

Internship Report On

Human Resource Information System

Of

RENATA LIMITED





Internship Report On
Human Resource Information System
Of
RENATA LIMITED

Submitted to
Mr. Zaheed Husein Mohammad Al-Din
Senior Lecturer
BRAC Business School
BRAC University

Submission Date: 13 August, 2017

Submitted by
Effat Jahan Mumu
ID: 14204006
BRAC Business School
BRAC University

Letter of Transmittal

August 13, 2017

Mr. Zaheed Husein Mohammad Al-Din

Senior Lecturer

BRAC Business School,

BRAC University,

66 Mohakhali C/A, Dhaka-1212.

Subject: Submission of the internship report on “**Human Resource Information System of RENATA LIMITED.**”

Dear Sir,

With due respect this is to inform you that I, Effat Jahan Mumu, Id-14204006, am very thankful to get the opportunity to present my internship report on the topic “**Human Resource Information System of RENATA LIMITED**” which is a part of BUS400 course require to complete my Bachelors of Business Administration. While preparing this report, I have followed your instruction and guidelines as well as those given by my organizational supervisor.

This report reflects my experiences that I have achieved during the Internship period at Renata Limited, Head office, Milk Vita, Road, Dhaka. I hope it will be quite helpful to enlighten my future career and knowledge. I hope this report to be informative as well as comprehensive.

I express my special gratitude to you for dedicating your valuable time, expert guidance and support. I have tried my best to complete the report appropriately as much as possible. In this regard, I would like to thank you for giving me the opportunity to write and present my report on this topic and guiding me in every step while writing this informative report.

Sincerely Yours,

Effat Jahan Mumu

ID: 14204006

Acknowledgement

First of all, I would like to express my gratitude to the Almighty for giving me the strength to perform my responsibilities as an intern and complete the report within the stipulated time.

I am very grateful to my internship program academic supervisor **Mr. Zaheed Husein Mohammad Al-Din**, Senior Lecturer of BRAC Business School for his whole- hearted supervision and constant guidance during my organizational attachment period.

I am also very grateful to **Mr. Md. Fuad Hasan Lotus** (Senior Deputy Manager, Human Resource Division) for being my supervisor at Renata Limited during my internship tenure. I would also like to thank **Mr. Anupom Chowdhury** (Asst. Manager, Human Resource Division) and **Mr. Md. Shumsuddin Bappy** (officer, Human Resource Division) of Renata limited for their constant guidance. It would have been very difficult to prepare this report without their help and encouragement.

I would also like to convey my appreciation to BRAC University for allowing me to complete my Internship Program at Renata Limited that facilitates integration of theoretical knowledge with practical corporate situations.

Last but not the least, I would like to convey my gratitude to all seniors and colleagues of Renata limited who gave me good advice, suggestions, inspiration and support. I must mention the wonderful working environment and team commitment of this organization that has enabled me to deal with the real taste of the corporate world.

Executive Summary

One of the growing market in Bangladesh is Pharmaceuticals industries that made a tremendous contribution in the economy. The professional knowledge, thoughts and innovative ideas of the pharmacists working in this industry is the key factors for these developments. In the creation of new path for economic self-reliance pharmaceutical industry is giving a huge effort. The large scale players in Bangladesh pharmaceutical industry currently include Square Pharmaceuticals, Beximco Pharmaceuticals, Renata Ltd, Incepta Pharmaceuticals, Opsonin Pharma Ltd, Apson Chemicals, GSK Pharmaceuticals, Novartis etc. Renata Limited (formerly Pfizer Limited) being one of the leading and fastest growing pharmaceutical engaged in the manufacturing and marketing of human pharmaceuticals and animal health products. The HR practice of this organization is currently going through a lot of changes which has a positive impact on the organizations' performance. In this report, I have made an analysis about HRIS of Renata Limited.

At the very beginning of the report, I have made a preface of the report along with the discussion about the origin of the report, objective of the report, scope of the report, limitations that I faced while preparing the report and also the methodology. In the first chapter, I have focused on the industry overview as well as a brief overview of Renata Limited. In the third chapter, I have discussed about my responsibilities as an intern which shows my experiences that I have gathered throughout this journey. Then in the fourth chapter I have written literature review and the fifth chapter shows the main agenda of the report, the project part where I have made an analysis on Human Resource Information System of RENATA LTD. In this part I have included necessary information to understand HRIS system of Renata Limited, how it gives a new dimension in the HRD, how the whole process works. In the very last part of my report I have mentioned my findings and observation while working in Renata Limited and made a recommendation as well. Here, I have tried to represent the scenario how the human resource information system doing in their corporate environment and also have mentioned about the scope of growth and development that will make them more efficient.

Table of Contents

Introduction	1
Origin of the Study	3
Objective	3
Methodology	4
Scope of the Study	5
Limitations of the Study	5
CHAPTER 1	6
An Overview about the Organization	6
Industry Overview	7
Organization	9
Company Background	9
Company profile	10
Principal Activities	12
Subsidiary Companies	12
Corporate Social Responsibility	13
Values	14
Organization Vision and Mission	14
Financial Trend	15
CHAPTER 3	17
Responsibilities as an Intern at Renata Limited	17
Empress- HRIS (Human Resources Information System)	18
Role Profile Project	18
Recruitment	20
Chapter 4	21
Literature Review	21
CHAPTER 5	24
The Main Agenda of the Report	24
Human Resource Information system of RENATA LTD	24
Human resource information system (HRIS):	25
Importance of HRIS	25
Limitation of HRIS	27
Human resource management system (HRMS)	28
Integration of HRIS and HRMS	28
Functions of HRMS Systems	28

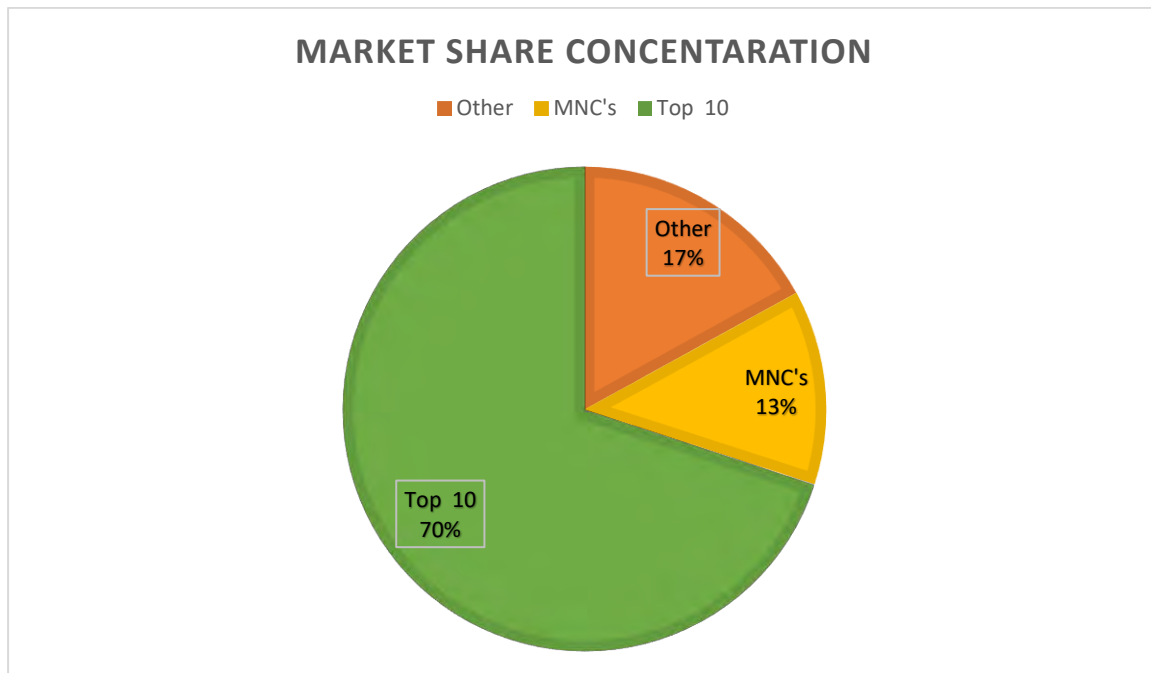
Cost and Benefits of HRIS	29
A Study on the implication of HRIS in Renata LTD	29
Transition from Traditional information system to full fledge HRIS	29
EMPRESS HRIS	31
Analysis on the usage of EMPRESS HRIS in RENATA Limited.....	31
Employee Management.....	32
Attendance Management:.....	39
Leave Management:	42
Training Management	44
Recruitment management.....	44
Vehicle Management.....	44
CHAPTER 6	48
Findings and Recommendations	48
Findings:.....	49
Findings through the survey	50
My Observation.....	52
Effect on organization performance	54
Recommendation.....	55
Conclusion	57
Appendix	58
References	63

Introduction

Pharmaceuticals industries which is core of health sector emerging as one of the most sophisticated and hi tech manufacturing sector in Bangladesh. Because of improve demographic characteristic, education levels, awareness of healthcare, growing per capita income, favorable policy this industry is evolving and their contribution in the economy of Bangladesh is very perceptible. It is palpable that the development of this sector see a new dimension after the declaration of Drug Control Ordinance-1982. This new milestone of development become evident because of the professional knowledge, thoughts and innovative ideas of pharmacists working in this sector. Pharmaceuticals organizations have entered the global market including European and American market and trying to capture market with their high performance and quality export medicines. This sector also serves 95% of the total need of medicine in the local field with the aim to expand export market. So to strength this sector, industries have been established with most recent technology, equipment and professionals. Pharmaceuticals a dynamic and power sector of Bangladesh which is also the second-largest provider or contributor to the government exchequer. According to the study of BAPI (2015), the estimated total market size is about approx. US \$2 billion in 2015 of which about 97% of the total requirement of medicines is created by the local companies. The imported drugs mainly consists of the cancer drugs, vaccines for viral diseases, hormones etc.

Bangladesh Pharmaceutical Industry has become the second highest contributor to the national income after the garments sector which is also heading towards self-sufficiency in meeting the local demand. It is also referred as the largest white-collar intensive employment sector of the country. According to the report of Directorate general of drug administration (DGDA), there are 450 generics drugs, 120 are in the controlled category i.e. in the essential drug list. The remaining 340 generics are in the decontrolled category, the total number of brands that are registered in Bangladesh is currently estimated to be 5,300, while the total number of dosage forms and strengths are 8,300. About 85 percent of the drugs sold in Bangladesh are generic and 15 percent are patented drugs. Bangladesh pharmaceutical industry is mostly dominated by domestic manufacturers. Of the total pharmaceutical market of Bangladesh, the local companies are enjoying a market share reaching around 75%, while the MNCs are having a market share of 25%. Bangladeshi pharmaceuticals firms generate 82% of the market domestically; locally based MNCs account for 13%, and the final 5% is imported. Although

257 pharmaceutical companies are registered in Bangladesh, only about 150 are dynamically producing drugs. The top 30 to 40 companies dominate almost the entire market; the top 10 hold 70% of domestic market share; and the top two, BEXIMCO and SQUARE, capture over 30% of the market (BAPI, 2015). The industry structure is relatively concentrated. Comparing with that, the top ten Japanese firms generated approximately 45% of the domestic industry revenue in 2006, while the top ten UK firms generated approximately 53%, and the top ten German firms generated approximately 60% (IMS Health 2015).



Source: BAPI and newspaper reports

Fig: Market share Concentration of Pharmaceuticals industries in Bangladesh

Bangladesh accomplish a new peak in pharmaceutical industry during the last two decades. After alleviate the 97% need of the local medical requirement, we are exporting the medicines into more than 100 countries. It is also contributing national economy through exporting raw materials and finished goods. Bangladesh is aiming to enter highly regulated market and to achieve that a high investment is incorporating to absorb the newest technology. There are some renowned companies that have already entered the highly regulated market and got the UK MHRA, EU, Philippines, TGA Australia and GCC approval and some are in the process to get the USFDA & UK MHRA approval. Through this accreditation these companies will be able to export medicine and through contract manufacturing agreement.

Despite of facing constant challenges pharmaceuticals sector is evolving. The current economic, political and health technology environment emphasizes and accelerates the call to action. Pharmaceuticals companies are adapting the method that fully concern about patient empowerment which is reform from healthcare to approach the market to address the countless elements that together form a new landscape. Core value has shifted to the patient with the change mindset of customers. Matching with the flow of moving landscape traditional pharmaceuticals moving their prime focus to service and care which basically indicates the transformation from a volume-based, benefits-selling, rigid mindset to forge effective relationships with decision makers.

Origin of the Study

This report has been prepared as a requirement for the completion of the Bachelors of Business Administration (BBA) program of the BRAC University. After the completion of my credit courses of BBA program, I joined Renata Limited for the internship program under the Human Resource Division. I commenced internship on April 16, 2017 and worked in the HR division. My organizational supervisor was Mr. Md. Fuad Hasan Lotus, Senior Deputy Manager of Human Resource Division, Renata Ltd. I have been working there for three months and my portfolio consists of different task related to HR and its overall management.

Objective

The objective of the report is to gather practical knowledge and experience about various HR activities performed by the different sectors of HR Department using HRIS in Renata Limited and how it has an effect on its organizational performance. This study attempts to pursue the following tasks

- To get a brief view about HRIS, how it helps HR division and its operation, understand the HR function done through it and the impact on organizational performance.
- To understand how satisfied employees are with the current HRIS system with some changes in HR policies.
- To know effectiveness of the HR policies and how much benefits employee are getting.
- To identify the pitfalls in the existing system and recommend some changes that could be increase the effectiveness and efficiency of the organization.

- How HRIS gives a new dimension in strategic activities of Renata limited and its competitive position.

Methodology

To complete and fulfill the study, I have used primary as well as secondary data.

Primary data:

Primary data is collected through the following methods:

- Direct interview
- Questionnaire to survey
- Observation.
- Practical experience

Secondary data:

Secondary data were collected from the following sources:

Internal sources:

- Published documents of Renata Limited,
- Renata Limited's Website,
- Annual Reports.
- Business Review 2017, Renata Limited

External Sources:

- Brochures, Manual and publications of Renata Limited
- Online website and browsers
- Relevant Journals and research papers.
- Relevant file study as provided by the officers concerned
- Newspaper.

Scope of the Study

Pharmaceutical industry is currently one of the leading business sector of Bangladesh. In past two decades it has seen tremendous growth in term of business profit and efficiency. Renata limited being part of this growing industry is one of leading pharmaceutical organization of our county. Preparation of this report gave an in depth idea about how this company is maintaining their HRIS System for a better management. This report is a sum of my 3 months of experience with the organization and their HR division. It was a privilege to practically working with the HR team and learn about their organization and how they are regulating their activities.

Limitations of the Study

- **Time constraint**

Time constraint was one of the major drawbacks while doing this report. As my focus was on understanding the different aspects of the HRIS and how influencing it is for the organization performance, I needed more time for the observation. Moreover I had to be busy with my assigned work and official activities. Also due to a comparatively short period of time I believe that I did not have enough time to conduct more in-depth observation and gather more knowledge and data before working on this report.

- **Confidentiality of sensitive information**

Due to many of the information regarding the organization structure and the product itself were confidential and secretive, there might be some information gap left in the report at some places.

