

INTERNSHIP TOPIC APPROVAL FORM

Supervisor: Mr Saif Hossain

(To be filled by the Intern)

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Internship trimester	Fall 2017
Internship start date	September 10
Internship end date	December 10

Organization	UV Technology
Department	Human Resource Management

<u>Proposed Title of the Report</u>	How new technological implementations changed HR department in UV technology.
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#	<u>OBJECTIVES</u>	<u>METHODOLOGY</u>
1	To know how much time the new systems consumes	The HR managers of UV technology will be interviewed.
2	To know the inconvenience and benefits of the employees due to new technological changes.	Opinions will be collected from the employees
3	To know the Procedural complexity	General discussion with Both the HR managers and employees.
Tasks	Sending candidates emails, register data.	

(To be filled by the Supervisor)

Supervisor's Review	
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Approval

This report is on 'How new technological implementations changed HR department in UV technology' submitted by Nishat Anjum palka, student of BRAC Business School to Mr. Saif Hossain, senior lecturer of BRAC Business School has been accepted.

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Mr. Saif Hossain

Senior Lecturer

BRAC Business School

Brac University

LETTER OF TRANSMITTAL

27th December 2017

Mr. Saif Hossain

Senior Lecturer BRAC Business School

BRAC University

Subject: Submission of Internship Report.

Dear Sir,

With due regard, I might want to tell you that, it is an awesome delight for me to present the temporary job give an account of How innovation influences HRM hones as a necessity for the finish of BBA program. I have endeavored to make the report a far reaching one inside the given 3 months of time. I truly thank you for your direction amid the readiness of this report. Any kind of recommendation with respect to the report will be significantly recognized and I will be satisfied if the report fills its need. While directing the report, I have accumulated loads of information about the new advancements and the progressions that is coming in HRM department because of those innovative changes. I thusly, ask for you to acknowledge this report and give me appropriate proposal to work in my expert life.

Yours faithfully,

Nishat Anjum Palka

ID: 13304102

BRAC Business School

BRAC University

ACKNOWLEDGEMENT

As a piece of my culmination of Bachelor of Business Administration program, our area of expertise has agreed me to set up a temporary position report. My report is on the point how innovation influences HRM department which depends on my 3-month entry level position involvement in UV Technology.

Nothing can be refined alone. Without the assistance of the quantity of people the achievement stays quiet. To begin with, I need to pay my appreciation to all-powerful for the readiness of the report effectively. I am significantly obligated to my Faculty Supervisor Mr. Saif Hossain for giving me the important rules and proposals for the report. For helping me to set up my report I need to express exceptional because of the considerable number of representatives of UV innovation.

I might want to express my profound feeling of appreciation to every one of the individuals who are dependably a wellspring of motivation for me in their association, genuine collaboration and support in the fruitful and auspicious planning of this report.

Executive Summary

This internship report is based on my internship program and how technology affects HRM practices in UV technology. Every time there is a new technology and new ways to maintain the whole work. As a technological company UV technology tries to introduce new technology on their whole official work. HR department also have to follow those technological changes on their work. In my internship period, I have experienced the challenges that they are facing to introduce the new technologies in HR activities also the positive and sometimes negative outcomes from it.

Since all the department and employees have to follow the new technology in their work, the process has become easy for some employees and also difficult for some employees. One of my objectives is to know how much time the technological changes consume. Another purpose is to know the inconvenience and facilities of the employees and managers as well as to know the overall complexity to the whole technological process. To accomplish my objectives, I have used the interview, survey method and also general discussion process. Then the collected data has been interpreted. The interpreted data identifies some significance results and findings. The overall scope of the report is to know how technology affects HRM practices. Those technological changes have some advantages and also some disadvantages. Moreover, there are some limitations of the report. I have suggested some recommendation which might help to reduce the challenges.

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1.1 Introduction

Now a day's business is full of competition. Technology has changed the business world many times over. This is the information age, in this age of technology, the innovation and so rapid access of computers and internet has increased that growth and impact significantly. Now many businesses cannot even function without the use of computer technology. This impact is seen in nearly all areas of business, including human resources, where technology continues to have a significant impact on HR practices.

UV technology is also trying to incorporate those new changes on their every department including HRM department. In UV technology, four major HR activities like, recruiting, training, performance management and also data storage and retrieval are done by use of technology.

