

Report On

The importance of HRIS at Orange Business Development Limited

By

Emzazul Haque Rafid
Student ID: 18104155

An internship report submitted to the [BRAC BUSINESS SCHOOL] in partial fulfillment
of the requirements for the degree of
[BBA]

[BBS]
BRAC University
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Declaration

It is hereby declared that

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

Student's Full Name & Signature:



Student Full Name: Emzazul Haque Rafid

Student ID :18104155

Supervisor's Full Name & Signature:

Supervisor Full Name: Dr. Syed Far Abid Hossain

Designation, Department: Assistant Professor, BBS

Institution: BRAC University

Letter of Transmittal

Dr. Syed Far Abid Hossain

Assistant Professor in Information System,

BBS

BRAC University

Khan 224 Bir Uttam Rafiqul Islam Avenue

Subject: [Submission of Internship Report]

Dear Sir,

I am glad to display my entry level position provide details regarding 'Importance of HRIS in Orange Business Development Limited', which I was appointed by your direction.

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

I trust that the report will meet the desires.

Sincerely yours,



Emzazul Haque Rafid

18104155

BRAC Business School

BRAC University

December 04, 2024

Non-Disclosure Agreement

This agreement is made and entered into by and between [Orange Business Development Ltd.] and the undersigned student at BRAC University.

A handwritten signature in black ink, appearing to read 'Emzazul', enclosed within a hand-drawn oval.

Emzazul Haque Rafid

ID: 18104155

BRAC Business School

BRAC University

Acknowledgement

First and foremost, I would want to thank Allah for giving me the courage to complete my report and fulfill my responsibilities throughout my internship

Dr. Syed Far Abid Hossain, an honorable assistant professor at the BRAC Business School of BRAC University, is the individual responsible for supervising my internship. I am appreciative of his unwavering support, direction, and wisdom during my internship.

I got the chance to serve as an intern in the Orange Business Development Limited human resources division from February 1 to April 30, 2023. Particularly helpful in educating me and giving me practical training in every HR function were Orange Business Development Limited's Hafez Ahmed, the Chief Operating Officer, Md. Shamim Hossain, Chief Information Officer and Rokibul Hossain Mukul, Chief Technology Advisor of the organization. They advised and guided me in creating a successful HR Department in Orange Business Development Limited. They have my sincere gratitude.

For their gracious help in gathering the data and information required for this difficult research, I am thankful to Orange Business Development Limited, its management, and most importantly, all of my colleagues.

Executive Summary

This study primarily focuses on the importance of HRIS at Orange Business Development Limited. This report is divided into 5 chapters. The letter of transmittal, acknowledgments, executive summary, and table of contents are included in the prefatory section. Introduction of

the report is discussed in chapter one. At the beginning of its introduction, the report provides an overview of its background, scope, primary and secondary objectives, methodology, and any writing-related limitations. Chapter two is about a brief summary of the organization. Moreover, this chapter also covers mission, vision, services, clients, organizational structures and management team of the organization. Chapter three is about the overview of the internship. This section provides an overview of the internship experiences as well as my insights and experiences from the internship Period. Chapter four constitutes insights of this report and it discusses the rationale and goals of carrying out this internship report on the importance of HRIS system, by providing the details with literature review. The Literature review includes descriptions of the HRIS (Human Resource Information System), its functional components, and its advantages. Here, each of these subjects has been explored. Chapter five contains the analysis and findings. A survey was completed by thirty employees of the company to obtain accurate information about how importance of HRIS system at the Orange Business Development Limited. This has led to the identification of the analysis and conclusions in chapter four. Chapter five contains some of the survey's recommendations, which highlight the problems that the organization has to solve. in order to enhance its rules and policies in light of the findings and research. The last component of the paper covers the overall experience of the internship and the importance of HRIS on Orange Business Development Limited HR operations.

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List of Acronyms

AI	Artificial Intelligence
CMS	Content Management System
HR	Human Resource

HRIS	Human Resource Information System
IUI	Intelligent User Interface
SEO	Search Engine Optimization
UX	User Experience
VR	Virtual Reality
QC	Quality Control

Chapter 1

Introduction

1.1 Background

World is changing in every second and the hurried progress of technology is the first cause of this change. Technology has made life easier for people. As a result, business organizations are also profiting from this technological expansion and concentrating on implementing software in the workplace so that, they can switch their work from manual to automated processes. The idea of HRIS (Human Resource Information System) first initiated in the middle of the 1990s for strategic decision making (Kovach et al., 2002). HRIS is one of the major modern HR tools. In developed countries, it became popular since the starting of this century. In Bangladesh, business organizations have started to implement HRIS in last few years (Jahan, 2014). The basic of each business is its human resources. The main goal of human resources is to ensure both company's objectives and individual ambition of each employee. I was employed in Orange Business Development Limited during my Internship period. In this paper, I have addressed importance of HRIS at Orange Business Development Limited which is a Bangladeshi software development company founded in 2005 with the purpose of providing customized, passionate, and efficient services. As my major is Human resource management, so I wanted to learn all the HR operations essentially. During my internship period, I found that HRIS is highly significant in Orange Business Development Limited. Accordingly, I have tried to discuss the importance of Suitable HRIS at this organization in my report.

1.2 Scope

This report explores the role of HRIS in a web development company and to have idea on human resources of Orange Business Development Limited and suggest necessary changes on the policy guideline to enhance the effectiveness and efficiency of functioning HRIS.

