to help them prepare for and achieve a secure financial future through its partnerships with financial service providers.

2.2 Organizational Structure



I am presently working as an HR intern for Mr. Khandaker Fazle Rabbi, the HR Senior Director, Mr. Humayer Ahmed Sami, and Rifaida Binte Huda, the HR executives at Data-path Limited.



Discussion of HR Functions

2.3 Planning for Recruitment & Human Resource

Planning for human resources is sometimes known as employment planning, personnel planning, or manpower planning. An organization's current and future



needs are ascertained through the process of human resource planning. Every business has goals that are unique to it. Businesses may predict their future needs for human resources with the help of human resource planning. Datapath is constrained. Based on 2023 data, the organization has around 320 full-time employees and over 80 interns. Because of their rapid expansion in the business process outsourcing sector, they need more full-time employees (FTE) to support their clients. This year, they want to employ over 150 workers, depending on demand. With human resource planning, they may calculate the number of staff that will be needed. To help them become leaders in the outsourcing industry, Data-path is always searching for exceptional people. In order to accommodate future growth, Data-Path Limited adheres to the recruitment and selection process flow.



Figure: The graph depicts the full-time workers employed by Data-Path from 2008 to 2022.

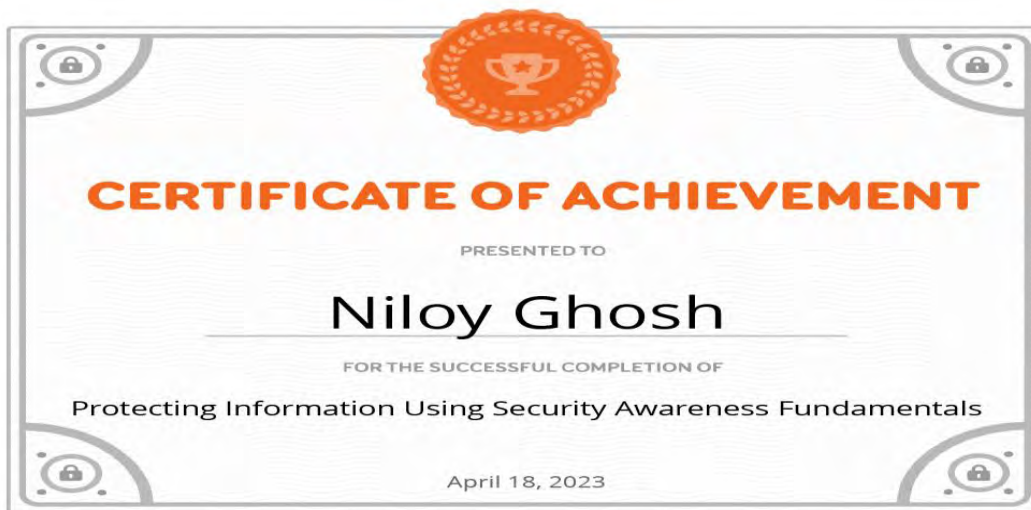
2.4 Development And Training

Technology has completely changed Data-Path Limited's situation in this digital age, transforming how they would develop training programs and offer essential learning



opportunities for their staff. The organization is always investigating the kind of training necessary for its staff members to grow in their professions. Training increases workers' adaptability and control over their education, which boosts workers' productivity in their existing roles. As it provides services to clients in the US, Datapath aims to train and grow its staff. Training with a focus on technology is often offered by Datapath. Technology also reduces the amount of time needed for physical activity since it makes it less expensive. Technology-based training makes it easier to evaluate each worker's strengths, weaknesses, and productivity. Datapath offers specific training, such as security training, which addresses the activities that employees are allowed to perform and the methods by which they can gain remote access to the USA workstation.

We receive an email providing a security training module consisting of four to five 30-minute courses every four months. This training program covers a range of security hazards that workers can frequently come into contact with. We deal mostly with financial and technological data, thus security lapses are a possibility. It is necessary to receive security training. Additionally, I completed a portion of the security training as an intern. As an example, An Introduction to Security Awareness for New Workers.