- **Lack of knowledge for corporate world**

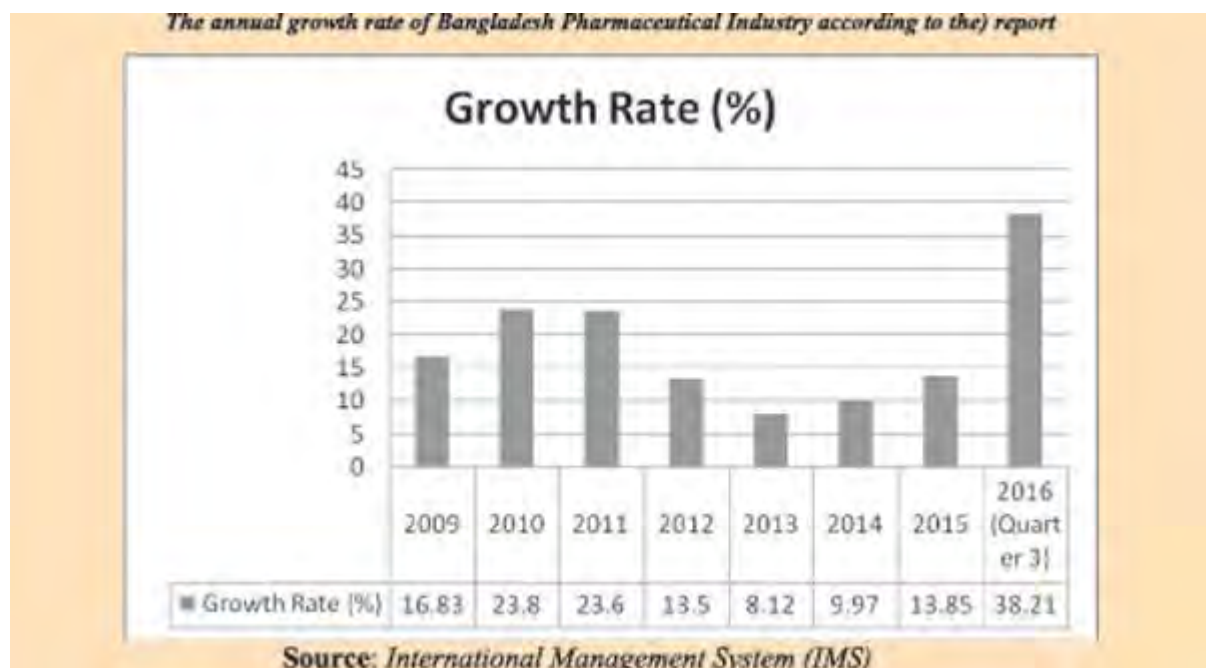
Lack of in depth knowledge regarding the real world corporate activities was one of the biggest limitations while doing this report. It took some time for me to adapt with the new environment and get adjust to the daily work schedule

CHAPTER 1

An Overview about the Organization

Industry Overview

Pharmaceuticals industries is one of the sector with high tech equipment and professionals which have wide range of facilities of huge potential pharmaceuticals formulation which creates the self-sufficiency in the economy. The prime focus of the Bangladesh government is to minimize import dependency of basic drugs and improve manufacturing capability of active pharmaceutical ingredients, base materials and other Allied industry inputs. Pharmaceutical industry capturing near about 12% of market capitalization. This also creates a positive image that increase the investment in pharmaceuticals sector. The combined capacity of the industry for the pharmaceutical formulation is huge and a number of companies have recently got approval from UNICEF as its global as well as local supplier of pharmaceutical products. After meeting the 97% of the domestic medicine requirement by local manufacturer, Bangladesh also exports formulations to 27 countries around the world and export pharmaceuticals products more than 100 countries. According to the Export Promotion Bureau (EPB), in the first half of the fiscal year 2015-16 Bangladesh earned \$37.9 million (about Tk.3.0 billion) by exporting medicines. Pharmaceuticals industry had a large opportunity to flourish as they got waiver from TRIPS until 2033. It will create a positive effect in the annual sales both in domestic and international markets. According to the report of IMS, in 2015 the growth rate of this sector is 13.85%.



Though pharmaceutical companies are walking in the path of self-reliance through increasing export growth, to produce medicine buying raw materials from export creates barrier in this progress. So to improve the situation the government of Bangladesh has undertaken a project to establish an Industrial Park to produce Active Pharmaceutical Ingredients (API). The main agenda of the project is to reducing expenses and increasing volume of production and sales. Baushia, Gajaria, Munshiganj are selected as the location to run the project and the estimated cost is Tk 4.39 billion (43905 lakh). In this park 42 Pharmaceutical Ingredients Manufacturing Industrial units will be set up and also will create the employment opportunities for 25000 people.

Today Bangladesh is exporting in different countries such as USA, India, Taiwan, Hong Kong, European Union, Singapore, Malaysia, Pakistan, Thailand, Burma, Nepal, Yemen, Vietnam, Mexico, Colombia, Russia, Kenya, Maldives etc. as well as with the least developing countries where there is hardly any industry for the production of pharmaceutical formulations. Pharmaceutical sector is highly appreciated sector for investment. However, the trend is now favorable to the country as the domestic pharmaceutical industry as well as the companies from neighboring countries like India, China and even MNCs have queued up to put in investment on this front as every stakeholder will be benefitted of vast potential that Bangladesh can offer. The local entrepreneurs are capable and willing to invest and collaborate with foreign partners in suitable order to develop the existing API manufacturing facilities. Top pharmaceuticals of Bangladesh are focusing on the increasing drug production in a bulk with the collaborative technology, technology transfer and joint venture basis. The top 10 pharmaceutical companies are: Square, Incepta, Beximco, Opsonin, Renata, Eskayef, ACI, ACME, Aristopharma and Drug International. There are 4 MNCs in top 20 such as Sanofi Bangladesh, Novo Nordisk, Novartis, and GSK. Leading companies have major approvals from US FDA, EU GMP, UK MHRA, TGA Australia, ANVISA Brazil etc. According to a June 2011 Business Monitor International (BMI) report, Bangladesh had a domestic pharmaceutical market share worth BDT 59,330.7 million in 2010(US\$ 858 million, Islamic Dinars 550.6 million – a unit of the Islamic Development Bank.) If we consider the growth rate and the investment environment, it is one of the most attractive sector. The Bangladeshi Pharmaceutical Market is heavily retail oriented, with the bulk of distribution undertaken by the companies themselves, leaving wholesalers to play a limited role.

Organization

Renata Limited first laid in Bangladesh as Pfizer limited as a foreign company. In 1972 it started its operation. Pfizer transferred their ownership of its Bangladesh operation to local shareholders in 1993. After the entitlement handover, the name Pfizer was changed to Renata Limited.

Renata Limited (formerly Pfizer Limited) put a tremendous effort to be on the top and now they become one of the leading name and fastest growing pharmaceutical and animal health product producer in Bangladesh. Human pharmaceuticals and animal health products are the core business product for Renata ltd. In term of market share Renata Limited has become 4th largest pharmaceutical company and in animal health product sector it has become market leader. After serving the local need Renata exports products in different countries such as Afghanistan, Belize, Cambodia, Ethiopia, Guyana, Honduras, Hong Kong, Kenya, Malaysia, Myanmar, Nepal, Philippines, Sri-Lanka, Thailand, United Kingdom, and Vietnam. With approximately taka 50 million of capitalization Renata ltd is listed on the Dhaka Stock Exchange.

Renata limited has three manufacturing sites Mirpur, Bhaluka, Rajendrapur with eight manufacturing facilities spread over these manufacturing sites. Moreover, Renata Oncology Limited runs two manufacturing facilities. To facilitate distribution of products 19 depots are working across the country.

Company Background

Renata Limited (formerly Pfizer Laboratories (Bangladesh) Limited) is one of the top 10 market player in term of revenues and market share. Renata basically manufactures and marketing the human pharmaceuticals and animal health products and their lion share of income comes from it. They are also engaged in animal therapeutics and nutrition products manufacturing. Renata currently employs more than 5000 employee in the organization who are working in their three manufacturing sites in Mirpur, Rajendrapur and Bhaluka.

In 1972 it has started its journey as a foreign company Pfizer (Bangladesh) Limited and proved service for 21 years. As one of the subsidiary of Pfizer Corporation, it serves for two decades however in late 1990s Pfizer had shifted its focus from formulations to research. This transformation divested their attention and interest from many countries including Bangladesh. The situation leaded to transfer of ownership and Pfizer transferred the ownership of its

Bangladesh operations to local shareholders, and the name of the company was changed to Renata Limited.

Renata Ltd is manufacturing about 300 generic pharmaceutical products including hormones, contraceptives, anti-cancer drugs, oral preparations, cephalosporin, parenteral preparations as well as other conventional drugs. In addition, they are also producing about 95 animal therapeutics and nutrition products. Renata Limited and BRAC one of the leading NGO get an aid of US\$2.9 million from GAIN (The Global Alliance for Improved Nutrition) to develop and operate an innovative business model to produce and deliver multi-nutrient powders to vulnerable infants in Bangladesh.

Company profile

Under the Companies Act 1913, Pfizer Laboratories (Bangladesh) first started its journey as a public limited company in 1972. On 12 May, 1979 it was listed with Dhaka Stock Exchange. Subsequently, the company was renamed as Renata Limited in 1993. The corporate head office of the Company is situated at Plot # 1, Milk Vita Road, Section-7, Mirpur, Dhaka - 1216.

Year of Incorporation

1972 as Pfizer Laboratories (Bangladesh) Limited, subsidiary of Pfizer Corporation, USA.

Change of Name

1993 Renamed as Renata Limited after divestment of shareholdings by Pfizer Corporation, USA.

Field of Business

Manufacturing, Marketing & Distribution of Human Pharmaceuticals, Animal Health Medicines, Nutritionals, and Vaccines.

Contract Manufacturing

General products for UNICEF and SMC.

MHRA Certificate

Medicines and Healthcare products Regulatory Agency, UK has issued a Certificate of GMP Compliance of a Manufacturer to Renata Limited for Potent Products Facility at section 7, Mirpur, Dhaka.

Marketing & Distribution Rights

- Evans Vanodine International (UK): Animal farm disinfectants.
- Zinpro Corporation (USA).
- Biomin Holding GmbH (Austria): Animal nutritional product.
- Bomac (New Zealand): Animal health product.
- Novus (USA): Animal health products.
- Indian Herbs Overseas.
- Blue Seas Life Sciences.
- Dongbu Farm Hannong Co. Ltd., Korea.
- IZO Vaccines, Italy.

Investment in Subsidiaries

- 99.99% Shareholding in Renata Agro Industries Limited.
- 99.99% Shareholding in Purnava Limited.
- 99.99% Shareholding in Renata Oncology Limited.

Organization Logo



Principal Activities

The principal activities of the Company are manufacturing, marketing and distribution of pharmaceutical and animal health products.

Subsidiary Companies

Renata Agro Industries Limited

Renata Agro Industries Limited, a subsidiary Company of Renata Limited, was incorporated on 7 September 1997 as a private limited Company under the Companies Act 1994 with authorized share capital of Tk. 150,000,000 divided into 1,500,000 ordinary shares of Tk. 100 each. The Company commenced its commercial operation from October 1998. The principal activities of the Company comprise of poultry breeding and hatching and selling of various agro based products.

Purnava Limited

Purnava limited a fully owned subsidiary company of Renata Limited that promote non-medicated healthcare products to ensure a healthy and preventive lifestyle. It was incorporated as a private limited company under the companies Act 1994 on 17 August 2004. It was authorized with share capital of Tk. 200,000,000 divided into 2,000,000 ordinary shares of Tk. 100 each. In 2009, Purnava Limited started its commercial operation journey. The principal activities of the Company are manufacturing, marketing and distribution of all kinds of consumer goods, consumer durables, food items, edible oils etc. and to engage in the business as traders, importers, exporters, commission agents of all kinds of goods and services including pharmaceutical products.

Renata Oncology Limited

Renata Oncology Limited was incorporated as a subsidiary Company of Renata Limited on 12 August 2012 under the Companies Act 1994. It started as a private Limited company with authorized share capital of Tk. 1,000,000,000 divided into 100,000,000 ordinary shares of Tk. 10 each. The principal activities of the Company are manufacturing, marketing and distribution of drugs and medicines, allopathic and indigenous and particularly produce and prepare biological and non- biological drugs, injectable of all kinds of tablets of all sorts, serum, vaccines syrup both medicated and non-medicated.

Corporate Social Responsibility

The main focus of corporate social responsibility of Renata is caring for the employees, assisting disadvantaged members of our society, and building a sustainable community and environment. This includes:

- **Healthcare for employees and their families:**

The Renata health program covers all permanent employees, their spouses, and children. This comprehensive program includes surgery, hospitalization, as well as routine doctor visits.

- **Support to charitable organizations:**

JAAGO Foundation is a non-profit organization that works to provide education to children from socially and economically disadvantaged backgrounds. Various support functions work to ensure the sustainable growth of their core schooling program as well contribute to improved livelihoods within affected communities. Besides JAAGO, there is also The Poverty Fight Foundation which is a dedicated non-profit organization working to reduce poverty in Bangladesh. Renata reinforced their program aiming to empower children through education. Bangladesh Infertility Management Centre (BIMC) is a modern and international standard test tube baby and infertility treatment center has been working since 2005. The Centre has taken initiative to develop a “Women Cancer Prevention and Research Centre” under it with a view to help in screening women for prevention of different types of female cancers. It will also perform research work and provide low cost services to under privileged women.

- **Scholarship for meritorious students:**

HOPES (Helping Organization for Promising and Energetic Students) runs a scholarship program for meritorious students. Renata Limited sponsored students for studying medicine under the aegis of this program.

- **Women’s empowerment:**

In 2015, Wasfia Nazreen became the first Bangladeshi to scale all the seven summits. Earlier, Renata supported her expeditions to Mount Elbrus and Everest. Carstenz Pyramid, the final climb of her seven summits expedition was also sponsored by Renata.

- **Financial assistance to ex-employee and their families:**

From time to time Renata Limited provided financial assistance to ex-employees and their children.

Values

The values the organization abides are –

- *Customer Focus*- Customer satisfaction is the main reason behind all our activities.
- *Integrity*- We conform to the highest ethical standards.
- *Social Responsibility*- We make active efforts to improve the welfare of our community.
- *Building Leaders*- Renata cannot grow without leadership in all spheres of our activities. Therefore creating leaders is a key priority.
- *The Corporate Family*- We recognize that people are the cornerstone of Renata's success. We are one big family where each of us expects to be treated fairly and with dignity.

Organization Vision and Mission

Vision

To establish Renata permanently among the best of innovative branded generic companies.

Mission

To provide maximum value to our customers, shareholders, colleagues, and communities where we live and work.

Approach to quality

The endurance of a company's reputation depends upon the quality of work it does rather than the quality. Hence, the appreciation of quality must be instinctive, and our commitment to quality must be total.