1.3 Objectives

Objectives are grouped into primary objective and secondary objectives as follows:

1.3.1 Primary objective

To find out “The importance of HRIS at Orange Business Development Limited” is the primary objective of this report.

1.3.2 Secondary objectives

- To investigate the benefits of HRIS
- To analyze the role of HRIS in strategic activities by HR managers
- To explore the overall contribution of HRIS in human resource planning

1.4 Methodology

I have conducted qualitative research to collect data and I have done both primary and secondary research for this internship report.

- Primary Research: Orange Business Development Limited workers were the source of all survey results, which were gathered through the use of a questionnaire.
- Secondary Research: To ensure that this report is as precise and appropriate as possible, additional relevant data was gathered for its compilation from the website of the organization, previous HR reports, existing HR handbook of the organization and scholarly Articles.

1.5 Limitations

- Since Orange Business Development Limited is strict about the information they provide, there were certain limitations while collecting data.
- Data from different sources were quite inconsistent which created some difficulties in preparing the report.
- Though Online sources have information about the organization, it is not good enough.
- The organization has only one HRIS software which is not adequate to learn about the functioning of HRIS.

Chapter 2

Over view of the Organizations

2.1 Name and location of the organization

The name of the organization is Orange Business Development Limited. It is a renowned web development company in Bangladesh. This organization is located at Lane - 1, House - 171 (3rd Floor), BARIDHARA DOHS, Dhaka-1206, Bangladesh.

2.2 History of the organization

Orange Business Development was established in 2005. This organization started working in the Legislative Sector of Bangladesh by digitizing the archive of laws of Bangladesh. It started to establish itself as an innovator in News Paper and Media Sector Digitization after inaugurating a good footmark in the legislative sector. More than 40 News portals have continued their journey of development with this organization Apart from the News Portals, this organization has worked with around 250+ web portals, e-commerce solutions, and customized software solutions serving different significant purposes locally as well as globally. Since 2015, it started working with large-scale enterprise solutions and serving the Public and Private sectors massively. It started working with the People's Republic of Bangladesh on various ICT projects serving the vision 2021 and now targets to contribute to the formation of Smart Bangladesh vision 2041 (Orangebd, 2024).

2.3 Mission, vision and slogan

Mission: Its mission is to improve organizations by providing complex services most efficiently and effectively to the consumers.

Vision: To design, scale and provide extensive IT solutions developed by initiative solution architects, developers, and operations teams worldwide is the vision of this organization.

Slogan: “Building IT Solutions for Life” is the slogan of Orange Business Development Limited.



Figure 2.1 Approaches of Orange Business Development Limited

2.4 Services

Orange Business Development Limited provide variety of services to its customers. They usually offer e-governance solutions, web application solution, e-commerce solution, software development, mobile app development, news portal solution, SEO (Search Engine Optimization) and VR (Virtual Reality).

E- governance solutions:

They run a range of high-quality services in an efficient, effective, and user-friendly way to individuals, companies, entrepreneurs, and other government institutions. They are promised to develop public administration procedures and services.

Web application solutions:

They provide top notch service, operate with a responsive team, and work to make customers' desire into reality. They have skilled man power in website design, development and

maintenance. Their web experiences are high-performing, covered with features and designed to be user-friendly, fully functional, safe and secured.

E-commerce solutions:

E-commerce web development is vital for an online based store. This organization solves and all types of front and back end technologies needed by a company to run its e-commerce website.

Software development:

They are always ready to deliver the best quality services to their clients. They conceive, specify, design, program, document, test, and fix bugs of the website. The goal of the organization is to create, engineer, support, and evolve various types of software.

Mobile app development:

They provide a full set of application design, integration and management services. Whether it is a consumer app or an enterprise solution, the organization leads the whole mobile app development process from project initiation to delivery, and to ongoing support and repairs.

News portal solutions:

Miscellaneous news sources are consistently displayed in one location on their news site. More than 30 clients have used and are still using their news portal solution, and they serve more than 50 online newspapers that were created by their in-house CMS (Content Management System). To provide the people the most reliable news, their research and development employee monitors national and international news insights.

SEO:

Orange Business Development Limited delivers the best white hat SEO Services. They provide SEO services by following search engine strategies and upon on their up-to-date algorithm. Their professional follows the legal terms and condition of Google and other search engines.

VR:

They generate content for completely fascinating courses as well as virtual reality headsets. They offer maintenance and direction to safeguard that educational institutions get the most out of virtual reality.