IT Training: During information technology training, recently recruited employees can learn how to use a desktop or laptop computer without violating the security policies of the company. Allocation Training: This course provides basic department-based 401(k) retirement planning guidance along with Excel training. Conversely, Datapath & July Business Services' software is taught through the organization's training program. In addition, the HR department provides training to staff members on how to manage an attendance system, implement a technology-based recruiting strategy, generate IDs, usernames for credentials, and new hire and termination packages. Employees receive every training in order to further their own professional growth. The DataPath training is the scenario, and it mostly focuses on technology. They could not have operated as effectively in the absence of technology. Because they used technology to work from home and connected to July business services via remote access and VPN, employees grew more swiftly throughout the pandemic. It is impossible to dispute technology's influence on this crucial HR task. The organization has to develop highly technical training and learning techniques to meet the wants of its clientele. Additionally, this will have an effect.



2.5 Performance Appraisal

A well-conducted performance review enhances team morale and productivity, fosters a positive organizational culture, and increases performance and effectiveness. To find out if their staff are headed in the right direction,

organizations should regularly use this ongoing process. If performance reviews are not given, people might get unhappy. Still, the company won't be able to find the best workers. Consequently, Datapath Limited. makes it a point to hire only the most qualified candidates for open positions and uses a 360-degree feedback performance assessment system to evaluate employee performance. This type of feedback is called multi-rater or multi-source assessment. Based on development planning, the 360-degree performance review technique raises employee productivity as well as total worker performance. In areas like leadership, teamwork, interaction, communication, management, work habits, vision, and other components that change depending on the job description of the individual, it is a fair method of assessing employees' actual performance. Employee performance is evaluated by managers at Datapath Limited. The goal is to reduce bias in employee assessment and make it easier to obtain the best rating possible by gathering input from managers, supervisors, and all Datapath workers. Employee assessments are regularly carried out by Datapath Limited. The company gives each employee a task to perform before they begin their workday, and they are expected to finish it on time. All employees are then required to turn in their reports to their managers or team leaders. They also need to create an Excel spreadsheet detailing what they've done. All employees regularly provide those answers to their managers, who may use them to quickly review each worker's daily performance. As a result of technology reviewing employee performance assessments automatically, it is now simpler for the Human Resources Department to get an employee's evaluation without prejudice. The impact of technology on this industry is extraordinary once more. They are able to offer 360-degree input because of technological advancements. It may appear impractical to keep the evaluation record by hand every day. Testing got simpler, more streamlined, and more accurate as a result of technology advancements. The computation of yearly increases and staff advancement both benefit from this accurate input.

2.6 Safety Of HR Compliances

At Datapath, the foundation of the association is managed by the HR division. The HR division is always required to protect the organization's or the workers' security. By putting in place policies that are in line with those of external organizations like the Occupational Safety and Health Administration, HR compliance ensures that every employee of the firm abides by the most recent laws and regulations. All employees of DataPath Limited are expected to abide by all policies and procedures due to their duties, allegiance, and integrity to the business. According to Maslow's hierarchy of needs, safety is a person's second need. Examples of safety needs include employment, job security, and personal security. Additionally, Data Path Ltd. has established a set of professional guidelines to create a consistent professional environment across the company



and provide workers with a basic sense of security, comfort, and confidence.

Maternity Leave: If a female employee of Datapath Limited has completed her six-month trial period with the company, she is qualified for maternity leave. Maternity pay is a benefit that all DataPath employees are entitled to, and DataPath is required to provide for the eight weeks that before and follow the woman's indicated delivery date. In the event that an employee has two or more living children, she would not be eligible for maternity leave; nevertheless, she will still be eligible for the time she would typically get. The HR department maintains a record of every employee to keep track of who was hired on a permanent basis. This affects her six-month probationary period as well. It was only feasible thanks to DataPath's records and technological support. Without this system, it was difficult to monitor each employee's temporary performance. In addition, the organization allows employees to work remotely, which enables

them to fulfill their daily responsibilities. The ability to work and the fact that the company does not need to replace the worker since they are not based in the DataPath office are gifts for the company. Technology is the only thing that makes these things feasible.