Financial Trend

Turnover

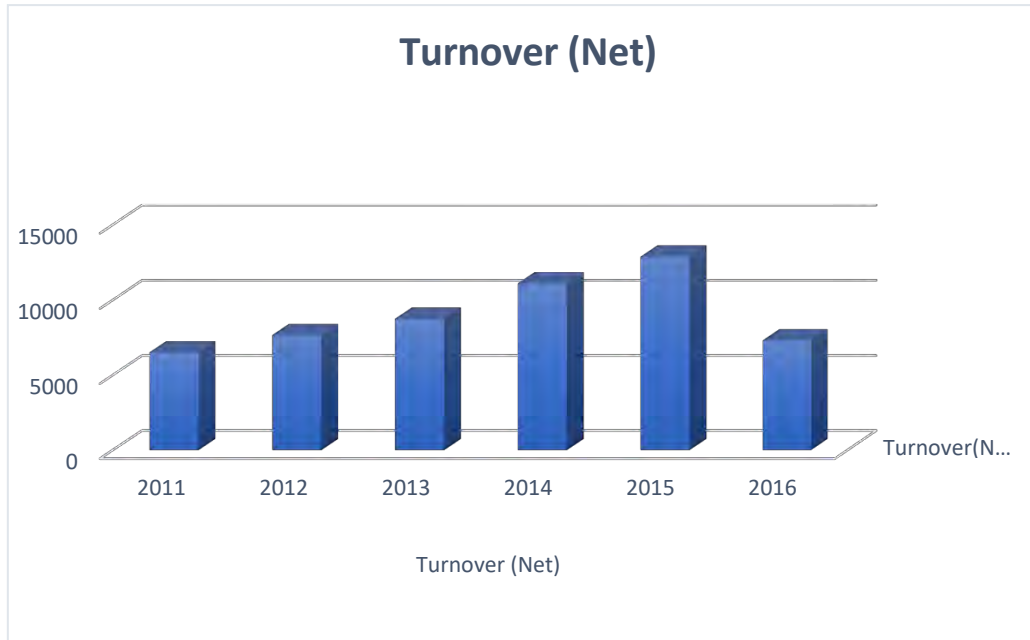


Figure (a): Turnover (net)

Gross Profit

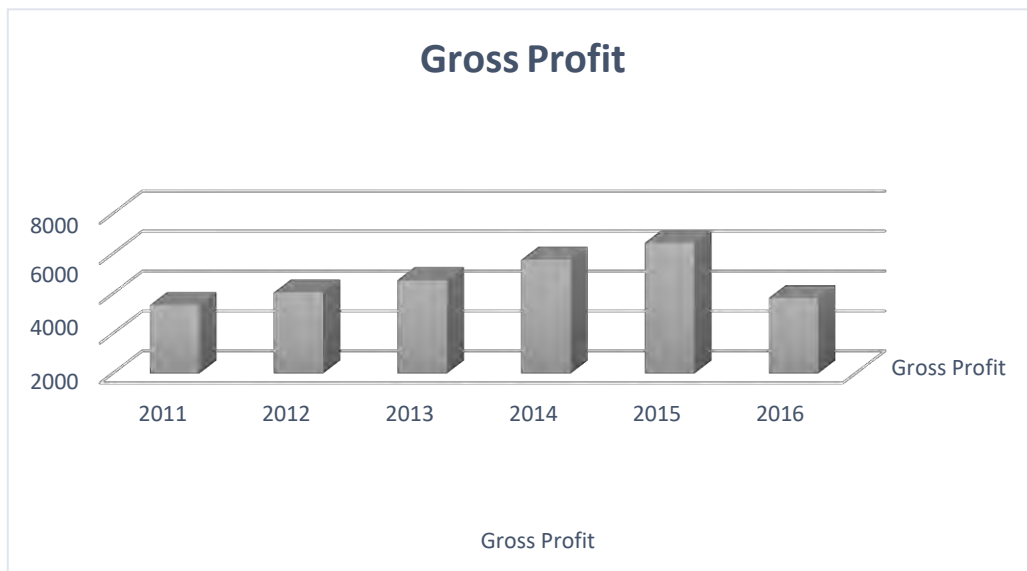


Figure (b): Gross Profit

Net Profit



Figure (c): Net Profit

Dividend

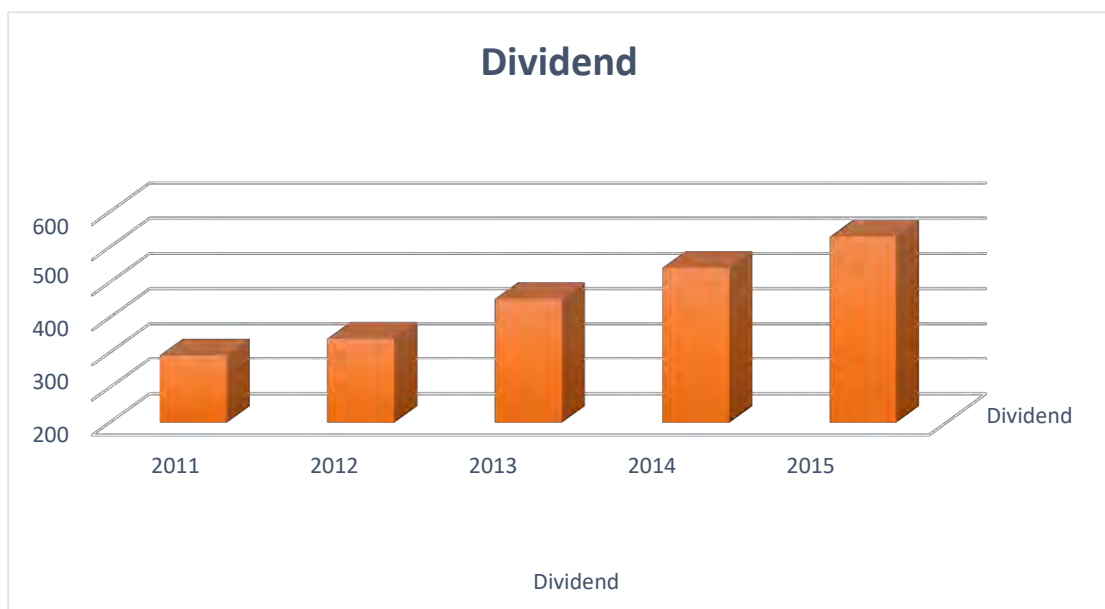


Figure (d): Dividend

CHAPTER 3

Responsibilities as an Intern at Renata Limited

When it comes to learning, Renata Ltd. is an appropriate place to learn different aspects of work life. This is also an organization where an employee can have work life balance. I find myself privileged to get the opportunity to work for Renata Ltd. I started my internship at Renata Limited on 16 April, 2017. I joined the organization as HR intern at the Head office in the Human Resource Division. During my 3 months of staying at the organization I was appointed in different activities.

My activities and responsibilities included-

Empress- HRIS (Human Resources Information System)

This is the first project that I was assign to. My responsibilities on this project was to update the basic information of the employees in the software. Renata Limited maintains a personal file for every employee and a definite employee ID number is assigned to each employee to track the employee information. My task was to

- Cross check the basic data of the employee information to see whether the given information was authentic or not.
- Checking whether any necessary documents was missing or not and take a note of it.
- Cross checking the beneficiary form of the employee to see if there any information was missing or not.
- Maintaining a excel sheet that contains corrected information of the employee.
- Input data in the software after cross-checking the data.
- Informing concerned authority regarding any sorts of malfunction in the software immediately.

Role Profile Project

I was assigned different departments role profiling to work with. To start with any department, an entire list of all employees working under a specific department used to be given to me. That list used to contain all the information regarding employee name, designation, grade, which department or facility he or she is working under etc. Along with that a list of skills and knowledge required for different roles and position were given to understand the role of that department better. Also an entire organogram of the department was given to me to understand the hierarchy and who works under whom and who reports who.



ROLE PROFILE

JOB TITLE		
JOB GRADE		
DEPARTMENT		
DIVISION		
REPORTS TO		
SUPERVISION	DIRECT REPORTING (In No's)	
	INDIRECT REPORTING (In No's)	
PURPOSE (Objective of the Role)		
STAKEHOLDER RELATIONSHIP		
TYPE OF CONTACTS	MOST FREQUENT CONTACTS	
INTERNAL		
EXTERNAL		

Fig: Role profile Sample of Renata Limited

After getting all the necessary information and documents, I started working on the role profiling of employee. I had to work on a format that was previously made. This format was previously given to the employee who had written their regular duties and responsibilities that have to accomplish to get the job done in their respective role profiles. My first job was to match the given responsibilities for particular role with the one the employee has given. Then after analyzing the employee position and given responsibilities I used to make a set of responsibilities to match the job requirements and then sorting out the KPA (Key Performance Area) for that particular employee. Also the role profile helped to clear the confusion of the job responsibilities area and who reports to whom and also the stake holder responsibilities. Then I used to make a set of skills and knowledge required for the position after analyzing and pre-analyzing the job requirements. The skills and knowledge used to be set keeping the job demand and understanding the organizations expectation in mind. This task was an infusion of organizations requirement from the particular job and employee's area of responsibilities

and what an employee thinks of his or her job and how much knowledge he or she has about it.

Recruitment

Collection of applicants' CVs:

When requisition announcement for any position comes, the first that we do is to prepare an advertisement. Afterwards, applicants started to drop their CVs through E-mail or by dropping it personally in our CV drop box. From there my work started. Collecting those CVs and reserving those for further evaluation.

Sorting Collected CVs:

After the submission deadline of the CVs, I started the sorting as per instruction. It is my responsibilities to collect information about the position and the job responsibilities of that position. They also provided me some sorting criteria to sort the CVs. The sorting criteria usually included- education, institution, age, experiences etc. These criteria were based on the requirement of the position they are looking for.

Communicating with the applicants:

This task is bit challenging as I have to communicate with them and need to be prepare to answer any of their queries. Usually they had so much queries some were relevant, some were irrelevant. It became more complicated when I needed to convince the applicants about our working environment of our company. Sometimes, our requirements could not get matched with the applicants and sometimes applicants' preferences could not get matched with our company's policy. Sometimes they want different time slot or demand for a whole new schedule for interview which sometimes difficult to arrange. At the end, this task helped me to develop my communication skills.

Preparing Summary of the applicants:

When we get a got pool of candidates a date is fix for written test or interview. I need to prepare summary of the selected candidates before conducting written test or interview. Summary sheet included their name, number, educational qualification, and years of experience. It helps an evaluator to go through the applicants' profile at a glance.

Chapter 4

Literature Review

The global turmoil has observed the growing importance of Human Resources Management (HRM) in both business and public life. The raging business climate brought in the wake of globalization, changing technologies, liberalization, and progress in knowledge and advances in information technology is offering managers a difficult and challenging situation (Davis, 1995). Youndt et al. (1996), who observe external fit, produce results that show more particular fit between high performance HRM practices and quality strategy.

HRIS is a concept of utilize the blessing of technology for effectively managing Human resource activities. HRIS is considered as a systematic procedure for collecting, storing, maintaining, and recovering data required by the organizations about their human resources, personnel activities and organizational characteristics (Kovach et al., 2002). Kovach and Cathcart (1999) argue that HRIS varies among organizations in relation to their size; it can be informal as the payroll records and time cards in a small organization.

HRIS has different uses and benefits; good improved HRIS helps organization generally in managing all HR information. It also helps in recoding and analyzing employees and organizational information and documents, such as employee handbooks, emergency evacuation procedures, and safety procedure (Fletcher, 2005; Lee, 2008; Ball, 2001; Martinsons, 1994). HRIS has administration benefits as well including enrollment, position changes and personal information updating completely integrated with payroll and the other financial software and accounting systems in organization (Martinsons, 1994; Fletcher, 2005; Lee, 2008; Ball, 2001). Therefore, literature shows that HRIS has been used in many organization to support their daily HRM operations (Ball, 2001; Barron et al., 2004; Hussain et al., 2007; Ngai and Wat, 2006; Delorme and Arcand, 2010). Moreover, HRIS can be used to support strategic decision making, to evaluate programs or polices, or to support daily operating concerns (Kundu et al., 2007).

Ngai and Wat in (2006) conducted a survey of the implementation of HRIS in Hong Kong organizations, they found that the greatest benefits to the implementation of HRIS was the quick response and access to information that it brought while the greatest barrier was the insufficient financial support. In addition, Ngai and Wat (2006) reported many other previous related studies conducted in HRIS implementation.

A study conducted by Delorme and Arcand in (2010) aimed to elaborate on the development of the roles and responsibilities of HR practitioners from a traditional perspective to a strategic perspective found that the introduction of new technologies in the organization affect the way HR professionals accomplish their tasks within the HR department and the rest of the organization. Krishnan and Singh (2006) study aimed to explore the issues and barriers faced by nine Indian organizations in implementing and managing HRIS. The main HRIS problems were HR department lack of knowledge about HRIS and lack of importance given to HR department in the organizations. Another concern is the level of cooperation required across various functions and divisions of the organization for proper implementation of HRIS is also lacking.

The relationship between organizational size and HRIS usage acknowledge by many scholars. Ball (2001) justifies the low-level usage of HRIS output by HR practitioners by organizational size, HRIS time in use, organization culture and strategy, and IT skills. In addition, Thaler-Carter (1998) argues that there are two primary differences between small and large organizations acquiring a HRIS: the cost and the risk.

CHAPTER 5

The Main Agenda of the Report

Human Resource Information system of RENATA LTD

Human resource information system (HRIS):

Human resource information system is a software solution which is a blessing for organization that help to automate and manage their HR activities. It improve the capability of the human resource department to more effectively plan, control and manage HR cost, achieve improved efficiency and the quality HR works. It also helps in decision making which improve productivity of employee and managerial works. It is designed to integrate with database to enrich the flexibility with comprehensive array of features and powerful reporting functions and analysis capabilities that are important to manage workforce. It is important to choose right system which customize to meet company's specific and unique needs and will grow with the company.

Importance of HRIS

HRIS can give back hours of the HR administrator's day that was previously spent attending to routine employee requests. By implementing HRIS solution it make HRD more efficient. It is not wise to use your HR to be the dusty repository of info locked in the filing cabinet that is not transform into relevant data. Despite working as record keeper HR can use in more planning and leadership strategy.

-  **Helps to make a better decision:** To be a leading business it is necessary to make better decision which hinges on the right people getting access to proper information at the exact moment that needed. As relay of decision making workforce are involve and this is important to know who works in the organization, what are the skills they have, what unique skills they bring in the plan, benefit cost, how they can be an asset that can contribute in the success of the organization. HRIS makes that opportunity to access all of that information and more instantly and reliably that helps to make the most informed real-time decisions about workforce and to use it to reach strategic objectives.
-  **Enrich communication process:** HRIS is also a communication process and saves paper by providing an easily-accessible, centralized location for company policies, announcements, and links to external URL's. Employee activities such as time-off requests and W-4 form changes can be automated, resulting in faster approvals and less paperwork.

HRIS offers options to help companies understand and fully utilize their workforce's collective skills, talents, and experiences.

- ✚ **Comprehensive Solution:** HRIS is a comprehensive solution where enter information only once for many HR-related employee tasks and similarly need to update only one place when employee information changes.
- ✚ **Integration of data:** HRIS gives wings in different parts of the system which create an easiest bridge and can 'talk to each other' allowing more meaningful reporting and analysis capabilities, including internal evaluations and audits and preparation of data for outsiders.
- ✚ **Accuracy:** The rate of accuracy increases as the data are updates regular basis, employee can check it and make request if any changes are needed.
- ✚ **Self-service:** HRIS itself serve as a great timesaver for HR. Employees may enter the system to change data (for example, change their own addresses) and managers and supervisors may enter the system to enter data (for example, performance reviews) or to retrieve data without bothering HR. Even making application are lots of easier and hazard free.
- ✚ **Automated reminders:** Systems can schedule events, such as performance appraisals and benefit deadlines, automatically notifying and nudging if actions have not been performed.
- ✚ **Hosting of company-related documents:** HRIS system can host such materials as employee handbooks, procedures, and safety guidelines. The materials are easily updated in one place.
- ✚ **Benefits administration:** This includes enrollment, notices, changes, and reporting.
- ✚ **Recruiting management:** That includes applicant tracking, management, and reporting.