During my internship, I have gone through some new technological changes and face some people's dissatisfaction towards the new procedures. There are some people in the management team who are highly experience in HR work but less familiar with technological changes. Technological changes are waste of time for them. They can do that work manually better than using technology. Sometimes new employed employees and candidates also find it difficult to communicate with the management due to technological issues. Sometimes online training also creates problems as most of the people are unfamiliar with online training and they found it less fruitful. On the other hand, technological changes have made so many works simpler and easier for those who are able to use them properly. Now managerial works need less time and cost due to some technological changes.

This study will help to know about the problems derived from the changes. The impact of the change on the employees and employers is also being analyzed through this paper.

1.2 Company Overview

UV Technology fundamentally a German IT new business. This organization is working in Bangladesh since February 2001. This organization predominantly gives web and server arrangement in Bangladesh, other than they are giving a helpful stage to every single nearby consultant so the specialists can get great measure of work with simple installment arrangement.

The Mother Company of UV Technology is UV Network Ltd. UV Network guarantees generous future monetary development in the Asian market. UV Network builds up new organizations locally, with the expectation to extend provincially, taking off all through South East Asia and past. As opposed to just beginning a business in an officially settled market, UV Network plans to develop industry scale commercial centers. With a specific end goal to make these new ventures, they intend to begin and deal with various organizations their selves, while at the same time putting resources into splendid business visionaries and inventive organizations.

1.3 Purpose of the study

The purpose of the study is to investigate into the problems that are derived from the newly introduced technologies in the HR department and also the good out comings of introducing technologies. The purpose of this paper also includes,

- i. To know how much time the new systems consume:** one of the purposes of the study is to find out whether the new technological changes consume much or less time than previous procedure or not.
- ii. To know the inconvenience and benefits of the employees due to new technological changes:** technological changes could bring positive changes or negative impact on the work environment as well as on the output of the work. This study will also help to understand how HR department and employees can cope up with those changes.
- iii. To know the procedural complexity:** this study will also focus on overall procedural complexity that is in technological changes in HR department and also how employees and customers face those problems.

1.4 Limitations

Now a day's IT sectors are known to be very crucial and vast sector where I have a little knowledge about it which limits my report. The limitations of this report are as follows:

- i. UV technology is trying to facilitate their HR department with latest technological changes from the last one year. But I experience it only for three months. The whole study is based only on that three month's experiences. This works as a limitation for me as I was not present there from the beginning.
- ii. In our country age of the employee is a big issue in terms of handling or using new technologies in work. In the HR department of UV technology there are some senior managers who like to work manually but some junior like to work using new technology. Therefore it is hard to take decisions.
- iii. My findings and results are based on only 45 responses. As the sample size is very small, the results may not be accurate

1.5 Advantages of Adopting Technological Changes

The use of technology has changed the HR activities a lot. So many different organizations have adopted technology to gain their business goal.

E-Procurement: Procurement is one of the major functions of HR. It includes employee recruitment, selection and placement. In UV technology, both employers and employees use job portals and other technological services as mentioned below:

- E-recruitment
- Face book, LinkedIn
- orientation packages

Employers post what they want. Job seekers select their expertise through this kind of social networking sites. Two way communications has become very easy and timely because of those technological tools.

Security: In HR department, they need to collect so many data about employees, their performance, training programs, pay roll information and so many more. There is little chance of losing any information and it is more secure and manageable than paper work.

Employee Development: Employee development is a very significant function of HR as it affects employee performance and overall growth of the organization. Due to the increasing competition it has become more important to bring the reduction in costs on the one hand and increasing efficiency on the other. The organizations are therefore, giving more and more emphasis on improving employee skills and developing their potentials to increase their efficiency. Various technological advancements are helping the organizations in this direction as mentioned below:

- training through e-learning
- analysis of need
- performance appraisal through online

Employees are given necessary training for career growth and increase their skills through e-learning.

Compensation: In HR activities compensation plays a big role as it work as a motivator for the workers. Technological tools for compensation management are:

- Payroll, e-compensation
- Compensation settlements
- Flexi-reward Packages
- Facilities/ benefits Administration

E- Compensation management is a new way to manage compensation as company and the employees get a platform to discuss the compensation plans. The company can determine the cost to company (CTC) for the compensation plan awarded to employee and employee can determine the pay he wants to get in hand.

Communication and Work Environment: for employee to work efficiently and being organized communication and work environment is very important. UV Technology uses some technological tools to ensure good communication between employees and create sound work environment. Some of those tools are given below:

- intranet
- communication data sharing
- knowledge management

Overall cost effective management: All of the above HR activities are now done in a very less cost than in the past. Paper work has been reduced almost 95%. All the procurement related work has become totally online based as a result recruiting process consume less time and less cost.