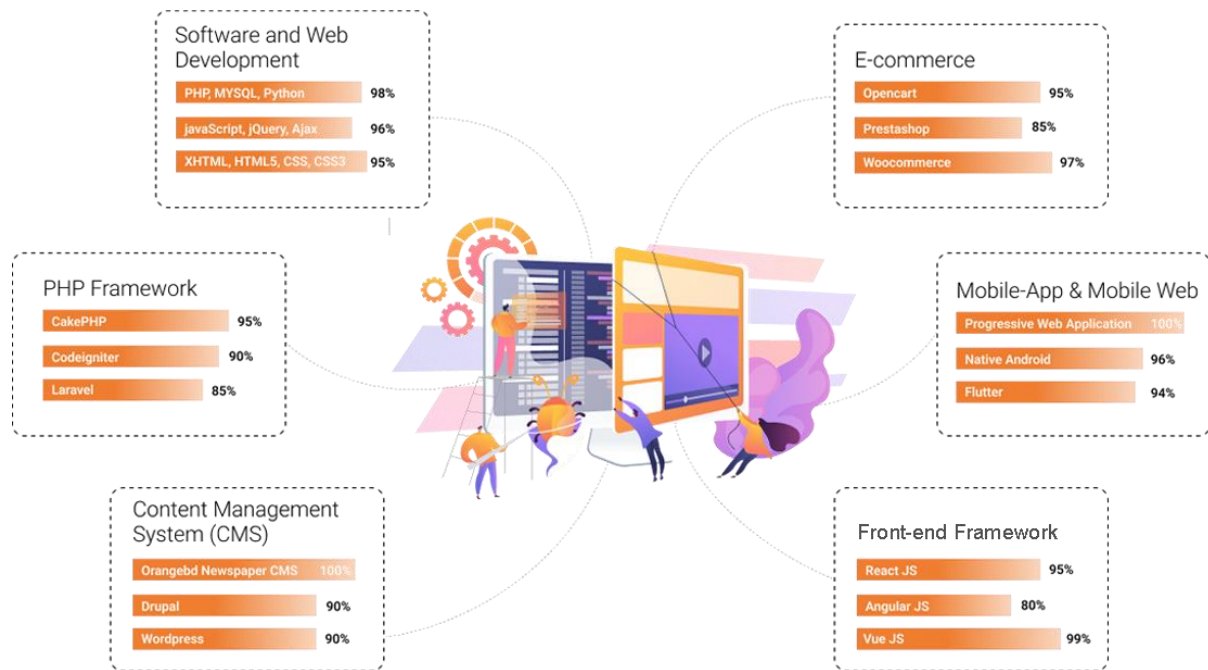


Figure 2.2 Skilled matrix of Orange Business Development Limited

2.5 Clients



Figure 2.3 Clients of the Orange Business Development Limited

2.6 Organizational Structure

The organization has an experienced and proficient team who work toward fulfilling the organization's mission & vision. The team is consisted of the following expert positions:

- A Pool of Expert Project Managers
- Experienced System Analysts
- Enterprise Business Analysts
- Implementation Experts
- Enterprise Solution Architects
- UI & UX Specialists
- Big Data & Visualization Experts
- AI & Block chain Expert
- Database & Algorithm Experts
- A Pool of Expert Software Developers
- Security Experts
- Infrastructure Experts
- Experienced Master Trainers
- QC Expert
- Expert HR officials

2.7 Management team

Md. Rezaul Haque is the Managing Director of Orange Business Development Limited. Al-Chief Executive Officer of this organization is Ashraful Kabir Jewel. Chief Operating Officer, Chief Technology Officer, Chief Technology Advisor and Chief Information Officer are Hafez Ahmed, Munir Hossain, Rokibul Hossain Mukul and Md. Shamim Hossain, respectively.

Chapter Three

Overview of the internship

3.1 Student Information: Name, ID, Program, and Major

I am Emzazul Haque Rafid. Student ID: 18104155. I am pursuing my Bachelor of Business Administration at BRAC Business School and I am majoring in Human Resources Management.

3.2 Internship Information

3.2.1 Period, Company Name, Department/Division

It is a matter of glad that I got the opportunity to complete my internship at Orange Business Development Limited. My Internship period started on 1 February 2023. I have completed internship of 3 months. My internship ended on the 30th of April 2023. I was assigned as Trainee executive at HR department.

3.2.2 Internship Company Supervisor's Information: Name and Position

In Orange Business Development Limited, I was assigned to the management department and my on-site supervisor was Mr. Hafez Ahmed, COO of the organization. I am very pleased as he guided me through all over the journey and helped me a lot to extract data from the organization.

3.2.3 Job Scope – Job Description

I was assigned as a Trainee HR Executive on the management team. During my Internship period my job descriptions are as below:

- Assist in posting job vacancies on various platforms.
- Maintain candidate databases and support onboarding activities.

- Address employee inquiries related to policies, benefits, and other HR matters.
- Support the planning and coordination of training sessions and workshops.
- Handle basic documentation for employee benefits and claims.
- Keep track of employee information and keep it up to date.
- Perform general administrative tasks, including data entry and maintaining HR systems.
- Being exposed to all areas of HR, including benefits, HRIS, and compliance.
- Communicate with Hiring Managers and Executives at all levels.
- Provide the organization with a monthly HR Operational Report.

Chapter Four

Project part

4.1 Introduction

This report discussed the significance of Human Resource Information System in Orange Business Development Limited. For the purpose of discussing and elaborating on the project topic, I have done a literature review on the HRIS system.

4.2 Literature Review

The literature is mandatory for the understanding the discussions and studies that have been prepared that are relevant to the topic. If I can collect the appropriate information on HRIS in the form of a written report, it will also be supportive when conducting research.

4.2.1 HRIS

An unified electronic system which is used to collect, conserve, process, assess, recover, and propagate appropriate data on an institution's human resources is called a human resource information system (HRIS) (Zafar, 2013).

The HRIS now keeps an immense role in managing individuals' activities in the electronic system, effectively managing individual matters, and contributing to organizational policy-making processes (Bangura, 2024).

According to (Hendrickson, 2003), HRIS is regarded as the basic of contemporary HRM, and it might help from practices that surge efficiency, effectiveness, and training support.

4.2.2 Effective parts of HRIS

Managing the important parts of HR manually takes time and work. And it has various drawbacks, including a high chance of error and occasionally the threat of data loss.

Nonetheless, certain HRIS features can guarantee the security of gathering and storing all relevant data.