Limitation of HRIS

Though HRIS makes the work easier, there are some disadvantages to use HRIS. Sometimes it is hazard for small business to use HRIS.

- ✚ **Security Issues:** In case of HRIS security is a big issue as it has lots of confidential data. It needs to design in a way to prevent unauthorized access to sensitive and confidential data and also the unintended publication of such information. This requires many levels of authorized access which must have to be monitored and maintained.
- ✚ **Human Error:** While inputting information human error can be involve. It is really need to handle carefully.
- ✚ **Cost:** HRIS needs a heavy investment which can pose an issue for a small business. System requires cost and maintenance cost are also involved.
- ✚ **Staffing.** With larger installations, cost of hiring an IT specialist to manage the system are also added.
- ✚ **Malfunctioning:** As it is a software solution malfunctioning can be happened and in some cases insufficient application to support the needs.

Human resource management system (HRMS)

Human Resource Management System (HRMS) is a combination of systems and processes which creates a link between human resource management and information technology through HR software. A HRMS may help to revolutionize a workplace.

The automation of repetitive and time consuming tasks associated with human resources management frees up some of the companies most valuable employees and allows the focus to shift to culture, retention, and other highly impactful areas.

In HRMS software project various modules provides facilities so that HR department can update, delete, modify employees details from database and manage employee payment details, work allocation details, off shore details, recruitment information, short listed candidates, project allocation, experience, education details etc.

Integration of HRIS and HRMS

To win in the competitive business field it is necessary to make the combination of HRIS and HRMS so to do so most current HR systems combine functionality of HRMS and HRIS. The best human resources software and applications will streamline HRMS and HRIS tasks into one robust system which allows users to take care of all the necessary HR tasks with a few simple keystrokes because of the robust capabilities of this cloud delivered solution. To track and manage at a variety of levels from individual to department to business units up to company-wide this solution gives advance reporting capabilities. The combined power of HRMS and HRIS in recruitment gives a real-time collaboration functions so that data can be accessed with pre-set permissions by the manager that needs it, when they need it, without involving an HR gatekeeper.

Functions of HRMS Systems

The function of the human resources department input a long time in tracking employee histories, skills, abilities, salaries, and accomplishments. Replacing certain processes with various levels of HRMS systems can distribute information management responsibilities so that the bulk of information gathering is not delegated strictly to HR. By allowing employees to update personal information and perform other tasks that makes information more accurate

and HR professionals are not impeded. Each module performs a separate function within the HRMS that helps with information gathering or tracking. HRMS modules functions are

- Managing payroll
- Recruitment and onboarding
- Gathering, storing, and accessing employee information
- Keeping attendance records and tracking absenteeism
- Performance evaluation
- Training and development
- Benefits administration
- Learning management
- Employee self-service
- Employee scheduling
- Analytics and informed decision making

Cost and Benefits of HRIS

Investing in an HRMS system, integrated with performance management, learning & training, tools for decision support, self-service portals and more is an investment in the most important asset of the organization- its employees. The return on the investment in employees can turn a struggling company into a winner. Beckers & Bsat (2002) indicates five factor to install HRIS system in an organization.

- ✚ HRIS improve competitiveness through developing and enhancing HR practices.
- ✚ Generate or create a greater number and variety of HRM reports.
- ✚ Shift the focus of HR to strategies human resource management.
- ✚ HRM makes employees part of HRIS.
- ✚ Reengineering the entire HRM\personnel department\section of organization.

A Study on the implication of HRIS in Renata LTD

Transition from Traditional information system to full fledge HRIS

Through an enormous amount of planning and development Renata build its information system from traditional way to full fledge HRIS. Previously all the HR management was

manual focus which requires a huge amount of time to get it done. Information was scatter and managing the information was a difficult task. As Renata is a huge company with a wide range of division such as depot, plant it requires a huge time and effort to get the information all at once. It is difficult to align the whole management and keep a good track of it through the manual process which creates a miscommunication between head office and the other operational sites. So, HRIS gives a new wings in the HR working process. It took Renata ltd three years to develop a full fledged information system with a huge investment. They are still working in its development and adjusting it with their requirement. So far they are trying to maintain a global standard for their HRIS.

In Renata ltd they use many software to manage its information system. Basically they use different types of software for their information system such as Empress HRIS, ERP, Legacy, and RMC. All branches and departments cannot access all the information in the software. Different branches and departments have the right different to access different information.

ERP is vast oracle base software for the whole company system. It mainly use for the product and sales section, sales support, whole employee management function, purchase and whole operation system, payroll function etc. It is one of the module of HR. As ERP is the master software that has the whole employee function in it, it does not give the full accessibility to every employee. ERP is active in all the department and every department has its own arena of accessibility for example finance department got access in particular finance related work other department cannot access in that arena. Every employee has their own ERP ID and department wise every information and assignments is tagged in it.

Legacy is SQL (Structured Query Language) base software which is a backup database. It has all the employee related information in it. It is kind of contingency plan. It is basically created and maintained to tackle the emergency situation if any malfunctioning occur in the main HRIS software.

RMC (Renata Management Console) is a live online based software which also has a part of module in HR. It has updated basic profile of every employee also the confirmation process from hiring to confirming the post is done by it. Field management has the access in it so that they can live update the sales such as field force employee can update their sales scale. In a way it helps to measure the performance of employee as the top management also has the accessibility they can keep a good track of performance through it.

EMPRESS HRIS

Now comes the full fledged HR software where mainly whole HR activities run. The software for human resource information system is basically known as human resource management system for Renata Ltd and they name it Empress which is developed by a local vendor. Regular HR operational tasks are done through it. Through the application of this software Renata tracks and manages its workforce information which gives HR professionals a better analyze over workforce staffing, productivity and come up with a better management design. This is the core HR function software.

The reason behind launching a new software EMPRESS whereas other software were already on the run was only because of its user friendliness. The Oracle that was in the organization for past two years though a really expensive and hi tech software, it was not that user friendly for every level of employee. As the organization's revenue comes from the sales department, it is necessary to have accurate information about sales related transactions. But the problem with Oracle was that it was way too up to date for general user. The software was rigid in its nature as it was difficult to input any data beyond the programmed one. The data entry on this software was also difficult as it has usage of different codes which takes lot of time to get adjusted. As the sales representative working on the field level educated but their skills are not properly developed they were facing problems in using Oracle. Also Oracle is an expensive software to maintain. Keeping all those factors in mind, EMPRESS has been launched for the sole usage of HR division to ease the process of employee management.

Empress is a much easier HRIS system which is run by the HR division for better efficiency. It is a more user friendly software than the previous one yet less expensive to maintain. Moreover the upside of this software is that any changes when necessary can be made in this software.

Analysis on the usage of EMPRESS HRIS in RENATA Limited

As a part of my project I will focus on the Empress HRIS the full fledged HR software and how it gives the HR professional in Renata Ltd head office a new dimension of working process.

In the HRIS they include many HR components.

The major function are given below:



Figure: Major functions of EMPRESS HRIS solution

Employee Management

Renata ltd has fully automated HRIS system where all the information about an employee from the start to end were kept in records. The employee of human resource department can enter new data, modify previous data and enquire previous data. This is very sensitive issue so the person needs to be careful when entering every data. For manual backup they also keep employees personal information file. In Appendix A, employee management documents are provided. I have managed almost 1500 employee's personal information through human resource management system. Through this system Renata ltd manages employee basic and personal information, beneficiary and other facilities. When an employee join here, a HR respondent will open employee account for the person and upgrade the information according to the employee's CV through verifying it and the salary structure and persona information as well as the leave balance were tagged with the account.

File index management:

Every employee needs to provide valid document and HR respondent check whether they provide all the valid documents and certificates that are required, after checking it they update it in software. When an employee joins in Renata ltd they need to provides some documents

such as certificates, NID, driving license, legal deed which is mandatory for certain designation after getting all the documents HR respondents verify it and update it information system A screen shot of employee management file index surface is provided below:

PERSONAL FILE INDEX

Employee ID:

Employee Name:

Initial Designation:

Date of Joining:

Section I, Pre-Employment

- ☐ Résumé
- ☐ National ID Card Copy
- ☐ Passport Copy
- ☐ Birth Certificate Copy
- ☐ Driving License Copy
- ☐ Professional License Copy
- ☐ Reference Verification
- ☐ Academic Certificate - School
- ☐ Academic Certificate - College
- ☐ Academic Certificate - Undergrad/Honors/Diploma
- ☐ Academic Certificate - Masters/Post Grad
- ☐ Academic Certificate - PhD
- ☐ Professional Certificate(s)
- ☐ Any Other Certification
- ☐ Acceptance of Resignation from Previous Employer
- ☐ Previous Employment Clearance Certificate
- ☐ Training Certificate(s)
- ☐ Guarantor Certificate
- ☐ Legal Agreement /Bond of Field Force

Section II, On Boarding

- ☐ ID Card Form
- ☐ Job Description
- ☐ Beneficiary Form
- ☐ Confidentiality Statement
- ☐ Joining Letter
- ☐ Offer Letter
- ☐ Employee Receipt & Return of Renata Property Form
- ☐ Employment Information Form

Personal Information:

Employees personal information management includes designation, employee ID no, employee name, father name, date of birth, mother name, department and branch info spouse info, blood group, NID, passport , birth certificate info, religion, join type as well as other information. As every employee can check his personal information if they find any wrong information or want to modify or upgrade information they need to contact the respective HR person with valid documents. A screenshot of employee maintenance given below:

Employee Information

CF0000 , Mr. Md.

Personal Info
Nominee & Family Member
Medical
Employment Info
Payroll
Leave
Document
Equipme

Personal Information

Basic Information

Full Name * :

Short Name * :

Father Name(Family Member Section) * :

Date of Birth(Official)*:

Mother Name(Family Member Section):

Marital Status: ☒ Married ☐ Single

Spouse Name(Family Member Section)

Gender: ☒ Male ☐ Female

Religion:

Browse Picture

Select files...

Address, contact information and emergency contact:

In this section employee present and permanent address are provided along with the contact information such as mobile/phone no, email address etc. There is also a section for emergency contact where employee provided contact details are recorded to contact the person in case of emergency. A screenshot is given below:

Address:

Present Address

Present Address:

Present Address

District:

Select District

+

Thana/Upozila:

All

+

Post Code:

Post Code

Do:

Permanent Address

Permanent Address:

Road no: 7, H# 04, Nikunja-2, Dh

District:

Select District

+

Thana/Upozila:

All

+

Post Code:

Post Code

RI0018 , Ms. Effat Jahan Mumu

Personal Info

Nominee & Family Member

Medical

Employment Info

Payroll

Leave

Document

Equipment/Asset Issued

Employment Information

Identity Information:

Joining Information:

Posting Information:

References:

Cost Centre Information:

Contact Information:

Current Career History Information:

Emergency Contact Information:

Employment History:

Extra Curriculum Activities:

Training History:

Disciplinary Action:

Reward:

Membership In Societies/Clubs/Associations:

Update

Clear

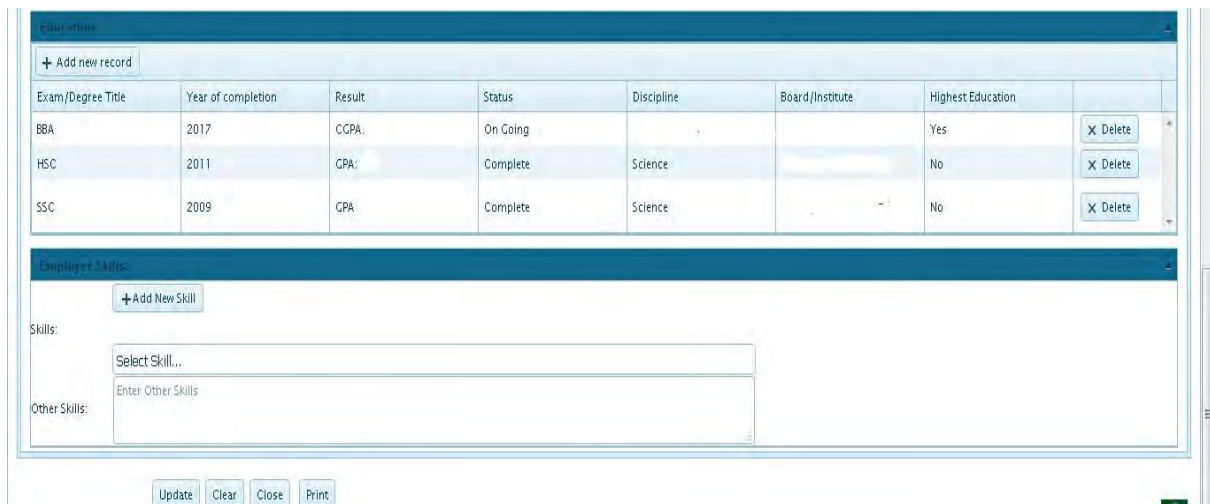
Close

Print

Solution Provided by Azolution for Renata Limited | Powered by: EMPRESS v5.0.0

Education and employee skills:

In this section employee's academic qualification recorded with the verification of academic certificates. For instance, SSC which year, group, result, school. There is also a section for employee skill where their proven skills are recorded which helps to assign work.



The screenshot shows two main sections: 'Education' and 'Employee Skills'.

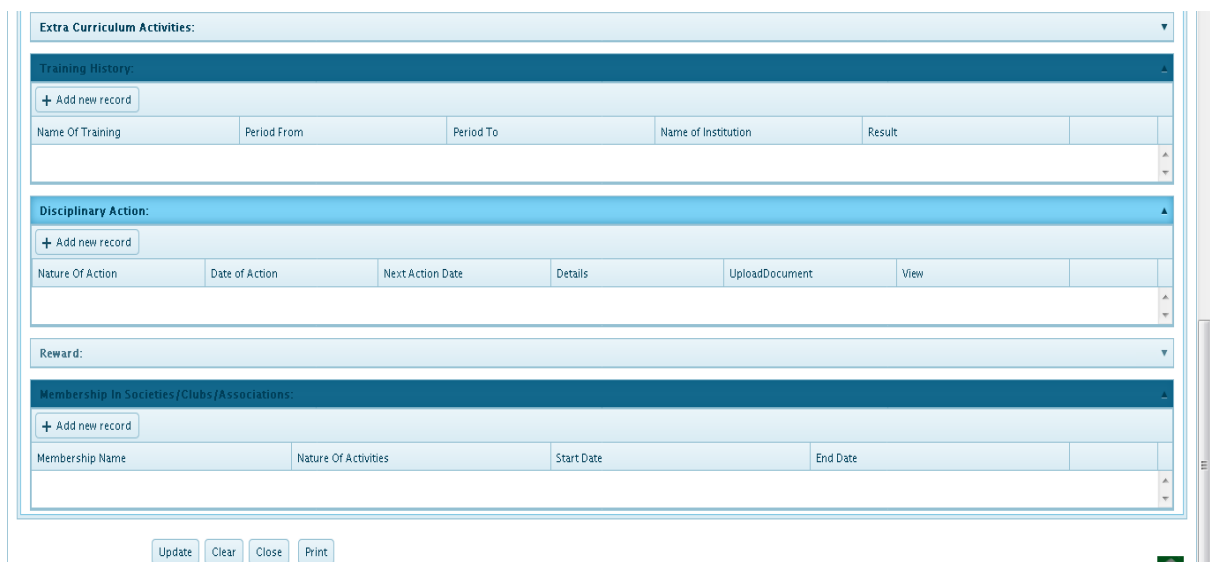
Education Section: Includes a '+ Add new record' button and a table with the following data:

Exam/Degree Title	Year of completion	Result	Status	Discipline	Board/Institute	Highest Education	
BBA	2017	CCPA	On Going			Yes	X Delete
HSC	2011	GPA	Complete	Science		No	X Delete
SSC	2009	GPA	Complete	Science		No	X Delete

Employee Skills Section: Includes a '+ Add New Skill' button, a 'Skills:' dropdown menu, and an 'Other Skills:' text input field. At the bottom are buttons for 'Update', 'Clear', 'Close', and 'Print'.