1.6 Disadvantages Technological Changes

E-procurement: Though e-procurement is a time oriented and cost saving procurement process, it has some drawbacks too. Employees feel less connected to the organization as all the works are done through online rather than face-to-face meeting. They become scared to choose which organization will be suitable for them to work in. On the other hand, there are some managers in UV Technology who are not that much active in social media sites. They found it difficult to manage the process.

Security: All the important data and information is saved in computer device and on online drive. Sometimes sites are hacked by hackers that cause a major loss for the company as secret information are steal by them and also cause a huge data loss.

Employee Development: Online employee development programs have both the merit and demerits too. E-learning training is not suitable for all as learning process is different for different people. Some people are comfortable in e- learning but some people like face to face learning.

Communication and work environment: in the new process all the work are done online starting from meeting, discussion, decision making, training, data sharing and so many more. As a result employees could not meet or talk to each other. This made the work environment gloomy and less motivating.

1.7 Overall methodology

For researching on how technology affects HRM practices in UV Technology, I have taken a help of a questionnaire and conduct a survey to collect data. To know how much time the new technological changes consumes, I have taken the interview one of the senior managers of this department. Besides, to know the inconvenience of the employees, I have discussed with a number of employees about the technological facilities provided by the organization and have the questionnaire filled in by the employees and senior managers. I have surveyed jointly 45 employees and senior managers who have faced the new technological changes. To know the procedural complexity, I have talked to the managers regarding the issue of using new devices and software to maintain the whole HRM activities. Therefore, for this report all data and information are collected from primary and secondary sources.

Primary sources of data are collected through,

- Conducted employee survey
- General discussion with managers

Secondary sources of data are collected through,

- Websites

1.8 Data collection and Analysis

This report has been prepared on the basis of experience gathered during the period of internship from 10th September 2017 to 15th December 2017. Within this period, I have worked in the HR department of UV technology. I have collected data and necessary information by practical working in the HR department and by interviewing officials and a number of employees of UV Technology. These can be treated as primary data. I have also collected data from several secondary sources including different reports, browsing different websites in relative subject. However, for collecting data for the report, I have mainly depended on the primary sources. I have prepared a questionnaire and explore on the situation to know how much time the new technological changes consumes, to know about the employees dissatisfaction to face the new system and to know how much the procedural complexity is. I have prepared the questionnaire in such a way so that I can get the information I desire. I have taken the employees responses through survey and interviewed the branch officers to collect data. Then the collected data from the customer responses and officials interview has been interpreted.

1.9 Results

While preparing this report, it is found that new technological changes in HR department of UV technology have mix responses among the employees. Previously all the HR activities were done manually. With the new technological changes there are some positive outputs also some negative responses. Age has a great impact on those responses. It is found that, generally young and new employees like adopting new technologies than manual works but some senior employees do not prefer that. Senior employees like old method for doing their work as they are less familiar with technological devices and uses of those devices. As result it take much time and effort for them to do that work then manually. On the other hand, e-training is a issue where all age of employees have a negative responses. I came to know the customers responses through some structured questions. These are giving as follows,

- i. The new technological changes has made work more complicated than before,

Age Group	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
18-25	7	2	0	0	0	0	0	0	0	0
26-35	6	1	2	0	0	0	0	0	0	0
36-45	4	0	0	0	0	1	2	2	0	2
46 and above	0	0	0	0	1	2	6	4	0	3
Total	17	3	2	0	1	3	8	6	0	5
%	37.77	6.6667	4.44	0	2.22	6.66	17.8	13.33	0	11.11

In the above table, the employees' responses are shown. From this table, it can be found that, both the male and female employees have mix responses over the statement that the new technological changes has made work more complicated than before. But most of the employees have disagreed with the statement. Therefore, it can be said that the new technological changes did not bring positive changes for all the employees but the majority employees believe that it did not made work more complicated.

ii. Recruiting and compensation programs has become more easier,

Age Group	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
18-25	0	0	0	0	0	0	1	0	6	2
26-35	0	0	0	0	0	0	0	0	8	1
36-45	0	0	5	2	0	0	0	0	1	3
46 and above	0	0	7	6	0	0	0	3	0	0
Total	0	0	12	8	0	0	1	3	15	6
%	0	0	26.667	17.778	0	0	2.22	6.66667	33.333	13.33333

