

Internship Report

On

HRIS Practices at Cloud Production Ltd.

By

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ID: 21364067

An internship report submitted to the BRAC Business School in partial
fulfilment of the requirements for the degree of
Master of Business Administration (MBA)

Masters of Business Administration

BRAC University

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Declaration

It is hereby declared that:

- ❖ The internship report I am submitting is a unique work that I completed during my studies at BRAC University.
- ❖ It does not include any previously published or third-party written content, save where properly cited with full and exact references.
- ❖ The report does not include any content that has been approved or submitted for another academic degree or diploma at a university or any other educational institution.
- ❖ I have recognized and acknowledged all primary sources of assistance.

Student's Full Name & Signature:

Fahmida Mahjabin

Supervisor's Full Name & Signature:

Dr Najmul Hasan

Assistant Professor, BRAC Business School

BRAC University

Letter of Transmittal

Dr Najmul Hasan

Assistant Professor,

BRAC Business School

BRAC University

Kha 224, Bir Uttam Rafiqul Islam Ave, Dhaka 1212

Subject: Submission of Internship Report.

Dear Sir,

I am pleased to share the internship report on Cloud Production Ltd. This report is the result of my successful completion of the MBA program. I am pleased to inform you that my internship has been successfully concluded, and I am now presenting this report which provides a comprehensive review of the work I carried out during that time. I appreciate your provision of an assessment that allows me to demonstrate my talents. I will also get the chance to participate in hands-on activities, which has improved my whole experience.

I kindly request your evaluation of my report and any supplementary remarks to improve the clarity of my explanation.

Sincerely yours,

Fahmida Mahjabin

ID: 21364067

BRAC Business School

Acknowledgment

I would like to express my gratitude to the Almighty and a select few benevolent persons for their aid, counsel, and motivation. I would like to express my gratitude to Dr. Najmul Hasan for supervising my academic internship and for invaluable support and guidance for my report throughout the semester.

Working at Cloud Production Ltd as an intern I always appreciate the substantial impact of HRIS procedures. To achieving the organizational success, we are always committed as an HR team. We always ensure establishing and maintain these systems which will play a vital role. Our HR operations has been transformed by these strategies which improve the productivity and simplifying the procedures. Their unwavering commitment to ensuring the accuracy, confidentiality, and accessibility of data has been immensely beneficial to both our employees and leadership.

I would need to offer my appreciation to the employee who have actually used the conceivable outcomes of the HRIS, thus further developing proficiency and coordinating HR exercises. The continuous advancements and creativity in HRIS methodology reflect Cloud Creation Ltd's obligation to quality and representative joy. The people taking part in the task are lauded for their diligent work in laying out HRIS as a critical part of organizational achievement.

Executive Summary

This report presents an appraisal of my professional involvement with a technology-based company. Throughout my internship at Cloud Production Ltd., I gained significant practical and theoretical knowledge about the existing work environment and the day-to-day activities of the company.

The comprehensive analysis of Cloud Production Ltd. Company focused on its many departments and their crucial role in operations, with a particular emphasis on the significance of the real estate sector. An internal assessment was performed using a SWOT analysis to examine the organization's strengths, weaknesses, opportunities, and threats.

Upon thorough deliberation, I have chosen a research subject that closely corresponds to my academic expertise in Human Resource Management. The scope of my inquiry is to analyse the HR procedures used by Cloud Production Ltd. Company. The focus of my study is on the implementation and maintenance of varied human resources strategies across different departments within our organization. After performing more examination, I have discovered that my results are consistent with previous scientific research. Hence, I effectively completed my research attempt and developed suggestions based on the limitations, findings, and difficulties observed during the study.

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Chapter 1

Overview of Internship

1.1 Student Information

Name: Fahmida Mahjabin

ID: 21364067

Program: MBA

Major: Human Resource Management (HRM)

1.2 Internship Information

1.2.1 Period

January 15, 2024 to March 15, 2024

Company Name: Cloud Production Ltd.

Department: Human Resource Management

Address: 2nd floor, 273/3, West Manikdi, ECB Chatter To Mirpur Link Road, Dhaka Cantonment, Dhaka-1206

1.2.2 Internship Company Supervisor Information

Name: Sumaita Islam, Team Lead (HR & Account)

1.2.3 Job Scope

Job Description

- ✓ Input new employee information, such as contact details and employment forms, into our internal systems.
- ✓ Collect payroll information such as attendance records, hours worked, and bank account details.
- ✓ Review resumes and application forms. Schedule and verify interviews with applicants.
- ✓ Manage employment advertisements on job boards, careers websites, and social networks by posting, updating, and removing them as needed.
- ✓ Generate HR reports as required, such as training budgets categorized by department.
- ✓ Address employee inquiries about perks, such as the remaining amount of vacation days.

- ✓ Evaluate and disseminate corporate policies in digital or hard copy media.
- ✓ Assist in coordinating workplace activities and career days.

1.3 Internship Outcomes

1.3.1 Student's Contribution to the Company

As an HR intern, I will help with recruiting, onboarding, and employee relations at the organization. I will help find applicants, conduct interviews, and manage the recruiting process to attract highly skilled individuals. I will assist with onboarding new staff to ensure a seamless transition. I will coordinate orientation sessions and provide essential information to cultivate a favorable employment experience. I will manage personnel data, address queries, and assist with HR initiatives aimed at enhancing procedures and efficiency. I want to provide innovative viewpoints and concepts to improve HR procedures. I want to actively participate in all HR operations and gain knowledge from seasoned experts.

1.3.2 Benefits to the Student

Through this internship, I will be able to oversee the training of new employees. Acquire information about HR functions, organizational culture, leadership, office management systems, and negotiation skills. Throughout the internship, I have enhanced my computer skills in Excel. I learned how to remain composed under job pressure and effectively manage work-life balance.

1.3.3 Problems faced during the Internship Period

As a HR intern, I might experience issues such as an absence of expertise in HR methods, attempting to adjust to the organization's way of life, and the need to quickly learn. I might experience issues in taking care of a few obligations and obligations, as well as in teaming up with different divisions. I would handle these issues with a positive outlook, seeking advice from seasoned HR experts, and taking part in training and improvement projects to work on my abilities and skill. To effectively add to the organization's HR activities, I will address challenges by being proactive and responsive to analysis.

1.3.4 Recommendations on Future Internships

For upgraded future internships at Cloud Creation Ltd., it is prudent to execute a purposeful onboarding process, obviously characterized assumptions, mentoring programs, transparent correspondence, and the opportunity to work in different HR offices and tasks. These actions will work with interns' perception of the organization's way of life, values, and cycles, upgrade their grip of their obligations, and add to the accomplishment of the organization's goals. Promoting transparent correspondence and requesting input can develop a strong climate for interns to procure information and make important commitments.

Chapter 2

Organization Part

2.1 Introduction

Cloud Production Ltd. is an organization that tends to the intersection point of imaginativeness and comfort. The organization's expertise lies in using cloud technology to smooth out its collecting processes, achieving the capable transport of great items. They incorporate innovative technologies and eagerly seek after-market headings to be at the cutting edge of their business.



Cloud Production Ltd. endeavours to surpass the assumptions for its enormous clients by encouraging a culture of constant improvement. This is accomplished utilizing feasible and innovatively refined strategies.