Workplace Security Policy & Safety: Datapath Limited really worries about the health and safety of its workers. The company works hard to maintain the functionality of all safety equipment and to keep office equipment in good working order. The company forbids visitors and staff from carrying firearms to work. This is an instance where Datapath uses technology to track employee biometrics and attendance records in order to protect worker safety while also reducing administrative work. Without a barcode, ID card scan, or biometric, no one is allowed entry into the organization. Therefore, it is undeniable that using technology ensures worker safety.

2.7 Payroll / Compensation

Payroll is the amount of money that an organization owes its workers for a single day or for a specified amount of time. Payroll at Datapath Limited is handled by the head of human resources. Technology has influenced all well-known or long-standing industries and practices in the modern era, including payroll. Payroll expenses are exempt from taxes. To reduce taxable income, the expense is therefore subtracted from gross income. The HR director of Datapath Limited mostly manages the payroll sheet for the company using an Excel spreadsheet. Calculations are being made for payroll, festival bonuses, annual raises, additional day allowances, paid time off, sick leave, provident fund, incentives, and gratuity pay. 320 people work full-time at DataPath, but they lack payroll software. Nevertheless, they manage these payroll systems because of technology

advancements. The generated Excel sheet serves as a gauge for the estimated payroll that has to be withheld and sent to workers.



- **Provident Fund:** As of the day they were employed as full-time employees, Datapath Limited employees are qualified for the Provident Fund. Datapath Limited keeps track of the amount withheld from employee paychecks in a provident fund. These components are determined by the Excel spreadsheet using the employee's compensation as a basis.
- **Gratuity:** For the first five years following completion, DataPath Limited offers a bonus. For instance, an increase in basic pay of one month for each year of service on the previous basic pay. These sorts of important benefits are computed in the Excel sheet that was prepared.
- **Insurance:** A life insurance estimate for full-time employees is provided by the human resources director's Excel spreadsheet.
- **Minimum Tax Benefits:** DataPath is required by law to deduct a specific amount from each employee's salary in order to pay income taxes. Rather, DataPath uses income tax to assist all employees financially by paying the minimal taxable amount each year. The head of Human Resources (HR) was unable to handle income tax in an easy way since they had a fixed number of workers. Compared to before technology was used, it is now easier.

Chapter-03

Analysis & Findings



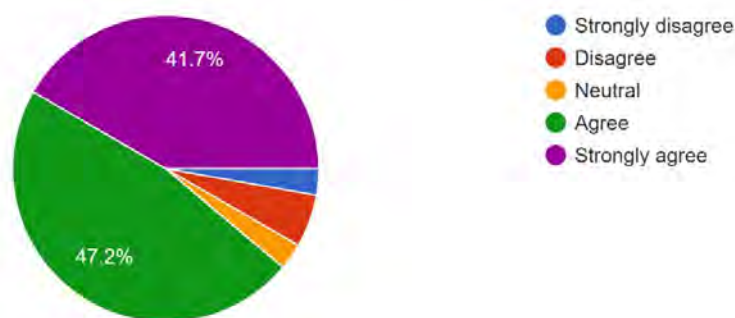
3.1 Analysis:

I was granted authorization to survey Datapath Limited staff members as part of the project. In order for me to compile precise data on how technology advancements affect Datapath Limited's HR



division. In order to meet the need, I created a 25-item survey centered around HR functions. I gathered 36 employee replies for reliable data, representing a range of positions including Assistant Manager, Trainee Executive, Senior Executive, Team Leader, IT Executive, System Administrator, Senior Network Executive, and more. To assist you understand how employees feel about the influence of technology on the company's HR department, I've included some survey questions:

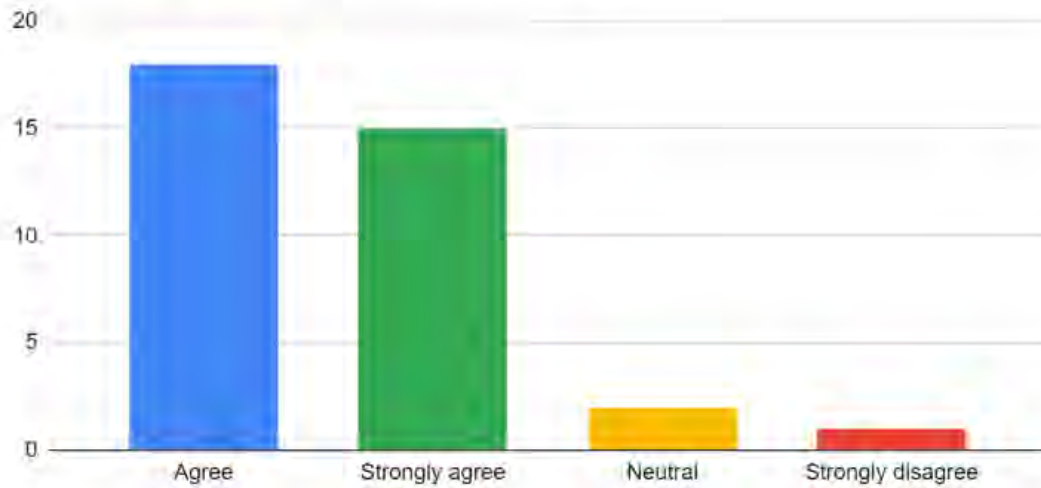
3.The advancement of technology reduces the time & resources required to manage the selection.
36 responses



This study indicates that 41.7% of workers strongly concur with the statement.47.2% of workers concur with the assertion. Conversely, no one voiced disagreement, opposition, or a neutral opinion about the remark. Consequently,

the graph illustrates how technological advancements decrease the amount of time and resources needed to oversee the selecting process.

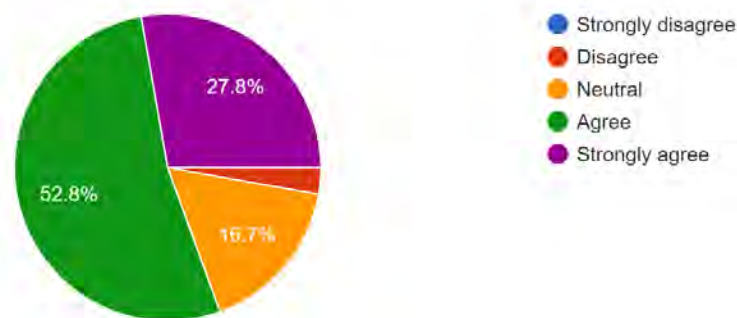
6.The technological training enhances the IT skills.



15 employees firmly feel that technology training increases people's IT abilities, and 17 employees agree. The other four employees are either neutral or highly opposed to the comment.

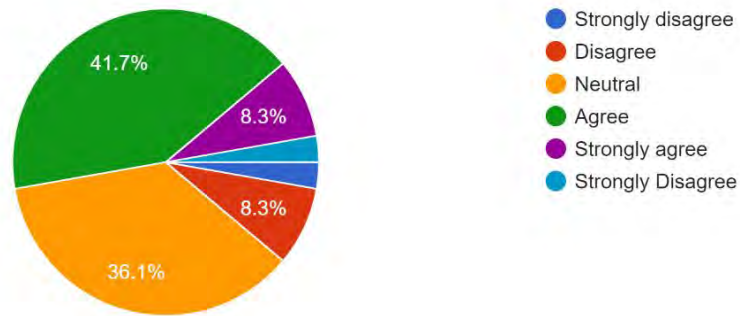
10.The technological training helps to evaluate the individual employee's strength, weakness & their performance.