Recruiting and compensation management is a very crucial part for HR department. I wanted to know if the managers can meet their specific needs or goal more easily with new technological changes or not. In the result I found that few of them agreed that the programs have become easier but few did not.

iii. Training program has become more effective due to e-training programs,

Age Group	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
18-25	4	1	0	0	3	0	0	1	0	0
26-35	2	1	2	0	1	0	3	0	0	0
36-45	2	3	0	0	0	1	2	0	2	2
46 and above	7	3	0	0	0	2	0	4	0	2
Total	15	8	2	0	4	0	5	5	2	4
%	33.3333	17.778	4.4444	0	8.8889	0	11.1111	11.1111	4.44444	8.88889

I also wanted to know if the training programs are enough responsive or not. Here, most of the employees responded with disagree and strongly disagree that the training program has become more effective due to e-training programs.

iv. HR department is becoming more effective and efficient due to technological changes,

Age Group	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
18-25	0	0	0	0	0	0	2	1	5	1
26-35	0	0	0	0	1	0	2	0	6	1
36-45	0	0	0	0	0	1	6	2	0	2
46 and above	0	0	0	0	0	0	6	4	0	5
Total	0	0	0	0	1	1	16	7	11	9
%	0	0	0	0	2.222	2.22222	35.5556	15.56	24.444	20

With this question, I wanted to know overall what the employees think about the growth in work due to new technological changes. Most of the employees agreed or strongly agreed with the fact that those technological improvements are bringing positive changes in the organization.

v. Technological changes hamper employee relationship and work environment,

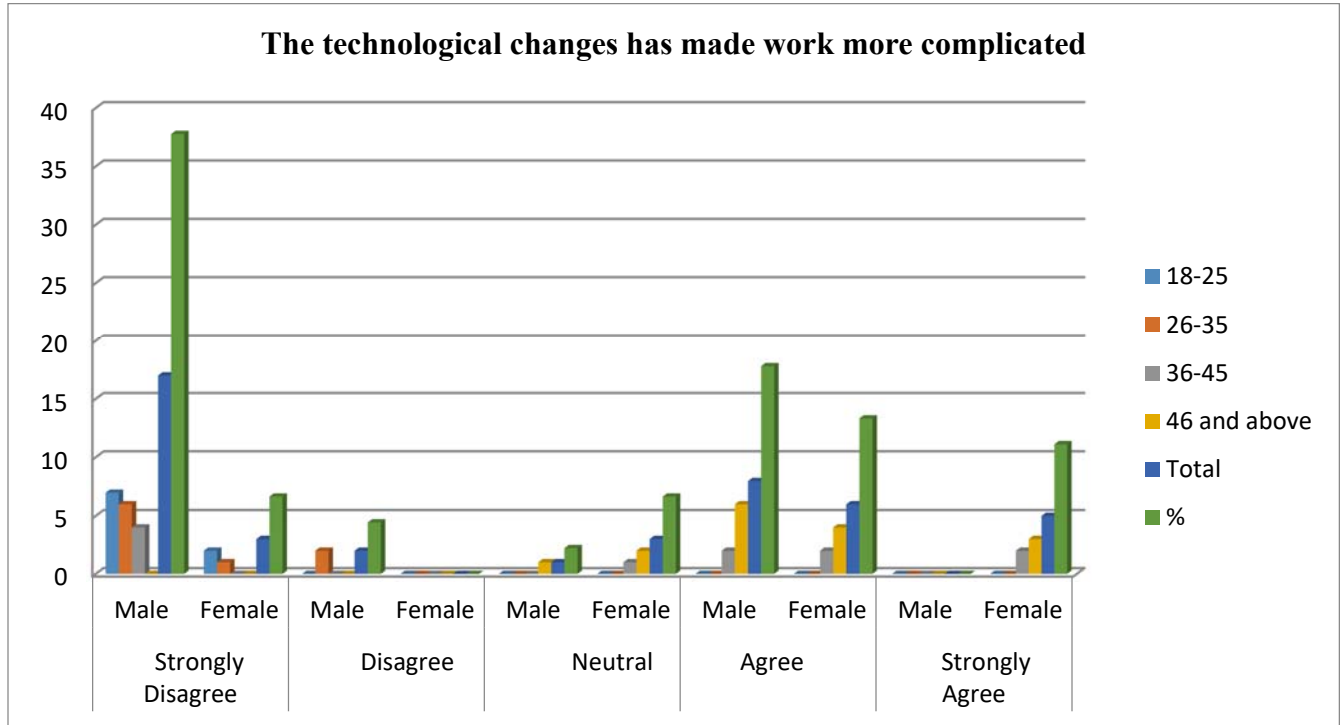
Age Group	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
18-25	4	1	2	1	0	0	1	0	0	0
26-35	6	1	2	0	0	0	0	0	0	0
36-45	1	0	5	3	0	2	0	0	0	0
46 and above	0	0	0	0	0	2	2	3	5	4
Total	11	2	9	4	0	4	3	3	5	4
%	24.44444	4.4444	20	8.8889	0	8.88889	6.67	6.66667	11.111	8.88889