2.2 Overview of the Company

2.2.1 Cloud Production Ltd.

Cloud Production Ltd. is an innovation firm that has been working starting around 2018 as a joint endeavor among Japan and Bangladesh. Our essential center is to convey progressed and spearheading innovation answers for businesses and organizations.



Our organization is devoted to giving excellent IT benefits that improve proficiency, efficiency, and development. From that point forward, we have effectively finished more than 150 tasks on time, with a 100 percent client fulfillment rate. Our firm is seeing continuous development and as of now has a labor force of more than 50 representatives. This association has areas of strength for a to development and offering excellent support. They have a demonstrated history of finishing projects on time and have accomplished a 100 percent fulfillment rating across in excess of 150 undertakings.

2.2.2 Mission

Our objective is to enable organizations and people by providing inventive and tailored IT solutions that improve efficiency, simplify operations, and stimulate expansion.

2.2.3 Vision

Our goal is to nurture highly skilled developers who can effectively represent Bangladesh internationally. This is achieved via a vibrant culture and unrelenting motivation.

2.3 Management Practices

Organizational management is an essential methodology utilized by firms to structure initiative, designate assets, and achieve aggregate objectives, including leaders, staff, and resources teaming up towards a brought together point. For a firm to work on its presentation, powerful organizational management includes making a smart course of action, observing its execution, and making fundamental changes in light of criticism and results. Meetings, promotions, and staff training are all techniques utilised by company executives to efficiently oversee their organisations. Each organisation implements organisational management differently according to its own requirements (Luenendonk 2017, October 10)

Democratic leadership is a management style that involves the delegation of decision-making authority to team members, emphasizing the collective significance of the team. This strategy enhances efficiency, innovation, and teamwork, encouraging transparent dialogue and enabling staff to establish objectives, evaluate progress, and inspire achievement. It is efficient in organizations that prioritize the value of each individual's perspective, hence promoting a collaborative atmosphere (Shinde 2023, April 6)

Cloud Production Ltd. has effectively integrated the Democratic Leadership Style into its organizational management strategies. This fundamental move not simply displays the organization's method for managing assortment and cooperative independent direction, yet furthermore highlights its commitment to fostering a culture of coordinated effort and open correspondence. Cloud Production Ltd. shows its dynamic nature and appreciation for worker data and creative mind by using this leadership style. Accordingly, the organization experiences additionally created proficiency, responsibility, and development at all levels. Cloud Production

Ltd. utilizes Democratic Power, which centers around the colleagues in the organization's dynamic cycles. This method is established with the figuring out that every person, no matter what their work, has gigantic perspectives that could work on the organization's achievements. Cloud Production Ltd. develops an environment of open correspondence and helpful course, which achieves laborers feeling appreciated and respected. This, hence, prompts a workforce that not set in stone and committed. This has phenomenal importance, especially in a creative region, where the constant period of contemplations and the ability to create are principal for staying aware of reality and satisfying the ceaselessly changing business sector needs.

Cloud Production Ltd. carries out Equitable Initiative through an extent of techniques highlighted developing interest and helpful decisive reasoning. Regular meetings, meetings to generate new ideas, and cooperation stages are fundamental parts of the authoritative design, working with the unhindered movement of considerations and information. These scenes work with employees in expressing their impressions, proposing upgrades, and successfully steering part in making the organization's bearing and plans. Participatory methodologies upgrade the dynamic cycle and advance a sense of pride and responsibility among team members.

Cloud Production Ltd. is committed to implementing Democratic Leadership in its exhibition assessment and objective setting strategies. This includes effectively captivating workers in these significant regions to ensure the foundation of functional and feasible goals that are in accordance with the group's common vision. This cooperative methodology further develops transparency, cultivates trust, and motivates people to perform at their most elevated level. By the by, the democratic leadership style at times presents hardships, like the languor in going with choices when brief activity is important. To resolve this issue, the organization has executed systems to improve the dynamic interaction while as yet maintaining majority rule standards. These methodologies incorporate characterizing unequivocal standards for interest, laying out conventions for navigation, and designating dynamic position to more modest groups or panels addressing the larger group. Cloud Production Ltd's. reception of the Democratic Leadership Style shows its commitment to laying out an energetic, sweeping, and imaginative work environment that perceives and uses the consolidated cerebrums and innovativeness of its employees. As the firm advances, its popularity-based approach will keep on being a central part of its prosperity, encouraging turn of events, development, and employee contentment.

2.4 Marketing Practices

Philip Kotler defines marketing as the methodical and innovative procedure of finding, producing, and delivering value to satisfy the needs of a certain market group while also achieving financial gain. Marketing detects unfulfilled demands and desires. This statement describes the process of identifying, evaluating, and measuring the size of a known market and its potential for generating profit.

Marketing Strategy:

Cloud Production Ltd. uses advanced marketing strategies to establish a robust link between its products and its wide-ranging client segment. The organization's marketing approach depends on broad statistical surveying, which takes into consideration an exhaustive cognizance of customer requests, inclinations, and ways of behaving. Cloud Production Ltd. uses the information acquired from this review to customize its goods and communications to outperform the assumptions for its target group.

Target Customer, Targeting & Positioning Strategy:

This IT organization decides its objective clients by doing careful investigation of their segment, psychographic, and behavioral characteristics. Hence, the organization figures out it focusing on and situating techniques with the particular point of engaging straightforwardly to this specific segment. By establishing as a driving-force chief, underlining greatness, creativity, and client happiness, Cloud Production Ltd. separates itself in the innovative business.

Marketing Channels:

The organization utilize a blend of digital and conventional marketing strategies to focus on its consumers effectively. This envelops different digital marketing strategies such as social media, email marketing, content marketing, and SEO, in addition to conventional advertising and PR campaigns. The choice and improvement of these channels depend on their ability to successfully connect with the interest group and create critical interactions.

Product/New Product Development and Competitive Practices:

Cloud Production Ltd. is dedicated to continuously improving and creating new products via continual development and innovation. Market research and consumer insights have a direct impact on new product development, guaranteeing that new solutions are precisely tailored to client demands and current trends. Competitive practices encompass the process of keeping up to date with industry advancements, guaranteeing that Cloud Production Ltd. sustains its competitive advantage through innovation and quality.

Advertising and Promotion Strategies:

Cloud Production Ltd. uses an intentional blend of promoting and marketing strategies determined to establishing brand recognition and cultivating client faithfulness. This incorporates instructive and connecting with content marketing, targeted advertising efforts that emphasize distinctive product attributes, and limited time drives that support starting and repeating buys.

2.5 Financial Performance

Financial performance indicators evaluate a company's effectiveness in using resources and creating revenue. Analysts and investors use these criteria to compare similar organizations that operate in different industries or sectors. (Kenton, 2022, June 1).

The financial success of Cloud Production Ltd. can be impacted by several variables, such as the use of cloud technologies like CloudTech and DevOps firms, which facilitate large-scale software development and monitoring. Utilizing cloud-based computing may save fixed expenses, enabling organizations to efficiently provide financial services and effectively manage their technological infrastructure. Financial reporting and analysis are essential for comprehending a company's financial well-being, guaranteeing effective cash flow management, evaluating investment potential, and sustaining positive connections with vendors. Cloud computing has substantial advantages such as cost reduction and enhanced accessibility, but it also presents security vulnerabilities that must be carefully addressed. Financial reporting is crucial for conveying a company's financial information to stakeholders, guaranteeing openness and fostering confidence.