Some effective parts of HRIS are given below:

Database Configuration and Maintenance: The administrator of Maximum HRIS can store all of the employee data in a database. For the function to backup all of the information, the data input is required. The system starts storing data as soon as input is received. Following successful entry, the administrator gets access to all of the data at any time and from any location (Bal et al., 2022).

Regulating Time and Labor: It's quite difficult to keep track of hundreds of employees' check-in and check-out hours. This is why most of the organization requires workers to sign in using their fingerprints or the punch card that the company provides. Furthermore, we are aware of the necessity of ongoing operational governance of this data. Therefore, leave requests can be formalized and linked to payroll data using an effective HRIS. Timeliness and attendance can also be monitored with the use of HRIS (Tursunbayeva, 2018).

Functions for payroll: Due to the software's simple calculation, forecasting ease, time savings, safe backup, and affordability, HRIS may also help the management in maintaining payroll. The manager's job will be substantially simpler and error-free as a result. Additionally, it increases tax compliance, which is very beneficial to the manager (Gupta, 2013).

Benefits Administration: HRIS is an all-in-one platform that contains messages about information, queries, comments, and benefits. Furthermore, it offers benefits for healthcare or retirement.

Interface for the Employee: An employee interface is also included in the HRIS. An employee can update their personal information, payment schedules, and any pertinent paperwork here, as well as view how many leaves they have left for the year and download the documents.

Employee Engagement and Talent Acquisition: A successful employee might generate creative and productive ideas and processes in an organization. It is very important to recruit right and proper talent because it has a great impact to decide a company's success. Regarding this type of hiring and retention, HRIS is a helpful tool. An organization needs to demonstrate their career planning to every individual in that organization. Also, they need to offer awards based on certain criteria. It will give the workers more self-assurance. HRIS improves the applicant experience while also making it easier for managers to find, track and hire top talent.

Chapter Five

Analysis and Findings

5.1 Analysis

I was granted authorization to survey Orange Business Development Limited staff members as part of the project. I was assigned to gather exact data on how importance the HRIS in Orange Business Development Limited. In order to meet the need, I created a survey centered around HRIS functions. I collected 30 employee replies for reliable data, representing a range of positions including Assistant Manager, Trainee Executive, Senior Executive, Team Leader, IT Executive, System Administrator, Senior Network Executive, and more. To assist you understand how employees feel about the importance of HRIS I've included some survey questions in 7 groups including recruitment and human resource planning, employee data management, payroll and compensation management, attendance and leave management, performance management, employee self-service features and general satisfaction with the employee interface.

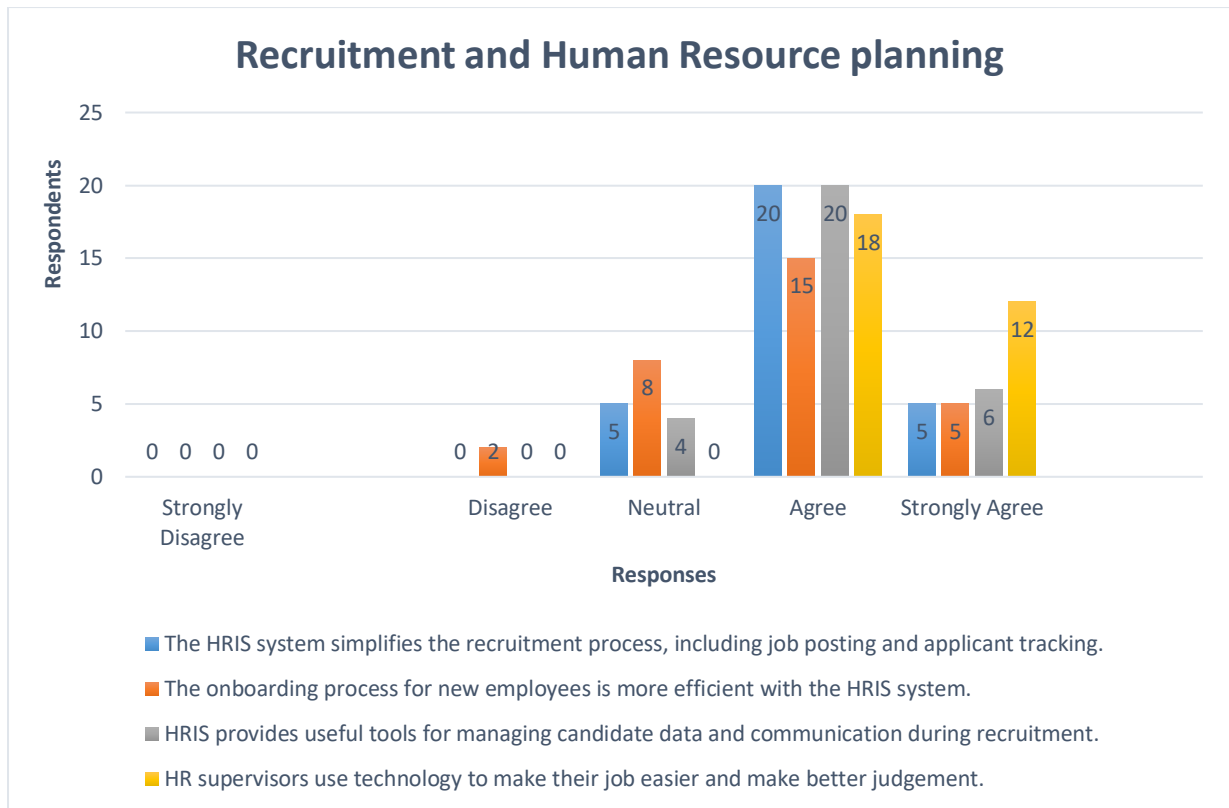


Figure 5.1. Survey results for recruitment and human resource planning

There were four segments in recruitment and human resource planning. Highest number of respondents (20 respondents) agree with the topic ‘the HRIS system simplifies the recruitment process, including job posting and applicant tracking’ and ‘HRIS provides useful tools for managing candidate data and communication during recruitment’. Highest number of respondents (12 respondents) strongly agree with the topic ‘HR supervisors use technology to make their job easier and make better judgement’.