With this question I wanted to know how employees take those changes which take place due to use of technology in the work place. This question comes with mix responses as some believe that workplace and relationship between employees are hampering because of technological changes and some do not.

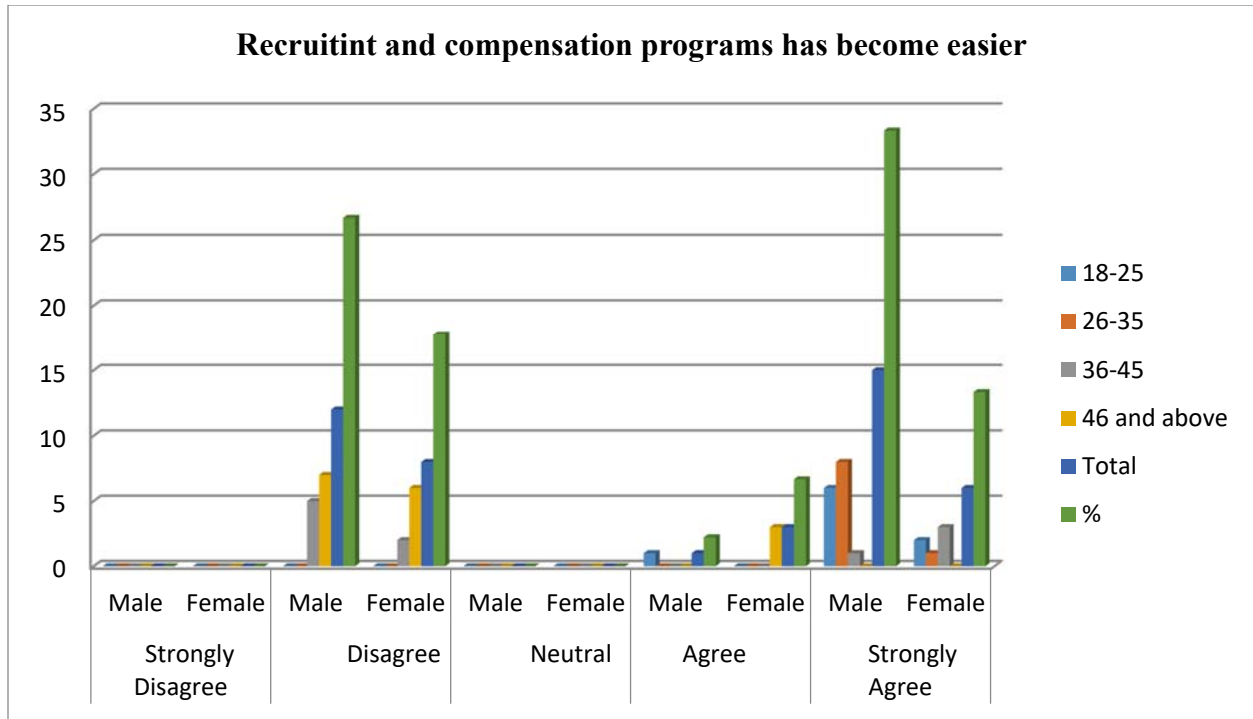
1.10 Findings

1. By interviewing one of the senior managers of the HR department of UV Technology, I have found out that as they previously did their work manually using less devices, now it is difficult for them to do the same job using different technology and devices. He also told that when he was a management student this kind of technological tools was not that much required for management students. As a result now he feel left behind as new employees are much more comfortable with new technological tools for communication or giving any kind of update. He also said that all the training programs are in online now. That kind of training is difficult for him to cope up. According to him those kind of training are different from the real organization culture as a result new employees become isolated when they come to face the real organization for the first time.