2.6 Operation Management and Information System Practices and Supply Chain Management (SCM)

Operations management is the efficient administration of business procedures within an organization, aiming to maximize profit by efficiently converting labor and materials into goods and services. (Hayes, 2023, March 28)

Supply Chain Management involves managing labor and product progression, integrating cycles to transform raw materials into final products, streamlining operations to enhance customer value and market advantage. (Fernando, 2022, July 7)

Cloud Production Ltd. is leveraging cloud-based supply chain management (SCM) to improve its operations and customer satisfaction. The company uses advanced technologies like Augmented Reality Warehousing, Blockchain Traceability, Quantum Computing Optimization, and Predictive Maintenance to enhance productivity and decision-making. The company uses various cloud-based software solutions, including Electronic Data Interchange (EDI), Warehouse Management Systems (WMS), Enterprise Resource Planning (ERP), Transportation Management Systems (TMS), and Vendor Managed Inventory (VMI), to manage different components of its supply chain. These SCM procedures aim to enhance overall supply chain performance by improving in-stock rates and reducing order cycle times. The company also benefits from financial advantages, including cost reductions through automation and enhanced efficiency.

2.7 Industry and Competitive Analysis

2.7.1 Porter's Five Forces Analysis

Besides, the authors underline the need of taking on a dynamic technique, in which organizations start their AI journey by executing simple applications and logically move towards additional unpredictable frameworks. Additionally, they include the meaning of organizations procuring basic measures of top-of-the-line data to enough train AI models. The meaning of moral thoughts, particularly concerning client security and data protection, is highlighted. The article finishes by empowering sponsors to intentionally embrace artificial intelligence, perceiving its ongoing objectives while preparing for its future turn of events and effect.

Threat of New Entrants:

The innovative business, where Cloud Production Ltd. works, has low section obstacles regarding central working necessities, yet high blocks to the degree that standing and client trust. Arising opponents can attack the market by presenting innovative game plans and offering more reasonable expenses. Considering everything, Cloud Production Ltd. may change this risk by dependably introducing presenting novel thoughts, staying aware of remarkable quality benchmarks, and making lively client connections. The organization's well-established brand and broad market ability act as significant obstructions for expected new competitors.

Bargaining Power of Suppliers:

Within the creative industry, suppliers consist of a diverse spectrum of entities, including freelance professionals, software providers, and equipment makers. Each of these entities possesses different degrees of negotiating power. Suppliers who provide specialized software and possess unique creative talents have a greater ability to negotiate, perhaps resulting in increased expenses for Cloud Production Ltd. In order to alleviate this issue, the organization can reduce the impact of suppliers by expanding its network of suppliers, fostering long-lasting relationships with important suppliers, and building internal skills if feasible.

Bargaining Power of Buyers:

Clients in the creative industry might have significant arranging power because of the wealth of various service providers. This is especially appropriate to clients that have significant records or are needing exceptionally standardized services. Cloud Production Ltd. may handle this issue by offering unmistakable types of assistance, displaying esteem through innovative and one-of-a-kind creative solutions, and laying out hearty and enduring connections with its clients to develop dependability and reduction their inclination to relocate to different providers.

Threat of Substitute Products or Services:

Cloud Production Ltd. faces a broad range of replacement threats, including not just direct rivals in the creative business, but also DIY platforms and future technologies such as AI-driven design tools. Cloud Production Ltd. differentiates itself by emphasizing its customized services, high-quality deliverables, and the distinctive creative expertise of its human workers, setting it apart from technology-driven or subpar competitors.

Intensity of Competitive Rivalry:

The creative area is portrayed by serious rivalry, as a huge number of enterprises endeavor to get a bigger portion of the market. This competitiveness is elevated by the way that client connections and creative innovation are of most extreme significance. Cloud Production Ltd. actually deals with this opposition by persistently adjusting its service offerings or contributions, making strategic investments in skilled personnel and trend setting innovation, and focusing on client satisfaction to get rehash business and proposals through verbal.

2.7.2 SWOT Analysis

The SWOT framework is utilized to evaluate Cloud Production Ltd.'s internal strengths, weaknesses, and market opportunities and challenges, aiding in a comprehensive understanding of its significant environment and utilizing resources for sustainable growth.

- **Strengths:**

Cloud Production Ltd. is famous for its unwavering emphasis on innovation and creativity, empowering it to give unmistakable and captivating labor and products that put it aside from its adversaries. The organization has a staff of capable and creative people that can give extraordinary work that meets as well as past client assumptions. Cloud Production Ltd. has laid out a robust brand image in the market because of its constancy, greatness, and elevated degree of client satisfaction. This standing aides in holding existing clients and drawing in new business through positive recommendations. The firm gives a different cluster of administrations, empowering it to meet the various necessities of its clients and diminishing dependence on a solitary kind of revenue.

- **Weaknesses:**

Cloud Production Ltd., being a creative firm, may experience issues in growing its activities inferable from constraints in finances or human resources. Reliance on a predetermined number of significant clients for a significant measure of pay might give a risk if these clients have any desire to change to opponents or reduction their consumptions. The organization's development might prompt functional shortcomings, which could influence project timetables, quality, and benefit.

- **Opportunities:**

Cloud Production Ltd. has significant improvement possibilities in new and existing business sectors because of the rising interest for digital and creative content. By utilizing cutting-edge technology like AI and VR, Cloud Production Ltd. might provide groundbreaking services and solutions that distinguish it from its rivals. Laying out essential partnerships with different endeavours can possibly open new market possibilities, support the scope of services provided,

and grow market entrance. Entering new worldwide business sectors can assist the firm with expanding its kinds of revenue and decline its defencelessness to provincial economic downturns.

- **Threats:**

Cloud Production Ltd. must continuously innovate and develop its operations to be at the forefront of the fiercely competitive creative business. Rapid technology advancements carry the potential to render current services outdated. An economic recession can lead to decreased investment in creative services, which can have a detrimental influence on the company's income. In order to maintain a competitive edge and meet consumer demand, Cloud Production Ltd. must diligently monitor and adapt to changing client preferences and industry trends, ensuring that its solutions stay relevant and desirable.

2.8 Conclusion

Cloud Production Ltd., a joint venture among Japan and Bangladesh, has turned into a main supplier of creative and IT administrations since its beginning in 2018. The organization has finished north of 150 ventures and accomplished wonderful client fulfilment evaluations, exhibiting its obligation to development, quality, and client centred techniques. It encourages a culture of imagination and cooperation among its workers through fair initiative. Cloud Production Ltd. has worked on its financial execution and functional administration through cloud innovation, prompting expanded effectiveness, cost decrease, and further developed help conveyance. The organization's obligation to adequacy and client fulfilment is clear in its reception of cloud-based Store network The executive's strategies. In spite of its outstanding development, gifted labour force, areas of strength for and acknowledgment, Cloud Production Ltd. faces difficulties like savage rivalry, innovative interruptions, and financial instability, stressing the significance of vital vigilantness and versatility.

2.9 Recommendations

Cloud Production Ltd. ought to give essential significance to innovation, framing key organizations, venturing into new business sectors, creating ability, ensuring cybersecurity, staying updated with customer patterns, further developing dynamic productivity, and promoting sustainability. These proposals plan to upgrade the organization's seriousness, expand its market presence, improve administration quality, and encourage environmental stewardship.