Training details and professional certification:

Training Information details contains the information of the training that they get from office or has taken any training from any certified organization or non-certified organization. This part needed to add, modify and enquire the basis.



The screenshot shows three main sections: 'Extra Curriculum Activities', 'Training History', and 'Disciplinary Action'.

Extra Curriculum Activities: Includes a '+ Add new record' button and a table with the following data:

Name Of Training	Period From	Period To	Name of Institution	Result

Training History: Includes a '+ Add new record' button and a table with the following data:

Name Of Training	Period From	Period To	Name of Institution	Result

Disciplinary Action: Includes a '+ Add new record' button and a table with the following data:

Nature Of Action	Date of Action	Next Action Date	Details	UploadDocument	View

Reward: Includes a '+ Add new record' button and a table with the following data:

Membership Name	Nature Of Activities	Start Date	End Date

At the bottom are buttons for 'Update', 'Clear', 'Close', and 'Print'.

Employment history:

If the employee has pervious working history or project that was also recorded in the database that is shown in the Appendix B.

Promotion/ Increment and Other Changes

These section is used to entry Joining Information, Confirmation of Service, Increment, New Pay Scale, Promotion, Resigned, final settlement Posting Information etc. To update these information first user have to click add button, then give employee id, reference no, document and effective date etc. For joining every employee will add trough HRD of Corporate Office. Then posting change the branch and department. In promotion change the designation and compensation. In New Pay Scale and Increment change the compensation. For instance when a probationary office after finishing the period joins as regular officer the designation along with the salary structure needed to modify. So, HRD need to re-entry and modify the information and the increment profile. The training that were given and need to provide are also entered in their training record. HRD handles and monitors these whole process carefully. A screenshot is given below:

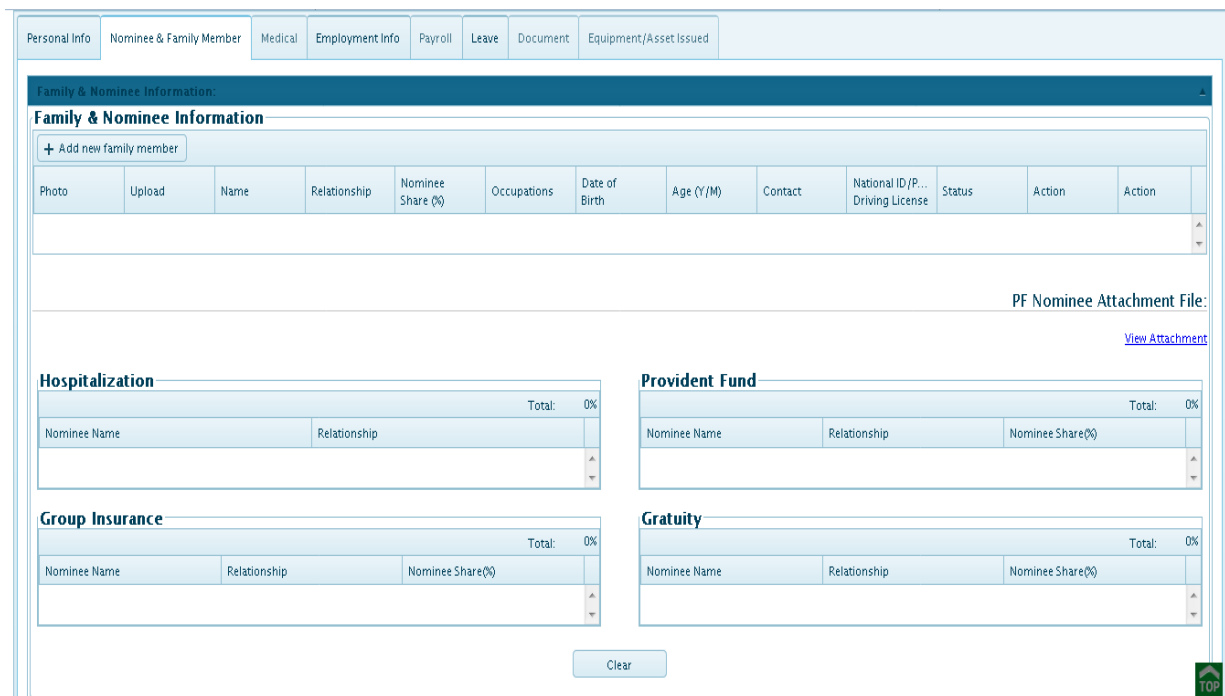


The screenshot displays a web-based form titled "Employment Information". The form is organized into two columns. The left column contains four sections: "Identity Information:", "Joining Information:", "Posting Information:", and "References:". The right column contains four sections: "Cost Centre Information:", "Contact Information:", "Current Career History Information:", and "Emergency Contact Information:". Each section is represented by a light blue rectangular box with a downward-pointing arrow on the right side, indicating a dropdown menu. The form is set against a white background with a thin blue border.

Beneficiary:

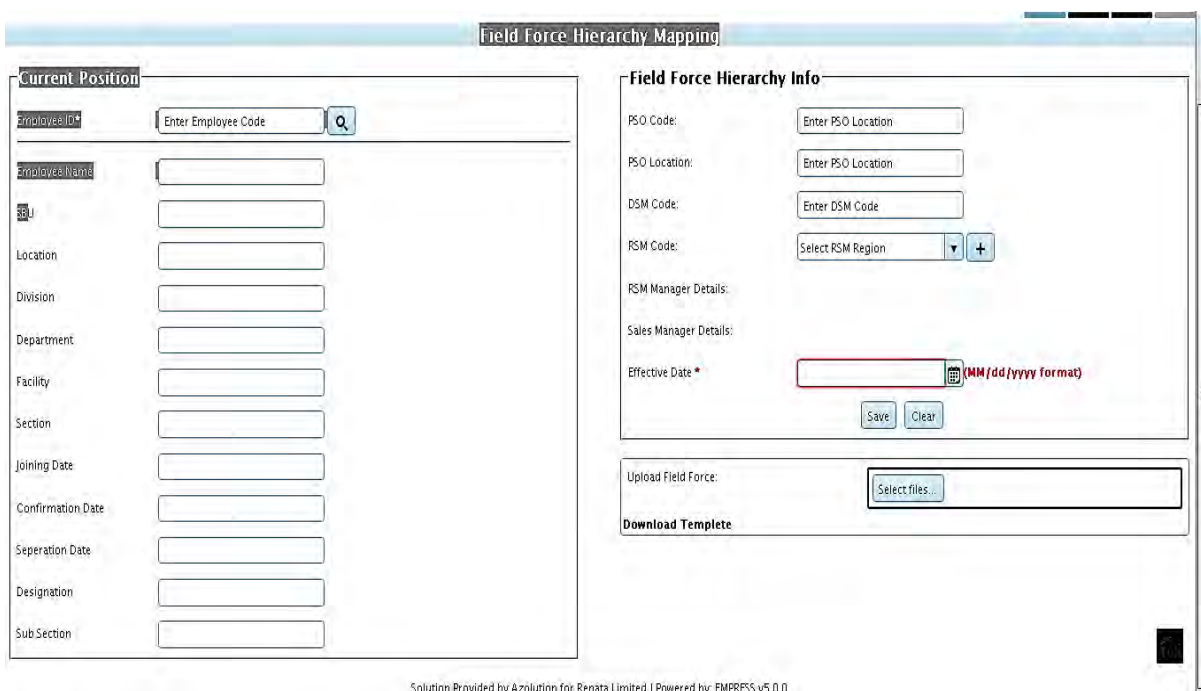
This is an important and sensitive section in employee profile. Here employee appoint an individual as their nominee who will receive/draw the amounts standing in his credits in the provident fund/ gratuity/WPPF/group insurance/ salary and other allowances, all kinds of dues or benefits after the death of employee and the said amount shall be distributed to the nominee(s) in the manner shown against their names and employee reserve the right to change or cancel this nomination at any times. Before entering this information every details of the nominees was verified along with their provides valid documents and HRD records nominee name, the relationship with the employee, date of birth , valid certification, occupation and what percent benefit he give his /her depends that information.

A screenshot is given below:



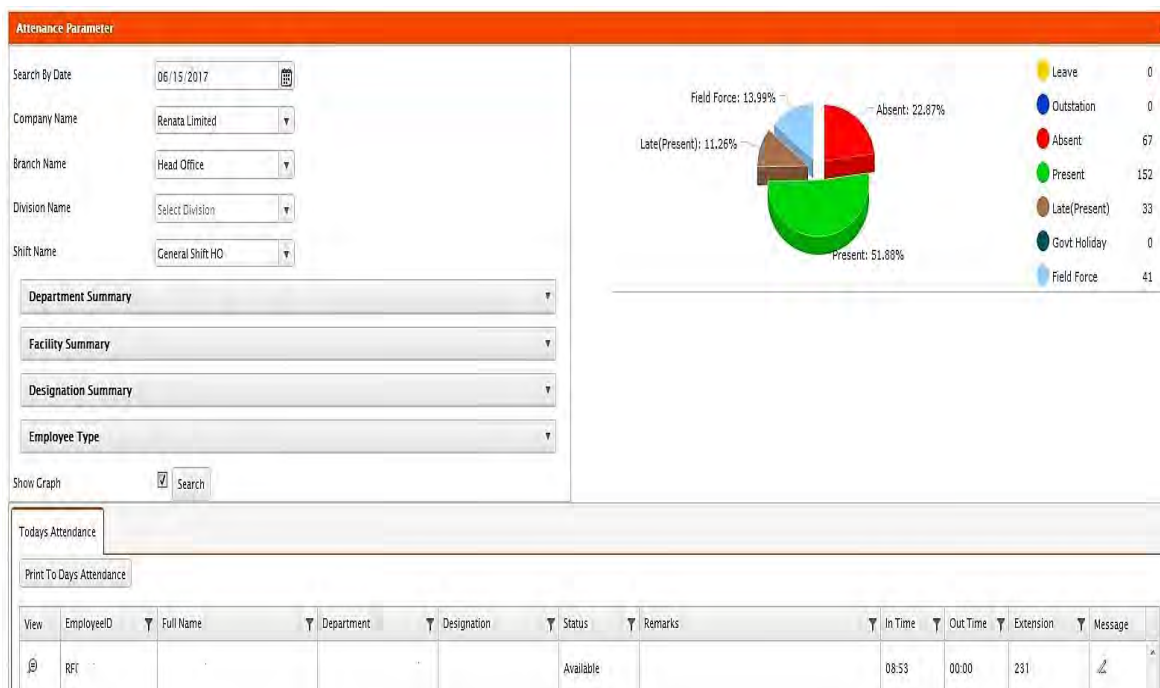
Field force mapping:

This is the mapping of field force employees and their structure in which depot they are assigned. For example an employee who is a DSO his/her code is tagged in the system along with the region, depot, immediate supervisor and others information. It is the hierarchy mapping of field employees. A screenshot is provided below to understand the process:



Attendance Management:

HRD fully monitors attendance management through biometric process. An attendance card is tagged against each employee ID. When an employee joins assign HR takes their finger print in the device and introduce it in the back-end. Through finger key access each and every employee needs to press while enter and out from the office. As per policy of Renata office time is form 8.30 am to 5.00 pm and employee need arrive office on time and when they enter the office and punch the finger entry time recorded automatically and attendance report will show in the employee account. Same as the entry time when they punch out time automatically recorded and overtime also recorded in the account if there are any. HRD regularly tracks the attendance process and do adjust if requires and make repots of the situation. A screenshot of attendance management of HRD is given below:



Attendance date and time schedule:

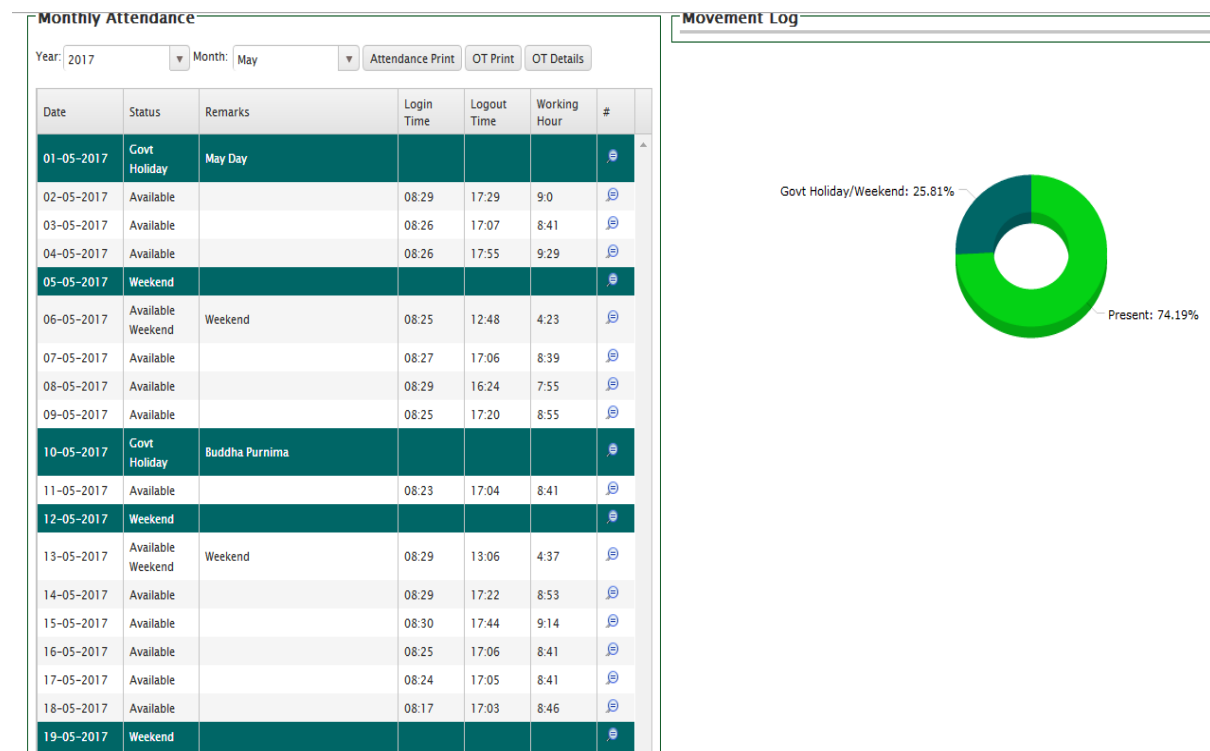
According to the company policy, HRD makes a time schedule for employee attendance in two ways regular time basis and roaster time basis. Roaster basically scheduled base on work, need and system. In this section, schedule name, start and end date, in and exit time, late entry time are included for the both party benefits.