36 responses



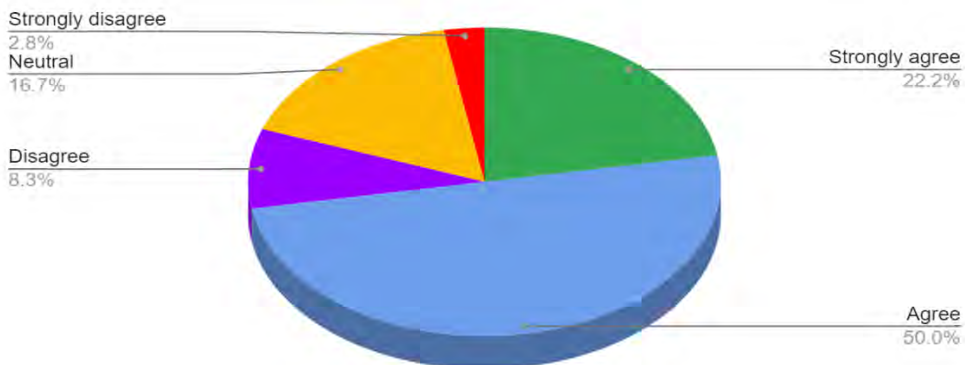
According to the findings, 27.8% of employees strongly agree, 52.8% agree, and 16.7% are undecided about the statement.

13. Do you think the methods of performance appraisal that Datapath follows are effective.
 36 responses



8.3% of Datapath workers disagree that the organization's performance evaluation methods are ineffective, yet 41.7% agree, 8.3% strongly agree, and 36.1% are undecided.

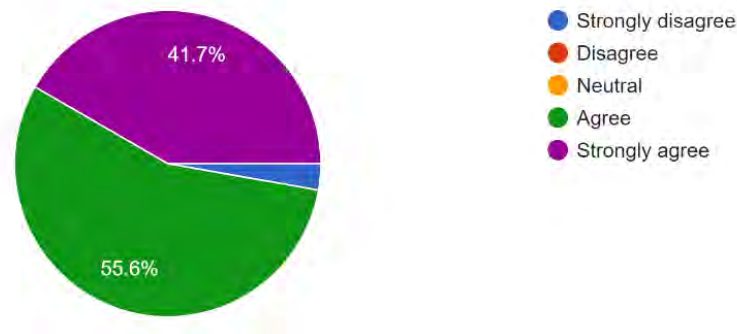
19. Does the organization give equal employment opportunity ?



In terms of equal opportunity for employment, 50% of employees agreed, 22.2% strongly agreed, 16.7% of them were neutral, and 8.3% completely disagreed.

23. By the use of technology organization can easily calculate employee's salary, leave & over time in payroll system.

36 responses



41.7% strongly agree, and 55.6% agree, that firms may easily compute employee wage, leave, and overtime in the pay roll system by applying technology.

3.2 Findings

After getting survey replies and working as an intern there, I noticed several issues that needed to be addressed for the organization's progress. Here is a list of some of my conclusions:

- As an intern, I had direct experience of the recruiting and selection process and was able to identify multiple basic flaws. I feel Datapath Limited's hiring process is time-consuming.
- Despite the fact that a spreadsheet has been created, the payroll system, which includes basic wage, leave pay, additional day allowances, festival bonus, yearly increment, and so on, is not computed using specialized software. The inputs are entered in by hand. It takes time and is also dangerous.
- There should be further instruction sessions.

- DataPath's Performance Appraisal technique could be better tailored to the demands of the company.
- A handful of employees have expressed objection to equal employment chances.
- Datapath Limited does not provide staff with any HR compliance or safety training. For example, fire drills

Recommendations

&

Conclusions

Recommendation

Based on the data mentioned above, the following suggestions have been made:

- ✓ Datapath ought to prioritize improving the hiring and selection procedure. Exam paper test should be automated since there are many candidate exams, which are lengthy and need a lot of time.
- ✓ Payroll software is a must for the firm in order to minimize risk and save time.
- ✓ Every two months, employees should undergo a training session and be assessed so they can identify weaknesses and keep current with technology.
- ✓ Behaviorally Anchored Rating Scales (BARS) and Management by Objectives (MBO) can enhance the efficacy of Datapath's Performance Appraisal methodology.
- ✓ Companies need to offer fair employment chances or else they run the danger of experiencing higher employee turnover.