- ✓ Cloud Production Ltd. should maintain its focus on innovation and diversity in order to prioritise its service offerings. Our company may improve its competitive advantage and explore unexploited market area by allocating resources towards emerging technologies like AI, VR, and blockchain and so on.
- ✓ Cloud Production may expand its market presence and enhance its skills in many ways. Our company may establish strategic alliances with global technology companies as well as innovative advertising agencies. And all these teamwork have that much potential to enhance the company's service offering. This will be providing access to new markets and technology.
- ✓ Venturing into new business sectors, especially in digitally-driven regions, can increment income sources and diminish dependence on local market situations. Notwithstanding, careful investigation of local market elements and buyer conduct is urgent for customizing services accordingly.
- ✓ In our company our HR department should always prioritise to implement ongoing educational initiatives, also provide sufficient career advancement prospects, and at the same time cultivate a supportive work environment in order to hire and retains highly skilled persons. By doing this our company can ensure its unique advantages as well as special service quality.
- ✓ Assumed the developing reliance on cloud technology, it is basic for Cloud Production Ltd. to focus on network safety and information insurance. By carrying out rigid safety efforts and complying with consistence rules, organizations may really shield against breaks and support certainty among clients.

- ✓ Company should always monitor what is customer demand and also how the industry are changes in this digital era. We need to modify our marketing strategy as well as product development activities in order to know the current client's demand.
- ✓ Our company should always focus on efficiency in decision-making processes, while the Democratic leadership style encourages sincerity and innovation. This can assist in achieving a balance between inclusion and also agility.
- ✓ The organization can improve its image picture and draw in environmentally conscious clients by integrating sustainability into its tasks through eco-friendly technology, supply chain practices, and eco-conscious work environment activities.

Chapter 3

HRIS Practices at Cloud Production Ltd.

3.1 Background of the Study

Cloud Production Ltd., a technology base organization, and to refresh HR the executives and improve functional productivity this IT based organization utilized Resource Information Systems (HRIS) methods. To oversee staff data, employing processes, pay the executives, benefits coordination, performance evaluation, and regulatory compliance revealing HRIS assumes an vital part. To enhance the process of making decisions, boost productivity, and cultivate a culture characterized by transparency and energetic participation is the company's main objective. This strategic decision is symbolic of the wider pattern in the IT sector, where resourceful human resources solutions are being utilized to navigate the ever-changing business environment.

To attaining business goals the company acknowledges the crucial importance of effective HR management. The company's objective in participating HRIS is to reorganize repetitive activities, minimize human mistakes, and enable immediate access to vital HR indicators. This transformation entails the use of new technology as well as the redefinition of the HR function as a strategic partner in the company's success. To highlights the changing nature of human resources management in the digital era and the significance of utilizing technology to create a proactive, committed, and productive workforce HRIS techniques are incorporated.

3.2 Objective of the Report

3.2.1 Broad Objective

The main purpose of this research is to gain a comprehensive understanding of the HRIS practices implemented at Cloud Production Ltd.

3.2.2 Specific Objectives

- To evaluate HRIS integration including recruitment, payroll, onboarding, benefits and others.
- To determine the effectiveness of HRIS in improving HR functions at Cloud Production Ltd.
- To identify areas for improvement that how HRIS practices improving data management, HR operation and others job.
- To investigate the role as an HRIS in transforming employee experience at Cloud Production Ltd.

3.2.3 Scope of the Study

Cloud Production Ltd. is one of the renowned IT companies in Bangladesh. This report provides a concise overview of my three-month internship in the Human Resources department at the head office of the company. This report explores the company's Human Resource Information System (HRIS) procedures to understand HR management and operations. It provides a detailed description of the HRIS and offers suggestions for addressing potential challenges. The aim is to provide a comprehensive understanding of HR management.

3.2.4 Limitations of the Report

Although my internship at Cloud Production Ltd. offered an excellent opportunity to use my academic knowledge in practical situations, there were certain challenges that should be considered as limitations for the preparation of this report. Here are a few examples:

- The study is significantly limited by a lack of time due to the impact of the Corona pandemic on our work environments. The primary objective of this research was to comprehensively examine all facets of HRIS procedures. However, owing to the remote work arrangement, there was insufficient time available for direct observation of HRIS operations.

- Gathering information became challenging due to the lack of cooperation from some staff.
- The COVID-19 pandemic has made it difficult to conduct interviews and discussions with HR professionals, leading to rushed responses and potential errors due to the ongoing demands of their work.
- Due to the relatively new development of HRIS in our country, I had significant difficulty in locating relevant papers or journals on the topic, hence posing a challenge in obtaining secondary data for my study.

3.3 Methodology

The study and internship report were finished by applying academic theoretical information, examining HR and HRIS writing, participating in group discussions with senior colleagues at Cloud Production Ltd, and utilizing qualitative data collecting techniques, which included gathering primary and secondary data.

- **Primary Data:**

The information was gathered through direct interactions with the HRD manager at Cloud, discussions with senior colleagues, and personal observation and participation in HRIS-related operations, as well as through direct engagement in activities.

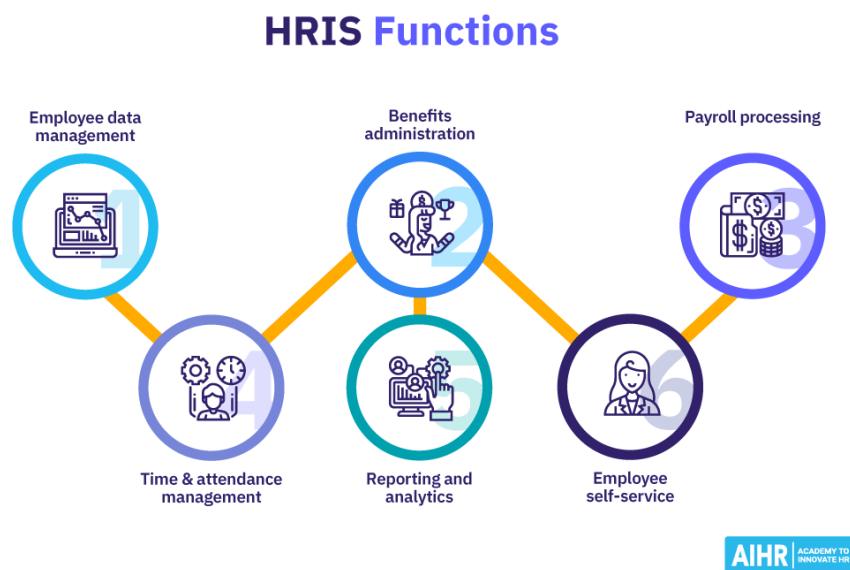
- **Secondary Data**

The information was accumulated by utilizing different sources, for example, articles, records, HR and HRIS reports, online distributions, and numerous sites.

3.3.1 Literature Review of HRIS

An HRIS, is basically a software solution designed to gather, oversee, store, and handle an organization's employee data. HR departments utilize an HRIS to enhance their efficiency and make informed decisions based on data. Typically, an HR information system comprises the fundamental functionalities required for comprehensive HR administration. This system assists firms in overseeing and mechanizing fundamental HR procedures, including:

- ✓ Management of employee data
- ✓ Management of employee benefits
- ✓ Processing of employee salaries
- ✓ Management of time and attendance
- ✓ Data analysis and statistical reporting
- ✓ Self-service by an employee



To clarify further, the author has presented the subsequent explanations:

According to Klyenhans (2006), a Human Resource Information System (HRIS) is a computer program that allows human resource managers to effectively collect, organize, store, update, and access important information needed for employee management.