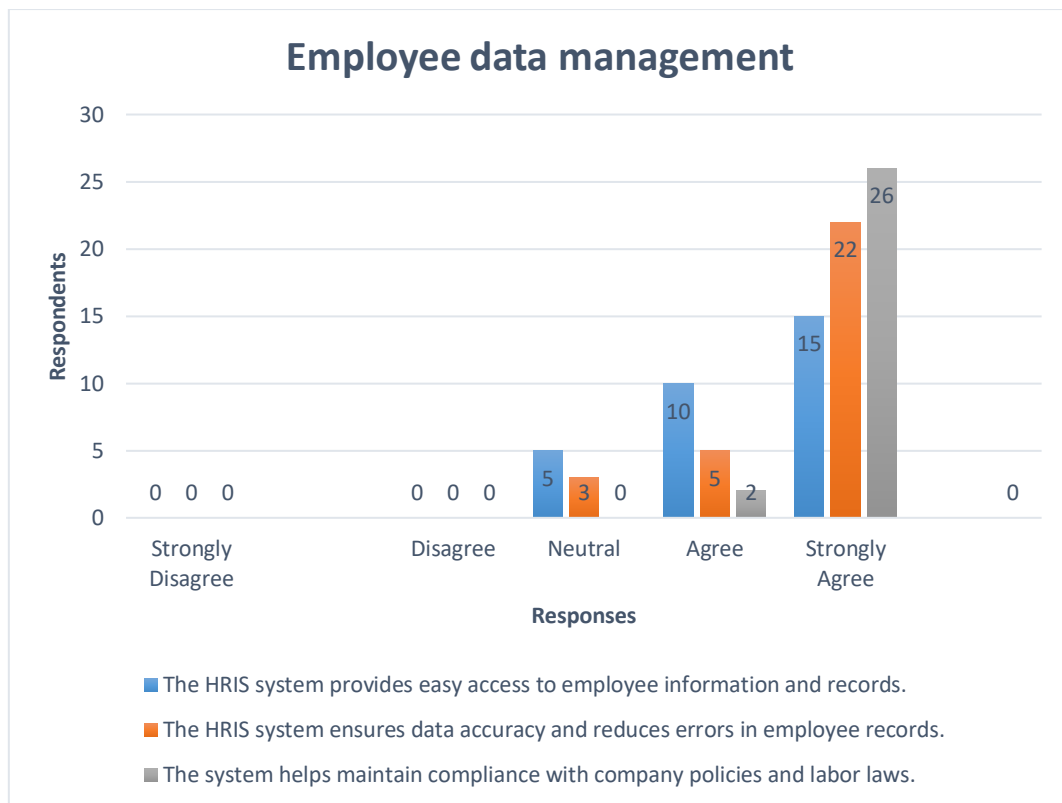


Figure 5.2 Survey results for employee data management

Figure 5.2 shows the survey results of employee data management where a large portion of respondents (26 respondents) strongly agree with the topic ‘The system helps maintain compliance with company policies and labor laws’. No respondents disagree or strongly disagree with the importance of HRIS in managing employee data management.