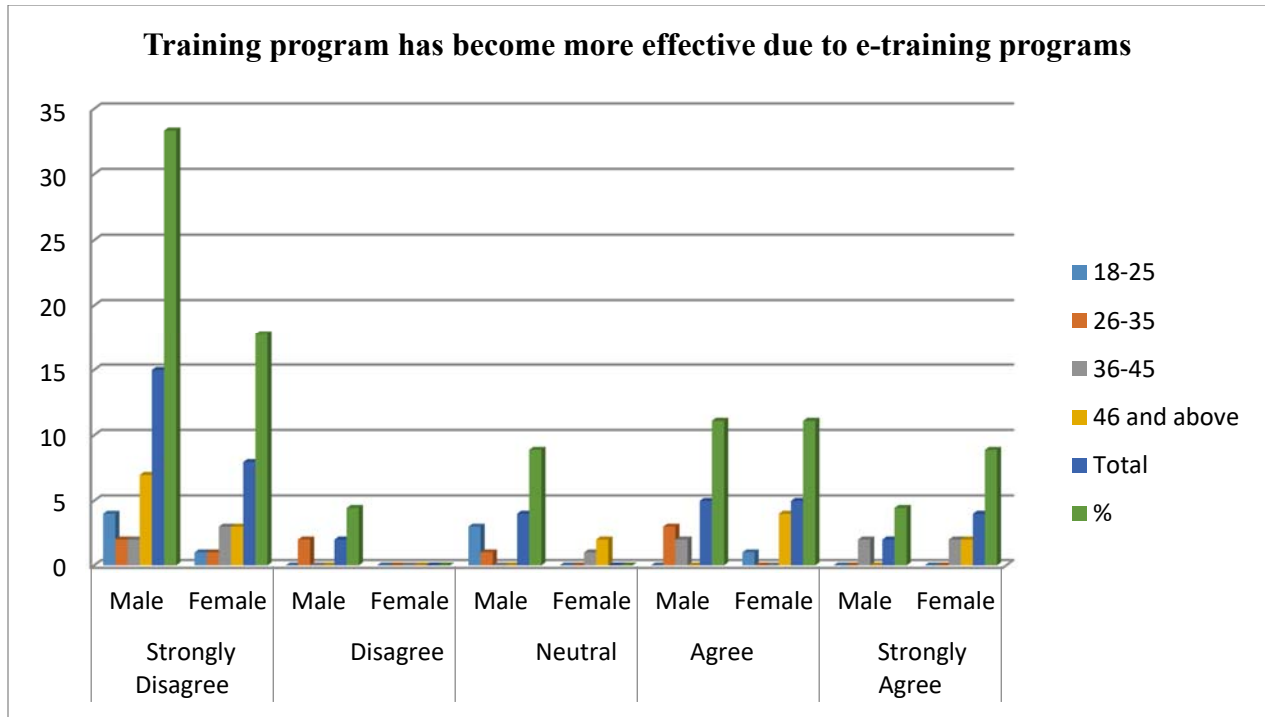
2. To the employees, I have asked some structured questions and the interpreted results are given below,



Here, we can see that it has been asked to the employees if the new technological changes have made work more difficult. Among the 45 responses, from different age groups, 2.5% males and 6.5% females are neutral. 38% males and 7% females have strongly disagreed and on the other hand, rest 17.5% male and 14% female has agreed. 11% of female have strongly agreed but from male participant no one strongly agreed that new technological changes have made work more difficult.