- ✓ The company needs to implement safety and HR compliance training.

Conclusion

In the past, Bangladesh's BPO (business process outsourcing) sector included Datapath Limited. This business has emerged as the leading Third-Party Administrator (TPA) Outsourcing partner in the US thanks to July Business Services. Eight additional outsourcing companies work with Data-Path in addition to July Business Services. Since 2008, DataPath has demonstrated how swiftly the IT sector has changed. It is solidifying its hold on the BPO outsourcing industry.

In this essay, I looked at how technology has affected Datapath Limited's HR processes. The HR division of Datapath Limited uses technology to improve the overall productivity of the business. Technology is crucial in helping businesses achieve their competitive goals and implement their personnel policies. Datapath Limited may enhance its internal procedures, skills, and overall organizational structure with the use of technology.

Managing human resources includes hiring, developing, coaching, and rewarding staff members. Consequently, Datapath keeps up its competitiveness by providing training programs for staff members' personal and professional growth. Four times a year, employees undergo training that consists of many securities' awareness lectures. The leadership of a company must always work to fulfill its vision, purpose, and core objectives. Businesses need to have a dedicated human resources department and recruit only the most capable and prospective candidates in order to achieve this.

I should mention that throughout my four months as an intern at Datapath Limited, I have developed an admiration for an amazing company that operates in a setting where staff members are always coming up with new ideas to improve and make the process more flexible than it was before. I gained knowledge and abilities as an intern in the HR division that will help me advance in my career.

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Appendix A.

Questionnaire

‘ The impact of technology on HR functions of Datapath Limited ‘

The data will only be employed for report-related purposes. The effect of technology on the HR operations of Datapath Limited has been discussed with every employee of the HR department and other departments. The following questions are some of the ones I used to gauge how technology has affected Datapath Limited's HR functions:

Gender	<input type="checkbox"/> Male	<input type="checkbox"/> Female
Age	<input type="checkbox"/> 24 to 30	<input type="checkbox"/> 30 to above
Designation		
No. of year serving	<input type="checkbox"/> 1 to 5 years	<input type="checkbox"/> 5 to 10 years or above

Questions	Strongly disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly agree (5)
Recruitment & Human Resource Planning					
a. Computer-based exam for pre-recruiting plays an important role for the department.					
b. Technology improves recruitment efficiency & reduce costs.					
c. The advancement of technology reduces the time					

& resources required to manage the selection.					
d. HR supervisors use technology to make their job easier and make better judgement.					
e. A rising number of applicants are attracted to and encouraged to apply by the organization.					
Training & Development					
a. The technological training enhances IT skill of individuals.					
b. Technology reduce the physical training cost.					
c. Security training can be used to manage learning management system					
d. Training increases employee's flexibility & control over learning.					
e. The technological training helps to evaluate the individual employee's strength, weakness & their performance.					

Performance Appraisal					
a. Reduces Biases while measuring performance appraisal.					
b. When everyone is clear on the expectations and understands how he or she is performing against them, the organization's overall success will improve.					
c. Do you think the methods of performance appraisal that Datapath follows are effective.					
d. Do performance appraisal helps to change the behavior of employees					
e. Do performance appraisal help to provide an atmosphere where all are encouraged to share one another's burden?					
HR Compliances Safety					
a. Technology reduce HR administrative and compliance costs.					
b. The security policy of Datapath ltd. plays an					

important role in technology.					
c. Because of technology, HR can track employee attendance/leave easily.					
d. Does the organization give equal employment opportunity?					
e. Do you think HR compliance covers everything from recruitment, payroll, and benefits to the treatment of employees?					
Payroll / Compensation					
a. Payroll system become more easier for HR because of technology.					
b. Technology-assisted payroll management saves time without having to					

search through massive amounts of employee data.					
c. By the use of technology organization can easily calculate employee's salary, leave & over time in payroll system.					
d. Technological payroll software helps HR department to minimize the error and ensure the on-time payment.					
e. Technological payroll system saves HR from doing repetitive administrative work.					