The primary goal of the HRIS, like other technological systems, is to enhance employee productivity, particularly by boosting the efficiency of the HR department. In the last three decades, HRIS has progressed from a simple system for managing data to a complete system for managing information and, finally, to an advanced system for supporting decision-making (Waddill & Marquardt, 2011).

Johnson, starting from 2010 Human Resource Information Systems (HRIS) is a technologically advanced method of managing and organizing human resource activities and applications. The system is fully automated and it continuously monitors employees and their unique job details. Usually, it consists of a database or a network of interconnected databases.

HRIS, as defined by Tannenbaum (1990), is a technologically advanced system that is utilised to obtain, store, process, analyze, retrieve, and disseminate vital information regarding an organization's human resources.

Kovach (1999) provides a precise definition of HRIS as a systematic process for gathering, storing, managing, accessing, and validating data pertaining to an organization's human resources, personnel activities, and characteristics of organizational units.

Moreover, HRIS facilitates the smooth integration of human resource management (HRM) with information technology (IT). The study of HRM, including essential HR duties and procedures, is combined with the subject of information technology (DeSanctics).

An HRIS, like other complex organizational information systems, includes not only the computer hardware and software programmers who handle the technical aspects of the system, but also involves the individuals, regulations, procedures, and data required for the HR department to function. Hendrickson (2003; Hendrickson)

3.3.2 Working Component of HRIS

HRIS is a valuable tool for documenting and storing data on interactions between candidates and companies, offering tailored programming based on specific requirements and expansion strategies, with most businesses utilizing six primary HRIS components.

- **Database:**

HRIS is a database that stores employee information, allowing HR professionals to enter data from any location. The data comprises information regarding past compensation, emergency contact details, and evaluations of performance. The database can function as an internet-based storage facility for physical documents.

Time and Labor Management:

HRIS software improves on time and labor management by permitting employees to enter their hours worked and directors to approve vacation demands. This information is right away sent to the finance framework, improving the HR office's capacity to screen dependability and participation.

- **Payroll Function:**

The HRIS model's finance capability is critical for HR divisions to effectively oversee worker hours, distribute payments, and minimize mistakes. It additionally upgrades charge consistence for areas with various tax levels, taking into consideration more exact remuneration for salaried staff.

- **Benefits:**

Certain HRIS businesses offer software for overseeing health advantages and retirement investments, offering a helpful and extensive answer for overseeing HR information. In any case, different projects permit derivation of these advantages from finance yet don't offer the ability to set up these advantages.

- **Employee Interface:**

HRIS items frequently permit workers to confine client access, permitting them to change individual data, inspect pay scales, change retirement benefit programs, update direct store data, and download benefit political race structures inside a particular information base segment.

- **Recruitment and Retention:**

HRIS is a fundamental part of HR strategies, focusing on enlisting and maintenance. HR experts recognize and enlist ability, guarantee commitment, and hold them inside the organization. They

give fundamental abilities, training, and proper compensation and advantages, guaranteeing the organization's prosperity and competitive edge.

3.3.3 Benefits of HRIS

HRIS (Human Resource Information System) solutions altogether diminish time and costs for organizations, while upgrading worker efficiency and fulfillment. Key advantages of HRIS software include:

- **Increased Productivity:**

BambooHR found that 72% of HR generalists using self-service Human Resources Information System (HRIS) reduced their workload. HRIS can improve HR strategies by providing a comprehensive dataset for workforce management, recruitment, onboarding, payroll processing, paid time off management, and other benefits. It can provide valuable insights for better decision-making, productivity enhancement, and overall HR strategies.

- **Centralized Employee Data:**

HRIS software stores information in a centralized database, simplifying HR processes and reducing duplication. Employees can perform basic administrative tasks independently, allowing HR experts to focus on critical business areas. Implementing employee self-service HRIS can reduce administrative duties by 40-60%, saving HR professionals an additional two hours per day.

- **Automation of HR Roles:**

45% of organizations are in the early stages of basic automation, with 74% actively seeking new opportunities. HRIS software minimizes manual labor, documentation, and bureaucratic duties, optimizing time allocation for HR professionals. This allows them to focus on high-level responsibilities like talent acquisition, employee onboarding, team productivity enhancement, and organizational culture improvement.

- **Improved Data Storage & Data Security:**

The Human Resource Information System (HRIS) offers advantages in an organization due to its convenient accessibility of data, its centralized structure, and its ability to securely back up and encrypted data, ensuring the highest level of data protection for all members of the organization at any given moment.

- **Higher Report Accuracy & Improved Oversight:**

HRIS software is a powerful tool for office automation, enabling HR personnel to generate detailed reports on pay, benefits, and recommended raises. It centralizes data, allows oversight, and minimizes human errors in administrative tasks. It also alerts HR administrators if conditions aren't met, identifying specific issues.

- **Easier Onboarding:**

Implementing a Human Resources Information System (HRIS) can enhance the onboarding process, boosting employee satisfaction and motivation. Studies show it increases engagement by five times and reduces turnover by 30%. HRIS's self-service functionality allows employees to access administrative tasks, familiarize themselves with the work environment, initiate training, and foster company affiliation.

3.4 Implementation of HRIS at Cloud Production Ltd.

Cloud Production Ltd. has transitioned its information system from a manual to a sophisticated and digital HRIS following thorough preparation. In the past, in the initial stages of Cloud's development, all human resources (HR) operations and administrative tasks were carried out manually, resulting in significant time consumption. The provided information was inadequate, and managing it proved to be a challenging and time-consuming endeavor. Due to the extensive size and diverse operations of Cloud, it was exceedingly challenging and time-consuming to collect all the information simultaneously. In 2019, Cloud Production Ltd. unveiled their inaugural SMART HRIS. The usage of SMART HRM software is restricted to the HR department of Cloud only.

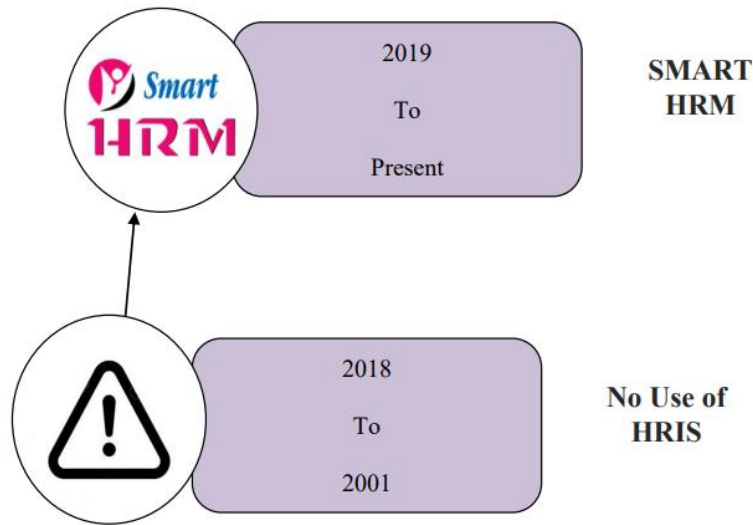


Figure: Timeline of HRIS at Cloud Production Ltd.