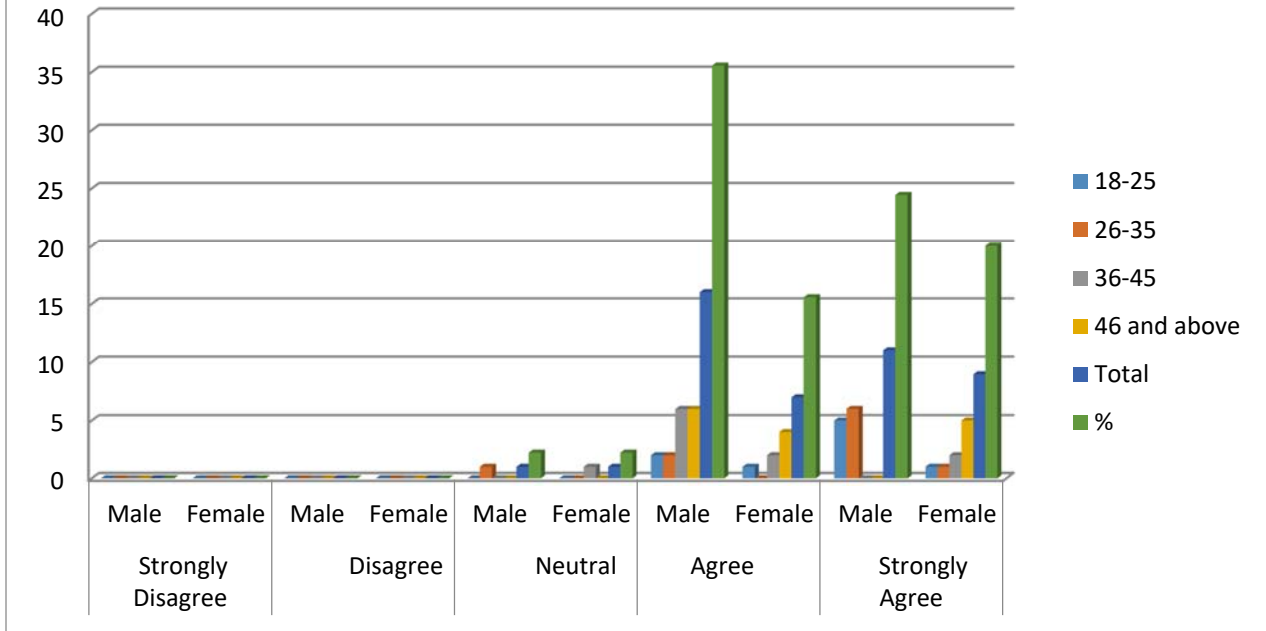


Here, we can see that there is a mix response by the employees as almost 34% male employees and 13% female employees strongly think the recruit and compensation programs has become easier and again 7% female and 2% male employee also agreed on that topic. On the other hand almost 27% male and 18% women employees still disagree that.