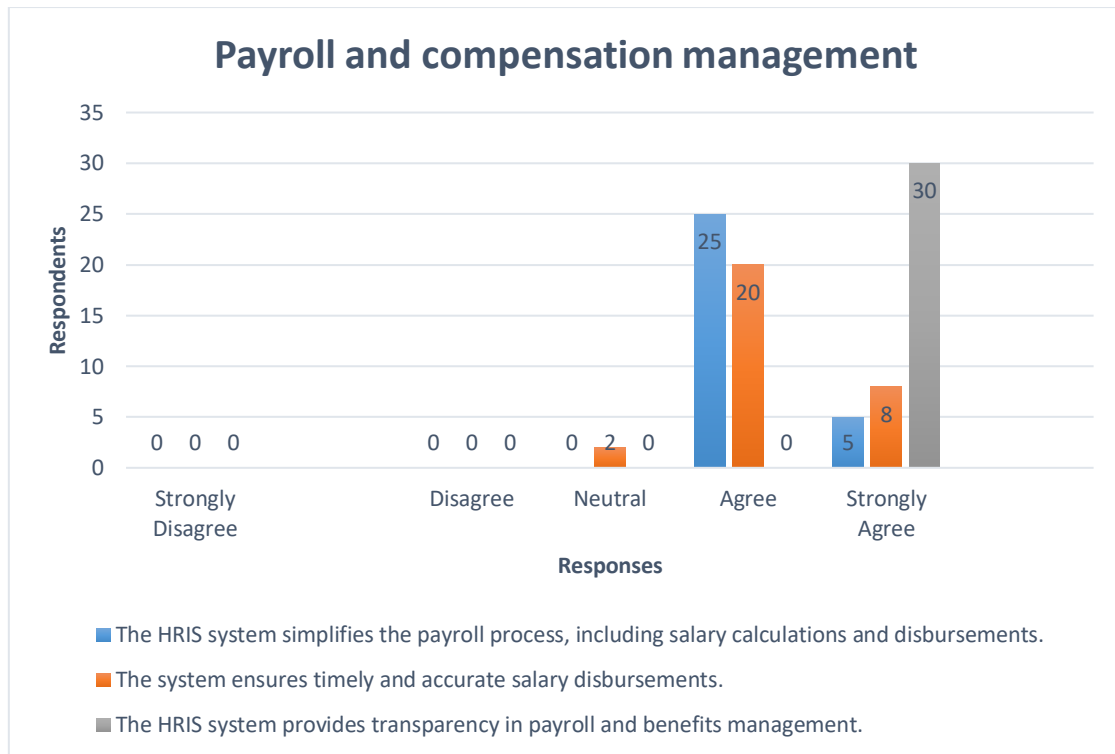


Figure 5.3. Survey results for Payroll and compensation management

Figure 5.3 depicts the survey results about the important role of HRIS in payroll and compensation management. All respondents out of 30 respondents were strongly agreed that HRIS system provides transparency in payroll and benefits management. 25 respondents were agreed that the HRIS system simplifies the payroll process, including salary calculations and disbursements.

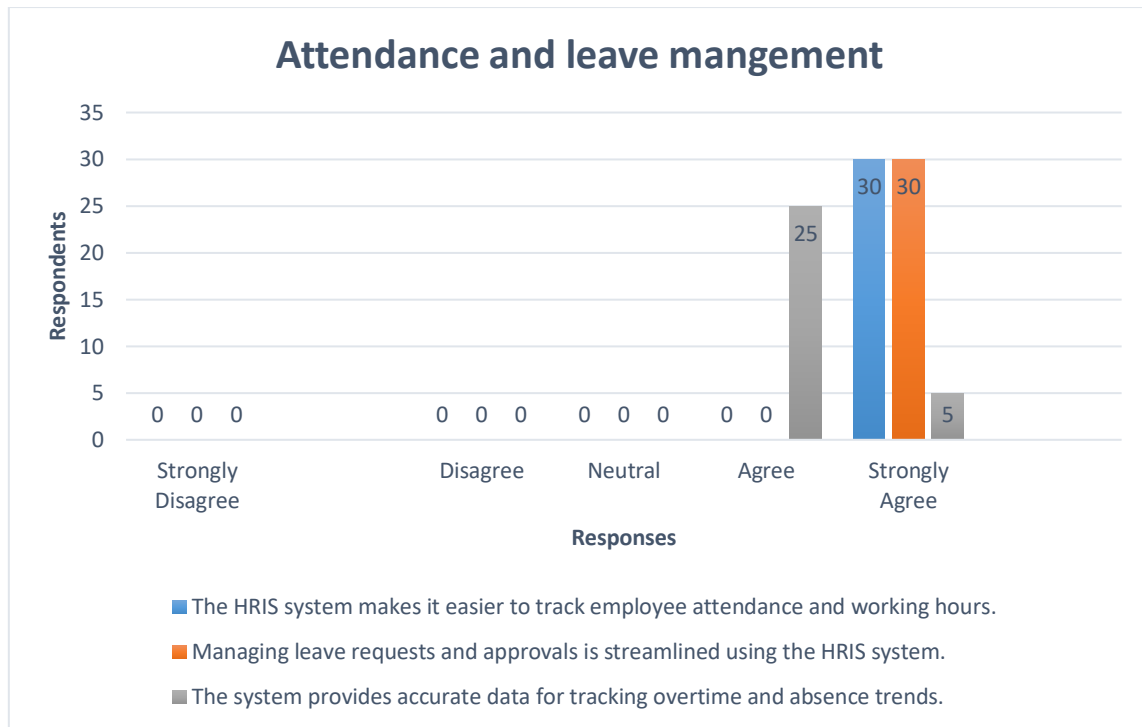


Figure 5.4. Survey results for attendance and leave management

Figure 5.4 indicates that all of the respondents were strongly agreed that the HRIS system makes it easier to track employee attendance and working hours and managing leave requests and approvals is streamlined using HRIS system.