Individual daily Attendance:

In this sector every individual attendance are presented in the software. Employees get to see their attendance status. It contains their entry and exit time along with going outside of office time, duration of staying beside their account.

Monthly Attendance:

Employee attendance also can be seen on monthly basis. In this section, an employee's monthly attendance summary will be shown by selecting specific month. Besides every employee id, designation and department includes his/her time in an out, late entry, adjustment in attendance, extra work hour, remarks of that month. It makes easier to track how the employees is doing over the period.



Attendance adjustment:

Sometimes an employee may be late for a specific and valid reason. In that situation employee can apply for the adjustment through the system. That application will go to his/her department in charge, if they find the reason is valid they approve the application then it goes to HR for approvals. After that, HR respondent make the adjustment.

A screenshot is provided below:



Attendance Adjustment

You were not logged out

Adjustment Type:

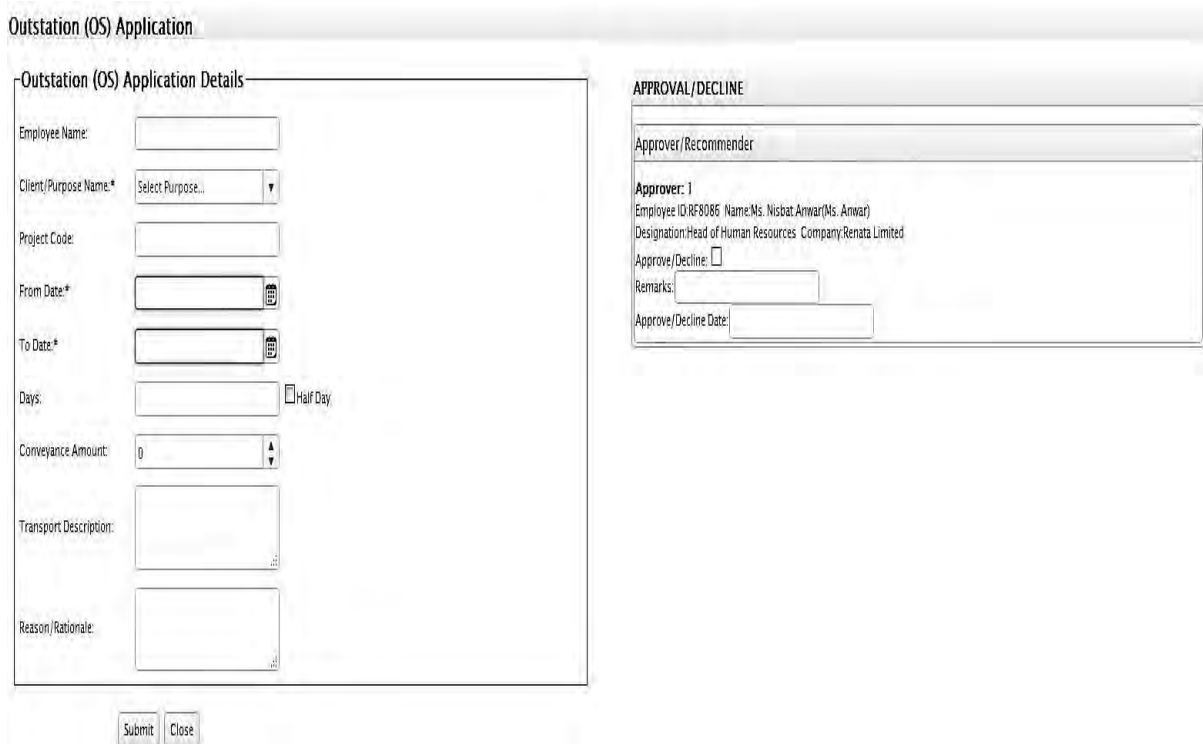
Leave Reason:

Address:

Explanation:

Outstation application:

When employees go to outstation project their attendance are recorded by HR as per their application. Employee applies for outstation application by mentioning the day and time of being outstation, reasons and other information from their account which goes to respective department in charge, after getting approvals from them then it goes to HR approvals. After the approvals employee's attendance is recorded. A screenshot of the process is given below:



Outstation (OS) Application

Outstation (OS) Application Details

Employee Name:

Client/Purpose Name:

Project Code:

From Date:

To Date:

Days: ☐ Half Day

Conveyance Amount:

Transport Description:

Reason/Rationale:

APPROVAL/DECLINE

Approver/Recommender

Approver: 1
Employee ID: RF8086 (Name: Ms. Nisbat Anwar (Ms. Anwar))
Designation: Head of Human Resources Company: Renata Limited

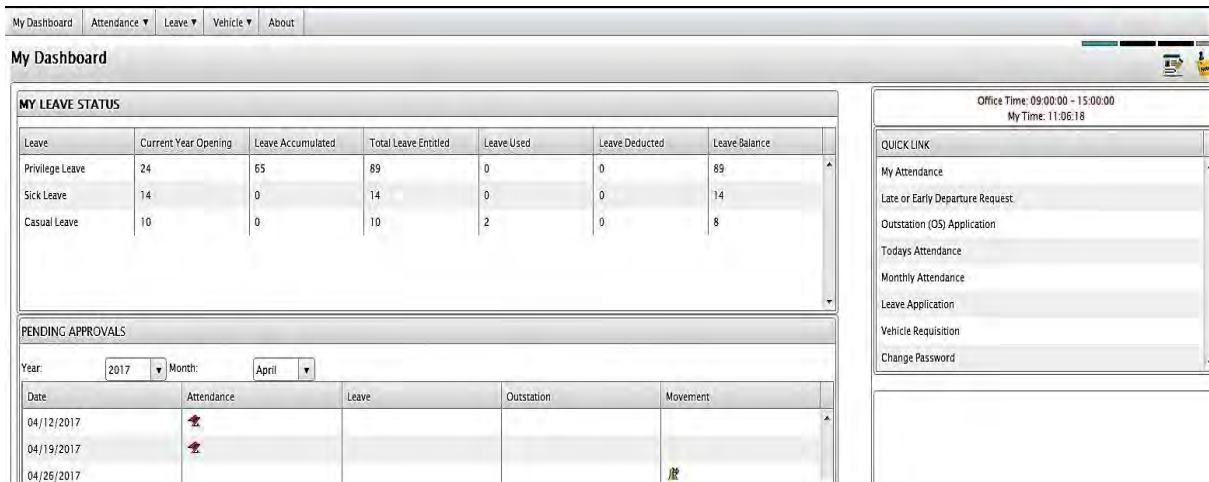
Approve/Decline: ☐

Remarks:

Approve/Decline Date:

Leave Management:

HRD manages all the leave records and leave sanction as per service policy. In employee account there is section where the amount of days that employee can spend as they need during service year and remaining leave balance are recorded. A screenshot of that provided below:



My Dashboard

MY LEAVE STATUS

Leave	Current Year Opening	Leave Accumulated	Total Leave Entitled	Leave Used	Leave Deducted	Leave Balance
Privilege Leave	24	65	89	0	0	89
Sick Leave	14	0	14	0	0	14
Casual Leave	10	0	10	2	0	8

PENDING APPROVALS

Year: 2017 Month: April

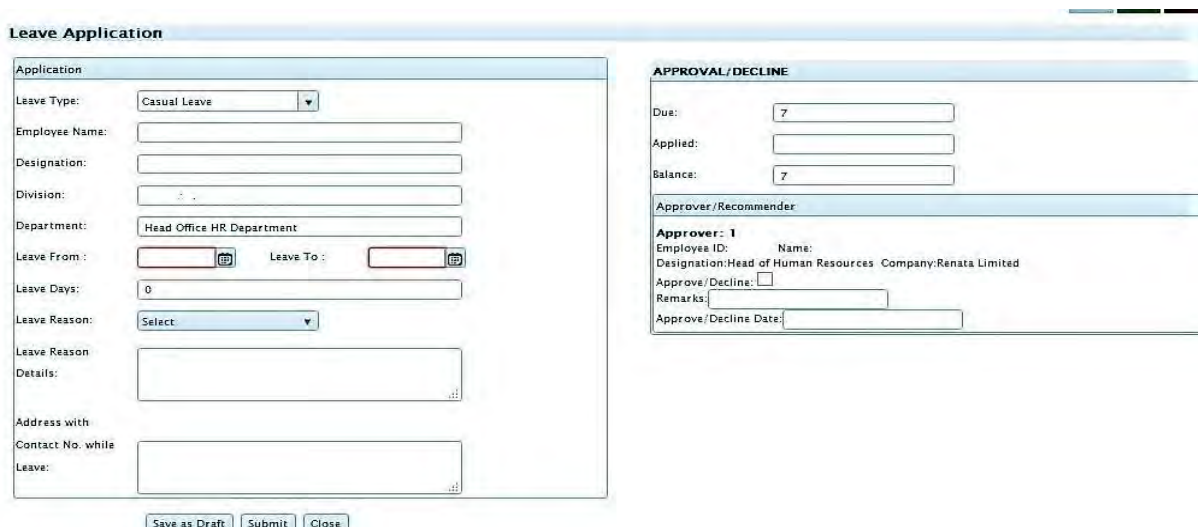
Date	Attendance	Leave	Outstation	Movement
04/12/2017				
04/19/2017				
04/26/2017				

Office Time: 09:00:00 - 15:00:00
My Time: 11:06:18

QUICK LINK

- My Attendance
- Late or Early Departure Request
- Outstation (OS) Application
- Today's Attendance
- Monthly Attendance
- Leave Application
- Vehicle Requisition
- Change Password

For leave an employee must need to notify their supervisor or designated department in charge in advance of leave. If any employee apply for leave then he needs provide information in the leave application section which are employee ID, name, department, address while on leave, cell no, type of leave, date of apply leave start to end date, reasons of leave and also leave balance. Then user has press submit. An employee in Renata Ltd benefited by getting various types of leave. Privilege leave, sick leave, casual leave, maternity leave, leave without pay, special sick leave and others. After applying for leave it goes for approvals of department in charge and then goes to HR head for approvals. After granting leave submitted days are automatically cut from the leave balance. A screen shot of the process is given below:



Leave Application

Application

Leave Type: Casual Leave

Employee Name:

Designation:

Division:

Department: Head Office HR Department

Leave From: [] Leave To: []

Leave Days: 0

Leave Reason: Select

Leave Reason Details:

Address while on leave:

Contact No. while on leave:

Save as Draft Submit Close

APPROVAL/DECLINE

Due: 7

Applied:

Balance: 7

Approver/Recommender

Approver: 1

Employee ID: Name:

Designation: Head of Human Resources Company: Renata Limited

Approve/Decline: []

Remarks:

Approve/Decline Date: []

Types of leave:**Privilege Leave:**

Privilege leave is 24 days annually. It is not applicable for contractual employee. If any employee does not use privilege leave it will add up with his/her fresh year leave balance – this process only applicable for privilege leave.

Sick Leave:

Employees get 14 days for sick leave annually. A medical certificate by a register medical practitioner is mandatory if the sick leave is availed for more than two days consecutively. If any employee use more than 14 days of leave that will be deducted from the amount of earned leave. Financial help are available to facilitate the treatment if an employee submit valid medical documents. This leave does not apply to illness of family members.

Casual Leave:

An employee gets 10 days of casual leave with pay. Casual leave can be for a maximum of 4 days consecutively. If more than 4 consecutive days is applied the entire leave will be treated as privilege leave.

Maternity Leave:

According to the policy of the company, a female employee gets 120 days per pregnancy with a full pay and benefits. Two months before and two months after expected delivery date, unless otherwise explicitly mention in the doctor's certificates.

Leave without pay:

It is granted as per approvals of head of department. 7 days prior notice should be given before availing the leave.

Special Sick leave:

It is also granted as per approvals of head of department. A medical certificate by a register medical practitioner is mandatory, stating the reason and duration of the absence. This application must be approved by the head of department and submitted with apply form.

Casual and sick leave: Contractual employees are entitled to a total of 14 days of casual leave and sick leave combined per calendar year. Proportionate salary may be deducted if leave beyond entitlement is valid.

Training Management

As training history are recorded in every employees profile and HR personal can see the summary of that such as who is getting which training, the start and end time. It facilitates the training need analysis. For every organization employee development is long term assets which can achieve through proper training and education. After need analysis they arrange needed training for employees. Some of the training programs are MS excel training, NLP training, Celebrity meet, ERP and Empress software usage training, micro consultant training, SCM training, HR Labor law, stress management training etc. All the training schedule and document are record and prepared by HRD.

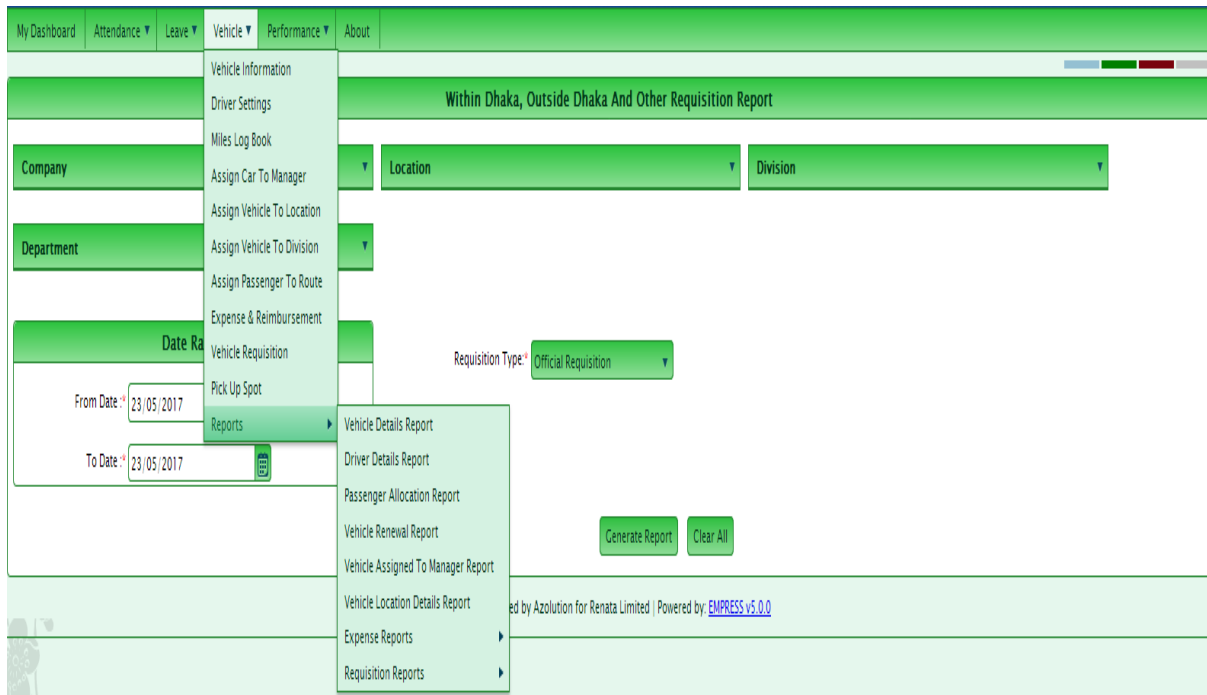
Recruitment management

The whole recruitment management facilitate through HRMS. All the new and replacement as well as internal recruitment are handle through it. All applicant related information are recorded in software and managing CV, any expertise and experience related document easy through it. HR personal enter all the document in the database and save it. The process is shown in Appendix C. It facilitate making assessment paper of recruitment and others.