3.5 Factors Influencing Cloud Production Ltd to use SMART HRM

Cloud Production Ltd, a Bangladesh-based company, actively participates in social development initiatives and employs numerous workers. The HR department uses SMART HRM software from Smart Software Ltd Company to manage HR-related responsibilities across all divisions, ensuring proper data upkeep and efficient oversight of their HR-related tasks:

- ✚ Ensuring dependability, rapidity, and upholding stringent security measures,
- ✚ Easy to use and navigate,
- ✚ All functions can be accessed through a single system.
- ✚ Adaptability,
- ✚ Additionally, we offer 24/7 client support.

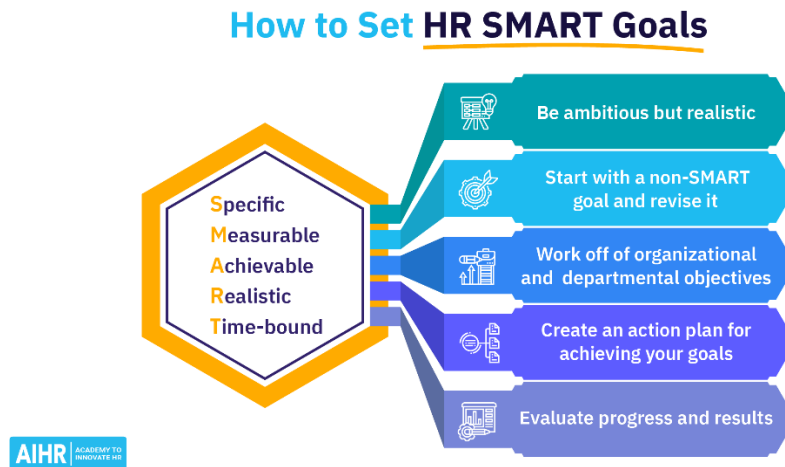


Figure: Factors of influencing to use SMART HRM

3.5.1 Solutions Provided by SMART HRM

SMART HRM is a German software that integrates the enterprise resource planning (ERP) system. This program has been designed with the specific purpose of simplifying the challenging process of managing and organizing human resources. This powerful software allows the Human Resources Department (HRD) of Cloud to effectively handle:

- ✚ Employee information,
- ✚ Attendance,
- ✚ Leave management,
- ✚ Payroll,
- ✚ Summary of the HR reports

Irrespective of the size of firm, SMART HRM is capable of effectively handling and overseeing all of company’s HR requirements. This HR software features an intuitive layout and provides straightforward administration choices for every stage. Furthermore, this HR software effectively stores all data on a secure platform, guaranteeing that it remains unavailable to unauthorized individuals.

3.5.2 SMART HRM modules used by Cloud Production Ltd

The Human Resources Director of Cloud Production Ltd utilizes various SMART Human Resource Management modules for specialized operational and HR operations in order to effectively oversee the entire organization. Typically, only the HRD (Human Resources Director) at Cloud Production Ltd has the ability to access it. However, in accordance with the specified criteria, the Human Resources Director (HRD) has the ability to access various modules based on their usage and kind. The following section provides a detailed discussion of the SMART HRM module utilized by Cloud:

SMART HRM Human Capital Management (HCM)

The HR department at Cloud Production Ltd. utilizes the HCM module to enhance work procedures and information management. It facilitates the organization of management, encompassing staff information and performance. The HR department is responsible for more than just recruitment. Their tasks also include wage administration, promotions, employee engagement, and implementing incentives. The SMART HRM HCM module is exceptionally proficient at overseeing all HR-related tasks, guaranteeing the streamlined implementation of all essential human resources functions.

- Payroll,
- Personnel Administration,
- Time Management,
- Employee Management
- Attendance Management
- Leave Management
- Organizational Management, all these are sub-modules of HCM.

3.6 Usage of SMART HRM Human Capital Management at Cloud Production Ltd.

The SMART HRM HCM module is crucial for Cloud Production Ltd.'s systematic administration, overseeing critical functions like recruitment, promotion, compensation, and employee engagement. It is beneficial in executing these tasks for the entire workforce, making it a significant task. The duties performed with SMART HRM HCM at Cloud Production Ltd. include:

3.6.1 Organizational Management

This is a common approach to ensure that multiple personnel are working together using the same system or framework. Cloud Production Ltd. prioritizes efficient time management and strategic resource deployment.

3.6.2 Personal Administration

It is a process that enables any organization to effectively oversee its workforce. Personnel administration is utilized to oversee and document many HR duties, including:

- ✓ Salary,
- ✓ Compensation,
- ✓ Benefits,
- ✓ Orientation of the new employee

3.7 Employee Management Data

3.7.1 Employee Profile and Information

During my 3-month internship, the HR department gave me with comprehensive information and statistics on around 50 employees of Cloud Production Ltd. This information was then stored in the database profile using SMART HRMS. The HR Director of Cloud Production utilizes HRIS to effectively manage and monitor the vital personal information of each individual employee within the organization. The employees' files contain documentation that include mint-related items.

- ✓ Employee Name
- ✓ Death of birth
- ✓ Father and mother name

- ✓ Educational Qualifications
- ✓ Designation
- ✓ Nationality
- ✓ NID No
- ✓ Blood Group
- ✓ Present Address and permanent address
- ✓ Present Salary
- ✓ Departments
- ✓ Region
- ✓ Image

In addition, it includes CV authentication, previous work experience, immediate tasks, and leave transactions, among other elements.

The screenshot displays the 'Add New Employee' form in an HR system. The form is divided into three sections: Basic Information, Educational Qualification & Experience, and Personal & Official Information. The 'Basic Information' section includes the following fields:

- Joining Date: 2020-01-14
- Grade: - Select Grade -
- Company: - Select Company -
- Present Address: Present Address
- Department: - Select Department -
- Present Phone Numbers: Present Phone Numbers
- Designation: - Select Designation -
- Employee Id: 28 | 8001
- Present Phone Number: Present Phone Number
- Employee/worker Name: Employee/worker Name
- Permanent Address: Present Address
- Image: Drop files here or click to choose

Employee profile and information of data list

3.7.2 Attendance Management

Cloud Production Ltd. operates from 9:00 a.m. to 6:00 p.m. as per their usual operation hours. Before entering the workspace and using the workstations, each employee must utilise a key to document their presence. The HRIS, employed by the HR department of Cloud Production, oversees the attendance system.



In addition, they can effectively supervise their employees' attendance by utilising the SMART HRM - Attendance Management Module, which allows them to collect, store, monitor, analyse, and input relevant information about regular attendance. This system provides all the essential functionalities to fulfil their particular requirements for managing attendance. The software collects data and calculates the remaining presence of Cloud Production's staff. The HRD department of Cloud Production Ltd. possesses the ability to record detailed information about different elements of all employees through the use of their SMART HRM Fingerprint Attendance Management Module technology.