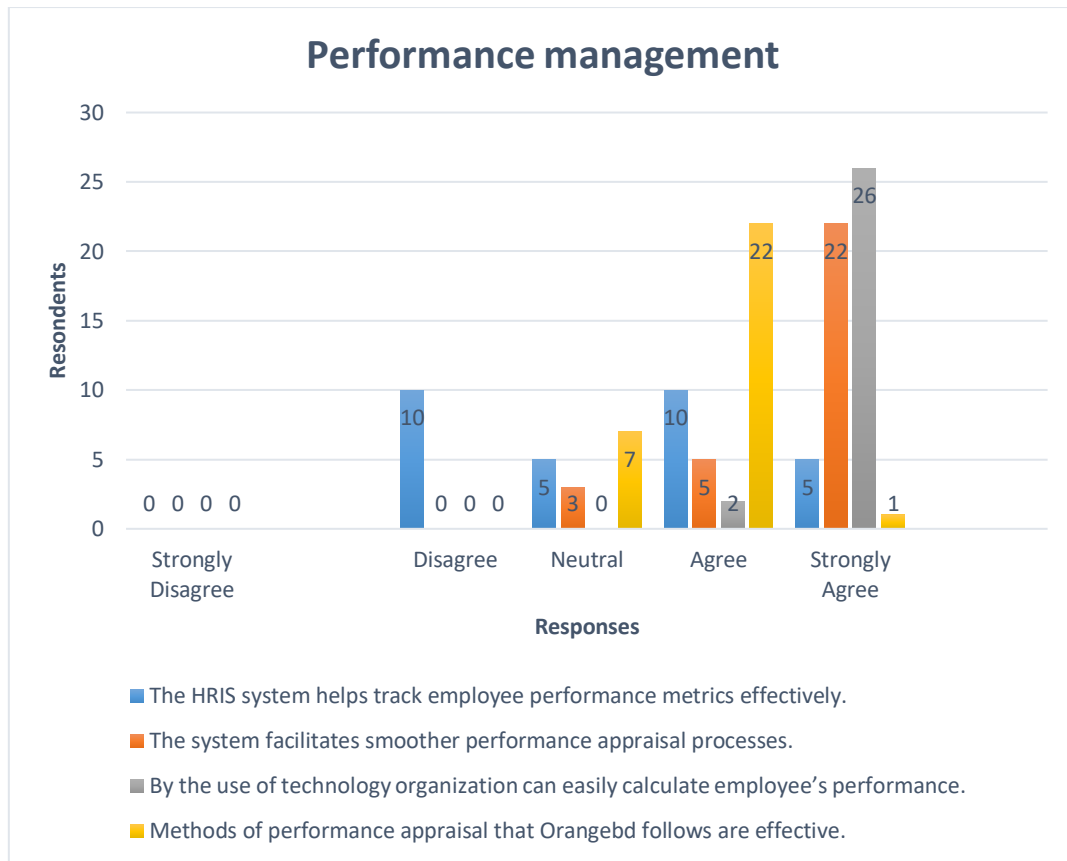


Figure 5.5. Survey results for performance management

Figure 5.5 shows that most of the respondents were satisfied with the HRIS system in terms of managing performance of the employees. But 10 respondents were disagreed about the sense that the HRIS system helps to track employee performance metrics effectively.

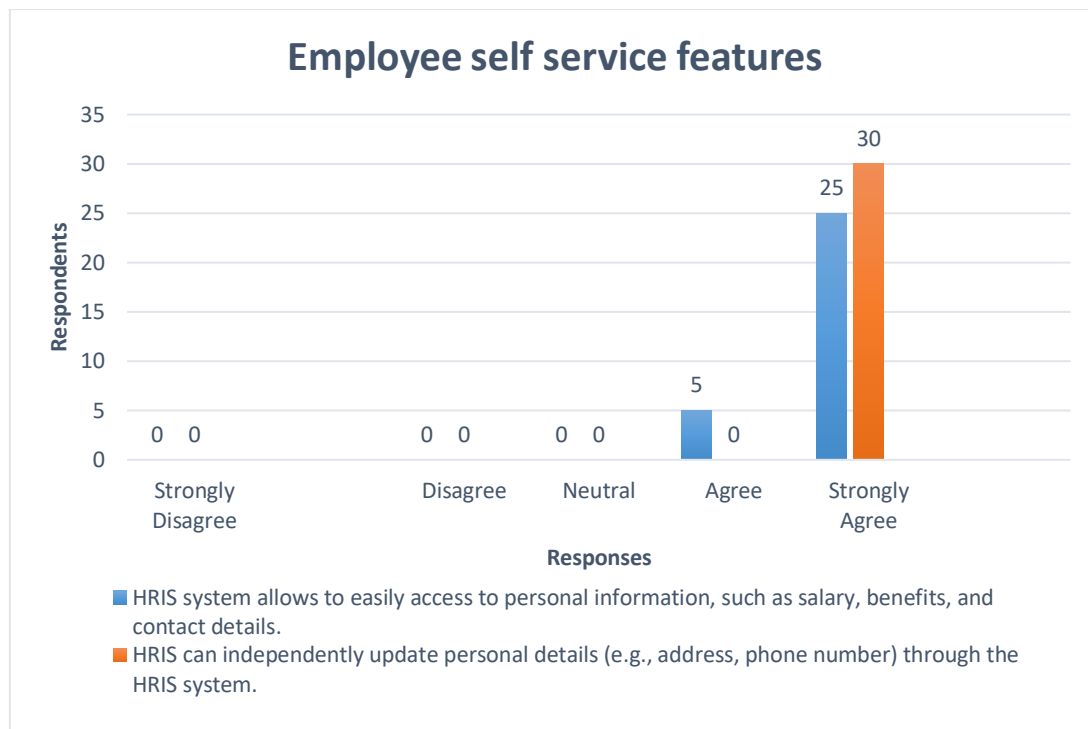


Figure 5.6. Survey results for employee self-service features

Figure 5.6. describes that most of the respondents were strongly agreed that HRIS system helps employees to update their personal details and to allow easy access to personal information such as salary, benefits and contact details.