Vehicle Management

Renata ltd provides personal cars to all employees with the grade manager II and above, for their use while they are employed at the company. Company also offer pool services to its permanent employees with the grade officer and above up to senior additional manager. Based on the vehicle availability, employees may avail van pool with pick and drop, second lift and sixth day pick and drop services which are only avail for employees who are not reside in immediate area (north Mirpur 10 circle through Mirpur 12). This is a wide wings of management under HRD.

A screen shot is provided below:



Pick and drop service:

Eligible employee picked near their home at designated pick up locations. They will also be drop at the same location at the end of the schedule time.

Site Name	Reporting time	Ending time	Second Lift Time
Head Office	8.30 am	5.00 pm	7.30 pm
Mirpur Plant	8.00 am	5.00 pm	7.30 pm & 9.30 pm
Rajendrapur Plant	8.00 am	4.30 pm	7.30 pm & 9.30 pm

Employees are notified earlier by HR respondent through mail about the time, vehicle and the chauffeur. Vehicle will be at the designated place to pick up at the exact time and for drop off it leave Renata premises 10 minutes after the site specific ending time.

Sixth day pick and drop services also available for employees for the sixth working day. Employee who wishes to avail this service needs to apply for vehicle requisition for sixth day in vehicle section and it will automatically go to department in charge and HRD for approvals. After getting approval HR personnel tag the vehicle id, driver name and contact and start and end time.

New Applicants:

New employee can apply for the vehicle requisition through his employee account. In vehicle section there is an option available 'vehicle requisition' after clicking it they will find new applicant option. There they will find requisition type, pick up spot, designation, no. of travelers, mobile no, preferred start time and date, preferred end time. After filling it up they will click in apply for requisition. When an employee successfully done with the requisition it goes to HR for approvals. After approvals designated HR person who handle the vehicle part will tag the vehicle id, driver name and contact, start and end time and he will also make the seating arrangement plan per vehicle.

Second lift:

Second lift is provided for employee who stays past official working hours. For second lift employee from their employee account goes to vehicle section request for the second lift with time and location that goes to HR respondents. HR respondent then tags the vehicle id, driver name and contact, date and time for the employee and notify them.

Route change:

For any changes in pick and drop services employee must need to fill vehicle route change in vehicle section and apply for it. It will go to head of department and HRD for approvals. After getting the application HR personnel will check the seat availability and he will notify whether it is accepted or not within 1 week of submitting the form.

Official use of vehicle within Dhaka city and out of Dhaka city:

Pool service are also available for official use of within and out of Dhaka city on working days from the hours 9.30 am to 4.00 pm for head office and from 9.00 am to 3.30 pm for plant. For that employees need to apply for vehicle requisition of official use of vehicle within Dhaka city or out of Dhaka city. After applying it goes for the department in charge approval then goes to HRD for approvals. HR personnel will requisite it and tag the information and notify the employee.

Driver Setting:

All the driver information along with valid documents are registered in software as well as the information summary. Here, driver id, name, assign vehicle no, contact information, emergency information, location, blood group, driving license, expire date and type of license

all are recorded. So it is easy for HR personnel to tag the information in time of requisition. A sample is given below:

Driver Information												
Driver Information Summary												
Driver Id	Driver Name	Assigned Vehicle No	Contact	Emergency Number	Location	Blood Group	License No	License Expire Date	License Type	Status	Action	
					Head Office			16/06/2020	Light	Active	Edit	Assign
					Head Office			11/11/2019	Heavy	Active	Edit	Assign
					Head Office			17/10/2017	Medium	Active	Edit	Assign
					Head Office			03/08/2020	Light	Active	Edit	Assign
					Head Office			13/09/2019	Heavy	Active	Edit	Assign
					Head Office			27/09/2019	Heavy	Active	Edit	Assign

Expense and Reimbursement:

In this section of vehicle management all the expense and reimbursement are recorded. While assign HR personnel inputs the vehicle no. all the information related to it comes up then he records all the expenses and reimbursements by inputting the dates. He inputs the expenses for gas, octane, servicing, tire, denting and painting, general maintenance, battery, Parking, toll and others per vehicle and makes the total amount of expenses. He also updates all the bill paper in software. A screenshot of that is given below:

Expense & Reimbursement Information														
Vehicle Information														
Date From :	From Date		Vehicle Reg No :	Enter Reg No		Seat Capacity :								
Date To :	To Date		Vehicle Location :			Vehicle Type :								
Select Route :	Select Route		Manager name :			Usage Type :								
			Driver :			Region Name :								
Expense Information														
+ Add Expense Details														
Servicing Date	Gas	Octane	General Maint...	Tire	Denting and P...	Battery	Parking	Toll	Others	Repair	Servicing	Total	Upload File	Download File
24/05/2017	0	4450	0	0	0	0	0	0	300	0	0	4750		
Save Clear														

CHAPTER 6

Findings and Recommendations

Findings:

The most important part to discuss is the findings of this report which I have come to acknowledge during my 3 months of working experience in this organization. It was my first ever encounter with the corporate world so my observation might lack precision in identifying the problems which might not be an actual problem in the context of regular corporate environment.

Regarding this report I have interviewed our Senior Deputy Manager of HRD Mr. Md. Fuad Hasan Lotus who is in charge in designing the whole HRIS with his HR team and Senior Assistant manager Jansher –Al- Sabah Khan who is also part of the team.

Also for getting the proper scenario of the implication of HRIS in Renata ltd I have conducted a survey where employees from various departments of Renata ltd participated.

According to Mr. Md. Fuad Hasan Lotus, Senior Deputy Manager, Human Resource Division, Corporate Headquarters, Renata LTD

Initially it is a huge challenge to setup this software when three other software are in parallel running. Before this software the organization had Oracle to run their entire organization information system. It was really an effective and hi tech software that made the organization more efficient. But in the existing ERP suite there was no access for employee personal database management system. To ensure that employee has better access to their personal information and requirements this EMPRESS software is launched along with ERP system. It is also a huge task to match the existing database with Empress Solution. As they also introduce the self-service, it is mandatory to ensure the data accuracy unless it will create hazard situation between HR and other employees. Furthermore, the biggest challenge is to convince the end user because there is a reluctance among personnel to go completely online. It also acquired a great amount of time and effort to design a totally new software and customize it. This software developed on several phrases and coherent multiple plan. Sometimes they need to change the whole plan and start from the beginning and make another plan. There were many policy and culture barrier which initially effects the design. Many senior officers were reluctant to this changes. This cultural shift is a huge barrier and overcome it is a huge challenge for the HRD.

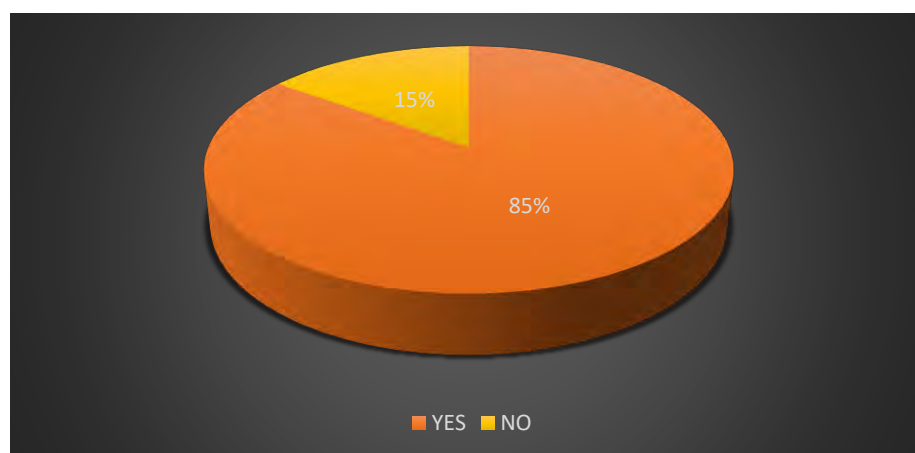
According to Mr. Jansher –Al- Sabah Khan, Senior Assistant Manager, Human Resource Division, Corporate Headquarters, Renata LTD

First steps towards a change itself is a challenge. As it is a software solution sometimes bug occurs, sometimes a new technical difficulties comes and it halts the working process. He also added that communication and make employees understand the benefits of the system is a challenge. Sometimes they resist towards the change and also company policy creates some barriers. Furthermore he added that when they started to manage through HRIS some did not want to use it for instance, they did not want to go through process of vehicle requisition, when they introduce attendance management some employees are reluctant as everything goes on record, shows late, early leaving. Gradually they understand long term gaining when HRD arranged some session with them, make them understand whole policy and others. In some cases resources are limited so as manpower for instance vehicle requisition but the demand is more so HRD need to decline those request which leads to some clashes. There is a constraint in budget whereas the application that need to be added are vast so they need to execute the whole plan within the budget. Lastly, he mentioned that they are still working to make this software more automated and stable.

Findings through the survey

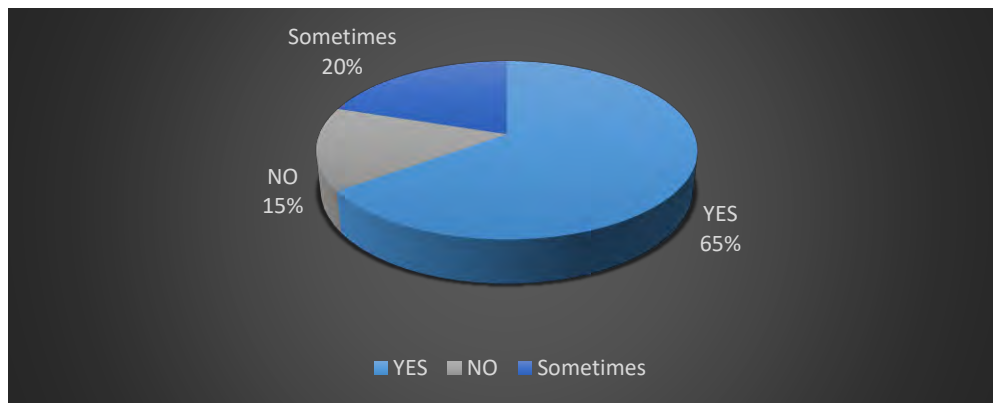
To get the proper scenario how the employees adapt the HRIS and how the self-service system work for them, I have made a questionnaire and get the response from the employees of Renata ltd.

- ❖ As HRD makes some changes in current HR policies, do you think it is sufficient for the employees?



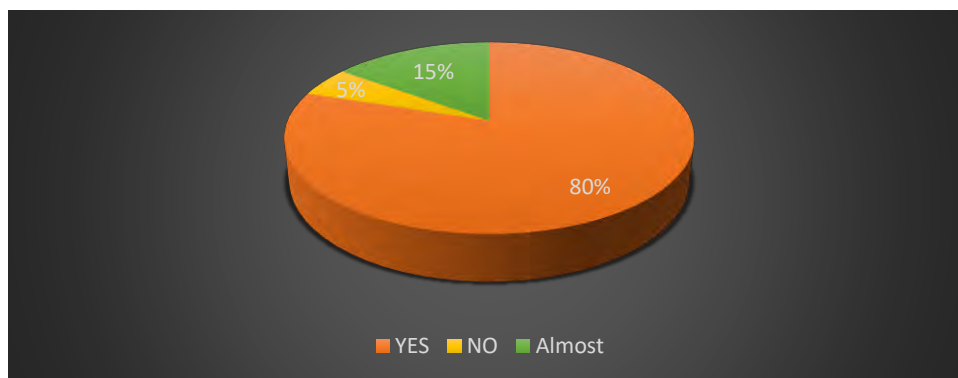
About 85% are satisfies with the current HR policies.

❖ Do they follow international HR standards?



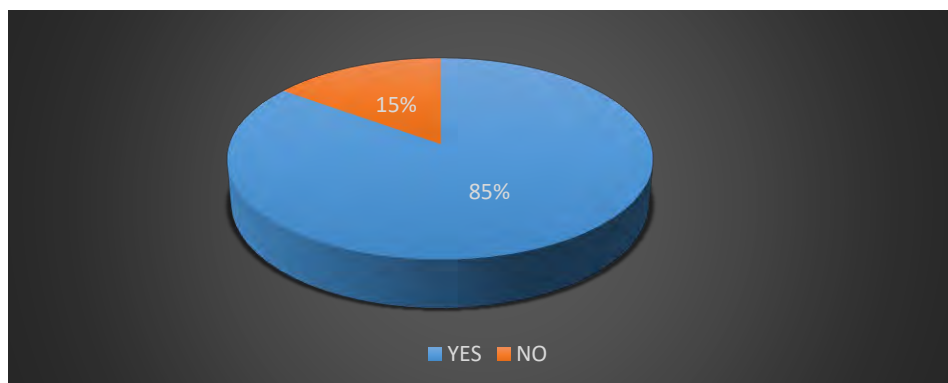
According to the questionnaire survey 65% answered positively about their following international standard.

❖ Does the current management make you satisfy?



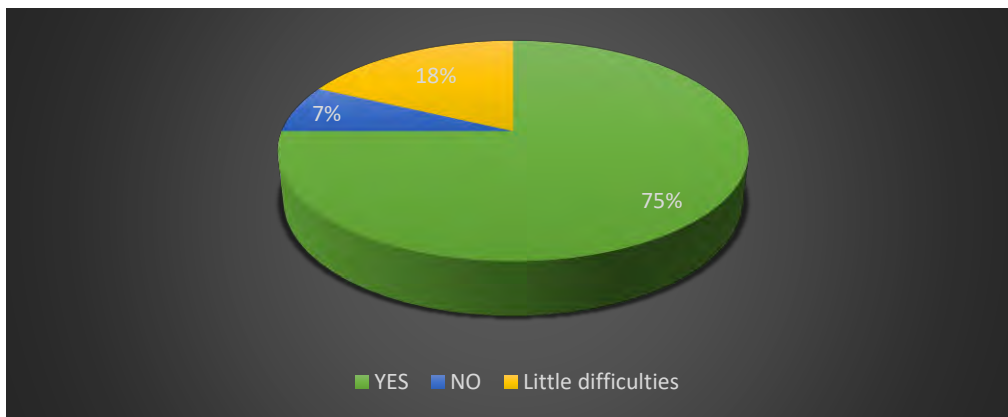
According to the response 80% are satisfied whereas 5% response negatively and 15% are almost satisfy.

❖ Do you think the software is efficiently working for the employees?



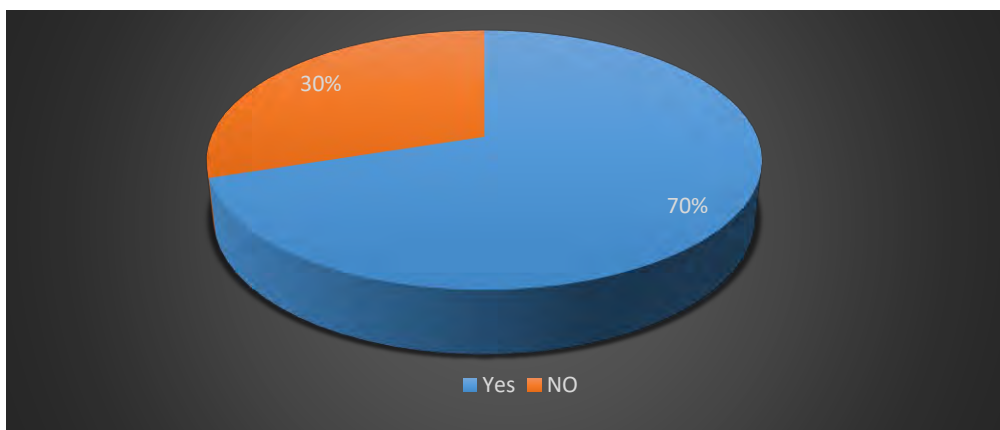
According to the response 85% thinks it is efficiently working.