- ✓ Employee ID
- ✓ Employee Name
- ✓ Department
- ✓ Designation
- ✓ Check Date
- ✓ Check In Time

- ✓ Check Out Time
- ✓ Status (In office)
- ✓ Action

Sl	Employee Id	Employee Name	Company	Department	Designation	Check Date	Check In	Check Out	O.Status	Generated	G.Time	Action	
1	1430120130001	Asha Begum	Pacific Design & Sourcing	Office	Aya	2020-01-12	08:00:00	08:45:32	08:45:39	In Office	2020-01-12	10:02:38	[Action]
2	1330120200001	Muhammad Nuruz-Zaman	Pacific Design & Sourcing	Office	DDM - Accounts	2020-01-12	00:00:00	09:17:20		In Office	2020-01-12	10:02:38	[Action]
3	1630120060001	Torun Baroi	Pacific Design & Sourcing	Office	Asst Commercial	2020-01-12	00:00:00	09:18:48		In Office	2020-01-12	10:02:38	[Action]
4	1430120780001	Hr. Homamul Islam	Pacific Design & Sourcing	Office	Merchandising Manager	2020-01-12	00:00:00	09:21:52		In Office	2020-01-12	10:02:38	[Action]
5	0930120940001	Aziz	Pacific	Office	Property	2020-01-	2020-01-			In Office	2020-01-		[Action]

Attendance Management (SMART HRM- HRIS)

All employee attendance data at Cloud Production Company is graphically created on a monthly basis. This data is utilized by the HR department at Cloud Production Ltd. to calculate employee salaries, performance bonuses, and leave records.

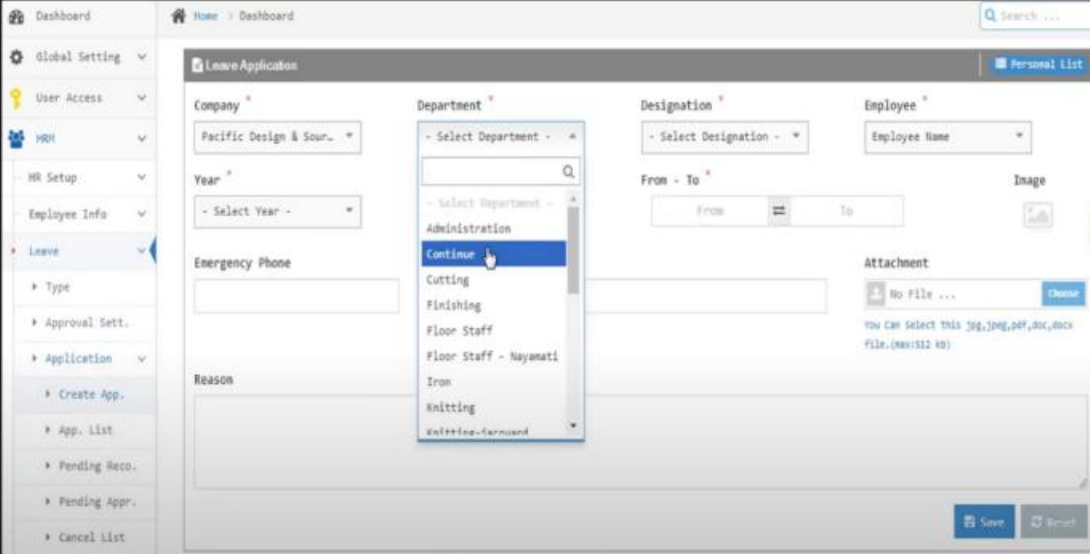
3.7.3 Leave Management

The HR division is responsible for managing the leave framework. The HRD of Cloud Production maintains records of all employees' leave and designation exchanges. The Human Resources Department classifies employee leave into three distinct segments:

- ✚ Clause Leave
- ✚ Earn Leave
- ✚ Medical Leave

Cloud Production Ltd. personnel must notify the HR department by sending an email and submitting a physical application if they need casual, earned, or medical leave. Once the HR department grants approval for the leave application, it will be recorded in the module of the SMART HRM's leave management system, containing all pertinent details about the employee in question.

- Employee Name
- Department
- Designation
- Year
- Leave Type
- Leave Granted Date
- Emergency Phone Number
- Contact Details
- Reason of Leave
- Application File by employee



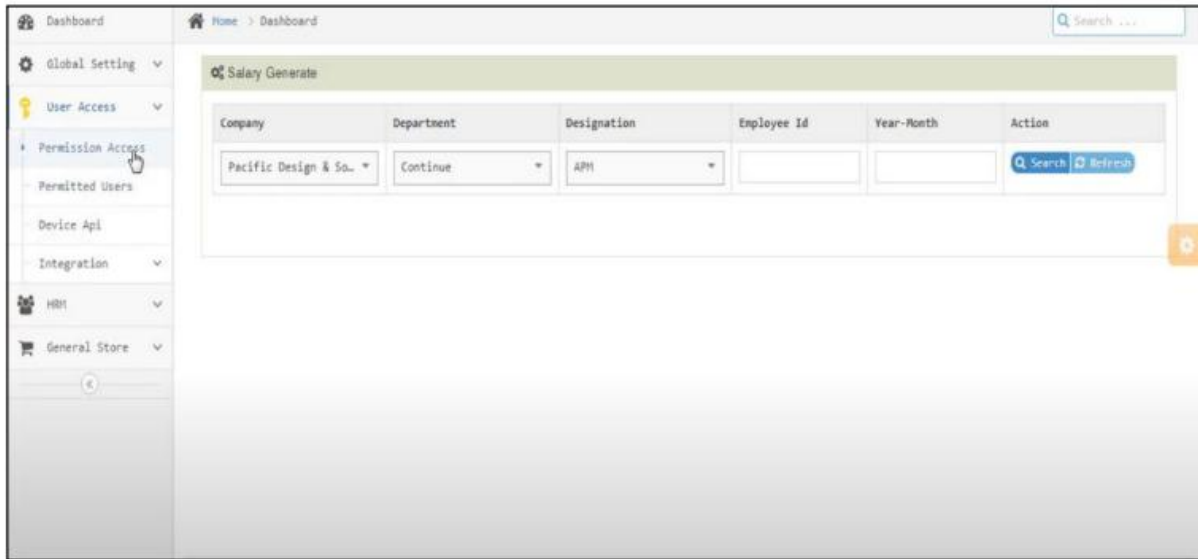
The screenshot displays the 'Leave Application' form within the SMART HRM system. The interface includes a sidebar menu on the left with options like 'Global Setting', 'User Access', 'HRM', 'HR Setup', 'Employee Info', and 'Leave'. The 'Leave' section is expanded, showing sub-options: 'Type', 'Approval Sett.', 'Application', 'Create App.', 'App. List', 'Pending Reco.', 'Pending Appr.', and 'Cancel List'. The main form area contains several input fields: 'Company' (Pacific Design & Sour...), 'Department' (a dropdown menu with 'Administration' selected), 'Designation' (- Select Designation -), 'Employee' (Employee Name), 'Year' (- Select Year -), 'From - To' (date range), 'Image', 'Emergency Phone', 'Attachment' (No File ...), and 'Reason'. The 'Attachment' field has a note: 'You can select this jpg, jpeg, pdf, doc, docx file.(Max:512 kb)'. At the bottom right, there are 'Save' and 'Reset' buttons.

Leave Management













3.7.4 Payroll Management

Payroll encompasses Cloud Production's compensation structure and the perks offered to its staff. The payroll system handles all aspects of compensation, including the calculation of base wage and overtime payments. Using the SMART Payroll module system, the HRD of Cloud Production Ltd. generates a report of the employees.