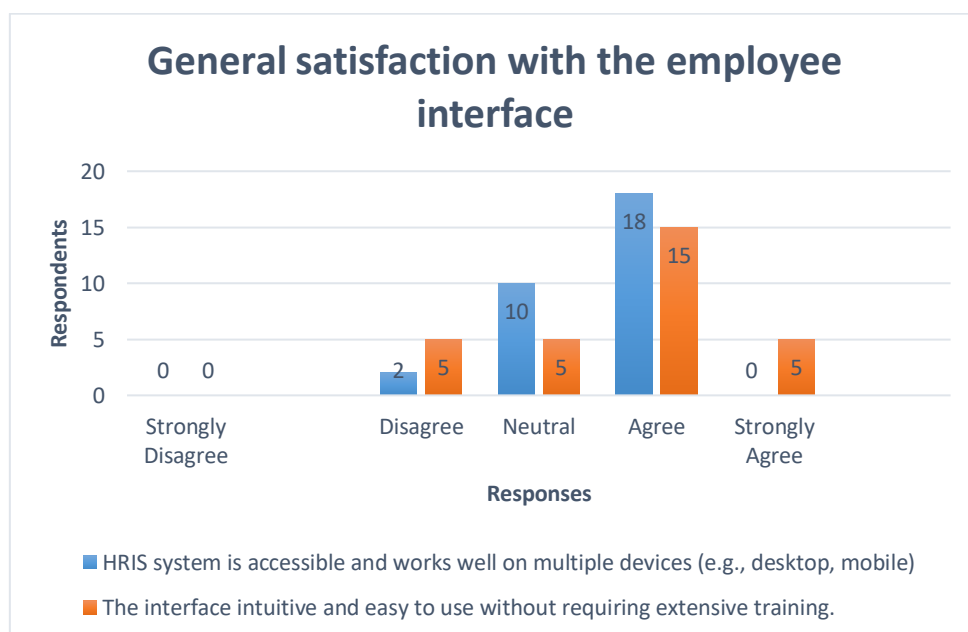


Figure 5.7. Survey results for general satisfaction with the employee interface

Figure 5.7 illustrates that only five respondents were strongly agreed that HRIS system advantages the interface intuitive and easy to use without requiring extensive training and 15 respondents were agreed regarding this. Most of the respondents were agreed that HRIS system is accessible and works well on multiple devices. A few number of respondents were disagreed about the general satisfaction with the employee interface of the HRIS system.

5.2 Findings

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

- I had opportunity to assist our Chief Operating Officer who was also one of the directors of the organization. Since I was assigned as Trainee HR executive, I was able to learn activities related with HRIS in detail.
- The survey results showed that employees of the organization were more or less satisfied with HRIS system which made simple their HR activities.
- This report found positive feedback from the employees regarding how significant the HRIS to their job life.

Chapter 6

Conclusion and recommendations

Conclusion

Technology is constantly changing. To develop with the times, every organization needs to adopt technology to manage their management work. In this case, Orange Business Development Limited has taken appropriate initiative. They have understood how important the technology involvement in management work is. In consideration of this they have adopted the HRIS system and the benefits of this they are getting in a large scale in terms of employee management. The positive feedbacks of the employee of the organization indicate how significant the HRIS system is to them. Every employee agrees that HRIS system gives advantages mostly in saving times which help them to do any other important work. Overall HRIS system at Orange Business Development Limited is providing high advantages to the employee while having some drawbacks. So, this report conceptualizes how important the HRIS at Orange Business Development Limited.

Recommendations

Based on the results of the internship report, following recommendations can be suggested:

- Conducting Training and Development programs regularly on HRIS.
- They should emphasis on strengthening their HRIS system, because information can be at risk due to weak HRIS system.
- Performance appraisal should maintain with the HRIS software on a regular basis which will encourage the employee to compete for better performance.
- Monthly security checking of the HRIS software should be made because of ensuring high security of the employee data.

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Appendix

Questionnaire

The data will only be employed for report-related purposes.

Gender	Male ☐	Female ☐
Age	24 to ☐	☐ 30 to above
Designation		
No. of year serving	1 to ☐ years	☐ 10 years or above

Questions	Strongly disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly agree (5)
Recruitment & Human Resource Planning					
a. The HRIS system simplifies the recruitment process, including job posting and applicant tracking.					
b. The onboarding process for new employees is more efficient with the HRIS system.					
c. HRIS provides useful tools for managing					

candidate data and communication during recruitment.					
d. HR supervisors use technology to make their job easier and make better judgement.					
Employee Data Management					
a. The HRIS system provides easy access to employee information and records.					
b. The HRIS system ensures data accuracy and reduces errors in employee records.					
c. The system helps maintain compliance with company policies and labor laws.					
Payroll and Compensation Management					

a. The HRIS system simplifies the payroll process, including salary calculations and disbursements.					
b. The system ensures timely and accurate salary disbursements.					
c. The HRIS system provides transparency in payroll and benefits management.					
Attendance and Leave Management					
a. The HRIS system makes it easier to track employee attendance and working hours.					
b. Managing leave requests and approvals is streamlined using the HRIS system.					
c. The system provides accurate data for tracking					

overtime and absence trends.					
Performance Management					
a. The HRIS system helps track employee performance metrics effectively.					
b. The system facilitates smoother performance appraisal processes.					
c. By the use of technology organization can easily calculate employee's performance.					
d. Methods of performance appraisal that Orangebd follows are effective.					
Employee Self-Service Features					
HRIS system allows to easily access to personal information, such as salary, benefits, and contact details.					

Independently update the personal details (e.g., address, phone number) through the HRIS system.					
HRIS can independently update personal details (e.g., address, phone number) through the HRIS system.					
General Satisfaction with the Employee Interface					
HRIS system is accessible and works well on multiple devices (e.g., desktop, mobile)					
The interface intuitive and easy to use without requiring extensive training.					