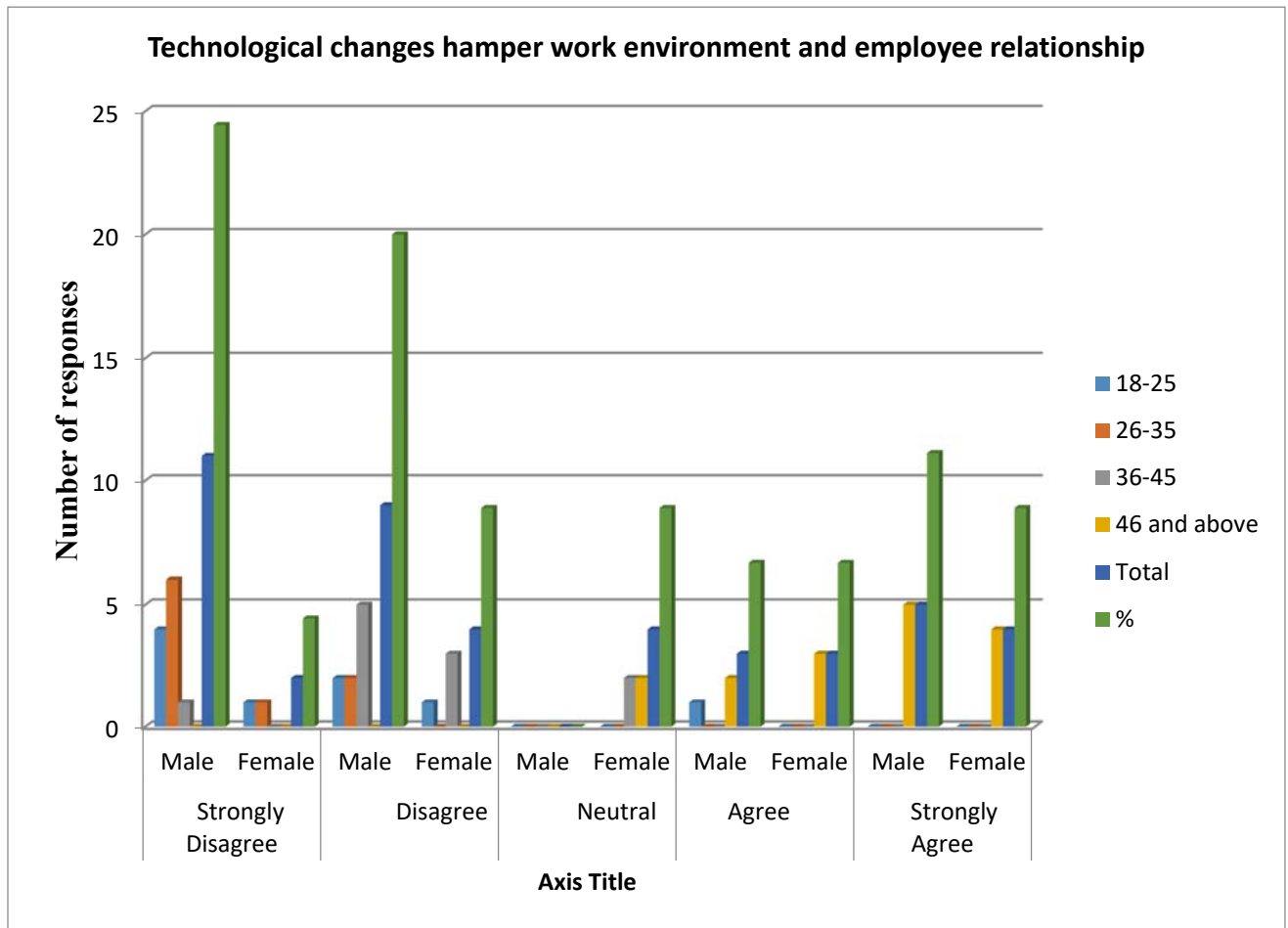


In this situation, the majority of the employees strongly disagreed that e-training program is more effective. 34% of male and 18% of female strongly disagreed and on the other hand only 7% male and 4% female strongly agreed that the e-training programs are more effective. 8% of the male remain neutral and 12% male and 11% female agreed on that question.

HR department is becoming more effective and efficient



Here, most of the employees either agreed or strongly agreed that the HR department is more effective and efficient due to technological changes. 35% male and 15% female agreed and 24% male and 19% female strongly agreed on that topic.



In this situation there is a mix response though most of the employees feel that depending more on technology is hampering the work environment and employee relationships. 24 % of male and 4% of female strongly disagreed and 19% of male and 8% of female disagreed that technology is good for work environment. On the other hand 9% of male and 7% of female employees remain neutral where 12% male and 8% female strongly agreed on that.

1.11 Recommendation

- Introduce flexible training programs according to employee's choice.
- Give time between introducing a new tools or technology
- Separate training programs for senior managers
- Along with online meeting arrange some face to face meetings to have a good working environment.

1.12 Conclusion

IT sectors are playing a vital role in the development of our nation and economical conditions. Now our world has become a global village. The improved means of communication, technological advancements, computer and internet have brought the horizons closer and changed the functioning of the business world in a great way. Through technological forces now we can perform so many business functions so easily that were timely and costly few years back. For this reasons every departments of UV Technology now want to apply technology where it is possible. HR department is also one among them.

The overall results and findings indicate that the employees are facing problems to cope up with the new technological changes that have been introduced recently. Since, all the possible works have become a part of technology which I have mentioned now it take times for some senior manager to handle all the activities as they are not that much expert in handling technological applications and devices . Moreover, the impact of the change on employee have been analyzed here and found that some of them are becoming dissatisfied with this complex process but some are not. Age and less comfort zone is a big factor here as young employees are happier with technological changes but senior employees are not that much comfortable with it. Furthermore, after discussing with the senior managers I came to know that the procedures have become more complex even for them. They are having difficulties also while serving their works.

Appendix

(I) Sample Questionnaire:

Purpose: The Purpose of this questionnaire is to find out how technologies affect in HR activities and what employee feels about those technological changes. This will help to know the

challenges faced by the employees and the employers regarding the uses of technology uses and how it crash on their work. This is a part of my internship report.

1. How long you are working for this organization?

- From the beginning
- More than 10 years
- More than 5 years
- Less than 5 years
- Less than 6 month
- New employee

2. Which department you are working for?

- HRM
- Others

3. Please indicate your Gender.

- Male
- female

4. Do you think use of technology is important for HR department?

- Yes
- NO

Question	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
5.The new technological changes has made work more complicated than before					
6.Recruiting and compensation programs has become more easier					

Training program has become more effective due to e-training programs					
7.HR department is becoming more effective and efficient due to technological changes					
8.Technological changes hamper employee relationship and work environment					

Thank you so much for your cooperation. Wish you a very Good Luck!!!. ☺

Bibliography

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