- ❖ Are you comfortable while using current information system?



75% employees answer positively where as 18% are having some difficulties

- ❖ Do you thing this information system is standard in this competitive field?



Around 80% thinks it is standard for the competitive field

My Observation

- Renata HR organizes regular training session for the employees to ensure employee development which is a very positive side of the organization as well as for the employees.
- Every month the organization organizes celebrity training session where the Sales force employees gets the opportunity to share their thoughts and struggles with the guest and the guest also shares their real life experience which not only motivates them rather helps them in the long run.

- The existing Oracle based ERP which is implemented in the organization is a very broad software where there is no free access for every employees. So that it was not possible to provide different HR supports to every employees through this ERP system.
- As the Empress HRIS software is still in the finalization stage, while working I faced many technical issues. But the upside of this situation is through this occurrence the organization could know where the problem is in the software and immediate measures can be taken to solve the bugs in the software.
- The Empress HRIS (Human Resource Information System) software is accessible only for the employee of Officer and above level. For security measures this software can only be used in the Renata Limited Network only. Employee cannot use the software in open network.
- In the existing Oracle based ERP system the end users didn't have the access to their personal management system. The employees had to contact the concerned authority manually or through over phone to know about their leave, attendance, vehicle information and other regular information. This was a lengthy, time and resource consuming process.
- Sometimes there are mismatch of information provided from the employees end in the documents that are provided. Sometimes the information doesn't match with the supporting documents or there are no information at all. These created hindrance and confusion while working thus slowing down the other process.
- As this organization is operating for a long time there have been many changes and updates being made in the employee information system. While updating the new software there were many information boxes that requires to be filled up however as they were not necessary in the past, many employee didn't have it. So Due to the change of Employee Information format over the time there are mismatch in the provided information and present scenario.
- The confusion with information happened due to lack of supervision from the divisional end. There are some certain documents an employee needs to provide at the time of joining. It is the duty of the concerned authority to ensure that the employee is providing the necessary documents and information given in those documents are authentic.

- Though this organization is being operating for very long time they were not equipped with the job descriptions which was affecting the organization's efficiency in growing the business and mapping the responsibilities of different employees in the long run.
- Human Resources Division has introduced the Role Profile Project to make the organizational procedures more structured as well as mapping the organizational works, responsibilities, requirements and competencies. The idea of maintaining role profile is relatively new in this organizational context, so this is very difficult to merge all the old and raw data and unstructured job descriptions in to the new role profile format.
- While doing role profiling I came across some role profile where the job responsibility doesn't align with the required job skills or knowledge. If necessary initiatives is not taken this can create complexity in the future.
- Too much usage of papers is taking up lots of space, resource and expenditure.

Effect on organization performance

The effect of HR practice on organization practice is a much talked about and one of the most important aspect of Human Resource Management Theory. In an organization different HR activity has different kinds of impact on the organization performance. During my 3 months tenure in the organization I have observed different activity that has very positive impact on the organization employee management system

With the help of this HRIS software the organization can have better access to the employee management which will help the organization to analyze their performance and give feedback on that. From employee end, the employee can access their personal information's by their own portal which they couldn't have done earlier. They can easily check their attendance, apply for leave or vehicle requisition directly through the software. These will save them from unnecessary waste of time and paper work. They won't be needed to leave their work and go to the concerned personnel to ask for their basic information. This step will motivate the employee as they will feel empowered and more connected to the organization. This will also

have a positive impact on the organization as the employee will feel that organization is thinking about their comfort and ease. This will make employee satisfied with the organization thus leaving a positive mindset on employee which will in the long run increase the organization performance.

Role profiling of employee is another important aspect that I have observed in this organization which has immense positive impact on organization performance. Having a role profile helps the organization to evaluate employee performance. It also helps the employee to know what is expected from them and what are their responsibilities and their KPI. This enhances employee performance thus increasing the organizations overall performance.

Training is also a huge part of HR activities and employee enhancement. Renata regularly arrange many training session to enhance their employee skills and advancement. In this competitive era of business scenarios are constantly changing. It is necessary to stay up to date with the newest culture and technology. Training sessions help the employee to do so and it helps to enhance the organization performance.

Recommendation

Here in this part, I came up with the following recommendations that might help Renata limited to increase their efficiency and make the organization more structured and stronger.

- The end user should be given necessary access so that they can have better access to their personal management system. It will make them feel authorized and important to the company.
- Regular follow up of the software will help to maintain the efficiency and achieve the project vision.
- As the both of the software is running simultaneously, the organization should arrange more training sessions for the employee to have better knowledge on the software.
- The management should give more focus on employee advancement training along with training on system. The technological side is ever changing and to sustain in this competitive era, it is necessary for the employee to have enough competency.

- Management should ensure proper supervision of employee information record system. The supervisors should be more careful about the documents employee is providing and the information that it carries.
- The job profile needs to be more up to dated and the employee should have a clear knowledge about it. On occurrence of any major change in the duties and responsibilities, the employee must be informed and trained.
- The organization is now focusing on the structured role profile of the employee which is a very good step in increasing organization efficiency. It needs to be ensured that the job responsibility is matching the employee caliber and skills.
- The role profile should align with the required set of skills and knowledge a particular position demands.
- The organization is heading towards the go green concept of management. They should take more measures like this to lessen the usage of paper than before.
- It would be really beneficial if the organization introduces a different talent management department under HR division. The HR division has different aspects of duties to fulfill beside the basic recruitment and selection process. If there is a different department, it can provide its entire focus on hiring and retaining talents for the organization.

Conclusion

For any organization HRM is an enormous and imperative part. The proper implementation of the HR practices and activities helps the organization in the long run by increasing employee performance that is why Renata always gives high priority in the overall HRM practices.

The proper implementation of the HR practices and activities helps the organization in the long run by increasing employee performance. HRIS (Human resource information system) plays a dynamic part, when it comes to the total performance of the organization. Investing in a HRIS that harmonize with the company's goals, objectives and values is the investment of its long term goals, profit and success. It is link with the advancement of the employees and employee advancement has the direct impact on organization performance. It is necessary to focus on employee betterment so that they are competent enough. Moreover, if organization focuses on employee betterment, employee will feel more connected to the organization thus having a positive impact on their performance which will in future enhance organization performance and HRIS is adding values to achieve it.

Appendix

Appendix A: Employee management forms



EMPLOYEE INFORMATION FORM

NAME (IN BLOCK LETTERS):

EMPLOYMENT DETAILS			
Designation:		Emp-ID:	
Division:		Date of Joining:	
Department:		Location:	
Employment Type:	Regular ☐	Contractual ☐	Depot Name:

PERSONAL INFORMATION			
Father's Name:		ATTACH 1 COPY RECENT PASSPORT SIZE PHOTOGRAPH WITH TRANSPARENT TAPE	
Mother's Name:			
Date of Birth:	Place of Birth:		
Gender: Male ☐ Female ☐	Mobile:		
Religion:	TIN:		
Ethnic Origin:	Blood Group:		
Nationality:	Passport No.:		
Marital Status:	National ID:		
Marriage Date:	E-mail:		
Name of Spouse:	Occupation of Spouse :		
Number of Children:	Number of Dependants :		

ADDRESS DETAILS	
Present Address	Permanent Address

ACADEMIC QUALIFICATION (Most Recent Information Will Come First)				
Degree	Institution	Subject	Result	Completion Year

TRAINING DETAILS (Most Recent Information Will Come First)			
Training Title	Training Institution	Start Date	End Date

PROFESSIONAL CERTIFICATION <i>(Most Recent Information Will Come First)</i>				
Certification	Institution	Start Date	End Date	Completion Status

EMPLOYMENT HISTORY <i>(Most Recent Information Will Come First)</i>			
Organization	Designation	Start Date	End Date

EXTRA-CURRICULAR ACTIVITIES/HOBBIES

MEMBERSHIP IN SOCIETIES/CLUBS/ASSOCIATIONS <i>(Most Recent Information Will Come First)</i>			
Club/Association Name:	Nature of Activities	Start Date	End Date

REFERENCES			
Professional Reference		Personal Reference	
Name:		Name:	
Occupation:	Mobile:	Occupation:	Mobile:
Address:		Address:	

IN THE EVENT OF AN EMERGENCY WHOM WOULD YOU WISH US TO NOTIFY			
Emergency Contact 01		Emergency Contact 02	
Name:		Name:	
Relation:	Mobile:	Relation:	Mobile:
Address:		Address:	

DECLARATION

I hereby declare that the information provided is true. I shall be deemed to have been guilty of gross default/misconduct during my employment with Renata Limited, if at any date it is found that my declaration as shown above is false or materially incomplete in any respect and in such case my services with the company will be liable for disciplinary action as per company policy.

Signature

Date

Please attach 5 copies of Passport Size photographs, photocopies of Passport, National ID, Birth Certificates, all Academic, Training, Experience & other related Certificates against the information given in this form. Any change in the information provided must be notified to the Respective Human Resources Department.



FINAL SETTLEMENT FORM – HEAD OFFICE

Name: Emp-ID:

Department/Division: Grade:

SECTION – 01 : TO BE FILLED BY HUMAN RESOURCES DEPARTMENT

Date of Joining: Confirmation Date:

Separation Date: Length of Service:

Details	Status	Comments (if any)	Signature	Date
Privilege Leave Balance	Day(s)			
Car	Received ☐ Not Received ☐			
Additional Comments (if any)				

SECTION – 02 : TO BE FILLED BY RESPECTIVE DEPARTMENT/DIVISION [Please skip if any attribute(s) is not applicable for the respective employee]

Details	Comments	Signature	Date
Department Head			
Division Head			

SECTION – 03 : TO BE FILLED BY MARKETING SERVICES DEPARTMENT [Please skip if any attribute(s) is not applicable for the respective employee]

Details	Status	Comments (if any)	Signature	Date
Mobile	Received ☐ Not Received ☐			
SIM Card	Received ☐ Not Received ☐			
Additional Comments (if any)				
Marketing Services Manager's Comments			Signature	Date

SECTION – 04 : TO BE FILLED BY INFORMATION TECHNOLOGY DIVISION [Please skip if any attribute(s) is not applicable for the respective employee]

Details	Status	Comments (if any)	Signature	Date
Laptop	Received ☐ Not Received ☐			
Internet Modem	Received ☐ Not Received ☐			
External Hard Disk	Received ☐ Not Received ☐			
Printer	Received ☐ Not Received ☐			
Additional Comments (if any)				
Head of IT's Comments			Signature	Date

Appendix B: Employee employment history

R10018 , Ms. Effat Jahan Mumu

Personal Info	Nominee & Family Member	Medical	Employment Info	Payroll	Leave	Document	Equipment/Asset Issued
---------------	-------------------------	---------	-----------------	---------	-------	----------	------------------------

Employment Information

Identity Information: ▼ Joining Information: ▼ Posting Information: ▼ References: ▼	Cost Centre Information: ▼ Contact Information: ▼ Current Career History Information: ▼ Emergency Contact Information: ▼
---	--

Employment History: ▼

Extra Curriculum Activities: ▼

Training History: ▼

Disciplinary Action: ▼

Reward: ▼

Membership In Societies/Clubs/Associations: ▼

Update Clear Close Print

Solution Provided by Azolution for Renata Limited | Powered by: [EMPRESS v5.0.0](#)

Appendix C: Recruitment management

CV/Resume Download Delete

CV has been attached

Addresses Add

Address (Present)

Questionnaire for end user (Renata Employees from head office)

- ❖ As HR makes some changes in current HR policies, do you think it is sufficient for the employees?
- ❖ Do they follow international HR standards?
- ❖ Does the current management make you satisfy
- ❖ Do you think the software is efficiently working for the employees?
- ❖ Are you comfortable while using current information system?
- ❖ Do you thing this information system is standard in this competitive field?

References

Ball, K.S. (2001). The use of human resource information systems: a survey. *Personnel Review*, 30, 677-93.

Bangladesh pharma industries overview. (2015). Retrieved August 01, 2017, from <http://www.bapi-bd.com/> Bangladesh Association of Pharmaceutical Industries (BAPI). /overview.

Barron, M., Chhabra, D., Hanscome, R., & Henson, R. (2004). Exclusive Panel Discussion: Tips and Trends in HRIS. *HR Focus*, 81, 6-7.

Beckers, A.M., & Bsai, M.Z. (2002). A DSS classification model for research in human resource information systems. *Information Systems Management*, 19, 41-50.

Davis, P. 1995. *About time: Einstein's unfinished revolution*. New York: Simon; Schuster, 1995.

Delorme, M., & Arcand, M. (2010). HRIS implementation and deployment: a conceptual framework of the new roles, responsibilities and competences for HR professionals. *International Journal of Business Information Systems*, 5, 148-161.

Drug Ordinance of Bangladesh, 1982.

Fletcher, P. (2005). From personnel administration to Business Driven Human Capital Management: the Transformation of the Role of HR in the Digital age. In Greutal and Stone (Eds), *The Brave new World of her* (pp1-12). San Francisco, CA: Jossey-Bass.

HRMS [Digital image]. (n.d.). Retrieved July 27, 2017, from USManrajput.wordpress.com

Hussain, Z., Wallace, J., & Cornelius, N. E. (2007). The use and impact of human resource information systems on human resource management professionals. *Information & Management*, 44, 74-89.

IMS Data, 2013.

IMS Data, 2015

Kovach, K.A., & Cathcart, C.E. (1999). Human resource information systems (HRIS): providing business with rapid data access, information exchange and strategic advantage. *Public Personnel Management*, 28, 275-81.

Kovach, K.A., Hughes, A.A., Fagan, P., & Maggitti, P.G.(2002). Administrative and strategic advantages of HRIS. *Employment Relations Today*, 29, 43-8.

Krishnan, S., & Singh, M. (2006). Issues and concerns in the implementation and maintenance of HRIS. Issues and concerns in the implementation and. Indian institute of management ahmedabad-380015. Research and Publication Department in its series IIMA working papers with number WP2006-07-01.

Kundu, C. Malhan, D., & Kumar, P. (2007). Human resource management practices in shipping companies human resource. *Delhi Business Review*, 8, No. 1 (January – June).

Lee, A., (2008). Relationship between the use of information technology and performances of human resource management. PhD thesis, Alliant International University, San Diego: USA.

Martinsons, M.G. (1994). Benchmarking human resource information systems in Canada and Hong Kong. *Information & Management*, 26, 305-16.

Ngai, E.W., & Wat, F.K. (2006). Human resource information systems: a review and empirical analysis. *Human Resource Information Systems*, 35,298-314.

Youndt, M., Snell, S., Dean, J., & Lepak, D. (1996). Human resource management manufacturing strategy, and firm performance. *The Academy of Management Journal*, 39(4), 836-866