- ✓ Salary Sheet
- ✓ Salary Summary Report
- ✓ Pay Slip Print
- ✓ Daily Report on present and absent of
- ✓ the employees
- ✓ Leave and Late report
- ✓ Report on in time and out time
- ✓ Overtime Report
- ✓ Registration of Attendance
- ✓ EOT (Employee Ownership Trust)
- ✓ Statement
- ✓ Advance Salary Sheet
- ✓ Festival Bonuses



Salary Generate Sheet – SMART Payroll

Sl.	Company	Eligible Period	Action
1	Pacific Export Sweater	6	 
2	Pacific Export Knit	6	 
3	Pacific Design & Sourcing	6	 
4	Fair Knit	6	 
5	Pacific Impression	6	 
6	Shandong Fiber	6	 

Employees' Bonus Sheet

The HR department of Cloud Production Ltd. closely monitors the compensation and employment framework. The organization's pay employment structure was fundamentally distinct. The compensation timing caused the varied class to be separated. The compensation role mostly centers around the tasks assigned by the board's HR section. Incorporate incentives and salary increases into the job's compensation package. Confirmation is required for a representative to receive compensation. After a six-month period, a worker receives validation, and subsequently, the individual is rewarded with some form of incentive. Furthermore, upon a

one-year confirmation, an employee is granted a bonus. However, the person in question does not earn any extra remuneration.

3.8 Benefits of Implementing SMART HRM

Cloud Production Ltd. derives advantages from SMART HRM in multiple ways. SMART HRM enables managers to efficiently oversee all data-driven processes, facilitating speedier company operations compared to traditional information systems.

✚ One Stop Solution:

The data can be stored and retrieved from it irrespective of its location. The HR department's data entry or edits made by the user will be automatically synchronized and updated system-wide.

✚ Integrated Software:

By utilizing all the components of SMART HRM, the Human Resources Department may effectively communicate with each other and, if needed, exchange data. Collecting data does not necessarily need the use of all components.

✚ Accuracy:

SMART HRM ensures data integrity and prevents data loss or corruption after it is entered. Once the data is input correctly, there is no possibility for it to be altered or amended. Consequently, the use of Cloud Production greatly benefits the HRD by ensuring the safety and accuracy of all data.

✚ Customized Solution:

Cloud Production Ltd. is a large corporation with multiple subsidiaries. Cloud Production, similar to any sizable corporation, possesses distinct and precise prerequisites. The document may include both operational and departmental requirements. SMART HRM is an extremely intuitive, flexible, and widely available solution. Cloud Production has the ability to easily modify and tailor SMART HRM to meet their specific needs.

✚ Data Analysis & Reporting:

Dependence on individuals for the provision of accurate information and comprehensive reporting is challenging. Errors made by humans can occur and have the potential to result in significant financial losses for a firm. The HRIS of SMART HRM mitigates the risk by ensuring the absence of any possibility of storing inaccurate information.

Integrated Report Generation:

The managers at Cloud Production Ltd. have the capacity to generate real-time reports by using crucial data, a task that would be extremely challenging and time-consuming for an operator to carry out manually.

Cost & Time Control:

All of the aforementioned benefits share a common characteristic: they all contribute to time-saving. By utilizing it, one can save time, resulting in cost savings on activities such as printing and copying numerous documents.

3.9 Key Findings

This was my initial encounter with organizational culture. Consequently, my observation may be unreliable in identifying issues that are not truly problematic in the dynamic organizational setting. Here are many observations I made during my internship:

- ✓ Cloud Production Ltd. is involved in a substantial number of activities which may be paper-based. The Human Resource department is excessively inundated with files, encompassing both indispensable and dispensable paperwork, which can be both vexing and a wastage of paper. The complete performance evaluation procedure is carried out utilizing tangible documents.
- ✓ Cloud Production Ltd. provides a favorable organizational environment that might assist newcomers in adapting to their new surroundings. Cloud Production Ltd. regards its employees and workers as its most precious resource.
- ✓ The use of the new HRIS system, SMART HRM software, significantly enhances the company's information management system and contributes to cost and time savings.
- ✓ SMART HRM enhances the efficiency of data sharing across the firm, particularly within the HR sector, and offers more comprehensive and well-structured data. It improves the accuracy of HR planning, forecasting, and decision-making for HR-related issues.
- ✓ The SMART HRM application is an essential tool that demands a substantial level of expertise. Lack of requisite proficiency among employees or interns will provide a

difficulty for them in effectively utilizing the SMART HRM modules. Before completely deploying SMART HRM, the HRD department of Cloud Production Ltd. conducts training sessions to educate employees on the proper utilization of the technology.

- ✓ Grading and increments at Cloud Production Ltd. are based on employee performance. Nevertheless, the performance appraisal management component has not been integrated into SMART HRM, their new HRIS system.
- ✓ The employees and employee self-service are currently lacking a Schedule and Time Table Management system, as well as an Employee Shelf Service module to efficiently manage shifts and roasting tasks.

3.9 Recommendation

From my perspective, there are several aspects that can be implemented and improved upon at Cloud Production Ltd.:

- ✓ Interns at Cloud Production Ltd. have a somewhat restricted range of tasks. Allowing interns to participate in other projects would provide an excellent opportunity for learning and acquiring valuable experiences.
- ✓ Certain departments are not permitted to use the new HRIS system. The HRIS system is only accessible and usable by Cloud Production Ltd.'s HRD. Thus, it is advisable for Cloud Production Ltd. to implement state-of-the-art HRIS and get the complete range of SMART HRM packages from Smart Solutions Limited Company. This would facilitate data accessibility and sharing across all departments.
- ✓ Furthermore, this approach will make it easier and take longer to obtain all the information at once from any location at any time in the case of a large organization with a variety of operations.
- ✓ There is a need for Cloud Production Ltd. to consume less paper. It will not only create a tidy workplace, but it will also make all duties safer and easier to complete. It will also be quite economical.

- ✓ Since then, the SMART HRM performance appraisal management module has not been included. As a result, Cloud's performance review process still uses outdated and expensive paper. SMART HRM and Cloud's performance review ought to be integrated. Additionally, the HRD and the company will save a ton of time and effort with this HRIS system.

- ✓ The incorporation of the Schedule and Time Table Management system and the Employee Self Service module into the new HRIS software is crucial for effectively managing employees' shift and roster activities, as well as employee self-service.

3.10 Conclusion

The Human Resource department is an essential and indispensable element of every organization. Implementing HR policies and activities effectively has a positive impact on firms, since it improves employee performance and promotes organizational success in the long run. Cloud Production Ltd. highly values the management of their HR department from this standpoint. The Human Resource Information System (HRIS) and other HR practices are essential for effectively managing an organization. During the initial phases of Cloud Production, all human resources activities and administration were performed manually, leading to substantial time expenditure. The information provided was insufficient, and its management proved to be a difficult and time-consuming task. They have implemented the SMART HRM software to automate their HR-related procedures by adopting a new HRIS system. Only the HR department of Cloud Production has been given exclusive authorization to use the new HRIS system. This HRIS software enhances the ability of the HRD department at Cloud Production to efficiently handle personnel information, attendance, leave management, payroll, and generate detailed HR reports. In addition, the HRD department of Cloud Production Ltd. can gain other benefits by utilizing this modern HRIS system.

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